

Amber Electric Concession Arrangements – Terms and Conditions

1. Introduction

These terms and conditions apply to customers of Amber (Amber Electric Pty Ltd ABN 98 623 603 805) who have provided Concession Details relevant to their electricity account.

These terms and conditions will apply to your Concession Arrangement from the time you enter into an Electricity Supply Contract with Amber.

The terms and conditions below set out **Amber's obligations to you** and how we are allowed to manage your account with your express permission. They also include important **obligations that you must observe** to make sure we can effectively and efficiently manage your account according to applicable laws and regulations.

If you need additional assistance to read or understand these terms and conditions, or any other aspect of your account with Amber, please contact us – see section 7 for **How to Contact Us**.

Capitalised terms in this document can be found in the **Glossary**.

2. New Concession Applications

When you complete a Concession Application and submit it to Amber you agree that:

- (a) you have read and understood the terms and conditions applicable to the application process, or that you have received assistance from another person to help you become familiar with and to understand the terms and conditions applicable to the application process
- (b) these terms and conditions apply to your Concession Arrangement
- (c) the person named in the Concession Application is the Account Holder for the Premises
- (d) you have provided true and accurate information in the Concession Application and that we are able to rely on this information in good faith to put in place your Concession Arrangement
- (e) you give us the Consents set out in section 4 to allow us to process your Concession Application and to manage your Concession Arrangement.

We will work quickly to process your Concession Application. Your Concession Arrangement will start as soon as we are able to verify your eligibility for a Concession Arrangement with the Concession Scheme operating in your area.

3. Transferring to Amber with an existing Concession Arrangement

If you enter into an Electricity Supply Contract with Amber and have a Prior Concession Arrangement in place with another electricity retailer, you agree that:

- (a) the person named in the Prior Concession Arrangement is the Account Holder for the Premises
- (b) the information in the Prior Concession Arrangement is true and accurate and that we are able to rely on this information in good faith to manage your Concession Arrangement
- (c) you give us the Consents set out in section 4 to allow us to transfer your Prior Concession Arrangement to Amber and to have ongoing management of your Concession Arrangement.

We will work quickly to process the transfer of your Prior Concession Arrangement with very little inconvenience to you. Your Concession Arrangement with Amber will start as soon as we are able to verify your eligibility for a Concession Arrangement with the Concession Scheme operating in your area.

4. Your Consents

You give us the following Consents to enable us to process a Concession Application or to transfer a Prior Concession Arrangement, and to manage your ongoing Concession Arrangement with Amber:

- (a) Amber may collect and use the information in your Concession Application or Prior Concession Arrangement, including your name, postcode and Concession Details for the purpose of arranging and ongoing management of your Concession Arrangement.
- (b) Amber may use the Centrelink confirmation eServices portal to perform inquiries with Centrelink and the Department of Veterans' Affairs (if applicable) to:
 - (1) verify your Concession Details
 - (2) determine if you qualify for an electricity concession or rebate
 - (3) confirm the ongoing validity of your eligibility for an electricity concession or rebate.
- (c) Amber is entitled to receive the verification details under section 4(b) issued by the Australian Government Department of Human Services and any other applicable government department or authority, including any personal information applicable to your eligibility for electricity concessions or rebates such as your name, address, Concession Details and status.

You can also get proof of your circumstances and details from the Commonwealth Department of Human Services and provide it to us to enable us to determine your eligibility for a relevant electricity concession or rebate.

You can withdraw the Consents under this section 4 at any time by contacting us or by contacting the Commonwealth Department of Human Services – see **How to Contact Us** in section 7.

If you withdraw the Consents or do not alternatively provide proof of your Concession Details, you may no longer be eligible for a Concession Arrangement with Amber.

5. Changes to these Terms and Conditions

We may need to change these terms and conditions – although we will do what we can to make sure this does not happen often. When we need to change these terms and conditions, we will always do this in a way that fully complies with applicable laws and regulations.

We will give you at least 10 Business Days' notice of any changes. You can terminate your Concession Arrangement if you don't agree to a variation to these terms and conditions. If we don't hear from you, we will assume you have agreed to the new terms and conditions.

6. Glossary

Account Holder means the person who enters into or is a party to an Electricity Supply Contract with Amber. In this contract, we also use "you" and "your" to refer to the Account Holder.

Amber means Amber Electric Pty Ltd (ABN 98 623 603 805). Amber is also referred to as "we" and "us" in this document.

Concession Application means an application to Amber to enter into a Concession Arrangement.

Concession Arrangement means the arrangement that is in place to assist you with payment or reduction of your electricity bills under your Electricity Supply Contract. The details and elements of your Concession Arrangement will depend on your own personal circumstances, the location of your Premises and the types of concessions and other assistance that you are eligible to receive.

Concession Details means the details relating to the concession card and/or veteran's card that you hold, which determines the types of concession assistance you are eligible to receive.

Concession Scheme means the programs operated by each State and Territory government to provide supports and assistance for the benefit of eligible concession card holders or veteran's card holders to help with the costs and management of electricity bills and other costs and expenses.

Electricity Supply Contract means a contract between Amber and a customer for the supply and sale of electricity.

Premises means the supply address to which Amber supplies electricity under an Electricity Supply Contract.

Prior Concession Arrangement means a Concession Arrangement that you had in place with another electricity retailer before you entered into an Electricity Supply Contract with Amber.

7. How to Contact Us

Amber's most up to date contact details are available at amber.com.au/contact.

Phone: 1800 531 907

Email: info@amber.com.au

Here are the contact details for the **Commonwealth Department of Human Services:**

Phone: 132 307

Website: <https://www.servicesaustralia.gov.au/individuals/contact-us>

8. Information about Concessions available in your area

[New South Wales](#)

[Victoria](#)

[South Australia](#)

[Queensland](#)

[Australian Capital Territory](#)