

COVID-19

Government Assistance Guide



A quick reference guide to current Government support and information for Residential or Business customers impacted by COVID-19.

As the situation may change rapidly, we recommend checking the websites listed below for the most up to date information.

| Federal / State Government | Assistance for Residential customers | Assistance for Business customers |
|----------------------------|---|--|
| National | <p>Click here for the latest information from the Federal Government, including support packages.</p> <p>Click here for further details of COVID-19 financial support assistance.</p> | <p>Click here for details of the latest Federal Government COVID-19 business information and support.</p> |
| NSW | <p>Energy Accounts Payments Assistance – EAPA: The EAPA scheme helps customers experiencing financial difficulty in paying their utility bills. Click here for more information.</p> <p>Further Concessions Include: NSW Family Energy Rebate, click here NSW Electricity, click here & Gas Concessions, click here</p> <p>Click here for additional New South Wales State Government COVID-19 support and information.</p> | <p>Click here for details of the latest New South Wales State Government COVID-19 business information and support.</p> |
| QLD | <p>Home Energy Emergency Assistance Scheme HEEAS: Receive up to \$720 towards your energy bills. Click here for more information.</p> <p>Further Concessions Include: QLD Electricity & Gas Concessions, click here</p> <p>Click here for additional Queensland State Government COVID-19 support and information.</p> | <p>Click here for details of the latest Queensland State Government COVID-19 business information and support.</p> |
| SA | <p>Cost Of Living Concession: Helps with electricity, water, gas or medical bills. Click here for more information.</p> <p>Further Concessions Include: SA Emergency Energy Payment Scheme (EEPS), click here SA Electricity Concession, click here</p> <p>Click here for additional South Australian State Government COVID-19 support and information.</p> | <p>Click here for details of the latest South Australian State Government COVID-19 business information and support.</p> |
| VIC | <p>Utility Relief Grant Scheme – URGS: Provides help to pay electricity, gas or water bill. Click here for more information.</p> <p>Rent Relief Grant: Up to \$2,000 assistance with rent. Click here for more information.</p> <p>Click here for additional Victorian State Government COVID-19 support and information.</p> <p>Further Concessions Include: VIC Electricity & Gas Concessions, click here</p> | <p>Click here for details of the latest Victorian State Government COVID-19 business information and support.</p> |

