

Program Guidelines

Electricity Concessions for customers living in an embedded network

Introduction

The Tasmanian Government offers a range of electricity concessions to eligible residents with the aim of achieving a balance in the standard of living and access to essential services for all members of the Tasmanian community.

In some circumstances eligible residents may not receive electricity concessions, particularly where they reside in a building complex or group of houses/units, such as a retirement village or caravan park, and the site owner has established an electricity embedded network.

In these situations, the site owner, also known as the embedded network operator, sells power to each individual house/unit which may result in the resident being unable to claim an electricity concession.

This program is designed to provide electricity concessions to eligible residents who do not receive electricity concessions through an electricity retailer, such as Aurora Energy or 1st Energy.

Eligible applicants must have an electricity meter at their property and receive an itemised bill showing a metered connection from their embedded network operator.

Residents who pay a fixed amount for electricity through their rent are not eligible.

Concession Types

Concession	Amount per year*
Low-income embedded network electricity rebate	\$645.56
Medical cooling or heating concession	\$193.36
Life support concession	Per device schedule [^]

*2025-26 rates (applicable to all applications made until 30 June 2026)

[^][Life support concession | State Revenue Office Tasmania](#)

Applicants may be eligible for one or more concession types, however a maximum of one payment per concession type will be made for each household, each year.

Important Note: For both Medical Cooling and Heating Concession and the Life Support Concession an additional form is required to be signed off by the applicants Medical Practitioner.

General Eligibility

Claims for concessions under this program are only available for an applicant's principal place of residence within an embedded network.

To be eligible for a concession an applicant must:

- be living in a residential property with an embedded network electricity supply,
- be named on the electricity bill issued by the embedded network operator, and
- not receive a concession rebate from any electricity retailer or an embedded network operator.

Applicants will be required to provide evidence of their general eligibility, which will be validated each year of the program.

Eligibility - Low-income embedded network electricity rebate

To be eligible applicants must:

- be living in a residence connected to an electricity supply through an embedded network,
- be named on the electricity bill issued by the embedded network provider,
- not receive a concession rebate from an electricity retailer, and
- hold an eligible concession card.
 - low-income health care card issued by Services Australia,
 - pensioner concession card issued by Services Australia or by Veterans' Affairs (DVA),
 - Bridging E (Class WE) (subclass 050 or 051) visa "ImmiCard", or
 - Tasmanian Concession Card (community detention).

Eligibility - Medical cooling or heating concession

To be eligible applicants must;

- have a medical condition* that requires cooling or heating to manage the condition, or
- live with another person, at their principal place of residence, who has a medical condition* that requires cooling or heating to manage their condition, and
- hold an eligible concession card.
 - low income health care card issued by Services Australia
 - pensioner concession card issued by Services Australia or by Veterans' Affairs (DVA)

*Medical Condition

A medical practitioner must certify that the person is suffering from:

- one of the **core** medical conditions, or
- meets at least **one primary** and **one secondary** qualifying condition.

The core medical conditions are:

- Multiple Sclerosis
- Lymphoedema
- Parkinson's Disease
- Fibromyalgia
- Motor Neurone Disease
- Post Polio Syndrome / Poliomyelitis
- Scleroderma
- Systemic Lupus Erythematosus
- Complex Regional Pain Syndrome

The primary qualifying conditions are:

- autoimmune system dysfunction
- loss of skin integrity or loss of sweating capacity
- objective reduction of physiological functioning at extremes of environmental temperatures
- hypersensitivity to extremes of environmental temperatures leading to increased pain or other discomfort or an increased risk of complications

The secondary qualifying conditions are:

- severe immobility, such as occurs with quadriplegia or high-level paraplegia, resulting in problems with self-regulation of body temperature
- demonstrated significant loss of autonomic regulation of sweating, heart rate or blood pressure due to the effects of extremes of temperature
- demonstrated loss of physiological function or significant aggravation of clinical condition at extremes of environmental temperature

Note: Verification of the medical condition must be provided by a medical practitioner's certification every four years. The certifying practitioner must have been treating the applicant for the relevant medical condition for at least three months prior to providing certification.

Eligibility - Life support concession

To be eligible applicants must:

- require an approved home-based life support machine in their principal place of residence, or
- live with another person who requires an approved home-based life support machine in their principal place of residence.

IMPORTANT: A **medical practitioner must certify** that an eligible device **is required** by the applicant or by the person the applicant lives with.

Eligible devices

Life Support System	Amount per year*
Oxygen Concentrator	\$478.48
Peritoneal dialysis machine	\$355.00
Haemodialysis machine	\$355.00
Chronic positive pressure and airways regulator	\$169.78
Continuous positive airways pressure machine	\$169.78
Respirator (iron lung)	\$632.83
Combination oxygen concentrator and chronic positive pressure and airways regulator	\$648.27
Phototherapy machine	\$901.68
Left ventricular assist device	\$169.78
Nebuliser machine (mains powered only)	\$47.98

*2025-26 rates (applicable to all applications made until 30 June 2026)

Note: Verification of the medical condition is required by a certification from a medical practitioner every four years.

Application Processing

Each application will be assessed for eligibility.

Applicants will be required to provide valid bank account details in the name of the applicant and provide a bank statement or letter from the applicant's financial institution verifying these details.

Where applicants provided insufficient details representatives from Service Tasmania may contact the applicant to request further information. Failure to provide additional information may result in the application being declined.

Any application found to contain false or misleading information will be declined and may be reported to the appropriate authorities.

Contacts

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