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| Winter Gas Concession |
| Information for concession card holders |
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Contents

[What does this concession apply to? 1](#_Toc170807611)

[Who can apply for the concession? 1](#_Toc170807612)

[How much is the concession? 1](#_Toc170807613)

[How do I apply for the concession? 2](#_Toc170807614)

[More information 2](#_Toc170807615)

[How is the concession calculated? 2](#_Toc170807616)

[Definitions 2](#_Toc170807617)

[Calculation example 2](#_Toc170807618)

[I was receiving the concession but my most recent bill has no concession on it. 2](#_Toc170807619)

[My concession was removed because of my high energy use – what do I do next? 3](#_Toc170807620)

[My concession was removed because of a problem with my concession card – what do I do next? 3](#_Toc170807621)

# What does this concession apply to?

Domestic mains gas usage and service costs. The concession is available over the winter period of 1 May to 31 October each year.

# Who can apply for the concession?

A gas 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?

17.5 per cent of gas usage and service costs.

The concession is calculated after retailer discounts are deducted.

The concession does not apply to the first $62.40 of the six-month winter period bills. This is calculated as a daily rate on each bill.

Households with very high bills (over $2,499.14 in the period from 1 May to 31 October 2024) will need to apply for the Excess Gas Concession to continue to receive a concession on their bill.

# How do I apply for the concession?

Phone your gas 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 gas 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 0.0593)

Where:

* A is the amount of the concession
* B is the gas charge
* C is the total of any contractor discounts
* D is the number of days in the billing period.

The concession only applies to gas charges from 1 May to 31 October. For bills that fall partly in this period, the concession only applies to the days within this date range.

# Definitions

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

# Calculation example

Billing period 1 July – 30 September (92 days)

Gas charge (B) $580.00

Contractor discounts (C) $42.90 cr

[17.5% x (B($580.00) – C($42.90))] - (D(92) x 0.0593) = $88.54

Concession amount is $88.54.

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

Contact your gas 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 Gas Concession.

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

If you have a very high gas bill (over $2,499.14 in the period from 1 May to 31 October 2024), you may be required to apply for the Excess Gas Concession to continue to receive your concession.

Your retailer will automatically send you a form for the concession once your usage reaches $2,499.14.

When you are approved for the Excess Gas Concession, your concession will be backdated and any missed concessions credited to your account.

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

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

Gas 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 gas account.
* The address on your concession card does not match the address on your gas account.

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

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

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