

Real help. Right now.



\$100 Power Saving Bonus: Community Outreach Program

Over-the-phone and in-person support for concession card holders to apply for the \$100 Power Saving Bonus is available through our Community Outreach Program.

The \$100 Power Saving Bonus

The Power Saving Bonus is a \$100 payment providing real help to address the cost of living and drive down energy bills for Victorians in need. Victorian households with an eligible concession card can visit the Victorian Energy Compare website – compare.energy.vic.gov.au – to apply online or apply through the Community Outreach Program.

Community Outreach Program

Concession card holders who need assistance to apply for the \$100 payment can receive over-the-phone or in-person support via the Community Outreach Program.

Eligible households can call 1800 000 832 to apply for their \$100 Power Saving Bonus over the phone or be connected with a participating community outreach partner in their area.

Eligibility Requirements

To be eligible, households will need to:

- Have a recent residential electricity bill
- Hold one of the following concession cards:
 - Health Care Card
 - Pensioner Concession Card
 - Veterans' Affairs Pensioner Concession Card
 - Veterans' Affairs Gold Card.

Only one payment per household is available.



To apply for the \$100 Power Saving Bonus, visit compare.energy.vic.gov.au or apply over the phone or in-person through the Community Outreach Program.



How it works

1. Check you are eligible for the \$100 Power Saving Bonus.
2. Get the following documents ready:
 - a copy of a recent electricity bill
 - an eligible concession card
 - your driver licence or Medicare card*You'll need to provide information from these documents to confirm your identity and eligibility.
3. Contact one of the community organisations listed on this page to apply over the phone or in-person.
4. If your application is approved, we'll send you \$100.

Eligible concession cards



*Immicard and Australian Visa also accepted

Need help applying for your \$100 payment?

Phone support:

Victorian Energy Compare helpline – 1800 000 832

The Victorian Energy Compare helpline assists Victorian businesses and households to use the Victorian Energy Compare website to find the best energy deal for them. The helpline also provides information and advice on the \$100 Power Saving Bonus including direct assistance for eligible households to apply over the phone.

In-person support:

Neighbourhood Houses Victoria – find a participating centre near you by calling 1800 000 832 or visiting compare.energy.vic.gov.au/psb-outreach

Neighbourhood Houses are local community-based organisations staffed by dedicated volunteers which offer a range of social, educational, recreational and support activities, for people of all ages, abilities and backgrounds.

Having trouble paying your energy bills?

The Energy Assistance Program is a free over-the-phone service delivered in partnership with **Anglicare Victoria** that can help you save money on energy bills. The program is available to low income households or those having trouble paying their energy bills.

The program can provide one-on-one help to:

- apply for eligible concessions and grants
- access your retailer's hardship programs
- find, compare and switch to better energy offers
- understand energy bills and address billing errors
- save energy at home
- access services like financial counselling.



To get help with your energy bills, call **1800 161 215** Monday to Friday 9am – 5pm (except public holidays).



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