

Concessions for energy and water bills



Do you have a concession card? You may be able to get a concession on your electricity, gas or water bills.

Most concessions in South Australia are managed by ConcessionsSA.

To check if you can get a concession:

- Visit: sa.gov.au/concessions
- Call: 1800 307 758
- Email: concessions@sa.gov.au

The easiest way to apply or update your details is online using the household concessions form →



Important information

⚠ To make sure you keep getting your concession, you **must update your details with ConcessionsSA** when you move house or switch to a different energy provider.

When you move house:

1. Update your address with Centrelink or the DVA.
2. Wait until you get your first energy bill at your new address.
3. Update your address with ConcessionsSA.

When you switch providers:

1. Make sure the name on the new account matches the name on your Centrelink or DVA card.
2. Wait until you get your first energy bill from your new provider.
3. Contact ConcessionsSA to tell them you have switched providers.

General concessions

Energy bill concession

This concession helps pay for electricity costs. You usually receive the concession as a credit on your electricity bill.

You can get this concession if you:

- live at the property
- have the electricity account in your name
- have an eligible concession card or get an eligible Centrelink payment

Find out more: sa.gov.au/concessions

SA Concessions Energy Discount Offer

This is an extra discount on energy rates.

You can only receive this discount if:

- you already get the energy bill concession
- you are with Origin Energy

Origin Energy delivers this scheme for the South Australian Government.

Find out more: sa.gov.au/concessions

Water and sewerage rate concession

This concession helps with water and sewerage costs. You usually receive the concession as a credit on your water bill.

You can get this concession if you:

- own or rent your main home
- pay for water supply and/or sewerage
- have an eligible concession card, get an eligible Centrelink payment, or meet low-income rules

Find out more: sa.gov.au/concessions

Concessions for people with medical conditions

Home Dialysis Electricity Concession

This concession helps with electricity costs if you receive dialysis treatment at home. Your application must be approved by an SA Health practitioner. You can apply through the renal unit that is treating you.

Find out more: sahealth.sa.gov.au

Medical heating and cooling concession

This concession helps with energy costs if you have a medical condition and need regular heating or cooling at home to stop it getting worse.

You can apply if:

- you have an eligible concession card or get an eligible Centrelink payment
- your doctor completes the medical section of the application form

Find out more: sa.gov.au/concessions

Essential Medical Equipment Payment

This payment helps with energy costs if you have a medical condition and need to use certain types of medical equipment (or heating/cooling) at home.

You can apply if you (or the person you care for) has an eligible concession card.

You can get this payment on top of the Medical Heating and Cooling Concession.

Find out more: servicessaustralia.gov.au

Concessions for special circumstances

Residential park concession

This concession helps with energy, water and sewerage costs if you live in a caravan park or residential park.

You can get this concession if you:

- live at the property
- have an eligible concession card or get an eligible Centrelink payment

Find out more: sa.gov.au/concessions

Emergency Electricity Payment Scheme

This is a one-off payment to help if you are having trouble paying your electricity bill.

You may be able to get this payment if:

- you have a debt with your energy provider
- you have been disconnected or may be disconnected

A financial counsellor must apply for you. They will check your situation and send the application. You can get this payment once every 2 years.

Find out more: sa.gov.au/concessions

To find a financial counsellor, call the National Debt Helpline: 1800 007 007.

Concessions for asylum seekers

This concession helps pay for energy and water bills if you are an asylum seeker.

You can apply on your own or get help from a designated agency:

- redcross.org.au
- vinnies.org.au

Find out more: sa.gov.au/concessions

Need help?

Call us 1800 665 565 (free call)

Monday to Friday,
8:30am to 5:00pm



131 450 (interpreter service)

Text us 0488 854 555

Online ewosa.com.au

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.

