

Queensland Government Reticulated Natural Gas Rebate

The information brochure is provided as a guide only to aid the applicant in completing the attached Application for the Reticulated Natural Gas Rebate. No liability, express or implied, is accepted for the contents of the information brochure.

If you are a Reticulated Natural Gas consumer and are in receipt of one of the cards stated below, you may be eligible for a rebate on your natural gas bill.

If you are a consumer of reticulated natural gas not purchased from a Retail Entity and reside in a residential home park or in multi-unit residential premises, you may also be eligible for a gas rebate, and should approach the proprietor of the premises to make an application on your behalf.

Details of arrangements for such situations are available on request from the proprietor of the premises or from the Gas Retailer.

In no instance shall the rebate allowed be greater than the amount billed for customer retail services (service fee and consumption charges).

On completion of the Application Form, please return to your Gas Retailer.

Subject to the conditions listed below, persons who hold **one** of the following cards may apply for the reticulated natural gas rebate.

➤ **Pensioner Concession Card**

You **MUST** hold a current and valid **Pensioner Concession Card**, issued by either Services Australia (Centrelink) or the Department of Veterans' Affairs (DVA).

➤ **DVA Veteran Card – (Gold Card)**

You **MUST** hold a current and valid **DVA Veteran Card (Gold Card)**, issued by the Department of Veterans' Affairs.

➤ **Queensland Seniors Card**

You **MUST** hold a current and valid **Queensland Seniors Card** issued by the Department of Families, Seniors, Disability Services and Child Safety.

Eligibility Criteria

Eligible customers who claim the rebate shall have the rebate granted, provided that the following conditions are met:

The customer must be a registered reticulated natural gas consumer of the Retail Entity at the premises for which the rebate is claimed, and the premises must be the customer's principal place of residence, and the only residence in Queensland for which the customer claims the rebate.

How to Apply for the Reticulated Natural Gas Rebate

All eligible customers who satisfy the conditions under which the rebate will be granted, as listed above, and who wish to claim the rebate can at the discretion of the Retail Entity, either complete a written **Application for Reticulated Natural Gas Rebate** or internet based electronic form, or apply over the telephone.

Failure to satisfactorily complete the application process may delay the operative date of the rebate. If you are uncertain how to complete the application process, please seek advice from your Retail Entity.

Where a reticulated natural gas account is in more than one name, only one person who is eligible to receive the rebate and resides at the residence can receive the rebate, i.e. a household can only receive one rebate.

Lodging Your Application

The Retail Entity accepts no liability for the loss of an application. Your application whether written, electronic or by telephone must be received at least **14 days** prior to the next billing period, otherwise no guarantee can be given that the rebate will be credited for that next period. The Retail Entity will make every endeavour to credit the reticulated natural gas rebate on the applicant's reticulated natural gas account. It is the applicant's responsibility to check all reticulated natural gas accounts to ensure that the rebate has been credited.

Verification of Eligibility

The rebate will only be paid if the customer gives their consent to the Retail Entity to disclose relevant personal information to the Department of Families, Seniors, Disability Services and Child Safety and their service delivery agent, Department of Customer Service, Open Data, Small and Family Business, Services Australia (Centrelink), Department of Veterans' Affairs, and/or Department of Home Affairs so they can check the customer's continued eligibility for the rebate. Consent can be withdrawn at any time.

Change in Circumstances

Customers must notify their Retail Entity immediately of any changes to their address or eligibility to receive the rebate. The Retail Entity may require a new application to be submitted.

Renewal of Application

Renewal of an application for the rebate may be required periodically at the discretion of the Retail Entity. A new application must be lodged if changing your Reticulated Natural Gas retail entity.

Fraudulent Claims

The Reticulated Natural Gas Rebate scheme was introduced to provide a rebate to those people considered most in need of financial assistance. Where such an application has been submitted for the purpose of fraudulently obtaining a rebate, legal action may be taken against the applicant.

Further Information

If you require further information or assistance with completion of the application process, please telephone your Reticulated Natural Gas retail entity.

APPLICATION FORM

Queensland Government Reticulated Natural Gas Rebate

This Application Form applies only where the applicant is a consumer of reticulated natural gas purchased from a Retail Entity.

This form must be completed by the applicant and **lodged with <name of Reticulated Natural Gas Retailer>** as least fourteen (14) days prior to billing of the first reticulated natural gas account to which the rebate will apply. Please refer to the attached Information Brochure before completing this application. Further assistance is available from your Reticulated Natural Gas retailer.

<div style="display: flex; justify-content: space-between;"> <div style="width: 40%;">Given Name _____</div> <div style="width: 20%; text-align: center;">(Please Print)</div> <div style="width: 40%;">Surname _____</div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 40%;">Full Residential Address _____</div> <div style="width: 20%; text-align: center;">(Please Print)</div> <div style="width: 40%;">Telephone Number _____</div> </div>	
<p>My reticulated natural gas account number is:</p> <div style="border-bottom: 1px solid black; width: 100%; height: 20px;"></div>	
<p>I hold <u>one</u> of the following current and valid cards: (Please tick ✓ appropriate box/boxes)</p>	<p>PLEASE PROVIDE CARD/FILE NUMBER</p>
<div style="display: flex;"> <div style="width: 30px; text-align: center; margin-right: 10px;"> <input type="checkbox"/> </div> <div> <p>PENSIONER CONCESSION CARD Card Issued by: (Please tick ✓ appropriate box)</p> <p><input type="checkbox"/> Department of Veterans' Affairs; or</p> <p><input type="checkbox"/> Services Australia (Centrelink)</p> </div> </div>	<div style="text-align: center;">Veterans' Affairs File Number</div> <div style="display: flex; justify-content: center; gap: 5px;"> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> </div> <div style="text-align: center; margin-top: 5px;">Centrelink</div> <div style="display: flex; justify-content: center; gap: 5px;"> <div>CRN</div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> </div>
<div style="display: flex;"> <div style="width: 30px; text-align: center; margin-right: 10px;"> <input type="checkbox"/> </div> <div> <p>HEALTH CARE CARD issued by Services Australia (Centrelink) (excluding Commonwealth Seniors Health Card)</p> </div> </div>	<div style="text-align: center;">Centrelink</div> <div style="display: flex; justify-content: center; gap: 5px;"> <div>CRN</div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> </div>
<div style="display: flex;"> <div style="width: 30px; text-align: center; margin-right: 10px;"> <input type="checkbox"/> </div> <div> <p>DVA VETERAN CARD (GOLD CARD) issued by Department of Veterans' Affairs</p> </div> </div>	<div style="text-align: center;">Veterans' Affairs File Number</div> <div style="display: flex; justify-content: center; gap: 5px;"> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> </div>
<div style="display: flex;"> <div style="width: 30px; text-align: center; margin-right: 10px;"> <input type="checkbox"/> </div> <div> <p>QUEENSLAND SENIORS CARD issued by Department of Families, Seniors, Disability Services and Child Safety</p> </div> </div>	<div style="text-align: center;">Card Number</div> <div style="display: flex; justify-content: center; gap: 5px;"> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> </div>
<div style="display: flex;"> <div style="width: 30px; text-align: center; margin-right: 10px;"> <input type="checkbox"/> </div> <div> <p>ASYLUM SEEKERS – ImmiCard issued by Department of Home Affairs</p> </div> </div>	<div style="text-align: center;">Card Number</div> <div style="display: flex; justify-content: center; gap: 5px;"> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> </div>
<p>Services Australia CCeS customer consent</p>	
<p>I authorise:</p> <ul style="list-style-type: none"> the <Gas Retailer> to use Centrelink Confirmation eServices to perform a Centrelink/DVA enquiry of my Centrelink or Department of Veterans' Affairs customer details and concession card status to enable the business to determine if I qualify for a concession, rebate or service. Services Australia (the agency) to provide the results of that enquiry to <Gas Retailer>. <p>I understand that:</p> <ul style="list-style-type: none"> the agency will disclose personal information to <Gas Retailer> including my <name/address/payment type/payment status and concession card type and status> (add and delete characteristics included in your characteristic profile) to confirm my eligibility for the reticulated natural gas rebate. this consent, once signed, remains valid while I am a customer of <Gas Retailer> unless I withdraw it by contacting the <Gas Retailer> or the agency. I can get proof of my circumstances/details from the agency and provide it to <Gas Retailer> so my eligibility for the reticulated natural gas rebate can be determined. if I withdraw my consent or do not alternatively provide proof of my circumstances/details, I may not be eligible for the rebate provided by <Gas Retailer>. 	

Retailer>.
<div>Declaration</div> <p>I advise that the above address is my principal place of residence and is the only residence within Queensland for which the rebate is claimed by me and the above reticulated natural gas account is solely or jointly in my name.</p> <ul style="list-style-type: none">I will notify <Gas Retailer> immediately of any change in my circumstances which may affect my eligibility for the reticulated natural gas rebate. <p>I authorise:</p> <ul style="list-style-type: none"><Gas Retailer> to disclose my personal information to the Department of Home Affairs (DHA) or Department of Families, Seniors, Disability Services and Child Safety (DFSDSCS) and their service delivery agent Department of Customer Service, Open Data, Small and Family Business (DCDSB) to confirm my eligibility for the reticulated natural gas rebate.DHA or DFSDSCS to provide the results of that enquiry to <Gas Retailer>. <p>I understand that:</p> <ul style="list-style-type: none">DHA or DFSDSCS will use information I have provided to <Gas Retailer> to confirm my eligibility for the reticulated natural gas rebate and will disclose to <Gas Retailer> personal information including my name, address and card number and status.this consent, once signed, remains valid while I am a customer of <Gas Retailer> unless I withdraw it by contacting <Gas Retailer>.I can obtain proof of my circumstances/details from DHA or DFSDSCS and provide it to (the Gas Retailer) so that my eligibility for the reticulated natural gas rebate can be determined.if I withdraw my consent or do not alternatively provide proof of my circumstances/details, I may not be eligible for the reticulated natural gas rebate provided by the Queensland Government. <p>I declare that all the information that I have given is true and correct.</p>
<div>Signature of Applicant: _____Date: ____/____/____</div>

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