# **Medical Cooling Concession**

### Application form

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 ☐ Other
Given names Surname
Residential address
Suburb/town Postcode
Home phone no. Mobile phone no.
Postal address (if different from above)
Suburb/town Postcode
Electricity details
Electricity retailer
Account no.  National Meter Identifier (NMI)
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 File number V
Commonwealth Seniors Health Cards, Victorian Seniors 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
	rkinson's disease otor neuron disease
OR The state of th	
another qualifying condition — please specify (see page three of this form for more information)	
	1
This patient suffers from an inability to self-regulate body temperature	
Dravidor etemp	
THAT IS	
Practice address  Phone no.	
Note: If completing this form electronically, the form should be printed and signed by both the appelore being sent.	oplicant and the doctor
Doctor's signature	Date / /
Consent to check Centrelink details	
<ul> <li>Consent to check Centrelink details</li> <li>I authorise:</li> <li>my electricity retailer to use Centrelink Confirmation eServices to perform a Centrelink enquiry of my ending Affairs customer details and concession card status in order to enable the business to determine if I derebate or service.</li> <li>the Australian Government Department of Human Services to provide the results of that enquiry to me</li> </ul>	qualify for a concession,
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### 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 or a member of your household 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 Health & 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 retailer. 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 Health & Human Services Concessions GPO Box 4057 MELBOURNE VIC 3001

#### Renewals

You may be asked to renew your application for the concession periodically.

#### **Privacy statement**

This information is collected by the Department of Health & Human Services 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.

#### 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 help in your language call the Concessions Information Line on **1800 658 521** (toll free) and ask for an interpreter.

#### **Electricity retailers**

#### **AGL Life Support**

Reply Paid 84146
MELBOURNE VIC 8001

Phone: 13 12 45

#### **Click Energy**

PO Box 1048

COLLINGWOOD VIC 3066 Phone: **1800 77 59 29** 

#### **Diamond Energy**

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

#### **Dodo Power & Gas**

Customer Care PO Box 631

COLLINS ST WEST VIC 8007

Phone: 1300 37 47 57

#### **Energy Australia**

Customer Care Locked Bag 14060 MELBOURNE VIC 8001

Phone: 13 34 66

#### Lumo Energy

The Concessions Administrator PO Box 632 COLLINS ST WEST VIC 8007

Phone: 1300 136 749

#### **Momentum Energy**

PO Box 353

FLINDERS LANE VIC 8009 Phone: **1300 662 778** 

#### **Origin Energy**

Medical Cooling Concession GPO Box 1199 ADELAIDE SA 5001 Phone: **13 24 61** 

#### **People Energy**

Locked Bag 5757 MELBOURNE GPO VIC 3000 Phone: **1300 788 970** 

#### **Powerdirect**

Concession Administrator PO Box 1028

GLEN WAVERLEY VIC 3150 Phone: **1300 307 966** 

#### Powershop

Medical Cooling Co-Ordinator GPO Box 1639 MELBOURNE VIC 3001 Phone: **1800 462 668** 

#### **Red Energy**

Medical Cooling Administrator PO Box 4136

EAST RICHMOND VIC 3121

Phone: **13 1806** 

#### Simply Energy

Medical Cooling Administrator PO Box 210

BALWYN VIC 3103 Phone: **13 88 08**