
















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

