

# Real help. Right now.

\$100 Power Saving Bonus  
Stakeholder Pack



Current as at September 2025

# Introduction

From 25 August 2025, eligible concession card households in Victoria can claim their \$100 Power Saving Bonus by visiting the Victorian Energy Compare website at [compare.energy.vic.gov.au](https://compare.energy.vic.gov.au) and submitting an application.

Eligible households can also get support to apply for their Power Saving Bonus, including online, in-person or over the phone.

The Victorian Government has developed resources in multiple languages with information about how eligible concession card households can apply for their \$100 Power Saving Bonus and get support if they need it.

We are asking for your support to share this information widely through your networks and local communities.





# How to use this pack

The Victorian Government is delivering real help, right now with a \$100 Power Saving Bonus for eligible concession card households.

You can help us spread the word by sharing the materials in this stakeholder kit with your community either in-person or through your social media channels.

In this pack, you will find key messages, social media content, printable resources including factsheets, how to apply guides, poster and postcard, and Frequently Asked Questions (FAQs).

You can also encourage other organisations and community leaders to visit [www.energy.vic.gov.au/households/\\$100-power-saving-bonus-community-materials](http://www.energy.vic.gov.au/households/$100-power-saving-bonus-community-materials) to download this stakeholder pack.

For enquiries, email: [psb.support@deeca.vic.gov.au](mailto:psb.support@deeca.vic.gov.au)

## Contents

<b>About the Power Saving Bonus and Victorian Energy Compare</b>	<b>4</b>
Key messages	4
What is Victorian Energy Compare?	4
Who is eligible for the \$100 Power Saving Bonus?	4
How it works	4
<b>Campaign assets</b>	<b>5</b>
Social media content	6
Promotional poster and postcard	7
Factsheets	8
Translated factsheets	9
'How to apply' and FAQs – Detailed guides	10

# About the Power Saving Bonus and Victorian Energy Compare

## Key messages

- The Victorian Government is delivering real help, right now with a \$100 Power Saving Bonus for eligible concession card households to help with energy bills.
- Eligible households can now access the \$100 Power Saving Bonus via the Victorian Energy Compare website at [compare.energy.vic.gov.au](https://compare.energy.vic.gov.au) or through a participating community organisation.
- If you have received a Power Saving Bonus in previous years, you can receive it again this year, as long as you hold an eligible concession card. One payment is available per household.
- Call the VEC helpline on **1800 000 832** if you need support to access your \$100 Power Saving Bonus.

## What is Victorian Energy Compare?

The Victorian Energy Compare website is a government-run energy comparison site, that is free, independent and easy to use.

Energy customers can always check that they're on the best available energy offer at the Victorian Energy Compare website.

Visit [compare.energy.vic.gov.au](https://compare.energy.vic.gov.au)

## Who is eligible for the \$100 Power Saving Bonus?

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

One payment is available per household.

Eligible households can access the \$100 Power Saving Bonus via the Victorian Energy Compare website or through a participating community organisation.

## How it works

1. Go to [compare.energy.vic.gov.au](https://compare.energy.vic.gov.au)
2. Check you are an eligible concession card holder
3. Apply for your \$100 Power Saving Bonus
4. Compare energy prices using the Victorian Energy Compare website
5. \$100 is paid as a one-off payment to your nominated bank account



Visit [compare.energy.vic.gov.au](https://compare.energy.vic.gov.au)

# Campaign assets



## Social media content

Use and share these Victorian Government 'Real Help. Right Now' social media tiles and content on your channels to promote the \$100 Power Saving Bonus.

Social tiles are available in 1:1 and 9:16 formats.

### Social post 1

Concession card households can now claim the Victorian Government's \$100 Power Saving Bonus ⚡

If you have one of the following eligible concession cards, your household can now claim a \$100 payment simply by comparing energy offers through the Victorian Energy Compare website.

- Health Care card
- Pensioner Concession card
- Veterans' Affairs Pensioner Concession card
- Veterans' Affairs Gold card

Visit [compare.energy.vic.gov.au](https://compare.energy.vic.gov.au) to claim your bonus.

### Social post 2

Did you know you can get help to claim the Victorian Government's \$100 Power Saving Bonus? ⚡

If you have an eligible concession card, your household can now claim the \$100 payment online, in-person or over the phone.

🖥️ Apply online at [compare.energy.vic.gov.au](https://compare.energy.vic.gov.au)

📞 Get help over the phone by calling the VEC helpline on 1800 000 832

👥 Get in-person support through the Community Outreach Program

For more information on the Community Outreach Program, visit [compare.energy.vic.gov.au/psb-outreach](https://compare.energy.vic.gov.au/psb-outreach)

And for more information on the Power Saving Bonus, eligibility and ways to save money on your energy bills, visit [www.energy.vic.gov.au/households/help-paying-your-energy-bills](https://www.energy.vic.gov.au/households/help-paying-your-energy-bills)

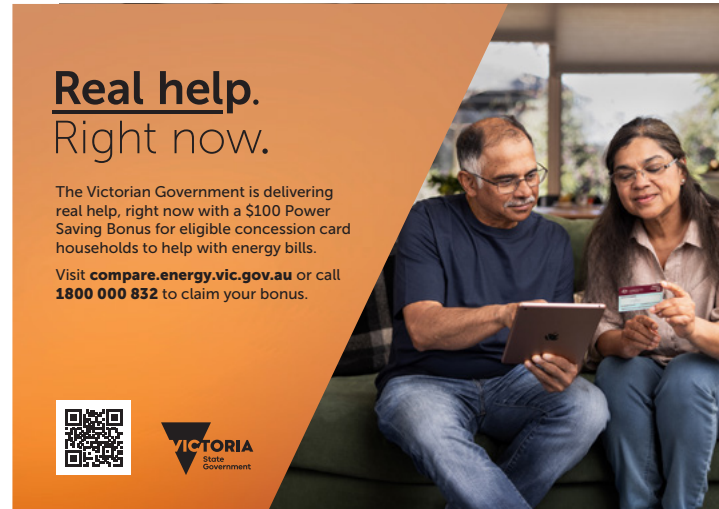
**Download social tiles (.zip)**



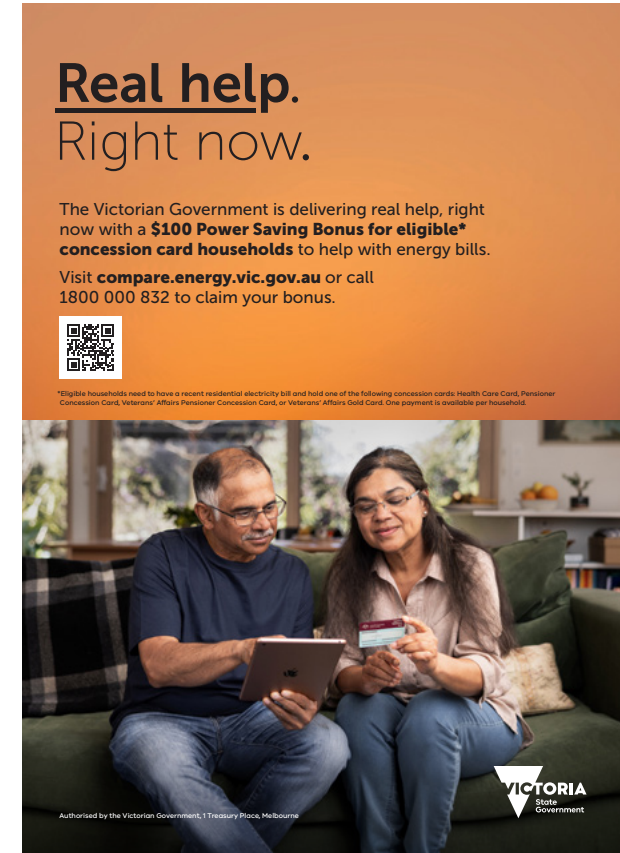


## Promotional poster and postcard

Download, print and share this promotional poster and postcard with your local community to promote the \$100 Power Saving Bonus to eligible concession card households.



Postcard



A4 poster

[Download poster and postcard \(.zip\)](#) 

# Factsheets

Download, print and share these factsheets with your local community.

The factsheets include information about:

- Eligibility and how to apply for the \$100 Power Saving Bonus
- How to get support through the Community Outreach Program
- Other ways to save money and take control of your energy bills.

Real help.  
Right now.



### \$100 Power Saving Bonus: How to apply

Providing real cost of living help to Victorians who need it most.

The Victorian Government is providing real help to address the cost of living and drive down energy bills for Victorians in need, with a new \$100 Power Saving Bonus.

From 26 August 2025, eligible concession card holders can apply for the Bonus by visiting the Victorian Energy Compare website, and checking there on the best energy offer.

Victorian Energy Compare is a free and independent government-run website that makes it easy to compare electricity, gas and solar offers. By using the website to regularly check and switch energy plans, Victorians can save significantly on their energy costs.

You don't need to switch to a different energy plan to qualify for the \$100 Power Saving Bonus. Just use the website to compare available plans – it's quick, easy, and could help you find a better deal.

**The \$100 Power Saving Bonus**

The \$100 Power Saving Bonus is a one-off payment designed to help eligible households manage energy bills and ease cost of living pressures.

By using the Victorian Energy Compare website to apply, you may discover new savings – and receive a \$100 Bonus when you do it.

**Eligibility**

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.

**How to apply**


To apply, visit the Victorian Energy Compare website: [www.vicenergy.gov.au](https://www.vicenergy.gov.au) or reply over the phone **1800 000 832** or in-person through a participating Neighbourhood House.

VICTORIAN ENERGY COMPARE

VICTORIA GOVERNMENT

How to apply

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: [www.vicenergy.gov.au](https://www.vicenergy.gov.au) to apply online or reply 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.



**How to apply**


To apply for the \$100 Power Saving Bonus, visit [www.vicenergy.gov.au](https://www.vicenergy.gov.au) or apply over the phone or in-person through the Community Outreach Program.

VICTORIAN ENERGY COMPARE

VICTORIA GOVERNMENT

Community Outreach Program

Real help.  
Right now.



### Help with your energy bills

If you are having trouble paying your energy bill, there are rules which mean your energy company must let you know what help is available.

Visit [www.vicenergy.gov.au/households/save-energy-and-money](https://www.vicenergy.gov.au/households/save-energy-and-money)

**Payment Difficulty Framework**

Victoria's Payment Difficulty Framework is the nation's strongest protection regime for households having trouble paying their bills.

Under this framework, energy companies **must** work with you to help you manage your energy costs and avoid disconnection. While engaging with and receiving assistance from your energy company you cannot have your electricity or gas disconnected for non-payment or be pursued for debt.

**If you have less than \$25 owing on your bill, you can call your energy company to set up:**


- an extension of the due date
- a payment plan – with regular/irregular instalments
- partial payment before the bill is due.

**If you have \$25 or more owing on your bill:**

- you can repay the amount owed over 2 years (bills also paying for usage)
- the amount owed can be put on hold for at least six months, while you pay for less than you use

**Your energy company must also tell you about the following help available:**

- government grants and concessions
- potential review of your contract to reduce ongoing costs and provide you with the best energy offer available
- practical advice to reduce your energy usage



VICTORIAN ENERGY COMPARE

VICTORIA GOVERNMENT

Help with your energy bills

Real help.  
Right now.



### Save energy and money

**Quick wins to save money on your energy bills**

**Find your best energy offer**

Check you are on the best energy plan at [www.vicenergy.gov.au](https://www.vicenergy.gov.au). On average, people who visit the Victorian Energy Compare website to compare plans were able to save \$40 by switching to the best priced energy offer.

Visit [www.vicenergy.gov.au](https://www.vicenergy.gov.au)

**Use an in-home display to monitor your energy use**

Smart meters can help you to understand and manage your energy use and costs. In-home displays make it possible for you to monitor and check your household energy use.

**Practical tips to help you save energy and money at home**

**Use your reverse cycle air conditioner to heat your home**

The easiest and most cost-effective saving you can make is to use your reverse cycle air conditioner to heat your home – it's much cheaper than your gas heater, or other forms of heating. Make sure your system is set to the sun and the fan turns are on.

**Manage your heating and cooling**

When using your heater, only heat the rooms you are using and close doors and curtains to keep the warm air in. Set your heater to between 18-20 degrees – every degree higher than this can add around 10% to your gas or electricity bill.

**Switch off lights and electrical appliances when you don't use them**

Turn electric devices off at the power point – up to 10% of your household's electricity can be used by electronic devices on standby.

**Save energy in the home**

Your fridge is one of your most expensive appliances to run – keep your fridge set to between 4-5 degrees and your freezer between minus 15-18 degrees. If you have a second fridge or freezer, only turn it on when you need it.

Use the economy cycle on your dishwasher and the cold water setting on your washing machine – and make sure they're full before running a cycle.

**Make the most of your solar energy**

If you have rooftop solar, make the most of your electricity by using it during the day when the sun is shining, reducing the need to buy energy from your retailer at night.

VICTORIAN ENERGY COMPARE

VICTORIA GOVERNMENT

Save energy and money

Download all factsheets (.zip)





# Translated factsheets

To support promotion amongst culturally and linguistically diverse communities, the ‘How to apply’ and ‘Community Outreach Program’ factsheets are available to download in 22 languages.

Available in  
22 languages



## Download in 22 languages:

**Translated ‘How to Apply’ factsheets (.zip)** 

**Translated ‘Community Outreach’ factsheets (.zip)** 

**Real help.  
Right now.**



**\$100 Power Saving Bonus:  
How to apply**

Providing real cost of living help to Victorians who need it most.

The Victorian Government is providing real help to address the cost of living and drive down energy bills for Victorians in need, with a new \$100 Power Saving Bonus.

From 29 August 2023, eligible concession card holders can apply for the Bonus by visiting the Victorian Energy Compare website, and checking in on the best energy offer.

Victorian Energy Compare is a free and independent government-run website that makes it easy to compare electricity, gas and solar energy plans. By using the website to regularly check which energy plans, Victorians can save money on their energy costs.

If you don't need to switch to a different energy plan, you can still qualify for the \$100 Power Saving Bonus. Just use the website to compare available energy plans. It's quick, easy, and could help you find a better deal.

**The \$100 Power Saving Bonus**

The \$100 Power Saving Bonus is a one-off payment designed to help eligible households manage energy bills and ease cost of living pressures.

By using the Victorian Energy Compare website to apply you may discover new savings - and receive a \$100 Bonus while you do it.

**Eligibility**


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.

**How to apply**

To apply, visit the Victorian Energy Compare website: [compare.energy.vic.gov.au](https://compare.energy.vic.gov.au) or apply over the phone **1800 000 832** or in-person through a participating Neighbourhood House.



**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](https://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.



Translated ‘How to apply’ factsheets

Translated ‘Community Outreach Program’ factsheets

# Detailed guides – ‘How to apply’ and FAQs

You can download, print and use these resources when helping your community to claim their \$100 Power Saving Bonus.

## ‘How to apply’

A detailed step-by-step guide on how to apply for the Power Saving Bonus via the Victorian Energy Compare website.

## FAQs

Additional support if you need it with some common questions and answers about the \$100 Power Saving Bonus.

Download guide and FAQs (.zip)



### \$100 Power Saving Bonus for eligible concession card households

Visit [compare.energy.vic.gov.au](https://compare.energy.vic.gov.au) to apply

**Real help. Right now.**

#### How to apply

**Step 1 – Click the ‘Submit a \$100 Power Saving Bonus application’ button**

On the home page of the Victorian Energy Compare website, there is a yellow ribbon at the top of the page that says ‘\$100 Power Saving Bonus’. Click on this to get started.

**Step 2 –Terms and conditions**

Read through and scroll to the very bottom of the program terms and conditions. Once you have done this, you will be able to tick the box that states, ‘I have read and agree to the terms and conditions.’ Once you have ticked this box, the ‘Next’ button will turn green. Click on ‘Next’ to proceed.

**Step 3 – Upload your PDF electricity bill**


You will need to upload a copy of your electricity bill. The easiest way to do this is by uploading an original PDF copy of your latest electricity bill.

This PDF will need to be from your retailer and not a scanned copy or a photo. If you have a PDF, please click on ‘Upload a PDF bill’. If you don’t have a PDF bill, please see Step 4.

**Step 4 – Enter your bill details manually**

If you do not have an original PDF copy of your bill, please click ‘Enter the information manually’. You will be asked to enter information from your electricity account. This information can be found on your electricity bill. If you cannot find this information, please contact your retailer.

OFFICIAL



Energy, Environment and Climate Action

How to apply (detailed guide)

### FAQs – \$100 Power Saving Bonus for eligible concession card households

**Real help. Right now.**

#### Overview

**What is the \$100 Power Saving Bonus program?**

The Power Saving Bonus program provides a payment of \$100 for eligible Victorian concession card households to ease cost-of-living pressures and encourages Victorians to compare their household energy prices and save money.

**How can Victorian households apply for the \$100 Power Saving Bonus?**

Eligible concession card holders in Victoria can submit an application for the \$100 Power Saving Bonus through the Victorian Energy Compare website ([compare.energy.vic.gov.au](https://compare.energy.vic.gov.au)).

**What support is available to help me submit my application?**

If you need help to apply, the following support options may be able to help.

- Friends and family members:** If someone you know has a computer with access to the internet, ask if you can visit them and use it to access Victorian Energy Compare.
- Phone support:** You can call 1800 000 832 to receive general support and assistance with the Victorian Energy Compare website and Power Saving Bonus program. If you don’t have internet or computer access, the helpline will also support you to submit an application over the phone.
- In-person support:** You can drop in to a participating local Neighbourhood House centre for more information.

**Is this different from the Federal Government’s Energy Bill Relief Fund?**

The \$100 Power Saving Bonus is in addition to the Commonwealth’s Energy Bill Relief Fund.

The Commonwealth Government has extended the Energy Bill Relief initiative, providing up to \$150 in additional energy bill rebates to Australian households and eligible small businesses from 1 July 2025.

In most cases, these Energy Bill Relief Fund rebates will be automatically applied to your electricity bill in two \$75 quarterly instalments. Most customers do not need to take any action to receive the rebates.

**When does the \$100 Power Saving Bonus program open for applications?**

Applications for the \$100 Power Saving Bonus program will open on 25 August 2025.

**Can more than one person per household apply for the \$100 Power Saving Bonus?**

No, only one \$100 Power Saving Bonus is available per household.

**Can households apply for the \$100 Power Saving Bonus more than once?**

No, only one \$100 Power Saving Bonus is available per household.


**Can households apply for the \$100 Power Saving Bonus for electricity then another \$100 Bonus for gas?**

No, only one \$100 Power Saving Bonus is available per household.

**Can households that received payments in previous rounds of the Power Saving Bonus program apply for the current round?**

Yes. Households that received payments under previous rounds of the Power Saving Bonus program are eligible to apply again, provided they meet the eligibility criteria for the current \$100 Power Saving Bonus.

OFFICIAL



Energy, Environment and Climate Action

FAQs

# Thank you

For enquiries, email: [psb.support@deeca.vic.gov.au](mailto:psb.support@deeca.vic.gov.au)