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| Annual Electricity Concession |
| Information for concession card holders |
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# What does this concession apply to?

Domestic mains electricity usage and service costs. The concession is available year-round.

# Who can apply for the concession?

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

* Pensioner Concession Card
* Health Care Card
* Veterans’ Affairs Gold Card.

# How much is the concession?

17.5 per cent of electricity usage and service costs.

The concession is calculated after retailer discounts and solar credits have been deducted.

The concession does not apply to the first $171.60 of the annual bill. This is calculated as a daily rate on each bill.

Households with very high electricity bills (over $4,217.85 in the year, starting 1 December 2023) need to apply for the Excess Energy Concession to continue to receive a concession on their bill.

# How do I apply for the concession?

Phone your electricity retailer and give your concession card details over the phone.

Your retailer will check your concession card details with Centrelink and apply the concession to your bill.

# More information

Phone your electricity retailer or the Concessions Information Line on 1800 658 521.

# How is the concession calculated?

The concession is calculated as follows:

A = [17.5% x (B – C)] – (D x 0.0823)

Where:

* A is the amount of the concession
* B is the electricity charge
* C is the contractor discounts and solar credits
* D is the number of days in the billing period.

# Definitions

***contractor discounts*** means the sum (excluding GST) of regular discounts, rebates, feed-in tariffs and other benefits offered or applied by the contractor directly in relation to the electricity charges.

# Calculation example

Billing period 1 July – 30 September (92 days)

Electricity charge (B) $672.00

Contractor discounts (C) $53.76 cr

[17.5% x (B($672.00) – C($53.76))] - (D(92) x 0.0823) = $100.62

Concession amount is $100.62.

# Can the concession be backdated?

Yes. The concession can be backdated for up to 12 months (or from your concession card start date if that is more recent).

# I was receiving the concession but my most recent bill has no concession on it.

Contact your electricity retailer to check your concession details.

Your concession may have been removed if there is a problem with your concession card or if you are a high energy user and need to apply for the Excess Electricity Concession.

# My concession was removed because of my high energy use – what do I do next?

If you have a very high electricity bill (over $4,217.85 in the year, starting 1 December 2023), you may be required to apply for the Excess Electricity Concession to continue to receive your concession.

Your retailer will automatically send you a form for the concession when your usage reaches $4,217.85.

When you have been approved for the Excess Electricity Concession, your concession will be backdated and any missed concessions will be credited to your electricity account.

For more information, see [Excess Electricity Concession](https://services.dffh.vic.gov.au/excess-electricity-concession) services.dffh.vic.gov.au/excess-electricity-concession.

# My concession was removed because of a problem with my concession card – what do I do next?

Electricity retailers regularly check your concession card information with Centrelink. Your concession may be removed if:

* You are no longer entitled to a concession card.
* The name on your concession card does not match the name on your electricity account.
* The address on your concession card does not match the address on your electricity account.

If you are still a concession card holder, compare the details on your concession card with the details on your electricity account. If there are any errors, contact your electricity retailer to have them corrected.

When your details all match, your retailer will be able to re-apply your concession.

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