

HARDSHIP UTILITY GRANT SCHEME — SYNERGY AND HORIZON POWER

401. Hon Dr STEVE THOMAS to the minister representing the Minister for Energy:

- (1) How many residential disconnection notices have been issued for each month from September 2020 to August 2021 inclusive to date?
- (2) How many residential disconnections have occurred for each month from September 2020 to August 2021 inclusive to date?
- (3) What was the number of applications received and hardship utility grant scheme payments made each month from September 2020 to August 2021 inclusive to date?

Hon ALANNAH MacTIERNAN replied:

I thank the member for notice of the question. The following information has been provided to me by the Minister for Energy. The information is substantially set out in tabular form.

I seek leave to have it incorporated into *Hansard*.

[Leave granted for the following material to be incorporated.]

The requested information for Synergy electricity customers is provided in Table 1 below.

Table 1

Month	(1) Residential disconnection notices issued for non-payment	(2) Residential disconnections for non-payment	(3) Hardship Utility Grant Scheme payments made* (count)	(3) Hardship Utility Grant Scheme payments made* (value)
September 2020	0	0	267	\$152,804
October 2020	0	0	535	\$316,058
November 2020	0	0	433	\$258,490
December 2020	0	0	0**	\$ - **
January 2021	0	0	255	\$152,585
February 2021	0	0	103	\$60,194
March 2021	6,464	73	60	\$34,270
April 2021	3,280	597	232	\$136,317
May 2021	4,080	920	473	\$282,104
June 2021	4,805	809	337	\$195,938
July 2021	8,168	578	467	\$262,787
August 2021 (to date)	520	0	267	\$152,804

*Synergy does not assess Hardship Utility Grant Scheme applications, and does not record the number of applications it refers for assessment.

**December 2020 Hardship Utility Grant Scheme payments captured in January 2021.

The requested information for Horizon Power electricity customers is provided in Tables 2 and 3 below.

Table 2

Month	(1) Residential disconnection notices issued for non-payment	(2) Residential disconnections for non-payment
September 2020	0	0
October 2020	0	0
November 2020	0	0
December 2020	0	0
January 2021	0	0
February 2021	0	0
March 2021	0	0
April 2021	173	0
May 2021	1,611	0
June 2021	1,280	288
July 2021	1,404	606
August 2021 (to date)	9	55

Extract from *Hansard*
[COUNCIL — Wednesday, 4 August 2021]
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Hon Dr Steve Thomas; Hon Alannah MacTiernan

Table 3

Month	(3) Hardship Utility Grant Scheme applications received	(3) Hardship Utility Grant Scheme payments made* (count)	(3) Hardship Utility Grant Scheme payments made* (value)
September 2020	31	18	\$15,989
October 2020	38	29	\$23,978
November 2020	20	14	\$9,606
December 2020	17	10	\$8,645
January 2021	23	20	\$17,447
February 2021	22	20	\$16,257
March 2021	44	29	\$23,589
April 2021	26	24	\$21,341
May 2021	55	31	\$19,839
June 2021	83	47	\$45,372
July 2021	85	77	\$55,273
August 2021 (to date)	5	0	\$0

It should be noted that between 2011–12 and 2016–17, under the Liberal National Government, the number of Synergy’s residential customers who had their power disconnected increased by 82.6%.