



Concessions and rebates

Check if you're eligible for concessions on your electricity and how to apply.

NSW

Type of Rebate	Eligibility	Rebate Value	How to apply	More information
Low Income Household Rebate	<p>Must hold eligible concession cards;</p> <ul style="list-style-type: none"> • Pensioner Concession Card (PCC) • Health Care Card (HCC) • Department of Veterans Affairs Card (DVA) 	<p>\$285 (excl GST) / \$313.50 (incl GST) per year OR 78.08c (excl GST) / 85.89c (incl GST) per day</p>	<p>Contact us via email to concession@powowpower.com.au</p>	<p>For more information and to check eligibility go to the NSW Energy Rebates webpage</p>
Family Energy Rebate	<p>Those eligible for the Federal Government's Family Tax Benefit A or Family Tax Benefit B.</p>	<p>\$180 (excl GST) / \$198 (incl GST) per year</p> <p>If you receive the Low Income Household Rebate, the Family Energy Rebate is capped at \$20 (excl GST) / \$22 (incl GST).</p>	<p>You can apply online using the NSW Government's Family Energy Rebate online application form.</p>	<p>For more information and to check eligibility go to the NSW Energy Rebates webpage</p>
Life support Rebate	<p>Valid concession card holders using electrically-operated life support equipment to treat life-threatening conditions.</p>	<p>This depends on the type of machine you use.</p>	<p>Download and complete the Life Support Rebate Application Form Ask your doctor to sign the form and confirm that you need the equipment.</p>	<p>For more information and to check eligibility go to the NSW Energy Rebates webpage</p>



	<ul style="list-style-type: none"> • Pensioner Concession Card (PCC) • Health Care Card (HCC) • Department of Veterans Affairs Card (DVA) 		<p>Send the completed form to email lifesupport@powowpower.com.au</p> <p>You'll need to keep your application up to date by sending us a new form every two years.</p>	
Medical Energy Rebate	<p>Valid concession card holders with a medical condition that makes it difficult to self-regulate their body temperature when exposed to extreme heat or cold.</p> <ul style="list-style-type: none"> • Pensioner Concession Card (PCC) • Health Care Card (HCC) • Department of Veterans Affairs Card (DVA) 	\$285 (excl GST) / \$313.50 (incl GST)	<p>To register for the Medical Energy Rebate:</p> <p>Download and complete the Medical Energy Rebate form</p> <p>Send the completed form to email concession@powowpower.com.au</p>	<p>For more information and to check eligibility go to the NSW Energy Rebates webpage</p>
Senior Energy Rebate	<p>Independent retirees who hold a valid concession card and are applying for their primary house of residence. You must also be the primary account holder named on your electricity bill.</p> <ul style="list-style-type: none"> • Commonwealth Seniors Health Card (CSHC) 	The Seniors Energy Rebate is \$200 per household, per financial year.	<p>Make sure you meet the eligibility requirements.</p> <p>Log in or create your MyService NSW Account.</p> <p>Enter a few details, have handy your: CSHC or DVA card details, contact details, your most recent electricity bill (for your primary place of</p>	<p>For more information and to check eligibility go to the NSW Seniors Energy Rebate webpage</p>



	<ul style="list-style-type: none"> Department of Veterans Affairs Card (DVA) 		<p>residence), bank or Credit Union account details.</p> <p>Submit your application</p> <p>If your application is a success, the rebate will be paid directly into your chosen bank or Credit Union account.</p>	
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SA

Type of Rebate	Eligibility	Rebate Value	How to apply	More information
Energy Bill Concession	<p>People on a low or fixed income</p> <p>The South Australian Government sends us details of eligible customers.</p>	<p>\$241.63 (excl GST) / \$265.79 (incl GST) per year</p> <p>OR 66.2c (excl GST) / 72.82c (incl GST) per day</p>	<p>To register for the Energy Bill Concession:</p> <p>Apply online via the South Australian Government’s Household Concessions Application and Update Form. (Tap the “Start now” button to launch it.)</p> <p>OR</p> <p>Download the South Australian Government’s Application for Household Concessions Form and</p> <p>Email: concessions@sa.gov.au or Post it</p>	<p>Visit the South Australian Government’s Energy Bill Concessions web page. You can check your eligibility while you’re there.</p> <p>OR call the Department of Human Services (DHS) Concession SA hotline on 1800 307 758.</p>



			to Concessions, Reply Paid 292, Adelaide SA 5001	
Medical Heating and Cooling Concession	People on a low or fixed income, with a medical condition that makes it difficult to regulate their temperature.	\$241.63 (excl GST) / \$265.79 (incl GST) per year	The Department of Human Services (DHS) will either apply this concession to your electricity account or pay it directly to you each quarter.	Visit the South Australian Government's Medical Heating and Cooling Concessions web page . You can check your eligibility and apply while you're there.
Emergency Electricity Payment Scheme (EEPS)	Households with significant financial difficulties or who have had their electricity disconnected (or are at risk of disconnection).	Up to \$400 (excl GST) / \$440 (incl GST)	If you're in South Australia and think you meet the criteria, visit a financial counsellor to assess your situation.	Visit the South Australian Government's Financial Assistance web page . OR Call the Department of Human Services (DHS)'s Concession SA hotline on 1800 307 758.



QLD

Type of Rebate	Eligibility	Rebate Value	How to apply	More information
Cost of Living Rebate for Households	<p>The Cost of Living Rebate for Households will go to all residential Queensland customers where electricity is charged separately, and for example, not included as part of the rent.</p> <p>Customers who receive an electricity bill from their landlord or body corporate are eligible but will need to apply.</p>	<p>Households are set to receive a \$175 Cost of Living Rebate from September 2022.</p> <p>The rebate builds on the \$50 asset ownership dividend announced earlier this year. The rebate will be automatically credited to eligible customer accounts from 31 August 2022 and will appear on residential customers' bills between September and November 2022, depending on individual billing cycles.</p>	<p>For households that receive an electricity bill directly, this rebate will be automatically applied to your upcoming bill, you do not need to apply or get in touch with us.</p> <p>Customers who receive an electricity bill from their landlord or body corporate will need to fill out an application (form 523) for the Cost of Living Rebate for Households.</p>	<p>Visit the Queensland Government's Cost of Living Rebate for Households. You can check your eligibility while you're there.</p>
Electricity and Natural Gas Rebates	<p>Valid concession card holders</p> <ul style="list-style-type: none"> • Pensioner Concession Card (PCC) • Department of Veterans Affairs Card (DVA) • Queensland Seniors Card (QSC) 	<p>Electricity \$338.355 (excl GST) / \$372.1905 (incl GST) per year OR 0.927 (excl GST) / \$1.0197 (incl GST) per day</p> <p>Gas Please check eligibility with your gas retailer</p>	<p>Rebate is automatically applied when your valid concession.</p> <p>Contact us via email to concession@powowpower.com.au</p>	<p>Visit the Queensland Government's Electricity and Gas Rebates web page. You can check your eligibility while you're there.</p>
Home Emergency Assistance Scheme	<p>The Home Emergency Assistance Scheme helps low-income households pay their current electricity or natural gas bill when they face a short-term financial crisis or an unforeseen emergency.</p>	<p>One-off payments of up to \$720 to use towards you electricity or natural gas accounts, once every 2 years.</p>	<p>Visit the Queensland Government's Home Energy Emergency Assistance Scheme webpage directly. You can check your eligibility while you're there.</p>	



	<ul style="list-style-type: none"> • Pensioner Concession Card (PCC) • Health Care Card (HCC) • Department of Veterans Affairs' Gold Card (DVA) 			
Electricity Life Support	You can check your eligibility, and register for the concession, on the Queensland Government's Electricity Life Support web page	For the most up to date details of rebate amounts, see the Queensland Government's Electricity Life Support web page	The Queensland Government manages and pays this concession directly.	Visit the Queensland Government's Electricity and Gas Rebates web page . You can check your eligibility while you're there.