**Re: Non-Mains Utility Relief Grant Scheme (NURGS) - Supplier Responsibilities**

Dear supplier

We are writing to provide important information on the Non-Mains Utility Relief Grant Scheme (NURGS) and outline what you need to do as a potential supplier.

**What is NURGS?**

The NURGS is designed to assist eligible applicants who use non-main electricity, gas, or other essential utility services, such as fuel or firewood to access financial support for their utility bills. This support aims to relieve some of the burden for these households, helping them meet the cost of services, which are often not covered by mainstream utility assistance programs.

[Utility relief grant scheme (non-mains) - DFFH Services](https://services.dffh.vic.gov.au/utility-relief-grant-scheme-non-mains)

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**Supplier's Role and Responsibility**

As a supplier to Victorians who are eligible for NURGS, you play a crucial role in facilitating the process. Here’s what we need from you:

1. **Invoice Adjustmen**t:
   1. If an applicant is eligible for the grant, they will need to submit an invoice from you, the supplier, as part of their application to the Department of Families, Fairness and Housing (the Department).
   2. Once the Department confirms their eligibility, the grant will be paid directly to you, the supplier.
   3. You will then credit the grant amount against the applicant’s purchase.

**Important**: If an applicant requests a change in billing, for example, a credit applied to their account, it is recommended that you try to accommodate this request.

1. **Invoice Information**: Please ensure that all invoices you issue to applicants for the eligible utility services contain the following information:
   * Supplier’s name and ABN
   * Applicant’s name and address
   * Invoice amount
   * Clear description of the services provided (e.g., firewood, fuel)
   * Date of service or purchase. If you are a small, community-based supplier, we understand you may have some difficulties due to staffing limitations or time constraints. We will work closely with you to make the invoicing process as straightforward as possible.
2. **Payment Process**: Once your invoice is submitted to the Department or the applicant, the grant funds will be paid directly to you. The grant will then be credited against the applicant's debt or future purchases, reducing their outstanding balance.

**How is the Grant Paid?**

The grant is paid directly to you, the supplier, and is credited to the applicant’s outstanding balance or future purchase. This process ensures that the applicant does not need to pay for the utility services upfront, and you are compensated for the goods or services provided.

**Supporting the Applicant**

NURGS is designed to assist applicants to purchase essential non-main utilities. Your cooperation in providing accurate invoicing and working with the applicants to process these payments is important to ensure applicants receive the relief they are entitled to, without unnecessary delays or complications.

If you have any questions about the invoicing process or need further assistance in processing these claims, please do not hesitate to contact us.

Thank you for your support with this important program. We appreciate your role in helping Victorians access the essential services they need.

Should you wish to discuss this matter further, please contact the Department of Families Fairness and Housing on 1800 658 521 or Urgis.Applications@health.vic.gov.au.

Yours sincerely

**<Name>**

<Title>

<Division>

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