



Concessions and government energy discounts

Do you qualify for discounts on your energy bills?

If you hold an eligible concession card, we may be able to claim concessions from the state or federal governments on your behalf.

Find out if you are eligible for government concessions, rebates or grants by clicking on your state of residence.

New South Wales

The information provided below is current as at July 2021 and is subject to legislative change.

If you hold a New South Wales government-issued concession card or you are a life support customer, you can access help with managing your energy use.

Support includes rebates (refunds) on your gas and electricity charges.

Emergency assistance is also available if you are experiencing problems paying your bills.

If you're eligible, you may be able to claim more than one rebate.

[Click here](#) for further information on New South Wales State Government support.

Low Income Household Rebate

Rebate: rebate of up to \$285 (exc. GST) per year or 78.08 cents (exc. GST) per day.

If you are eligible for the Low Income Household Rebate, you will also receive a rebate for gas supplied to the same address.

- If you are a retail customer, you can [apply online here](#).
You are a retail customer if you get your bill directly from your energy retailer.
- If you are an on supply customer, [apply for the rebate online here](#).
You are an on supply customer if you live in an on-supplied residential



community, retirement village or strata scheme, and receive your energy bill/invoice from the strata manager or community/village operator.

Family Energy Rebate

Rebate:

- \$180 (ex GST) per year annual payment, if you do not hold Department of Human Services Concession or Health Care Card.
- \$20 (ex GST) annual payment, if you also receive the Low-Income Household Rebate.

Payments are made to those eligible for the Family Tax Benefit A or B.

[Click here](#) for more information and to apply for the Family Energy Rebate.

Seniors Energy Rebate

To be eligible for the Seniors Energy Rebate, you must:

- Be a NSW resident
- Have a valid Commonwealth Seniors Health Card (CSHC) from Centrelink or the Department of Veterans Affairs (DVA)
- Be the primary account holder named on the electricity bill
- Be applying for the rebate for your primary place of residence

Eligible customers must apply directly to the Department using the form available from their website [here](#). Payment of this Rebate will be paid directly to eligible customers by the Department, and not included on your energy bills.

Medical Energy Rebate

Rebate: up to \$285 (ex GST) a year or 78.08 cents (ex GST) a day.

If you, or someone in your household has an inability to self-regulate their body temperature, you may be eligible for this rebate.

To download the Medical Energy Rebate Application Form [click here](#) and return it to:

Circular Energy Customer Service

Address: 32 Unley Road, Unley SA 5061



Phone: 1300 20 44 62

Email: support@circularenergy.net.au

Website: www.circularenergy.net.au

You'll need to include details of your doctor or medical practitioner on the form.

Life Support Rebate

The Life Support Rebate helps you pay your electricity bills if you, or someone living at your home is required to use approved energy-intensive medical equipment at home. This rebate is not means tested and depends on the type of machine in use, and in some cases, the frequency of the use. The Life Support Rebate is reviewed every two years (we will remind you when this is due to happen).

To download the Life Support Rebate Application Form, [click here](#) and return it to:

Circular Energy Customer Service

Address: 32 Unley Road, Unley SA 5061

Phone: 1300 20 44 62

Email: support@circularenergy.net.au

Website: www.circularenergy.net.au

You'll need to include details of your doctor or medical practitioner on the form.

Energy Accounts Payments Assistance (EAPA) Vouchers

Voucher value: \$50 (ex GST) vouchers are issued as emergency bill relief to those in financial crisis.

The EAPA scheme is not an ongoing benefit. Vouchers are issued by community welfare organisations such as St Vincent de Paul, the Salvation Army and Anglicare.

[Click here](#) for further information and to apply for EAPA vouchers.

You will need a MyServiceNSW Account, proof of ID and a copy of your bill when filling in the application.



Victoria

The information provided below is current as at July 2020 and is subject to legislative change.

If you hold one of these Victorian concession cards, you can apply online for a concession discount:

- Pensioner concession card
- Health Care Card (issued by Centrelink)
- Department of Veterans' Affairs Gold Card.

To apply for a concession discount, you must be a primary or joint Circular Energy account holder.

You will need to provide your Circular Energy customer account number and the details on your concession card when you apply online.

[Apply for a concession discount](#)

While you are a Circular Energy customer, we'll automatically apply the concessions for as long as you are eligible. You can contact us to withdraw your consent at any time, but if you do, we'll be unable to provide your discounts or rebates.

The Victorian Government concessions you may be eligible for include:

The \$250 Power Saving Bonus

Bonus amount: \$250 one-off payment

The Victorian Government's Power Saving Bonus is a one-off payment of \$250 to help you with your energy bill. The Bonus is available to eligible Victorian households from 1 February 2021 to 31 January 2022. There is a limit of one Power Saving Bonus for each eligible household.

To be eligible to apply for the Victorian Government's Power Saving Bonus, you must:

- be a Victorian residential energy consumer (i.e. have a home electricity account).
- receive one of the following concession benefits:



- Centrelink Pension Concession Card
- JobSeeker, Youth Allowance, Abstudy or Austudy
- Department of Veterans Affairs Pensioner Concession Card*

*DVA Pensioner Concession Card holders can apply online from 1 March 2021 or apply manually from 1 February 2021.

To find out more and to apply, visit the State Government's [Victorian Energy Compare website](#).

Annual Electricity Concession

Discount: 17.5% off energy usage and supply charges.

Applies to residential household electricity bills from 1 December to 30 November each year.

For more information on the Annual Electricity Concession, visit the [Victorian Government website](#) or click here to complete the online application form [ADD RETAILER LINK HERE](#)

Service to Property Concession

If your electricity usage bill is lower than the service charge, the service charge will be reduced to the usage cost. For more information on the Service to Property Concession visit the [Victorian Government website](#) or click here to complete the online application form [ADD RETAILER LINK HERE](#)

Controlled Load Electricity Concession

Discount: 13% on controlled load electricity bills. Applies to eligible households with a separately metered electric hot water service or slab heating, known as a controlled load or dedicated circuit tariff.

For more information on the Controlled Load Electricity Concession visit the [Victorian Government website](#) or click here to complete the online application form [ADD RETAILER LINK HERE](#)

Re-energisation (Transfer) Fee Waiver



Discount: electricity connection fee waived. Eligible concession card holders do not need to pay the application fee that usually applies when you organise standard connection of electricity to a property.

ADD RETAILER LINK HERE to apply for this waiver online.

Life Support Concession

Discount: quarterly discount on electricity bills. This discount is equal to the cost of 1,880 kilowatt hours of electricity used per year, or 470 kilowatt hours used per quarter.

You may be eligible for the Life Support Concession if you have one of the following machines:

- oxygen concentrators
- intermittent peritoneal dialysis machine
- haemodialysis machine

If you or someone in your household uses a life support machine, or any other type of machine prescribed by a doctor for life support purposes, contact Circular Energy on 1300 20 44 62 so that we can ensure that these details are recorded on your energy account.

Complete the [Life Support Concession Application Form](#) and return it to:

Circular Energy Customer Service

Address: 32 Unley Road, Unley SA 5061

Email: support@circularenergy.net.au

For more information visit the [Victorian Government website](#).

Medical Cooling Concession

Discount: 17.5% discount on electricity costs from 1 November to 30 April each year. You may be eligible if you or someone in your household suffers from multiple sclerosis, Parkinson's disease, fibromyalgia or motor neuron disease.



Download the [Medical Cooling Concession Application Form](#) and return it to:

Circular Energy Customer Service

Address: 32 Unley Road, Unley SA 5061

Phone: 1300 20 44 62

Email: support@circularenergy.net.au

Website: www.circularenergy.net.au

For more information, visit the [Victorian Government website](#).

Excess Energy Concession

Discount: 17.5% of electricity usage and service costs.

Available if you have electricity or gas bills that exceed the yearly trigger level of use* for the Annual Electricity Concession or the Winter Gas Concession.

If you are eligible, Circular Energy will send an application form once the trigger level has been reached.

*For current trigger levels, visit the Department of Families, Fairness and Housing website:

- [Electricity trigger levels](#)

Please note: if you receive the Life Support Concession or the Medical Cooling Concession, you will automatically receive this concession.

Utility Relief Grant Scheme

Grant amount: a maximum of \$650 on each utility type in a two-year period (or \$1,300 for households with a single source of energy (e.g. electricity only).

If you are an eligible concession card holder (or part of a low-income household) and you're having temporary difficulties paying your energy bills, you may be eligible for this grant.

For more information on the Utility Relief Grant Scheme visit the [Victorian Government website](#).



For more details, and to request an application form, contact:

Circular Energy Customer Service

Address: 32 Unley Road, Unley SA 5061

Phone: 1300 20 44 62

Email: support@circularenergy.net.au

South Australia

The information provided below is current as at April 2021 and is subject to legislative change.

Energy Bill Concession

Payment amount: Up to \$233.60 per year (amount correct for 2021/2022 – reviewed each financial year).

If you're on a low or fixed income, you may be eligible to receive the energy bill concession to help you cover the cost of your electricity bills.

[Click here](#) for more information or to apply.

Medical Heating or Cooling Concession

Payment amount: Up to \$233.60 per year (amount correct for 2021/2022 – reviewed each financial year).

If you're on a low or fixed income and have a medical condition that makes it difficult to regulate your temperature, you could be eligible for the South Australian Government's Medical Heating or Cooling Concession.

[Click here](#) for more information or to apply.

Emergency Electricity Payment Scheme (EEPS)

Payment amount: Up to \$400 (amount correct for 2020).



The South Australian Government's EEPS is for eligible low-income households at risk of having their electricity disconnected. You can only receive an EEPS payment once every 3 years. The EEPS can only be accessed through financial counsellors, who will assess your financial situation before lodging an application. [Click here](#) to learn more.

Queensland

The information provided below is current as at July 2020 and is subject to legislative change.

Electricity and Gas Rebates

Rebate: \$340.85 (inc. GST) for electricity, and \$72.51 (inc. GST) for gas, per year.

Pensioners and seniors may be eligible for these rebates.

[Click here](#) for more information. If you are eligible, apply by contacting:

Circular Energy Customer Service

Address: 32 Unley Road, Unley SA 5061

Phone: 1300 20 44 62

Email: support@circularenergy.net.au

Electricity Life Support

The Queensland Government provides an electricity life support concession for eligible customers who are seriously ill and use a home-based oxygen concentrator or kidney dialysis machine. This concession contributes to the electricity cost of running these machines.

In addition to requiring a life support machine, you will need one of the following Queensland Government-issued concession cards or allowances:

- Pensioner Concession Card
- Health Care Card
- Health Care Interim Voucher
- Child disability allowance
- Queensland Seniors Card.



[Click here](#) for more information on the Electricity Life Support Concession.

To update your concession details, contact:

Circular Energy Customer Service

Address: 32 Unley Road, Unley SA 5061

Phone: 1300 20 44 62

Email: support@circularenergy.net.au

Medical Cooling and Heating Electricity Concession Scheme

Rebate: \$340.85 (ex. GST) for eligible applicants (reviewed every 2 years).

The scheme helps with electricity costs for those experiencing chronic medical conditions that can be aggravated by changes in temperature, such as:

- Multiple sclerosis
- Autonomic system dysfunction
- Significant burns
- Severe inflammatory skin conditions.

[Click here](#) for more information on the Medical Cooling and Heating Electricity Concession Scheme or [fill in the application form.](#)

Home Energy Emergency Assistance Scheme (HEEAS)

Concession payment: Up to \$720 once every 2 years.

The HEEAS helps those unable to pay for their mains electricity or gas bills when experiencing short-term financial problems or an unforeseen emergency.

[Click here](#) to find out more. Call Circular Energy on 1300 20 44 62 to find out if you're eligible or to apply for the HEEAS.

Western Australia

The information provided below is current as at July 2020 and is subject to legislative change.

Hardship Utilities Grant Scheme (HUGS)



Grant amount: Up to \$580 to \$960 per financial year, depending on your situation and where you live.

HUGS provides financial assistance if you are experiencing financial difficulties or are unable to pay your utility bill.

[Click here](#) for HUGS eligibility information. You can also call Circular Energy directly on 1300 20 44 62.

Australian Capital Territory

The information provided below is current as at July 2020 and is subject to legislative change.

Utilities Concession

Payment amount: The annual concession amount for 2019-2020 is \$700. You may be eligible for this concession if you have:

- Centrelink Low Income Health Care Concession Card (HCC)
- Centrelink Pensioner Concession Card (PCC)
- Veteran Affairs Pensioner Concession Card or Gold Card.

[Click here](#) for more information on the Utilities Concession.

Your name must appear on your bill and you must live in the ACT permanently.

To apply for this concession online, [ADD RETAILER LINK HERE](#)

You will need to provide your Circular Energy customer account number and the details on your concession card when you apply online.

Life Support Rebate

If you or someone in your household requires a life support machine, you may be eligible for financial support to help you pay for the electricity used to run the machine.

Please contact us on 1300 20 44 62 to register your details and to ensure your life support details are correctly recorded.