



Discussion Forum

The comments and opinions expressed herein do not necessarily reflect those of the Retirement Village Residents Association (RVRA) or its Members.

Eligible but can't be paid the energy rebate.

Comment: You can tell I come from a new village - third topic in a few days. But this one must affect villages other than ours.

The operator provides the power reticulation and metering when the village was built. The operator buys electricity wholesale and supplies to residents at a 20% discount. Office staff read the meters and give the readings to a company the operator contracts to provide invoicing, collection and fault management. So far so good, and works well.

This arrangement is referred to as an Embedded Network Operator, we understand. It is quite common in new developments where power is supplied to a contained area such as retirement villages, shopping centres, industrial unit developments and the like.

But, those eligible for the NWS energy rebate by holding a pension card (or equivalent eligibility) cannot get their rebate paid because the government has elected to make rebate payments only through electricity retailers. They appear not to have considered EMBO developments.

Contacting the Energy Hotline results in HL: "You are not eligible". JT: "I am holding my pension card in front of a government website quoting pension card holders are eligible" HL: "You are not eligible" JT: "I am eligible, You can't pay me because I am supplied by a wholesaler not a retailer" HL: "you are not eligible (in different words)" JT: "Transfer me to your leader" and so on. It's like those bloody dialects "Exterminate, Exterminate, Exterminate....."

Write to local Member Aplin. Return letter regurgitates the Energy Department mantra "you are not eligible, can't do anything".

Make submission to ombudsman. Sense at last. This is an anomaly that should not be. Will write to government recommending appropriate change"

Contacted RVRA, who are chomping on the issue on our behalf.

The issue that seems so hard to get across is due to language. Not eligible is not correct. Have card = eligible, full stop. The issue is the government chose to administer payments through electricity retailers. Fine. But they have made no allowance for those supplied by wholesalers via EMBO's or the like.

Or a bloody sight simpler, just send us a cheque!

This will only be resolved politically. Our village is doing everything we can, but we need numbers. Are there any villages out there with the same problem. If so can you let us know how you dealt with this, or if not yet resolved, contact the RVRA (and us?) to add the weight of your numbers to the list.

Any better ideas anyone?

John Thompson
10th September 2011
