

\$100 Power Saving Bonus for eligible concession card households

Real help.
Right now.

Visit compare.energy.vic.gov.au to apply

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.

Submit a \$100 Power Saving Bonus application

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.

Terms and conditions

Please read and scroll to the bottom to proceed

The Department of Energy, Environment and Climate Action (DEECA) collects and protects your personal information in accordance with section 67AB of the Electricity Industry Act 2000 (Vic), the Power Saving Bonus Program Guidelines, and the Privacy and Data Protection Act 2014 (Vic). Use of the Victorian Energy Compare service is governed by the Privacy Statement for this website, located at <https://compare.energy.vic.gov.au/privacy>.

Eligibility

To access the \$100 Power Saving Bonus, households must:

☒ I have read and agree to the terms and conditions.

Next →

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.

Confirm your energy service details

To confirm you are a Victorian electricity consumer, please provide information from your electricity bill or invoice.

Upload a PDF Bill Enter the information manually ⓘ

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.**

Retailer

Retailer*
This field is required ⓘ

Service Address

Service Address*
This field is required ⓘ

NMI

NMI*
This field is required ⓘ

Account Name

Account Name*
This field is required ⓘ

Account Number

Account Number*
This field is required ⓘ

Email

Email*
This field is required ⓘ

Email (confirm)

Email (confirm)*
This field is required ⓘ

Phone Number

Phone Number*
This field is required ⓘ

Step 5 – Getting your energy profile

After completing the energy account information, you will need to provide information about your household's electricity profile and consumption.

Your energy profile

Please provide information about your household's electricity profile and consumption, to help us:

- Generate your energy profile
- Prepare your list of available electricity offers
- Validate your Power Saving Bonus application


Have you been at your address for the last 12 months?

This will help us generate your energy profile. Depending on whether you have been at your address for the last 12 months, you may be required to describe the average energy consumption level of your household.

After you have entered your energy profile, please read the **'Collection Statement'**. If you agree to the collection statement, tick the box that states, **'I have read and agree to the collection statement'**. The **'Next'** button will then turn green.

Collection Statement

By agreeing to the collection statement and providing your NMI, we can retrieve your smart meter data and provide you with more accurate results.

 Powered by

The Department of Environment, Land, Water and Planning (DELWP) is committed to protecting personal information provided by you in accordance with the principles of the Victorian privacy laws.

The information you provide will be used to determine the energy offers available to you.

The information you provide may be made available to Australian Energy Market Operator (AEMO) in order to retrieve your smart meter data on your behalf.

This information is being collected in accordance with the Privacy and Data Protection Act 2014.

☒ I have read and agree to the collection statement.

Step 6 – Confirm your concession details

After entering your energy account information, you will need to enter your concession details including your card type and Centrelink Reference Number (CRN).

You can select your concession card type from the drop-down options. Enter your name as it appears on your concession card.

Concession card details

To confirm your concession, please provide your details.

Concession Card Type

Step 7 – Consent for data sharing

Read and scroll to the bottom of the **'Consent for data sharing'** box. If you consent, tick the box **'I consent to Services Australia to provide the Centrelink / DVA details to DEECA'**. The **'Next'** button will then turn green.

Consent for data sharing

Please read and scroll to the bottom to proceed

I authorise:

- The Department of Energy, Environment and Climate Action (DEECA) to use Centrelink Confirmation eServices to perform a Centrelink enquiry of my Centrelink/DVA customer details and concession card status to enable DEECA to determine if I qualify for the \$100 Power Saving Bonus program.
- Services Australia (the agency) to provide the results of that enquiry to DEECA.

I understand that:

☒ I consent to Services Australia to provide the Centrelink/DVA details to DEECA.

Step 8 – Payment details

Please nominate your preferred payment method. Once your application is approved, your payment will be made using your nominated payment method. There are two options: **Electronic Funds Transfer (EFT)** or a **Bank Cheque**.

Payment details

Please nominate your preferred payment method for the Power Saving Bonus payment. Once your application is approved, your payment will be made using your nominated method.

Preferred payment method

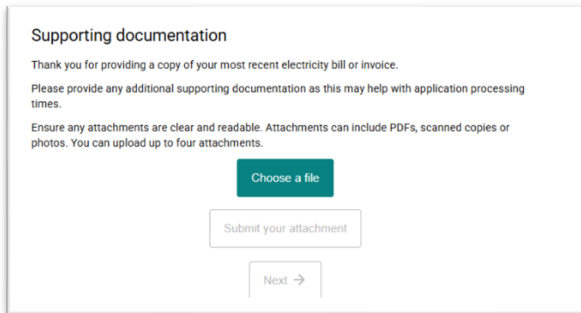
Step 9 – Review and confirm details

Review your application details, then tick the box **'I confirm the details above are correct and that I am authorised to provide them'**.

Then click the **'Confirm'** button.

Step 10 – Supporting Documentation

Upload your electricity bill to support your application. Click on '**Choose a file**', select the file and click '**Submit your attachment**'. Repeat for each attachment. The box will turn green when uploaded correctly. You can upload up to four attachments.

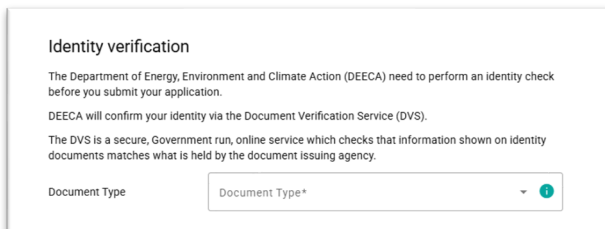


The screenshot shows a form titled "Supporting documentation". It contains the following text: "Thank you for providing a copy of your most recent electricity bill or invoice. Please provide any additional supporting documentation as this may help with application processing times. Ensure any attachments are clear and readable. Attachments can include PDFs, scanned copies or photos. You can upload up to four attachments." Below the text are three buttons: "Choose a file" (green), "Submit your attachment" (grey), and "Next →" (grey).

Step 11 – Identity Verification

Read through the identity verification information and select a document type to verify.

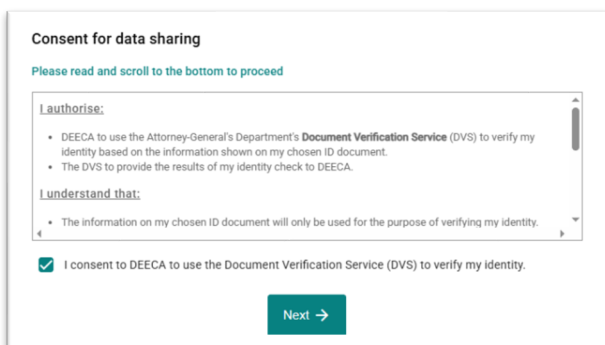
Proceed to populate the details of your chosen ID type.



The screenshot shows a form titled "Identity verification". It contains the following text: "The Department of Energy, Environment and Climate Action (DEECA) need to perform an identity check before you submit your application. DEECA will confirm your identity via the Document Verification Service (DVS). The DVS is a secure, Government run, online service which checks that information shown on identity documents matches what is held by the document issuing agency." Below the text is a dropdown menu labeled "Document Type" with a "Document Type*" option selected.

Read through and scroll to the very bottom of the consent for data sharing. Once you have done this, you will be able to tick the box that states, '**I consent to DEECA to use the Document Verification Service (DVS) to verify my identity.**'

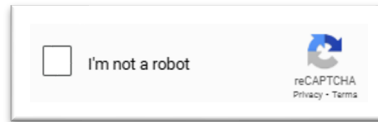
Once you have ticked this box, the 'Next' button will turn green. Click on '**Next**' to proceed.



The screenshot shows a form titled "Consent for data sharing". It contains the following text: "Please read and scroll to the bottom to proceed". Below this is a scrollable area with two sections: "I authorise:" and "I understand that:". The "I authorise:" section contains two bullet points: "DEECA to use the Attorney-General's Department's Document Verification Service (DVS) to verify my identity based on the information shown on my chosen ID document." and "The DVS to provide the results of my identity check to DEECA." The "I understand that:" section contains one bullet point: "The information on my chosen ID document will only be used for the purpose of verifying my identity." Below the scrollable area is a checkbox labeled "I consent to DEECA to use the Document Verification Service (DVS) to verify my identity." which is checked. At the bottom is a green "Next →" button.

Step 12 – Verification

Tick the box 'I'm not a robot'. Follow any instructions that appear.



The screenshot shows a reCAPTCHA verification screen. It contains a checkbox labeled "I'm not a robot" and a reCAPTCHA logo with links for "Privacy" and "Terms".

Step 13 – Application complete

Your application has been submitted. Please record your customer reference number. You will also receive a confirmation email with this information.

Please note – in some cases, you may receive an email asking for additional information to process your application.

For further assistance contact:

psb.support@deeca.vic.gov.au

Help to apply

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 the internet, ask if you can visit them and use it to access compare.energy.vic.gov.au.

Community based support

Support may be available through libraries, council support services or local community groups.

Phone support & in person support

You can call 1800 000 832 to receive assistance to apply over the phone or visit a participating **Neighbourhood House** in your area to receive in person support.

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



More information can be found at
compare.energy.vic.gov.au/psb-faq

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