

# Asylum seekers now eligible for the Queensland Government Electricity Rebate

## Information for service providers and non-government organisations

From 1 April 2017, asylum seekers are able to apply for the Queensland Government Electricity Rebate, which provides up to \$330 per year towards the cost of electricity.

The extension of the Electricity Rebate to low-income households, including Health Care Card holders and asylum seekers, recognises these households are at a higher risk of energy hardship due to high consumption and lower income.

To apply, a customer needs to call their electricity retailer – using the contact number on their electricity bill - and provide the following:

- Name
- Electricity account number (on their bill)
- Date of Birth
- ImmiCard number.

The ImmiCard number will be cross-referenced with the Department of Immigration and Border Protection's Visa Entitlement Verification Online (VEVO) system. Asylum seekers holding Bridging Visas, identified through the following Visa Subclasses, are eligible to receive the concession (once verified by the electricity retailer according to VEVO):

- Subclass 050 or 051: Bridging Visa E
- Subclass 070: Bridging (Removal Pending) Visa.

The rebate will be applied on a customer's quarterly or monthly electricity bills (depending on the customer's arrangements). This assistance will be back-dated to 1 January 2017 for eligible households that apply before 30 June 2017.

A customer can apply for this rebate over the phone, or can request a paper-based application form that will be sent to their home address. Service providers and non-government organisations can assist in the application process, either by helping a client call their retailer or helping the customer to fill out an application form and arranging its return to the applicant's retailer.



## **Electricity Rebate**

In addition to asylum seekers, the Queensland Government provides the Electricity Rebate to eligible households which hold any of the following:

- Pensioner Concession Card
- Queensland Seniors Card
- Department of Veteran's Affairs Gold Card
- Commonwealth Health Care Card.

If a client holds one of these cards, please encourage them to speak to their electricity retailer to apply for the rebate.

### **What if my client pays their electricity through their landlord?**

Not every household has an individual account directly with an electricity retailer. If your client pays electricity through their landlord or body corporate, this is known as an energy 'on-supply arrangement'. The person/entity that sends the bill must claim the rebate on the customer's behalf and deduct it from their electricity bills.

For further information on energy concessions and rebates, please contact **13 QGOV** (13 74 68) or visit: [www.dews.qld.gov.au/electricity/rebates](http://www.dews.qld.gov.au/electricity/rebates).