



Zero Carbon Tatura brings to your attention the \$250 Power Saving Bonus that is available to every Victorian household

Visit <https://compare.energy.vic.gov.au/> to apply on line or for free local support to make application call GV Community Energy on 0490364967 or 0490357915

\$250 Power Saving Bonus Program –

What is the \$250 Power Saving Bonus for Victorian households?

The \$250 Power Saving Bonus is a one-off \$250 payment for Victorian households to help ease cost-of-living pressures and encourage them to compare energy offers and save money.

Applications are open between 1 July 2022 and 30 June 2023. The Bonus is available to all Victorians households who visit the [Victorian Energy Compare](#) website or engage with an energy affordability service through one of our participating [community outreach partners](#). The \$250 Bonus is limited to one payment per eligible household.

How do I apply for the \$250 Power Saving Bonus for Victorian households?

To apply for the new \$250 Power Saving Bonus, eligible households must submit an application on this website or apply through a participating [community outreach partner](#). To submit an application on our website please [click here](#). <https://compare.energy.vic.gov.au/>

When can eligible households apply for the \$250 Power Saving Bonus for Victorian Households?

Eligible households can apply for the new \$250 Power Saving Bonus now. Applications are open from 1 July 2022 until 30 June 2023. The Bonus is available to all Victorians households who visit the [Victorian Energy Compare](#) website or engage with an energy affordability service through one of our participating [community outreach partners](#).

Who is eligible for the \$250 Power Saving Bonus for Victorian households?

The \$250 Power Saving Bonus is available to all Victorians households. To be eligible for the \$250 Power Saving Bonus, Victorian households will need to:

- Have a recent residential electricity bill
- Be the account holder for that bill
- Visit the [Victorian Energy Compare](#) website or engage with an energy affordability service through one of our participating [community outreach partners](#).

Is there a limit on how many \$250 Bonuses are available?

There is no limit or cap on the number of payments available during the life of the program (1 July 2022 – 30 June 2023), but only one payment is available to each household.

Will the \$250 Bonus be deducted from my electricity bill?

No, the Bonus will be paid to your nominated bank account via Electronic Funds Transfer (EFT) or Bank Cheque.

I received the \$50 and/or \$250 Power Saving Bonus for concession recipients, can I apply for the new \$250 Power Saving Bonus?

Yes, if you received the \$50 Power Saving Bonus and/or the \$250 Power Saving Bonus for concession recipients and meet the eligibility requirements of the new \$250 Bonus, then your household can apply for the \$250 payment.

Can my household apply for the \$250 Power Saving Bonus more than once?

No, only one Bonus is available per household.

What support is available to help me submit my application?

If you need help to apply, the following support options may be able to help.

- **Friends and family members:** If someone you know has a computer with the internet, ask if you can visit them and use it to access [Victorian Energy Compare](#).
- **Online:** You can get help in real time by using the [Victorian Energy Compare](#) website live chat function.
- **Phone support:** You can call [1800 000 VEC \(832\)](#) to receive general support and assistance with the [Victorian Energy Compare](#) website and Power Saving Bonus program. If you don't have internet or computer access, the helpline will also support you to submit an application over the phone.
- **Email:** You can email our support team and they can help you navigate the online application process. They can be contacted at info.vec@delwp.vic.gov.au.

There are also a number of community organisations who can support eligible households to submit applications for the existing \$250 Power Saving Bonus either over-the-phone or in-person. Victorian households who need support can contact one of these partner organisations for help.

Phone support:

Over the phone support is available through the following providers. If you require an interpreter call the Translating and Interpreting Service (TIS) on 131 450 and provide them with the outreach partner's number.

- **Good Shepherd:** Call [1300 026 500](#).
- **The Brotherhood of St. Laurence (and partners Australian Energy Foundation, GV Community Energy and Uniting Vic.Tas):** Call [1800 830 029](#).
- **The National Debt Helpline - Consumer Action Law Centre:** Call [1800 149 689](#).

In-person support:

- **Neighbourhood House:** You can drop into a local Neighbourhood House centre for more information or call Good Shepherd on [1300 026 500](tel:1300026500) to find the closest Neighbourhood House that is currently offering support.
- **The Ethnic Community Council Victoria:** Delivering in-person events, call [9354 9555](tel:93549555) to get more details.

Visit our [Community Outreach page](#) for more information on the range of support available to assist you to apply for the \$250 Bonus.

Can households in embedded networks apply for the \$250 Power Saving Bonus?

Yes, if your household is in an embedded network and you meet the program's eligibility requirements you are eligible to apply for the Bonus. You will need to upload a copy of the electricity bill or invoice, provided to you by your Embedded Network Manager.

Households who live in an embedded network will be paid by bank cheque. This will be sent to the service address listed on your electricity bill. Please contact us at info.vec@delwp.vic.gov.au as soon as possible if you have concerns about having your cheque being mailed to this address.

What can I do to make the application process as easy as possible?

When you visit the website to submit your application, there are a few things you need to make the application process as easy as possible, including:

- Making sure you have a copy of a recent electricity bill
- Making sure you know your 'NMI' number (this is can be located on your bill and is typically a 10 or 11 digit number)
- Making sure you have a copy of further supporting documentation. Such as: a recent utility bill (e.g. gas or water), Rates Notice, Driver's License, or a Valid Centrelink Card
- Making sure you keep a copy of your application reference number and your NMI as you may need it for further communications about your application.

How long will it take before I receive further information about the status of my application?

You should receive an update on your application within 10 business days of submission. We suggest that you also check your Spam/ Junk email folder for any missed emails.

If you have not received an email, we recommend waiting 10 business days from submission before following-up on the status of your application.

I have not received an email from you. How can I contact you to follow-up?

If you have not received an email about your application, we recommend waiting 10 business days from submission before following-up on its status. We suggest that you also check your Spam/ Junk email folder for any missed emails.

If you have still not received a response after 10 business days, our support team can be contacted at info.vec@delwp.vic.gov.au.

How long does it take to receive the \$250 Power Saving Bonus?

If your application is successful, you should receive your \$250 payment via Electronic Fund Transfer (EFT) within 2-3 weeks of submission if you meet the eligibility and documentation requirements. Cheque payments will take a little longer to process but should be received within 4 weeks if you meet the eligibility and documentation requirements. Incomplete applications may take longer to process.

How will the \$250 Power Saving Bonus be paid?

The \$250 Power Saving Bonus will generally be paid via Electronic Funds Transfer (EFT) to your nominated bank account, or by bank cheque upon request. In certain circumstances, it may be necessary for your payment to be made via bank cheque.

Can I receive my payment by cheque instead of EFT?

Yes. When you submit your application online, you will be able to choose between receiving your payment via EFT or cheque. If you choose EFT you should receive your \$250 payment within 5 business days of receiving email confirmation. If you choose cheque you should receive your \$250 payment within 4 weeks of receiving email confirmation. If you have submitted your application details already but would like to change your payment method, you should email info.vec@delwp.vic.gov.au.

I want to submit an enquiry.

If you have already submitted an application we recommend waiting 10 business days from submission before following up. We also suggest that you check your Spam/ Junk email folder for any missed emails.

All enquiries can be submitted to our support team at info.vec@delwp.vic.gov.au.

I want to provide feedback.

Victorian Energy Compare values feedback. If you wish to provide feedback please use the form located at <https://compare.energy.vic.gov.au/feedback>.