

## General information

Below are a few different organisations that can provide more information about reducing the cost of utilities.

### National

The Salvation Army has provided a national phone number for people supporting refugees and others on low incomes. Consult with a local [Moneycare](#) financial counsellor on 1800 722 363 for more advice on what might be available in your state or territory.

[Energy.gov.au](#) - General information on national energy information and services, including rebates and assistance.

[Household Support](#) - Overview of government support for households in billing and payments, energy and water, and COVID-19 advice.

### ACT

[Utilities Concession ACT](#) - Information on eligibility requirements and how to apply for utilities concessions.

### New South Wales

[Concessions, Rebates and Assistance NSW](#) - Overview of rebates and assistance schemes available in NSW, including energy comparison tools and how to apply for various rebates.

[Energy Accounts Payment Assistance \(EAPA\) Scheme](#) - Information on energy payment vouchers for households who are experiencing financial hardship.

### Queensland

[Electricity and Gas Rebates Qld](#) - Information on available electricity and gas rebates, eligibility details, and how to apply.

[Home Energy Emergency Assistance Scheme](#) - Energy Assistance Scheme for low income households and concession card holders.

### South Australia

[Affordable SA - Utilities](#) - An overview of available utility concession programs and resources, including a free advisory service, utility payment plans and sustainability tips.

[ConnectEd](#) - Knowledge and skill training to improve understanding of household utilities.

### Tasmania

[Winter Energy Assistance Package 2022](#) - Information on the winter energy assistance package, including energy concessions and other forms of household support.



**Victoria**

[Energy Info Hub](#) - Information on types of concessions and how to apply for them, finding cheaper energy plans and tips on saving energy.

[Victorian Energy Saver](#) - Government programs, grants and tools for saving on utility bills and information on the Victorian energy system.

[Brotherhood of Saint Laurence - Power Saving Bonus](#) - Factsheet on applying for the \$250 Power Saving Bonus, including assistance with applying.

[Utility Relief Grant Scheme Vic](#) - Utility relief grant scheme offers up to \$650 on each utility in a two-year period for households who meet the criteria.

**Western Australia**

[Household Energy Support WA](#) - Information on utility pricing, payment and available concession programs.