

# Concessions Victoria

## Are you eligible for an energy concession?

The Government of Victoria's Department for Human Services offers a variety of concessions and benefits to assist low income Victorians with energy accounts. If you have a relevant concession card, you may be eligible for one of the following concessions:

- **Annual electricity concession**  
Provides concession cardholders a 17.5% discount off household electricity bills all year round.
- **Winter energy concession**  
Provides a 17.5% discount off mains gas on usage from 1 May to 31 October of each year.
- **Service to property charge concession** Provides a reduction on the supply charge for concession households with low energy consumption.
- **Non-mains energy concession**  
An annual rebate for eligible cardholders who use LPG for domestic heating or cooking, and/or are individually metered for electricity but who pay a caravan park or accommodation proprietor.
- **Medical cooling concession**  
Provides a 17.5% discount off electricity costs over a six month period from 1 November to 30 April for concession cardholders with multiple sclerosis and other qualifying medical conditions such as Parkinson's, motor neurone disease, scleroderma and lupus. With the introduction of the new Annual Electricity Concession, recipients of the medical cooling concession now receive a combined discount of 35% off electricity bills effective 1 March 2011.
- **Off-peak concession**  
Provides a 13% reduction on the off-peak tariff rates on all quarterly electricity bills.
- **Life support machine electricity concession** Provides a quarterly rebate on electricity bills where a cardholder or member of cardholder's household uses certain life support machines, such as an oxygen concentrator or haemodialysis machine.
- **Electricity transfer fee waiver**  
Provides a full waiver of the fee that is normally payable to the electricity retailers when there is a change of occupancy at a property.

Source: Department of Human Services

More information on eligibility for and entitlement to the concessions can be found at [www.dhs.vic.gov.au/concessions](http://www.dhs.vic.gov.au/concessions) or alternatively you can call the Department for Human Services Concessions Information Line on 1800 658 521.



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## How to apply for a concession?

If you think you're eligible and currently not signed up, you need to follow the instructions below depending on which concession you are applying for.

Concession type	How to apply?
Annual electricity concession / Winter energy concession / Service to property charge concession / Off-peak concession / Electricity transfer fee waiver	Phone Alinta Energy on 133 702 and provide us with your concession card details over the phone. Alinta Energy will check your concession card details with Centrelink and apply the discount to your account.
Non-mains energy concession	Application forms are available from LPG suppliers, local councils, caravan park proprietors or by contacting the Concessions Information Line on 1800 658 521 (toll-free). Applications close 31 January 2012. The Department of Human Services may accept late applications.
Medical cooling concession	<p>You will need to request an application form by either:</p> <ul style="list-style-type: none"><li>• Calling Alinta Energy on 133 702; or</li><li>• Calling the Concessions Information Line on 1800 658 521 (toll-free).</li></ul> <p>To confirm whether you have an applicable medical condition and to assess your eligibility, contact the Concessions Information Line on 1800 658 521 (toll-free).</p> <p>Application forms need to be completed and signed by your doctor confirming your medical condition. Once completed, please return the form to:</p> <p>Alinta Energy GPO Box 1302 Melbourne VIC 3001</p> <p>Alinta Energy will check your concession card details with Centrelink and apply the discount to your account.</p>
Life support machine electricity concession	<p>You will need to request an application form by either:</p> <ul style="list-style-type: none"><li>• Calling Alinta Energy on 133 702;</li><li>• Calling the Concessions Information Line on 1800 658 521 (toll-free); or</li><li>• Calling your hospital supplying the life support machine.</li></ul> <p>Application forms need to be completed and signed by your doctor confirming your use of a life support machine. Once completed, please return the form to:</p> <p>Alinta Energy GPO Box 1302 Melbourne VIC 3001</p> <p>Alinta Energy will check your concession card details with Centrelink and apply the discount to your account.</p>

## What to do if you already receive an energy concession

If you already receive an energy concession in Victoria, your concession details will be transferred to Alinta Energy. There is nothing you need to do for this to occur.