

# Customer Hardship Policy

## BQSPower — Exempt Seller Hardship Policy for Residential Customers

<b>Business:</b>	BQSPower (trading name of Blue Quality Studios)
<b>ABN:</b>	21 269 363 940
<b>Email:</b>	energy@bqspower.com.au
<b>Phone:</b>	1300 130 653
<b>Doc ref:</b>	BQS-POL-001
<b>Version:</b>	Version 1.0   Effective February 2026

### Our Commitment to You

BQSPower is committed to assisting residential customers who are experiencing genuine hardship. This policy has been developed in accordance with the AER's Exempt Seller Hardship Policy template and Condition 26 of the Retail Exempt Selling Guideline (Version 7, August 2025).

## 1. Purpose and Scope

This policy applies to all residential customers of BQSPower. BQSPower operates as an exempt energy seller supplying electricity through an embedded network. Our aim is to provide fair, compassionate assistance to any customer who is struggling to pay their energy bills due to financial hardship.

## 2. What is Hardship?

Hardship occurs when a customer is experiencing genuine financial difficulty that affects their ability to pay their energy bills. This may include, but is not limited to:

- Sudden loss of employment or significant reduction in income
- Serious illness, injury, or medical emergency affecting the customer or a household member
- Relationship breakdown, separation, or family violence
- Death of a household member or financial dependant
- Natural disaster or other unexpected event causing financial impact
- Low or fixed income with rising cost-of-living pressures

## 3. How to Access Hardship Assistance

Customers experiencing financial hardship, or who believe they may have difficulty paying an upcoming bill, should contact BQSPower as early as possible.

**Contact BQSPower for Hardship Assistance**

Email: [energy@bqspower.com.au](mailto:energy@bqspower.com.au)

Phone: 1300 130 653

We will respond within 5 business days of receiving your request.

You do not need to be in arrears to apply for hardship assistance. Customers are encouraged to contact us before a debt accumulates.

#### 4. Assistance We Will Offer

Once you contact us about hardship, BQSPower will work with you to agree on an appropriate form of assistance. We will provide assistance in a timely manner. Options may include:

- **Payment plans** — an arrangement to pay off existing arrears in instalments at an amount you can afford
- **Payment extensions** — additional time to pay a bill where you are experiencing a short-term difficulty
- **Flexible billing** — adjusting the billing cycle to better align with your income schedule
- **Concessions and rebates** — assistance in identifying and applying for government concessions, rebates, or energy relief payments you may be entitled to
- **Reduced supply arrangements** — discussing your usage and identifying opportunities to reduce your energy consumption and bills

BQSPower will not disconnect a residential customer's energy supply while they are on an agreed hardship arrangement and meeting their obligations under that arrangement.

#### 5. Our Commitments to You

- We will treat all hardship enquiries with sensitivity, dignity, and confidentiality.
- We will assess your situation fairly and respond promptly.
- We will not discriminate against customers who have accessed hardship assistance in the past.
- We will not require you to prove hardship with documentation unless reasonably necessary, and we will never require medical certificates or legal documents as a precondition to receiving assistance.
- We will proactively identify customers who may be experiencing hardship and offer to discuss assistance options.
- We will not add to financial difficulty through late payment fees or charges while a hardship arrangement is in place.

#### 6. If We Cannot Help

If BQSPower determines that a customer is not eligible for hardship assistance under this policy, we will provide you with the reasons for that decision in writing and advise you of your right to contact the Energy and Water Ombudsman Queensland (EWOQ).

**Energy and Water Ombudsman Queensland (EWOQ)**

Phone: 1800 662 837 (free call)

Website: [www.ewoq.com.au](http://www.ewoq.com.au)

Post: PO Box 3640, South Brisbane QLD 4101

EWOQ is a free, independent dispute resolution service for residential energy customers.

## 7. Life Support Customers

If you or someone in your household relies on life support equipment (such as a dialysis machine, oxygen concentrator, or similar device), please notify BQSPower immediately. BQSPower will not disconnect supply to a customer who requires life support equipment. We will work with you to ensure continuity of supply regardless of payment status.

## 8. Government Concessions and Rebates

Queensland residents may be eligible for assistance including:

- **Queensland Government Cost of Living Rebate** — automatically applied to eligible households
- **Electricity Rebate (formerly QHEC)** — for eligible concession card holders
- **Medical Cooling and Heating Electricity Concession Scheme** — for customers with eligible medical conditions requiring temperature regulation
- **Home Energy Emergency Assistance Scheme (HEEAS)** — emergency electricity bill relief (contact 13 QGOV / 13 74 68)

BQSPower will assist customers to access these concessions where applicable. Contact us and we will help identify what you may be entitled to.

## 9. Reviewing This Policy

This policy will be reviewed annually and updated as required to remain consistent with the AER's Retail Exempt Selling Guideline and any changes to Queensland legislation or regulations. Customers may request a copy of this policy at any time by contacting BQSPower.

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*This policy is published in accordance with Condition 26 of the AER Retail Exempt Selling Guideline (Version 7, August 2025). BQSPower is a registrable exempt seller operating embedded networks in Queensland.*