



Drought Relief Application Form

Ergon Energy Queensland Pty Ltd – ABN 11 121 177 802



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:

1. 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 usage charges.
2. For a waiver of fixed charge components of their electricity account.

1. APPLICANT DETAILS

First name

Last name

Date of birth:

 / /

Postal address

Mobile phone

Email address

Additional details if applying for a business

Business name

ABN/ACN

Position with the business

- ☐ I confirm that I am a direct employee of the company, and I have authority within this business to transact on this account.

2. DROUGHT DECLARATION

Relevant shire/council

Has the shire/council been drought declared?

- ☐ Yes ☐ No*

*If no, please attach a full copy of the Individually Droughted Property (IDP) declaration.

What type of drought assistance do you require?

- ☐ Deferral of Payment
☐ Waiving of Fixed Components of Electricity Charges
☐ Both



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i Only complete the sections that apply to your drought relief application.

3. DEFERRAL OF PAYMENT

Please list the account numbers and associated National Metering Identifiers (NMIs) used primarily to supply water pumping equipment for farm or irrigation purposes.

Account number	NMI	% used for pumping water	Current tariff	Account balance

4. WAIVING OF FIXED COMPONENTS OF ELECTRICITY CHARGES

Please list the account numbers and associated National Metering Identifiers (NMIs) used primarily to supply water pumping equipment for farm or irrigation purposes.

Account number	NMI	Meter number	% used for pumping water	Current tariff



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5. TERMS OF AGREEMENT

Terms of agreement

- ☐ I am the farmer of a property which is individually drought declared or within a drought declared local government area.
- ☐ If I am a large customer (electricity consumption of 100MWh or more per annum), I confirm I have selected the regulated retail tariff that provides each NMI with the lowest annual charge without taking the drought relief assistance into account.
- ☐ I have no access to, or have severely restricted access to, farm or irrigation water and am experiencing financial difficulty.
- ☐ The connection is used primarily for pumping water for farm or irrigation purposes and the percentage entered is correct.
- ☐ The information provided in this form is complete and correct.

Additional terms for Deferral of Payment

- ☐ 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 an extension beyond 12 months will consider contributions to the accrued debt and whether I continue to experience financial difficulty as a result of drought.
- ☐ I acknowledge that, for a deferral period to be extended beyond 12 months, I will be required to provide evidence of my ongoing financial difficulty resulting from drought. Ergon Energy Queensland Pty Ltd will take into consideration whether I have made contributions towards repayment of the accrued debt and whether I continue to experience financial difficulty and need assistance.

Additional terms for Waiving of Fixed Components of Electricity Charges

- ☐ I understand fixed charge components includes the daily supply charge, metering charge and annual fixed charge, and excludes minimum demand charges.
- ☐ I understand the reimbursement of eligible fixed charges applicable to any account being used primarily for pumping water for farm or irrigation purposes ceases once the drought declaration is revoked.

6. SUBMIT YOUR APPLICATION

Email your completed form to:

enquiry@support.ergonretail.com.au

Post your completed form to:

**Drought Relief program
Ergon Energy Retail
PO BOX 308
Rockhampton QLD 4700**