

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

Given names	<input type="text"/>	Surname	<input type="text"/>
Date of birth	<input type="text" value="DD / MM / YYYY"/>		
Residential address	<input type="text"/>		
Suburb	<input type="text"/>	Postcode	<input type="text"/>
Council	<input type="text"/>		
Email	<input type="text"/>	Contact number	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Postal address (if different from above)	<input type="text"/>		
Suburb	<input type="text"/>	Postcode	<input type="text"/>

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

Centrelink cards

CRN ---

Start date

Veterans' Affairs cards

[illegible]

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.

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

BSB	<input type="text" value="[6 digits required]"/>	Account no.	<input type="text" value="[Maximum 9 digits]"/>	Bank name	<input type="text"/>
Account name	<input type="text"/>			Branch name	<input type="text"/>

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

LPG ☐

Please attach all paid invoices dated from 1 January 2025 to 31 December 2025.

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 2025 to 31 December 2025.

Invoices attached ☐

My electricity invoices total \$

Heating oil ☐

Please attach all paid invoices dated from 1 January 2025 to 31 December 2025.

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 2025 to 31 December 2025.

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 2025 to 31 December 2025.

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

Non-Mains Energy Concession — Information for customers

You can now apply online for this concession. **Scan the QR code** or visit 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 2025 calendar year are:

- \$57 for spending from \$100 to \$334.99
- \$176 for spending from \$335 to \$1,006.99
- \$293 for spending from \$1007 to \$1,674.99
- \$418 for spending from \$1675 to \$2,390.99
- \$535 for spending from \$2391 to \$3,058.99
- \$650 for spending \$3,059 and above.

A separate rebate is paid for each energy type used.

When do applications close?

31 December 2026.

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 2025. If they cannot provide a statement, you can send a statutory declaration stating the amount spent in 2025.

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 2026.

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 2024. 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



Online applications

You can apply online in the Victorian concessions and allowances portal. Scan the QR code above or visit go.vic.gov.au/3SkKsbk.

The portal provides an easy, safe and fast way to submit your application.

It also allows you to track your application and see your payments.

Before you start your application, make sure you have all your invoices and other supporting documents ready to upload.

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.

Where do I send my form?

Please return your complete form to:
Email: NMEC.rebates@health.vic.gov.au

Non-Mains Energy Concession
Department of Families, Fairness and Housing
GPO Box 1774
MELBOURNE VIC 3001

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

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1 Treasury Place, Melbourne.

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Available at **DFFH.vic – Concessions & Benefits**
<<https://services.dffh.vic.gov.au/concessions-and-benefits>>
(2506375)