

Weipa Business and Residential COVID-19 Relief

Frequently Asked Questions

Rates

What information do I need to provide to be able to get rate payment adjustment?

You have to complete the “Weipa Town Authority and Rio Tinto Weipa COVID-19 Relief Application” form and provide the evidence as requested.

Can I stop/postpone my payments if I am on an agreed payment plan already.

No. However if you need to change the amount you are paying on your previously agreed payment plan please contact WTA to discuss.

Given that rates will be payable in November, after a period of economic uncertainty, Christmas will be financially strained for my family if I have to pay then.

You can request a payment plan as per our normal account recovery process. Please contact WTA to discuss this.

What is the length of payment plans that I can sign up for?

This is dependent on individual circumstances and will be discussed once you lodge your application.

Water

Is this water charge different to what is already charged on my rates invoice?

Yes, this is an excess water charge in excess of the average daily allowance of 4.95kl.

What is the date of the water charges that are coming out?

It is for water used from August 2019 to February 2020.

Can I go on a payment plan for this charge?

You can request a payment plan as per our normal account recovery process. Please contact WTA to discuss this.

I will have no income in August if the current restrictions are in place, can I get an extension?

This is dependent on individual circumstances and will be discussed once you lodge your application.

Commercial Rents

What information do I need to provide to be able to get rent relief?

You have to complete the “Weipa Town Authority and Rio Tinto Weipa COVID-19 Relief Application” form and provide the evidence as requested.

Will my information be kept private as it is financial confidential information?

In accordance with Weipa Town Authority (WTA) and Rio Tinto Privacy and Data Usage Policy the information collected will be considered personal and the intended recipients will be the WTA, Rio Tinto and Sodexo Officers. All information will be treated with the highest of confidentiality and managed with strict confidence. The provided information is necessary to enable a reasonable and fair assessment of your application. The personal information you provide on this form is being collected by WTA and RT Weipa for assessment of your hardship application. If you choose not to provide the requested information, we may not be able to assist you. You have rights in relation to your personal data. More information about data privacy at Rio Tinto can be found in the Rio Tinto Data Privacy Standard, which is available from the Rio Tinto website.

Can I get a mixture of 100% relief moving to 50% relief as restrictions are lifted and my business starts up again?

This will be assessed on individual circumstances and reviewed regularly until the COVID situation resolves, however at this stage the relief is being offered for six months.

When will the relief start from? Will I get an adjusted invoice from Sodexo?

- It will commence from 18th March 2020.
- Yes, you will get an adjusted invoice from Sodexo.

Will the term of my agreement (Sublease, License or Commercial Tenancy Agreement) be extended by six months?

No, the end date of your agreement will remain the same.

Do I have to maintain conditions of my agreement, i.e. public liability insurance etc.?

Yes, you must meet all other obligations outlined in your agreement, including the need to have the necessary insurances in place at all times

If I am on a current payment plan do I have to adhere to it (for past debt)?

Yes. However, if you need to change the amount you are paying on your previously agreed payment plan please contact weipaproperty@ifms.sodexo.com

I have heard of a business applying for relief but am aware they are still operating.

Not all businesses will close due to the COVID-19 restrictions, some will still qualify for relief due to severely curtailed operations or other valid reasons. All applications are assessed on a case by case basis and reviewed regularly to ensure the intent of the relief package is met.

What if six months assistance is not enough and my business is still not operating?

This will be dependent on individual circumstances and the length of time the Government's COVID-19 restrictions remain in place for. All applications will be reviewed regularly.

Electricity

Can the \$100 or \$500 be received as cash?

No it will only be paid as a credit to your electricity account.

Why don't Rio Tinto employees get the \$100 subsidy?

RTA employees already receive an electricity subsidy to their accounts. This subsidy is designed to assist those households in Weipa who do not work for Rio Tinto.

Can I stop / postpone my payments if I am on an agreed payment plan already?

No. However, if you need to change the amount you are paying on your previously agreed payment plan please contact electricity.weipa@ifms.sodexo.com

If my partner have lost employment and we can no longer afford our bills, what do I do?

You can request a payment plan as per our normal account recovery process. Please contact Sodexo at electricity.weipa@ifms.sodexo.com to discuss this.

My partner has lost employment but I work for Rio Tinto. My partner's lost income has affected our household income, so how come we can't get \$100 credit?

RTA employees already receive an electricity subsidy to their accounts. This subsidy is designed to assist those households in Weipa who do not work for Rio Tinto.

What happens if my employment with Rio Tinto ends, or my partner takes my electricity account into their name, do we get the credit?

- No. The subsidy payment for residential and business accounts will only apply to active accounts on each tariff as at 18th March 2020.
- If you are having trouble with your electricity bills, you can request a payment plan as per our normal account recovery process. Please contact Sodexo at electricity.weipa@ifms.sodexo.com to discuss this.

Do I still get the credit if I have an electricity debt I need to pay?

Yes, you will still receive the credit. However, the credit will come off your debt amount i.e. your debt owed will be reduced by \$100 for residential debt and \$500 for business debt.

The subsidy is not enough for me, I need more assistance with my electricity bills.

Please contact electricity.weipa@ifms.sodexo.com to request a payment plan or make an application for Hardship Assistance. You will be required to provide evidence to support your application and each application will be considered on a case by case basis. There is no guarantee you will qualify for further Hardship Assistance.

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