

# Queensland Government

## Solar Hot Water Rebate

Guideline and application form  
Effective from 13 April 2010

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# C'mon Queensland—do the bright thing

Installing a solar hot water system could help save on your electricity bill. The Queensland Government Solar Hot Water Rebate is helping to make solar hot water easy and affordable for Queenslanders, offering rebates of up to \$1000.

Not only is it great for lowering your energy bills, but you'll be reducing your home's greenhouse gas emissions by around two tonnes a year.

Do the bright thing and install solar hot water in your home. You'll be joining thousands of other Queenslanders to help build a 500 megawatt virtual solar power station for Queensland. Household by household we're working together to double Queensland's solar energy in five years and replace conventional energy generation.

## 1. What is the rebate?

Right now, the Queensland Government is offering a rebate to eligible households who replace their electric hot water system with a heat pump or solar hot water system. The Queensland Government Solar Hot Water Rebate will help reduce the purchase cost of a solar water heater.

The rebate offers eligible applicants:

- a \$600\* rebate for the installation of a compliant solar hot water system or heat pump; or
- a \$1000\* rebate for pensioners and low income earners who install a solar hot water system or heat pump.

You can choose a supplier that suits you and apply for the rebate after your system is installed.

\* If the rebate exceeds your outlays, the Queensland Government may reduce the rebate to reflect the amount of your outlays. If you have received a rebate (in whole or part), and your actual outlays are subsequently found to be below that rebate amount received, you may be required to repay the Queensland Government the difference. See the terms and conditions for more details.

### Want to save even more?

You could save even more on the purchase cost of your system with the federal government's Renewable Energy Bonus Scheme. You could be eligible for a \$1000 rebate for installing a solar hot water system or \$600 for a heat pump.\*

For more information, visit [www.environment.gov.au](http://www.environment.gov.au)

\* The availability, conditions and amount of the Renewable Energy Bonus may be subject to change. Please visit [www.environment.gov.au](http://www.environment.gov.au) and consider whether you are eligible for the federal government's rebate.

## 2. What type of system do I need?

Whether you require a heat pump or solar hot water system will depend on your individual property and household needs.

More information about various types of solar water heaters can be found at [www.qld.gov.au](http://www.qld.gov.au) or you can call **13 GET SOLAR** (13 438 76527) to have this information sent to you.

**Helpful hints** on choosing the right system for you and your household:

- Get to know the market and find out about the range of solar water heaters, retailers, suppliers and installers.
- Determine the best system for your needs.
- Shop around for the best deal and obtain written quotes.
- Check your preferred system and installation meets the rebate eligibility criteria (found on page 4 of this booklet).

## 3. What do I need to do?

- Read the guidelines in this booklet and assess your eligibility for the rebate.
- Replace your existing electric storage hot water system with an eligible solar hot water system or heat pump.
- At the time of purchase (Form C) and installation (Form D, E and F) of your system, please ensure all contractors' details and certifications are completed.
- Complete an application form, enclosed at the back of this booklet.
- Attach your documentation (i.e. receipt or invoice), which evidences the purchase and installation of your system.
- Submit the completed application form by post to:  
**Queensland Government Solar Hot Water Rebate  
Level 7, 61 Mary Street  
PO Box 15564  
City East Qld 4002**

### What details need to be on the documentation?

- Documentation must show that the system and its installation has been paid for in full.
- If you have not paid for the system—or its installation—in full, you must provide documentation evidencing that one or both of these payments is subject to a deferred payment plan and that you have already paid at least the amount of the rebate that you are claiming under that plan.
- Your name, installation address, total system cost, date purchased and details of the system (make, model and size) must be on the documentation.
- Applying for a concessional rebate? The name on the invoice or receipt must match the name on the relevant concessional card that you are relying on to support your application.

**An incomplete application will be returned to you without processing. Please be advised that this will delay your application and reduce the time you have to submit a fully completed application.**

## What happens next?

On receipt of your application, it will be assessed. If your application is:

1. incomplete, it will be returned to you;
2. declined, you will be notified in writing that your application has been unsuccessful; or
3. accepted, payment will be made to your nominated account.

## 4. Who is eligible?

The information contained in this section and elsewhere in this booklet form the eligibility criteria for the rebate. In order to qualify for a rebate, you must fully comply with all the eligibility criteria.

### Eligibility criteria—standard rebate

#### Applicant requirements

To be eligible for the standard rebate, you must:

- have purchased your new system to replace an existing electric storage hot water system installed at a principal place of residence in Queensland;
- have had your system installed by a suitably licensed contractor(s);
- have purchased your system on or after 13 April 2010;
- have correctly and fully completed an application form and agreed to the terms and conditions;
- be an Australian citizen or permanent resident aged 18 years or over;
- be the owner or a tenant where the new system was installed at the time the system was installed; and
- have returned your fully completed rebate application form within six months of the installation date of your new system.

**Note:** tenants should not install a system without the consent of the owner.

#### System requirements

To be eligible for the standard rebate, your system must:

- be a new, working and complete system, replacing an existing electric storage hot water system at a principal place of residence;
- be eligible for at least 20 Renewable Energy Certificates (RECs);
- be fully functional and fully compliant with all relevant laws, government codes, policies, guidelines and industry standards including the current Australian/New Zealand Standards and where an Australian/New Zealand Standard does not exist, any relevant current International Standard (ISO), including building codes and requirements of the Office of the Renewable Energy Regulator; and
- include minimum warranties of:
  - five years on tanks and solar collectors;

- two years on pumps and refrigeration equipment; and
- one year on installation and workmanship.

### Eligibility criteria—concessional rebate

To be eligible for the concessional rebate, you must satisfy the eligibility criteria for the standard rebate. In addition, you must also hold a current and valid:

- Centrelink Pension Concession Card; or
- Centrelink Low Income Health Care Card; or
- Commonwealth Seniors Health Card; or
- Department of Veterans' Affairs Pension Concession Card (**blue only**—orange, white and gold card holders are not eligible).

Only one application can be made for each system.

Where you have previously received a concessional rebate, you are not eligible to receive a second concessional rebate. However, if you meet the eligibility criteria, you may be eligible to receive a standard rebate provided that:

- your current application relates to a different system to the one for which you received the concessional rebate; and
- your application is not for the replacement of a second electric hot water system at the same home (unless this second system is connected to a separate electricity account—see the next page for more details).

If applying for a concessional rebate you must also complete Form G (Pensioner/low income earner consent).

### What are Renewable Energy Certificates (RECs)?

Renewable Energy Certificates are non-tangible 'tradeable certificates' deemed to hold value by the Australian Government. RECs provide an indirect subsidy for the electricity generated from renewable energy sources. RECs are created when a solar hot water system is installed.

For more information about RECs, visit the Office of the Renewable Energy Regulator at [www.orer.gov.au/recs](http://www.orer.gov.au/recs)

## Concessional and standard rebates will not be granted where any of the following apply:

- The system is installed in a holiday home or semi-permanent building.
- The home where the system is installed is state or territory public housing or is owned by a state, territory or local government authority, or the federal government.
- You are not the owner or tenant.
- The system replaces or is additional to an existing gas or solar hot water system or heat pump.
- The system will be used for non-domestic purposes or primarily for heating a swimming pool, spa or similar.
- The system was supplied under the Queensland Solar Hot Water Program.
- More than one application is received for the same system.
- The system was won as a prize.
- The system does not meet system requirements.
- Where both of the following apply:
  - your application is for a system at the same home where another system is fitted; and
  - a rebate has already been granted in respect of that other system.\*

\* Where more than one system is fitted to a home, each system may be eligible to receive a rebate where each system is connected to a separate electricity account from the other(s). Applicants who apply to receive a rebate for a system where another system in that home has been granted (or will be granted) a rebate, will need to provide suitable evidence (electricity bills etc.) with their application to establish that the systems are each connected to separate electricity accounts.

## 5. Who is a suitably licensed contractor?

It is your responsibility to ensure that the contractor(s) you engage to install your system are suitably licensed.

The installation of solar hot water systems constitutes 'building work'. This means the person undertaking installation of these items is required to hold an appropriate BSA licence.\*

As the installation of a solar hot water system involves a building's structural and waterproofing integrity, a BSA licence in one of the following classes is required:

- Builder Open;
- Builder Medium Rise;
- Builder Low Rise;
- Plumbing and Drainage.

Only an occupationally licensed plumber through the Plumbers and Drainers Board can connect the hot water system to the building's water supply.

\* All solar hot water installations, regardless of value, require a BSA licensed contractor to enter into the contract to have the unit installed.

Licensed electrical contractors, including those with a restricted water plumber's licence, are not able to install solar hot water systems as under their restricted water plumber's licence they can only replace or repair an electric hot water system in the same location and cannot do the initial installation.

Each contractor (e.g. electrician, plumber etc.) involved in the installation of your system must complete and sign the relevant section of your application form. Make sure you read the application form carefully before you purchase a system so that you understand the information that you must collect.

If you have your system installed by a contractor(s) that are not suitably licensed, the Queensland Government will decline your application for the rebate.

## 6. Additional installation considerations

### Noise regulations

You should carefully consider where your system will be installed.

You should also discuss with your supplier and installer any potential noise issues so that you are not in breach of noise control regulations.

### Local council inspections

Some local councils have specific rules covering the installation of hot water systems. Check with your local council before installing your system to ensure you are complying with their requirements.

For information on inspection fees and any rebates or discount vouchers that may be available, please contact your local council.

You should also check that your licensed plumber has completed and submitted the following *Plumbing and Drainage Act 2002* application forms to your local council:

1. Form 1 (Application for compliance assessment)
2. Form 2 (Proposed plumbing/drainage/on-site sewerage work)
3. Form 7 (Notification of responsible person).

Your plumber will need to submit Forms 1 and 2 to your local council prior to the installation commencing, and Form 7 within seven days of installation. The local council will then undertake an inspection.

If your plumber has the new licence endorsement to install solar hot water systems and heat pumps under the amended Plumbing and Drainage Regulation 2003, they will only need to submit a Form 4 (Notifiable Minor Work). This is instead of applying to the local council using the Form 1 and Form 2 compliance certificate process. An inspection may be undertaken by the local council as part of a random audit process.

Your local council may impose other fees and requirements (e.g. mandatory inspections to determine building code compliance). You should consult with your proposed contractor(s) and local council about all potential fees before committing to purchase a system.

## Frequently asked questions—council inspections

- Q. If the plumber **does not have** the new licence endorsement, does my system require an inspection by the local council's plumbing inspector?
- A. Yes, the *Plumbing and Drainage Act 2002* requires council to assess the installation of these systems when completed. Council inspection fees will apply.
- Q. If the plumber **does have** the new licence endorsement, does my system require an inspection by the local council's plumbing inspector?
- A. No, however your system may be subject to a random inspection. A flat fee of \$25 applies to every installation instead of a council inspection fee.
- Q. Who organises the plumbing inspection?
- A. It is the responsibility of the licensed plumber to organise the inspection within seven days after the work is completed.
- Q. What do I do if my installer does not contact the local council?
- A. Contact the licensed plumber and instruct them to organise the plumbing inspection with the local council. If unsuccessful, you should contact your local council and seek advice.
- Q. Why do I need a plumbing inspection?
- A. The inspection checks that the plumbing installation complies with relevant Standards and Regulations. The plumbing inspector will record the installation and results against the property.
- Q. What happens if my installation does not pass inspection?
- A. The inspector will leave an advice with you to pass on to the plumber advising him/her of the non-compliance issues. The plumber will then be required to rectify the items and rebook the inspection at the plumber's expense.

For further information, and to confirm the latest up-to-date requirements, contact your local council's plumbing unit.

## Building requirements

Depending on the structure of your house, some water heating technologies may not be suitable or may require structural modification. In these instances you should check requirements under the relevant building codes.

Those living in cyclone zones—coastal areas from Bundaberg north—will require additional fixtures as part of their system installation. This is a compulsory requirement for residents in cyclone regions who install a system. This measure is aimed at protecting individuals and the community in case of severe storms.

## Electricity supply

If you are not already connected to an off-peak tariff for your water heating, you may wish to consider changing the tariff that your water heater is currently connected to. You should talk to your electricity retailer about any potential fees or charges that may be associated with additional meters and connections.

### Why should I transfer to an off-peak tariff?

It is recommended that you consider ensuring the electric booster of your system, or your heat pump, is connected to off-peak Tariff 33. This will offer electricity supply for 18 hours a day at a rate that is currently 40% cheaper than Tariff 11 (which supplies electricity continuously). However, in some cases extra wiring or a meter box will be required to allow for additional metering, and connecting the new system to the new tariff. You may choose to pay the additional cost and connect to Tariff 33 to save on your energy costs.

For more information, talk to your electrical contractor prior to installation.

## Pitch stands

Depending on the shape of your roof (flat or curved) and the direction your roof faces, you may require a pitch stand to correctly orient your system. Your contractor(s) can confirm this following a site assessment.

## Frost areas

Those living in locations subject to frost should discuss this with their contractor(s).

If you are unsure if you live in a frost area, the Bureau of Meteorology have an indicative map available at [www.bom.gov.au/jsp/ncc/climate\\_averages/frost/index.jsp](http://www.bom.gov.au/jsp/ncc/climate_averages/frost/index.jsp)

Please note that even if you live outside the identified area, your property may still be subject to occasional frost events. We recommended talking to long-term neighbours (and seeking their experience), as well as your contractor(s).

Living in a frost area may have a significant impact on the warranty of the system you purchase. Please be sure you fully understand the implications frost may have before you purchase a system.

## Hard water

If the water you use is hard (typically from a bore or similar), a standard system may not be suitable.

Please talk to your installer about the solutions available to you.

Using hard water may have a significant impact on the warranty of the system you purchase. Please be sure you fully understand the implications hard water may have before you purchase a system.

## **7. Implementation and review**

The Department of Employment, Economic Development and Innovation (DEEDI) will monitor and review the success of the rebate.

As part of the audit process, DEEDI may undertake periodic inspections to verify installation. You should review the terms and conditions and be aware of your obligations to provide DEEDI with access to your premises and other information that they may require.

DEEDI maintains the right to change:

- the rebate (including discontinuing the rebate); or
- the terms and conditions or any other information document, at any time without prejudice.

For more information on DEEDI's powers to vary the rebate, the terms and conditions and any other information documents, refer to clause 8.11.1 in the terms and conditions.

## 8. Terms and conditions

The terms used in these terms and conditions and otherwise in the guideline are defined in clause 8.1. Once you complete and sign the customer declaration component of the application form, these terms and conditions and the guideline are legally binding and, in consideration of the Queensland Government agreeing to process and consider your application form, form a binding legal agreement between you and the Queensland Government.

### 8.1 Definitions and interpretation

#### 8.1.1 Definitions

**Application** means an application for the rebate that is completed in accordance with these terms and conditions and the guideline.

**Application form** means the application form included in section 9 of the guideline, which you are required to complete in full and return to the Queensland Government within six months of the installation date to be eligible to receive the rebate.

**Concessional rebate** means, subject to clause 8.9, the Queensland Government's \$1000 rebate for eligible pensioners and low income earners.

**Consequential loss** means:

- any loss of income, loss of revenue, loss of profit, loss of financial opportunity, loss of business, loss of contract, loss of use, loss of goodwill, loss of production and any other economic loss (whether the loss is direct or indirect);
- any direct or indirect financing costs or increase in operating costs; or
- any loss or other amounts that are special, indirect or consequential, whether present or future, fixed or unascertained, actual or contingent.

**Contractor** means the service provider appointed by you to deliver the goods and provide the services associated with the installation of your system at your home.

**Eligibility criteria** means the criteria set out in section 4 of this guideline (as varied from time to time by the Queensland Government) that you must comply with to be eligible to receive the rebate.

**Fifth repayment date** is the date five years after the rebate receipt date.

**First repayment date** is the date one year after the rebate receipt date.

**Fourth repayment date** is the date four years after the rebate receipt date.

**Guideline** means the Queensland Government Solar Hot Rebate guideline (as varied by the Queensland Government from time to time) of which these terms and conditions form a part and which sets out the guidelines, eligibility criteria, conditions for participation and general information about the rebate.

**Home** means a residential dwelling site that is a privately owned principal place of residence in Queensland.

**Household** means an individual, or a collection of individuals, living in a home. Expressions such as 'use by the household' refers to use only at the home and not any use by any such individual at any other place.

**Information documents** includes:

- a) these terms and conditions;
- b) the guideline; and
- c) any other information or material made available to you by the Queensland Government which relates to the rebate.

**Installation date** means the date on which your system was installed or all works relating to the installation of your system were complete.

**Law** means any applicable statute, regulation, by-law, ordinance or subordinate legislation in force from time to time in Australia, whether made by a state, a territory, the Commonwealth, or a local government, and includes the common law and rules of equity as applicable from time to time.

**Loss** includes any consequential loss, liability, claim, proceeding, action, demand, damage, cost (including any legal cost on a full indemnity basis, whether incurred by or awarded against a party), charge, expense or diminution in value, however arising, whether present or future, fixed or unascertained, actual or contingent.

**Outlays** means the out-of-pocket cost to you of installing your system less any amounts which you receive, or the Queensland Government considers that you are eligible to receive, for any RECs which attach to your system or because of the federal government's Renewable Energy Bonus.

**Permitted purpose** includes any use directly or indirectly related to the rebate (or any other scheme or payment arrangement which, in whole or part, replaces the rebate) including using the information which you provide for the purpose of:

- a) determining the uptake, effectiveness and outcomes of the rebate;
- b) reviewing the operation of your system, including, the cost and energy savings achieved by you through your use of the system;
- c) publishing aggregate data on the findings in respect of both a) and b); and
- d) undertaking other enquiries, investigations or publications that are reasonably related to the rebate, its objectives or any alternative rebate or program that is offered by the Queensland Government in the future.

**Queensland Solar Hot Water Program** means the program of the Queensland Government under which, up until 19 February 2010, participants contracted for access to a standard, fully installed and warranted solar or heat pump water heater for a co-payment amount toward the full cost of such water heater.

**Queensland Government** means the State of Queensland, acting through the Department of Employment, Economic Development and Innovation (**Office of Clean Energy**).

**Rebate** means the Queensland Solar Hot Water Rebate (as varied from time to time) which commenced on 13 April 2010. The term may be used to describe either the standard rebate or the concessional rebate (as the case requires). Where part of a rebate is paid or may be payable, the expression refers to the part.

**Rebate period** means a period of five years beginning on the rebate receipt date.

**Rebate receipt date** is the date on which you receive your rebate from the Queensland Government.

**Renewable Energy Bonus Scheme** means the scheme of that name which is offered by the federal government and which was announced on 19 February 2010 to help eligible home-owners, landlords or tenants replace their electric storage hot water systems with solar water heaters (as varied from time to time).

**Renewable Energy Certificates** includes a reference to 'REC' or 'RECs' and means a tradeable certificate created under the *Renewable Energy (Electricity) Act 2000* (Commonwealth) and registered by the Office of the Renewable Energy Regulator, such certificate representing a fixed amount of renewable electricity generation produced in Australia and its territories.

**Second repayment date** is the date five years after the rebate receipt date.

**Standard rebate** means, subject to clause 8.9, the Queensland Government's \$600 rebate.

**System** means a solar hot water system or heat pump (as the case may be) which complies with the eligibility criteria and any fixtures or other equipment which support or are associated with its operation.

**Third repayment date** is the date three years after the rebate receipt date.

**Usage information** means the amount and cost of the electricity and other energy (e.g. gas) which is used by your household (as displayed on your electricity bill or other similar document).

#### 8.1.2 Interpretation

Headings are for convenience only and do not affect interpretation. The following rules apply unless the context requires otherwise.

- a) The singular includes the plural, and the converse also applies.
- b) A gender includes all genders.
- c) If a word or phrase is defined, its other grammatical forms have a

corresponding meaning.

- d) A reference to a *person* includes a corporation, trust, partnership, unincorporated body or other entity, whether or not it comprises a separate legal entity.
- e) A reference to a clause is a reference to a clause of these terms and conditions and a reference to a section is a reference to a section of the guideline.
- f) A reference to an agreement or document (including a reference to these terms and conditions) is to the agreement or document as amended, supplemented, novated or replaced, and includes the recitals, schedules and annexures to that agreement or document.
- g) A reference to writing includes any method of representing or reproducing words, figures, drawings or symbols in a visible and tangible form.
- h) A reference to a party to these terms and conditions includes the party's successors, permitted substitutes and permitted assigns (and, where applicable, the party's legal personal representatives).
- i) A reference to legislation or to a provision of legislation includes a modification or re-enactment of it, a legislative provision substituted for it and a regulation or statutory instrument issued under it.
- j) A reference to conduct includes an omission, statement or undertaking, whether or not in writing.
- k) Mentioning anything after *includes, including, for example, or* similar expressions, does not limit what else might be included.
- l) Nothing in these terms and conditions is to be interpreted against a party solely on the ground that the party put forward the terms and conditions.
- m) A reference to an amount for which a person is contingently liable includes an amount that that person may become actually or contingently liable to pay if a contingency occurs, whether or not that liability actually arises.
- n) A reference to *year* is a reference to each successive period of 12 months, commencing on the rebate receipt date.

## 8.2 Eligibility

- a) You must ensure that you and the system which you have installed meet the eligibility requirements and any other requirements set out in the guideline.
- b) You acknowledge that the Queensland Government will decide whether you are eligible to receive the rebate in its absolute discretion and may decline to grant you the rebate for any reason, or for no reason, in its discretion and despite the fact that you may satisfy the eligibility requirements.
- c) You agree that you will be responsible for the full cost of purchasing and installing your system, and that the Queensland Government will not be responsible for any obligation, cost or liability which you might incur arising out of or connected with:
  - i. your purchase, installation or use of the system;
  - ii. your assessment of eligibility to receive the rebate;
  - iii. any decision by the Queensland Government to decline to grant the rebate to you or anyone in your household; or
  - iv. any decision by the Queensland Government to discontinue or reduce the rebate or to amend any information document.
- d) You promise, as a condition of any acceptance of your application and of any agreement which may be formed between you and the Queensland Government, that the information which you submit in your application is complete, true and correct and that all information which you are obliged by these terms and conditions to provide to the Queensland Government in the future will be complete, true and correct.
- e) You agree that:
  - i. your application is the only application for the rebate which has been made in respect of this system (including by any other members of your household);
  - ii. you have not, and no other member of your household has, previously received a rebate or other contribution under the Queensland Solar Hot Water Program in respect of the system the subject of this application;

- iii. your application is not for a system at the same home where another system is fitted and that other system has already been granted a rebate (unless the other system is connected to a separate electricity account, in which case you will need to provide us with additional information which establishes this); and
- iv. the system to which your application relates was not purchased under the Queensland Solar Hot Water Program or any other rebate previously provided to you or any member of your household.

## 8.3 Access and auditing

- a) During the rebate period, you agree to allow a Queensland Government representative (**representative**) to access your home from time to time for the purpose of inspecting and auditing the system. Such inspections will be conducted at reasonable times, and you will be given sufficient notice to enable you to obtain any consents which you are required to obtain under this clause 8.3.
- b) If you are not the owner of the home, you promise that you have (or that, at the appropriate time, you will obtain) the consent of the owner of the home for the representative to access the home in accordance with clause 8.3(a). If you are the owner of the home and the home is occupied by a person other than you (e.g. a tenant under a lease or any other members of your household), you will ensure that the representative is granted lawful and safe access to the home in accordance with clause 8.3(a).
- c) You agree to provide the representative with all of the information and assistance he or she requires when accessing your home and undertaking any audit or inspection under clause 8.3(a).
- d) Where you fail to comply with this clause 8.3, you will be required to repay the rebate to the Queensland Government in accordance with clause 8.7(a).

## 8.4 Information

- a) If requested, you agree to provide the Queensland Government with any further information which it considers necessary to determine your eligibility to receive the rebate or to validate the information which you have provided to the Queensland Government in your application or otherwise in accordance with these terms and conditions.
- b) If requested during the rebate period, you agree to provide the Queensland Government with your usage information at any time and from time to time. You also consent to organisations who supply your home with water and energy, providing your usage information directly to the Queensland Government on request at any time and from time to time during the rebate period.
- c) You consent to the Queensland Government using information provided by you, the representative or organisations who supply your home with water and energy, for any permitted purpose, and disclosing the information to third parties (such as energy distributors and other state and federal government departments) and allowing them to use the information for any permitted purpose.
- d) You consent to the Queensland Government disclosing information provided by you, the representative or organisations who supply your home with water and energy, to any regulatory or other body that is responsible for ensuring the compliance of your system with applicable standards and/or laws.
- e) The *Information Privacy Act 2009* (Queensland) applies to the collection and management of the personal information you provide to the Queensland Government in association with the rebate. You consent to the Queensland Government and its authorised representatives:
  - i. collating the information on the application form in order to assess eligibility and entitlement to receive the rebate;
  - ii. disclosing information collected to other entities in the course of assessing your application, determining eligibility and verifying the content of your application;
  - iii. using the information for any permitted purpose, and disclosing the information to other entities and allowing them to use the information for any permitted purpose; and

- iv. contacting and making enquiries of your contractor(s) and any relevant industry bodies to determine that the contractor(s) hold those licences and approvals which it/they were required to hold by law in order to quote on and install your system.
- f) Where the information you provide under this clause 8.4, or any consent you give under this clause 8.4 relating to collection, use or disclosure of any information, relates to another person (including any member of your household), you warrant that you have obtained that person's consent to:
  - i. disclose the information to the Queensland Government; and
  - ii. allow the Queensland Government to use and disclose that information in any way which it is entitled to under these terms and conditions.
- g) You acknowledge that all information which you provide on your application form or otherwise in connection with these terms and conditions is subject to the *Right To Information Act 2009* (Queensland).

## 8.5 Participation

- a) You consent to and recognise that the Queensland Government may, during the rebate period, contact you in the course of research about energy efficiency or the efficacy of your system, and that you agree to respond to any enquiries in good faith and to the best of your knowledge.
- b) You consent to and recognise that:
  - i. the Queensland Government may use the information which you provide for any permitted purpose, and may disclose that information to third parties (including collaborators and consultants involved with that research); and
  - ii. the information which you provide may be included in aggregate data in a report or other document that is released or made available to the general public.

## 8.6 System operation and maintenance

- a) For the duration of the rebate period, you agree:
  - i. to maintain your system in a fully functioning condition; and
  - ii. not to remove the system from your home or alter your system in any way.
- b) Where you fail to comply with clause 8.6(a), you will be required to repay the rebate to the Queensland Government in accordance with clause 8.7(a).

## 8.7 Repayment of rebate

- a) Without limiting any other right or remedy available to the Queensland Government, you agree to repay to the Queensland Government an amount equivalent to:
  - i. 100% of the rebate, where you fail to comply with clause 8.3 or clause 8.6 at any time prior to the first repayment date;
  - ii. 80% of the rebate, where you fail to comply with clause 8.3 or clause 8.6 at any time after the first repayment date but prior to the second repayment date;
  - iii. 60% of the rebate, where you fail to comply with clause 8.3 or clause 8.6 at any time after the second repayment date but prior to the third repayment date;
  - iv. 40% of the rebate, where you fail to comply with clause 8.3 or clause 8.6 at any time after the third repayment date but prior to the fourth repayment date; and
  - v. 20% of the rebate, where you fail to comply with clause 8.3 or clause 8.6 at any time after the fourth repayment date but prior to the fifth repayment date.
- b) Without limiting any other right or remedy available to the Queensland Government, where you fail to comply with these terms and conditions (other than clause 8.3 or clause 8.6) or any other requirement of the guideline, you agree to compensate the Queensland Government for any loss it incurs or is likely to incur, up to 100% of the rebate. If your failure to comply is of a kind which would have meant you do not meet the eligibility criteria, you agree to repay the Queensland Government an amount

equivalent to 100% of the rebate if demanded.

- c) Where you are required to repay an amount under clause 8.7(a), clause 8.7(b) or clause 8.9(c), the Queensland Government will issue you with a written notice which sets out the amount that you are required to repay and the date by which you must make that repayment (**repayment notice**).
- d) If you do not repay the Queensland Government by the date set out in the repayment notice, the unpaid amount will become a debt payable by you to the Queensland Government and the Queensland Government may take enforcement action to recover that debt.

## 8.8 Applicant to inform themselves

- a) Without limiting the scope of your obligations, or the risks and responsibilities assumed by you under these terms and conditions, you must:
  - i. examine the information documents;
  - ii. satisfy yourself as to the correctness and sufficiency of the content of the information documents; and
  - iii. undertake all other enquiries which are necessary or reasonable to ensure that you are adequately informed about the purchase, installation and use of your system, your eligibility to receive the rebate, or any other matter that is relevant to your participation in the rebate.
- b) You acknowledge and agree that:
  - i. you have not and will not rely upon any information document provided by the Queensland Government for any purpose (including in your decision to install a system or submit an application for the rebate); and
  - ii. the Queensland Government gives no warranties and makes no representations as to the content of any information documents (including their completeness, accuracy, or adequacy).

## 8.9 Other rebates and credits

- a) You agree that the Queensland Government makes no representations and gives no warranties to you regarding:
  - i. your eligibility for or the availability of the federal government's Renewable Energy Bonus Scheme; or
  - ii. your eligibility for or the availability of credits (or other monetary value) for the disposal or assignment of the Renewable Energy Certificates that are attached to your system.
- b) The amount of any rebate that is paid to you by the Queensland Government will not exceed your outlays. Where the rebate claimed by you exceeds your outlays, the rebate paid will be reduced to reflect the amount of your outlays.
- c) If the Queensland Government has paid you a rebate, and your outlays are subsequently reduced below the amount of that rebate (for example, because you receive the federal government Renewable Energy Bonus after you receive the rebate), you must repay the Queensland Government the amount by which your rebate exceeds your revised outlays.
- d) If your rebate is reduced because of your eligibility to receive the federal government's Renewable Energy Bonus, and the federal government declines your validly made application to receive that bonus, you may apply in writing to the Queensland Government and request a review of the amount which it has paid to you. You must include with your request a copy of the letter from the federal government informing you of their decision that you are not eligible for the federal government bonus. The Queensland Government will then decide, in its absolute discretion, whether to grant you the balance of the rebate which you may have otherwise received.

## 8.10 Indemnities

To the maximum extent permitted by law, you agree to indemnify and keep indemnified the Queensland Government and any of its representatives from any loss arising out of or in relation to:

- a) the system that is the subject of this application and its installation or operation;

- b) any inaccuracy, omission or inadequacy in any information document;
- c) any failure by you to comply with these terms and conditions; and
- d) your participation in the rebate (including from or in relation to any personal injury (including to the representative) or property damage incurred in connection with your participation in the rebate or the representative's inspection of your home).

## 8.12 Governing law and jurisdiction

These terms and conditions are governed by the laws of Queensland and each party submits to the exclusive jurisdiction of the courts of Queensland.

### Important privacy notice

The *Information Privacy Act 2009* applies to the collection and management of the information you provide to the Queensland Government in the application process and throughout the rebate period.

The Queensland Government and its authorised representatives collate and use the information you provide (including your application) to assess your eligibility and entitlement to participate in the rebate and for other permitted purposes. The Queensland Government may also disclose the information which you provide to other entities for these and other purposes outlined in clause 8.4 or clause 8.5 of these terms and conditions. Where the Queensland Government does disclose your information to other entities, it will impose obligations on them regarding the way they are able to use that information.

All information collected during the application process and throughout your involvement in the rebate is subject to the *Right to Information Act 2009* and other relevant acts and regulations.

### Other important notices

The Queensland Government takes no responsibility for any private arrangement between tenants and landlords with regard to making an application and participating in the rebate. The tenant or landlord has no entitlement against the Queensland Government in those circumstances.

The Queensland Government accepts no liability for any loss incurred as a result of, or arising from, the installation of a system which has been the subject of a rebate application, or the application process.

The Queensland Government is the sole arbiter in deciding whether or not you meet the eligibility requirements of the rebate. Additional information may be sought from you or your household to determine eligibility.

The Queensland Government reserves the right to reject or suspend any application that is incomplete or contains incorrect or misleading information.

You will not be entitled to claim compensation or loss for any matter arising out of the application process, including if the application is not processed or not accepted.

## 8.11 Miscellaneous

### 8.11.1 Variation

The Queensland Government may, without your further agreement, vary these terms and conditions or the guideline at any time and from time to time in its absolute discretion. The Queensland Government also reserves the right to cancel the rebate entirely at any time. If you are affected by a change which the Queensland Government makes under this clause 8.11.1, the Queensland Government will notify you in writing at the postal address which you specify in your application. Such changes are valid and legally binding for any application made, but for which a rebate has not yet been paid, at the date the change is notified to you. If you do not accept a change, you must notify the Queensland Government in writing within 30 days that you withdraw your application.

### 8.11.2 Notices

Unless otherwise specified in an information document, any notice, demand, consent or other communication (a notice) that is given or made by the Queensland Government under these terms and conditions or otherwise in association with the rebate will be sent to the email address which you specify in the application form (provided you have disclosed your email address). Such notice will be taken to have been given or made by email on the first of the following to occur:

- a) receipt by the Queensland Government of an email acknowledgement from your information system showing that notice has been delivered to the email address stated above;
- b) the time that the notice enters an information system which is under your control; and
- c) the time that the notice is first opened or read by you.

Where the Queensland Government is required to provide you with notice under the terms and conditions other than by email (including where you do not disclose your email address in your application form), such notice will be sent to you by post and will be taken to be given or made two business days after the days of posting.

### 8.11.3 Severability

A term or part of a term or condition of these terms and conditions that is unenforceable may be severed from them and the remaining terms and conditions or parts of the terms and conditions will continue in force.

### 8.11.4 Waiver

- a) A waiver of any term or condition of, or any right under, these terms and conditions by the Queensland Government will only be effective if it is in writing.
- b) Without limiting clause 8.11.4(a) above, you acknowledge and agree that any review, inspection, audit, confirmation, approval, direction or consent given by the Queensland Government in connection with the rebate (including the decision to approve your application):
  - i. is given by the Queensland Government subject to compliance by you with these terms and conditions and does not constitute any waiver, release or satisfaction of any of your obligations under these terms and conditions;
  - ii. does not render the Queensland Government or its authorised representatives liable for any loss that they would not have otherwise been liable for under these terms and conditions; and
  - iii. does not affect any of your obligations to ensure that you and your system comply with all applicable laws and to indemnify the Queensland Government where you are required to by these terms and conditions.

## 9. Forms

### Form A—Application form (to be completed by applicant)

Your eligibility will be determined based on the information that you provide. Please read the eligibility criteria and all material contained in this guideline carefully before you apply. Please make sure you have the latest version of the guideline.

Incomplete applications cannot be processed and will be returned to you without processing. This will delay your application. If you have further questions about the rebate, please call the hotline on **13 GET SOLAR** (13 438 76527) or visit the website at [www.qld.gov.au](http://www.qld.gov.au)

#### Applicant details

Application no. (office use only) \_\_\_\_\_

Title \_\_\_\_\_ First name \_\_\_\_\_ Surname \_\_\_\_\_

#### Installation address

Unit/street no. \_\_\_\_\_ Street name \_\_\_\_\_

Suburb \_\_\_\_\_ Town \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_

#### Postal address (If different from installation address)

Unit/street no. \_\_\_\_\_ Street name \_\_\_\_\_

Suburb \_\_\_\_\_ Town \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_

Phone (home) \_\_\_\_\_ Phone (office) \_\_\_\_\_ Phone (mobile) \_\_\_\_\_

Email \_\_\_\_\_ (If provided, this will be the primary method of contact)

Name of your electricity retailer \_\_\_\_\_ Account no. \_\_\_\_\_

#### Please tick the appropriate box for each question below.

- Is the new system replacing an existing electric storage hot water system?  
 Yes     No—you are not eligible to apply
- Have you previously successfully applied for and received a rebate under the Queensland Government Solar Hot Water Rebate at the nominated address?  
 Yes—you must provide suitable evidence to show that the two systems are connected to separate electricity accounts  
 No
- Have you previously successfully applied for and received a system under the Queensland Solar Hot Water Program at the nominated address?  
 Yes     No
- Have you applied, or will you apply for a rebate from the federal government under its Renewable Energy Bonus Scheme for the system that is the subject of this application?  
 Yes     No
- Are you an Australian citizen or permanent resident aged 18 years or over?  
 Yes     No—you are not eligible to apply
- Is the dwelling a principal place of residence? (A principal place of residence is a privately owned home where an owner or tenant primarily resides—it is not a holiday home.)  
 Yes     No—you are not eligible to apply
- Is the dwelling privately owned? (i.e. it is **not** housing owned by a state or territory government.)  
 Yes     No—you are not eligible to apply

8. Are you the owner or tenant of the dwelling where the new system is to be installed?

- Owner
- Tenant—you should not apply without approval from the owner of the dwelling

9. Is the dwelling strata title (units, townhouses, etc.)?

- Yes—you should not apply without approval from the relevant authority
- No

*(A relevant authority is the body corporate committee, or other authorised entity under the strata title arrangements that apply to the property.)*

10. Is the new system replacing an existing gas, solar or heat pump hot water system?

- Yes—you are not eligible to apply
- No

11. Will the new system be primarily used for heating a swimming pool or spa, or for business-related activities?

- Yes—you are not eligible to apply
- No

12. Are you a holder of one of the following concession cards?

- Centrelink Pension Concession Card
  - Commonwealth Seniors Health Card
  - Centrelink Low Income Health Care Card
  - DVA pensioner concession card  
(**blue only**—orange, white and gold card holders are not eligible).
- Yes—you must complete Form G (Pensioner/low income earner consent)
- No

13. Who did you purchase your new system from? *(Pick the one which best describes your own case.)*

- A supplier who also arranged the installation for you and is a BSA licensed builder
- A supplier who also arranged the installation for you and is a BSA licensed plumber
- A retailer or reseller and you arranged your own installation

## Electronic funds transfer (EFT) details

This information must be completed.

The rebate payment for successful applicants will be made by direct payment. **The payment will only be made into the personal bank account of the applicant.** The rebate is not available as a point of sale discount nor can the retailer, installer or any commercial business apply for the rebate on behalf of their customers.

BSB no. \_\_\_\_\_ Account no. \_\_\_\_\_ Bank \_\_\_\_\_

Account name \_\_\_\_\_ Branch \_\_\_\_\_

*(If you are unsure of your BSB number, please contact the bank where the account is held.)*

If you change your banking details, please inform the Queensland Government on **13 GET SOLAR** (13 438 76527).

## Form B—Applicant declaration

I, \_\_\_\_\_ (*print name in block letters*), certify that:

- I have read and understood each of the information documents (including the terms and conditions, the guideline and the eligibility criteria) and I agree to comply with them; and
- the information which I have provided in support of my application (including information supplied by me in the application form and any annexures which I have attached) is complete, true and correct.

By signing this applicant declaration form, I agree that the terms and conditions and the guideline are legally binding on me and, in consideration of the Queensland Government agreeing to process and consider my application form, create a binding legal agreement between myself and the Queensland Government:

Signature \_\_\_\_\_

Full name (print) \_\_\_\_\_

Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Would you like to receive information on how you can help combat climate change?

- Yes, via  Email or  Post (*please select*)  
 No

## Supporting documentation

You must submit a copy of your final purchase receipt showing the system has been fully paid for or, if subject to a deferred payment plan, documentation proving you have made payments under the plan that are equal to at least the amount of rebate applied for in your application.

The documentation must clearly indicate whether the new system is a solar or heat pump water heater.

Where your application relates to a system at the same home where another system has already been granted a rebate, you will also need to provide suitable evidence (electricity bills etc.) to show that the two systems are connected to separate electricity accounts.

While no other supporting documentation is required to be attached to your application form, the Queensland Government may require you or your contractor(s) to provide further evidence to support your application. These requests may be made any time during the rebate period.

**Form C—System details (to be completed by supplier/retailer on day of purchase)**

Date purchased \_\_\_ / \_\_\_ / \_\_\_      Manufacturer \_\_\_\_\_ Model no. \_\_\_\_\_

Tank serial no. \_\_\_\_\_ Rated capacity (litres) \_\_\_\_\_

Allocated RECs where system is to be installed \_\_\_\_\_

ORER zone \_\_\_\_\_

**Type of system**Technology:       Solar                       Heat pumpConfiguration:       Split                       Close coupled (*collector/evaporator and tank configuration*)*(For solar only)*Booster:               Electric                       GasCollector:             Flat                           Evacuated tubeCollector circuit:     Open                           Closed**Warranty details**

Tank \_\_\_\_\_ Collector \_\_\_\_\_

Refrigeration equipment \_\_\_\_\_ Pump \_\_\_\_\_

Installation and workmanship \_\_\_\_\_

**Cost details**

System price      \$ \_\_\_\_\_                      Installation cost                      \$ \_\_\_\_\_

Regulatory fees    \$ \_\_\_\_\_                      Value of each REC (per REC)      \$ \_\_\_\_\_

**Supplier/retailer details**

Business name \_\_\_\_\_ Phone \_\_\_\_\_

Unit/street no. \_\_\_\_\_ Street name \_\_\_\_\_

Suburb \_\_\_\_\_ Town \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_

ABN \_\_\_\_\_

BSA licence no. \_\_\_\_\_ Name on licence \_\_\_\_\_

*(Required as per the QBSA Act if the supplier has arranged any part of the installation)*

- I certify that I hold all the necessary licenses to supply, and where appropriate, install the system.
- I certify that the information provided by me in this application is truthful and correct.
- I acknowledge and consent to the Queensland Government using and disclosing the information which I provide for the purposes outlined in the important notice (below).

Supplier's/retailer's signature \_\_\_\_\_ Date \_\_\_ / \_\_\_ / \_\_\_

**Important notice**

The *Information Privacy Act 2009* (Queensland) applies to the collection and management of the personal information you provide to the Queensland Government on this form.

The Queensland Government may disclose information which you provide to any regulatory or other body where such disclosure is necessary to ensure that you hold those licenses and approvals which you are required to hold by law in order to quote on and install the named solar water heater.

**Form D—Licensed plumber’s details (to be completed by plumber on or after day of installation)**

Date installed \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Title \_\_\_\_\_ First name \_\_\_\_\_ Surname \_\_\_\_\_

Business name \_\_\_\_\_ ABN \_\_\_\_\_

Email \_\_\_\_\_ Phone (office) \_\_\_\_\_ Phone (mobile) \_\_\_\_\_

Occupational licence no. \_\_\_\_\_

BSA no. \_\_\_\_\_ Name on licence \_\_\_\_\_

*(Required as per the QBSA Act if the applicant has arranged the plumber or if the supplier does not hold a current Plumbing and Drainage BSA license)*

- I certify that the system has replaced an electric storage water heater.
- I certify the system to be fully functional and installation is fully compliant with all relevant laws, government codes, policies, guidelines and industry standards including the current Australian/New Zealand Standards and where an Australian/New Zealand Standard does not exist, any relevant current International Standard (ISO) for which I am responsible, and including building codes and requirements of the Office of the Renewable Energy Regulator.
- I certify that I have lodged all required documents and paid all required lodgement fees associated with the installation of the system.
- I certify that the system is for domestic purposes only (not for non-domestic use or for the heating of a pool, spa or similar purposes).
- I certify that the information provided by me in this application is truthful and correct.
- I acknowledge and consent to the Queensland Government using and disclosing the information I provide for the purposes outlined in the important notice (below).

Plumber’s signature \_\_\_\_\_ Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**Important notice**

The *Information Privacy Act 2009* (Queensland) applies to the collection and management of the personal information you provide to the Queensland Government on this form.

The Queensland Government may disclose information which you provide to any regulatory or other body where such disclosure is necessary to ensure that you hold those licenses and approvals which you are required to hold by law in order to quote on and install the named solar water heater.

**Form E—Licensed gas fitter’s details (to be completed by the installing gas fitter if new system is gas-boosted on or after day of installation)**

Date installed \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Title \_\_\_\_\_ First name \_\_\_\_\_ Surname \_\_\_\_\_

Business name \_\_\_\_\_ ABN \_\_\_\_\_

Email \_\_\_\_\_ Phone (office) \_\_\_\_\_ Phone (mobile) \_\_\_\_\_

Occupational licence no. \_\_\_\_\_

BSA no. \_\_\_\_\_ Name on licence \_\_\_\_\_

*(Required as per the QBSA Act)*

- I certify the system installation is fully compliant with all relevant laws, government codes, policies, guidelines and industry standards including the current Australian/New Zealand Standards and where an Australian/New Zealand Standard does not exist, any relevant current International Standard (ISO) for which I am responsible.
- I certify that I have lodged all required documents and paid all required lodgement fees associated with the installation of the new system.
- I certify that the information provided by me in this application is truthful and correct.
- I acknowledge and consent to the Queensland Government using and disclosing the information I provide for the purposes outlined in the important notice (below).

Gas fitter’s signature \_\_\_\_\_ Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**Important notice**

The *Information Privacy Act 2009* (Queensland) applies to the collection and management of the personal information you provide to the Queensland Government on this form.

The Queensland Government may disclose information which you provide to any regulatory or other body where such disclosure is necessary to ensure that you hold those licenses and approvals which you are required to hold by law in order to quote on and install the named solar water heater.

**Form F—Electrical contractor’s details (to be completed by the installing electrical contractor on or after day of installation)**

Date installed \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Title \_\_\_\_\_ First name \_\_\_\_\_ Surname \_\_\_\_\_

Business name \_\_\_\_\_ ABN \_\_\_\_\_

Email \_\_\_\_\_ Phone (office) \_\_\_\_\_ Phone (mobile) \_\_\_\_\_

Electrical worker’s licence no. \_\_\_\_\_ Name \_\_\_\_\_

Electrical contractor’s licence no. \_\_\_\_\_ Name \_\_\_\_\_

What tariff was the old water heater connected to?  T11  T33  T31

What tariff is the new solar water heater connected to?  T11  T33  T31

- I certify the new system installation is fully compliant with all relevant laws, government codes, policies, guidelines and industry standards including the current Australian/New Zealand Standards and where an Australian/New Zealand Standard does not exist, any relevant current International Standard (ISO) for which I am responsible.
- I certify that a Certificate of Testing and Compliance/Safety has been issued to the applicant for all electrical works associated with the installation of the water heater that is the subject of this application.
- I certify that I have lodged all required documents and paid all required fees associated with the installation of the new system.
- I certify that the information provided by me in this application is truthful and correct.
- I acknowledge and consent to the Queensland Government using and disclosing the information I provide for the purposes outlined in the important notice (below).

Electrical contractor’s signature \_\_\_\_\_ Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**Important notice**

The *Information Privacy Act 2009* (Queensland) applies to the collection and management of the personal information you provide to the Queensland Government on this form.

The Queensland Government may disclose information which you provide to any regulatory or other body where such disclosure is necessary to ensure that you hold those licenses and approvals which you are required to hold by law in order to quote on and install the named solar water heater.

## Form G—Pensioner/low income earner consent (to be completed by applicant where appropriate)

This section must be completed by eligible pensioners and low income earners applying under the rebate. You must be the card holder and must occupy and own or tenant the property this application is for. It is important to note that only one rebate can be claimed per system. The relevant card must be current as at the date shown on the final purchase receipt.

This consent will be used for the sole purpose of authorising Centrelink to provide information to the Queensland Government's Office of Clean Energy to assess your eligibility for the concessional rebate.

The Department of Employment, Economic Development and Innovation (DEEDI) will be required to perform numerous checks to ensure the currency of your pension or concession card to determine your eligibility for the concessional rebate.

### Customer confirmation

I, \_\_\_\_\_ (print name in block letters as shown on your relevant card), authorise Centrelink to confirm with DEEDI the current status of my Commonwealth benefit and other details as they pertain to my concessional entitlement. This involves electronically matching details I have provided to DEEDI in this application with Centrelink or Department of Veterans' Affairs (DVA) records to confirm whether or not I am currently receiving a relevant Centrelink or DVA benefit.

I understand that this consent, once signed, is effective only for the period that I am a participant in the rebate.

I also understand that this consent, which is ongoing, can be revoked any time by giving notice to DEEDI.

I understand that if I withdraw my consent, I may not be eligible for the concessional rebate provided by DEEDI.

Please tick one of the following options:

- Yes—I give consent for the status of my Commonwealth benefit to be confirmed
- No—I do not give consent for the status of my Commonwealth benefit to be confirmed

If you ticked 'No', to be considered as eligible for the concessional rebate, you must provide proof\* from Centrelink or DVA with this application confirming that you are either a:

- Centrelink Pension Concession Card
  - Centrelink Low Income Health Care Card
  - Commonwealth Seniors Health Card
  - DVA Pensioner Concession Card
- (blue only—orange, white and gold card holders are not eligible).

\* A letter from Centrelink or DVA confirming the benefit you are currently receiving is an acceptable form of proof. A photocopy of your Concession or Health Card will not be accepted as proof confirming your Centrelink entitlement.

Please enter your Centrelink or DVA customer reference number (CRN). This number can be found on your Pension Concession Card, Low Income Health Care Card or Commonwealth Seniors Health Card in the form of nine digits followed by a letter (e.g. 123 456 789A) or a Q followed by up to nine digits and/or letters (e.g. Q 123 456 789 or QSS 12345).

Your Centrelink CRN number \_\_\_\_\_ Your DVA number Q \_\_\_\_\_

Your date of birth \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Signature \_\_\_\_\_

A brochure that provides more details about the Centrelink Confirmation eServices is available from Centrelink or on Centrelink's website at [www.centrelink.gov.au](http://www.centrelink.gov.au)

