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| Non-Mains Energy Concession |
| Information for concession card holders |
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# What does this concession apply to?

Non-mains sources of domestic energy:

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

# 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.

# Are there other requirements for the concession?

Special conditions apply for firewood and generator fuel concessions. See the application form for more details.

# 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 2023 calendar year are:

* $55 for spending from $100 to $318.99
* $168 for spending from $319 to $957.99
* $279 for spending from $958 to $1593.99
* $398 for spending from $1594 to $2274.99
* $509 for spending from $2275 to $2910.99
* $619 for spending $2911 and above.

A separate rebate is paid for each energy type used.

# How do I apply for the concession?

Application forms are available by phoning the Concessions Information Line on 1800 658 521 (toll free), and may also be available from LPG suppliers, local councils and caravan park proprietors.

Applications for each year close on 31 December of the following year.

Applications must include copies of paid invoices or receipts.

Department staff will check your concession card details with Centrelink and provide the concession as a rebate.

# More information

Phone the Concessions Information Line on 1800 658 521.

# How will my concession be paid?

Concessions are paid into the applicant’s bank account.

# 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 the [rebate email address](mailto:NMEC.rebates@health.vic.gov.au?subject=Non-Mains%20Water%20Concession%20application) <[NMEC.rebates@health.vic.gov.au](mailto:NMEC.rebates@health.vic.gov.au)>.

# 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.

# I live in a lifestyle or retirement village – how do I apply for the concession?

In many lifestyle or retirement villages, the village management will apply for the concession on behalf of their residents.

Participating villages will collect your concession card information when you move in and ask for your consent to apply on your behalf. The village will apply at the end of each year for all eligible residents.

Check with your village for more details.

If your village does not apply on your behalf, you will need to submit an application along with your invoices for the year.

# What are the special conditions for firewood applications?

A concession is only given on firewood if the fire is 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?

A concession is only given on generator fuel if your property is not 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 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 the next year.

# Second claim examples

Example 1 – top up paid:

In September, you submit a claim and provide LPG invoices totalling $700 attached. Your spending falls in the second rebate tier and you receive a rebate of $168.

At the end of the year, you have spent $250 more on LPG. You submit a new claim with the new invoices. The total of all invoices from both claims is $950. Your total now falls into the third rebate tier, and you qualify for a total annual rebate of $279.

As you have already received a rebate of $168, you now receive a top-up concession of $111.

Example 2 – no top up paid:

In November, you submit a claim and provide LPG invoices totalling $350 attached. Your spending falls in the second rebate tier and you receive a rebate of $168.

At the end of the year, you have spent $100 more on LPG. You submit a new claim with these invoices. The total of all invoices from both claims is $450.

As your spending is still within the second rebate tier, you do not qualify for a further payment.

# When are application forms available?

Applications open on 1 July of every year, and forms will be available at that time.

A form is automatically sent to every person who received a concession in the previous year.

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| To receive this document in another format, phone 1800 658 521, using the National Relay Service 13 36 77 if required, or [email Concessions](mailto:concessions@health.vic.gov.au?subject=Non-Mains%20Energy%20Concession%20accesible%20form) <concessions@health.vic.gov.au>.  Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.  © State of Victoria, Australia, Department of Families, Fairness and Housing, June 2023.  Available at the [Non-Mains Energy Concession webpage](https://services.dffh.vic.gov.au/non-mains-energy-concession) <https://services.dffh.vic.gov.au/non-mains-energy-concession>. |