

Focused On What Matters Most

Victorian Budget 2025/26

Monday, 26 May 2025

FREE ENERGY BILL SUPPORT SAVES FAMILIES MILLIONS

The Allan Labor Government is focused on what matters most – helping Victorians save on their energy bills.

Minister for Energy and Resources Lily D'Ambrosio today visited Anglicare Victoria to announce the *Victorian Budget 2025/26* is investing a further \$600,000 to expand the Energy Assistance Program which has saved 13,000 Victorians almost \$2.5 million on their energy bills, and demand for the service increasing.

The *Victorian Budget 2025/26* invests \$331.9 million on a range of initiatives to drive down power bills. This builds on nearly \$10 million over four years for energy affordability initiatives including the Energy Assistance Program invested last year.

We know that understanding how to reduce your energy bills or getting help to pay them can be complicated – especially for busy families that are experiencing hardship.

That's why the Energy Assistance Program offers free one-on-one assistance for customers having trouble paying their energy bills. Customers can contact the Program via phone or at an in-person event and talk with a trained energy advocate who can help them access the support they are entitled to.

The Energy Assistance Program helps customers access Victoria's energy concessions – the most generous in the country. They include a 17.5 per cent discount off annual electricity and winter gas bills for concession card holders or Utility Relief Grants of up to \$650 per utility every two years to Victorians unable to pay their bills.

The Program also reinforces the Payment Difficulty Framework, which requires energy retailers to provide payment assistance to households who are behind on their bills, including fair payment plans.

The Budget also invests \$50 million to deliver a \$100 Power Saving Bonus for households with a concession card.

All Victorians are encouraged to visit the free and independent Victorian Energy Compare website to shop around for a better deal on their energy – last year, users typically saved \$240 per year on their energy bills by switching.

The program is delivered by Anglicare Victoria. To access the program you must hold a Commonwealth Government Concession card or be struggling or expecting to struggle to pay your energy bill.

If you need assistance with your energy bills, you can call an EAP energy advocate on 1800 161 215. To make sure you are on the cheapest energy bill offer visit compare.energy.vic.gov.au or call 1800 000 832.

The Energy Assistance Program is just one way the Labor Government is helping families. The Government is also:

- making public transport free for kids and teens
- making public transport free for seniors on weekends
- making it easier and cheaper to get access to care – including at the chemist, for free
- supporting families to pay for camps, sports and excursions
- helping households install more efficient heat pumps and solar water

Quotes attributable to Minister for Energy and Resources Lily D'Ambrosio

"So many families are doing it tough – we're delivering real help with energy bills for families who need it with this free service which has already saved Victorians millions."

"This is part of our plan to bring down every Victorian family's energy bills – by investing in cheap, clean renewable energy and helping families make their homes more energy efficient."

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