

Dear Grower Member

It has come to our attention that a percentage of growers throughout the Burdekin district may not be taking advantage or aware of "Drought Relief Assistance" currently available through Ergon Energy. Information on assistance available and how to apply is set out below. Any growers that require help in completion of application form please do not hesitate to contact KCGOL office.

Any assistance approved by Ergon Energy will be automatically backdated by 12 months from date of application form. Assistance includes waiver of Daily Supply Charge on Tariff's 62, 65 & 66 which currently range between \$0.858033 - \$1.891065 (GST inclusive) per day. Growers using tariffs other than 62, 65 & 66 may still be eligible for assistance and are asked to contact Ergon's dedicated drought assistance hotline, 1800 185 750 to assess eligibility. In the case of Tariff 66 drought assistance also includes waiver of "Capacity Charges" resulting in a daily usage charge of \$0.19338 per kWh. For further information or should you have further enquiries please do not hesitate the Ergon Energy hotline.

Local company, Agritech Solutions, specialises in undertaking energy tariff reviews with growers to ensure they are taking advantage of the most appropriate tariff to suit their farming operations. For more information in relation to this service please contact Steve Attard on 0418 155 844 or [steve@agritechsolutions.com.au](mailto:steve@agritechsolutions.com.au).

## **ERGON ENERGY**

If you're a farmer living in a drought affected area, we may be able to help. We offer drought relief in the form of waived charges and deferred payments.

### **Who is eligible for drought relief?**

You can apply to us for drought relief if you:

- are a customer of Ergon Energy Retail
- are a farmer of a property that has been individually drought declared or is within a drought declared area
- have no water to pump or severely restricted access to water
- complete and submit a [Drought Relief application form \(PDF 186.5 kb\)](#).

A declaration of drought must be made under a Queensland Government administrative process.

For more information about drought declarations, visit the [Department of Agriculture, Fisheries and Forestry website](#).

If you're not an Ergon Energy Retail customer, you can apply online through the [Department of Energy and Water Supply](#).

### **What drought relief is available?**

## Waived charges

If you are mainly **using electricity to pump water for farm or irrigation purposes**, we will waive the fixed charges on your account. These include annual fixed charges under Tariff 66, service fees and minimum payments. They don't include minimum demand charges. The waiver will continue until the drought declaration has been revoked.

## Deferred payments

If you are experiencing financial difficulty as a result of the drought, you can defer payments on electricity accounts that are used for farming purposes. The option to defer will continue until the drought declaration has been revoked. When that happens, repayment terms will be arranged on a case-by-case basis.

## How to apply for drought relief?

To apply for drought relief you should:

1. **Complete an application** Download the [drought relief application form \(PDF 186.5 kb\)](#). Attach any required supporting documents.
2. **Submit your request** You can apply by email, fax or post using the instructions provided on the application form.

If you need help completing your application form, please call us on **1800 185 750** (8am - 4.30pm, Mon – Fri).

## How will I know if my application has been successful?

We will endeavour to post you the outcome of your application within five working days from the date we receive your completed application form. Please note: Due to recent Drought Declaration Announcements we are currently receiving a high volume of Drought Relief Applications and are experiencing some delays with processing. We thank you for your understanding.