

Energy rebates and concessions

Rebates and concessions available for Queensland electricity and gas users



The Queensland Government offers a number of concessions and rebates to eligible gas and electricity customers throughout Queensland.

Concessions and rebates currently available include:

- Electricity Rebate
- Reticulated Natural Gas Rebate
- Home Energy Emergency Assistance Scheme
- Electricity Life Support Concession Scheme.

Electricity Rebate

The Electricity Rebate provides a rebate of \$190.85 per year to eligible pensioners and seniors.

Eligibility

The Electricity Rebate is available to electricity customers who hold a current:

- Pensioner Concession card, issued by either Centrelink or the Department of Veterans' Affairs
- Gold Card and are in receipt of the War Widow Pension (including Widowed Mother Pensions) or special rate TPI Pension (including Blinded Disability)
or
- Queensland Government Seniors Card.

Other conditions apply to customers who share their residence with people other than their spouse.

Applicants must be the registered customer of an electricity retailer at the home address for which the rebate is claimed.

How to apply

To apply for the rebate, customers will need to contact their electricity retailer and provide the necessary information to verify their eligibility.

Applications can be made either by phone or by completing an application form which is available from the electricity retailer.

Reticulated Natural Gas Rebate

The Reticulated Natural Gas Rebate currently provides a rebate of \$59.43 per year to Queensland pensioners and seniors using reticulated natural gas.

Eligibility

The Reticulated Natural Gas Rebate is available to reticulated natural gas customers who hold a current:

- Pensioner Concession card, issued by either Centrelink or the Department of Veterans' Affairs
- Gold Card and are in receipt of the War Widow Pension (including Widowed Mother Pensions) or special rate TPI Pension (including Blinded Disability)
or
- Queensland Government Seniors Card.

Other conditions apply to customers who share their residence with people other than their spouse.

Applicants must be the registered customer of a gas retailer at the home address for which the rebate is claimed.

How to apply

To apply for the rebate, customers will need to contact their retailer and provide the necessary information to verify their eligibility.

Applications can be made either by phone or by completing an application form which is available from the natural gas retailer.

Home Energy Emergency Assistance Scheme (HEEAS)

While not a concession, the Home Energy Emergency Assistance Scheme helps customers experiencing a crisis or unforeseen emergency that limits their ability to pay their home energy bill. The scheme currently provides up to \$720 per eligible household every year. Assistance is only provided for two consecutive years.

To be eligible you must:

- hold a concession card
 - have a base income of no more than the Commonwealth Government's maximum income rate for part age pensioners. For rate information, refer to the Centrelink publication A guide to Australian Government payments, available through the Centrelink website (www.centrelink.gov.au) or its offices
- or
- be registered on your retailer's hardship program or payment plan.

Energy retailers will initiate the application process following consideration of all the eligibility criteria.

How to apply

To apply, customers should contact their energy retailer.

Electricity Life Support Concession Scheme

The Electricity Life Support Concession Scheme offers a monthly concession (paid quarterly) per machine for eligible users of an oxygen concentrator or kidney dialysis machine to assist with meeting electricity costs.

The scheme provides financial assistance to seriously ill people who use home-based life support systems (oxygen concentrators or kidney dialysis machines) provided they have been medically assessed in accordance with the eligibility criteria determined by Queensland Health.

Eligibility to receive the concession is also dependent on the following:

- oxygen concentrators must be provided rent-free by Queensland Health to persons who hold an eligible concession card and meet the eligibility criteria of the Medical Aids Subsidy Scheme
- kidney dialysis machines must be provided rent-free by Queensland Health to persons based on clinical needs and supplied through Queensland hospitals.

Full details of eligibility for the concession are listed on the application form.

How to apply

Applications for this concession are automatically sent to the applicant within 14 working days of receiving their machine.

For more information, contact the Department of Communities on 13 13 04.

Contact details

For more information about each of the rebates and concessions listed in this brochure, customers should contact their energy retailer. Contact details for energy retailers are on the customer's electricity or gas bill.

For further information about these rebates and concessions from the Queensland Government, contact the Department of Communities.

web www.communities.qld.gov.au/community/concessions

email concessions@smartservice.qld.gov.au

telephone 13 13 04