



Household Electricity Credit

As at 27 November 2023

Apply for the credit before 30 November 2023.

On 11 May 2023, the [State Government announced](#) that eligible Western Australian households will receive a payment to ease cost of living pressures.

For certain households, the payment includes an amount provided by the Commonwealth Government under the [National Energy Bill Relief Fund](#).

If you are a Synergy or Horizon Power customer
Contact **Synergy** on 13 13 53 or [see their website](#).
Contact **Horizon Power** on 1800 267 926 or [see their website](#).

On 26 November 2023, the [State Government announced](#) the closing date for applications would be extended to 31 March 2024.

Applying for the credit through RevenueWA

Who should apply	Who should not apply
<p>You may be eligible if, at 9 May 2023:</p> <ul style="list-style-type: none"> • you were an owner-occupier or a tenant incurring electricity costs • the property is a self-contained dwelling which can be lawfully used as a place of residence, including granny flats and dual key properties • the property is solely or dominantly used for residential purposes and • your electricity was supplied through an embedded network, sub-metering arrangement, or other on-supply arrangement and you are invoiced by a third party for the electricity you use. Common examples are apartment buildings, retirement villages, caravan parks and regional communities whose electricity is supplied by mining companies. 	<p>You won't be eligible if:</p> <ul style="list-style-type: none"> • you were not incurring electricity costs at 9 May 2023 • you are a Synergy or Horizon Power customer • you are an owner leasing the property to tenants • you are an employer providing housing to employees as part of their employment terms – if the employee is leasing the property and invoiced for their electricity charges, they are eligible for the credit • you are a resident of Christmas or Cocos Keeling Islands or • the property is primarily used for short stay holiday accommodation such as an Airbnb.

If you received a previous credit

You need to apply for this year's credit unless you were a RevenueWA Energy Concession Extension Scheme (ECES) customer at 9 May 2023.

If your bank or address details have changed since the last time you received the credit, provide your updated details with your application.

How much is the credit?

The amount you are paid depends on your circumstances.

Who	How much	
Households receiving the Energy Concession Extension Scheme (ECES)	\$500	This amount is made up of: <ul style="list-style-type: none">• \$325 from the State Government and• \$175 from the Commonwealth Government This is in addition to your annual \$326 ECES payment.
Households in which a resident receives Family Tax Benefit A or B, or Carer's Allowance	\$400	This amount is made up of: <ul style="list-style-type: none">• \$225 from the State Government and• \$175 from the Commonwealth Government
All other households	\$400	Funded by State Government

How to apply

How you apply depends on your circumstances.

Most households

This includes households not eligible for the Energy Concession Extension Scheme

Apply through the [Online Services Portal](#) between 12 July 2023 and 31 March 2024.

You will need to provide:

- a copy of your identification document.
- a bank statement for the nominated account in the name of the applicant(s).
 - The statement you provide must include the account name, BSB and account number. We don't need to see your transaction details.
 - If the nominated account is not in the name of all owners or tenants, provide a completed [Authorisation form](#) with the ID of each owner or tenant.
- a copy of the lease agreement (if you are a tenant).
- an invoice for electricity costs covering 9 May 2023. If your property is on an embedded network or sub-meter, provide the invoice from a third party (strata management, caravan or retirement management company) recouping the costs from you as owner or tenant.

Households eligible for the Energy Concession Extension Scheme (ECES)

If you were registered for ECES on or before 9 May 2023, you don't need to apply for the 2023 Household Electricity Credit. We will pay the \$500 credit directly to your nominated bank account. You will also receive the annual Energy Assistance Payment.

[Complete this form](#) if you need to update your nominated bank account.

If you were [eligible for ECES](#) on 9 May 2023 but not registered, register for ECES and provide a copy of an invoice for your electricity costs covering 9 May 2023. You will receive the \$500 credit directly to your nominated bank account. You will also receive the annual Energy Assistance Payment.

If you weren't eligible for ECES on 9 May 2023 but have registered since then, you must apply separately for the \$400 credit. You may also receive the annual Energy Assistance Payment.

If you live in a granny flat or dual key residence

The 2023 Household Electricity Credit has been expanded to households living in a self-contained ancillary dwelling, such as granny flats or dual key residences.

The household living in the ancillary dwelling must be separate to the household living in the main residence, and they must be invoiced for the electricity usage as part of an on-supply arrangement.

Synergy or Horizon Power customers

If you were a Synergy or Horizon Power customer on 9 May 2023

Your provider will automatically apply the credit to your account over two instalments from 8 July 2023 and 2 December 2023.

If you open an account after 9 May 2023 but before 23 November 2023, you may only be eligible for the second payment.

See your electricity provider for details.

- Contact Synergy on 13 13 53 or [see their website](#).
- Contact Horizon Power on 1800 267 926 or [see their website](#).

We will check with electricity providers to ensure households don't receive two payments for the same property.

If you closed your Synergy or Horizon Power account after 9 May 2023 and won't be opening another one

Under the terms and conditions for [Synergy](#) and [Horizon Power](#), customers forfeit any credit not used if they close their account and don't open another eligible residential account by 31 March 2024.

If you closed your account before the first credit instalment was applied, contact RevenueWA to discuss your circumstances.

If you closed your account after the first credit instalment was applied, you forfeit the second instalment.

If you open a new Synergy or Horizon Power account before 31 March 2024, contact your provider to discuss transferring your credit.

If you generate your own power

Households not connected to the main electricity network are not eligible to receive the Household Electricity Credit as they don't incur costs associated with power supply from the network.

The Australian Government provides assistance to households that generate electricity for domestic use in the form of fuel tax credits that can be claimed through the Australian Taxation Office. See information about claiming fuel tax credits at www.ato.gov.au or call 13 28 61.

The Australian Government also provides financial incentives to assist with the cost of installing certain renewable energy systems and is available through the Australian Government's Small-scale Renewable Energy Scheme. See information about this scheme at www.cleanenergyregulator.gov.au or call 1300 553 542.

If you have a small business

If you have a small business that is not directly billed by Synergy or Horizon Power, contact the Small Business Development Corporation on 08 6552 3300 or [see their website](#) for information.

If you operate the small business from your home and your home is not directly billed by Synergy or Horizon Power, apply for the \$400 Household Electricity Credit from RevenueWA.

Examples

Synergy or Horizon Power customers	
1	Harry moved to WA in July and opened a Synergy account for his new residence. He isn't eligible for the first instalment, but Synergy will automatically apply the second instalment to his account in December because he opened a new account between 9 May 2023 and 25 November 2023. He doesn't need to apply for the credit.
2	Max received the first instalment of the credit on his Synergy account in July. In August he moved to another house and closed the old account. If Max opens a Synergy or Horizon Power account for the new address before 31 March 2024, he can contact his provider to ask about transferring the credit to his new account.
3	Dave had a Synergy account at his home on 9 May 2023. In June, Dave moved into a sub-metered apartment and permanently closed his account before Synergy applied the first credit instalment. Dave can no longer receive the credit from Synergy and should speak to RevenueWA about his circumstances.
4	Taylor had a Synergy account at her home on 9 May 2023. In July, Synergy applied the first credit instalment to her account. In September, she moved into a sub-metered apartment and permanently closed her Synergy account. Taylor isn't eligible for the second instalment payment and can't apply for a new credit, part payment or refund from RevenueWA.
5	Jade is a tenant and lives in a house that has a meter supplied by Synergy. The Synergy account connected to the property is in her landlord's name and they pass the bill on to her. Synergy will automatically apply the credit to the electricity account. Jade's landlord should pass on the benefit of the credit to her.
Caravan parks	
6	Robert is a resident in a caravan park and is supplied with electricity through a sub-meter. The caravan park manager calculates Robert's electricity consumption and invoices him for his usage. Robert should apply for the credit through RevenueWA before 30 November 2023.
7	Wendy was travelling in her caravan and temporarily staying at a caravan park on 9 May 2023. She is not a permanent resident of the caravan park. Wendy can't apply for a credit for her temporary site but may be eligible for a credit for her usual place of residence.
Subsidised electricity	
8	Sue leases a property from her employer and receives an electricity subsidy as part of her employment terms. Her employer doesn't invoice her for her electricity costs because the subsidy offsets her electricity costs. Sue should apply to RevenueWA and provide evidence that her subsidy covered her electricity costs for the period including 9 May 2023. If Sue didn't receive an electricity subsidy and wasn't required to contribute to her electricity costs, she wouldn't be eligible for a credit.

Ancillary dwellings	
9	Alice rents a granny flat on the land behind Paul's house. The land is not subdivided and is serviced by a single electricity meter. For postal services, Paul's house is described as 15A and Alice's granny flat is described as 15B. Paul has a Synergy account and invoices Alice for 40% of the usage under the utility clause in Alice's lease agreement. Paul receives the credit on his Synergy account. Alice can apply to RevenueWA for a separate payment for her household.
10	Isobel's property has a main residence at the front of the lot, with a smaller self-contained dwelling behind it. Her son Teddy occupies the dwelling but continues to live as part of Isobel's household. Teddy doesn't have a separate mailing address and isn't invoiced for his electricity costs. His house isn't considered a separate household from the main residence and isn't eligible for a credit.
11	Ryan owns a dual key property and leases both units to tenants. There is a main Synergy meter connected to Unit A and a sub-meter which runs off this and supplies electricity to Unit B. The electricity account is in Ryan's name. The property manager receives the invoice from Synergy and invoices each tenant for their usage. Synergy will automatically apply one credit to the electricity account. Unit A should receive the full credit and the tenant in Unit B should apply to RevenueWA for an equivalent payment. The credit is not intended to cover administrative account fees payable by Ryan.
Exceptional circumstances	
12	<p>Brett was due to move into his new apartment on 7 May 2023. Due to urgent repair work required to the building, he was unable to move in until 14 May 2023. As his previous lease expired on 6 May 2023, Brett stayed in a hotel while waiting to move into his new apartment. Brett can apply to the Commissioner for payment of the credit under exceptional circumstances by uploading to his online application any documents that support his claim, including:</p> <ul style="list-style-type: none"> • a detailed written explanation of his circumstances and • evidence that he incurred electricity costs before and after 9 May 2023. <p>The Commissioner will consider exceptional circumstances applications on a case-by-case basis.</p> <p>Note: If Brett's new residence is supplied by Synergy or Horizon Power, he should contact his new provider to ask about applying the credit. RevenueWA cannot consider applications from Synergy or Horizon Power customers.</p>

Contact RevenueWA			
Website	www.wa.gov.au/government/publications/household-electricity-credit		
Web enquiry	www.osr.wa.gov.au/waelectricitycredits		
Office	200 St Georges Terrace Perth WA 6000	Postal	GPO Box T1600 Perth WA 6845

Note: The information contained in this fact sheet is issued for guidance purposes only.