

# Non-Mains Energy Concession 2017

The Non-Mains Energy Concession assists Victorian concession households that rely on LPG, firewood or heating oil for domestic heating, cooking or hot water, or that access non-mains electricity via an embedded network, or run a generator. Please see page 3 of this form for eligibility criteria and rebate amounts. Applications close on 30 June 2018. Please allow six weeks for processing.

Please complete all applicable sections, and be sure to sign on the second page.

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

Ms  Mrs  Miss  Mr  Other

Given names  Surname

Residential address

Suburb  Postcode

Council

Home  Mobile

Postal address (if different from above)

Suburb  Postcode

## Applicant's concession card type (Please ✓)

Pensioner Concession Card (Centrelink or Veterans' Affairs)  Gold Card (Veterans' Affairs)

Health Care Card (Centrelink)

## Applicant's concession card number

Centrelink cards

CRN  -  -

Start date  /  /

Veterans' Affairs cards

File number  V

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.



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

**LPG**

Please attach all paid invoices dated from 1 January 2017 to 31 December 2017.

Invoices attached

**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 2017 to 31 December 2017.

Invoices attached

**Heating oil**

Please attach all paid invoices dated from 1 January 2017 to 31 December 2017.

Invoices attached

**Generator fuel costs**

I am not connected to mains electricity or an embedded network and generate my own electricity using:

- petrol
- diesel
- other

Claims for generator fuel costs 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 2017 to 31 December 2017.

- Invoices attached
- Statutory declaration attached

**Firewood**

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

Please attach all paid invoices dated from 1 January 2017 to 31 December 2017.

- Invoices attached
- Statutory declaration confirming no other fixed heating (for new applicants)

**Consent to check Centrelink details**

I authorise:

- the Victorian Department of Health and Human Services (DHHS) 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 business to determine if I qualify for a concession, rebate or service.
- the Australian Government Department of Human Services to provide the results of that enquiry to the Victorian DHHS.

I understand that:

- the Australian Government Department of Human Services will use information I have provided to the Victorian DHHS to confirm my eligibility for the concession and will disclose to the Victorian DHHS personal information including my name, address, payment and concession card type and status.
- this consent, once signed, remains valid while I am a customer of the Victorian DHHS unless I withdraw it by contacting the Victorian DHHS or the Australian Government Department of Human Services.
- I can obtain proof of my circumstances/details from the Australian Government Department of Human Services and provide it to the Victorian DHHS 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 Victorian DHHS.

**Note: If completing this form electronically, please print the form, sign below, and post the form to the Department of Health and Human Services at the address on page 4, with your supporting documents attached.**

Signature

Date  /  /

## Am I eligible for a concession?

To be eligible for a concession, you must:

1. **Hold an eligible concession card.** Eligible cards are:

- Pensioner Concession Card, from Centrelink or Department of Veterans' Affairs
- Centrelink Health Care Card
- Department of Veterans' Affairs Gold Card (cards marked 'Dependent' are not eligible).

If your concession card was not valid for the whole year (1 January to 31 December) only purchases made while your card was valid are eligible for rebate.

**Commonwealth Seniors Health Cards, Victorian Seniors Card, and Carer Allowance and Foster Care Health Care Cards are not eligible cards.**

2. Between **1 January 2017** and **31 December 2017**, have bought and paid for:

- non-mains electricity (as part of an embedded network)
- fuel to run a generator (for households not connected to any electricity network)
- LPG (Liquefied Petroleum Gas)
- heating oil
- firewood (including sawdust pellets and briquettes) – the firewood rebate is only available for households with no other fixed form of heating.

**The invoice/purchase dates must be between 1 January 2017 and 31 December 2017.**

3. **Be a Victorian resident** claiming the rebate for your principal residence. The concession is not available for holiday homes. The address given on your Pensioner Concession Card or Health Care Card is considered to be your principal residence.

## How much can I claim?

The rebate amounts for each energy type are:

- \$48 for spending from \$100 to \$274.99
- \$144 for spending from \$275 to \$825.99
- \$241 for spending from \$826 to \$1,374.99
- \$343 for spending from \$1,375 to \$1,961.99
- \$439 for spending from \$1,962 to \$2,509.99
- \$534 for spending \$2,510 or more.

You can receive a rebate for each type of fuel used (eg. for both non-mains electricity and LPG).

## Accessible format

If you would like to receive this publication 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@dhhs.vic.gov.au](mailto:concessions@dhhs.vic.gov.au)

## Can I claim if I use a generator to back up solar power?

Yes, as long as you are not connected to the electricity network, any generator fuel costs can be claimed. A statutory declaration will be required each year to confirm that your household is not connected to mains electricity and that the invoices attached are for fuel used to run a generator.

## What is an embedded network?

Embedded networks are often used to provide utility services to retirement villages and caravan parks, apartment complexes and social housing developments. Electricity is bought in bulk by the accommodation manager, and sold on to residents. The network may be entirely managed by the accommodation manager, commonly the case in caravan parks, or by a company operating the network on their behalf. Some of the larger companies providing this service include Network Energy Services, WIN Energy and Energy-ON.

## I have lost my invoices.

If you do not have invoices, you can ask your supplier for a statement listing your purchases in 2017. If they cannot provide a statement, you can send a statutory declaration stating the amount spent in 2017.

## 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 30 June 2018.

## What else do I need to know?

- Rebates are not available to customers of mains gas or electricity retailers, as they receive concessions on their mains energy bills.
- 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.
- We cannot process your application if you do not fill in all details. Do not use an initial; we need to know your full name. Include a telephone number, so that we can call you if needed.
- Please allow six weeks for processing. Payment will be sent to you by cheque.
- We may use your information to send you a form for the Non-Mains Energy Concession next year.
- Late claims may be accepted for 2016. Please call the Concessions Information Line on **1800 658 521** (toll free) to discuss your claim.

### Check list — have you (Please ✓)

- Completed your details, including a postal address, phone number and full name.
- Completed your concession card details. The name and address on the card must match the details on the application and the energy account/invoice.
- Signed and dated the form.
- Enclosed all required supporting documents.

### Where do I send my form?

Please return your complete form to:

**Non-Mains Energy Concession**  
**Department of Health and Human Services**  
**GPO Box 4057**  
**MELBOURNE VIC 3001**

### 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). Eligibility criteria apply. For further information call the Concessions Information Line on **1800 658 521** (toll free).

**For more information on the Non-Mains Energy Concession, please 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

This information is collected by the Department of Health and Human Services for the purpose of administering your concessions.

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).

## OFFICE USE ONLY

### First claim

### Generator fuel

Expenditure	\$
Rebate	\$

### Second claim

Expenditure	\$
Total expenditure	\$
Total rebate	\$
Top up amount	\$

### First claim

### LPG

Expenditure	\$
Rebate	\$

### Second claim

Expenditure	\$
Total expenditure	\$
Total rebate	\$
Top up amount	\$

Name of assessor

### First claim

### Non-mains electricity

Expenditure	\$
Rebate	\$

### Second claim

Expenditure	\$
Total expenditure	\$
Total rebate	\$
Top up amount	\$

### Heating oil

### Firewood

Expenditure	\$	\$
Rebate	\$	\$

Expenditure	\$	\$	\$
Total expenditure	\$	\$	\$
Total rebate	\$	\$	\$
Top up amount	\$	\$	\$

Date  /  /