



# Energy Debt Waiver Program Application

## Customer / Applicant Details

First Name \_\_\_\_\_

Last Name \_\_\_\_\_

Address \_\_\_\_\_

Suburb \_\_\_\_\_

Postcode \_\_\_\_\_

Date of Birth \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

## Account Details

Account Number/s \_\_\_\_\_

Account Status  Open  Closed

Energy Type  Electricity  Gas

Have government concessions been applied to account?  Yes  No  Not eligible  
<https://services.dffh.vic.gov.au/annual-electricity-concession>

Has applicant applied for a Utility Relief Grant?  Yes  No  Not eligible  
<https://services.dffh.vic.gov.au/utility-relief-grant-scheme>

Is applicant on the best available plan?  Yes  No If unknown please contact Origin on 13 24 61 for assistance

## Waiver Request

Requested Waiver Amount \_\_\_\_\_

Detail key issue affecting Customers'/ \_\_\_\_\_

Applicant's ability to pay current bill/s \_\_\_\_\_



Where the applicant is still residing at the property and has an active account with Origin, does the applicant consent to participate in a free energy consultation with Origin's community partner Uniting to assist in energy use management? For more information see: [Energy Bills - Uniting | Uniting Vic.Tas \(unitingvictas.org.au\)](#)  Yes  No

**Customer / Applicant Authority**

By completing this application form, I consent to The Queen’s Fund providing the information contained in this application to my energy retailer listed in this application.

I understand that

- The Queen’s Fund will assess my application and advise my energy retailer of any amount that has been approved to be waived from my account as listed on this application.
- I will be notified through the community group assisting with my application of the outcome of my application.
- If my account is still active, my energy retailer may contact the agency completing this application to discuss what further assistance they can provide me.
- If I have agreed to participate in a free energy consultation with Uniting, Origin will provide my contact details and billing information to Uniting and Uniting will contact me to arrange the consultation.
- My energy retailer will not provide any account information to The Queen’s Fund unless the debt waiver is unable to be applied (insufficient information or account ineligible).
- This authorization is limited to this application, any future applications will require a new authorization to be provided.

By completing this application, you consent to the energy retailer collecting your personal information so that they can assist with your account. All information collected will be stored in accordance with the energy retailers Privacy Policy. Each retailer’s Privacy Policy tells you what is done with the personal information you’ve provided. It also tells you how to access and correct that information and how complaints can be made about a breach by them of the Australia Privacy Principals, Part IIIA of the Privacy Act or the Credit Reporting Code. The Privacy Policy is available on the website of the energy retailer.

**Customer Details**

Customer’s signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Agency Details**

Referring Agency \_\_\_\_\_

Contact name \_\_\_\_\_

Contact number \_\_\_\_\_

Address \_\_\_\_\_