

LEGISLATIVE COUNCIL

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Question without notice

Tuesday, 14 April 2011

Hon Kate Doust to the Minister for Energy

- (1) For each of the periods 1 April 2009 to 31 March 2010 and April 2010 to 31 March 2011, how many referrals to a financial counsellor were made by Synergy?
- (2) Of those Referrals, how many customers were deemed eligible for the hardship utility grant scheme?
- (3) On April 2009, 2010 and 2011 how many of Synergy's customers were being paid a subsidy under the scheme?

The Minister for Energy provided the response to question 1 and I will provide the following answers to question 2 and 3

- (2) For the period 1 April 2010 to 31 March 2011, 6267 HUGS grants were provided to Synergy customers.
- (3) HUGS is not a subsidy and is a one-off payment for a customer experiencing financial hardship. For the month of April 2009, 215 HUGS grants were provided to Synergy customers.

For the month of April 2010, 466 HUGS grants were provided to Synergy customers.

For the period 1 April to March 2011, 6,391 applications were processed for Synergy customers. Of those applications, 6267 grants were approved and 124 were not approved.