



Concessions:
what are you
entitled to?



Supported by





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There are many reasons why we're lucky to live in Victoria, including the number of concessions on offer.

However, there are so many to remember it can be hard to keep track, which is why we put together this handy guide.

By following these prompts you'll be able to help your client assess their concession eligibility, and hopefully get their energy bills as low as they can go.

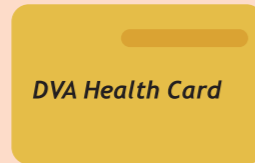
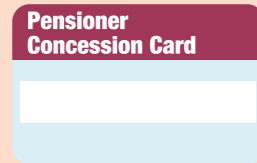
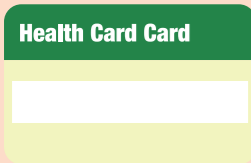
Does your client need any assistance paying their energy bill?

Yes

The Utility Relief Grant Scheme helps pay up to \$1,300 of unpaid electricity and gas bills, every two years. Call the energy company to apply for the grant.



Does your client have one of these cards?



No

Search for "Human services concession cards" to find out if your client is eligible to receive a card.

Yes

Save 17.5% on electricity bills with the Annual Electricity Concession.



Does your client have gas?

Yes

Save 17.5% on winter gas bills with the Winter Gas Concession.

Is your client moving house?

Yes

Get electricity connected for free with the Transfer Fee Waiver.



Does your client have slab heating or off-peak hot water?

Yes

Get an extra 13% off off-peak electricity usage with the Controlled Load Concession.



Does your client need to use their air-conditioner in the summer due to an illness such as Multiple Sclerosis or Motor Neurone Disease?

Yes

The Medical Cooling Concession will save them 17.5% on electricity. Call your client's energy company and ask for an application form.

Does your client use life support equipment in their home?

Yes

Get support with the costs associated with running this equipment – e.g. dialysis machine, oxygen concentrator. This is the Life Support Concession – call your client's energy company for an application form.



Does your client use bottled gas or firewood to help heat their home?

Yes

There is a Non-Mains Energy Concession available to refund some of these costs. Get a form from the Department of Health and Human Services (DHHS) or the bottled gas supplier. If your client buys firewood, remind them to ask for receipts.

Don't forget to check concessions

It's important to note that concessions have a habit of disappearing from energy bills.

To ensure your client continues to get everything they are entitled to, encourage them to follow these steps.

1. **Check in every 12 months:** Remind your client to call their energy company every 12 months to check all the information on file is up to date.
2. **Keep their energy company updated:** Your client should update their details if they get a new concession card, move to a new house or change energy company.