

## General Information for Households in Embedded Networks

### **Q. Where a customer receives their electricity bill from an embedded network operator (e.g. landlord, body corporate, utility billing company), will they still get the rebate?**

Yes. Not all households have an account with an electricity retailer. Sometimes a landlord, body corporate or an entity contracted by these parties buys electricity in bulk and on-sells this to residents based on how much they consume. This is most common in apartment buildings, retirement villages and caravan parks.

Customers in these types of arrangements are eligible for the CoLR. The embedded network operator will need to apply to their retailer for the rebate on behalf of their eligible residents who had an open electricity account on **1 July 2023**.

To be eligible, customers in an embedded network arrangement don't need to receive a separate electricity bill (e.g. they may receive a bundled bill that covers all utilities), but they do need to be separately metered and charged for their electricity consumption. If electricity costs are included in rent, the customer will not be eligible.

Residents who currently receive the annual \$372.20 Queensland Electricity Rebate will be eligible to receive the \$700 rebate, and all other residents will be eligible to receive the \$550 rebate.

The retailer will apply a bulk credit to the embedded network operator's next electricity bill, and the operator will then pass the relevant rebate onto each resident in their next electricity/utility bill.

### **Q. Will the rebate be applied quarterly or as a one-off credit?**

The CoLR will be applied to eligible accounts as an annual one-off credit of either \$700 or \$550, depending on eligibility. To be eligible, a resident will need to have an active account with their embedded network operator on **1 July 2023**.

If a customer hasn't received this assistance by 31 December 2023, they should contact their embedded network operator (body corporate, utility billing company etc).

### **Q. What if a customer in an embedded network opens a new account after 1 July 2023? Do they still get the rebate?**

No. To be eligible for the CoLR, the resident must have an active electricity account on 1 July 2023. This reduces the chance of 'double' payments, for example as a result of a customer's moving address, and is consistent with the application of previous one-off Queensland Government rebates to embedded network customers.