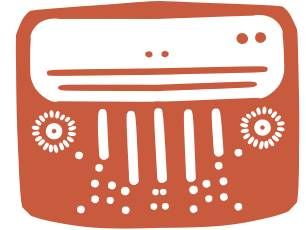


FACT SHEET POWER CARDS

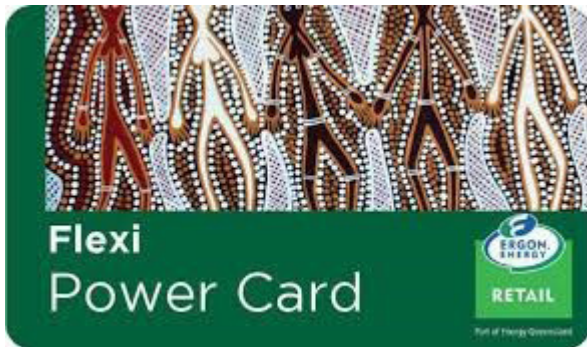


People living in remote communities in regional Queensland use power cards to add credit to their electricity meter.

Power cards are made of plastic, with a smart chip inside for use with card-operated meters. The cards are reusable, so save them and use them again next time you need to add credit to your meter.

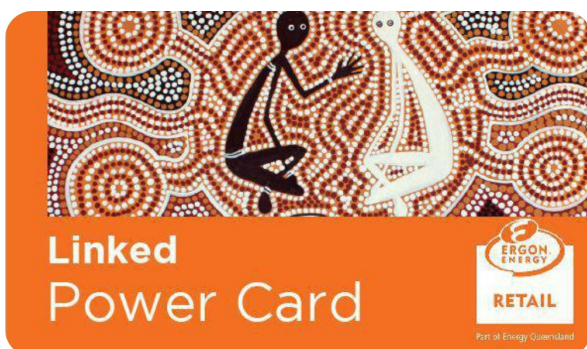
There are 2 types of power cards:

Green Flexi Card



Your green card can be used to add credit to a card meter at any house.

Orange Linked Card



Your orange card is linked to your house. Any government rebates and other credits you may be eligible for are issued to your orange card. The rebate credits can only be used at the meter the orange card is linked to.

Orange linked power card

Electricity rebate

The Queensland government offers financial assistance to assist with the cost of electricity.

- If you're eligible, the rebate is applied through the Orange Power card.
- To get a QLD Government rebate, you will need to apply for that particular rebate when you top up your orange power card, this rebate will be linked to the address for the orange power card. The rebate will then be added on to the orange power card as a lump sum payment.
- Rebates are applied in July, October, January and April of each year.

Cost of Living Rebate

This financial year, customers are eligible for.

- \$1000 lump-sum QLD Govt Cost of Living Rebate applied 1 July 2024
- \$300 Commonwealth Rebate (in \$75 quarterly instalments) - 1st instalment applied 1 July 2024.

If you lose your linked card you can visit the Ergon website [ergon.com.au/powercards](https://www.ergon.com.au/powercards) to request a replacement so you don't miss out on any rebates.



FACT SHEET POWER CARDS

Friendly hours and emergency use

Friendly hours

Monday to Thursday 3-8 pm
& Friday 3pm to Monday 8am

The meter will never disconnect when credit runs out during friendly hours, regardless of Emergency credit being activated or not.

If the emergency credit has been activated and the meter runs out of credit during friendly hours, the meter will disconnect at 8am.

Outside Friendly hours

If your credit runs out between 8am & 3pm, your meter will switch off your power supply.

Your meter display will show "dt" on the left and the amount you need to repay.

All credit used before your power was switched off is a loan that must be paid back when you next add normal credit to the meter.

Emergency Credit

You can access \$15 or less in emergency credit on the meter.

To start using your emergency credit, press the red "A" button.

The meter will show "E" on the right of the display and add the \$15 to your credit balance.

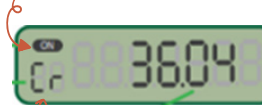
Emergency credit will automatically apply if credit runs out during friendly hours.

NOTE: if the customer has activated emergency credit and has run out of credit, they should check the amount owing on the meter before recharging their power card at an agent to ensure they purchase enough credit to cover the emergency credit and to put the meter in credit which will restore connection.

How to read a card operated meter

Refer to the pictures below which show all the parts of the meter labelled and the meanings of all the codes that are displayed on it.

POWER SUPPLY ON



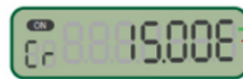
YOU HAVE CREDIT

POWER SUPPLY OFF

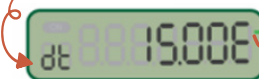


YOU HAVE A DEBT AND MUST PAY BEFORE TOPPING UP WITH CREDIT

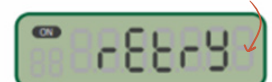
YOU ARE USING EMERGENCY CREDIT



EMERGENCY CREDIT HAS BEEN USED AND YOU NOW OWE \$15.00



RETRY. TAKE YOUR CARD AWAY FOR A FEW SECONDS AND TRY AGAIN



YOUR CARD DOES NOT HAVE ANY CREDIT, YOU NEED TO RECHARGE

