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| Non-Mains Energy Concession |
| Accessible application form 2024 |
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**Before you start filling in this form, save it into your hard drive or desktop**

You can now apply online for this concession. Scan the QR code below or visit [Victorian Concessions and Allowances Portal](https://services.dffh.vic.gov.au/victorian-concessions-allowances-portal) https://services.dffh.vic.gov.au/victorian-concessions-allowances-portal.



The Non-Mains Energy Concession provides eligible Victorians with a rebate on energy sources like LPG, heating oil or embedded network electricity. Please see the [information for customers](#_Information_for_customers) section in this form for all details.

Please complete all applicable sections and be sure to sign the [Consent to check Centrelink details section.](#_Consent_to_check)

# Applicant’s details

Must match the details on the energy account/invoice and concession card.

| Information needed | Your response |
| --- | --- |
| **Given names** |  |
| **Surname** |  |
| **Date of birth** |  |
| **Residential address** |  |
| **Suburb/town** |  |
| **Postcode** |  |
| **Council** |  |
| **Email address** |  |
| **Contact phone number** |  |
| **Postal address (if different)** |  |
| **Postcode** |  |
| **Council** |  |

# Applicant’s concession card type

| Card type | Mark all applicable with an X |
| --- | --- |
| **Pensioner Concession Card (Centrelink or Veterans’ Affairs)** |  |
| **Health Care Card** |  |
| **Veterans’ Affairs Gold Card** |  |

# Applicant’s concession card number

| Information needed | Your response |
| --- | --- |
| **Centrelink CRN** |  |
| **Veterans’ Affairs file number** |  |
| **Card start date** |  |

The following cards are not eligible for a concession:

* Commonwealth Seniors Health Card
* Victorian Seniors Cards
* Carer Allowance and Foster Care Health Care Cards
* Veterans’ cards marked ‘Dependent’.

# Applicant’s bank details

Your rebate will be paid into your bank account. Please complete all details.

| Information needed | Your response |
| --- | --- |
| **BSB** |  |
| **Account number** |  |
| **Bank name** |  |
| **Branch name** |  |
| **Account name** |  |

# I am claiming a concession for

## LPG

Attach all paid invoices.

| Information needed | Your response |
| --- | --- |
| **I wish to claim a rebate for LPG (mark with an X if yes).** |  |
| **Please mark with an X to confirm all paid invoices dated 1 January 2024 to 31 December 2024 are attached.** |  |
| **My LPG invoices total (enter dollar amount).** |  |

## Non-mains electricity

If you receive electricity from an embedded network, you can claim this concession. You cannot claim if you are a customer of a mains electricity retailer.

Attach all paid invoices.

| Information needed | Your response |
| --- | --- |
| **I wish to claim a rebate for non-mains electricity (mark with an X if yes).** |  |
| **Please mark with an X to confirm all paid invoices dated 1 January 2024 to 31 December 2024 are attached.** |  |
| **My electricity invoices total (enter dollar amount)** |  |

### Residence type

| Residence type | Mark with an X |
| --- | --- |
| **Retirement village** |  |
| **Caravan park** |  |
| **Apartment complex** |  |

## Heating oil

Attach all paid invoices.

| Information needed | Your response |
| --- | --- |
| **I wish to claim a rebate for heating oil (mark with an X if yes).** |  |
| **Please mark with an X to confirm all paid invoices dated 1 January 2024 to 31 December 2024 are attached.** |  |
| **My heating oil invoices total (enter dollar amount)** |  |

## Generator fuel costs

You 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.

Attach all paid invoices.

| Information needed | Your response |
| --- | --- |
| **I wish to claim a rebate for generator fuel (mark with an X if yes).** |  |
| **Please mark with an X to confirm all paid invoices dated 1 January 2024 to 31 December 2024 are attached.** |  |
| **My generator fuel invoices total (enter dollar amount)** |  |
| **Please mark with an X to confirm 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 attached.** |  |

### Type of generator (mark with an X)

| Type of generator | Mark with an X |
| --- | --- |
| **Petrol** |  |
| **Diesel** |  |
| **Other (please enter)** |  |

## Firewood

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

Attach all paid invoices.

| Information needed | Your response |
| --- | --- |
| **I wish to claim a rebate for firewood (mark with an X if yes).** |  |
| **Please mark with an X to confirm all paid invoices dated 1 January 2024 to 31 December 2024 are attached.** |  |
| **My firewood invoices total (enter dollar amount)** |  |
| **If you are applying for firewood for the first time, please mark with an X to confirm statutory declaration confirming no other fixed form of heating attached.** |  |

## 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 (for example “45 kg LPG bottle”)
* amount of purchase
* confirmation of payment.

# 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.
* I understand that the department may disclose personal information from the results of the Centrelink or Veterans’ Affairs enquiry to the Department of Families, Fairness and Housing for the purposes of managing my concessions.

If signing electronically, I confirm that the electronic signature in the consent form represents my signature. I consent to signing the form electronically and I confirm that my signature is legally binding.

# Signature

| Signature | Date |
| --- | --- |
|  |  |

## Where do I send my form?

You can email or post your completed form to us. If you are emailing it, you will need to either digitally sign it, or print, sign and scan it, before emailing.

Please return your complete form and attachments 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

# Information for customers

You can now apply online for this concession. Scan the QR code below or visit [Victorian Concessions and Allowances Portal](https://services.dffh.vic.gov.au/victorian-concessions-allowances-portal) https://services.dffh.vic.gov.au/victorian-concessions-allowances-portal.



## 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.

## 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.

## 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 2024 calendar year are:

* $56 for spending from $100 to $326.99
* $172 for spending from $327 to $981.99
* $286 for spending from $982 to $1633.99
* $408 for spending from $1634 to $2331.99
* $522 for spending from $2332 to $2983.99
* $634 for spending $2984 and above.

A separate rebate is paid for each energy type used.

## When do applications close?

31 December 2025.

## 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.

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

## I have lost my invoices.

If you do not have invoices, you can ask your supplier for a statement listing your purchases in 2024. If they cannot provide a statement, you can send a statutory declaration stating the amount spent in 2024.

## 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 2025.

## What else do I need to know?

* 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 EFT.
* We may use your information to send you a form for the Non-Mains Energy Concession next year.
* Late claims may be accepted for 2023. Please call the Concessions Information Line on 1800 658 521 (toll free) to discuss your claim.

## 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).

Call the Concessions Information Line on 1800 658 521 (toll free) to apply.

## More information

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 (Vi*c). 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).

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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@dffh.vic.gov.au](mailto:concessions@dffh.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 2024.  Available at [Non-Mains Energy Concession](https://services.dffh.vic.gov.au/non-mains-energy-concession) https://services.dffh.vic.gov.au/non-mains-energy-concession |