

# Do you need assistance with your electricity, gas and water bills?

**The Utility Relief Grant Scheme and the Non-mains Utility Relief Grant Scheme provide assistance for domestic customers who are unable to pay their utility bills due to a temporary financial crisis.**

## **Utility Relief Grant Scheme (URGS)**

If you cannot pay your 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.

The Utility Relief Grant Scheme may be able to assist in certain circumstances where you have no other way of paying your bill, and are at risk of disconnection.

## **Non-mains Utility Relief Grant Scheme (NURGS)**

If you use bottled gas, or pay to have water carted to your domestic property, the Non-mains Utility Relief Grant Scheme may be able to assist in certain circumstances where you have no other way of paying your gas or carted water bill and are at risk of non-supply of further gas bottles or water supply.

## Eligibility Criteria

To qualify for the Utility Relief Grant Scheme or the Non-mains Utility Relief Grant Scheme, you need to either hold a current Pensioner Concession Card or Health Care Card, or be registered with your Utility Company's hardship program – \*see special conditions.

You need to demonstrate that unexpected hardship has left you seriously short of money so that you cannot pay your utility bill without assistance and risk disconnection or non-supply, and meet one of the following criteria:

- A significant increase in usage
- A recent decrease in income, for example, 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 for URGS or NURGS can be obtained from your gas, electricity and water companies or your LP Gas or carted water supplier. Your application should provide in detail the circumstances that have led to your inability to pay the outstanding account.

\*Special conditions for non-concession card household –

The account holder must be registered with their utility company's hardship program and the total household income must be under the income cap as determined by the Department of Human Services in accordance with the standard Centrelink payments. Please refer to the Concessions Website – [www.cyf.vic.gov.au/concessions](http://www.cyf.vic.gov.au/concessions) for the income caps for non-concession card households.

### Send the completed form to:

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

For further information contact: **1800 658 521**

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