

Application for Low Income Household Rebate

How to apply:

- ✓ Read the 'Important Information & Eligibility Criteria' section.
- ✓ Complete all information requested below using BLOCK LETTERS.
- ✓ Return the completed form to us.

If you have any questions about your application, please contact us on 1800 109 099.

Important Information & Eligibility Criteria

The Low Income Household Rebate is provided on behalf of the New South Wales Government. The government wholly funds the rebate; determines the rebate amount, and the rules that govern the rebate.

You agree that all concession details can be verified at least annually (quarterly for Health Care Card holders) by Centrelink or the Department of Veterans Affairs OR you can provide written verification from Centrelink or the Department of Veterans Affairs confirming your continued eligibility. You may revoke our right to verify your details with these organisations at anytime, however without written eligibility notification we cannot continue to supply the Low Income Household Rebate.

We must receive applications at least 14 days in advance of your next scheduled meter read in order for the rebate to take effect in your next electricity invoice. Payment will be back dated as per jurisdictional rules.

It is your obligation to notify us immediately if you become ineligible for the Low Income Household Rebate.

Only account holders are eligible for the Low Income Household Rebate and the address which we are supplying must be in New South Wales as your principle place of residence.

In addition, you must live alone or with other persons as described below:

- With a spouse / defacto and/or other persons who are wholly dependent on you
- With other people who hold an eligible Concession Card
- With other people who receive a Centrelink, Family Assistance Office or Dept of Veterans' Affairs payment and who DO NOT pay rent.
- With other people who provide care and assistance, and who DO NOT pay rent.

You must not share your residence with any other persons except casual visitors.

Where you have a card issued by Centrelink, you also agree that:

Centrelink can confirm with Sanctuary Energy the current status of your Commonwealth benefit and other details as they pertain to your concessional entitlement. This involves electronically matching details provided to the Participant with Centrelink or Department of Veterans' Affairs (DVA) records to confirm whether or not you are currently receiving a Centrelink or DVA benefit. Once signed, your detail can be communicated to Sanctuary Energy for the term of your contract, but can be revoked any time by giving notice to Sanctuary Energy. If you withdraw your consent you may not be eligible for the concession provided by Sanctuary Energy.

A brochure is available from Centrelink that provides more details about the Centrelink Confirmation eServices or on Centrelink's website at www.centrelink.gov.au.

Please retain this page for your information

Accepted Concession Cards

- ✓ Centrelink Pensioner Concession Card
- ✓ Department of Veterans' Affairs Pensioner Concession Card
- ✓ Centrelink Health Care Card
- ✓ Department of Veterans' Affairs Disability Pension at the 'Totally and Permanently Incapacitated' (TPI) rate (shown on the Gold Repatriation Health Card – For All Conditions (Gold Card) issued by the Department of Veterans Affairs*)
- ✓ Department of Veterans' Affairs Disability Pension at the Extreme Disability Adjustment (EDA) rate (shown on the Gold Repatriation Health Card – For All Conditions (Gold Card) issued by the Department of Veterans' Affairs*)
- ✓ Department of Veterans' Affairs War Widow or War Widower Pension (shown on the Gold Repatriation Health Card – For All Conditions (Gold Card) issued by the Department of Veterans Affairs*)

* While a Gold Card must be marked with one of these codes, customer may be receiving or have received payments with different names depending on whether they qualify for this category of Gold Card under with the *Veterans' Entitlements Act 1986* (VEA) or the *Military Rehabilitation and Compensation Act 2004* (MRCA).

若你需要口譯員，請致電**131 450**聯絡翻譯和口譯服務署 (TIS National)，要求他們致電 1800 109 099 聯絡Sanctuary Energy。我們的工作時間是 Mon-Fri 9:00am-5:00pm。

Αν χρειάζεστε διερμηνέα, παρακαλείστε να τηλεφωνήσετε στην Υπηρεσία Μετάφρασης και Διερμηνείας (Εθνική Υπηρεσία ΤΙΣ) στο **131 450** και ζητήστε να τηλεφωνήσουν Sanctuary Energy στο 1800 109 099. Οι ώρες λειτουργίας μας είναι Mon-Fri 9:00am to 5:00pm.

Si necesita intérprete, llame al Servicio de Traducción e Interpretación - Translating and Interpreting Service (TIS National) al **131 450** y pídale que llamen a Sanctuary Energy al 1800 109 099. Nuestro horario de atención es Mon-Fri 9:00am to 5:00pm.

Nếu cần thông ngôn viên, xin quý vị gọi cho Dịch Vụ Thông Phiên Dịch (TIS Toàn Quốc) qua số **131 450** và nhờ họ gọi cho Sanctuary Energy qua số 1800 109 099. Giờ làm việc của chúng tôi là Mon-Fri 9:00am to 5:00pm.

إذا كنتم بحاجة إلى مترجم، الرجاء الاتصال بخدمة الترجمة الخطية والشفهية (TIS National) على الرقم **131 450**، والطلب منهم الاتصال بوكالتكم Sanctuary Energy على الرقم 1800 109 099. أوقات عملنا هي Mon-Fri, 9:00am to 5:00pm.

Concession Card Details

Card Number:	_____	Card Number:	_____
Card Type:	_____	Card Type:	_____
Name on Card:	_____	Name on Card:	_____
Date you became eligible for concession:	_____	Date you became eligible for concession:	_____
Card Expiry Date:	_____	Card Expiry Date:	_____

Centrelink Card Holder Consent

This consent will be used for the sole purpose of authorising Centrelink to provide information to Sanctuary Energy to assess your eligibility in relation to concessions or services provided by Sanctuary Energy:

Customer Confirmation

I / We _____ & _____ authorise Centrelink to confirm
(Account Holder 1 please write your name) (Account Holder 2 please write your name)

with Sanctuary Energy the current status of my Commonwealth Benefit and other details as they pertain to my concessional entitlement. This involves electronically matching details I have provided to the Participant with Centrelink or Department of Veterans' Affairs (DVA) records to confirm whether or not I am currently receiving a Centrelink or DVA benefit.

I / We _____ & _____ understand that this consent, once
(Account Holder 1 please write your name) (Account Holder 2 please write your name)

Signed is effective only for the period I am a customer of Sanctuary Energy. I also understand that this consent, which is ongoing, can be revoked any time by giving notice to Sanctuary Energy.

I understand that if I withdraw my consent, I may not be eligible for the concession provided by Sanctuary Energy.

Please complete this page and return to
Sanctuary Energy

Fill in your Details (please print your full name in BLOCK LETTERS)

Account Holder(s):

Only named Account Holders can claim the Low Income Household Rebate*.

Address:

Please include the name of your Retirement Village (if applicable).

To claim the Electricity rebate your supply Address must be your principle residence.

If you have an alternate postal address, please write below:

Signature

I / We hereby request that the Low Income Household Rebate be applied to my / our electricity account, and confirm that I / We meet all eligibility criteria.

I / We agree to immediately give notice if I / We become ineligible for the Low Income Household Rebate.

I / We agree that all relevant personal information can be shared with Sanctuary Energy for the purposes of this rebate by the relevant State and/or Federal agencies.

_____	_____	_____
Sign	Print	Date
Account Holder 1		

_____	_____	_____
Sign	Print	Date
Account Holder 2		

Please complete this page and return to
Sanctuary Energy