

Energy concessions



Ensure you're receiving your energy concessions if you have a concession card

Cheaper energy bills for concession card holders

If you have a **Health Care Card, Pension Concession Card, or Veteran Affairs Gold Card** you have the right to get cheaper electricity and gas. If you don't have one of these three concession cards, you cannot claim energy concessions.

Energy concessions can save you hundreds of dollars every year. If you're eligible for a concession, check the second page of your energy bill to make sure you are getting your rebate. If it's not listed on your bill, call your retailer and provide them your concession card details. You can also ask your energy retailer to backdate your concession for up to 12 months if you weren't receiving it.

If you move house, change energy companies, or get a new concession card, your concession will not be applied to your bill. When this happens make sure you give your concession card details to your retailer.

How to ask your energy retailer to check you are getting your energy concessions

Before you call:

Make sure you have:

- A recent electricity or gas bill
- Your energy account details (name, address, date of birth, account number)
- Your concession card

Need an interpreter?

Your energy bill will include information for a free interpreter service.



When you call:

Tell your energy retailer:

I have a concession card. Please check that I am getting all my energy concessions and backdate them for up to 12 months if they are missing.



Utility Relief Grant

If you cannot pay your energy bills, you may be able to get a Utility Relief Grant. This is a \$650 payment each for electricity, gas and water to help pay unpaid bills. The grant is available for concession card holders that are experiencing financial difficulty. Call your energy retailer and ask about the Utility Relief Grant.

Need help with getting your energy concession?

Phone **1800 161 215** to get free one-on-one support through the Victorian Government's Energy Assistance Program. Visit www.energy.vic.gov.au/for-households/energy-assistance-program

Concession card examples



Health Care Card



Pension Concession Card



Veterans Affairs Gold Card