

WESTERN AUSTRALIAN GOVERNMENT HOUSEHOLD ELECTRICITY CREDIT

SYNERGY

TERMS AND CONDITIONS

The State Government announced on 4 October 2020 an economic stimulus measure as part of its COVID-19 recovery plan to assist residential customers by providing a one off non-refundable account offset – the Western Australian Government Household Electricity Credit (**HEC**) to apply as an offset against the cost of electricity supplied by Synergy.

These HEC terms and conditions have been determined by the State Government to enable Synergy to implement and administer the State Government's policy decision in relation to the application of the HEC to eligible residential customer accounts.

1. The value of the one off non-refundable HEC is \$600 (GST free).
2. The HEC will be applied as an offset to each residential customer account that was supplied electricity under a contract with Synergy as at 4 October 2020 which meets the Eligibility Criteria and is not an Excluded Account (**Eligible Residential Account**).
3. Synergy residential customers who had a pre-payment meter installed at their premises as at 4 October 2020 (**Pre-payment Meter Customer**), will have the value of the HEC applied to the pre-payment meter from 30 October 2020.
4. Residential customers with an Eligible Residential Account or Pre-payment Meter Customers are not required to apply to receive the HEC.
5. The Eligible Residential Account must be supplied electricity by Synergy under one of the residential electricity retail tariffs that are (**Eligibility Criteria**):
 - a. specified in the *Energy Operators (Electricity Generation and Retail Corporation) (Charges) By-laws 2006* (other than the B1 tariff); or
 - b. published by Synergy; or
 - c. a tariff charged to a Pre-payment Meter Customer.
6. Synergy accounts that fall within any of the descriptions below are not Eligible Residential Accounts even if they meet the Eligibility Criteria (**Excluded Account**):
 - a. An account that is supplied electricity at the K1 tariff.
7. Eligible Residential Accounts are only entitled to have the HEC applied once as an offset against the Eligible Residential Account.
8. The HEC will be applied to each Eligible Residential Account as an offset from 30 October 2020 until the earlier of:
 - a. the closure of the Eligible Residential Account or termination of the contract under which the Eligible Residential Account is supplied, in which case any remaining amount of the HEC will be forfeited unless paragraph 13 or 14 of these terms and conditions applies; or

- b. the application of the full amount of the HEC against charges incurred and billed for the supply of electricity in respect of the Eligible Residential Account (including historical debt).
9. The HEC will be displayed on Eligible Residential Account bills as an offset (other than for a Pre-payment Meter Customer) from the first scheduled meter reading for each Eligible Residential Account from 30 October 2020. Synergy may display the HEC as an offset earlier on Eligible Residential Accounts in 'MyAccount'.
10. The HEC will be displayed as a separate line item on the first bill received from 30 October 2020 (other than for a Pre-payment Meter Customer) with the accompanying description of "WA Government Household Electricity Credit Offset".
11. Subject to paragraphs 13 and 14 the HEC can only be applied against amounts owed to Synergy in respect of the supply of electricity under the Eligible Residential Account that received the HEC.
12. The HEC is an offset only and is non-refundable. A customer is not entitled to receive a refund or cash-out any amounts in respect of the HEC.
13. Any remaining amount in respect of the HEC at the time of account closure and contract termination may only be transferred to another Synergy residential account if the account closure and contract termination is due to the customer moving premises and that same customer:
 - a. opens or has opened a new account and enters into or has entered into a new contract with Synergy within 21 days before or after the day of account closure or contract termination (whichever is the later); and
 - b. continues to receive supply of electricity from Synergy under the new contract under one of the retail tariffs specified in paragraph 5 of these terms and conditions.
14. Any remaining amount in respect of the HEC at the time of account closure and contract termination may be transferred to a Horizon Power residential account if the account closure and contract termination is due to the customer moving premises and that same customer:
 - a. opens or has opened a new account and enters into or has entered into a new contract with Horizon Power within 21 days before or after the day of account closure or contract termination (whichever is the later); and
 - b. begins to receive supply of electricity from Horizon Power under the new contract under one of the retail tariffs specified in paragraph 5 of the Horizon Power Western Australian Government Household Electricity Credit terms and conditions.
15. A customer cannot transfer any amount in respect of the HEC to any other Synergy or Horizon Power account other than in accordance with paragraphs 13 or 14 of these terms and conditions.