

# Do you need assistance with your utility bills?



The Utility Relief Grant Scheme provides assistance for domestic households who are unable to pay their utility bills due to a temporary financial crisis.



## Utility Relief Grant Scheme (URGS)

If you cannot pay your outstanding electricity, gas or water bill, call your utility company as soon as possible and let them know of your problem. You may be able to arrange to pay your bill in instalments or use the Easy-Way payment plan.

### Eligibility Criteria

To be eligible to apply for the Utility Relief Grant Scheme, you need to either hold a current Pensioner Concession Card or Health Card, or be registered with your Utility Company's hardship program – [\\*please visit www.dhs.vic.gov.au](http://www.dhs.vic.gov.au) for special conditions.

A Victorian  
Government  
initiative





## You must also meet one of the following eligibility criteria:

- A significant increase in utility usage
- A recent decrease in income, such as loss of employment
- High, unexpected expenses on essential items
- The cost of shelter is more than 30% of the household income
- The cost of utility usage is more than 10% of the household income.

Application forms can be obtained from your gas, electricity and water companies. Your application should address at least one of the eligibility criteria listed above.

## Send the completed form to:

**Utility Relief Grant Scheme**  
**Department of Human Services**  
**P O Box 4057**  
**Melbourne Vic 3001**

If you would like to receive this publication in an accessible format, please phone 1800 658 521 using the National Relay Service 13 36 77 if required, or email **[concessions@dhs.vic.gov.au](mailto:concessions@dhs.vic.gov.au)**

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