

Energy Bill Relief 2024-25

Form Preview

Eligibility

* indicates a required field

The Energy Bill Relief program will assist eligible customers that access electricity for their **principal place of residence** via an embedded network. An embedded network arrangement exists if you pay for your electricity via your landlord in a caravan park or retirement home or village through **an individually metered connection** rather than purchase electricity directly from an electricity retailer (like Aurora or 1st Energy). The Australian and Tasmanian Government in collaboration will be providing a \$250 payment to eligible customers residing in embedded networks in the 2024-25 financial year.

To receive the Energy Bill Relief payment you must also be eligible under one of the concession eligibility criteria on 1 July 2024. Only one Energy Bill Relief payment will be made per residence.

If you need assistance, please phone (03) 6166 4444 Monday to Friday, 9am to 5pm or visit your local Service Tasmania branch.

Do you receive your electricity bill from Aurora, 1st Energy, Momentum, CovaU or Energy Locals?

☐ Yes ☐ No

Concession

For your household to be eligible for the rebate the electricity account holder must, on 1 July 2024, be a recipient or holder of an eligible concession.

Applicant's concession card type *

- ☐ Pensioner Concession Card (issued by either Services Australia or the Department of Veterans Affairs (DVA))
- ☐ Health Care Card (including Low Income Health Care Card)
- ☐ Family Tax Benefit (FTB) A and B
- ☐ Carer Allowance
- ☐ Commonwealth Seniors Health Card (issued by either Services Australia or DVA)
- ☐ DVA Gold Card
- ☐ Immi Card (Bridging Visa E)
- ☐ None of the above

Customer Reference Number (CRN)

Centrelink Customer Reference Number (CRN). You need to provide your Centrelink CRN to allow us to check your eligibility in the first and second year of the Energy Bill Relief program. This can be found on your relevant eligible card or on correspondence from Services Australia regarding your eligible card or criteria.

Customer Reference Number (CRN) *

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Concession - please upload clear evidence of your concession *

Attach a file:

Please contact your electricity retailer

If you are not a customer of an embedded network and receive your electricity bill from a retailer such as Aurora Energy, 1st Energy, Momentum, CovaU or Energy Locals then you will need to speak with your electricity retailer about the Energy Bill Relief directly.

Ineligible Concession

As you did not have an eligible concession card on 1 July 2024, you are not eligible for this rebate.

Application

* indicates a required field

Applicant Details

Applicant name *

First Name

Last Name

Middle name

I am a resident of:

- ☐ Retirement village
- ☐ Caravan park
- ☐ Other (eg Tasman Peninsula Power, Tasman Eco Village etc)

Name of retirement village/caravan park/other *

Unit / Site number

If applicable

Residential address *

Address

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Postal address *

Address

Phone number ***Email *****Proof of Address - please upload proof of address (a copy of phone bill, drivers licence or bank statement) ***

Attach a file:

Receipt - please upload most recent receipt indicating a metered electricity supply at your principal place of residence *

Attach a file:

Bank details

Grant payments will be made via Electronic Funds Transfer (EFT) to the nominated bank account and the department is hereby authorised to make such payments for successful applicants.

- 1.The Department is under no obligation to verify the authority of the undersigned on the bank account details.
- 2.The Department will not be held responsible for delays of payment, or errors due to factors outside their reasonable control. The department reserves the right to terminate or suspend an EFT and to pay by cheque or any other manner which the department may determine.

Name of bank account holder ***Bank account BSB number ***

Must be a valid Australian bank 6 digit BSB. For example 123456

Bank account number *

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Must be a valid Australian bank account number, excluding the BSB.

Declaration

* indicates a required field

Right to information

Information you provide to the Department of State Growth and details of assistance may be subject to requests for public disclosure under the [Right to Information Act 2009 2009 \(Tasmania\)](#).

You are providing personal information to the Department of State Growth, which will manage that information in accordance with the [Personal Information Protection Act 2004](#). The personal information collected here will be used by the Department for the purpose of assessing your application and related activities. Failure to provide this information may result in your application not being assessed or records not being properly maintained. The Department may also use the information for related purposes, or disclose it to third parties in circumstances allowed for by law. You have the right to access your personal information by request to the Department and you may be charged a fee for this service.

I declare that:

- All the details supplied in this form are correct.
- Neither I nor any other member of my household have applied for or received the Energy Bill Relief payment for 2024 or for any other residential address.

I agree *

☐ Yes

Centrelink Confirmation eServices

I authorise:

- the Tasmanian Department of State Growth to use Centrelink Confirmation eServices to perform a Centrelink/DVA enquiry of my Centrelink or Department of Veterans' Affairs customer details and concession card status to enable the business to determine if I qualify for a concession, rebate or service.
- Services Australia to provide the results of that enquiry to the Tasmanian Department of State Growth.

I understand that:

- Services Australia will disclose personal information to the Tasmanian Department of State Growth including my name/address/payment type/payment status and concession card type and status to confirm my eligibility for the Energy Bill Relief payment.
- This consent, once signed, remains valid while I am a customer of the Tasmanian Department of State Growth unless I withdraw it by contacting the Tasmanian Department of State Growth or Services Australia. I can get proof of my circumstances or details from Services Australia and provide it to the Tasmanian Department of State Growth so they can determine my eligibility for the Energy Bill Relief payment.
- If I withdraw my consent or don't alternatively provide proof of my circumstances or details, I may not be eligible for the Energy Bill Relief payment provided by the Tasmanian Department of State Growth.

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- I confirm that the electronic signature in this consent represents my signature.
- I consent to signing the form electronically and I confirm that my signature is legally binding.

Applicant electronic signature *

First Name

Last Name

I understand the terms and authorise the use of Centrelink Confirmation eServices to check my eligibility for the Energy Bill Relief *

- ☐ Yes
- ☐ No - I will provide the Tasmanian Department of State Growth proof of my circumstances or details from Services Australia so they can determine my eligibility for the Energy Bill Relief payment

Press the 'Next Page' button to review the application.

Once the application is complete and you do not wish to make any further changes press 'Submit'.

You will receive a confirmation email which lets you know we have received your application. If you do not receive this email please contact us.

You can print or download a copy of your application after it has been submitted.