

Assisting our community with the \$250 Power Saving Bonus

Orana Neighbourhood House is an official community outreach provider for the State Government's \$250 Power Saving Bonus.

We are assisting community members to receive this one-off payment to help ease energy bill stress, and to help them seek out a better energy deal.

As of 1 July 2022, this payment is available to all Victorian households.

What is the \$250 Power Saving Bonus?

The \$250 Power Saving Bonus is a one-off \$250 payment which provides direct support to Victorian households experiencing power bill stress during the coronavirus pandemic.

Who is eligible for the Power Saving Bonus?

To be eligible, you must meet the following eligibility requirements:

- Be a Victorian residential energy consumer (i.e. have a residential electricity account)
- You **must** be the account holder

When can households apply?

This program is running from 1 July 2022 until 30 June 2023.

How many people per household can apply?

Only one payment is available to each household.

I am a concession card holder who received the previous Power Saving Bonus before 1 July 2022. Can I apply again?

Yes you can.

How do I apply?

Applications are made online. If you do not have access to the internet, or are uncomfortable using technology, we are here to help.

Get in contact with Orana Neighbourhood House and we will help you every step of the way:

Phone number: 9801 1895

Address: 62 Coleman Road
Wantirna 3152

What do I need for the application process?

When you come to us to submit your application, there are a few things you need to bring with you:

- a copy of a recent electricity bill
- if you receive your electricity bill by email you can email it to us at onh@netspacet.net.au when you have made your appointment.
- your 'NMI' number (this is located on your bill and is typically a 10 or 11 digit number)
Be sure to keep a copy of your NMI and your application reference number as you may need this information for further communications about your application.
- your banking details

How will it be paid to me?

When you submit your application online, you will be able to choose between receiving your payment via EFT (electronic transfer into your bank account) or cheque.

If you would like EFT please bring your banking details with you otherwise a cheque will be sent to you.

How long does it take to receive the Power Saving Bonus?

If you meet the eligibility and documentation requirements, you should receive your \$250 payment via Electronic Fund Transfer (EFT) within two to three weeks of submission. If you request payment via cheque, this should be received within four weeks.

What times are Orana Neighbourhood House assisting people with applications?

You will need to call us to make an appointment for help to process your application.

We will be assisting people on Mondays, Wednesdays, Thursdays and Fridays.

The appointment times available are:

- 1.30pm
- 1.45pm
- 2.00pm
- 2.15pm

Do I need to call and book a time?

Yes, this assistance is by appointment only during the times listed above, you will need to call us on 9801 1895 to make an appointment.

What's the easiest way to get to Orana Neighbourhood House via public transport?

Please [click here](#) or scan the QR code below for directions to Orana Neighbourhood House.

- Go to page 6 for the direction information

