

# Queensland Government Asset Ownership Dividend

## Questions and Answers

### **What is the Asset Ownership Dividend? Why am I getting it?**

The Government understands that energy affordability is a concern for many households, not just those on low incomes.

The Asset Ownership Dividend is a direct \$50 price rebate provided by the Queensland Government to all households over the next two years (total of \$100). This will provide all approx. 1.9 million Queensland households with a \$50 discount per year on their power bills in 2018 and 2019 to assist with energy costs.

### **How much will it cost?**

In Queensland, some power assets are publicly owned. These Government-Owned Corporations generate dividends which are provided back to the Government. Providing the Dividend to all Queensland households will cost the Queensland Government up to \$200 million, paid for from these Government-Owned Corporation dividends.

### **When will the Dividend be paid? Do I need to apply?**

The Dividend will be applied automatically as a credit to each residential electricity bill on 30 April 2018, so you will see the rebate on your bill that covers this date. However, the timing of when you receive your 30 April bill will depend on your electricity billing cycle.

### **How do I know I received the rebate?**

Your electricity bill for 30 April 2018 will show a \$50 credit, with the wording "Queensland Government Rebate Asset Ownership Dividend", or similar.

If you did not receive this credit on the bill that covers 30 April, please contact your electricity retailer.

### **I receive my electricity bill from a body corporate or a site manager. Will I still get the rebate?**

Not all households have an account with an electricity retailer. Sometimes, your landlord, property manager, park owner or body corporate buys electricity in bulk and on-sells this to you based on your metered consumption. This is known as an on-supply arrangement.

On-supply customers are eligible for the \$50 Dividend credit. Your residential complex owner or manager will receive your Dividend credit on their 30 April bill, and they will pass it onto your household as part of your next bill. If you haven't received this assistance by 30 June 2018, please contact your embedded network owner (body corporate, caravan park owner, etc).

### **I am an embedded network owner. What do I need to do?**

The Government is asking that all embedded network owners identify with their electricity retailer to ensure that their embedded network customers are provided with the \$50 Dividend credit.

To do this, you need to notify your retailer of the number of occupied households within your premises by mid-April 2018. A form for this purpose has been provided to electricity retailers and through embedded network industry groups.

Your retailer will provide a bulk credit to you (i.e. \$50 x number of occupied households) on your bill that covers 30 April 2018.

You should then provide the \$50 Dividend to residents on their next bill. We understand that some exempt sellers engage a third party meter reading and billing service. Some of these organisations have also been informed of this Queensland Government initiative and you may wish to contact their provider for assistance.

Please Note: failure to pass on this rebate to residents is a breach of condition 12, of your retail exemption conditions with the Australian Energy Regulator.

#### **I opened my account after 30 April. What do I do?**

As all residential customers were provided the Dividend credit on 30 April 2018, if you did not have an open account on this date you will not have received the \$50 credit.

Please contact your retailer to let them know. Your retailer will ask to see a copy of your bill for the April period to show that you did not receive the credit from them or another retailer.

\*Retailers please note – this information should not be advertised generally, and retailers should contact SSQ to confirm payment to customers in these situations. They will be approved on a case by case basis.

#### **Will the Dividend affect my other concessions?**

No. The Asset Ownership Dividend will be provided to all Queensland households, and does not affect your eligibility for any other Queensland Government concession or rebate, such as the Electricity Rebate.

#### **I live in a Card Operated Meter Community. Will I get it?**

Yes. Ergon Energy is currently upgrading all Card Operated Meters across the Card Operated Meter communities. The new meters allow the \$50 Dividend credit to be provided automatically to you when you recharge your power card.

If your community already has the new meters, you will receive this credit when you next recharge your power card after 30 April 2018. The store where you buy your power credits will let you know when the \$50 credit is applied to your card.

If your community is yet to receive the new meters, you will get the \$50 credit as part of the meter upgrade. All communities will have their new meters by June 2018.

#### **Electricity is included in my rent so I don't get a separate electricity bill. Do I still get the \$50 Dividend?**

No. To receive the Dividend you must be separately charged for your electricity supply/consumption.

#### **My account is currently in credit. Do I still get the \$50 Dividend?**

Yes. The \$50 credit will still be applied to your bill for you to use when you are no longer in credit.

#### **I see the rebate is for two years. When will I get the next one?**

The next Dividend credit will be provided in 2019. The Government will promote the details of the 2019 credit closer to the date.