

2024 SMALL BUSINESS ELECTRICITY CREDIT – TERMS AND CONDITIONS

SYNERGY

A. BACKGROUND

The Western Australian Government announced the \$400 Small Business Electricity Credit on 9 May 2024. On Tuesday 14 May 2024, the Commonwealth Government announced \$325 of additional energy bill relief funding for small businesses through the Energy Bill Relief Fund Extension.

These Terms and Conditions have been determined by the Western Australian State Government to enable Synergy to determine eligibility and distribute the Western Australian Small Business Electricity Credit and the National Energy Bill Relief Fund Extension (**2024 Offset**).

Funded by both the Commonwealth and Western Australian State Governments, the purpose of the 2024 Offset is to assist eligible small business and charity electricity customers with the rising cost of living. The offset is to be applied as a one-off non-refundable account offset to eligible small business and charity accounts.

B. TERMS AND CONDITIONS

1. The value of the 2024 Offset is \$725 (GST Free) and will be payable over two instalments of \$362.50 with the first payment being applied to eligible customer accounts on 20 July 2024 and the second payment being applied on 7 December 2024.
2. An eligible small business or charity account is a current Synergy customer account that is supplied electricity under a supply contract with Synergy on 17 June 2024 and 18 November 2024 and the payment dates of 20 July 2024 and 7 December 2024 (**qualifying dates**) and under an eligible retail tariff as outlined in clause 3.
3. The eligible retail tariffs are the tariffs specified in the *Energy Operators (Electricity Generation and Retail Corporation) (Charges) By-laws 2006* as:
 - a. C1;
 - b. D1;
 - c. K1;
 - d. L1; and
 - e. R1.
4. Even if the Eligibility Criteria are met, each of the following accounts are not an eligible customer account (**Excluded Accounts**):
 - a. an account held by a local government authority, council or entity created pursuant to the *Local Government Act 1995* (WA); or
 - b. an account held by a Western Australian or Commonwealth Government statutory authority, trading enterprise, department, or agency; or

- c. an account held by a telecommunication company that is, for example part of the corporate group of, Telstra, Vodafone, Optus or the National Broadband Network; or
 - d. an account held by an authorised deposit taking institution where the entity that is, for example part of the corporate group of, Westpac, Australian and New Zealand Banking Group, Commonwealth Bank or National Australia Bank; or
 - e. an account held by a major mining or resources operator, that is, for example part of the corporate group of, BHP, Rio Tinto, FMG, Chevron and Woodside; or
 - f. an account for temporary electricity supply for the purposes of constructing premises; or
 - g. an account where consumption at the premises was more than 50MWh in the 12 months prior to 17 June 2024; or
 - h. an account where Synergy reasonably expects consumption for the account to be more than 50MWh over a 12-month period.
5. The first payment of the 2024 Offset is to be applied to each eligible customer account on 20 July 2024 and the second payment on 7 December 2024.
6. Synergy customers who have an eligible small business or charity account, are not required to apply for the 2024 Offset and will receive it as a non-refundable offset over two instalments. It will be displayed on the bill as an offset on two separate line items as follows:

Bill Description	Value	Funded by
<i>WA Small Business Electricity Credit (2024 Offset)</i>	\$200.00	WA State Government
<i>Commonwealth Energy Bill Relief (2024 Offset)</i>	\$162.50	Commonwealth Government

7. The 2024 Offset will be applied against:
- a. any historical debt associated with the eligible customer account; then
 - b. amounts billed for the supply of electricity in respect of the eligible customer account,
- until such time as the credit is fully applied.
8. Unless required by law:
- a. customers are not entitled to receive a refund or cash-out any amounts in respect of the 2024 Offset; and
 - b. any unused amounts relating to the 2024 Offset will be forfeited if the eligible customer account is closed.

9. A customer may apply for any unutilised balance of the 2024 Offset that remains on an eligible small business or charity account or an Otherwise Eligible Account to be transferred if:
 - a. where the customer has moved to a new premises supplied by Synergy:
 - i. the customer has entered into a new contract with Synergy before 31 March 2025; and
 - ii. the new account meets the Eligibility Criteria and is not an Excluded Account, or
 - b. where the customer has moved to a new premises supplied by Horizon Power:
 - i. the customer has entered into a new contract with Horizon Power before 31 March 2025; and
 - ii. the new account and contract meet the Eligibility Criteria set out in the Horizon Power 2024 Government Small Business Electricity Credits Terms and Conditions and is not an Excluded Account.
10. In assessing whether to provide the 2024 Offset or to arrange a transfer of unutilised 2024 Offset, Synergy will consider:
 - a. all factual circumstances of the customer; and
 - b. the State and Commonwealth Governments' policy intents behind the 2024 Offset.