

Concessions South Australia

Are you eligible for an energy concession?

The Government of South Australia's Department of Human Services provides a range of concessions, including a concession of up to \$223.01 per year on your household energy accounts. You may be eligible for a concession on your energy if:

- you are a pensioner and hold a Pension Concession Card or a Department of Veterans' Affairs Gold Card (TPI, EDA or War Widow);
- you hold a Centrelink Health Care Card (including a low income health care card);
- you hold a Commonwealth Seniors Health Care Card; or
- you receive an eligible Centrelink allowance.

In addition, the address for which you are claiming the concession must be your principal place of residence.

However, you may not be eligible if you live with anyone who has an income of more than \$3,000 per year, unless they are a spouse, domestic partner or dependant, or they receive an allowance from Centrelink or the Department of Veterans' Affairs.

Are you eligible for a medical heating and cooling concession?

From 1 July 2018, the State Government introduced a new medical heating and cooling concession of \$223.01 per annum. It's available to eligible applicants in addition to the current energy concession of \$223.01 per annum. It's available to people who have a medical condition that causes them to suffer from heat intolerance or an inability to self-regulate their body temperature, including Multiple Sclerosis or Parkinson's disease.

Eligibility criteria are the same as for the current energy concession, as shown above. However, applicants must also provide certification from their registered health professional that they require medical heating and cooling because of their medical condition. The medical heating and cooling concession is available on the applicant's principal place of residence only.

How to apply for a concession?

If you think you're eligible and currently not signed up, you need to apply directly to the Department of Human Services. Their details are provided below.

Phone: ConcessionsSA Hotline 1800 307 758, or if you have a hearing or speech impairment, use the Department of Human Services text telephone service on TTS 08 8226 6789.

Web: www.sa.gov.au/concessions

Email: concessions@sa.gov.au

What to do if you already receive an energy concession

Making sure your concession detail's transfer to Alinta Energy can be done in one simple phone call. Simply call the Department of Human Services ConcessionsSA Hotline on 1800 307 758 (free call).

You will need to advise them of your new Alinta Energy electricity reference number and the period of your first electricity account from us that it will cover. Please wait until you receive your first account before calling, as the Department of Human Services will need details from it. This waiting period will not impact your concession.