

Drought Relief From Electricity Charges

Terms and Conditions

The following terms and conditions (the Terms and Conditions) apply to the Queensland Government's Drought Relief From Electricity Charges Scheme (the Scheme). These Terms and Conditions should be read carefully before completing and signing the Application Form.

<p>In these Terms and Conditions the 'applicant' means the person or persons named on the relevant electricity account applying for reimbursement under the Scheme.</p> <p>1. Application</p> <p>Any application for a reimbursement (the Application) must be submitted on a 'Drought Relief From Electricity Charges Application Form' and must be sent to and processed by the State of Queensland through the Department of Mines & Energy (the Department) before reimbursement can be made (refer Clause 4 below).</p> <p>The Application must be completed in full, be signed by all parties named on the relevant electricity account, and include a copy of the electricity account and proof of payment together with any other documentation necessary to support the Application.</p> <p>Any original documentation supplied will not be returned, and requests for copies to be returned may incur a fee.</p> <p>2. Eligibility Criteria</p> <ul style="list-style-type: none"> • To be eligible for reimbursement the applicant must: <ol style="list-style-type: none"> (i) be a customer for a non negotiated retail electricity account with a retail entity other than Ergon Energy Queensland Pty Ltd; (ii) be a farmer of a property that has been individually drought declared or is within a drought declared area; (iii) have no water to pump; and (iv) complete a Drought Relief Application Form; • For the purposes of this Scheme: <ol style="list-style-type: none"> (i) a declaration of drought must be made under a Queensland Government administrative process; and (ii) the customer must not be registered under the National Electricity Rules (as defined in the <i>Electricity Act 1994</i>) as a market participant. <p>3. Relief Available</p> <ul style="list-style-type: none"> • Eligible customers may receive relief from electricity charges on accounts received after 1 July 2007 in accordance with Part 6 of the Queensland Government's Tariff Schedule for non-market electricity customers (the Schedule), a copy of which is available at http://www.energy.qld.gov.au/zone_files/Electricity/tariff_july_2007.pdf. • Under this Scheme the fixed charge components of a customer's electricity charges may be reimbursed by the Department on an electricity account paid by the customer. • Fixed charge components (the Fixed Charge Component) include: <ul style="list-style-type: none"> - minimum payments; - service fees; - annual fixed charges under Tariff 66; and - guarantee agreement shortfall charges. • Provided the drought declaration remains in place, the reimbursement applies to all Fixed Charge Components applicable to: <ul style="list-style-type: none"> - any account covering the period in which pumping ceased, and; - to any subsequent account until the customer once again has water to pump. • If the operative drought declaration is revoked before the customer once again has water to pump, the reimbursement under this Scheme shall remain claimable until water is available or until 12 months after the revocation of the drought declaration, whichever is the earlier. <p>4. Claim and Payment of Reimbursement:</p> <p>Customers seeking relief under this Scheme must apply within one year of the invoice date on the electricity account for which relief is sought.</p>	<p>No maximum amount has been stated. The reimbursement is for the Fixed Charge Component only of an electricity account (see Clause 3).</p> <p>5. Termination Date</p> <p>The Scheme will be reviewed over a three (3) year period commencing 1 July 2007. All customers currently eligible for any reimbursements will be notified of any changes to the Scheme.</p> <p>The Department reserves the right, at any time, to:</p> <ul style="list-style-type: none"> • change any or all of the Terms and Conditions. Any changes will be notified on the Department's website, and to recipients of drought relief reimbursements from the Department. • contact applicants regarding information provided for the purposes of assessing their Application or providing information about any changes to the operation of the Scheme. <p>6. Authorisation</p> <p>An officer of the Department may verify the information provided in an Application and obtain other information relevant to the operation of this Scheme from the nominated electricity retailer and any relevant Government Department, including the Department of Primary Industries & Fisheries.</p> <p>By signing the Application the applicant authorises the Department to access personal and other information held by the nominated electricity retailer and any relevant Government Department to ensure the applicant is eligible for relief under this Scheme.</p> <p>7. Breach of Relief Conditions</p> <p>Applicants may be required to repay any reimbursement made by the Department under the Scheme if any of these Terms and Conditions is found to have been breached by the Applicant.</p> <p>8. Liability</p> <p>The applicant acknowledges and agrees that as far as the law permits:</p> <ul style="list-style-type: none"> • The Department accepts no liability in respect to any claim, cause of action, loss or damage arising out of, or in relation to the payment of the reimbursement under the Scheme. • The applicant agrees that they will indemnify and keep indemnified the Department from any claim or liability arising out of, or in relation to, the reimbursement that is the subject of this Application to the extent that any claim or liability is not caused by the Department's negligence or a breach by the Department of any term or condition implied by law. <p>9. Payment:</p> <p>Preferred payment option of approved relief is through electronic funds transfer (EFT) directly to the claimant's bank account however reimbursements will be paid by cheque by the Department if requested.</p> <p>10. Privacy notice</p> <p>The Department may collect the information set out in the Application in order to assess and verify an applicant's eligibility for reimbursement under this Scheme. Subject to these terms and conditions, the Applicant's personal information will not be used for any other purpose without the Applicant's prior written consent.</p> <p>Except as required by law, the information collected will be accessible only by the Department's authorised officers or agents, any relevant Government Department and the electricity retailer involved in the administration of the Scheme. All information collected through the Application is subject to the <i>Freedom of Information Act 1992</i> and will be retained as required by the <i>Public Records Act 2002</i> and other relevant Acts and regulations. <i>Information Standard No. 42 - Information Privacy</i>, applies to the collection and management of the personal information provided by the Applicant. For further information or enquiries regarding privacy or access to your information, contact the Department by email: privacy@dme.qld.gov.au or telephone (07) 3247 3239.</p>
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