
















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

