

Medical Cooling Concession

The Medical Cooling Concession assists Victorian households with summer electricity costs for medically required cooling. The concession is available to households where the electricity account holder has an eligible concession card and a member of the household has a medical condition that affects the body's ability to regulate temperature. Please see the third page of this form for eligibility criteria.

Please complete all sections and be sure to sign on the second page.

Account holder's details

Ms Mrs Miss Mr

Given names		Surname	
Residential address			
Suburb/town		Postcode	
Home phone no.	<input type="text"/>	Mobile phone no.	<input type="text"/>
Postal address (if different from above)			
Suburb/town		Postcode	

Electricity details

Electricity retailer	Account no.
	<input type="text"/>
National Meter Identifier (NMI)	<input type="text"/>

If you pay a caravan park or retirement village for your electricity please contact the Concessions Information Line on **1800 658 521 (toll-free)** to discuss your application.

Account holder's concession card type (Please ✓)

Pensioner Concession Card (Centrelink or Veterans' Affairs) Health Care Card (Centrelink) Gold Card (Veterans' Affairs)

Account holder's concession card number

Centrelink cards	Veterans' Affairs cards
CRN <input type="text"/>	File number <input type="text"/>

(Note: Commonwealth Seniors Health Cards, Carer Allowance and Foster Care Health Care Cards, and Veterans' cards marked 'Dependent' are not eligible).



Patient's details (person with the qualifying condition)

 Given names

 Surname

 Residential address

 Suburb/town

 Postcode

 Home phone no.

 Mobile phone no.

Doctor's statement

 (Patient's name)

I certify that

 has

 multiple sclerosis

 lymphoedema

 Parkinson's disease

 fibromyalgia

 post-polio syndrome/poliomyelitis

 motor neuron disease

OR

 another qualifying condition — please specify (see page three of this form for more information)

 This patient suffers from an inability to self-regulate body temperature

 Name

 Phone

 Signature

 Date

/ /

Privacy statement

This information is collected by the Department of Human Services Concessions Unit and your electricity retailer/distributor for the purpose of administering your concessions. Without this information, we are unable to provide your concession. Your information will be disclosed to your electricity retailer/distributor to enable them to process your concession. You are able to request access to the personal information that we hold about you, and to request that it be corrected if necessary. Please contact the Concessions Information Line on **1800 658 521 (toll-free)** with any queries about this statement.

Consent to check Centrelink details

I authorise Centrelink to confirm with the Department of Human Services and my electricity retailer/distributor the current status of my Commonwealth Benefit and other details as they pertain to my concessional entitlement. This involves electronically matching details I have provided to the Department of Human Services and my electricity retailer/distributor with Centrelink or Department of Veterans' Affairs records to confirm whether or not I am currently receiving a Centrelink or Veterans' Affairs benefit.

I understand that this consent, once signed, is effective only for the period I am a customer of my electricity retailer/distributor. I also understand that this consent, which is ongoing, can be revoked any time by giving notice to my electricity retailer/distributor. I understand that if I withdraw my consent, I may not be eligible for the concession provided by the Department of Human Services and my electricity retailer/distributor.

 Signature

 Date

/ /

Medical Cooling – information for customers

When should I complete this form?

- If someone in your household has multiple sclerosis, lymphoedema, Parkinson's disease, fibromyalgia, post-polio syndrome/poliomyelitis or motor neuron disease, or another qualifying condition

AND

- If the electricity account holder has an eligible concession card.

What concession cards are eligible?

Eligible cards are:

- Pensioner Concession Card — issued by Centrelink or Department of Veterans' Affairs
- Centrelink Health Care Card
- Department of Veterans' Affairs Gold Card (cards marked 'Dependent' are not eligible).

Commonwealth Seniors Health Cards, Victorian Seniors Card, Carer Allowance and Foster Care Health Care Cards and Medicare Cards are not eligible cards.

What other conditions are eligible for a concession?

If you have a condition that impairs the body's ability to regulate its own temperature, you may be eligible for the concession.

Other qualifying conditions include:

- muscular dystrophy
- quadriplegia
- scleroderma
- systemic lupus erythematosus (SLE).

If your condition is not listed, please contact the Concessions Information Line on **1800 658 521 (toll-free)** to discuss your eligibility.

Applications for conditions not listed in the doctor's statement must be assessed by the Department of Human Services.

How much is the concession?

The concession provides a discount of 17.5 per cent off your electricity costs between 1 November and 30 April each year.

The concession is given in addition to the Annual Electricity Concession.

Where do I send my form?

If you have:

- multiple sclerosis
- lymphoedema
- Parkinson's disease
- fibromyalgia
- post-polio syndrome/poliomyelitis
- motor neuron disease.

Please send your form to your electricity retailers. Addresses for most retailers are listed on the back of this form. If your retailer is not listed, please contact the account enquiries number that appears on your bill.

If your condition is not listed please send your form to:

**Department of Human Services
Concessions Unit
GPO Box 4057
Melbourne VIC 3001**

Checklist — have you (Please ✓)

- Completed all of your details, and your account details.
- Asked your doctor to complete the form.
- Signed and dated the form.

For further information, please contact your electricity retailer, or call the Concessions Information Line on **1800 658 521 (toll-free)**.

For multilingual information, please call the Translating and Interpreting Service on **131 450**.

Electricity retailers

AGL

AGL Concessions
Locked Bag 14120 MCMC
Melbourne VIC 8001
Phone: **131 245**

Australian Power and Gas

Serviceworks Management
157 Adderley Street
West Melbourne VIC 3003
Phone: **133 298**

Click Energy

PO Box 1048
Collingwood VIC 3066
Phone: **1800 77 59 29**

Country Energy

Concessions
PO Box 718
Queanbeyan NSW 2620
Phone: **13 2356**

Diamond Energy

Concessions Manager
Level 1, 695 Burke Road
Camberwell VIC 3124
Phone: **1300 838 009**

Dodo Power and Gas

Customer Care
Level 14, 600 St Kilda Road
Melbourne VIC 8004
Phone: **13 36 36**

Energy Australia

Residential Billing
PO Box 487
Newcastle NSW 2300
Phone: **13 1502**

Lumo Energy

Medical Cooling Administrator
PO Box 632
Collins Street West
Melbourne VIC 8007
Phone: **1300 136 749**

Momentum Energy

PO Box 353
Flinders Lane VIC 8009
Phone: **1300 662 778**

Neighbourhood Energy

PO Box 171
Elsternwick VIC 3185
Phone: **1300 764 860**

Origin Energy

Billing Services
GPO Box 1199
Adelaide SA 5001
Phone: **13 2114**

Powerdirect

Powerdirect Concession Administrator
PO Box 1028
Glen Waverley VIC 3150
Phone: **1300 307 966**

Red Energy

Medical Cooling Administrator
PO Box 4136
Richmond East VIC 3121
Phone: **13 1806**

Simply Energy

Medical Cooling Administrator
PO Box 210
Balwyn VIC 3103
Phone: **13 8808**

TRUenergy

Customer Care
Locked Bag 14060
Melbourne VIC 8001
Phone: **13 3466**