

# Non-Mains Energy Concession 2024



You can now apply online for this concession. **Scan the QR code** or visit [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. See page 3 for all details.

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

Given names  Surname

Date of birth

Residential address

Suburb  Postcode

Council

Email  Contact number

Postal address (if different from above)

Suburb  Postcode

## Applicant's concession card type (Please ✓ all that apply)

Pensioner Concession Card  Gold Card (Veterans' Affairs)  Health Care Card (Centrelink)

## Applicant's concession card number

Centrelink cards Veterans' Affairs cards

CRN  File number

Start date  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.

## Applicant's bank details

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

BSB  Account no.  Bank name

Account name  Branch name

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

### LPG

Please attach all paid invoices dated from 1 January 2024 to 31 December 2024.

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 2024 to 31 December 2024.

Invoices attached

My electricity invoices total \$

### Heating oil

Please attach all paid invoices dated from 1 January 2024 to 31 December 2024.

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

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.

Please attach all paid invoices dated from 1 January 2024 to 31 December 2024.

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 must include a statutory declaration confirming no other fixed heating is available.

Please attach all paid invoices dated from 1 January 2024 to 31 December 2024.

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.
- 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.
- 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.

Signature

Date

DD / MM / YYYY

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## 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 \$1,633.99
- \$408 for spending from \$1,634 to \$2,331.99
- \$522 for spending from \$2,332 to \$2,983.99
- \$634 for spending \$2,984 and above.

A separate rebate is paid for each energy type used.

## When do applications close?

31 December 2025.

## 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 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.

Scan here to apply online  
or visit [go.vic.gov.au/3SkKsbk](https://go.vic.gov.au/3SkKsbk)



### 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 help through the Non-Mains Utility Relief Grant Scheme (NURGS). Call the Concessions Information Line on **1800 658 521** (toll free).

**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 form 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@dffh.vic.gov.au](mailto:concessions@dffh.vic.gov.au)

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Available at **DFFH.vic – Concessions & Benefits**  
<<https://services.dffh.vic.gov.au/concessions-and-benefits>>  
(2405084)