

# Non-Mains Energy Concession 2021



The Non-Mains Energy Concession assists Victorian concession households that rely on LPG, firewood or heating oil for domestic heating, cooking or hot water, or that access non-mains electricity via an embedded network, or run a generator. Please see page 3 of this form for eligibility criteria and rebate amounts.

Please allow six weeks for processing.

Please complete all applicable sections, and be sure to sign on the second page.

## Applicant's details (Must match the details on the energy account/invoice and concession card)

Ms  Mrs  Miss  Mr  Other

Given names  Surname


Residential address

Suburb  Postcode

Council

 Email

 Home

 Mobile

Postal address (if different from above)

Suburb  Postcode

## Applicant's concession card type (Please ✓)

Pensioner Concession Card (Centrelink or Veterans' Affairs)  Gold Card (Veterans' Affairs)

Health Care Card (Centrelink)

## Applicant's concession card number

Centrelink cards

CRN --

Start date  /  /

Veterans' Affairs cards

File number  V

Start date  /  /

Commonwealth Seniors Health Cards, Victorian Seniors Cards, Carer Allowance and Foster Care Health Care Cards, and Veterans' cards marked 'Dependent' are not eligible.



Families,  
Fairness  
and Housing

**I am claiming a concession for** (Please ✓ all that apply)

**LPG**

Please attach all paid invoices dated from 1 January 2021 to 31 December 2021.

Invoices attached

My LPG invoices total \$

**Non-mains electricity**

I am a resident of:

a retirement village

a caravan park

an apartment complex

and receive my electricity via an embedded network, rather than from a mains electricity retailer (see page 3 for more information about embedded networks).

Please attach all paid invoices dated from 1 January 2021 to 31 December 2021.

Invoices attached

My electricity invoices total \$

**Heating oil**

Please attach all paid invoices dated from 1 January 2021 to 31 December 2021.

Invoices attached

My heating oil invoices total \$

**Generator fuel costs**

I am not connected to mains electricity or an embedded network and generate my own electricity using:

petrol

diesel

other

Claims for generator fuel costs must include a statutory declaration stating that your household is not connected to mains electricity, and that the invoices attached are for fuel used to run a generator. A statutory declaration is required each year.

Please attach all paid invoices dated from 1 January 2021 to 31 December 2021.

Invoices attached

Statutory declaration attached

My generator fuel invoices total \$

**Firewood**

Firewood rebates are only available to customers with no other fixed form of heating in their house. New firewood applications should include a statutory declaration confirming no other fixed heating is available.

Please attach all paid invoices dated from 1 January 2021 to 31 December 2021.

Invoices attached

Statutory declaration confirming no other fixed heating (for new applicants)

My firewood invoices total \$

**Consent to check Centrelink details**

I authorise:

- the Department of Health (the department) to use Centrelink Confirmation eServices to perform a Centrelink enquiry of my Centrelink or Veterans' Affairs customer details and concession card status in order to enable the department to determine if I qualify for a concession, rebate or service.
- Services Australia (the agency) to provide the results of that enquiry to the department.

I understand that:

- the agency will disclose personal information to the department including my name, address, payment, concession card type and status to confirm my eligibility for the concession.
- this consent, once signed, remains valid while I am a customer of the department unless I withdraw it by contacting the department or the agency. I can get proof of my circumstances/details from the agency and provide it to the department so that my eligibility for the concession can be determined.
- if I withdraw my consent or do not alternatively provide proof of my circumstances/details, I may not be eligible for the concession provided by the department.

Signature

Date

/ /

## What does this concession apply to?

Non-mains sources of energy:

- liquefied petroleum gas (LPG)
- firewood for domestic heating, cooking or hot water
- heating oil
- electricity accessed via an embedded network
- generator fuel.

Special conditions apply for firewood and generator fuel concessions.

## Who can apply for the concession?

An account holder who holds one of the following eligible concession cards:

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

## How much is the concession?

The concession is paid annually based on the amount paid for each energy type in that year.

The rebate amounts for the 2021 calendar year are:

- \$52 for spending from \$100 to \$302.99
- \$160 for spending from \$303 to \$911.99
- \$265 for spending from \$912 to \$1,516.99
- \$379 for spending from \$1,517 to \$2,165.99
- \$485 for spending from \$2,166 to \$2,770.99
- \$589 for spending \$2,771 and above.

A separate rebate is paid for each energy type used.

## Can I send my application by email?

Yes. Make sure you have clearly scanned or photographed your form and all other documents. Unreadable documents will delay your application.

Send your documents as attachments to your email, not in the body of the email.

Send your complete application to [NMEC.rebates@health.vic.gov.au](mailto:NMEC.rebates@health.vic.gov.au).

## When do applications close?

31 December 2022.

## What are the special conditions for firewood applications?

The fire must be the only source of fixed heating in the home. You need to complete a statutory declaration confirming this when first applying or if you change address.

## What are the special conditions for generator fuel applications?

Your property must not be connected to the mains electricity grid. You need to complete a statutory declaration confirming this and that the invoices provided are for generator fuel.

## Can I claim if I use a generator to back up solar power?

Yes, if you are not connected to the electricity network, any generator fuel costs can be claimed.

## What is an embedded network?

Embedded networks are often used to provide utility services to retirement villages and caravan parks, apartment complexes and social housing developments.

Electricity is bought in bulk by the accommodation manager and sold on to residents. The network may be entirely managed by the accommodation manager, or by a company operating the network on their behalf.

## What needs to be included on my invoices?

Your invoice needs to include all the following details:

- name and address of the business
- business ABN (if applicable)
- date of purchase
- description of purchase (e.g. 45 kg LPG bottle)
- amount of purchase
- confirmation of payment.

## I have lost my invoices

If you do not have invoices, you can ask your supplier for a statement listing your purchases in 2021. If they cannot provide a statement, you can send a statutory declaration stating the amount spent in 2021.

## Can I make a second claim?

Yes, if you have made more purchases that would have made you eligible for a higher rebate if sent with your first claim. Your spending for both claims will be added, and a rebate for the difference between the total claim for the year, and your first claim, will be paid.

Second claims must be received by 31 December of 2022.

## What else do I need to know?

- Rebates are not available to customers of mains gas or electricity retailers, as they receive concessions on their mains energy bills.
- Rental charges (for LPG bottles), service charges and delivery fees are counted towards your rebate. Other charges such as late fees or equipment maintenance are not.
- There is a limit of one concession per household.
- Please allow six weeks for processing. Payment will be sent to you by cheque.
- We may use your information to send you a form for the Non-Mains Energy Concession next year.
- Late claims may be accepted for 2020. Please call the Concessions Information Line on **1800 658 521** (toll free) to discuss your claim.

### Check list — have you (Please ✓)

- Completed your details, including a postal address, phone number and full name.
- Completed your concession card details. The name and address on the card must match the details on the application and the energy account/invoice.
- Signed and dated the form.
- Enclosed all required supporting documents.

### Where do I send my form?

Please return your complete form to:  
Email: [NMEC.rebates@health.vic.gov.au](mailto:NMEC.rebates@health.vic.gov.au)

**Non-Mains Energy Concession**  
**Department of Families, Fairness and Housing**  
**GPO Box 1774**  
**MELBOURNE VIC 3001**

### Payment difficulties

If you cannot pay your non-mains energy bill you may be eligible for assistance through the Non-Mains Utility Relief Grant Scheme (NURGS). Eligibility criteria apply. For further information call the Concessions Information Line on **1800 658 521** (toll free).

**For more information on the Non-Mains Energy Concession, please call the Concessions Information Line on 1800 658 521 (toll free).**



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

### Privacy statement

#### Who has access to your information and why?

Your information is collected by the Department of Health for the purpose of eligibility assessment and administration of your concessions. We may disclose your personal information to Services Australia for the purpose of confirming your Centrelink or Veterans' Affairs customer detail to allow us to assess eligibility for your concession. The Department of Families, Fairness and Housing may also have access to your information for management or operational purposes.

#### What happens to your personal information?

Your personal information will be handled in accordance with the requirements of the *Privacy and Data Protection Act 2014 (Vic)*. We do not use your personal information collected on this form for any purpose other than eligibility assessment and administration of your concessions. We may contact you when applications for eligibility assessment open. We do not disclose your personal information to any third parties or offshore recipients unless authorised by law. You may withdraw your consent for the department to use your personal information, or this application, at any time. If you choose to withdraw this application, the consequences are that you may not be eligible for the concession.

#### Who to contact in relation to this form?

You are able to request access to the personal information that we hold about you, and to request that it be corrected if necessary. Please contact the Concessions Information Line on **1800 658 521** (toll free).

### Accessible format

If you would like to receive this publication in an accessible format, please contact us on **1800 658 521** (toll free), using the National Relay Service **13 36 77** if required, or email [concessions@health.vic.gov.au](mailto:concessions@health.vic.gov.au)

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Available at <https://services.dffh.vic.gov.au/concessions-and-benefits> (2106056)