



Centralised Gas Hot Water Service Reimbursement Scheme

APPLICATION FORM

The reimbursement scheme allows eligible head tenants to seek reimbursement for gas usage costs associated with their hot water usage from 22 March 2014 to 22 March 2020.

This application form is for current and former tenants residing in NSW Land and Housing Corporation (LAHC) owned social housing properties who paid gas bills for hot water received via a centralised gas hot water system.

Applicant details

Title	<input type="text"/>		
Mr, Mrs, Ms, Miss, Mx			
Last name or family name	<input type="text"/>		
Given name (s)	<input type="text"/>		
Unit/House number	<input type="text"/>		
Street/Avenue	<input type="text"/>		
Town/Suburb	<input type="text"/>	Postcode	<input type="text"/>
Phone number	<input type="text"/>		
Email address	<input type="text"/>		

Preferred method of contact

Please advise how you would prefer we contact you about your application

Email Post

Claim related address

Unit/House number	<input type="text"/>		
Street/Avenue	<input type="text"/>		
Town/Suburb	<input type="text"/>	Postcode	<input type="text"/>
Start date of tenancy	<input type="text"/>		

Preferred assessment method

Please advise which assessment method you would prefer when determining your reimbursement

By using my bills / accounts

By using a combination of my bills and gas usage data

By using data from your gas network owner

Refer to fact sheet for explanation of assessment methods

Your gas meter number

Please print your DPI (Delivery Point Identifier) number or MIRN (Meter Installation Reference Number) from your gas bill

If you have difficulties understanding English, please contact the All Graduates Interpreting and Translating Service on 1300 652 488. If you have difficulty speaking or hearing, please contact the TTY Service on 133 677 for voice calls or 1300 555 727 for speak and listen calls. These free services will help you to communicate with us.

Gas account statement and/or gas bill details

Name of Gas Provider

Start date of gas account / bills

End date of gas account / bills

Did you receive a government gas rebate?

Yes

No



Please attach copies of all pages of your gas account statement and/gas bills to your application

Note: If you had more than one gas provider during reimbursement period please provide details of the other provider below

Name of Gas Provider

Start date of gas account / bills

End date of gas account / bills

Did you receive a government gas rebate?

Yes

No



Please attach copies of all pages of your gas account statement and/gas bills to your application

Additional information:

If you are unable to obtain copies of complete records of your gas account and/or gas bills from your gas retailer, then your application will still be considered with any reimbursement amount you may be eligible for being based on usage data from your gas network owner from 22 March 2014 to 22 March 2020.

Full name (please print)

Date

Signature

Consent:

By signing this application, I authorise for my gas network distributor, Jemena / Australian Gas Networks Ltd to provide to LAHC the actual gas usage data over the reimbursement period for the claim related address. This gas usage data will be used by LAHC to determine the reimbursement amount.

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The Process

You can make a claim for reimbursement of gas usage costs associated with hot water delivered from a centralised gas hot water system from 22 March 2014 to 22 March 2020. You can lodge a claim via email, by post or in person at your local Housing Office.

ONLINE SUBMISSION (a scanner is required for this option)

Download this application form, complete it, then scan the form and copies of an account statement and/or gas bills from your gas retailer for the reimbursement period along with your identification then email the information to: gasreimbursements@facsnsw.gov.au

POSTAL SUBMISSION

Post the completed and signed application form, and copies of your account statement and/or copies of gas bills from your gas retailer for the reimbursement period along with a copy of your identification to:

Gas Hot Water Reimbursement Scheme
c/o Locked Bag 5022,
PARRAMATTA NSW 2124.

IN PERSON (at your local Housing Office)

Visit your local Housing Office to collect this application form. Fill it out and hand it along with copies of your account statement and/or gas bills from your gas retailer for the reimbursement period and your identification.

Staff at your local Housing Office will scan and email the documents to: gasreimbursements@facsnsw.gov.au and will return the documents to you while you wait.

Eligibility Criteria

You must have been the tenant in a social housing property where a centralised gas hot water system was in use. LAHC will reimburse you for gas hot water usage charges during your tenancy from 22 March 2014 to 22 March 2020.

If you lodge an application from May 2022, you will not receive the full amount.

Unable to submit your gas bills?

If you are unable to obtain copies of complete records of your gas account and/or gas bills from your gas retailer or choose not to submit these records, then your application will still be considered with any reimbursement amount you may be considered eligible for being based on usage data provided by your gas network owner.

What happens next?

We will acknowledge receipt of your application, and advise you of any additional information required to support your claim within 10 business days.

If you are eligible under this scheme, reimbursement claims will be processed within 28 business days of submission of all required documentation to support the claim, other than where further details are required.

You will be advised of the amount of your reimbursement in writing and you will be asked to provide bank details for an Electronic Funds Transfer (EFT) payment to be made. Please ensure that all required fields have been completed prior to submitting the Application Form.

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Terms and Conditions

1. You are only entitled to reimbursement of gas usage in connection with a centralised gas hot water service and will be reimbursed for what you paid for your gas usage. If you have a separate meter which measures your gas usage in connection with a gas stove top or other appliance, you will not be reimbursed for that usage. LAHC will not pay annual gas charges if you had other appliances that used gas at the premises during the reimbursement period.
2. Reimbursement for gas usage is limited to 22 March 2014 – 22 March 2020 (Usage Period).

Lodgement of claims will be open from 1 February 2022. The claim entitlement only relates to gas hot water usage used during the period from 22 March 2014 to 22 March 2020. You are not eligible for reimbursement for gas usage from 23 March 2020 onwards – see clause 36 of the *Residential Tenancies Regulation 2019*.

LAHC will afford applicants a grace period until 1 May 2022 for lodgement. However, with respect to applications lodged after that date, LAHC's offered voluntary extension of its statute of limitations obligations (**see notes below) will be reduced by one month for each month that the claim lodgement is delayed.

3. In making this application, you agree that:
 - a. You understand if you accept any subsequent offer for reimbursement, you will confirm that you forfeit any rights to make further claims in any court or tribunal within NSW for gas usage in connection with a Centralised Gas Hot Water Service at your property from the commencement of your tenancy, whatever that date may be.
 - b. The information you have provided is true and accurate to the best of your knowledge.
 - c. The provision of any false documentation may result in action being taken against you.
 - d. You consent to an officer of either the Department of Planning, Industry and Environment (DPIE) or the Department of Communities and Justice (DCJ) contacting you for further information.
 - e. You are not guaranteed to be reimbursed for the amount which you claim, as an officer of DPIE will review the information you have provided in order to determine your reimbursement amount in accordance with the Reimbursement Scheme's Fact Sheet.
 - f. DCJ and DPIE is subject to the *Privacy and Personal Information Protection Act 1998* and the *Health Records and Information Privacy Act 2002*. Your personal information is being collected to process your application for reimbursement of gas usage. DCJ or DPIE may use your personal information for the purposes of processing your application. DCJ or DPIE will not disclose your personal information without your consent unless authorised by law. Your personal information will be held by DCJ and DPIE.
4. If you do not consider the offer reasonable, a review can be requested in writing but should a final offer not be accepted, claimants may wish to apply to the NSW Civil and Administrative Tribunal for a determination.
5. Lodgement of claims will be open from 1 February 2022. You can claim for gas hot water usage used during the period from 22 March 2014 to 22 March 2020 (Extended Claims Period). You are not eligible for reimbursement for gas hot water usage from 23 March 2020 onwards – see clause 36 of the *Residential Tenancies Regulation 2019*.

This Extended Claims Period will apply from 1 May 2022. Any applications made after that date will be subject to a shorter claims period, which is reduced by one month for each month the claim lodgement is delayed. For example:

- if your application is made on 1 May 2022, the Extended Claims Period is reduced by one month, meaning your claims period is 22 April 2014 to 22 March 2020
- if your application is made on 1 June 2022, the Extended Claims Period is reduced by two months, meaning your claims period is 22 May 2014 to 22 March 2020.

Each periodic amount you claim (eg if you are billed by your gas provider on a monthly or quarterly basis) will be treated as a separate claim amount for the purpose of calculating the claims period.

Note: This Extended Claims Period is longer than the claims period under NSW law, which may only require LAHC to pay your claim if it relates to any gas hot water usage used during the period of six years before your claim is made and not from 23 March 2020 onwards.

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Definitions

Claims – means all proceedings, applications, actions, claims, suits, demands, losses (including, except to the extent otherwise agreed in writing, costs, damages, expenses and liability, including consequential loss, indirect loss, loss of profit, loss of revenue, damages for loss of opportunity and legal costs), which may be brought against, made upon, or incurred by the Agency, the State or their Personnel.

Centralised Gas Hot Water Service (CGHWS) – means a system that supplies hot water to all units within a building/complex and is comprised of:

- a central hot water heater or manifolded bank of multiple hot water heaters
- pump(s) to circulate hot water
- central piping loop throughout the building to circulate hot water
- short lengths of pipes from the central piping loop that supply hot water to each unit
- a master gas meter to measure gas usage of the centralised gas hot water system
- a master water meter to measure water usage of the centralised gas hot water system
- individual hot water meters to measure the amount of hot water used by each dwelling.

Eligible Tenant – means a Head Tenant or Registered Household Member.

Head Tenant – means the person whose name was on the Residential Tenancy Agreement for the social housing premises where the CGHWS was used.

Identification – allows us to confirm who we are making payments to. The acceptable forms of identification include:

- a copy of your driver's licence
- a copy of your passport
- a copy of your Medicare card
- a copy of your Centrelink pensions and benefits card
- a copy of your lease.

Offer – the dollar amount of reimbursement you will receive will be made in writing and will include:

- the amount of reimbursement is inclusive of GST
- the property you lived in during the reimbursement period
- the period for which you are being reimbursed
- the method of calculation of the amount of reimbursement
 - ◊ by gas account/usage bills submitted
 - ◊ by using data from your gas network owner
 - ◊ by a combination of gas account/usage bills and data on gas usage from your gas network owner.

Excluded Items – means fixed supply charges (if other appliances are included), charges for late payments, rebates and payments made by vouchers provided by any Government or charitable body which were used for payment of the gas accounts during the claim period from 22 March 2014 to 22 March 2022.

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