

Electricity Relief For Households And Businesses Q&A

Tuesday 24 March 2020

Household Utility Assistance Package and power bill relief for small business

Q. What is the Household Utility Assistance Package?

- The Queensland Government is providing a \$300 Million Household Utility Assistance Package to all Queenslanders during the Covid-19 crisis. This is in addition to the Government's Asset Ownership Dividend package, worth \$100 million, and will see households receive a \$200 utility payment to assist with electricity and water bills this year.

Q. What makes up the household utility payment?

- The \$200 utility payment builds on the previously announced \$50 Asset Ownership Dividend and will see households receive another \$50 in electricity bill relief (bringing it to a total of \$100 in electricity bill relief), and a further \$100 towards water bills this year.

Q. How will people receive the payment?

- The entire \$200 utility rebate - for both electricity and water costs - will be provided through the household electricity bill. This is the simplest way to get this money to Queensland households as quickly as possible.

Q. Do people have to do anything?

- No. The amount will be automatically applied to your bill.

Q. How many households will receive the Household Utility Package?

- Around 2 million households across the state.
- The \$200 Household Utility Assistance Package will go to all households. This includes homeowners, tenants, customers who receive an electricity bill from their landlord or body corporate, and customers in communities with card-operated meters.

Q. When will Queenslanders start to receive the utility payment?

- Government is working with retailers to get the payment to households as soon as possible. Depending upon when their bill falls due, customers will begin to see the payment over the coming months.

Q. What about small business?

- The Government is also providing a \$100 Million Power Bill Relief package for small and medium business enterprises, with a \$500 rebate off energy bills.

Q. What businesses will receive the rebate?

- All small businesses who consume less than 100,000 kilowatt hours (kWh) will receive the rebate. This will be automatically applied on business electricity bills.



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Q. What is the Asset Ownership Dividend?

- The Queensland Government previously announced a \$50 Asset Ownership Dividend for Queensland households for the next three years. This package is worth \$100 million. Because Queensland's power assets are publicly owned, Queenslanders are able to share in the dividends.
- The \$300 Million Household Utility Assistance Package provides an extra \$150 for households on top of this, for a total of \$200 in utility relief in 2020.

Q. How is the Queensland Government helping put downward pressure on power prices?

- Public ownership of power assets and the government's clear energy policy are continuing to put downward pressure on power bills.
- Last year a report from the Auditor-General confirmed that the Queensland Government's Powering Queensland and Affordable Energy Plans are working and delivering more stability and lower prices for Queenslanders.
- The report outlined that, in 2018-19, the state government gave back \$1.07 billion to consumers in the form of rebates and subsidies, including funding to support the additional cost of supplying power to regional Queensland.

Q. Will the dividend affect any other rebates/ concessions?

- No. The Asset Ownership Dividend does not affect a household's eligibility for any other Queensland Government energy concessions or rebates.

