

Power Saving Bonus Terms and Conditions



Thanks for calling about the \$250 Power Saving Bonus.
If you need help accessing the Bonus, we can assist you over the phone.

Before you start

To claim the bonus, you will need to have the following documents ready:

- Your electricity bill
- Your Centrelink Customer Reference Number (CRN) or DVA card number. You can find this on your concession card or in your MyGov account.

Please read through the terms and conditions below - there are 4 parts:

1. Brotherhood of St. Laurence (BSL) consent
2. Services Australia Terms and Conditions
3. Victorian Government Terms and Conditions
4. Opt-in to receive emails from Victorian Energy Compare

If you have any questions or concerns, you can ask us during your phone call or contact energy@bsl.org.au.

1. Brotherhood of St. Laurence consent

I agree that the Brotherhood of St. Laurence may:

- Store data related to my Power Saving Bonus, such as my name, phone number and Bonus reference number. We will not store your bank or Centrelink details.
- Optionally:
 - Store the answers to survey questions I answer - you can decline to do the survey without affecting your Bonus.
 - Contact me in future (please tell us during your phone call or reply 'stop' to our text messages if you do not wish to be contacted in future).

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2. Services Australia Terms and Conditions

I authorise:

- the Department of Environment, Land, Water and Planning (DELWP) to use Centrelink Confirmation eServices to perform a Centrelink enquiry of my Centrelink/ DVA customer details and concession card status to enable the business to determine if I qualify for a \$250 Power Saving Bonus.
- Services Australia (the agency) to provide the results of that enquiry to DELWP.

I understand that:

- the agency will disclose personal information to DELWP including my name, address and concession card type and status to confirm my eligibility for the \$250 Power Saving Bonus.
- this consent, once agreed, remains valid while I am a customer of DELWP unless I withdraw it by contacting DELWP or the agency. I can get proof of my circumstances/details from the agency and provide it to DELWP so my eligibility for the \$250 Power Saving Bonus can be determined.
- if I withdraw my consent or do not alternatively provide proof of my circumstances/details, I may not be eligible for the \$250 Power Saving Bonus provided by DELWP.

3. Terms and Conditions - Victorian Government

The Department of Environment, Land, Water and Planning (DELWP) is committed to protecting personal information provided by you in accordance with the principles of the Victorian privacy laws. Use of the Victorian Energy Compare service is governed by the privacy statement for this website, which is located at compare.energy.vic.gov.au/privacy. In addition to the collection of anonymous information set out in our privacy statement, by applying for the Victorian Government's \$250 Power Saving Bonus Program (the Program) you will be asked to supply

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certain information to determine estimated energy costs and administer the Program. Information that you provide will only be used for these purposes and will be held and used in accordance with our privacy policy.

By choosing to apply for the \$250 Power Saving Bonus you are granting permission for:

- a DELWP-approved community organisation (the Brotherhood of St. Laurence, Uniting, Australian Energy Foundation, or GV Community Energy) to submit a claim for the \$250 Bonus on your behalf. All claim information will be captured in DELWP's \$250 Power Saving Bonus Outreach portal and will only be used by the approved community organisation and its authorised representatives for the purpose of processing and payment of your claim.
- DELWP to confirm your identity and eligibility by verifying your Centrelink/ DVA customer details with Services Australia.
- DELWP to verify your identity and eligibility through other mechanisms, if required, such as driver's licence or Medicare number, including providing consent for DELWP to have your information checked with the document issuer or official record holder via third party systems.

By choosing to submit a claim for the \$250 Power Saving Bonus, you are acknowledging that parts of the information you have provided may be sent to a third party for verification purposes. No personally identifiable information will be retained by those parties, and your information will not be used by those parties to contact you at any time, nor will your information be shared by those parties, to any other parties.

You may access the information you have provided to Victorian Energy Compare by contacting us via email at info.vec@delwp.vic.gov.au.

4. Opt-in to receive emails from Victorian Energy Compare

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As part of the \$250 Power Saving Bonus Program, the Victorian Government is recruiting participants to join a consumer engagement database, which will be used to seek input from Victorian consumers on energy affordability matters and to capture information about your energy consumer characteristics, as you identified them in the Victorian Energy Compare website. If you agree to form part of the consumer engagement database, you may be contacted by email or text message, by the Victorian Government, or a Victorian Regulator, for the purpose of learning about new Government programs, or for the purpose of providing information to help inform matters relating to energy affordability. Participants of the consumer engagement database will not be contacted more than once every six months, unless otherwise agreed, and participants will be able to opt-out of the database at any stage.