

National Energy Bill Relief for Households

Through National Energy Bill Relief, eligible households can get \$350 off their power bills in 2023-24.

The Northern Territory and Australian Governments are jointly funding this program.

This money is only available once per household, even if there is more than one eligible person living there.

This money is different to the electricity concession available as part of the Northern Territory Concessions Scheme, which provides a maximum concession of \$1,200 per household per financial year.

Eligibility

To be eligible, as at 1 July 2023 you must be the person named on your household electricity, and either:

- A Northern Territory Concessions Scheme member
- Live in a remote community*
- receiving another eligible benefit.

Other eligible benefits include:

- all other Department of Veterans' Affairs (DVA) Gold Cards
- Carer Allowance
- Commonwealth Seniors Health Card
- Family Tax Benefit
- Health Care Card
- Indigenous Essential Services
- Low Income Health Care Card.

*Eligible remote communities are those that are Indigenous Essential Services customers.

More information

Contact our hotline on 1800 296 900 or visit nt.gov.au/energy-bill-relief for more information or to find your closest office.

What do I need to do?

Northern Territory Concessions Scheme members or live in an Indigenous Essential Services remote community	Other eligible benefit holders
<p>You don't need to do anything.</p> <p>We have everything we need and will start processing bill relief from August 2023.</p> <p>However, if you are an alternative energy customer, we will need you to contact us with your bank details.</p>	<p>Services Australia or the DVA will contact you in September 2023 if they think you may be eligible.</p> <p>They will ask you to 'opt in' by providing consent to share your information with the NT Government and may ask for further information such as your electricity account number.</p> <p>Once the NT Government receives this information, we can confirm your eligibility and begin processing your bill relief.</p> <p>To receive the bill relief, households must apply by 31 March 2024 and be confirmed as eligible.</p>

When can I expect payment?

Bill relief for Northern Territory Concessions Scheme members will commence from August 2023.

Indigenous Essential Services remote community households can expect relief between October 2023 and January 2024, depending on their location.

Bill relief for other eligible households will commence from September 2023.

The frequency of bill relief will depend on how you pay for power.

Bill customers	Prepaid customers	Alternative energy customers
<p>You are on a meter and receive a regular electricity bill</p>	<p>You use a Jacana Swipe Card or a Power and Water e-Meter or tokens</p>	<p>You are part of an embedded network e.g. a caravan park</p>
<p>The \$350 credit will be spread across your billing cycle for the 2023-24 financial year.</p> <p>Bill relief will be applied quarterly.</p> <p>Your energy provider will calculate this for you and apply the appropriate credit to your bills.</p>	<p>Urban customers:</p> <p>We will split this into two payments of \$175 each. Your energy retailer will apply the bill relief directly to your meter.</p> <p>Remote customers:</p> <p>You will receive a once off credit on your prepaid meter of \$350.</p>	<p>A one-off payment for 2023-24 will be made.</p> <p>We will deposit the money directly into your selected bank account after your eligibility and bank details are confirmed.</p>