



## Life Support Concession

### When should I complete this form?

- If you or someone in your household uses a life support machine, this form is used to notify your electricity and/or water company of the presence of the machine, to ensure you are notified prior to any withdrawal of service that may affect your property.
- If the electricity/water account holder has an eligible concession card, and the life support machine used is an eligible machine, you can also claim a concession on your electricity and/or water accounts.

### What concession cards are eligible?

Eligible cards are:

- Pensioner Concession Card – issued by Centrelink or Department of Veterans' Affairs
- Centrelink Health Care Card
- Department of Veterans' Affairs Gold Card (cards marked 'Dependent' are not eligible)

*Commonwealth Seniors Health Cards, Victorian Seniors Card, Child Disability and Foster Care Health Care Cards and Medicare Cards are not eligible cards.*

### What machines are eligible for a concession?

The life support machine must be one of the eligible machines listed below. Your hospital social worker or doctor must have completed the front of the form to confirm the installation of the machine.

Eligible machines:

Electricity concession only:

- Oxygen concentrator
- Intermittent peritoneal dialysis machine

Electricity and water concession:

- Haemodialysis machine

Eligible machines are those that consume at least 1,880 kilowatt hours of electricity per annum.

### How much will I receive off my bills?

The amount of the concession is equal to the cost of 1,880 kilowatt hours of electricity usage per annum, divided between your four quarterly bills.

If you use a haemodialysis machine, you can also receive a concession off your water bills, equal to the cost of 168 kilolitres of water per annum, divided between your four quarterly bills.

### Where do I send my form?

Please send your form to your electricity retailer or water agency. Addresses for the major companies are given below. If your company is not listed, please contact the account enquiries number that appears on your bill.

### Checklist – have you:

- Completed all of your details, and your account details.
- Asked your hospital social worker, or medical practitioner, to complete the hospital/medical practitioner section.
- Signed and dated the form.

### Privacy Statement

The information on this form is required to assess your eligibility for a rebate and may be verified by Centrelink or the Department of Veterans' Affairs and will not be used for any other purpose without your consent. The information will be provided to your electricity/water retailer and/or distributor for the purpose of applying for the concession.

The information will be securely stored within the Department of Human Services or your electricity/water retailer and/or distributor. Only staff involved in processing your application will have access to the information provided on this form.

The information will be retained only for the period required by the *Public Records Act 1973*. You are able to access your personal information provided to the Department of Human Services and seek to correct this information or withdraw consent, if necessary.

Without the information requested, we are unable to access your eligibility and grant you the rebate.

For further information, please contact your electricity retailer or water agency, or call the Concessions Information Line on 1800 658 521.

#### TRUenergy

Life Support Administrator  
Locked Bag 14060  
MELBOURNE VIC 8001  
Tel: 13 3466

#### AGL Sales

Life Support Administrator  
PO Box 14120  
MCMC MELBOURNE VIC 8001  
Tel: 13 1245

#### Simply Energy

Life Support Administrator  
P.O. Box 210  
BALWYN VIC 3103  
Tel: 13 8808

#### Victoria Electricity

Life Support Administrator  
PO Box 1519  
BOX HILL VIC 3128  
Tel: 1300 136 749

#### Country Energy

Life Support Administrator  
PO Box 718  
QUEANBEYAN NSW 2620  
Tel: 13 2356

#### Origin Energy

Life Support Administrator  
GPO Box 1199  
ADELAIDE SA 5001  
Tel: 13 2461

#### Red Energy

Life Support Administrator  
PO Box 4136  
RICHMOND EAST VIC 3121  
Tel: 13 1806

#### Powerdirect

Life Support Administrator  
PO Box 1028  
GLEN WAVERLEY VIC 3150  
Tel: 1300 307 966

#### EnergyAustralia

Residential Billing  
PO Box 487  
NEWCASTLE NSW 2300  
Tel: 13 15 02

#### South East Water

Billings & Collections  
PO Box 1382  
MOORABBIN VIC 3189  
TEL: 13 1851

#### City West Water

Retail Services  
Locked Bag 350  
SUNSHINE VIC 3020  
Tel: 13 1691

#### Yarra Valley Water

Service Assistance Centre  
Private Bag 1  
MITCHAM VIC 3132  
Tel: 13 1721