



# 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 Retail contact details with the information provided: 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 Retail**) 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 Retail, 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 may be required
- Ongoing bill deferrals are subject to the customer engaging with Ergon Energy Retail 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 Retail) invoice.

## 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.

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;
- the connection is 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;
- if I am a large customer (electricity consumption of 100MWh or more per annum), based on my historic consumption and my best estimate of future consumption, I have selected the regulated retail tariff that provides each of my NMLs with the lowest annual charge without taking into account the assistance provided by the drought relief scheme; 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 attach 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](mailto:droughtrelief@ergon.com.au)

**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 [www.ergon.com.au/retail/help-and-support/privacy-statement](http://www.ergon.com.au/retail/help-and-support/privacy-statement)