

# Concessions Victoria

## Are you eligible for an energy concession?

The Government of Victoria's Department for Human Services offers a variety of concessions and benefits to assist low income Victorians with energy accounts. If you have a relevant concession card, you may be eligible for one of the following concessions:

### Annual electricity concession

Provides concession cardholders a 17.5% discount off household electricity bills all year round.

### Excess electricity concession

If your annual electricity costs are more than you expected, you may be able to claim a concession if you have a relevant concession card.

### Excess gas concession

If your winter gas bill is more than you expected, you may be able to claim a concession if you have a relevant concession card.

### Winter gas concession

Provides a 17.5% discount off mains gas on usage from 1 May to 31 October of each year.

### Service to property charge concession

Provides a reduction on the supply charge for concession households with low energy consumption.

### Non-mains energy concession

An annual rebate for eligible cardholders who use LPG for domestic heating or cooking, and/or are individually metered for electricity but who pay a caravan park or accommodation proprietor.

### Medical cooling concession

Provides a 17.5% discount off electricity costs over a six month period from 1 November to 30 April for concession cardholders with multiple sclerosis and other qualifying medical conditions such as Parkinson's, motor neurone disease, scleroderma and lupus. With the introduction of the new Annual Electricity Concession, recipients of the medical cooling concession now receive a combined discount of 35% off electricity bills effective 1 March 2011.

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## **Controlled load electricity concession**

Provides a 13% reduction on the controlled load electricity costs on all quarterly electricity bills.

## **Life support machine electricity concession**

Provides a quarterly rebate on electricity bills where a cardholder or member of cardholder's household uses certain life support machines, such as an oxygen concentrator or haemodialysis machine.

## **Electricity transfer fee waiver**

Provides a full waiver of the fee that is normally payable to the electricity retailers when there is a change of occupancy at a property.

## **Utility Relief Grant Scheme (URGS)**

Relief grants for paying overdue energy bills are available to low-income Victorians experiencing unexpected hardship. The grant provides help to pay a mains electricity or gas bill that is overdue due to a temporary financial crisis. The amount of the grant is based on the amount owing at the time of application, and is capped at a maximum of \$650. You can apply for separate grants for each utility (electricity and gas). A grant can only be provided once every two years per utility type.

Source: Department of Human Services More information on eligibility for and entitlement to the concessions can be found at [www.dhs.vic.gov.au/concessions](http://www.dhs.vic.gov.au/concessions) or alternatively you can call the Department for Human Services Concessions Information Line on 1800 658 521.