

## HOUSEHOLD UTILITY ASSISTANCE PACKAGE

In March 2020 the Queensland Government announced that they will be assisting Queenslanders with their energy costs during the Covid 19 crisis by providing a once off payment of \$200.00 for residential households and \$500.00 to small to medium sized businesses. Silver Asset Services will be applying to the relevant electricity retailer of each of our bodies corporate to ensure that they receive the required funds to be able to pass this assistance on to their residents. Customers can rest assured that they will not need to do anything to receive this assistance, we will apply it directly to all bills once the funds have been received from the electricity retailer.

For further information regarding the household utility assistance package please [click here](#).

## QUEENSLAND GOVERNMENT ELECTRICITY REBATE

This rebate is offered to Queensland pensioners, seniors, asylum seekers and low-income households who hold an eligible concession card and provides up to \$340.00 toward their electricity costs each year. Silver Asset Services facilitate the rebate process on behalf of our Bodies Corporate to ensure their customers are receiving the assistance available to them.

For further eligibility criteria and information regarding the electricity rebate please [click here](#)

In order to have this rebate applied to your account the relevant application form needs to be submitted and returned to our office along with a copy of your valid concession card. To complete the application form please [click here](#) or contact our office by phoning 07 3010 5560 or emailing [enquiries@silverasset.com.au](mailto:enquiries@silverasset.com.au)

## HOME ENERGY EMERGENCY ASSISTANCE SCHEME (HEEAS)

This scheme is offered to Queensland households who are having trouble paying their electricity account due to high unexpected expenses or a substantial decrease in your household income. The HEEAS scheme offers eligible customers up to \$720.00 toward their electricity account and can be applied for once every two years. Silver Asset Services forward any HEEAS applications received from customers to the Department of Communities, Disability Services and Seniors on their behalf for review. If a customer's HEEAS application is approved, the Department will forward the assistance they have been granted to SAS, which is then applied to the customers account.

For further eligibility criteria and information regarding the Home Energy Emergency Assistance Scheme please [click here](#). In order to apply for this scheme please contact our office by phoning 07 3010 5560 or emailing [enquiries@silverasset.com.au](mailto:enquiries@silverasset.com.au)

## **ELECTRICITY LIFE SUPPORT CONCESSION**

The Queensland Government offer a concession to residents who require the use of home-based oxygen concentrators or kidney dialysis machines to assist with the electricity running costs involved. Eligible customers who run an oxygen concentrator will receive a total payment of \$694.18 per year and eligible customers who operate a kidney dialysis machine are entitled to a total \$464.88 per year. Unfortunately, Silver Asset Services are unable to facilitate this concession on behalf of customers, but applications can be made directly to the government department and any payments customers are entitled to will be directed to the bank account.

For further eligibility criteria and information regarding the Electricity Life Support Concession please [click here.](#)

## **MEDICAL COOLING AND HEATING ELECTRICITY CONCESSION SCHEME**

Queensland residents who have a chronic medical condition that is affected by changes in temperature, may be entitled to receive \$340.85 (Incl GST) in assistance from the Queensland Government to help with their electricity costs. Unfortunately, Silver Asset Services are unable to facilitate this concession on behalf of customers, but applications can be made directly to the government department and any payments customers are entitled to will be directed to the bank account.

For further eligibility criteria and information regarding the Medical Cooling and Heating Electricity Concession Scheme please [click here.](#)

## **RETICULATED NATURAL GAS REBATE**

Similarly, to the electricity rebate the Queensland Government also offer a reticulated natural gas rebate of \$73.60 to customers who hold an eligible concession card. Customers within a reticulated natural gas embedded network can be eligible to receive this rebate however their property needs to have an individual meter that specifically measures their gas consumption. Unfortunately, a lot of buildings don't have individual gas meters installed in each unit. Often units will have an individual hot water meter installed that measures the number of litres consumed from the centralized gas hot water plant or customers will receive their gas supply (for a gas cook top or external bbq outlet) on an unmetered basis.

For further eligibility criteria and information regarding the Reticulated Natural Gas Rebate please [click here.](#)