The Queensland Government offers a range of concessions and rebates to eligible households in Queensland to assist with energy costs.

Concessions and rebates currently available include:
- Electricity Rebate
- Reticulated Natural Gas Rebate
- Home Energy Emergency Assistance Scheme
- Electricity Life Support Concession
- Medical Cooling and Heating Electricity Concession

Electricity Rebate
Eligible Queensland pensioners, seniors, war veterans, low-income households and asylum seekers can receive $340.85 per year.

Eligibility
To be eligible for the electricity rebate you must hold one of the following cards:
- Pensioner Concession Card
- Queensland Seniors Card
- Department of Veterans’ Affairs Gold Card (and receive the War Widow/er Pension or special rate TPI Pension)
- Commonwealth Health Care Card
- Asylum seeker status (ImmiCard)

Only one person can receive the rebate per household.

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


How do I apply for the electricity rebate if I pay for power through my landlord?
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 pass 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 or nursing home or other residential multi-unit complex, you may be eligible to receive a rebate for your electricity.

How to apply
Contact the organisation that provides you with your bill.
They must claim the rebate on your behalf and it will be deducted from your next electricity bill.
Reticulated Natural Gas Rebate
The Reticulated Natural Gas Rebate provides $74.92 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.

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 eligibility and how to apply, contact your energy retailer.

Electricity Life Support Concession
The life support concession provides up to $694.18 per year to eligible people who are seriously ill and use a home-based life support system such as oxygen concentrator or kidney dialysis machine.

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 and register your household as a life support premises. This will ensure you are provided with advice about power supply interruptions in advance.

Medical Cooling and Heating Electricity Concession Scheme
This concession helps people who have qualifying chronic medical condition/s that requires air-conditioning to regulate their body temperature and manage their health.

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

Disclaimer: rebates and concession amounts are valid for the 2020–2021 financial year.