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Concessions:  
what are you  
entitled to?

Supported by





## Concessions: what are you entitled to?

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 assess your concession eligibility and get your energy bills as low as they can go.

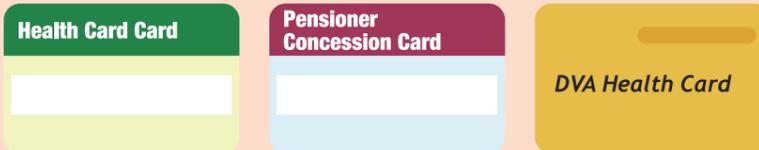
Do you need assistance paying your energy bill?

**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.



Do you have one of these cards?



**No**

Search for "Human services concession cards" to find out if you're eligible to receive a card.

**Yes**

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



Do you have gas?

**Yes**

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

Are you moving house?

**Yes**

Get electricity connected for free with the Transfer Fee Waiver.



Do you have slab heating or off-peak hot water?

**Yes**

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



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

**Yes**

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

Do you use life support equipment in your 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 energy company for an application form.



Do you use bottled gas or firewood to help heat your 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 you buy firewood, remember 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 you continue to get everything you are entitled to, follow these steps.

- 1. Check in every 12 months:** Remember to call your energy company every 12 months to check all the information on file is up to date.
- 2. Keep your energy company updated:** Don't forget to give your concession card details anytime you get a new concession card, move to a new house or change companies.