

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

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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).

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.



Energy,
Environment
and Climate Action

What is the Power Saving Bonus program?

The Power Saving Bonus is an initiative designed to provide real cost-of-living help to Victorians, while encouraging them to compare energy offers and save money by switching to a cheaper energy plan by using the Victorian Energy Compare website.

There have been four rounds of the Power Saving Bonus program, delivered between July 2018 and March 2023.

- **Round 1: \$50 Power Saving Bonus (1 July 2018 – 30 June 2020)**
Provided a \$50 payment for eligible Victorian households.
- **Round 2: \$250 Power Saving Bonus (1 February 2021 – 30 June 2022)**
Provided a \$250 payment for eligible Victorian concession card households.
- **Round 3: \$250 Power Saving Bonus (1 July 2022 – 23 March 2023)**
Provided a \$250 payment for eligible Victorian households.
- **Round 4: \$250 Power Saving Bonus (24 March 2023 – 31 August 2023)**
Provided an additional \$250 payment for all Victorian households.

All previous rounds of the Power Saving Bonus program are closed for new applications.

Any enquiries about the Power Saving Bonus should be directed to [**psb.support@deeca.vic.gov.au**](mailto:psb.support@deeca.vic.gov.au)

Eligibility

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

To be eligible for the \$100 Power Saving Bonus, Victorian households 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.

My concession card is not listed in the eligibility criteria. Am I eligible?

If you hold a card that is not listed in the eligibility criteria such as a Commonwealth Seniors Health Card or Victorian Veterans Card, you are not eligible for the \$100 Power Saving Bonus. You must hold one of the listed concession cards to be eligible for the program.

If I have a concession card that is not listed in the program's eligibility criteria, how do I know if I am eligible?

If you do not hold one of the specific concession cards listed in the program's eligibility criteria, it is likely that you are not eligible for the \$100 Power Saving Bonus payment. If you would like to check the eligibility of a specific concession that is not listed, you can contact [**psb.support@deeca.vic.gov.au**](mailto:psb.support@deeca.vic.gov.au)

A member of my household has an eligible concession card. Can I apply on my household's behalf?

No, the application needs to come from the person who receives an eligible concession benefit (Centrelink Pensioner Concession Card, Health Care Card, Pensioner Concession Card or DVA Gold Card).

I have an eligible concession card but my household's energy account is not in my name. Am I eligible to apply for the \$100 Power Saving Bonus?

Yes. Applicants with an eligible concession card can apply for the \$100 Bonus irrespective of whether they are the energy account holder. You will still need to provide a copy of your electricity bill or provide details from your bill to confirm you are a Victorian residential energy consumer.

What if I'm a renter?

If you rent and meet the eligibility requirements, then you can apply for the \$100 Power Saving Bonus.

Can permanent residents of other accommodation such as retirement villages and caravan parks apply for the \$100 Power Saving Bonus?

It will depend on the circumstances and if the eligibility requirements can be met. If you hold an eligible concession card and have an energy account with a matching address, then you will be able to receive the Bonus.

What if I'm a small business owner?

Small businesses are not eligible for the \$100 Power Saving Bonus. To be eligible for the \$100 Power Saving Bonus you must be a Victorian residential energy consumer.

I am off the grid and do not have a residential energy account, am I eligible?

No, households that are off the grid and do not have a residential energy account are not eligible. To be eligible for the \$100 Power Saving Bonus you must be a Victorian residential energy consumer.

Can I apply for the \$100 Power Saving Bonus if I live in an embedded network?

Yes. If you are an eligible concession card holder living in an embedded network and have an electricity account, you are eligible to apply for the \$100 Power Saving Bonus.

Can I apply for the \$100 Bonus twice if I have moved?

No. If you have previously applied for the \$100 Bonus you are ineligible to reapply.

Documentation Requirements

What will I need to provide to apply for the Bonus?

To apply for the Bonus, you must provide the following documentation:

- **Electricity bill:** Applicants must provide evidence that they are a Victorian residential energy consumer by providing a copy of their household electricity bill. The applicant is not required to be the account holder named on the electricity bill.
- **Centrelink CRN:** Applicants must provide evidence they have an active eligible concession card by providing their Centrelink Customer Reference Number (CRN). The applicant's residential address associated with the CRN must match the service address listed on the electricity bill.
- **A form of ID:** Applicants must also provide an identity document for verification purposes.

What happens if I can't provide a PDF of my electricity bill?

If you are experiencing difficulties uploading your PDF bill, you will need to be sure to upload a Native PDF.

What is a Native PDF?

- A Native PDF File is generated initially from your retailer and emailed directly to you. It's the original unmodified PDF (digital) copy you receive.
- A Native PDF is not a scanned paper bill, or a photo of a paper bill.

If you do not have a Native PDF or you are having issues uploading your bill, the easiest way to apply is by entering your bill details manually. Please choose the option 'I don't have a PDF bill' and enter the details manually.

Can I apply using my gas bill?

No. To submit an application, you must enter the information from your residential electricity bill.

What if I don't know my NMI?

If you have a NMI it will be stated on your electricity bill. Your NMI (National Metering Identifier) is a 10- or 11-digit number, which can usually be found at the top of the second page of your electricity bill. If you cannot locate it, you will need to either contact your current retailer or distributor to find out this information.

I can't find the required information on my electricity bill.

If you have an original PDF (digital) copy of your electricity bill you can upload it during the application process, and we'll complete these sections for you.

If you only have a paper-based copy of your bill and you can't find the required information, you can seek support to apply at a participating Neighbourhood House, by calling 1800 000 832 or by sending an email to psb.support@deeca.vic.gov.au.

What if I don't know my Centrelink Customer Reference Number (CRN)?

If you have a Centrelink CRN, it will be listed on your concession card (e.g. Health Care Card or Pension Concession Card) or in your online myGov account. If you cannot locate it, you will need to contact Centrelink to find out this information.

Application Process

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

Eligible concession card households in Victoria can submit an application for the \$100 Power Saving Bonus through the Victorian Energy Compare website (compare.energy.vic.gov.au), or through a participating community organisation.

Can I apply on behalf of a friend or family member?

Friends or family can assist eligible applicants to apply if they need help to submit their application, though applicants must be present at the time of applying and accept the program's terms and conditions prior to submission.

What can I do to make the application process as easy as possible?

When you visit the website to submit your application, there are a few things you need to make the application process as easy as possible, including:

- Making sure you have a copy of a recent electricity bill
- Making sure you know your 'NMI' number (this can be located on your bill and is typically a 10- or 11-digit number)
- Making sure you know the card number for your Pensioner Concession Card, Health Care Card or Department of Veterans' Affairs Gold Card
- Making sure you have a copy of your identity document such as a license, Medicare card or passport

I cannot find my address when I try to apply online.

If you are unable to find and select your service address when applying online, you can seek support to apply at a participating Neighbourhood House, by calling 1800 000 832 or by sending an email to psb.support@deeca.vic.gov.au and someone will get in touch with you about your application.

Will I be able to use Victorian Energy Compare on my mobile and apply for the bonus?

Victorian Energy Compare is compatible on all platforms, including tablets and mobiles, however it works best using a desktop computer. To apply for the \$100 Power Saving Bonus, you may need to upload supporting documents which may only be accessible using a desktop computer.

What if the website is unavailable?

If you visit the website and the online application process is unavailable for any reason, please be aware that the program runs until 31 March 2026 and applications can be submitted any time during that period. Eligible households will be able to get the bonus at any time through the duration of the program.

What happens after I submit my application?

After you complete your submission, your application will be reviewed. If all the information provided in your application meets the requirements of the program, you will receive another email approximately 10 days later confirming your application has been approved. If the information provided in your application does not meet the requirements of the program, or there is information missing, you will receive an email with further information about the status of your application.

How long will it take before I receive further information about the status of my application?

You should receive an update on your application within 10 business days of submission.

I submitted an online application more than 2 weeks ago and haven't received an update.

If you haven't received an update yet your application more than likely has been identified as requiring additional review. This may be because we need further information to confirm your eligibility (e.g. a copy of your electricity bill or concession card).

If you haven't received an update on your application within 10 business days of submitting your application, please email psb.support@deeca.vic.gov.au.

I submitted an online application less than 2 weeks ago and haven't received an update

Applications that are less than 2 weeks old may not have been assessed yet. If you haven't received an update on your application within 20 business days of submitting your application, please email psb.support@deeca.vic.gov.au.

Payment

How long does it take to receive the \$100 Power Saving Bonus?

If you elected to receive the payment via Electronic Fund Transfer (EFT), you should receive the payment within 2-3 weeks of submission if you meet the eligibility and documentation requirements.

Cheque payments will take a little longer to process but should be received within 4-6 weeks if you meet the eligibility and documentation requirements.

Incomplete applications may take longer to process and pay.

If you haven't received your \$100 Bonus within these timeframes you can contact Victorian Energy Compare by emailing psb.support@deeca.vic.gov.au.

How will the \$100 Power Saving Bonus be paid?

The \$100 Power Saving Bonus will be paid via Electronic Fund Transfer (EFT) or by cheque. In certain circumstances, it may be necessary for your payment to be made via bank cheque.

Can I receive my payment by cheque instead of EFT?

Yes. When you submit your application online, you will be able to choose between receiving your payment via EFT or cheque. If you choose EFT you should receive your \$100 payment within 10 business days of receiving email confirmation. If you choose cheque, you should receive your \$100 payment within 4-6 weeks of receiving email confirmation.

Support

I need help to apply for the \$100 Power Saving Bonus.

If you need help applying for the Power Saving Bonus application, the below support options are available:

- **Friends and family members:** If someone you know has a computer with 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 into a local Neighbourhood House centre for more information.
- **Community based support:** Support may be available through libraries, council support services or local community groups.
- **Email:** You can email our support team and they can help you navigate the online application process. They can be contacted at psb.support@deeca.vic.gov.au.

What additional support is available to households having difficulties paying their energy bills?

In addition to the \$100 Power Saving Bonus for eligible concession card households, people who are having trouble paying their energy bills can access the Energy Assistance Program – a free over the phone support service. To speak to an energy advocate, call 1800 161 215 Monday to Friday, 9am to 5pm (except public holidays).

I need an interpreter.

If you need assistance, please contact Translating and Interpreting Service (TIS) for help with translating and interpreting. Contact TIS National on 131 450 or visit www.tisnational.gov.au.

Privacy

How will I know my details won't get used for something else?

When applying for the \$100 Bonus you will be asked to provide certain information to confirm your eligibility. Any personal information you provide will only be used for these purposes and will be held and used in accordance with the Victorian Energy Compare website's privacy statement, which is located at <https://compare.energy.vic.gov.au/privacy>.

What will you do with the concession card details I provide?

Information you provide about your concession card will only be used for the purpose of assessing your Power Saving Bonus application. As part of that assessment, DEECA will be sharing your concession card details with Centrelink/Services Australia for the purpose of validating the information you have provided. Your use of Victorian Energy Compare and the Power Saving Bonus is governed by the Victorian Energy Compare website's privacy statement, which is located at <https://compare.energy.vic.gov.au/privacy>.

Enquiries and feedback

I want to submit an enquiry.

All enquiries can be submitted to our support team at psb.support@deeca.vic.gov.au.

I want to provide feedback.

Victorian Energy Compare values feedback. If you wish to provide feedback, please use the form located at <https://compare.energy.vic.gov.au/feedback>.

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