



We are independent. Our complaint resolution service is free, fair and easy to use. If we can't help you, we will tell you about someone who can.

Energy concessions

You can apply for some of these concessions to help with your bills if you are eligible.

1. [Energy bill concession](#)

To apply for this concession, you must:

- live at the property
- have an energy account in your name and be listed first on your energy bill
- hold an eligible concession card or receive an eligible Centrelink payment
- not be living with anyone who has an income higher than \$3,000 per year unless:
 - they get an allowance from Centrelink or the Department of Veterans' Affairs
 - they are your spouse, partner or dependent.

2. [ConcessionsSA energy discount offer](#)

If you are eligible for the energy bill concession, you are also eligible for extra discounts through the SA Concessions energy discount offer.

To receive this offer, your provider must become Origin Energy.

3. [Residential park concessions](#)

If you live in a residential park or a caravan park, you may be eligible for a single combined concession to help with your energy, water and sewerage.

4. [Home dialysis electricity concession](#)

If you are undergoing dialysis treatment at home, you are eligible for this concession if your application is approved by an SA Health practitioner. You must apply through the renal unit that is treating you.

5. [Medical heating and cooling concession](#)

If you are on a fixed or low income and have a medical condition that means you need to use frequent heating or cooling so your condition does not get seriously worse, you can apply for this concession. You must complete and sign an application form with your doctor.

Water and other concessions

You may also be eligible for help with water and sewerage rates and other household expenses.

To find out what concessions are available and whether you are eligible:

- visit the ConcessionsSA website or call the Concessions Hotline on 1800 307 758
- check with Services Australia – Centrelink at servicesaustralia.gov.au.

Changing addresses or providers

If you are a concession holder and you change your address or provider, you must tell ConcessionsSA as soon as you get your new bill.

If you change providers, you must make sure the name that is on your concession card is also on your bill.