

ARE YOU ELIGIBLE FOR CONCESSION REBATES?

A number of energy concession rebates are available in New South Wales. Further details about the concessions and who is eligible for them are shown below.

	Frequency	Eligibility
Energy Blackout	Compensation payment. A capped annual amount applied.	<ul style="list-style-type: none"> Metropolitan customers who suffer more than four 4-hour outages in a year or any outage of longer than 12 hours Non metropolitan customers who suffer more than four 5-hour outages in a year or any outage of longer than 18 hours.
Energy Rebate*	Annual rebate which appears as a credit on your electricity account.	Holders of the following may be eligible: <ul style="list-style-type: none"> Centrelink Pensioner Concession Card Department of Veterans' Affairs Pension for War Widows or War Widowers Disability Pension – 'totally and permanently incapacitated' (TPI) Disability pension – 'extreme disablement adjustment' (EDA) Carer allowance (child under 16) Sickness allowance Special benefits
Life Support	An electricity account rebate is available for each type of medical equipment used in your home that is necessary to sustain a life.	Eligible equipment includes: <ul style="list-style-type: none"> PAP devices External Feeding Pump Phototherapy Equipment Home Dialysis Respirator / Ventilator Oxygen Concentrator Total parenteral nutrition machine External heart pump
Energy Accounts Payment Assistance (EAPA)	Available as a result of short-term financial crisis (not available on an ongoing basis).	Applications for EAPA vouchers to be made through participating Community Welfare Organisations (CWOs) such as the Smith Family, St Vincent de Paul or the Salvation Army, where the claim will be considered and, if appropriate, issued.
Medical Energy Rebate	Rebates vary depending on the appliance utilized. Rebates are calculated on a daily rate and appear on each bill.	<ul style="list-style-type: none"> Eligibility Pensioner Concession Card Health Care Card Gold Repatriation Card A member of the household must have an inability to self regulate body temperature Authorisation from a medical practitioner is required Primary conditions include: autonomic system dysfunction and multiple sclerosis

* A concession can only be claimed if the energy account is in the name of the eligible person.

Further information about these concession rebates is available from the NSW Department of Energy, Utilities and Sustainability.

Phone: (02) 8281 7712

Email: information@dwe.nsw.gov.au

Web: www.deus.nsw.gov.au/householders.asp

A LITTLE SUPPORT WHEN TIMES GET TOUGH

We've developed an Energy Support Program to help customers who are experiencing genuine hardship overcome their difficulties, while minimising the chance of their energy supply being lost.

We understand that each customer's situation is unique, which is why we talk to customers to find a plan to suit their specific circumstances. Individual assistance plans could include:

- tailored payment plans to reduce debt and make future accounts more manageable;
- energy efficiency advice;
- information on Government assistance programs;
- information on other support services and financial counseling;
- incentive payments;
- home efficiency audits; and
- appliance assistance.

Call us on freecall number 1800 007 225 if paying your energy accounts is proving difficult or to find out more about our Energy Support Program. We have a dedicated specialist who can talk to you to find the mix of solutions to help you manage your situation. The earlier you call us, the better, and preferably before the due date of your account.

Need some free and independent financial advice or assistance?

Financial counsellors operate in all parts of your state. We've listed a few of the main New South Wales agencies here. For more contacts in your area, please call us on 1800 007 225 from 8am to 7pm on weekdays and from 9am to 4pm on Saturdays.

ASHFIELD	Exodus Foundation	Ph: 02 9799 2811	MIRANDA	Crossroads Community Care Centre	Ph: 02 9525 3790
AUBURN	Salvation Army	Ph: 02 9749 7150	NEWCASTLE	Creditline	Ph: 02 4961 5355
BATEAU BAY	Smith Family	Ph: 02 4334 1477	REDFERN	Koori Lighthouse	Ph: 02 9319 2341
BANKSTOWN	Salvation Army	Ph: 02 9790 7665	REDFERN	Metropolitan Local Aboriginal Land Council	Ph: 02 8394 9666
BONDI JUNCTION	Salvation Army	Ph: 02 9389 6186	REDFERN	Redfern Task Force – St Vincent De Paul	Ph: 02 9698 1529
BURWOOD	Community Welfare Services	Ph: 02 9744 1866	RYDE	Family Support Service	Ph: 02 9808 6311
CAMPSIE	Salvation Army	Ph: 02 9787 2333	ST IVES	Kur-Ring-Gai Family Support	Ph: 02 9988 4966
CHATSWOOD	Salvation Army	Ph: 02 9419 8695	SURRY HILLS	Anglicare	Ph: 02 9331 3482
DARLINGHURST	Bobby Goldsmith Foundation	Ph: 02 9283 8666	SURRY HILLS	Salvation Army	Ph: 02 9331 1440
DEE WHY	Salvation Army	Ph: 02 9981 4472	SURRY HILLS	Wesley Counselling Creditline	Ph: 02 9951 5544
DULWICH HILL	Salvation Army	Ph: 02 9569 4511	SUTHERLAND	Wesley Counselling Creditline	Ph: 02 9531 0249
EAST MAITLAND	Samaritans Foundation	Ph: 02 4956 9300	SUTHERLAND	Stapleton Ave Community Centre	Ph: 02 9521 8280
HORNSBY	Centracare - Mercy Family	Ph: 02 9476 8433	SYDNEY	Salvation Army Head Office	Ph: 02 9266 9866
HORNSBY	Lifeline (Gordon)	Ph: 02 9498 8805	SYDNEY	The Station Limited	Ph: 02 9299 2252
HUNTERS HILL	Gladesville Community Aid	Ph: 02 9817 0101	SYDNEY	Community Restorative Centre	Ph: 02 9288 8700
KOGARAH	The Storehouse – Uniting Church	Ph: 02 9587 5761	THE ENTRANCE	Neighbourhood Centre	Ph: 02 43324545
MANLY / BALGOWLAH	Lifeline	Ph: 02 9940 5522	TOUKLEY	Neighbourhood Centre	Ph: 02 4396 1555
MAROUBRA	Salvation Army	Ph: 02 9314 2166	UMINA	Salvation Army	Ph: 02 4343 1049
MARRICKVILLE	Anglicare	Ph: 02 9560 8622			
MARRICKVILLE	Inner West Aboriginal Corp	Ph: 02 9572 7066			

