

## Energy concession

The SA Government provides concessions to help people from specific backgrounds or economic circumstances, including a concession of up to \$226.67 for 2019-2020 on your annual household energy bill. You may qualify if you:

- Have a pensioner concession card or a Department of Veterans' Affairs Gold Card (TPI, EDA or war widow)
- Have a Centrelink health care card (including a low-income health care card)
- Hold a Commonwealth Seniors health care card
- Receive an eligible Centrelink allowance.

If you claim the energy concession for a particular address, it must be your principal place of residence. You may not be able to claim the concession if you live with someone who has an income of more than \$3,000 a year (unless they're your spouse, domestic partner or a dependant), or if they receive a Centrelink or Department of Veterans' Affairs allowance.

## Medical heating and cooling concession

The SA Government also offers a medical heating and cooling concession of \$226.67 per year on top of the energy concession. It's available to people with a medical condition that causes them to suffer from heat intolerance or an inability to self-regulate their body temperature, including multiple sclerosis or Parkinson's disease. The eligibility criteria are the same as for the energy concession. Applicants must also provide certified documentation from a registered medical professional. This concession is applicable only for your principal place of residence.

## Applying for a concession

If you believe you're eligible for these concessions, you should apply directly to the SA Department of Human Services by calling the concessions hotline on 1800 307 758 (free call). If you have a hearing or speech impairment, use the department's text telephone service on TTS 08 8226 6789. For more details email [concessions@sa.gov.au](mailto:concessions@sa.gov.au) or visit [www.sa.gov.au/concessions](http://www.sa.gov.au/concessions).

## How to transfer your energy concession

To transfer your energy concession details to Utility Shop, simply call the Department for Communities and Social Inclusion concessions hotline on 1800 307 758 (free call). Wait until you receive your first Utility Shop account because the department will need your new Utility Shop reference number and the period your first Utility Shop account covers. Rest assured this won't affect your concession.