

South Australian Government Customer Concession Scheme for Energy

August 2021

(Scheme Commenced July 2004)

DOCUMENT DETAILS

DOCUMENT DETAILS

Document Name	The South Australian Customer Concession Scheme for Energy
Division	Community Investment and Support
Responsible Officer	Director, Concessions and Support Services
Version	v.5
Status	Approved
Approval Date	4 August 2021
Issued	2021
Next Review	2024

CONTACT PERSON (for enquiries or amendments)

Position	Manager Policy, Concessions and Support Services
Directorate	Concessions and Support Services
Telephone Number	08 8226 6901



TABLE OF CONTENTS

1. DEFINITIONS AND INTERPRETATION	4
2. DESCRIPTION OF SCHEME	10
3. ENERGY CONCESSION	11
4. MEDICAL HEATING AND COOLING CONCESSION	13
5. PERSONAL INFORMATION AND CONSENT	14
Schedule 1	16
Schedule 2	18
Schedule 3	19
Schedule 4	22
Schedule 5	29
Schedule 6	43
Schedule 7	45
Schedule 8	47
Appendix A	49



1. DEFINITIONS AND INTERPRETATION

In this *Scheme*:

- 1.1 **alternative energy source** means – energy that is not received from an *off-grid retailer* or an *on-grid retailer*, which may include, but is not limited to:
- (a) petrol for the use of generators to back-up off-grid solar photovoltaic energy panels; or
 - (b) liquid petroleum gas bottles.
- 1.2 **backdated concession** means - an amount determined by the *Department* as the amount of a *concession(s)* to which an *eligible energy concession customer* is entitled but did not receive an *energy concession* at any time during the period.
- 1.3 **billing cycle** means - the regular recurrent period for which a *customer* receives a bill from the *retailer* which is generally issued, in accordance with the *National Energy Customer Framework*, each financial quarter but may be more often.
- 1.4 **billing period** means - in respect of each *residential customer* of a *retailer*, the usual length of time between the start and end of a recurrent period for which the customer will be charged, and billed, for energy costs.
- 1.5 **Centrelink** means – the Commonwealth Government agency responsible for delivering social security payments and services to Australians.
- 1.6 **concession** means -
- (a) an *energy concession*; or
 - (b) a *MHCC*.
- 1.7 **connection point** means -
- (a) in the case of a *small electricity customer*, the agreed point of *supply* between the *small electricity customer's* electrical installation and the distribution network; or
 - (b) in the case of a *small gas customer*, the agreed point of *supply* between the *small gas customer's* gas installation and the distribution system.
- 1.8 **customer** means - a *natural person* who applies for, or receives, an *energy concession*, a *MHCC*, or *EEPS payment* under the *Scheme*.
- 1.9 **customer sale contract** means - a *standing contract*, a *market contract* or a *default contract*.
- 1.10 **daily energy concession amount** has the meaning— described in Schedule 2.
- 1.11 **daily MHCC amount** has the meaning— described in Schedule 2.
- 1.12 **deemed customer retail arrangement** means— an arrangement between the *Retailer* and the *customer* under Division 9 of Part 2 of the *National Energy Retail Law (South Australia) 2011*.
- 1.13 **default contract** means—
- (a) the *customer sale contract* between a *retailer* and a *default customer* arising in accordance with the regulations under the *Electricity Act 1996 (SA)* or the *Gas Act 1997 (SA)*, as the context requires; or
 - (b) a *deemed customer retail arrangement*.

- 1.14 **default customer** means –
- (a) in relation to a connection point, a person who is deemed pursuant to the regulations under the *Electricity Act 1996 (SA)* or the *Gas Act 1997 (SA)*, as the context requires, having a *default contract* with a *retailer* in relation to that *connection point*.
 - (b) a person under a *deemed customer retail arrangement*;
- 1.15 **Department** means - the South Australian Government department responsible for the administration of the *Scheme*.
- 1.16 **Department of Veterans' Affairs** means – the Commonwealth Government department responsible for serving veterans, war widows and widowers, serving and former Defence Force members and eligible Australian Federal Police.
- 1.17 **dependant** means -
- (a) a child under 16 years of age; or
 - (b) a child 16-18 years of age in receipt of Youth Allowance or Special Benefit from *Centrelink*; or
 - (c) full time students between 16-21 years of age who attend school, college or university.
- 1.18 **domestic partner** means - a person who is a domestic partner as defined in the *Family Relationships Act 1975 (SA)*.
- 1.19 **domestic use** means – energy used for
- (a) a natural person's use in their *principal place of residence*; and
 - (b) not for the purpose of carrying out business; and
 - (c) not used to gain or produce an income.
- 1.20 **EEPS** means – Emergency Electricity Payment Scheme.
- 1.21 **EFT** means – electronic funds transfer.
- 1.22 **eligibility commencement date** means - the date determined as the effective start date for the calculation of a *concession* for an *eligible energy concession customer*, as described in paragraph 3.2, or an *eligible MHCC customer*, as described in paragraph 4.2.
- 1.23 **eligible energy concession customer** means - a *customer* who meets the criteria in Schedule 1 or Schedule 6.
- 1.24 **eligible inset customer** means – a *customer* who meets the criteria and status for the purposes of eligibility for an *energy concession* determined by the *Minister* in Schedule 6.
- 1.25 **eligible EEPS customer** means – a *customer* who meets the criteria and status for the purposes of eligibility for payment through *EEPS* determined by the *Minister* as described in Schedule 8.
- 1.26 **eligible MHCC customer** means - a *customer* who meets the criteria and status for the purposes of eligibility for a *MHCC* determined by the *Minister* as described in Schedule 3.
- 1.27 **EEPS payment** means – the discount applied to a *natural person's* electricity account, for *domestic use*, who may or may not be an *eligible energy concession customer*, for an amount payable determined by the *Minister* from time to time and set out in Schedule 8.

- 1.28 **energy concession** means - the discount in the cost of energy provided, or payment made via *EFT*, to an *eligible energy concession customer* of an amount determined by the *Minister* from time to time, for *domestic use* and set out in Schedule 2, payable where the *eligible energy concession customer's* energy is provided:
- (a) by an *on grid electricity* or *off grid electricity* source under an electricity bill; or
 - (b) by an *alternate energy source*, on a pay as use basis and charged directly to the *customer* via a tax invoice; or
 - (c) by an *inset network* and the *customer* is charged directly by the *inset network operator* issuing a tax invoice.
- 1.29 **explicit informed consent** means - the *customer* clearly and explicitly gives their consent to the *Department* for the use of their personal information for the purposes of the *Scheme*. When dealing with a *customer* who has a limited or diminished capacity to understand an *explicit informed consent* agreement, consent can be obtained from a legally authorised person able to provide consent on behalf of the *customer* (e.g. a parent or legal guardian).
- 1.30 **financial year** means - the period between 1 July and 30 June annually.
- 1.31 **GST** means - the tax imposed by the *GST Law*.
- 1.32 **GST exclusive** in relation to energy charges means - an amount excluding the recovery of *GST* payable by the *retailer*.
- 1.33 **GST Law** has the meaning - which is attributed in the *A New Tax System (Goods and Services Tax) Act 1999 (Cth)*.
- 1.34 **inset network** means - a transmission or distribution network that serves a group of premises in the same ownership, community, or strata title premises, including but not limited to:
- (a) retirement villages; or
 - (b) marinas; or
 - (c) other private networks.
- 1.35 **inset customer** means - a *natural person* who has or seeks a supply of energy from the inset network.
- 1.36 **market contract** means -
- (a) a contract between a *customer* and a *retailer* for the sale of electricity, other than a *standing contract* or a default contract; or
 - (b) a market retail contract under section 33 of the *National Energy Retail Law (South Australia) 2011*.
- 1.37 **MHCC** means - the discount in the cost of energy provided to an *eligible Medical Heating and Cooling Concession (MHCC) customer* in an amount determined by the *Minister* from time to time and set out in Schedule 3, payable directly to the *eligible MHCC customer* via *EFT*:
- (a) where the *eligible MHCC customer's* energy is provided by an *on grid electricity* or *off grid electricity* source under an electricity bill; or
 - (b) where the *eligible MHCC customer's* energy is provided by an *alternate energy source*, purchased by the *eligible MHCC customer*.

- 1.38 **Minister** means - as the context requires:
- (a) the Minister for Energy and Mining, a body corporate established under the *Administrative Arrangements Act 1994 (SA)*; or
 - (b) where there exists a delegation of authority by the Minister for Energy and Mining to the Minister for Human Services for the purpose of undertaking the functions of the Minister for Energy and Mining referred to in section 21(1)(h) of the *Electricity Act 1996 (SA)* or the *National Energy Retail Law (South Australia) 2011*.
- 1.39 **MIRN** means - a Meter Installation Registration Number (*MIRN*) assigned to a metering installation at a gas *customer's supply address*.
- 1.40 **natural person** means – an individual human being, as opposed to private or public entities which are recognised as legal persons under the law.
- 1.41 **National Energy Customer Framework** means – the framework *National Energy Retail Law*, *National Energy Retail Rules* and *National Energy Retail Regulations*; overseen by the Australian Energy Regulator which regulates the connection, *supply* and sale of energy (electricity and gas) to grid-connected residential and small business energy customers.
- 1.42 **NERL** means - *National Energy Retail Law (South Australia) 2011*.
- 1.43 **NERR** means -
- (a) the initial *National Energy Retail Rules (NERR)*; and
 - (b) rules made by the Australian Energy Market Commission under the *National Energy Retail Law (South Australia) 2011*, including Rules that amend or revoke -
 - i. the initial NERR; or
 - ii. rules made by it.
- 1.44 **NMI** means - a National Metering Identifier (*NMI*) assigned to a metering installation at an electricity *customer's supply address* in accordance with the *National Electricity Rules*.
- 1.45 **on grid electricity** means - the electricity stored on a large scale within an electrical power grid.
- 1.46 **on grid electricity retailer** means - a *NERL retailer* as defined under section 4 of the *Electricity Act 1996 (SA)*.
- 1.47 **off grid electricity** means - the electricity provided to homes that do not rely on an electrical power grid.
- 1.48 **off grid electricity retailer** means - an energy *retailer* licensed under the *Electricity Act 1996 (SA)* to sell *off grid electricity* to *residential customers* in South Australia.
- 1.49 **other arrangements** means – a scenario where a *customer* demonstrates that they are responsible for payment or part payment of energy consumption and/or supply at the *principal place of residence*, but are not listed as an account holder on the energy bill or *tax invoice*. This arrangement also applies to protected persons.
- 1.50 **personal information** means -
- (a) where used in relation to a *retailer*, the same as the meaning given in the *Privacy Act 1988 (Cth)*; and

- (b) where used in relation to the *Department*, the same meaning as given in the South Australian Government Premier and Cabinet Circular PC012 - Information Privacy Principles Instruction.
- 1.51 **principal place of residence** means –
- (a) the property that is occupied by the *customer*; and
 - (b) is occupied for the majority of the *customer's* time; and
 - (c) excludes properties used for holiday or investment purposes; and
 - (d) the address that *Centrelink* has recorded for the customer.
- 1.52 **Recipient Created Tax Invoice (RCTI)** means - a *tax invoice* generated by the recipient or entity responsible for payment and for the purposes of the *Scheme*, generated by the *Department* to facilitate payment to the *retailer*.
- 1.53 **reconciliation statement** means – a file forwarded by the *retailer* to the *Department*, containing *customer* records relating to the provision of *energy concessions* for the purpose of these records being reconciled against those held by the *Department*, to ensure eligibility of those receiving an *energy concession*.
- 1.54 **residential customer** means - a *small customer* who acquires energy for *domestic use*.
- 1.55 **retailer** means -
- (a) a person holding a licence issued under Part 3 of the *Electricity Act 1996 (SA)* authorising the retailing of electricity; or
 - (b) a *NERL retailer* as defined under section 4 of the *Electricity Act 1996 (SA)* and under section 4 of the *Gas Act 1997 (SA)*; or
 - (c) a retailer holding a licence issued under Part 3 of the *Gas Act 1997 (SA)*.
- 1.56 **Scheme** means - the South Australian Government Customer Concession Scheme for Energy.
- 1.57 **services** means - the services the *retailer* must provide to the South Australian Government specified in the *Scheme*;
- 1.58 **standing contract** means - a standard contract made in accordance with Division 3 of Part 2 of the *National Energy Retail Law (South Australia) 2011*.
- 1.59 **small customer** means -
- (a) either or both of small electricity customer and small gas customer with the same meaning as in the *Electricity Act 1996 (SA)* and *Gas Act 1997 (SA)* respectively; or
 - (b) small customer as defined under section 5 of the *National Energy Retail Law (South Australia) 2011*.
- 1.60 **spouse** means - a person is the spouse of another if they are legally married (pursuant to the *Marriage Act 1961 (Cth)*).
- 1.61 **summary report** means – a file forwarded to the *retailer* by the *Department* summarising the outcome of the *customer* matching process undertaken on the *reconciliation statement* and identifying degrees of *customer* record match and corresponding payment.
- 1.62 **supplementary statement** means – the file that the *retailer* forwards to the *Department* that corrects previously submitted incomplete or incorrect *customer* records relating to the provision

of *energy concessions*, for the purpose of these records being reconciled for a second time, against those held by the *Department*.

- 1.63 **supply** means - the delivery of electricity or gas to a *customer*.
- 1.64 **supply address** means - the *principal place of residence* for which a *customer* purchases or obtains gas or electricity from an *energy retailer* or *inset network* operator, which for the purposes of determining an *eligibility commencement date* may be an address for a residence occupied by the *customer* prior to the *customer* applying for a *concession*.
- 1.65 **Switch for Solar program** means – the joint program between the Department for Energy and Mining and the Department for Human Services in which an eligible concessions customer can choose to forgo their Cost of Living Concession and energy concession payments for ten years in exchange for the purchase and installation of a solar photovoltaic system at their *principal place of residence*.
- 1.66 **tax invoice** has the meaning - attributed in the *GST Law*.

2. DESCRIPTION OF SCHEME

- 2.1 The South Australian Government Concession Scheme for Energy (the *Scheme*) is established and approved by the Minister for Human Services through arrangements made by the Minister for Energy and Mining in committing responsibility for the administration of *energy concessions* to the Minister for Human Services.
- 2.2 The *Scheme* comprises the provision of the following *concessions*:
 - 2.2.1 *Energy concessions* and, where applicable, *backdated concessions* to *eligible energy concession customers*; and
 - 2.2.2 *MHCC* and, where applicable, *backdated concessions* to *eligible MHCC customers*; and
 - 2.2.3 *EEPS*.
- 2.3 The *Scheme* commenced on 1 February 2004 and became operational as follows:
 - 2.3.1 A transitional period applied from 1 February 2004 to 30 September 2004 during which period a *retailer* and the *Department* could, by agreement, depart from the requirements of the *Scheme*;
- 2.4 *Retailers* and the *Department* must comply with the requirements of the *Scheme* as amended from time to time, from 1 October 2004. The *Scheme* prescribes the manner in which the *energy concession, MHCC and EEPS* are provided and comprises:
 - 2.4.1 *customers'* eligibility criteria for entitlement;
 - 2.4.2 *customers'* requirements in submitting an application;
 - 2.4.3 *retailers'* responsibilities as set out in Schedule 4 for *on grid electricity retailers* in issuing *energy concessions* to *eligible energy concession customers* under the assumption by *retailers* of community service obligations (CSOs) in the form of the *energy concession and services*.
 - 2.4.4 *Retailers'* responsibilities as set out in Schedule 8 issuing *EEPS* to *customers*.
 - 2.4.5 The *Department's* responsibilities in:
 - 2.4.5.1 receiving and managing applications for *concessions* to:
 - 2.4.5.1.1 maintaining effective records management;
 - 2.4.5.1.2 ensuring confidentiality of *customers' personal information*;
 - 2.4.5.1.3 managing *explicit informed consent* provided by the *customer*.
 - 2.4.5.2 assessing the eligibility of *customers* for the *energy concession, MHCC and EEPS*;
 - 2.4.5.3 reviewing *customers'* ongoing eligibility for the *energy concession and MHCC*;
 - 2.4.5.4 issuing *energy concessions* to *eligible energy concession customers* either by direct payment to the *customers* or through arrangement with *retailers* as a deduction on energy accounts by discounting the *GST exclusive* amount recorded on each *eligible energy concession customer's* energy bill for energy consumed by the *customer*;

2.4.5.5 issuing the *MHCC* to *eligible MHCC customers* by direct payment to the *customers*;

2.4.5.6 issuing *payments* to *eligible EEPS customers* against an electricity debt, through arrangements with *retailers* as a deduction on electricity accounts by discounting the *GST* exclusive amount recorded on the overdue energy bill for energy consumed by the *customer*.

2.5 The responsibilities within the *Scheme* for *retailers* in issuing the *energy concession* on behalf of the South Australian Government are pursuant to:

2.5.1 section 21(1)(h) and section 63AD of the *Electricity Act 1996 (SA)*; and

2.5.2 section 25 (1)(g) of the *Gas Act 1997 (SA)* regarding gas related *concessions*.

3. ENERGY CONCESSION

3.1 Issuing of an *energy concession* is subject to approval by the *Department* of a:

3.1.1 fully completed application submitted by the *customer* to the *Department* via telephone, written or electronic application; and

3.1.2 *customer's* eligibility for an *energy concession* based on the criteria described in Schedule 1 or Schedule 6.

3.2 The *energy concession* is issued for *eligible energy concession customers* from the *eligibility commencement date* determined by whichever of the following dates is the most recent:

3.2.1 1 January of the previous calendar year of the date on which the *Department* received the application for a *concession*; or

3.2.2 the date of grant identified by *Centrelink* for the *eligible energy concession customer* in holding a prescribed card or receiving a prescribed payment from the Commonwealth Government as described in Schedule 1 or Schedule 6; or

3.2.3 the date on which the *eligible energy concession customer* commenced residing in the *supply address* identified on their energy bill(s) and was named as an account holder on their energy bill; or

3.2.4 the date on which the *eligible inset customer* commenced residing in the *supply address* and from this date was required to pay or part pay for the *supply*, maintenance or consumption of energy; or

3.2.5 the date on which the *eligible energy concession customer* commenced residing in the *supply address* and from this date was required to pay for the *supply* and consumption of *alternative energy sources*.

3.3 An *energy concession* is issued to an *eligible energy concession customer* from their *eligibility commencement date* for an *energy concession* and for subsequent billing periods, for an amount calculated in respect of the billing period(s) for which an *eligible energy concession customer* is eligible either:

3.3.1 in accordance with the *billing cycle* of their *retailer(s)* or *inset network operator*; and

- 3.3.1.1 details identifying the *eligible energy concession customer* as the person named as the account holder and listed first on the energy bill; and
- 3.3.1.2 the *customer's* account number where the *eligible energy concession customer* has been issued an account number by the *retailer*; and
- 3.3.1.3 the *billing period* of the energy consumption charged on the energy bill; and
- 3.3.1.4 the metering identifier, where a metering installation exists at a *customer's supply address*, which may include:
 - 3.3.1.4.1 for the provision of electricity the National Metering Identifier (*NMI*); or
 - 3.3.1.4.2 for the provision of gas the Meter Installation Registration Number (*MIRN*), noting an *energy concession* is only issued on the presentation of an energy bill for the *supply* of gas where the *eligible energy concession customer's supply address* is not connected to the *supply* of electricity by *on grid electricity* or *off grid electricity*; or
- 3.3.2 by confirming that the *eligible energy concession customer* receives their energy from an *inset network operator* or that the *eligible energy concession customer* is required to pay for energy consumption including:
 - 3.3.2.1 details identifying the *eligible energy concession customer* as the person or one of the persons, named as an account holder or person responsible for the invoice; and
 - 3.3.2.2 the *customer's* account number where the *eligible energy concession customer* has been issued an account number; and
 - 3.3.2.3 the *billing period* for the energy consumption charged on the energy bill; and
 - 3.3.2.4 the total amount of fees, charges and tariffs for the provision of energy to the *eligible energy concession customer* for the specified *billing period*; or
- 3.3.3 on the presentation of an account, *tax invoice* or bill for the provision of *alternative energy sources*, including:
 - 3.3.3.1 details identifying the *eligible energy concession customer* as the person or one of the persons named as the account holder or person responsible for the invoice; and
 - 3.3.3.2 the date of supply of the *alternative energy source*; and
 - 3.3.3.3 the type of *alternative energy source* supplied; and
 - 3.3.3.4 the quantity of the *alternative energy source*; and
 - 3.3.3.5 the total amount of fees, charges and tariffs paid for by the *eligible energy concession customer*.
- 3.4 The *energy concession* is issued to *eligible energy concession customers* from the *eligibility commencement date* determined in paragraph 3.2 until:
 - 3.4.1 changes to the *customer's* circumstances deem the *customer* no longer meets the eligibility criteria as described in Schedule 1 or Schedule 6; or
 - 3.4.2 at the discretion of the *Minister*, changes to the eligibility criteria described in Schedule 1 or Schedule 6 deem the *customer* no longer meets the eligibility criteria for an *energy concession*; or

- 3.4.3 the *customer* enters into the *Switch for Solar program*, in which they are not eligible for the energy concession for a period of ten years.
- 3.4.3.1 The *customer* enters the *Switch for Solar program* on the date in which the solar photovoltaic system is installed at the *customer's principal place of residence*.
- 3.4.3.2 The *Department's* Chief Executive may determine that paragraph 3.4.3 does not apply to a *customer* if satisfied that exceptional circumstances exist.
- 3.5 *Energy concession* payments may be made, at the discretion of the *Minister* or their delegate, for a period of 13 weeks following the death of an *eligible energy concession customer*, to allow for the transfer of the *energy concession* to an eligible surviving *spouse* or *domestic partner* residing at the same *principal place of residence*.
- 3.6 Subject to paragraph 3.5 the *energy concession* and *EEPS payment* will not be paid to persons acting on behalf of deceased *customers* or to deceased estates in circumstances where an otherwise *eligible energy concession customer* has since deceased prior to the *concession* being paid.

4. MEDICAL HEATING AND COOLING CONCESSION

- 4.1 Issuing of a *MHCC* is subject to approval by the *Department* of a:
- 4.1.1 fully completed application submitted by the *customer* to the *Department*; and
- 4.1.2 *customer's* eligibility for a *MHCC* based on the criteria described in Schedule 3.
- 4.2 The *eligibility commencement date* for *eligible MHCC customers* is determined as whichever of the following dates is the most recent:
- 4.2.1 the date certified by the authorising medical practitioner that the *customer's* medical condition met the criteria described in Schedule 3; or
- 4.2.2 1 January of the previous calendar year of the date on which the *Department* received the application for a *MHCC*; or
- 4.2.3 the date of grant identified by *Centrelink* for the *eligible MHCC customer* in holding a prescribed card or receiving a prescribed payment from the Commonwealth Government as described in Schedule 3; or
- 4.2.4 the date on which the *eligible MHCC customer* commenced residing in the *supply address* identified on the energy bill(s).
- 4.3 The *MHCC* is issued to *eligible MHCC customers* from the *eligibility commencement date* determined in paragraph 4.2 until:
- 4.3.1 changes to the *customer's* circumstances deem the *customer* no longer meets the eligibility criteria as described in Schedule 3; or
- 4.3.2 at the discretion of the *Minister*, changes to the eligibility criteria described in Schedule 3 deem the *customer* no longer meets the eligibility criteria for a *MHCC*.
- 4.4 A *MHCC* is issued to an *eligible MHCC customer* from their *eligibility commencement date* for a *MHCC* and for each financial quarter for an amount calculated in respect of the financial quarter(s) for which an *eligible MHCC customer* is eligible.

- 4.5 The amount of the *MHCC* is calculated by multiplying the number of days in the *financial quarter* by the daily *MHCC amount* described in Schedule 2 determined in respect of the *eligible MHCC customer* where the:
- 4.5.1 *MHCC* is issued once to an *eligible MHCC customer* per financial quarter; and
 - 4.5.2 amount of the *MHCC* does not exceed pro rata the annual *MHCC* amount per annum described in Schedule 2.
- 4.6 The *MHCC* is not transferrable to domestic partners or spouses.
-

5. PERSONAL INFORMATION AND CONSENT

5.1. Personal Information

- 5.1.1. In order to receive a *concession*, a *customer* must provide the *Department* access to personal and related information necessary to assess their eligibility for a *concession* at the time of submitting an application for a *concession*.
- 5.1.2. In obtaining or dealing with *personal information* from *customers* for the purposes of this Scheme, a *retailer* must comply with the *Privacy Act 1988* (Cth).
- 5.1.3. In dealing with any *personal information* under the Scheme the *Department* will comply with the South Australian Government Information Privacy Principles Instruction.

5.2. Consent

- 5.2.1. *In obtaining personal information from a customer for the purposes of the Scheme the Department must obtain explicit informed consent from the customer in order to use the personal information on behalf of the customer to:*
 - 5.2.1.1 match *customer* details electronically or directly with *Centrelink* or the *Department for Veterans' Affairs*; and
 - 5.2.1.2 exchange information on the customer electronically or directly with retailers.
- 5.2.2. *Explicit informed consent* may be provided in writing signed by the *customer* or via electronic communication by the *customer*. A *customer* has the right to give, refuse or revoke consent.
- 5.2.3. If consent is refused or revoked, the *customer* must:
 - 5.2.3.1 provide the *Department* evidence from *Centrelink* or the *Department of Veterans' Affairs*, on a quarterly basis, regarding their payments to ensure continued provision of their *energy concession*; and
 - 5.2.3.2 provide the *Department* evidence that the *customer* is responsible for the payment or part payment of energy costs.
- 5.2.4. The *Department* must retain records of any *explicit informed consent* obtained under the Scheme and, where applicable, the subsequent revoking by the *customer* of the *explicit informed consent* for a period of at least 7 years following the ceasing of the relationship between the *customer* and the *Department* for the purposes the Scheme.
- 5.2.5. The *Department* must retain records of any *explicit informed consent* obtained under the Scheme for the period described in 5.2.4 in a format that would permit an entity permitted by law to access the records to understand readily the details of *explicit informed consent* in respect of particular *customers*.

6. SCHEME HISTORY

Notes

- References in the *Scheme* to legislation or instruments or to titles of bodies or offices are not automatically updated and therefore may be obsolete
- Earlier versions of the *Scheme* (historical versions) are listed at the end of the *Scheme* history.

Historical Versions

July 2004

September 2012

May 2013

July 2014

Schedule 1

Eligibility Criteria for Customers Seeking an Energy Concession: On Grid Electricity

To be entitled to an *energy concession* a *customer* receiving energy through an *on grid electricity retailer* must:

1. meet all of the following criteria:
 - 1.1 be a South Australian resident; and
 - 1.2 be listed on the energy account as the first person and primary account holder for the *energy concession customer's* residential address; and
 - 1.3 the *supply address* identified on the energy account must be the *customer's principal place of residence*; and
 - 1.4 energy supplied to the *customer's* residential address must be for *domestic use* only; and
 - 1.5 no one living with the *customer* who is not a *spouse, domestic partner* or a *dependant* has an income of \$3,000 or more per year, which is not a pension or benefit from *Centrelink* or the *Department of Veterans' Affairs*.

AND

2. Hold a prescribed card or is in receipt of a prescribed payment where:
 - 2.1 a prescribed card means a -
 - 2.1.1 Pensioner Concession Card issued by the Commonwealth Government; or
 - 2.1.2 Veteran Gold Card (TPI) issued by the Commonwealth Government; or
 - 2.1.3 Veteran Gold Card issued by the Commonwealth Government to a person with 80 or more overall impairment points under the *Military Rehabilitation and Compensation Act 2004* (Cth); or
 - 2.1.4 Veteran Gold Card (War Widows) issued by the Commonwealth Government; or
 - 2.1.5 Veteran Gold Card (EDA) issued by the Commonwealth Government; or
 - 2.1.6 Commonwealth Seniors Health Card issued by the Commonwealth Government; or
 - 2.1.8 Low Income Health Care Card issued by the Commonwealth Government; or
 - 2.2 a prescribed payment means –
 - 2.2.1 any of the following payments under the Social Security Act 1991 (Cth):
 - 2.2.1.1 Austudy Payment;
 - 2.2.1.2 JobSeeker Payment;
 - 2.2.1.3 Parenting Payment;
 - 2.2.1.4 Partner Allowance;
 - 2.2.1.5 Special Benefit;
 - 2.2.1.6 Widow Allowance;
 - 2.2.1.7 Youth Allowance; or

- 2.2.2 ABSTUDY payments from the Commonwealth Government; or
 - 2.2.3 payments under the Community Development Employment Project established by the Commonwealth Government; or
 - 2.2.4 payments under the New Enterprise Incentive Scheme established by the Commonwealth Government; or
 - 2.2.5 a pension as a war widow under legislation of the United Kingdom or New Zealand; or
 - 2.2.6 Farm Household Allowance payments under the *Farm Household Support Act 2014* (Cth); or
 - 2.2.7 Status Resolution Support Service Payment under the *Migration Act 1958* (Cth).
-

Schedule 2

Energy Concession and MHCC Amount

1. In this *Scheme* the *energy concession* and/or *MHCC* amount means -
 - 1.1. For the period commencing 1 July 2020 – daily energy concession amount of \$0.634 to a maximum of \$231.41 (indexed) per annum.
 - 1.2. For the period commencing 1 July 2019 – daily energy concession amount of \$0.621 to a maximum of \$226.67 (indexed) per annum.
 2. In instances where a person is both an *eligible energy concession customer* and an *eligible MHCC customer*, the *customer* will receive both an energy concession payment and discount on the energy bill and a *MHCC concession* payment.
 3. Where a monetary amount is to be indexed by the Consumer Price Index (CPI) annually on 1 July, it will be rounded up to the nearest cent.
 4. The *energy concession* amount may be updated by Department of Treasury and Finance from time to time and the *Minister* will communicate changes with *retailers*.
 5. Current indexed amounts are accessible at www.sa.gov.au/concessions
-

Schedule 3

Eligibility Criteria for Customer's Seeking a Medical Heating and Cooling Concession

To be entitled to a *MHCC* a *customer* must:

1. meet all of the following criteria:

1.1. be a South Australian resident; and

1.2. the *supply address* identified on the electricity account must be the *customer's principal place of residence*; and

1.3. be financially responsible for the payment or part payment of the electricity bill; and have a qualifying medical condition, or be the parent or legal guardian of a *dependant child* with, a qualifying medical condition, as follows

1.3.1. the primary medical condition and associated secondary criteria must require the use of an air conditioner or heating for medical purposes to ensure the impact of hot or cold weather does not severely exacerbate the condition.

1.3.2. Qualifying conditions include Multiple Sclerosis, Parkinson's Disease, Lymphoedema (>Grade 1), Fibromyalgia, Tetraplegia, Post-Polio syndrome/Poliomyelitis, Motor Neurone Disease, Systemic Lupus Erythematosus (SLE), Muscular Dystrophy, Mitochondrial Disease or specify an 'Other qualifying condition' which may include spinal cord injury, some neurodegenerative disorders and severe inflammatory skin conditions.

1.3.3. In addition to the primary condition the patient must also meet one of the secondary criteria from the following list, either:

1.3.3.1. in this patient this condition is known to be associated with symptomatic deterioration in hot or cold weather;

OR

1.3.3.2. The primary condition, in conjunction with the following secondary condition, results in a symptomatic deterioration of this patient's medical condition in hot or cold weather:

1.3.3.2.1. Loss of proper autonomic regulation of sweating, heart rate or blood pressure (associated with hot or cold weather); or

1.3.3.2.2. Loss of skin integrity or sweating capacity (including significant burns [or pressure skin garment] to greater than 20% surface area, severe inflammatory skin conditions and some rare forms of disordered sweating); or

1.3.3.2.3. Hypersensitivity to extremes of environmental temperature leading to an unacceptable increase in pain/discomfort or an increased risk of complications; or

1.3.3.2.4. Verified (or known) loss of physiological function or significant aggravation of clinical condition at extremes of environmental temperature; or

1.3.3.2.5. Clinically verified thermoregulatory dysfunction (the nature of this must be recorded in the patient's case record); or

1.3.3.2.6. Provide certification from a medical specialist or general practitioner that the medical condition is severely exacerbated by hot or cold weather.

AND

2. hold a prescribed card or be in receipt of a prescribed payment where:
 - 2.1. a prescribed card means -
 - 2.1.1. Pensioner Concession Card issued by the Commonwealth Government; or
 - 2.1.2. Veteran Gold Card (TPI) issued by the Commonwealth Government; or
 - 2.1.3. Veteran Gold Card issued by the Commonwealth Government to a person with 80 or more overall impairment points under the *Military Rehabilitation and Compensation Act 2004* (Cth); or
 - 2.1.4. Veteran Gold Card (War Widows) issued by the Commonwealth Government; or
 - 2.1.5. Veteran Gold Card (EDA) issued by the Commonwealth Government; or
 - 2.1.6. Commonwealth Seniors Health Card issued by the Commonwealth Government; or
 - 2.1.7. Low Income Health Care Card issued by the Commonwealth Government.
 - 2.2. a prescribed payment means –
 - 2.2.1. any of the following payments under the *Social Security Act 1991* (Cth):
 - 2.2.1.1. Austudy Payment;
 - 2.2.1.2. JobSeeker Payment
 - 2.2.1.3. Parenting Payment;
 - 2.2.1.4. Partner Allowance;
 - 2.2.1.5. Special Benefit;
 - 2.2.1.6. Widow Allowance;
 - 2.2.1.7. Youth Allowance; or
 - 2.2.2. ABSTUDY payment from the Commonwealth Government; or
 - 2.2.3. payments under the Community Development Employment Project established by the Commonwealth Government; or
 - 2.2.4. payment under the New Enterprise Incentive Scheme established by the Commonwealth Government; or
 - 2.2.5. a pension as a war widow under legislation of the United Kingdom or New Zealand; or
 - 2.2.6. Farm Household Allowance payments under the *Farm Household Support Act 2014* (Cth); or
3. Children with medical conditions
 - 3.1. Where the person with a qualifying medical condition set out in paragraph 1 is a *dependant* child, the income eligibility for a *MHCC* will be based on the parent or legal guardian holding an eligible *Centrelink* prescribed card or prescribed payment as set out in paragraph 2.
 - 3.2. Where a *dependant* child with a qualifying medical condition set out in paragraph 1 is in a foster care arrangement, the carer's income will be exempt from the eligibility criteria as set out in paragraph 2 in assessing the eligibility for a *MHCC* for that child. Verification of the foster care arrangements will form part of the assessment process.

- 3.3. Where shared care arrangements are in place for a *dependant* child with a qualifying medical condition set out in paragraph 1, each parent/guardian party to the shared care arrangements for that child may qualify for a *MHCC* proportionate to the time the parent/guardian party cares for the child.
-

Schedule 4

Arrangements for On Grid Electricity Retailers under the Scheme

1. PURPOSE

This document prescribes the arrangements between the *retailer* and the *Department* under the *South Australian Government Customer Concession Scheme for Energy* pursuant to section 63AD of the *Electricity Act 1996* (SA). This includes:

- 1.1 *retailers'* responsibilities in issuing *energy concessions* to *eligible energy concession customers* under the assumption by *retailers* of Community Service Obligations (CSOs) in the form of the *energy concession and services*;
- 1.2 the payment of *retailers* on behalf of the South Australian Government in consideration of CSOs and *services*; and
- 1.3 communication between the *Department* and the *retailers* to provide timely information and response to operational aspects of the administration of *energy concessions* which includes regular relationship meetings.

2. DEPARTMENT CONCESSION PROCESSING

2.1 Processing applications for an *energy concession*

2.1.1 When the *Department* determines a *customer* is an *eligible energy concession customer* and energy is provided to the *customer* by the *retailer*, the *Department* will authorise the *retailer* to issue an *energy concession* to the *customer*, by forwarding an electronic file in the format as specified in Schedule 5 File 2.

2.2 Processing Energy Concessions and Backdated Concessions by the Department

2.2.1 When the *Department* determines an *eligible concession customer* is eligible for a *backdated concession*, the amount of discount applied to the *customer's* electricity bill is calculated by the *Department* by multiplying the number of days in the *customer's* *billing period* that the *customer* was eligible for the *backdated concession* by the *daily energy concession amount* relevant for that specific *billing period*.

2.2.2 When the *Department* determines an *eligible energy concession customer* is entitled to a *backdated concession* amount, the *Department* must, where an *eligible energy concession customer's* energy is provided by the *retailer*, forward to the *retailer*, the authority to issue a *backdated concession* to the *customer* in the format specified in Schedule 5 File 3.

2.3 Identifying Changes in Eligibility for an Energy Concession

2.3.1 Where the *Department* becomes aware of changes to *customer* circumstances, the *retailer* will be notified by the *Department* in an electronic format as specified in Schedule 5 File 1, Schedule 5 File 2, and Schedule 5 File 3, weekly and where relevant.

2.3.2 When the *Department* identifies that a *customer* previously assessed and reported to the *retailer* as an *eligible concession customer*, no longer meets the eligibility criteria for an *energy concession* as specified in the *Scheme*, the *Department* must forward to the *retailer*, an electronic report, in the format specified in Schedule 5 File 1, authorising the *retailer* to cease issuing an *energy concession* to the *customer*.

- 2.3.3 Upon receipt and acceptance of corrected files as specified in Schedule 5, File 4, *customer* information will be updated in *Department* records by the *Department*, where applicable within seven days.

3. ENERGY RETAILER CONCESSION PROCESSING

3.1 Reporting to the Department

- 3.1.1 If the *retailer* becomes aware that information in a report by the *Department* under paragraph 2 is incorrect or out of date, the *retailer* must provide the *Department* with an electronic report in the format specified in Schedule 5 File 4 identifying all corrections necessary to be made by the *Department*.
- 3.1.2 The *retailer* must notify the *Department* of amendments or reasons for inability to process and apply an *energy concession* to a *customer* account in an electronic format, specified within Schedule 5 File 4, within seven days of receiving a *customer* record file from the *Department* as specified in paragraph 2.
- 3.1.3 When reporting to the *Department* the *retailer* must select accurate and relevant coding from Appendix A, Valid Reason Codes, identifying reasons for the inability to process or update the *customer* account.

3.2 Processing Changes to Customer Records

- 3.2.1 When the *Department* notifies the *retailer* of new *customers* or *customer* records requiring amendment, the *retailer* must process the files in the following order:
- 3.2.1.1 Ineligible *customers* (Schedule 5 File 1)
 - 3.2.1.2 New *customers* (Schedule 5 File 2)
 - 3.2.1.3 Concessions Backdate (Schedule 5 File 3)
- 3.2.2 When one or more of the files specified in paragraph 3.2.1 are not forwarded by the *Department* to the *retailer*, the next subsequent file in the listed order of section 3.2.1 is to be processed by the *retailer*.

3.3 Processing Applications

- 3.3.1 The *retailer* must treat as an *eligible energy concession customer* all *concession customers* identified in electronic reports forwarded by the *Department* to the *retailer*.

3.4 Processing Energy Concessions and Backdated Concessions by the *Retailer*

- 3.4.1 The *retailer* must commence the calculation of an *energy concession* in relation to a new *eligible concession customer* from the first day of the *billing period* in which the *retailer* received the electronic report from the *Department* in the format specified in Schedule 5 File 2, identifying any new *eligible concession customers*, authorised by the *Department*.
- 3.4.2 For each *billing period* the *retailer* must discount the *GST exclusive* amount recorded on each *eligible energy concession customer's* energy bill for energy consumed by the:
- 3.4.2.1 *energy concession* amount determined by the *retailer* in respect of the *eligible concession customer* for that *billing period*, which is calculated by the *retailer* by multiplying the number of calendar days between the start and end date of the *customer's* specific *billing period* for which that *customer* was eligible for an *energy concession*, by the *daily energy concession amount* relevant for that specific billing period as set out in Schedule 2; and,

- 3.4.2.2 *backdated concession* (if any) amount calculated by the *Department* in respect of the *eligible concession customer* and advised by the *Department* to the *retailer* by an electronic report in the format specified in Schedule 5 File 3.
- 3.4.3 The *retailer* must ensure that:
- 3.4.3.1 the *energy concession* is applied no more than once to an *eligible energy concession customer* account per *billing period*; and
- 3.4.3.2 the *energy concession* is applied no more than once to an *eligible energy concession customer supply address* per specific *billing period*; and
- 3.4.3.3 the amount of the *energy concession* discount applied to an *eligible energy concession customer* at the same *supply address* does not exceed pro rata, and exclusive of any backdated payment, the maximum *energy concession* amount per annum specified in the *Scheme*.
- 3.4.4 The *retailer* will not cease the *energy concession* of an *eligible energy concession customer* unless:
- 3.4.4.1 the *Department* notifies the *retailer* in an electronic format as specified in Schedule 5 File 1; or
- 3.4.4.2 a final meter reading has been undertaken and a final account has been issued to.
- 3.4.4.3 cessation of the *energy concession* will occur from the beginning of the *billing period* that the file specified in Schedule 5 File 1, is forwarded to the *retailer* by the *Department*.
- 3.4.4.4 the *energy concession* will not be applied to customer accounts recorded within Schedule 5 File 1 for subsequent *billing periods*.
- 3.4.5 The *retailer* must only apply a discount to an electricity bill in respect of a *backdated concession* in the manner specified in paragraph 3.4.3 for the *billing period* if:
- 3.4.5.1 the *Department* advises the *retailer*, by report in the format specified in Schedule 5 File 3, that the *eligible concession customer* is entitled to a *backdated concession*; and
- 3.4.5.2 the *retailer* has confirmed that that the *eligible energy concession customer* did not receive any *energy concession* discount from the *retailer* during the period to which the *backdated concession* relates.
- 3.4.6 If the *retailer* has identified that the *eligible energy concession customer* did receive any *energy concession* discount during the period to which the *backdated concession* relates, then the *retailer* must not apply the *backdated concession* and advise the *Department* by electronic report in the format specified in Schedule 5 File 4.
- 3.5 Other Retailer Services
- The *retailer* must:
- 3.5.1 assist the *Department* to correct any information relevant to the *Scheme* that the *Department* identifies as having been incorrectly provided to the *retailer* or incorrectly recorded by the *retailer*.
- 3.5.2 provide to the *Department* information regarding *eligible energy concession customers*, at the request of the *Department*.

- 3.5.3 provide to the *Department* a de-identified *energy concession customer* bill as soon as reasonably practical following 1 July of that financial year, evidencing a change to the *energy concession* rate as a result of indexation.
- 3.5.4 In relation to South Australian *residential customers*, include on the *retailer's* website, promotional materials, and energy bills the following statement:
 - 3.5.4.1 '*The South Australian Government Customer Concession Scheme for Energy is administered by the Department of Human Services. For details about concessions and how to apply please contact the ConcessionsSA Hotline on 1800 307 758 or go to www.sa.gov.au/concessions*'; or
 - 3.5.4.2 other such statement as agreed between the *retailer* and the *Department*.
- 3.5.5 indicate on each electricity bill to an *eligible energy concession customer* the amount of any discount applied in respect of an *energy concession* or *backdated concession* in accordance with the *Scheme* and that this discount applied is provided by the South Australian Government.
- 3.5.6 if the *retailer* refers to the *Scheme* or any aspect of the *Scheme* in material produced for *residential customers*, identify that the *Scheme* is an initiative of the South Australian Government.

4. ADMINISTRATIVE ARRANGEMENTS BETWEEN THE RETAILER AND THE DEPARTMENT

- 4.1 Each of the *Department* and the *retailer* must:
 - 4.1.1 on request, provide the other with the information the other reasonably requires to meet its obligations under the *Scheme* and to monitor the progress of the *Scheme*.
 - 4.1.2 participate in Relationship Meetings quarterly for the purpose of ensuring the *Department* and *retailer's* obligations under the *Scheme* are being met and to maintain an ongoing collaborative partnership.
 - 4.1.3 In the case of a new *retailer* negotiate in good faith with the other with the purpose of reaching an agreement within three months of offering to sell energy to *residential customers*, as to processes for the efficient day-to-day operation of the *Scheme* including as to:
 - 4.1.3.1 the exchange of information relevant to *eligible energy concession customers*, including by the reports required by the *Scheme* set out in Schedule 5; and
 - 4.1.3.2 communications between the *retailer* and the *Department* for the purposes of the *Scheme* generally; and
 - 4.1.3.3 a dispute resolution procedure.

5. AUDIT AND RECONCILIATION BETWEEN RETAILERS AND THE DEPARTMENT

- 5.1 Reconciliation Process
 - 5.1.1 *Retailer* Reconciliation Responsibilities
 - 5.1.1.1 The *reconciliation statement* must be submitted in a frequency that is no less than once a financial quarter.
 - 5.1.1.2 Within 30 days of the end of each financial quarter, the *retailer* must forward to the *Department* a *reconciliation statement* of the total *energy concessions* and *backdated concessions* required by the *Scheme* and applied by the *retailer* to its *customers'* electricity bills during the financial quarter in the format specified in

Schedule 5 File 5. The *retailer* will be provided an opportunity to resubmit a *supplementary statement* correcting the records within Report D of the *summary report*, provided by the *Department* to the *retailer*.

5.1.1.3 The *retailer* must provide the corrected *supplementary statement*, correcting customer records in Report D, to the *Department* within 60 days of receiving the *summary report* or forfeit the right for recompense.

5.1.1.4 Only one *supplementary statement* will be accepted per *customer billing period*.

5.1.2 Department Reconciliation Responsibilities

5.1.2.1 Within 30 days of the *Department* receiving and accepting a complete *reconciliation statement* from a *retailer*, the *Department* will undertake a *reconciliation* process on the *customer* records and make payment on:

5.1.2.1.1 complete and identical, unique *customer* record matches (Report A).

5.1.2.2 Within 60 days of receiving and accepting a *reconciliation statement* the *Department* will undertake a second *reconciliation* process on the remaining *customer* records, identifying:

5.1.2.2.1 complete and identical, unique *customer* record matches (Report A);

5.1.2.2.2 *customer* records that are valid for the identified *billing period*, however the *energy concession* will be cancelled for future *billing periods* (Report B); and

5.1.2.2.3 *customer* records where the *Department* cannot identify a current *eligible customer* record match (Report C); and,

5.1.2.2.4 partial and/or incomplete *customer* records (Report D).

5.1.3 The *Department* will notify the *retailer* of *eligible energy customer concession* payments and provide relevant reports by forwarding a *summary report* to the *retailer* and include reports as specified in paragraph 5.1.2

5.1.4 Within 30 days of receiving the corrected (Report D) records via a *supplementary statement* from the *retailer*, the *Department* will reconcile the corrected records with *Departmental* records.

6 PAYMENT TO RETAILERS FOR THE SERVICES

6.1 In consideration for a *retailer* providing the *services* to the State on the terms and conditions of this *Scheme*, the *Department* must pay a *service charge* to the *retailer* where:

6.1.1 the *retailer* submits to the *Department* a file in the electronic format specified in Schedule 5 File 5; and

6.1.2 *customers'* records held by the *retailer* match entirely *eligible energy concession customer* records held by the *Department*.

6.2 The *Department* will only make payment to the *retailer* where the *Department* and the *retailer* have agreed to the *Recipient Created Tax Invoice (RCTI)* Agreement.

6.3 The *Department* will only make payment to the *retailer* by issuing a *RCTI* to the *retailer*.

6.4 The *Department* will only make payment to the *retailer* after the *Department* has received a de-identified *energy concession customer* bill from the *retailer*, evidencing a change to the *energy concession* payment as a result of indexation from 1 July each year, for that financial year.

- 6.5 The *Department* will only make payment to the *retailer* based on the number of individual, unique customers in the *reconciliation statement* identified as:
- 6.5.1 complete and identical, unique *customer* record matches (Report A); and
 - 6.5.2 *customer* records that are valid for the identified *billing period*, however the *energy concession* will be required to be cancelled for future *billing periods* (Report B).
- 6.6 The *Department* will not make payment to the *retailer* for any *customer* records identified as:
- 6.6.1 *customer* records where the *Department* cannot identify eligibility of the *customer* (Report C); and
 - 6.6.2 partial and/or incomplete records (Report D) except in the case of Report D being corrected, re-submitted, and matched to the *Department's* records, via a *supplementary statement*, and subsequently converting to Report A or Report B records.
- 6.7 The *Department* will not make payment to the *retailer* for *reconciliation statements* received after the specified timeframes in paragraph 5.
- 6.8 The total amount payable per *RCTI* will include the sum of:
- 6.8.1 total *concessions* paid to *eligible energy concession customers* (exclusive of *GST*), including *backdated concessions* as identified in Report A (if applicable) and Report B (if applicable);
 - 6.8.2 administration fee:
 - 6.8.2.1 an administration fee will only be payable per individual, eligible, unique, *customer* to a *retailer* eligible for funding for the administrative support services provided by the *retailer* in accordance with the *Scheme*;
 - 6.8.2.1.1 where the *eligible energy concession customer* is billed quarterly and the *retailer* claims the *energy concession* from the *Department* quarterly, the administration fee will equal \$A0.25 per *customer* per financial quarter, with the total administration fee not exceeding \$A1.00 per annum per *eligible energy concession customer*; OR
 - 6.8.2.1.2 where the *energy concession customer* is billed monthly and the *retailer* claims the *energy concession* from the *Department* monthly, the administration fee will equal A0.25 per *customer* per month, with the total administration fee not exceeding \$3.00 per annum per *eligible concession customer*.
 - 6.8.3 *GST* payable to the *retailer*.
- 6.9 No more than three payments will be made to a *retailer* by the *Department* per *billing period* and reconciliation process set out in paragraph 5, unless otherwise agreed to by the *Department* and *retailer*.
- 6.10 The *Department* will withhold payment to a *retailer* where it is deemed by the *Department* the *retailer* has not complied with the Audit and Reconciliation requirements set out in paragraph 5.
- 6.10.1 If at any time the *Department* considers that the amounts paid to the *retailer* exceed the amounts that should have been paid under this *Scheme*, the *Department* may to its discretion either:
 - 6.10.1.1 off-set the amount of the discrepancy against future payments under this *Scheme*; or

6.10.1.2 obtain reimbursement of excess funds paid by the *Department* from the *retailer*.

6.10.1.3 If the *retailer* disputes the amount assessed by the *Department* it may submit a notice to the *Minister* requesting reconsideration of the disputed amount.

7 ENERGY RETAILER CONCESSION SERVICES

7.1 Providing Information on Concessions

NERL retailers as defined under section 4 of the *Electricity Act 1996 (SA)* must:

7.1.1 when requested by a *residential customer*, pass on, as soon as is reasonably practicable, any information concerning the availability of *concessions* provided by the *Department*,

7.1.2 give the *residential customer* information on government funded *concessions* and, if applicable, refer the *residential customer* to the *Department*,

7.1.3 as part of the *retailers'* obligations outlined under rule 33 of the *NERR*, provide the *residential customer* information about the availability of government funded energy charge rebate, concession or relief schemes;

7.1.4 report to the *Minister* upon request on the operation of the *Scheme* including information reasonably requested by the *Minister* as to whether or not the *energy retailer* is meeting the *Minister's* Requested Services contained in paragraph 8.

8 MINISTER'S REQUESTED SERVICES

8.1 The following are additional services the *Minister* requests of *retailers*:

8.1.1 that *retailers* do not discriminate against *market contract customers* on the basis that they are *eligible energy concession customers*; and

8.1.2 that *retailers* make *market contracts* available to *eligible energy concession customers* including at least one contract option that:

8.1.2.1 offers a range of payment options.

8.1.2.2 does not allow for the imposition of an early contract termination penalty; and

8.1.3 *retailers* provide information to energy hardship *customers* regarding availability of energy discount and emergency relief programs, including EEPS.

Schedule 5

Electronic Report Format for On Grid Electricity Retailers

The following specifies the format of files exchanged between *on grid electricity retailers* and the *Department* for the administration around issuing *energy concessions* on electricity bills.

File Description	Submitted By	Received By	Frequency ¹
1 Ineligible Customer Notification File provides details on previously identified <i>eligible energy concession customers</i> when they subsequently become ineligible.	<i>Department</i>	<i>Retailer</i>	Weekly
2 New Concessions File provides details on <i>eligible energy concession customers</i> approved by the <i>Department</i> for an <i>energy concession</i> .	<i>Department</i>	<i>Retailer</i>	Weekly
3 Concession Backdate File provides details on <i>backdated concession</i> amounts to be applied to specific <i>eligible energy concession customers</i> electricity bills.	<i>Department</i>	<i>Retailer</i>	Weekly
4 Retailer Mismatch File provides details on <i>energy concessions</i> for <i>eligible energy concession customers</i> , including <i>backdated concessions</i> , (i.e. records provided in Files 1, 2 and 3 above) which are not able to be matched to the <i>retailer's</i> database.	<i>Retailer</i>	<i>Department</i>	Weekly
5 Reconciliation File provides details to identify <i>eligible energy concession customers</i> who have been issued an <i>energy concession</i> by the <i>retailer</i> .	<i>Retailer</i>	<i>Department</i>	At a minimum Quarterly

Specifications regarding the file layout:

- All files will be submitted in an agreed format.
- The Data types used in the definition are, “X” for text data, “N” for numeric data and “D” for dates.
- The size is the maximum size for the data field.
- All XML tags start with a lowercase letter with embedded words starting with a capital e.g. “fileIdentifier”.
- Fields identified as ‘Not Required’ may continue to be used until *retailer* and the *Department's* systems are updated to remove these fields. The use of these fields will be reviewed as part of future system developments.
- Fields identified as ‘Not Used’ do not contain data when files are generated, however until legacy systems are changed these fields will remain.

¹ The frequency specified for each file is the minimum requirement as *Retailers* and the *Department* may negotiate more frequent arrangements as required.

1. Ineligible Customers Notification File

The **Ineligible Customers Notification File** is generated by the *Department* to provide details to the *retailer* on customers who were previously identified as *eligible customers* and who have since become ineligible. On receipt of this information the *retailer* ceases the issuing of an *energy concession* on the accounts of the customers identified in the file. *Concessions* are ceased effective from the start date of the *billing period* in which the file is submitted by the *Department*.

The **Ineligible Customers Notification File** contains three types of records:

- Header Record; and
- Customer Record – one record per customer; and
- Trailer Record.

Ineligible Customers Notification File - Header Record

Field Name	Ref	Size	Type	XML tag	Mandatory or Optional	Notes
File Identifier	H1		X	fileIdentifier	M	Must be “Ineligible Customers Notification”
Export Identifier	H2	15	X	exportIdentifier	M	The Input Identifier of the file to which the Exception applies
Retailer Identifier	H3	10	X	retailerIdentifier	M	Unique identifier provided by the <i>Department</i> to each <i>Retailer</i>
File Date	H4	8	D	fileDate	M	YYYYMMDD
Department Contact Name	H5	35	X	contactName	M	Name of <i>Department</i> representative
Department Contact Name	H6	20	X	contactPhone	M	Phone number must include the STD code
Department Contact Name	H7	35	X	contactEmail	M	Email address of the <i>Department</i> representative

Ineligible Customers Notification File - Customer Record

Field Name	Ref	Size	Type	XML tag	Mandatory or Optional	Notes
Account Number	F1	15	X&N	accountNumber	M	Customer's account number provided by the <i>Retailer</i>
Reference No	F2	15	X	referenceNumber	O	Reference number is the CARTS ID issued by DHS – Checksum also required where applicable.
NMI	F3	15	X&N	NMI	M	National Metering Identifier – NMI checksum also required
Customer Given Names	F4	35	X	customerGivenNames	M	The customer name must be the name on the concession application, not the name on the account
Customer Surname	F5	35	X	customerSurname	M	
Mailing Address 1	F6	100	X	mailingAddress1	M	
Mailing Address 2	F7	100	X	mailingAddress2	M	
Mailing Suburb	F8	50	X	mailingSuburb	M	
Mailing Post Code	F9	4	N	mailingPostCode	M	
Reason Code	F10	3	X	reasonCode	Not Used	

Ineligible Customers Notification File - Trailer Record

Field Name	Ref	Size	Type	XML tag	Mandatory or Optional	Notes
Number of Records	T1	6	N	numRecords	M	Required to validate all records have been received

2. New Concessions File

The **New Concessions File** is generated by the *Department* to provide details to the *retailer* on *eligible energy concession customers* approved by the *Department* for an *energy concession*. On receipt of this information the *retailer* is to commence issuing an *energy concession* to the specified *customer* with an effective date being the start date of the *billing period* in which the file is submitted for the specific *customer*.

The **New Concessions File** contains three types of records:

- Header Record;
- Customer Record – one record per customer; and
- Trailer Record.

New Concessions File - Header Record

Field Name	Ref	Size	Type	XML tag	Mandatory or Optional	Notes
File Identifier	H1		X	fileIdentifier	M	Must be “New Concessions Data Output”
Export Identifier	H2	10	X	exportIdentifier	M	Unique identifier for this Output File
Retailer Identifier	H3	10	X	retailerIdentifier	M	Unique identifier provided by the <i>Department</i> to each Retailer
File Date	H4	8	D	fileDate	M	YYYYMMDD
Department Contact Name	H5	35	X	contactName	M	Name of <i>Department</i> representative
Department Contact Name	H6	20	X	contactPhone	M	Phone number must include the STD code
Department Contact Name	H7	35	X	contactEmail	M	Email address of the <i>Department</i> representative

New Concessions File - Customer Record

Field Name	Ref	Size	Type	XML tag	Mandatory or Optional	Notes
Account Number	F1	15	X&N	accountNumber	M	Customer's account number provided by the Retailer
Reference No	F2	15	X	referenceNumber	O	Reference number issued by DHS to identify the customer
NMI	F3	15	X&N	NMI	M	National Metering Identifier – NMI Checksum also required
Customer Given Names	F4	35	X	customerGivenNames	M	The customer name must be the name on the concession application form, not the name on the account
Customer Surname	F5	35	X	customerSurname	M	
Mailing Address 1	F6	100	X	mailingAddress1	M	
Mailing Address 2	F7	100	X	mailingAddress2	O	
Mailing Suburb	F8	50	X	mailingSuburb	M	
Mailing Post Code	F9	4	N	mailingPostCode	M	
Phone Number	F10	20	X	phoneNumber	O	
DOB	F11	8	D	DOB	O	
Marital Status	F12	2	N	maritalStatus	Not Required	
Spouse/Partner – Given names	F13	35	X	partnerGivenNames	Not Used	
Spouse/Partner – Surname	F14	35	X	partnerSurname	Not in Use	
Reference Number Spouse/Partner	F15	15	X	partnerReferenceNumber	Not in Use	
Card Type – Customer	F16	7	X	customerCardType	O	

Date of grant – Customer	F17	8	D	customerDateOfGrant	O	
Card Type of Spouse/Partner	F18	7	X	partnerCardType	Not Used	
Date of grant Spouse/Partner	F19	8	D	partnerDateOfGrant	Not Used	
Date application received by the Department	F20	8	D	applicationReceivedDate	M	YYYYMMDD

New Concessions File - Trailer Record

Field Name	Ref	Size	Type	XML tag	Mandatory or Optional	Notes
Number of Records	T1	6	N	numRecords	M	Required to validate all records have been received

3. Concession Back Date File

The **Concession Back Date File** is generated by the *Department* to provide details to the *retailer* on *backdated concession* amounts to be applied to specific *eligible customers* electricity bills.

The **Permanent Concession Back Date File** contains three types of records:

- Header Record;
- Customer Record – there is one record per customer; and
- Trailer Record.

Permanent Concession Back Date File - Header Record

Field Name	Ref	Size	Type	XML tag	Mandatory or Optional	Notes
File Identifier	H1		X	fileIdentifier	M	Must be “Permanent Concession Back Date”
Export Identifier	H2	10	N	exportIdentifier	M	ID of Export transaction which is to be used for invoicing and referencing in Exception Reports
Retailer Identifier	H3	10	X	retailerIdentifier	M	Unique identifier provided by the <i>Department</i> to each <i>Retailer</i>
File date	H4	8	D	fileDate	M	YYYYMMDD
Department Contact Name	H5	35	X	contactName	M	Name of <i>Department</i> representative
Department Contact Name	H6	20	X	contactPhone	M	Phone number must include the STD code
Department Contact Name	H7	35	X	contactEmail	M	Email address of the <i>Department</i> representative

Permanent Concession Back Date File - Customer Record

Field Name	Ref	Size	Type	XML tag	Mandatory or Optional	Notes
Account Number	F1	15	X&N	accountNumber	M	Customer's account number as provided by the <i>Retailer</i> to the Department
Reference No	F2	15	X	referenceNumber	O	Reference number is the CARTS id issued by DHS
NMI	F3	15	X&N	NMI	M	National Metering Identifier – NMI checksum also required
Customer Given Names	F4	35	X	customerGivenNames	M	The customer name is the name on the concession application form, not the name on the account
Customer Surname	F5	35	X	customerSurname	M	
Date application received by the Department	F6	8	D	applicationReceivedDate	M	YYYYMMDD
Last Reading Date	F7	8	D	lastReadingDate	M	YYYYMMDD End Date of the most recent backdate period <i>Retailers</i> to use this date to ensure that backdate payment is not applied to a period for which a concession has already been applied
Concession Amount	F8	10	N	concessionAmount	M	Total amount of concession to the customer including any back payments.

Permanent Concession Back Date File - Trailer Record

Field Name	Ref	Size	Type	XML tag	Mandatory or Optional	Notes
Number of Records	T1	6	N	numRecords	M	Required to validate all records have been received
Total	T2	10	N	concessionTotal	M	Must equal total of Concession Amount fields

4. Retailer Mismatch File

The **Retailer Mismatch File** is generated by the *retailer* to provide details to the *Department* on *concessions* for *eligible customers*, including *backdated concessions*, (i.e. records provided in Files 1, 2 and 3) which are not able to be matched to the Retailer's database.

The **Retailer Mismatch File** contains three types of records:

- Header Record
- Customer Record – one record per customer
- Trailer Record.

Retailer Mismatch File - Header Record

Field Name	Ref	Size	Type	XML tag	Mandatory or Optional	Notes
File Identifier	H1		X	fileIdentifier	M	Must be " <i>Retailer Mismatch Exceptions</i> "
Input Identifier	H2	10	N	inputIdentifier	M	ID of Matching Export file
<i>Retailer Identifier</i>	H3	10	X	<i>retailerIdentifier</i>	M	Unique identifier provided by the Department to each <i>Retailer</i>
File Date	H4	8	D	fileDate	M	YYYYMMDD
<i>Retailer Contact Name</i>	H5	35	X	contactName	M	Name of <i>retailer</i> representative
<i>Retailer Contact Phone</i>	H6	20	X	contactPhone	M	Phone number must include the STD code
<i>Retailer Contact Email</i>	H7	35	X	contactEmail	M	Email address of <i>retailer</i> representative

Retailer Mismatch File - Customer Record

Field Name	Ref	Size	Type	XML tag	Mandatory or Optional	Notes
Account Number	F1	15	X&N	accountNumber	M	Customer's account number provided by the <i>Retailer</i>
Reference No	F2	15	X	referenceNumber	O	Reference number is the CARTS id issued by DHS
NMI	F3	15	X&N	NMI	M	National Metering Identifier – NMI checksum also required
Customer Given Names	F4	35	X	customerGivenNames	M	The customer name must be the name on the concession application form, not the name on the account
Customer Surname	F5	35	X	customerSurname	M	
Reason Code	F6	3	X	reasonCode	M	Refer Appendix A for valid reason codes
CorrectData				correctData	O	<i>Retailer</i> to provide correct data information relating to response reason Code

Retailer Mismatch File - Trailer Record

Field Name	Ref	Size	Type	XML tag	Mandatory or Optional	Notes
Number of Records	T1	6	N	numRecords	M	Required to validate all records have been received

5. Reconciliation File

The **Reconciliation File** is generated by the *retailer* to provide amended data in Files 2 and 3 above details to the *Department* to identify *eligible energy concession customers* who have been issued an *energy concession* by the *retailer*. This information provides information for the *Department* in reconciling claims from the *retailer* for payment of service charges and reimbursement of concessions issued by the *retailer* on behalf of the South Australian Government.

The **Reconciliation File** contains three types of records:

- Header Record
- Customer Record:
 - customer record/s for the **energy concession** applied
 - one record per customer for the **backdated concession**
- Trailer Record.

Reconciliation File – Header Record

Field Name	Ref	Size	Type	XML tag	Mandatory or Optional	Notes
File Identifier	H1		X	fieldIdentifier	M	Must be “Concession Reconciliation Input”
Input Identifier	H2	15	X	inputIdentifier	M	Used to identify the Input File for future reference. Provides association for the attached invoice and exception report files. Value to be determined by the <i>Retailer</i> .
Retailer Identifier	H3	10	X	retailerIdentifier	M	Unique identifier provided by the Department to each <i>Retailer</i>
File Date	H4	8	D	fileDate	M	YYYYMMDD
Retailer Contact Name	H5	35	X	contactName	M	Name of <i>retailer</i> representative
Retailer Contact Phone	H6	20	X	contactPhone	M	Phone number must include the STD code
Retailer Contact Email	H7	35	X	contactEmail	M	Email address of the <i>retailer</i> representative

Reconciliation File - Customer Record

Field Name	Ref	Size	Type	XML tag	Mandatory or Optional	Notes
Account Number	F1	15	X&N	accountNumber	M	Customer's account number provided by the <i>Retailer</i>
Reference No	F2	15	X	referenceNumber	O	Reference number used by <i>Retailer</i> to identify the customer
NMI	F3	15	X&N	NMI	M	National Metering Identifier – NMI Checksum is required, where available.
Customer Given Names	F4	35	X	customerGivenNames	M	The customer name must be the name on the concession application form, not the name on the account
Customer Surname	F5	35	X	customerSurname	M	
Number of days in the electricity billing period	F6	3	N	billingDays	M	The number of days the customer's electricity billing period.
Concession Amount Applied	F7	10	N	concessionAmount	M	How much concession was paid for this customer during the reconciliation period.
Supply Suburb	F21			supplySuburb	M	The supply suburb of the customer.
Supply State	F22			supplyState	M	The supply state of the customer.
Supply Post Code	F23			supplyPostCode	M	The post code of the customer's supply address.
Supply Address 1	F24			supplyAddress1	M	The first address line of the customer's supply address.
Supply Address 2	F25			supplyAddress2	M	The second address line of the customer's supply address.
Bill To Date	F26			billToDate	M	The last day of the customer's billing period.

Final Meter Reading	F27			finalReading	M	The day of the customer's final meter read, if applicable.
----------------------------	-----	--	--	--------------	---	--

Reconciliation File - Trailer Record

Field Name	Ref	Size	Type	XML tag	Mandatory or Optional	Notes
Number of Records	T1	6	N	numRecords	M	Required to validate all records have been received.
Total	T2	10	N	concessionTotal	M	Must equal total of Concession Amount Applied fields.

Schedule 6

Eligibility Criteria for Customers Seeking an Energy Concession: Inset Network, Off-Grid Energy Network or Alternative Energy Source or Other Arrangements

To be entitled to an *energy concession* a *customer* receiving energy provided via an *inset network, off-grid energy network, alternative energy source* or *other arrangements* as determined at the discretion of the Director, Concessions and Support Services must:

1. meet all of the following criteria:
 - 1.1. be a South Australian resident; and
 - 1.2. be responsible for the payment or part payment of energy consumption, supply or maintenance, at the *customer's principal place of residence*; and
 - 1.3. no one living with the *customer* who is not a *spouse, domestic partner* or a *dependant* has an income of more than \$3,000 per year, which is not a benefit or pension from *Centrelink* or the *Department of Veterans' Affairs*.and
2. hold a prescribed card or be in receipt of a prescribed payment where:
 - 2.1. a prescribed card means -
 - 2.1.1. Pensioner Concession Card issued by the Commonwealth Government; or
 - 2.1.2. Veteran Gold Card (TPI) issued by the Commonwealth Government; or,
 - 2.1.3. Veteran Gold Card (War Widows) issued by the Commonwealth Government; or,
 - 2.1.4. Veteran Gold Card (EDA) issued by the Commonwealth Government; or,
 - 2.1.5. Veteran Gold Card issued by the Commonwealth Government to a person with 80 or more overall impairment points under the Commonwealth's *Military Rehabilitation and Compensation Act 2004* (Cth); or
 - 2.1.6. Commonwealth Seniors Health Card issued by the Commonwealth Government; or
 - 2.1.7. Low Income Health Care Card issued by the Commonwealth Government.
 - 2.2. a prescribed payment means -
 - 2.2.1. any of the following payments under the *Social Security Act 1991* (Cth):
 - 2.2.1.1. an Austudy Payment;
 - 2.2.1.2. JobSeeker Payment;
 - 2.2.1.3. Parenting Payment;
 - 2.2.1.4. Partner Allowance;
 - 2.2.1.5. Special Benefit;

- 2.2.1.6. Widow Allowance;
- 2.2.1.7. Youth Allowance; or
- 2.2.2. ABSTUDY payments from the Commonwealth Government; or
- 2.2.3. payments under the Community Development Employment Project established by the Commonwealth Government; or
- 2.2.4. payments under the New Enterprise Incentive Scheme established by the Commonwealth Government; or
- 2.2.5. a pension as a war widow under legislation of the United Kingdom or New Zealand; or
- 2.2.6. Farm Household Allowance payments under the *Farm Household Support Act 2014* (Cth).

Schedule 7

Arrangements for Energy Concession Customers: Inset Network, Off-Grid Energy Network and Alternative Energy Source or Other Arrangements

1. PURPOSE

This document prescribes the arrangements between *eligible energy concession customers* receiving energy via an *inset network, off grid energy network, alternative energy source or other arrangements* and the *Department* under the *South Australian Government Customer Concession Scheme for Energy*.

- 1.1 The payment of *energy concessions* on behalf of the South Australian Government to *eligible energy concession customers*, receiving energy via an *inset network, off-grid energy network, alternative energy source or other arrangements*.

2. DEPARTMENT CONCESSION PROCESSING

- 2.1 Processing Energy Concessions and Backdated Concessions by the Department

- 2.1.1 When the *Department* determines a *customer* is an *eligible energy concession customer*, and energy is provided by an *inset network, off-grid network, alternative energy source or other arrangements*, the *Department* will calculate the *energy concession* and the *backdated concession* by multiplying the number of days that the *eligible energy concession customer* was eligible for the *energy concession* by the *daily energy concession amount* relevant for that specific *billing period*.

- 2.1.2 When the *Department* determines a *customer* is an *eligible energy concession customer* the *Department* must, where an *eligible energy concession customer's* energy is provided by an *inset network, off-grid network, alternative energy source or other arrangements*, forward payment to the *eligible energy concession customer* via EFT into the *customer's* nominated bank account or through their *inset network* provider.

- 2.1.3 When the *Department* determines an *eligible energy concession customer* is entitled to a *backdated concession amount*, the *Department* must, where an *eligible energy concession customer's* energy is provided by an *inset network, off-grid network or alternative energy source or other arrangements*, forward the *backdated concession* to the *customer* via EFT or through their *inset network* provider. The *Department* must ensure that:

- 2.1.3.1 the *energy concession* is paid no more than once to an *eligible energy concession customer* per specific *billing period*; and

- 2.1.3.2 the *energy concession* is applied once to a *supply address* per specific *billing period*; and

- 2.1.3.3 the amount of the *energy concession* discount paid to an *eligible energy concession customer* at the same *supply address* does not exceed pro rata the maximum *energy concession* amount per annum specified in the *Scheme*.

- 2.1.4 The *Department* must only make payment to an *eligible energy concession customer* in respect of a *backdated concession* for the *billing period* if:

2.1.4.1 the *eligible energy concession customer* is entitled to a *backdated concession*; and

2.1.4.2 the *Department* has confirmed that the *eligible energy concession customer* did not receive any *energy concession* from the *Department* during the period which the *backdated concession* relates.

2.2 Identifying Changes in Eligibility for an Energy Concession

2.2.1 The *Department* will confirm that the *eligible energy concession customer* continues to meet the eligibility criteria for an *energy concession* monthly.

2.2.2 When the *Department* identifies that a *customer* previously assessed as an *eligible energy concession customer* no longer meets the eligibility criteria for an *energy concession* as specified in the *Scheme*, the *Department* must cease payment of the *energy concession* to the *customer*.

Schedule 8

Emergency Electricity Payments Scheme

1. PURPOSE

This document prescribes the arrangements governing the Emergency Electricity Payments Scheme (EEPS) under the *South Australian Government Customer Concession Scheme for Energy* including:

- 1.1 *Retailers'* responsibilities to refer hardship customers in financial crisis, who have been disconnected or are at risk of disconnection to an accredited financial counsellor for an assessment.
- 1.2 *Retailers'* responsibilities in issuing of *EEPS payments* on behalf of the South Australian Government to *eligible EEPS customers* under the assumption by *retailers* of community service obligations (CSOs) in the form of an *EEPS payment* and associated services.
- 1.3 Communication between the *Department* and the *retailers* to provide timely information and response to operational aspects of the administration of *EEPS payments* which may include regular relationship meetings.

2. EMERGENCY ELECTRICITY PAYMENT SCHEME ELIGIBILITY

To be considered for an *EEPS payment*, an *eligible EEPS customer* must meet all of the following criteria:

- 2.1 be a South Australian resident; and
- 2.2 the *supply address* identified on the electricity account must be the *eligible EEPS customer's principal place of residence*; and
- 2.3 be financially responsible for the payment of the electricity account; and
- 2.4 be in financial stress; and
- 2.5 be disconnected or at risk of disconnection from their electricity *supply*; and
- 2.6 the electricity account does not exceed \$2,000; and
- 2.7 have been assessed by an accredited financial counsellor, who supports the application for financial assistance; and
- 2.8 not have received an *EEPS payment* within the last three years.

3. DEPARTMENT EMERGENCY ELECTRICITY PAYMENT PROCESSING

3.1 Processing *EEPS* Applications and Payments

- 3.1.1 When the *Department* receives an application from a financial counsellor and determines an applicant is an *eligible EEPS customer*, the *Department* will forward to the *retailer*, the authority to issue an *EEPS payment* to the *eligible EEPS customer*.

- 3.1.2 The amount of the *EEPS payment* to be paid to the *retailer* will be included within the authority to issue the *EEPS payment* and will be calculated by the *Department*, to a maximum of \$400.
- 3.1.3 If the amount owed by an *eligible EEPS customer* to a *retailer*, is less than \$400, the lesser amount owing will be the amount of the *EEPS payment*, applied to the *eligible EEPS customer's* account.

4. AUDIT AND RECONCILIATION

- 4.1 At the request of the *Department*, the *retailer* will provide to the *Department*, evidence that the *eligible EEPS customer's* electricity account has been discounted by the total *EEPS payment* provided to the *retailer* by the *Department*.

Appendix A

Valid reason codes where a customer's detail cannot be reconciled by the *retailer*

Reason Code	Description
R01	Unknown or invalid account number
R02	Incorrect reference number
R03	Invalid or non-matching NMI
R04	Invalid or incorrect customer name
R05	Customer has moved to a new <i>retailer</i>
R06	Concession backdate already applied
R07	Customer already on concession at another property
R08	Not a domestic tariff
R09	Account finalised therefore concession cannot be applied