

Guide on applying for the \$150 Energy Bill Relief Fund Extension 2025-26 (VIC)

Before starting you will need:

- ✓ Your Electricity Bill
- ✓ Your Email Address (if you don't have an email address, call 1800 000 832)
- ✓ Identifying Document (Centrelink, Medicare Card, Drivers License etc.)

Step 1 – Visit the following website:

Apply via this link: <https://compare.energy.vic.gov.au/embedded-networks>

Step 2 – Press 'Submit an Energy Bill Relief application' rectangle icon in yellow field

If you cannot view the yellow rectangle or grey button, please try a different device or mobile browser



Step 3 – Terms and Conditions

Scroll to the bottom of the Terms and Conditions. Tick the box 'I have read and agreed to the Terms and Conditions' → 'Next'

☒ I have read and agree to the terms and conditions.

Step 4 – Confirm your energy service details

Select "Yes" for embedded network and "enter the information manually"

Is your household or small business in an embedded network? 

☒ Yes ☐ No

Under the 'Retailer' drop down box, scroll down and then select 'Network Energy Services'

Retailer*

Retailer 
This field is required

NeoGrids

Service Address

Network Energy Services

Account Name

03 networks

The service address is your residential address

- Please note: You may need to try different combinations of your address until the closest match appears. It might help to avoid specific terms like "Unit" or "Villa" and enter only the numerical part of your address for a better chance of finding the correct address.
- **What if my address does not appear?** If your address does not appear, please select the closest possible address. After completing your application, you will need to email your correct address along with a copy of your bill to ebr.support@deeca.vic.gov.au

Enter the following details:

- Account Name – **your name** as it appears on your electricity invoice
- Account Number – **your customer reference number** (9-digit number on the top right-hand corner of your electricity invoice)
- Enter your email address and phone number
- **What if I don't have an email address?** Unfortunately, you will not be able to complete this process online. Please phone the Victorian Energy Compare Team on 1800 000 832.

Are you a Residential or a Small Business customer? 

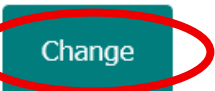
Residential

Small Business

Step 5 – Confirm your Concession Details

- If you are NOT a concession card holder – select "no" and skip to step number 6
- If you are a concession card holder – select "Yes"

Select your concession card type from the drop-down box, and manually enter your CRN number and first/last name as prompted (if you have a middle initial present, you must enter this accordingly).

Concession Card Type	Concession card type* Centrelink Pensioner Concession Card 
Centrelink Reference Number	Centrelink Reference Number* 111-111-111A 
Centrelink Reference Number (confirm)	Centrelink Reference Number (confirm)* 111-111-111A 
Name on Centrelink Card	JOHN SMITH  

If you have a middle initial present on your card select "Change" and manually enter middle initial

Name on Centrelink Card	JOHN A SMITH 	Revert
First name on Centrelink Card	First Name* JOHN A 	
Surname on Centrelink Card	Surname* SMITH 	

Step 6 – Consent for Data Sharing

Scroll to the bottom of the Consent for data sharing. Tick the box 'I consent to Services Australia to provide the Centrelink/DVA details to DEECA' → 'Next'

☒ I consent to Services Australia to provide the Centrelink/ DVA details to DEECA.

Step 7 – Payment Details

Select your preferred payment method – Electronic Funds Transfer (EFT) or Bank Cheque.

- If you selected Bank Cheque, skip to step number 8
- If you selected EFT – manually enter your bank account details → 'Next'

Step 8 – Review and Confirm your Details

Ensure everything entered is correct. Scroll to the bottom of the page and tick "I confirm the details above are correct and that I am authorised to provide them"

☒ I confirm the details above are correct and that I am authorised to provide them.

Step 9 – Supporting Documentation

- To upload a copy of your bill – select "**choose a file**" and select your document (you may need to save your PDF bill from your emails onto your computer desktop. If you are using an iPad/tablet device you may need to save this to your files application.
- Alternatively, you may take a photo of your bill → select '**Submit your attachment**' → 'Next'

Step 10 – Identity Verification

Select the document type you would like to use (eg. Centrelink, Medicare Card, Driver License etc.) and manually enter your details.

Important information:

- **Centrelink:** If you have selected to verify with your Centrelink card – If a middle initial is present on your concession card, you must manually enter the middle initial as displayed on your card.

- **Medicare:** If you have selected to verify with your Medicare card – when entering your Medicare card number, do not include any spaces. Ensure the correct card type (colour) has been selected. Type your name in all capital letters and list yourself as number 1 on the card, even if you are not number 1.
- **Driver License:** If you have selected to verify with your Driver License – Type only your first and last name. Do not include initials.

Scroll to the bottom of the Consent for data sharing. Tick the box 'I consent to DEECA to use the Document Verification Service (DVS) to verify my identity'



I consent to DEECA to use the Document Verification Service (DVS) to verify my identity.

Your application is complete – your screen should display the following:

Your customer reference number is: EBR

What happens next

We will email your customer reference number to *(your email address)* You will need this number if you have any questions about your application.

We will contact you by email if we require more information to approve your application or to notify you of the outcome.

We have been notified by some customers of the following error appearing. If you come across this error, please contact the DEECA help line on **1800 000 832**. Unfortunately, Network Energy Services are unable to assist you further.

- The information on my chosen ID document will only be used for the purpose of verifying my identity. The DVS will share this information with the document issuer to complete the identity check.
- The DVS does not hold or retain any personal data.
- DEECA does not hold or retain any personal data.
- This consent, once given, cannot be withdrawn. You can withdraw it by contacting DEECA.
- If I withdraw my consent, I may not be able to access the Energy Bill Relief payment provided by DEECA.

Document verification failed, please try again.

Do you need help?

- **Friends and family members:** If someone you know has a computer with the internet, ask if you can visit them and use it to access Victorian Energy Compare.
- **Community based support:** Your local member's electorate office may be able to help you submit an application. Support may also be available through libraries, council support services or local community groups.
- **Phone support:** You can call **1800 000 832** to receive advice on how to apply for the Energy Bill Relief for embedded network customers.
- **Email:** You can email the support team and they can help you navigate the online application process. They can be contacted at **ebr.support@deeca.vic.gov.au**