



## Household Electricity Credit

As at 27 June 2024

Eligible households will receive a \$700 electricity credit which consists of:

- \$400 payment by the [State Government](#) as part of the 2024-25 cost-of-living budget measures and
- \$300 payment through the [Commonwealth Government's Energy Bill Relief scheme](#).

**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](#).

### Apply for the credit before 30 November 2024.

- Applications open 31 July 2024.
- You must apply for the 2024 credit even if you received the credit in 2023.

### When the credit will be paid

Households that were registered for [Energy Concession Extension Scheme \(ECES\)](#) on 17 June 2024 will receive the payment in late July 2024.

Applications from other households will be processed in the order they are received, with payments commencing in September 2024.

### Eligibility criteria

Who should apply	Who should not apply
<p>You may be eligible if, at 17 June 2024:</p> <ul style="list-style-type: none"> <li>• you were an owner-occupier or a tenant incurring electricity costs</li> <li>• the property was a self-contained dwelling which can be lawfully used as a place of residence, including granny flats and dual key properties</li> <li>• the property was solely or dominantly used for residential purposes and</li> <li>• 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.</li> </ul>	<p>You won't be eligible if, at 17 June 2024:</p> <ul style="list-style-type: none"> <li>• you were not incurring electricity costs</li> <li>• you were a Synergy or Horizon Power customer</li> <li>• you were an owner leasing the property to tenants</li> <li>• 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</li> <li>• you were a resident of Christmas or Cocos (Keeling) Islands or</li> <li>• the property was primarily used for short stay holiday accommodation such as an Airbnb.</li> </ul>

## How to apply

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

If you were registered for ECES on or before 17 June 2024	You don't need to apply for the 2024 Household Electricity Credit. We will pay the \$700 credit directly to your nominated bank account. <a href="#">Complete this form</a> if you need to update your nominated bank account.
If you were eligible for ECES on 17 June 2024 but not registered	Register before 30 November 2024 and provide a copy of an invoice for your electricity costs covering 17 June 2024. <a href="#">See how to apply for ECES.</a>  Once registered, you will receive the \$700 credit directly to your nominated bank account. You will also receive the annual Energy Assistance Payment.
If you become eligible for ECES after 17 June 2024	You must apply separately for the \$700 credit through the <a href="#">Online Services Portal</a> between 31 July 2024 and 30 November 2024.

### All other households

#### Apply through the [Online Services Portal](#) between 31 July 2024 and 30 November 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 17 June 2024. 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.

**Don't apply if you were a Synergy or Horizon Power customer on 17 June 2024.**

#### If you live in a granny flat or dual key residence

Apply for the credit if you live in a granny flat, dual key residence or other self-contained ancillary dwelling that is:

- separate to the household living in the main residence and
- invoiced for the electricity usage as part of an on-supply arrangement.

#### If you have a small business

If you are a small business 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 for the \$700 Household Electricity Credit from RevenueWA.

## Synergy or Horizon Power customers

### Don't apply if you were a Synergy or Horizon Power customer on 17 June 2024.

Your provider will automatically apply the credit to your account over two instalments from 20 July 2024 and 7 December 2024.

If you open an account after 17 June 2024 but before 18 November 2024, 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 close your Synergy or Horizon Power account after 17 June 2024

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 2025.

- 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 2025, contact your provider to discuss transferring your credit.

## 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 17 June 2024 and 18 November 2024. 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 2025, 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 17 June 2024. In July, 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 17 June 2024. 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.
<b>Caravan parks</b>	
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 2024.
7	Wendy was travelling in her caravan and temporarily staying at a caravan park on 17 June 2024. 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.
<b>Subsidised electricity</b>	
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 17 June 2024. 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.
<b>Ancillary dwellings</b>	
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

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Brett was due to move into his new apartment on 7 June 2024. Due to urgent repair work required to the building, he was unable to move in until 24 June 2024. As his previous lease expired on 6 June 2024, 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:

- a detailed written explanation of his circumstances and
- evidence that he incurred electricity costs before and after 17 June 2024.

The Commissioner will consider exceptional circumstances applications on a case-by-case basis.

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.

## Contact RevenueWA

**Website** [www.wa.gov.au/government/publications/household-electricity-credit](http://www.wa.gov.au/government/publications/household-electricity-credit)

**Web enquiry** [www.osr.wa.gov.au/waelectricitycredits](http://www.osr.wa.gov.au/waelectricitycredits)

**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.



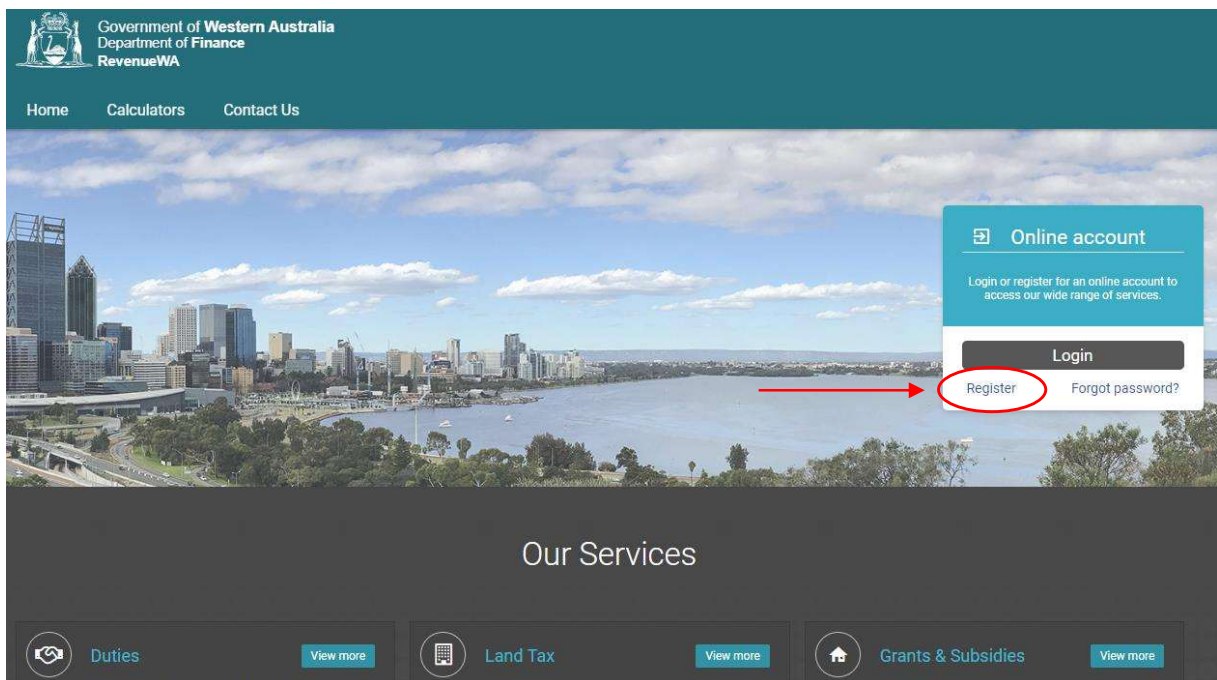
## HOW TO APPLY FOR THE HOUSEHOLD ELECTRICITY CREDIT

**Step 1:** Follow the link below to the RevenueWA Online Services Portal

<https://apps.osr.wa.gov.au/portal/O/home>

**Step 2:** If you have previously registered for an online account, login to your account and skip to Step 6.


If you do not have an online account, click 'Register'.



**Step 3:** Register your email by filling in the required fields. You must select "I'm not a robot" before clicking Submit.

### Register for an online account

Before you can access our services, you'll need to register your email with us. It only takes a few moments.

  
  
  
 I'm not a robot   
[Privacy](#) [Terms](#)



**Step 4:** Once you click submit, you will be sent an email with a link to complete your registration process. If you do not see the email in your inbox, please check your junk or spam folder.

Click on the link in the email to complete your online account registration.



**Step 5:** Complete the required fields and click Register.

**Important:** This registration is for creating an online account only and does not register you for the Household Electricity Credit Payment.

The screenshot shows a registration form with a dark grey header containing the word "Registration" in white. Below the header are four sections: "Account details", "Account security", "Contact details", and a footer. The "Account details" section has fields for "Your Name" (containing "YOUR NAME") and "Email Address" (containing "YOUR EMAIL ADDRESS"). The "Account security" section has fields for "\* Password" and "\* Confirm Password", with a link to "password policy" next to the confirm password field. The "Contact details" section has a field for a mobile number with a dropdown for "Mobile" (set to "Mobile") and a dropdown for the country code (set to "+61"). Below this is a "+ Add contact number" button. There is also a field for "\* Street Address" and a "Postal" checkbox checked with "Same as above". The footer contains the text "By registering, you agree to our [Terms of Use](#)." and two buttons: "Register" (circled in red) and "Cancel". A red arrow points to the "Register" button.



**Step 6:** Once you have logged in to your account, click “Electricity Credits” on the bottom left of the homepage. In the next screen, click “Apply for a Household credit”.

Government of Western Australia  
Department of Finance  
RevenueWA

Hi, John Citizen

### Our Services

- Duties** [View more](#)
  - Lodge your documents for a duties assessment
  - Upload an application for reassessment or refund of duty
  - Request a Vehicle Licence Duty assessment or reassessment
  - Upload other administrative requests
- Land Tax** [View more](#)
  - Register for Land Tax Online Services to:
    - View your land tax records online
    - Pay your land tax assessment
    - Request extra time to pay your land tax
- First Home Owner and Building Grants** [View more](#)
  - Check the status of a first home owner grant application
  - Apply for a building grant
  - Western Australian Building Bonus
  - Australian Government HomeBuilder
- Electricity Credits** [View more](#)
  - Apply for a WA Household Electricity Credit
  - Supply Additional Information
- Compliance Review**
  - Respond to a RevenueWA information request

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RevenueWA

Hi, John Citizen

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## < Electricity Credits

- Apply for a Household credit**
  - WA Household Electricity Credit



### Step 7: Complete Property Details

**Important:** The residential address should be the household that you were incurring electricity costs at on 9 May 2024.

If your address does not appear, select the highlighted area to enter your address manually.

**Property Details**

What is the residential address that you are claiming the Household Electricity Credit for?

**If you can't find your address listed above, click here**

powered by Google

Is the property used for a purpose other than the applicant's usual place of residence?

Yes  No

How is the electricity usage at this residence measured?

**INFORMATION:** An embedded network is a private electricity network which supplies multiple homes including apartment blocks, retirement villages and caravan parks.

### Step 8: Complete Electricity Account Details

Please be aware that more prompts will appear based on your answers.

**Electricity Account Details**

Did you have a Synergy or Horizon Power account at this residence at 9 May 2023?  
 Yes  No

Were you invoiced for the electricity costs at this residence for the period that includes 9 May 2023?  
 Yes  No

Were you registered for the Energy Concession Extension Scheme on or before 9 May 2023?  
For more information on ECES please click here.  
 Yes  No

Do you meet the eligibility criteria for the Energy Concession Extension Scheme as at 9 May 2023, but are not yet registered for it?  
 Yes  No

Are you making an application for this residence as the Property Owner or a Tenant?

**Step 9: Complete "Applicant Details" by selecting the + sign on the right-hand side.**

**Applicant Details**

Please click on the + to enter in the applicant details.

**Applicant**



The applicants name should be that of an owner-occupier or tenant who was incurring electricity costs as part of the household on 9 May 2024. Only one owner-occupier or tenant should apply on behalf of their household.

\* Type

\* Acting in capacity as a  Natural Person  Trustee

\* Family Name

\* Given Name(s)

\* Contact Number

\* Address

\* Email Address

Save Cancel

**10:** Once saved, your screen should reflect the image below. To add supporting documents to your application, click the Upload Document icon to the left of your name.


**The following documents are the minimum required to allow you to lodge your electronic application.**


- (#1) Proof of Identity - Copy of birth certificate, current Australian or international passport or current driver's licence (front and back)
- (#2) Proof of Electricity Payment - An invoice or receipt for payment of electricity covering the period 9 May 2023
- (#4) Bank Statement - A copy of your current bank statement showing your account name, BSB and account number

Optional Documents

**The following list of documents are documents you MAY need to provide to allow RevenueWA to fully process your application.**

- (#3) Lease Agreement - A copy of the current lease agreement between the tenant(s) and the landlord(s)
- (#5) Letter of Authority - A copy of a signed letter of authority from all owners agreeing to be paid into a bank account in a different name
- (#6) Letter of Authority (Tenants) - A copy of a signed letter of authority from all tenants agreeing to be paid into a bank account in a different name
- (#99) Other Supporting Docs - Other Supporting Docs

	Type	Name	Details	Email Address	Uploaded documents
	Individual	citizen, john	Date of Birth 1/01/1970 Contact Number 92621165	JOHNCITIZEN...	

Upload documents by clicking  on the left

A drop-down menu will appear. Select "Document type" and then "Choose File". Once you have chosen the correct file, click "Upload".

Type	Name	Details	Email Address	Uploaded documents
Individual	citizen, john	Date of Birth 1/01/1970 Contact Number 92621165	JOHNCITIZEN...	

Upload documents by clicking  on the left

Document type (max 10 MB)   No file chosen

Payment De

BSB No

- Proof of Identity
- Proof of Electricity Payment
- Lease Agreement
- Bank Statement
- Letter of Authority
- Letter of Authority (Tenants)
- Other Supporting Docs



**Step 11:** Complete the Payment details by inputting your BSB, Account number, and account name. The account information should match the details on the bank statement you provide.

Once you have completed the form, click LODGE to submit your application.

Payment Details

BSB No.

Bank Name

Branch Name

Account Number

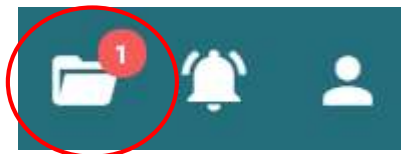
Account Name

**INFORMATION:** The \$400 payment will be made by EFT directly into the bank account you provide. If the account is not in the name of all owners or tenants, you must provide written authorisation to have the payment made into the nominated account on behalf of the residence.

**Lodge**

Cancel Save for later

If you cannot complete the application for any reason, click ‘Save for later’ in the bottom right-hand corner so that your progress is not lost. You can return to your incomplete application by selecting the briefcase icon at the top right-hand side of the page.



**Important:** If you have selected “Save for later” your application has not been received. You must complete your application and lodge it by 30 November 2023. Late or incomplete applications will not be accepted.