



Drought Relief – Deferral of Payment Application Form

Applicant Details

Account Name:
(the exact name as listed on your Ergon Energy Queensland Pty Ltd account)

Postal Address:

Premises Address:
(the property address as listed on your Ergon Energy Queensland Pty Ltd account)

Lot / Plan:

Email Address:

Phone:

Please update my Ergon Energy contact details with the information provided above: Yes No

Drought Declaration type

Please list the relevant shire / council:

Has the shire been drought declared? Yes No*

***If No, please attach a full copy of the Individually Droughted Property (IDP) declaration ensuring all pages are included.**

Deferral of Payment

A customer of Ergon Energy Queensland Pty Ltd (**Ergon Energy**) who is a farmer in a drought declared area or whose property is individually drought declared, does not have access to or has severely restricted access to farm or irrigation water and experiences financial difficulties as a result of the drought, may apply to defer payment of the customer’s electricity accounts relating to farm or irrigation usage.

- The eligible customer may apply for a deferral period of 12 months, which may be extended by Ergon Energy, taking into consideration whether the customer is contributing to repayments of the accrued debt and/or the customer is experiencing Payment Difficulty
- Supporting evidence of experiencing financial difficulties in the form of a statement of financial position prepared and certified by a financial counsellor/advisor, bank or accountant maybe required
- Ongoing bill deferrals are subject to the customer engaging with Ergon Energy regarding repayment of the deferred amount plus the payment of any future energy usages charges.

Please list your account number/s, with their associated NMI* that are used primarily to supply water pumping equipment for farm or irrigation purposes:

Account Number	NMI	% Used for Pumping Water	Current Tariff	Account Balance

* The NMI can be found on your Ergon Energy Queensland Pty Ltd (Ergon Energy) invoice.

Change of Tariff

You have the option to request a tariff change for the duration of the drought declaration period. Please insert tariff changes below:

Some tariffs may not be available after 30/06/2021. Tariff information can be located on our [website](#)

NMI	Pump Size	New Tariff

Account Signatory

This is a mandatory section and you must confirm ALL details requested.

Applications with details missing or a strike through of any conditions will be considered invalid.

Where a tariff change is requested, I confirm that:

- I have reviewed Ergon Energy Retail's tariffs and prices at <https://www.ergon.com.au/retail/business/tariffs-and-prices> and accept the conditions and requirements of the new tariff/s; and
- I understand I am required to contact Ergon Energy Retail upon revocation of my drought declaration for tariff change requests.

In all cases, I confirm that:

- I am the farmer of a property which is individually drought declared or within a drought declared local government area;
- I have no access to, or have severely restricted access to, farm or irrigation water and am experiencing financial difficulty;
- I acknowledge the deferral period is for 12 months and I will engage with Ergon Energy Queensland Pty Ltd during this time regarding payment options;
- I acknowledge that for a deferral period to be extended beyond 12 months, Ergon Energy Queensland Pty Ltd will take into consideration whether I have made contributions to repayments of the accrued debt and whether I am continuing to experience financial difficulty as a result of drought;
- for new tariffs other than Tariffs 62, 65 and 66, nominated in section above, the connection is normally used primarily for pumping water for farm or irrigation purposes and the percentage for farm/irrigation purposes is correct;
- the supporting evidence of experiencing financial difficulties in the form of a statement of financial position prepared and certified by a financial counsellor/advisor, bank or accountant has been provided; and
- the information provided in this form is complete and correct.

Name: _____

Signature: _____

Date: _____

Date of Birth: _____

(if account is in a personal name)

Position at the Business: _____

(if account is in a business name)

Completing this Application form

- Check all sections of the application form have been completed.
- If your application is for an individually droughted property (IDP) please attached a full copy of your IDP declaration to this application form, ensuring all pages are attached.
- On assessment of this application, Ergon Energy Queensland Pty Ltd may require you to supply a statutory declaration to confirm that each connection is being used primarily for farm or irrigation purposes.

For help to complete this form, please call us on 1800 185 750 from 8am to 5pm Monday to Friday

Submitting your Application

- Return your completed form:

Email: droughtrelief@ergon.com.au

Fax: 07 49327310

Mail: Attn: Drought Relief, Ergon Energy Queensland Pty Ltd, PO Box 308, Rockhampton QLD 4700

Privacy Notice

Ergon Energy Queensland Pty Ltd is collecting your personal information on this form for the purpose of assessing your application for debt deferral where a Drought Declaration is in force. If you do not provide all of the information requested, we may not be able to assess your application. The information collected will not be disclosed by Ergon Energy Queensland Pty Ltd to any third party without your consent, unless authorised or required by law or in accordance with the *Privacy Act 1988* (Cth). Our Privacy Statement sets out how you may access and seek correction of your personal information or make a privacy related complaint. Our Privacy Statement and contact details are available at ergon.com.au