



Household Electricity Credit

As at 13 October 2025

Eligible households will receive a \$150 electricity credit from the Commonwealth Government's Energy Relief Fund.

When to apply

Apply for the credit between 13 October 2025 and 31 March 2026.

You must apply for the 2025 credit even if you received it in 2024.

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](#).

When the credit will be paid

Households that were registered for the [Energy Concession Extension Scheme](#) (ECES) on 30 September 2025 will receive the payment in mid-October 2025.

Applications from other households will be processed in the order they are received. Payments will commence from late October 2025.

Eligibility criteria

Who should apply

You may be eligible if, at 30 September 2025:

- you were an owner-occupier or a tenant incurring electricity costs
- the property was a self-contained dwelling which can be lawfully used as a place of residence, including granny flats and dual key properties
- the property was solely or dominantly used for residential purposes and
- either:
 - you are not connected to the electricity grid and you have your own infrastructure for generating electricity or
 - your electricity was supplied through an embedded network, sub-metering arrangement, or other on-supply arrangement and you were 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.

Who shouldn't apply

You won't be eligible if, at 30 September 2025:

- you were not incurring electricity costs
- you were an owner leasing the property to tenants
- you were an employer providing housing to employees as part of their employment terms. If the employee was leasing the property and invoiced for their electricity charges, they are eligible for the credit
- you were a resident of Christmas or Cocos (Keeling) Islands or
- the property was primarily used for short stay holiday accommodation such as an Airbnb.

Don't apply if you were a Synergy or Horizon Power customer on

30 September 2025. If you are eligible, you will automatically receive the payment. Contact Synergy or Horizon Power for more information.

How to apply

If your household is eligible for the Energy Concession Extension Scheme (ECES)

If you were registered for ECES on or before 30 September 2025

You don't need to apply for the 2025 Household Electricity Credit. We will pay the \$150 credit directly to your nominated bank account. [Complete this form](#) if you need to update your nominated bank account.

If you are eligible for ECES but not registered

Register before 31 March 2026 and provide a copy of an invoice for your electricity costs covering 30 September 2025. [See how to apply for ECES](#).

Once registered, you will receive the \$150 credit directly to your nominated bank account. You will also receive the annual Energy Assistance Payment.

All other households

Apply through the [Online Services Portal](#) between 13 October 2025 and 31 March 2026.

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).
- evidence of electricity costs covering 30 September 2025.
 - 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.
 - Off-grid households need to substantiate power generation infrastructure by providing evidence of costs incurred, such as receipts for solar panels, generators or associated expenses.

Don't apply if you were a Synergy or Horizon Power customer on 30 September 2025.

If you have a small business

If you operate a small business from a commercial premises and you are 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 a small business from your home and you are not directly billed by Synergy or Horizon Power, apply through the [Online Services Portal](#) before 31 March 2026.

Synergy or Horizon Power customers

Your provider will automatically apply the credit to your account on 11 October 2025.

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 close your Synergy or Horizon Power account after 30 September 2025

Under [Synergy's](#) and [Horizon Power's](#) terms and conditions, customers forfeit any credit not used if they close their account and don't open another eligible residential account by 31 March 2026. RevenueWA does not provide credits, part payments or refunds to customers that forfeit their credit.

- If you open a new Synergy or Horizon Power account before 31 March 2026, contact your provider to discuss transferring your credit.
- If you closed your account before the credit was applied, [contact us](#) to discuss your circumstances.

Examples

Synergy or Horizon Power customers

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| 1 | Anh moved to WA in October and opened a Synergy account for his new residence. As he wasn't incurring electricity costs at 30 September 2025, he isn't eligible for the credit. |
| 2 | Max received the credit on his Synergy account in October 2025. In November 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 2026, 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 30 September 2025. In October, Dave moved into a sub-metered apartment and permanently closed his account before Synergy applied the credit. 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 30 September 2025. In October, Synergy applied the credit instalment to her account. In December, she moved into a sub-metered apartment and permanently closed her Synergy account. Taylor can't apply for a new credit, part payment or refund from RevenueWA. |
| 5 | Sunita 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. Sunita's landlord should pass on the benefit of the credit to her. |

Caravan parks

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| 6 | Robert is a long-stay 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 31 March 2026. |
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7	Wendy was travelling in her caravan and temporarily staying at a caravan park on 30 September 2025. 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	Yan 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. Yan should apply to RevenueWA and provide evidence that her subsidy covered her electricity costs for the period including 30 September 2025. If Yan 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	Ibrahim 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 Ibrahim'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 Ibrahim.
Off-grid households	
12	Antonio lives in a house he owns in a remote location in WA's Southwest. The property is not connected to the power grid. To power his home, Antonio installed an off-grid power system which includes solar panels, batteries, inverters and a backup generator. Antonio should apply for the credit through RevenueWA by providing the required documents, including evidence of his off-grid power system such as receipts and/or invoices for the installation or maintenance.
13	Mary lives in a house she owns which is not connected to the power grid. She uses an off-grid diesel generator to supply power to her home. Mary should apply for the credit through RevenueWA by providing evidence that she owns, leases, or has access to a diesel generator, along with proof of expenses related to the generator such as receipts for fuel, batteries, maintenance, or repairs.

Exceptional circumstances	
14	<p>Shah was due to move into his new apartment on 20 September 2025. Due to urgent repair work required to the building, he was unable to move in until 7 October 2025. As his previous lease expired on 19 September 2025, Shah stayed in a hotel while waiting to move into his new apartment. Shah 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 30 September 2025. <p>The Commissioner will consider exceptional circumstances applications on a case-by-case basis.</p> <p>Note: If Shah'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/HouseholdElectricityCredit		
Phone	9262 1165		
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.