



2023 Household Electricity Credit

On 11 May 2023, the [State Government announced](#) that eligible Western Australian households will receive a \$400 or \$500 Household Electricity Credit to ease cost of living pressures. For some households, the payment includes an amount provided by the Commonwealth Government under the [National Energy Bill Relief Fund](#).

Eligible households billed directly by Synergy or Horizon Power will automatically receive the credit on their residential accounts from July 2023.

Households billed for their electricity use by third party providers, such as those on embedded networks or submetering arrangements in certain retirement villages, can apply for an equivalent payment from RevenueWA.

See wa.gov.au for further information about the Household Electricity Credit including eligibility criteria, which have changed since previous years.

Applications for the credit will close on 30 November 2023

Households who received last year's credit will need to re-apply this year. Applications for the \$400 Household Electricity Credit can be made online through the [Online Services Portal](#).

A fact sheet about the Household Electricity Credit and a guide to assist with lodging applications are attached. We encourage you to distribute this information to your residents who are not directly billed by Synergy or Horizon Power to assist them with their applications.

We will process applications in the order they are received, with payments commencing from mid-August 2023.

Energy Concession Extension Scheme (ECES) customers

Households don't need to apply if they were a RevenueWA Energy Concession Extension Scheme (ECES) customer at 9 May 2023. The credit will be paid into their nominated bank account.

ECES applies to households not directly billed by Synergy or Horizon Power. If someone in the household held an [eligible concession card](#) at 9 May 2023 but isn't registered for ECES, they should [register for ECES](#). They will need to provide a copy of an invoice for electricity costs for a period covering 9 May 2023.

The household may be eligible for the \$500 payment in addition to the annual Energy Assistance Payment of \$326. They won't need to apply for the credit separately.

The Household Electricity Credit team is available on 9262 1165 or by [web enquiry](#) if you have any questions.