

# Energy rebates and concessions

The Queensland Government offers a range of rebates and concessions to assist eligible households to reduce their energy costs. Energy rebates and concessions currently available are listed below.

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Electricity Rebate  
Reticulated Natural Gas Rebate  
Home Energy Emergency Assistance Scheme  
Electricity Life Support Concession  
Medical Cooling and Heating Electricity Concession

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## Electricity Rebate

Eligible Queensland pensioners, seniors, war veterans, low-income households and asylum seekers can receive \$372.20\* per year.

### Eligibility

To be eligible for the electricity rebate you must hold one of the following cards:

- Pensioner Concession Card issued by Services Australia or the Department of Veterans' Australia
- Queensland Seniors Card
- Veteran Gold Card embossed with War Widow, War Widower or TPI issued by the Department of Veterans' Affairs
- Health Care Card issued by Services Australia
- Asylum seeker status (ImmiCard)

Only one rebate is paid per household.

### How to apply with your energy retailer

To find out more about eligibility and how to apply, contact your electricity retailer – their number is on your electricity bill.

## Can I apply for the electricity rebate if I pay my landlord or body corporate for power?

Not every household has an account with an electricity retailer. Instead, your landlord, property manager, park owner, body corporate or service provider may have an electricity account and passes the charges for your usage on to you. This is known as an on-supply arrangement.

If you are an eligible concession card holder and live in a caravan park, boarding house, retirement village, nursing home or other residential multi-unit complex, you may be eligible to receive a rebate for your electricity.

## How to apply through your electricity supplier?

If you do not get billed by an energy retailer contact the organisation that charges you for electricity usage. They can claim the rebate on your behalf.



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## Reticulated Natural Gas Rebate

The Reticulated Natural Gas Rebate provides \$89.69\* per year to eligible Queensland pensioners, seniors and war veterans.

Applicants must be the registered customer of a gas retailer at the home address for which the rebate is claimed.

### How to apply

To find out more about eligibility and how to apply, contact your gas retailer.

## Medical Cooling and Heating Electricity Concession Scheme

The medical cooling and heating concession provides \$502.98 per year to eligible people who have qualifying chronic medical condition/s such as multiple sclerosis, autonomic system dysfunction, significant burns or a severe inflammatory skin condition, aggravated by changes in their body temperature.

These conditions require the use of air-conditioning to regulate a person's body temperature to help better manage their health.

### How to apply

To find out more about eligibility and how to apply, call 13 QGOV (13 74 68).

## Electricity Life Support Concession

The life support concession provides up to \$1024.38\* per year for eligible seriously ill people that use a home-based oxygen concentrator or kidney dialysis machine supplied free of charge through the Medical Aids Subsidy Scheme or Queensland Health.

## How to apply

To find out more about eligibility and how to apply, call 13 QGOV (13 74 68).

Even if you are not eligible for this concession, if you or someone in your household depends on life support equipment, contact your electricity retailer or distribution business to register your household as a life support premises. This will ensure you are provided with advice about power supply interruptions in advance.

## Home Energy Emergency Assistance Scheme (HEEAS)

Low-income households who are experiencing a short-term financial crisis or emergency that has limited their ability to pay their energy bills can receive a one-off payment of up to \$720\*. A customer is only eligible for a HEEAS payment once in every two years.

### How to apply

To find out more about HEASS eligibility and how to apply, contact your energy retailer.

## More information

For further information about Queensland Government energy rebates and concessions, visit [www.qld.gov.au/smartsavings](http://www.qld.gov.au/smartsavings).

\*Rebate and concession amounts are valid for the 2024–2025 financial year.

