

Concessions and Grants



Information about Victorian electricity, gas and water concessions and grants

→ Do you have a concession card? You may be eligible for concessions on your electricity, gas and water bills. This fact sheet explains some of the different types of concessions that are available.

Important Concession Information

- Concessions can reduce your bills. But you must give your concession card details to your energy company for a concession to be applied and re-contact the company when your card expires.
- The concession card name must match the account holder name.
- Concessions can be backdated 12 months if they've not been applied to your energy or water bill.
- The Victorian Department of Health and Human Services (DHHS) energy and water concessions are in the table below.

Appearance of different concession cards:



Centrelink
Pensioner
Concession Card



Veterans' Affairs
Pensioner
Concession Card



Centrelink
Health Care
Card



Veterans' Affairs
Gold Card
For All



Veterans' Affairs
Gold Card
War Widow







Veterans' Affairs
Gold Card
TPI



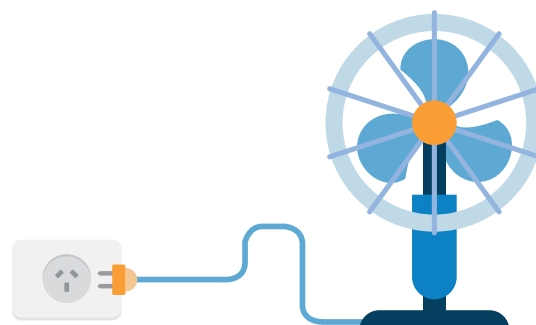
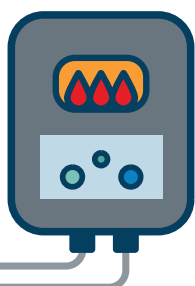
Veterans' Affairs
Gold Card
POW & EDA

All below concessions are available to customers who hold a Health Care Card, Pensioner Concessions card or Veterans' Affairs Gold Card.

CONCESSION TYPE	BENEFIT	HOW TO APPLY	IMPORTANT INFORMATION
 Annual Electricity Concession (AEC)	17.5% reduction on electricity bills all year	Contact electricity company	Does not apply to the first \$171.60 of eligible electricity bill
 Winter Gas Concession (WGC)	17.5% reduction on mains gas bills from 1 May to 31 October each year	Contact gas company	Does not apply to the first \$62.40 of an eligible winter gas bill
 Excess Energy Concession (EEC)	17.5% off usage and service costs, where the bill is more than: <ul style="list-style-type: none"> • \$2,890.45 for electricity • \$1,587.82 for gas (1 May and 31 October) 	Contact energy company or DHHS Concessions Information Line (CIL) on 1800 658 521	Life Support Concession and/or the Medical Cooling Concession recipients are automatically eligible after submitting a form.
 Life Support Concessions	Discount on electricity and/or water bills for eligible life support machine use	Contact the energy or water company or DHHS CIL on 1800 658 521	



CONCESSION TYPE	BENEFIT	HOW TO APPLY	IMPORTANT INFORMATION
Utility Relief Grant (URGS) and Non-mains Utility Relief Grant (NURGS) 	For temporary affordability issues (within last 12 months) and customers at risk of disconnection or restriction. You can receive a maximum of \$650 over a two-year period - for each utility (or \$1,300 if you only have electricity at home).	Contact the energy, water or LPG company or DHHS (for NURGS) CIL on 1800 658 521	No concession card? You may still receive a Utility Relief Grant (URGS) and Non-mains Utility Relief Grant (NURGS) if part of a low-income household. NURGS applies to non-mains sources e.g. carted water, firewood (for households with no other form of heating) and heating oil
Medical Cooling Concession 	17.5% reduction off summer electricity costs (1 November to 30 April) for qualifying medical conditions including: <ul style="list-style-type: none"> multiple sclerosis, lymphoedema, Parkinson’s disease, fibromyalgia, post-polio syndrome/poliomyelitis, motor neurone disease 	Contact the energy company, DHHS CIL on 1800 658 521	This is in addition to the AEC
Controlled Load Electricity Concession 	13% reduction on the controlled load usage charges on electricity bills all year.	Contact electricity company.	Controlled load - separately metered electric hot water or slab heating.
Service-to-Property Charge Concession 	Reduces the service-to-property charges for electricity on every bill, for households with low electricity consumption	Contact energy company	Applies if electricity used is less than the service to property charge Calculated before solar credits are deducted
Electricity Transfer Fee Waiver Concession 	Full waiver of electricity transfer fee - when you move house	Contact electricity company	
Water Sewerage Concession 	50% reduction off water and sewerage charges up to an annual maximum - \$328.90 for 2019-20 Where single service (e.g. water only) is billed, 50% off water charges up to a maximum of \$164.45	Contact water company	
Non-mains water concession (carted water rebate) 	Helps customers who use non-mains water, for example: <ul style="list-style-type: none"> carted water where a billing agent or embedded network supplies water Concessions for 2019–20 are: <ul style="list-style-type: none"> \$123 for costs \$172 to \$492.99 \$246 for costs \$493 to \$986.99 \$369 for costs \$987 and above. 	Contact DHHS CIL on 1800 658 521	



FOR FURTHER INFORMATION:

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Post: GPO Box 469, Melbourne, Victoria 3001
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