Energy rebates and concessions

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
- Medical Cooling and Heating Electricity Concession Scheme
- Reticulated Natural Gas Rebate
- Home Energy Emergency Assistance Scheme
- Electricity Life Support Concession Scheme
- Drought relief.

Electricity Rebate

The Electricity Rebate provides a rebate of $230.46* (including GST) per year to eligible pensioners and seniors.

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

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

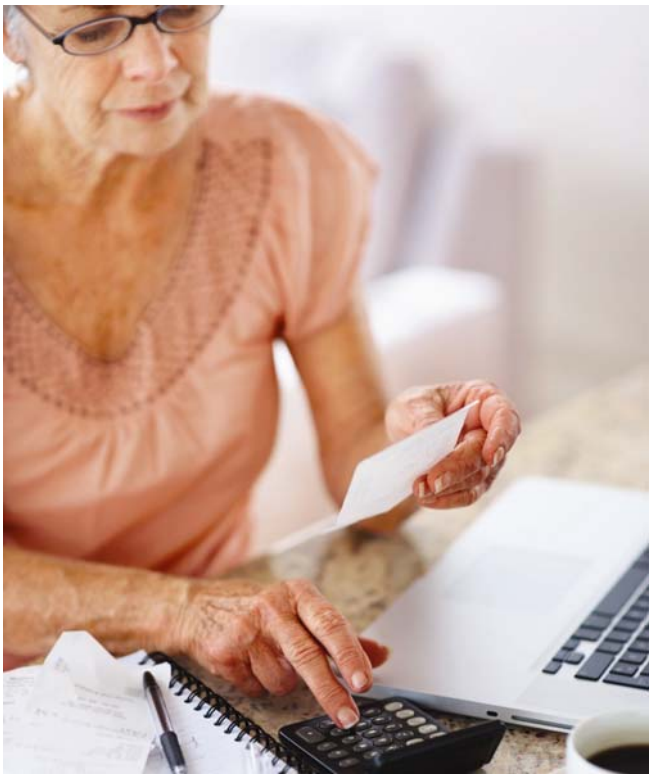
Other conditions apply to customers who share their residence with people other than their spouse.

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.



Medical Cooling and Heating Electricity Concession Scheme

The Medical Cooling and Heating Electricity Concession Scheme is available to low-income Queenslanders who have specific medical conditions that require frequent use of an air-conditioner to regulate their body temperature.

The concession is provided to assist individuals with the increased electricity costs incurred by frequent operation of an air-conditioning unit in order to regulate body temperature.

The scheme currently provides a concession of $230.46* (including GST) per year to eligible applicants. The rebate is paid on a quarterly basis, directly into the eligible applicants' nominated bank account.

To be eligible customers must:

- be a Queensland resident
- have a qualifying medical condition requiring cooling or heating to prevent the decline of the individual's symptoms
- be residing at their principal place of residence which has an air-conditioning unit.

The applicant and/or legal guardian of a minor with a qualifying medical condition must also:

- hold a current Pensioner Concession Card (issued by Centrelink or Veterans' Affairs), or a current Health Care Card (issued by Centrelink)
- be financially responsible for the payment of the relevant component of the electricity bill.

Full details of eligibility for the concession including qualifying medical conditions, are listed on the application form.

How to apply

To apply, customers must complete the application form and arrange for their medical specialist to complete the medical certification. For further information about how to apply, or complete an application form, visit **www.communities.qld.gov.au/communityservices**, call **13 QGOV (13 74 68)** or

email **concessions@smartservice.qld.gov.au**

Reticulated Natural Gas Rebate

The Reticulated Natural Gas Rebate currently provides a rebate of $63.40* (including GST) per year to Queensland pensioners and seniors using reticulated natural gas.

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

- Pensioner Concession card, issued by either Centrelink or the Department of Veterans' Affairs
- Department of Veterans' Affairs Gold Card and are in receipt of the War Widow Pension or special rate TPI Pension
  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 reticulated natural 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 reticulated natural gas 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 reticulated natural gas retailer.

Home Energy Emergency Assistance Scheme (HEEAS)

While not a concession, the Home Energy Emergency Assistance Scheme provides one-off emergency assistance to customers experiencing a crisis or unforeseen emergency that limits their ability to pay their home energy bill. The scheme can provide up to $720 per eligible household per year. Assistance can be provided for a maximum of two consecutive years.

To be eligible customers must either:

- hold a current, eligible 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. Full eligibility details including the types of emergency situations which may attract assistance are available from your energy retailer.

How to apply

To apply, customers should contact their energy retailer whose number appears on their energy account.

Electricity Life Support Concession Scheme

The Electricity Life Support Concession Scheme offers a monthly concession (paid quarterly) to assist eligible users of an oxygen concentrator or kidney dialysis machine meet their 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. The concession amount per machine, per year is:

- Oxygen Concentrator – $469.36*
- Kidney Dialysis Machine – $314.31*.

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 QGOV (13 74 68)**.

Drought relief

Eligible farmers in Queensland have access to drought relief from fixed charges for electricity used in irrigation pumping.

Assistance is provided in the form of:

- waiving of fixed electricity charges for customers of Ergon Energy
  or
- reimbursement of fixed electricity charges for non-market customers of other retail entities.

How to apply

Ergon Customers: visit **www.ergon.com.au** or call **13 10 46**

Customers of other retailers:

visit **www.dpi.qld.gov.au/4789_16001.htm**
or call **13 25 23**

Contact details

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

Web:
www.communities.qld.gov.au/communityservices

Telephone: **13 QGOV (13 74 68)**

** Figures current from 1 July 2011.*