

HARDSHIP UTILITY GRANT SCHEME — APPLICATIONS

**356. Hon PETER COLLIER to the Leader of the House representing the Minister for Community Services:**

In relation to the hardship utility grant scheme, for each month from 1 January 2017 to 30 April 2018, what was —

- (a) the number of inquiries received;
- (b) the number of applications received;
- (c) the number of applications approved;
- (d) the total value of the grants paid; and
- (e) the average value of the grant?

**Hon SUE ELLERY replied:**

I thank the honourable member for some notice of the question.

- (a) The Department of Communities has information only about the applications to the hardship utility grant scheme. Initial contact occurs between customers and utility retailers. Retailers have initial contact with customers and have a responsibility to assist customers who are unable to pay their bills on time by entering into arrangements that support customers' ability to meet their financial obligations. Retailers must also apply their hardship policies before considering HUGS.
- (b)–(e) I table the attached document.

[See paper 1360.]