

Energy concessions

Ensure you're receiving your energy concessions if you have a concession card and live in an embedded network



Cheaper energy bills for concession card holders

If you have a **Health Care Card, Pension Concession Card, or Veteran Affairs Gold Card** you have the right to get cheaper electricity and gas. If you don't have one of these three concession cards, you cannot claim energy concessions.

Concession card holders who live in embedded networks or use non-mains sources of energy for heating, cooking and hot water are eligible for non-mains energy concessions. Embedded networks are private electricity networks that serve multiple premises like apartments, caravan parks and retirement homes.

Non-main sources of energy eligible for a concession include:

- electricity accessed via an embedded network
- liquefied petroleum gas (LPG)
- firewood for domestic heating, cooking or hot water
- heating oil
- generator fuel.

To receive the non-mains energy concession you need to apply through the Department of Families, Fairness and Housing each year. The rebate amount is based on the total amount paid. A separate rebate is available for each energy source used.

Concession card examples



Health Care Card



Pension Concession Card



Veterans Affairs Gold Card

How to apply for the non-mains energy concession

What you'll need:

Make sure you have:

- Copies of your paid energy invoices or receipts
- Your concession card.

How to apply:

Call the Concessions Information Line on 1800 658 521. They will explain the application process and send you a Non-Mains Energy Concession form to fill out and send back. If your application is approved you'll receive the payment in your bank account.

Non-Mains Utility Relief Grant

If you cannot pay your energy bills, you may be able to get a Non-Mains Utility Relief Grant. This is a \$650 payment to help pay unpaid bills. The grant is available for concession card holders that are experiencing financial difficulty. To apply for the grant, phone the DFFH Concessions Information Line on **1800 658 521**.

Need help with getting your energy concession?

Phone **1800 161 215** to get free one-on-one support through the Victorian Government's Energy Assistance Program. Visit www.energy.vic.gov.au/for-households/energy-assistance-program