



Concession Rebates in Embedded Networks VICTORIA

FACT SHEET 3

The **Department of Health and Human Services** offers a variety of concessions and benefits to eligible cardholders to assist low-income Victorians residing in Embedded Networks with energy bills. If you have a relevant concession card, you may be eligible for one of these concessions:

Non-Mains Energy Concession | Medical Cooling Concession | Life Support Concession

❖ Non-Mains Energy Concession

Concession card holders who source non-mains energy for their heating, cooking and hot water can apply for a concession to help cover their yearly energy costs. This includes tenants residing within Embedded Networks.

The amount of rebate is paid annually and based on energy type paid from the 1st January to the 31st December each year. The rates are reviewed each year by the Department of Health and Human Services.

To be eligible, you must hold one of the following concession cards

- Pensioner Concession Card
- Health Care Card
- Veterans' Affairs Gold Card

How to Apply

Residents are required to apply directly to the Department of Health and Human Services before the 30th June each year with copies of paid invoices or receipts for the previous year. Energy Intelligence can assist with this if you are a customer of Energy Intelligence.

Forms are available either by phoning the DHHS Concessions line **1800 658 521** (toll free) or online; see below link.

- Non-mains energy concession application (pdf)
- Non-mains energy concession application (word)

For more information, visit

- <https://services.dhhs.vic.gov.au/non-mains-energy-concession>
- Non-mains energy concession fact sheet (word)





❖ Medical Cooling Concession

An electricity account holder within an Embedded Network who holds an eligible concession card (Pensioner Concession Card, Health Care Card or Veterans' Affairs Gold Card) are entitled to receive the Medical Cooling Concession if they:

- Have a medical condition that affects their body's ability to self-regulate temperature or
- Have a household member with such a medical condition.

The concession is 17.5 percent of your electricity usage and service costs between 1 November and 30 April.

For more information, visit

- <https://services.dhhs.vic.gov.au/medical-cooling-concession>
- Medical cooling concession fact sheet (word)

Forms are available either by phoning the DHHS Concessions line **1800 658 521** (toll free) or online; see below link:

- Medical Cooling Concession application form (PDF)
- Medical cooling concession application form (word)

❖ Life Support Concession

Are you a concession card holder using a life support machine at home? If yes, you could be eligible for concessions on your electricity and water bills.

The electricity discount is the cost of 1,880 kilowatt hours (470 kilowatt hours per quarter) of electricity each year, calculated using the general domestic tariff of your retailer.

For more information, visit

- <https://services.dhhs.vic.gov.au/life-support-concession>
- Life support concession fact sheet (word)

Forms are available either by phoning the DHHS Concessions line **1800 658 521** (toll free) or online; see below link:

- Life Support Concession and machine notification application form (PDF)
- Life support concession and machine notification application form (Word)

FOR MORE INFORMATION



For more information about concessions, you can either call

- **Department of Health and Human Services Concessions line 1800 658 521 (toll free) or visit <https://services.dhhs.vic.gov.au/energy>**

For help in your language call the Concessions Information Line on 1800 658 521 (toll free) and ask for an interpreter.

- **Energy Intelligence customer support team on 1300 277 233 on business days between 8:30 am to 5 pm or email support@energyintel.com.au.**