

From: Ty TAYLOR
Sent: Thursday, 26 May 2022 11:08 AM
To: Irrelevant RTI s.73(2)
Subject: RE: Political Alert - Cost of living rebate on your next power bill (QLD)

Same timing as AOD Stef – apply to bills end August – same as last year – so appears on cust bills from 1 Sept.

That was based on retailers’ responses to our earlier request for feedback.

Hope that works

Regards

Ty

From: Irrelevant RTI s.73(2)@redenergy.com.au>
Sent: Thursday, 26 May 2022 11:05 AM
To: Ty TAYLOR <TY.TAYLOR@epw.qld.gov.au>
Subject: Re: Political Alert - Cost of living rebate on your next power bill (QLD)

You don't often get email from Irrelevant RTI s.73(2)@redenergy.com.au. [Learn why this is important](#)

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Thanks heaps.

Do you know what date you're aiming for?

On Thu, 26 May 2022 at 11:04, Ty TAYLOR <TY.TAYLOR@epw.qld.gov.au> wrote:

Hi Irrelevant

Will be sending something very soon.

Regards, Ty

From: Irrelevant RTI s.73(2)@redenergy.com.au>
Sent: Thursday, 26 May 2022 11:02 AM
To: Ty TAYLOR <TY.TAYLOR@epw.qld.gov.au>
Subject: Fwd: Political Alert - Cost of living rebate on your next power bill (QLD)

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Hi Ty,

When will details on this come out to industry?

Cheers

Irrelevant R

----- Forwarded message -----

From: **CCH Parliament** <politicalalert@cch.com.au>

Date: Thu, 26 May 2022 at 10:27

Subject: Political Alert - Cost of living rebate on your next power bill (QLD)

To: politicalalert@cch.com.au <politicalalert@cch.com.au>

Please find attached:

COST OF LIVING REBATE ON YOUR NEXT POWER BILL (QLD)

Queenslanders will receive a \$175 Cost of Living Rebate on their next power bill. Premier Anastacia Palaszczuk said rising fuel and grocery prices were taking a toll especially on those on low incomes. "People are having to make difficult choices including going without," the Premier said. "The \$175 Cost of Living Rebate will make life just that little bit easier and brings to \$575 the dividends Queenslanders have received over the past four years. "In February we announced Queensland households would receive \$50 off their power bills later this year because Queenslanders own their power assets - the generators, the transmission and the distribution," Ms Palaszczuk said.

146Z4701

Total number of pages 2

SUPPORT: politicalalert@cch.com.au or 02 6273 2070. MAILBOX: <http://www.cchparliament.com.au>

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Thank you.

RTI RELEASE

From: Energy Reform
Sent: Friday, 27 May 2022 4:28 PM
To: Irrelevant RTI s.73(2) @1stenergy.com.au'; Irrelevant RTI @agl.com.au'; Irrelevant RTI @agl.com.au'; Irrelevant RTI @agl.com.au'; Irrelevant RTI s.73(2) @alintaenergy.com.au'; Irrelevant RTI s.73(2) @alintaenergy.com.au'; Irrelevant RTI s.73(2) @alintaenergy.com.au'; Irrelevant RTI s.73(2) @amberelectric.com.au'; 'info@amberelectric.com.au'; Irrelevant RTI s.73(2) @bluenrg.com.au'; info@bluenrg.com.au; Irrelevant RTI s.73(2) @amaysim.com.au'; Irrelevant RTI s.73(2) @covau.com.au'; Irrelevant RTI s.73(2) @de.com.au'; 'regulatoryaffairs@diamond-energy.com'; Irrelevant RTI s.73(2) @diamond-energy.com'; Irrelevant RTI s.73(2) @diamond-energy.com'; Irrelevant RTI s.73(2) @discoverenergy.com.au'; Irrelevant RTI s.73(2) @discoverenergy.com.au'; Irrelevant RTI s.73(2) @vocus.com.au'; Irrelevant RTI s.73(2) @vocus.com.au'; Irrelevant RTI s.73(2) @vocus.com.au'; Irrelevant RTI s.73(2) @elysianenergy.com.au'; Irrelevant RTI s.73(2) @energylocals.com.au'; Irrelevant RTI s.73(2) @energyaustralia.com.au'; Irrelevant RTI s.73(2) @energyaustralia.com.au'; Irrelevant RTI s.73(2) @energyaustralia.com.au'; Irrelevant RTI s.73(2) @energyq.com.au'; Irrelevant RTI s.73(2) @energyq.com.au'; Irrelevant RTI s.73(2) @erpom.com.au'; Irrelevant RTI s.73(2) @erpom.com.au'; Irrelevant RTI s.73(2) @erpom.com.au'; Irrelevant RTI s.73(2) @FlowPower.com.au'; Irrelevant RTI s.73(2) @futurexenergy.com'; Irrelevant RTI s.73(2) @futurexenergy.com'; Irrelevant RTI s.73(2) @localityenergy.com.au'; Irrelevant RTI s.73(2) @localityenergy.com.au'; Irrelevant RTI s.73(2) @meteredenergy.com.au'; 'accounts@meteredenergy.com.au'; Irrelevant RTI s.73(2) @meteredenergy.com.au'; Irrelevant RTI s.73(2) @mojopower.com'; 'hello@mojopower.com'; 'regulatory@momentum.com.au'; Irrelevant RTI s.73(2) @originenergy.com.au'; Irrelevant RTI s.73(2) @originenergy.com.au'; Irrelevant RTI s.73(2) @intergen.com'; Irrelevant RTI s.73(2) @peopleenergy.com.au'; Irrelevant RTI s.73(2) @qenergy.com.au'; Irrelevant RTI s.73(2) @peopleenergy.com.au'; Irrelevant RTI s.73(2) @peopleenergy.com.au'; Irrelevant RTI s.73(2) @powerclub.com.au'; Irrelevant RTI s.73(2) @powershop.com.au'; Irrelevant RTI s.73(2) @powershop.com.au'; Irrelevant RTI s.73(2) @qenergy.com.au'; Irrelevant RTI s.73(2) @redenergy.com.au'; Irrelevant RTI s.73(2) @savantenergy.com.au'; 'accounts@savantenergy.com.au'; Irrelevant RTI s.73(2) @simplyenergy.com.au'; Irrelevant RTI s.73(2) @simplyenergy.com.au'; Irrelevant RTI s.73(2) @stanwell.com'; 'support@tangoenergy.com'; 'winsupport@winconnect.com.au'; Irrelevant RTI s.73(2) @sumo.com.au'; Irrelevant RTI s.73(2) @nectr.com.au'; Irrelevant RTI s.73(2) @nectr.com.au'; 'info@koganenergy.com.au'; Irrelevant RTI s.73(2) @nextbusinessenergy.com.au'; Irrelevant RTI s.73(2) @clickenergy.com.au'; Irrelevant RTI s.73(2) @meridianenergy.com.au'; Irrelevant RTI s.73(2) @energylocals.com.au'; Irrelevant RTI s.73(2) @clickgroup.com.au'; Irrelevant RTI s.73(2) @ovoenergy.com.au'; 'b2b@ovoenergy.com.au'; Irrelevant RTI s.73(2) @localityenergy.com.au'; Irrelevant RTI s.73(2) @reampedenergy.com.au'; Irrelevant RTI s.73(2) @momentum.com.au'; compliance@momentum.com.au; Irrelevant RTI s.73(2) @energylocals.com.au; Irrelevant RTI s.73(2) @nectr.com.au; Irrelevant RTI s.73(2) @energyaustralia.com.au; connect@radian.com.au; Irrelevant RTI s.73(2) @enovaenergy.com.au; info@enovaenergy.com.au; CustomerService@GloBirdEnergy.com.au; Irrelevant RTI s.73(2) @myglowpower.com.au; customer.service@electricityinbox.com.au; Irrelevant RTI s.73(2) @globirdenergy.com.au; Irrelevant RTI s.73(2) @shellenergy.com.au; Irrelevant RTI s.73(2) @humenergy.com.au; Irrelevant RTI s.73(2) @humenergy.com.au; Irrelevant RTI s.73(2) @discoverenergy.com.au; Irrelevant RTI s.73(2) @apexenergy.com.au; Irrelevant RTI s.73(2) @redenergy.com.au; info@smartenergygroup.com.au; info@maximumenergy.com.au; customersupport@brightsupport.zendesk.com; Irrelevant RTI s.73(2) @smartenergygroup.com.au; Irrelevant RTI s.73(2) @1stenergy.com.au'; Irrelevant RTI s.73(2) @powerclub.com.au'; Irrelevant RTI s.73(2) @humenergy.com.au;

To: Irrelevant RTI s.73@clickenergy.com.au; engage@energyq.com.au
Cc: Irrelevant RTI s.73
Subject: Queensland Government \$175 Cost of Living Rebate 2022

Dear Retailer

On 26 May, the Queensland Government has announced that all households will receive a \$175 Cost of Living Rebate later this year. This rebate builds on the \$50 Asset Ownership Dividend (AOD) payment that we contacted you about after it was announced earlier this year, providing Queenslanders with a total combined rebate of \$175.

Based on recent retailer feedback on the timing for provision of the 2022 AOD - the \$175 rebate (GST exempt) will be applied to all eligible residential customer accounts on **31 August 2022**, with customers to start seeing the rebate on electricity bills from early September 2022, depending on when their next bill falls due.

Previously the rebate was described as a line item on the bill - "Asset Ownership Dividend" or equivalent. We request the description be renamed to "**Qld Govt Cost of Living Rebate**" or similar, depending on bill system allowances. Please advise the Department if there are any concerns/limitations regarding this new wording. If retailers are able to include any other supporting communications e.g. banner or bill insert, about the cost of living assistance, we would be interested in discussing options.

As per previous arrangements with retailers, applying the rebate (now \$175) as a one-off credit on customers' accounts on a single date ensures a consistent approach for all Queensland households and reduces the risk of 'lost' or 'duplicate' payments, for example as a result of account transfers between retailers.

I would like to thank retailers for their feedback on the implementation process. The Government seeks your support and assistance to deliver it to your customers in line with the following approach.

Payment Process

Based on stakeholder feedback and consistent with previous arrangements, the approach for applying the Cost of Living rebate to residential customer accounts will be as follows:

- Retailers to apply the \$175 (GST exempt) rebate to all **residential customers** they are financially responsible for, being those customers with an active electricity account on **31 August 2022**.
- Retailers are to credit the rebate to the customers' bill that covers this date, highlighted as a separate item with the wording: "**Qld Govt Cost of Living Rebate**", or similar. We note exact wording may depend on billing system requirements.
- Retailers will be reimbursed in a similar way as previously, i.e. as per the current Electricity Rebate arrangements, with retailers invoicing the Concessions team - Smart Service Queensland (SSQ) using the relevant form (currently being developed) for total expenditure of the Cost of Living rebate provided (i.e. \$175 x number of customers).
- SSQ will seek to reimburse retailers promptly after receiving complete invoices from retailers.

The Government expects that customers will receive the full benefit of the rebate (i.e. it is not diminished by for example, GST calculations on the bill). We also consider that for customers whose bills are in credit, application of the Dividend means that these customers will have the \$175 credit carried over to their next bill, and any subsequent bills until they are no longer in credit.

We will also be contacting our list of embedded network representative bodies about the upcoming arrangements to ensure delivery of the payment to tenants and those who receive an electricity bill from their landlord or body corporate.

Residential customers in Embedded Networks

Based on past feedback and also consistent with previous arrangements, the approach for applying the Cost of Living rebate to households in embedded networks will be as follows:

- Embedded network owner/operators will need to complete the relevant form (currently being developed) and send it to their retailer. Network owner/operators will be asked to submit the required form as soon as possible after 31 August to assist retailers to credit accounts in a timely manner. However, forms can be submitted before this date.
- Some retailers have previously provided a preferred contact for embedded network owner/operators to submit the required form for payment (refer table below). Please let us know if any changes are required. If your organisation is not listed, can you please provide your preferred email contact.
- Retailers will claim a bulk payment from SSQ on behalf of embedded network customers.
- The bulk payment received by retailers will then be credited on the embedded network owner/operator's account. Embedded network owner/operators will be responsible for distributing the rebate to their customers as a credit on their next bill/invoice.

Once developed, the forms referred to above will be available to download from the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships website:

[Queensland Government concessions - Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships \(dsdsatsip.qld.gov.au\)](http://Queensland Government concessions - Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships (dsdsatsip.qld.gov.au))

A detailed set of **Questions and Answers** will also be provided closer to the implementation date. If you or your team have any further queries, please contact Ms Kristen Findlay at Energy.Reform@epw.qld.gov.au.

Thank you again for your support in providing access to the \$175 Cost of Living rebate to customers.

Regards

Elisa Terry

Executive Director
Energy Division
Department of Energy and Public Works
Queensland Government

List of retailer contacts to lodge claims for the \$175 Cost of Living Rebate

Retailer	Email address to submit Form 517
Energy Australia	<u>businessenq@energyaustralia.com.au</u>
1st Energy	<u>accounts@1stenergy.com.au</u>
Click Energy/Amaysin	<u>Irrelevant RTI s.73(2)@clickgroup.com.au</u>
AGL/Powerdirect	<u>bctariffgroup@agl.com.au</u>
Ergon	<u>rebates@ergon.com.au</u>
Origin Energy	<u>BusinessCustomers@originenergy.com.au</u>
Alinta	<u>Qldconcessions@mail1.alintaenergy.com.au</u>
Red and Lumo	<u>Irrelevant RTI s.73(2)@redenergy.com.au</u>

Qenergy	concessions@qenergy.com.au
Powershop	Irrelevant RTI s@powershop.com.au
Mojo	hello@mojopower.com
Sanctuary	Info@sanctuaryenergy.com.au
Simply Energy	commercialsales@simplyenergy.com.au

RTI RELEASE

From: Energy Reform
Sent: Tuesday, 31 May 2022 12:13 PM
To: Irrelevant RTI s.73(2)
Cc:
Subject: RE: Queensland Government \$175 Cost of Living Rebate 2022

Hi Stacey

I can confirm the timing is still 31 August for the \$175 Rebate to be applied to residential electricity accounts.

Kind regards



Kristen Findlay
Manager, Consumer Policy
Policy | Energy Division
Department of Energy and Public Works

P (07) 3008 3624 | E kristen.findlay@epw.qld.gov.au
Level 8, 1 William Street, Brisbane Qld 4000

From: Irrelevant RTI s.73(2) @enovaenergy.com.au>
Sent: Saturday, 28 May 2022 3:01 PM
To: Energy Reform <Energy.Reform@epw.qld.gov.au>
Cc: Irrelevant RTI s.73(2) @enovaenergy.com.au>; Irrelevant RTI s.73(2) @enovaenergy.com.au>
Subject: RE: Queensland Government \$175 Cost of Living Rebate 2022

You don't often get email from Irrelevant RTI s.73(2)@enovaenergy.com.au. [Learn why this is important](#)

Hi Elisa,

Thank you for the information below. We had seen the announcement so it's helpful to have more information on the process.

Can I please just confirm that the timing is 31 August as the Premier's announcement (<https://statements.qld.gov.au/statements/95213>) says customers 'next power bill'.

Many thanks,

Irrelevant RTI s

From: Energy Reform <Energy.Reform@epw.qld.gov.au>
Sent: Friday, 27 May 2022 4:28 PM
To: Irrelevant RTI s.73(2) @1stenergy.com.au' <Irrelevant RTI s.73(2) @1stenergy.com.au>; Irrelevant RTI s.73(2) @agl.com.au' <Irrelevant RTI s.73(2) @agl.com.au>; Irrelevant RTI s.73(2) @agl.com.au' <Irrelevant RTI s.73(2) @agl.com.au>; Irrelevant RTI s.73(2) @agl.com.au' <Irrelevant RTI s.73(2) @agl.com.au>; Irrelevant RTI s.73(2) @alintaenergy.com.au' <Irrelevant RTI s.73(2) @alintaenergy.com.au>; Irrelevant RTI s.73(2) @alintaenergy.com.au' <Irrelevant RTI s.73(2) @alintaenergy.com.au>; Irrelevant RTI s.73(2) @alintaenergy.com.au' <Irrelevant RTI s.73(2) @alintaenergy.com.au>; Irrelevant RTI s.73(2) @amberelectric.com.au' <Irrelevant RTI s.73(2) @amberelectric.com.au>; Irrelevant RTI s.73(2) @amberelectric.com.au' <info@amberelectric.com.au' <info@amberelectric.com.au>; Irrelevant RTI s.73(2) @bluenrg.com.au' <Irrelevant RTI s.73(2) @bluenrg.com.au>; Irrelevant RTI s.73(2) @bluenrg.com.au' <Irrelevant RTI s.73(2) @bluenrg.com.au>; Irrelevant RTI s.73(2) @amaysim.com.au' <Irrelevant RTI s.73(2) @amaysim.com.au>; Irrelevant RTI s.73(2) @covau.com.au' <Irrelevant RTI s.73(2) @covau.com.au>; Irrelevant RTI s.73(2) @covau.com.au' <Irrelevant RTI s.73(2) @covau.com.au>; Irrelevant RTI s.73(2) @de.com.au' <Irrelevant RTI s.73(2) @de.com.au>; 'regulatoryaffairs@diamond-

Cc: Irrelevant RTI s.73(2) @energycouncil.com.au>

Subject: Queensland Government \$175 Cost of Living Rebate 2022

Dear Retailer

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As per previous arrangements with retailers, applying the rebate (now \$175) as a one-off credit on customers' accounts on a single date ensures a consistent approach for all Queensland households and reduces the risk of 'lost' or 'duplicate' payments, for example as a result of account transfers between retailers.

I would like to thank retailers for their feedback on the implementation process. The Government seeks your support and assistance to deliver it to your customers in line with the following approach.

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- SSQ will seek to reimburse retailers promptly after receiving complete invoices from retailers.

The Government expects that customers will receive the full benefit of the rebate (i.e. it is not diminished by for example, GST calculations on the bill). We also consider that for customers whose bills are in credit, application of the Dividend means that these customers will have the \$175 credit carried over to their next bill, and any subsequent bills until they are no longer in credit.

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Thank you again for your support in providing access to the \$175 Cost of Living rebate to customers.

Regards

Elisa Terry

Executive Director

Energy Division

Department of Energy and Public Works

Queensland Government

List of retailer contacts to lodge claims for the \$175 Cost of Living Rebate

Retailer	Email address to submit Form 517
Energy Australia	<u>businessenq@energyaustralia.com.au</u>
1st Energy	<u>accounts@1stenergy.com.au</u>
Click Energy/Amaysin	<u>irrelevant@clickgroup.com.au</u>
AGL/Powerdirect	<u>bctariffgroup@agl.com.au</u>
Ergon	<u>rebates@ergon.com.au</u>
Origin Energy	<u>BusinessCustomers@originenergy.com.au</u>
Alinta	<u>Qldconcessions@mail1.alintaenergy.com.au</u>
Red and Lumo	<u>irrelevant RTI s.73(2)@redenergy.com.au</u>
Qenergy	<u>concessions@qenergy.com.au</u>

Powershop	Irrelevant RTI s.7 @powershop.com.au
Mojo	hello@mojopower.com
Sanctuary	Info@sanctuaryenergy.com.au
Simply Energy	commercialsales@simplyenergy.com.au

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Thank you.

RTI RELEASED

From: Energy Reform
Sent: Tuesday, 31 May 2022 12:58 PM
To: compliance@necr.com.au
Subject: Queensland Government \$175 Cost of Living Rebate 2022

Dear Retailer

On 26 May, the Queensland Government has announced that all households will receive a \$175 Cost of Living Rebate later this year. This rebate builds on the \$50 Asset Ownership Dividend (AOD) payment that we contacted you about after it was announced earlier this year, providing Queenslanders with a total combined rebate of \$175.

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- Some retailers have previously provided a preferred contact for embedded network owner/operators to submit the required form for payment (refer table below). Please let us know if any changes are required. If your organisation is not listed, can you please provide your preferred email contact.
- Retailers will claim a bulk payment from SSQ on behalf of embedded network customers.
- The bulk payment received by retailers will then be credited on the embedded network owner/operator’s account. Embedded network owner/operators will be responsible for distributing the rebate to their customers as a credit on their next bill/invoice.

Once developed, the forms referred to above will be available to download from the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships website:

[Queensland Government concessions - Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships \(dldsatsip.qld.gov.au\)](http://dldsatsip.qld.gov.au)

A detailed set of **Questions and Answers** will also be provided closer to the implementation date. If you or your team have any further queries, please contact Ms Kristen Findlay at Energy.Reform@epw.qld.gov.au.

Thank you again for your support in providing access to the \$175 Cost of Living rebate to customers.

Regards

Elisa Terry
 Executive Director
 Energy Division
 Department of Energy and Public Works
 Queensland Government

List of retailer contacts to lodge claims for the \$175 Cost of Living Rebate

Retailer	Email address to submit Form 517
Energy Australia	<u>businessenq@energyaustralia.com.au</u>
1st Energy	<u>accounts@1stenergy.com.au</u>
Click Energy/Amaysin	<u>Irrelevant@clickgroup.com.au</u>
AGL/Powerdirect	<u>bctariffgroup@agl.com.au</u>
Ergon	<u>rebates@ergon.com.au</u>

Origin Energy	BusinessCustomers@originenergy.com.au
Alinta	Qldconcessions@mail1.alintaenergy.com.au
Red and Lumo	Irrelevant RTI s.73(2)@redenergy.com.au
Qenergy	concessions@qenergy.com.au
Powershop	Irrelevant RTI s.@powershop.com.au
Mojo	hello@mojopower.com
Sanctuary	info@sanctuaryenergy.com.au
Simply Energy	commercialsales@simplyenergy.com.au

RTI RELEASE SE

From: Energy Reform
Sent: Thursday, 9 June 2022 2:29 PM
To: Irrelevant RTI s.7
Cc: engage@energyq.com.au
Subject: RE: Queensland Government \$175 Cost of Living Rebate 2022

Hi Irrelev

I've replied to your questions below in red. Let me know if you have any other queries. We'll be finalising and circulating the Q&As in the coming weeks.

Kind regards
Kristen



Kristen Findlay
Manager, Consumer Policy
Policy | Energy Division
Department of Energy and Public Works

P (07) 3008 3624 | E kristen.findlay@epw.qld.gov.au
Level 8, 1 William Street, Brisbane Qld 4000

From: Irrelevant RTI s.73(2) @energyq.com.au
Sent: Thursday, 2 June 2022 12:13 PM
To: Energy Reform <Energy.Reform@epw.qld.gov.au>
Cc: External Relations (EnergyQ) <engage@energyq.com.au>
Subject: RE: Queensland Government \$175 Cost of Living Rebate 2022

You don't often get email from Irrelevant R @energyq.com.au. [Learn why this is important](#)

Good afternoon Kristen,

Thanks for providing this advice in relation to the Queensland Government's \$175 Cost of Living Rebate.

Ergon Energy Retail would like to raise a couple of queries to ensure the rebate is delivered as intended by Government.

- Does the same eligibility criteria apply for this rebate as applied previously for the Asset Ownership Dividend? Yes, same criteria will apply as for previous AODs.
- We note that Card Operated Meters are not mentioned in the below – is the Cost of Living Rebate to apply to these customers in the same way it did for Asset Ownership Dividend? Yes.
- Could DEPW please provide a cut-off date for Proprietor form submissions and also for customers to advise that they did not receive the rebate, but believe they meet the eligibility requirements and are entitled to the rebate? The provision of this date will assist us in managing customer expectations for this rebate. Ergon Retail would like to suggest the date of 31 December 2022 for consideration. 30 June 2023 is the current cut-off for all claims. This takes into account that it can take time for rebate information to filter through to embedded network customers and exempt sellers, and for claim forms to be submitted.

We look forward to receiving your advice in relation to the above.

Regards,

Irrelevant RTI s.73(2)

Government & Investor Strategy | Customer



Energy Queensland
Level 1, 26 Reddycliff Street, Newstead QLD 4006
M s.49 - CTPI
E Irrelevant R@energyq.com.au
energyq.com.au



From: Energy Reform <Energy.Reform@epw.qld.gov.au>

Sent: Friday, 27 May 2022 4:28 PM

To: Irrelevant RTI s.73(2) @1stenergy.com.au' <Irrelevant RTI s.73(2) @1stenergy.com.au>; Irrelevant RTI s.73(2) @agi.com.au' <Irrelevant RTI s.73(2) @agi.com.au>; Irrelevant RTI s.73(2) @agi.com.au' <Irrelevant RTI s.73(2) @agi.com.au>; Irrelevant RTI s.73(2) @agi.com.au' <Irrelevant RTI s.73(2) @agi.com.au>; Irrelevant RTI s.73(2) @agi.com.au' <Irrelevant RTI s.73(2) @agi.com.au>; Irrelevant RTI s.73(2) @alintaenergy.com.au' <Irrelevant RTI s.73(2) @alintaenergy.com.au>; Irrelevant RTI s.73(2) @alintaenergy.com.au' <Irrelevant RTI s.73(2) @alintaenergy.com.au>; Irrelevant RTI s.73(2) @alintaenergy.com.au' <Irrelevant RTI s.73(2) @alintaenergy.com.au>; Irrelevant RTI s.73(2) @alintaenergy.com.au' <Irrelevant RTI s.73(2) @alintaenergy.com.au>; Irrelevant RTI s.73(2) @amberelectric.com.au' <Irrelevant RTI s.73(2) @amberelectric.com.au>; 'info@amberelectric.com.au' <info@amberelectric.com.au>; Irrelevant RTI s.73(2) @bluenrg.com.au' <Irrelevant RTI s.73(2) @bluenrg.com.au>; Blue NRG Pty Ltd <Info@bluenrg.com.au>; Irrelevant RTI s.73(2) @amaysim.com.au' <Irrelevant RTI s.73(2) @amaysim.com.au>; Irrelevant RTI s.73(2) @covau.com.au' <Irrelevant RTI s.73(2) @covau.com.au>; Irrelevant RTI s.73(2) @de.com.au' <Irrelevant RTI s.73(2) @de.com.au>; 'regulatoryaffairs@diamond-energy.com' <regulatoryaffairs@diamond-energy.com>; Irrelevant RTI s.73(2) @diamond-energy.com' <Irrelevant RTI s.73(2) @diamond-energy.com>; Irrelevant RTI s.73(2) @diamond-energy.com' <Irrelevant RTI s.73(2) @diamond-energy.com>; Irrelevant RTI s.73(2) @discoverenergy.com.au' <Irrelevant RTI s.73(2) @discoverenergy.com.au>; Irrelevant RTI s.73(2) @discoverenergy.com.au' <Irrelevant RTI s.73(2) @discoverenergy.com.au>; Irrelevant RTI s.73(2) @vocus.com.au' <Irrelevant RTI s.73(2) @vocus.com.au>; Irrelevant RTI s.73(2) @vocus.com.au' <Irrelevant RTI s.73(2) @vocus.com.au>; Irrelevant RTI s.73(2) @vocus.com.au' <Irrelevant RTI s.73(2) @vocus.com.au>; Irrelevant RTI s.73(2) @elysianenergy.com.au' <Irrelevant RTI s.73(2) @elysianenergy.com.au>; Irrelevant RTI s.73(2) @energylocals.com.au' <Irrelevant RTI s.73(2) @energylocals.com.au>; Irrelevant RTI s.73(2) @energyaustralia.com.au' <Irrelevant RTI s.73(2) @energyaustralia.com.au>; Irrelevant RTI s.73(2) @energyaustralia.com.au' <Irrelevant RTI s.73(2) @energyaustralia.com.au>; Irrelevant RTI s.73(2) @energyaustralia.com.au' <Irrelevant RTI s.73(2) @energyaustralia.com.au>; Irrelevant RTI s.73(2) @energyaustralia.com.au' <Irrelevant RTI s.73(2) @energyaustralia.com.au>; Irrelevant RTI s.73(2) @energyaustralia.com.au' <Irrelevant RTI s.73(2) @energyaustralia.com.au>; Irrelevant RTI s.73(2) @energyq.com.au' <Irrelevant RTI s.73(2) @energyq.com.au>; Irrelevant RTI s.73(2) @energyq.com.au' <Irrelevant RTI s.73(2) @energyq.com.au>; Irrelevant RTI s.73(2) @empower.com.au' <Irrelevant RTI s.73(2) @empower.com.au>; Irrelevant RTI s.73(2) @empower.com.au' <Irrelevant RTI s.73(2) @empower.com.au>; Irrelevant RTI s.73(2) @empower.com.au' <Irrelevant RTI s.73(2) @empower.com.au>; Irrelevant RTI s.73(2) @FlowPower.com.au' <Irrelevant RTI s.73(2) @FlowPower.com.au>; Irrelevant RTI s.73(2) @futurexenergy.com' <Irrelevant RTI s.73(2) @futurexenergy.com>; Irrelevant RTI s.73(2) @futurexenergy.com' <Irrelevant RTI s.73(2) @futurexenergy.com>; Irrelevant RTI s.73(2) @localityenergy.com.au' <Irrelevant RTI s.73(2) @localityenergy.com.au>; Irrelevant RTI s.73(2) @localityenergy.com.au' <Irrelevant RTI s.73(2) @localityenergy.com.au>; Irrelevant RTI s.73(2) @meteredenergy.com.au' <Irrelevant RTI s.73(2) @meteredenergy.com.au>; 'accounts@meteredenergy.com.au' <accounts@meteredenergy.com.au>; Irrelevant RTI s.73(2) @meteredenergy.com.au' <Irrelevant RTI s.73(2) @meteredenergy.com.au>; Irrelevant RTI s.73(2) @mojopower.com' <Irrelevant RTI s.73(2) @mojopower.com>; 'hello@mojopower.com' <hello@mojopower.com>; 'regulatory@momentum.com.au' <regulatory@momentum.com.au>; Irrelevant RTI s.73(2) @originenergy.com.au' <Irrelevant RTI s.73(2) @originenergy.com.au>; Irrelevant RTI s.73(2) @originenergy.com.au' <Irrelevant RTI s.73(2) @originenergy.com.au>; Irrelevant RTI s.73(2) @originenergy.com.au' <Irrelevant RTI s.73(2) @originenergy.com.au>; Irrelevant RTI s.73(2) @originenergy.com.au' <Irrelevant RTI s.73(2) @originenergy.com.au>; Irrelevant RTI s.73(2) (Intergen) Irrelevant RTI s.73(2) @intergen.com' <Irrelevant RTI s.73(2) @intergen.com>; Irrelevant RTI s.73(2) @peopleenergy.com.au' <Irrelevant RTI s.73(2) @peopleenergy.com.au>; Irrelevant RTI s.73(2) @qenergy.com.au' <Irrelevant RTI s.73(2) @qenergy.com.au>; Irrelevant RTI s.73(2) @peopleenergy.com.au' <Irrelevant RTI s.73(2) @peopleenergy.com.au>; Irrelevant RTI s.73(2) @peopleenergy.com.au' <Irrelevant RTI s.73(2) @peopleenergy.com.au>;

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Irrelevant @savantenergy.com.au>; 'accounts@savantenergy.com.au' <accounts@savantenergy.com.au>;
Irrelevant RTI s.73(2) @simplyenergy.com.au' <Irrelevant RTI s.73(2) @simplyenergy.com.au>; Irrelevant RTI s.73(2) @simplyenergy.com.au'
<Irrelevant RTI s.73(2) @simplyenergy.com.au>; Irrelevant RTI s.73(2) @stanwell.com' <Irrelevant RTI s.73(2) @stanwell.com>;
'support@tangoenergy.com' <support@tangoenergy.com>; 'winsupport@winconnect.com.au'
<winsupport@winconnect.com.au>; Irrelevant RTI @sumo.com.au' <Irrelevant RTI @sumo.com.au>;
'Irrelevant RTI s.73(2) @necr.com.au' <Irrelevant RTI s.73(2) @necr.com.au>; Irrelevant RTI s.7 @necr.com.au'
<Irrelevant RTI s.7 @necr.com.au>; 'info@koganenergy.com.au' <info@koganenergy.com.au>;
Irrelevant RTI @nextbusinessenergy.com.au' <Irrelevant RTI @nextbusinessenergy.com.au>; Irrelevant RTI s.73(2) @clickenergy.com.au'
<Irrelevant RTI s.73(2) @clickenergy.com.au>; Irrelevant RTI @meridianenergy.com.au' <Irrelevant RTI @meridianenergy.com.au>;
Irrelevant RTI @energylocals.com.au' <Irrelevant RTI @energylocals.com.au>; Irrelevant RTI s.73(2) @clickgroup.com.au'
<Irrelevant RTI s.73(2) @clickgroup.com.au>; Irrelevant RTI @ovoenergy.com.au' Irrelevant RTI s.7 @ovoenergy.com.au>;
'b2b@ovoenergy.com.au' <b2b@ovoenergy.com.au>; Irrelevant RTI @localityenergy.com.au';
Irrelevant RTI s.73 @reampedenergy.com.au; Irrelevant RTI s.73(2) @momentum.com.au; compliance@momentum.com.au;
Irrelevant @energylocals.com.au; Irrelevant RTI s.73(2) @necr.com.au; Irrelevant RTI @energyaustralia.com.au;
connect@radian.com.au; Irrelevant RTI s.73(2) @enovaenergy.com.au; info@enovaenergy.com.au;
CustomerService@GloBirdEnergy.com.au; Irrelevant @myglowpower.com.au;
customer_service@electricityinabox.com.au; Irrelevant RTI s.73 @globirdenergy.com.au;
Irrelevant RTI s.73(2) @shellenergy.com.au; Irrelevant @humenergy.com.au; Irrelevant @humenergy.com.au;
Irrelevant RTI @discoverenergy.com.au; Irrelevant @apexenergy.com.au; Irrelevant RTI s.73(2) @redenergy.com.au;
info@smartenergygroup.com.au; info@maximumenergy.com.au; customersupport@brightsupport.zendesk.com;
Irrelevant @smartenergygroup.com.au; Irrelevant RTI s. @1stenergy.com.au' Irrelevant RTI s. @1stenergy.com.au>;
Irrelevant RTI s.7 @powerclub.com.au' <Irrelevant RTI s.7 @powerclub.com.au>; Irrelevant RTI s.73(2) @redenergy.com.au>; Irrelevant @humenergy.com.au; Irrelevant RTI s. @clickenergy.com.au; External Relations (EnergyQ) <engage@energyq.com.au>
Cc: Irrelevant RTI s.73(2) @energycouncil.com.au>
Subject: Queensland Government \$175 Cost of Living Rebate 2022

Dear Retailer

On 26 May, the Queensland Government has announced that all households will receive a \$175 Cost of Living Rebate later this year. This rebate builds on the \$50 Asset Ownership Dividend (AOD) payment that we contacted you about after it was announced earlier this year, providing Queenslanders with a total combined rebate of \$175.

Based on recent retailer feedback on the timing for provision of the 2022 AOD - the \$175 rebate (GST exempt) will be applied to all eligible residential customer accounts on **31 August 2022**, with customers to start seeing the rebate on electricity bills from early September 2022, depending on when their next bill falls due.

Previously the rebate was described as a line item on the bill - "Asset Ownership Dividend" or equivalent. We request the description be renamed to "**Qld Govt Cost of Living Rebate**" or similar, depending on bill system allowances. Please advise the Department if there are any concerns/limitations regarding this new wording. If retailers are able to include any other supporting communications e.g. banner or bill insert, about the cost of living assistance, we would be interested in discussing options.

As per previous arrangements with retailers, applying the rebate (now \$175) as a one-off credit on customers' accounts on a single date ensures a consistent approach for all Queensland households and reduces the risk of 'lost' or 'duplicate' payments, for example as a result of account transfers between retailers.

I would like to thank retailers for their feedback on the implementation process. The Government seeks your support and assistance to deliver it to your customers in line with the following approach.

Payment Process

Based on stakeholder feedback and consistent with previous arrangements, the approach for applying the Cost of Living rebate to residential customer accounts will be as follows:

- Retailers to apply the \$175 (GST exempt) rebate to all **residential customers** they are financially responsible for, being those customers with an active electricity account on **31 August 2022**.
- Retailers are to credit the rebate to the customers' bill that covers this date, highlighted as a separate item with the wording: "**Qld Govt Cost of Living Rebate**", or similar. We note exact wording may depend on billing system requirements.
- Retailers will be reimbursed in a similar way as previously, i.e. as per the current Electricity Rebate arrangements, with retailers invoicing the Concessions team - Smart Service Queensland (SSQ) using the relevant form (currently being developed) for total expenditure of the Cost of Living rebate provided (i.e. \$175 x number of customers).
- SSQ will seek to reimburse retailers promptly after receiving complete invoices from retailers.

The Government expects that customers will receive the full benefit of the rebate (i.e. it is not diminished by for example, GST calculations on the bill). We also consider that for customers whose bills are in credit, application of the Dividend means that these customers will have the \$175 credit carried over to their next bill, and any subsequent bills until they are no longer in credit.

We will also be contacting our list of embedded network representative bodies about the upcoming arrangements to ensure delivery of the payment to tenants and those who receive an electricity bill from their landlord or body corporate.

Residential customers in Embedded Networks

Based on past feedback and also consistent with previous arrangements, the approach for applying the Cost of Living rebate to households in embedded networks will be as follows:

- Embedded network owner/operators will need to complete the relevant form (currently being developed) and send it to their retailer. Network owner/operators will be asked to submit the required form as soon as possible after 31 August to assist retailers to credit accounts in a timely manner. However, forms can be submitted before this date.
- Some retailers have previously provided a preferred contact for embedded network owner/operators to submit the required form for payment (refer table below). Please let us know if any changes are required. If your organisation is not listed, can you please provide your preferred email contact.
- Retailers will claim a bulk payment from SSQ on behalf of embedded network customers.
- The bulk payment received by retailers will then be credited on the embedded network owner/operator's account. Embedded network owner/operators will be responsible for distributing the rebate to their customers as a credit on their next bill/invoice.

Once developed, the forms referred to above will be available to download from the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships website:

[Queensland Government concessions - Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships \(dsdsatsip.qld.gov.au\)](https://www.dsdatsip.qld.gov.au)

A detailed set of **Questions and Answers** will also be provided closer to the implementation date. If you or your team have any further queries, please contact Ms Kristen Findlay at Energy.Reform@epw.qld.gov.au.

Thank you again for your support in providing access to the \$175 Cost of Living rebate to customers.

Regards

Elisa Terry
 Executive Director
 Energy Division
 Department of Energy and Public Works
 Queensland Government

List of retailer contacts to lodge claims for the \$175 Cost of Living Rebate

Retailer	Email address to submit Form 517
Energy Australia	businessenq@energyaustralia.com.au
1st Energy	accounts@1stenergy.com.au
Click Energy/Amaysin	Irrelevant F @clickgroup.com.au
AGL/Powerdirect	bctariffgroup@agl.com.au
Ergon	rebates@ergon.com.au
Origin Energy	BusinessCustomers@originenergy.com.au
Alinta	Qldconcessions@mail1.alintaenergy.com.au
Red and Lumo	Irrelevant RTI s.73(2) @redenergy.com.au
Qenergy	concessions@qenergy.com.au
Powershop	Irrelevant RTI s.7 @powershop.com.au
Mojo	hello@mojopower.com
Sanctuary	Info@sanctuaryenergy.com.au
Simply Energy	commercialsales@simplyenergy.com.au

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Thank you.