



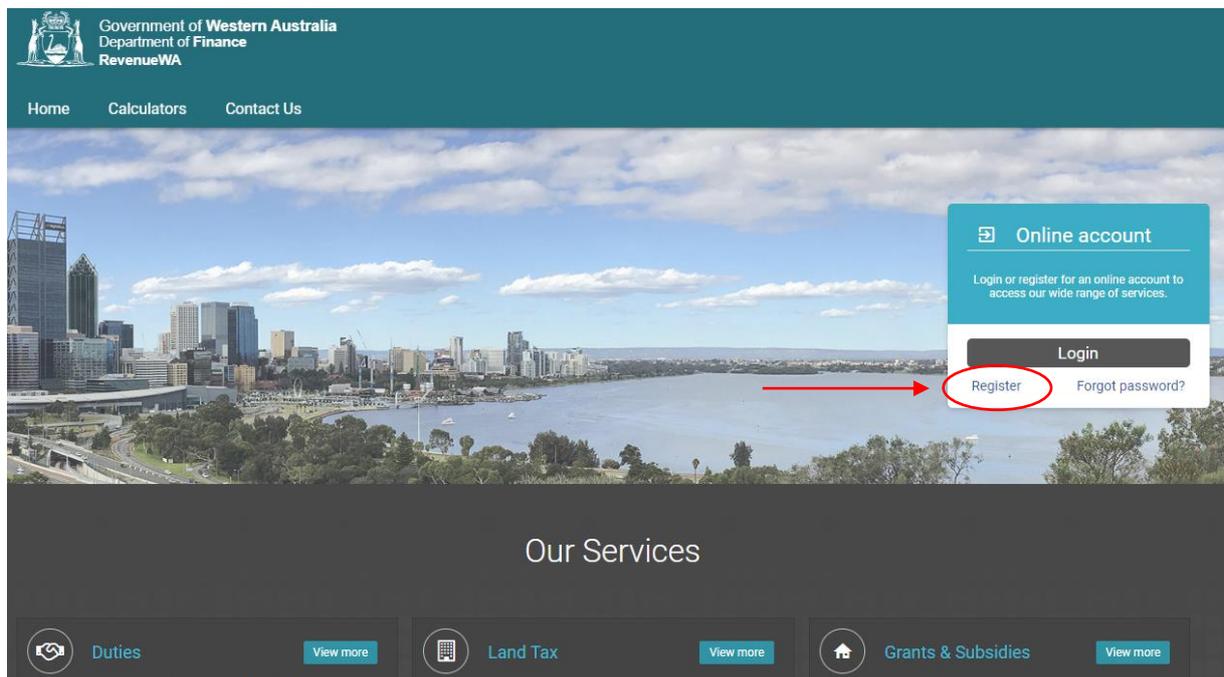
HOW TO APPLY FOR THE HOUSEHOLD ELECTRICITY CREDIT

Step 1: Follow the link below to the RevenueWA Online Services Portal

<https://apps.osr.wa.gov.au/portal/0/home>

Step 2: If you have previously registered for an online account, login to your account and skip to Step 6.

If you do not have an online account, click 'Register'.



Step 3: Register your email by filling in the required fields. You must select "I'm not a robot" before clicking Submit.

Register for an online account

Before you can access our services, you'll need to register your email with us. It only takes a few moments.

 I'm not a robot  reCAPTCHA
[Privacy](#) - [Terms](#)



Step 4: Once you click submit, you will be sent an email with a link to complete your registration process. If you do not see the email in your inbox, please check your junk or spam folder.

Click on the link in the email to complete your online account registration.



Step 5: Complete the required fields and click Register.

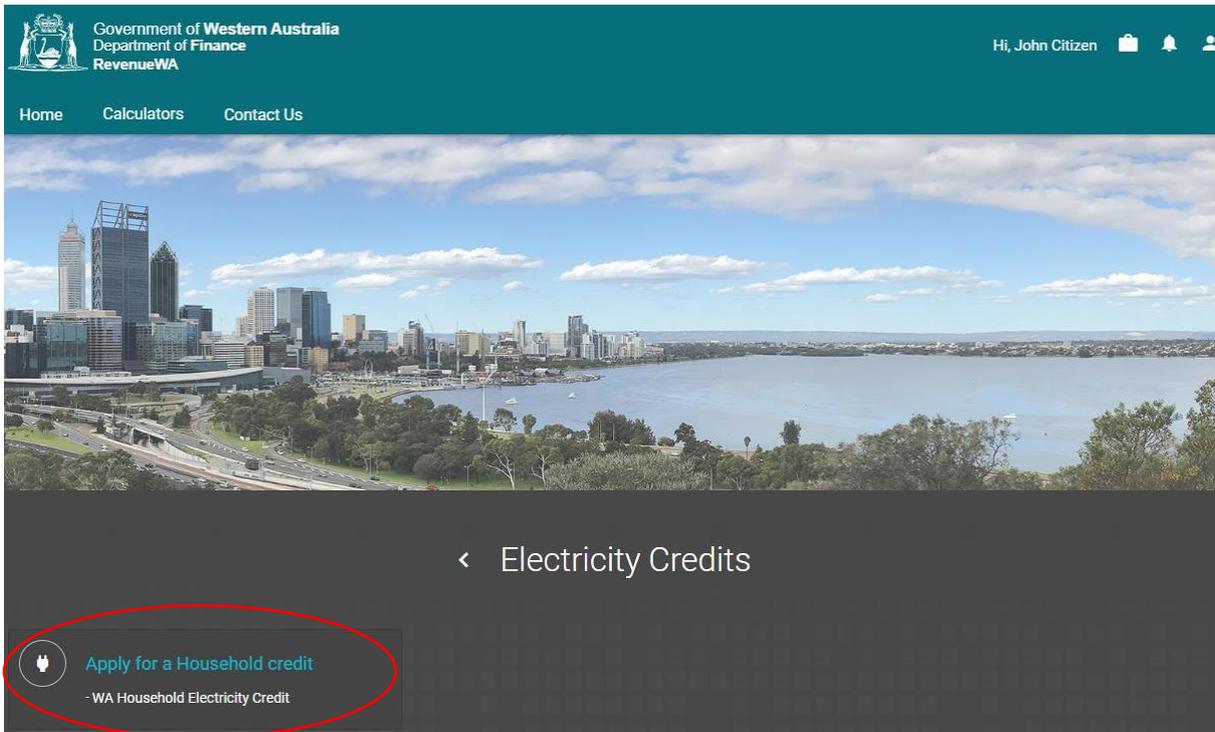
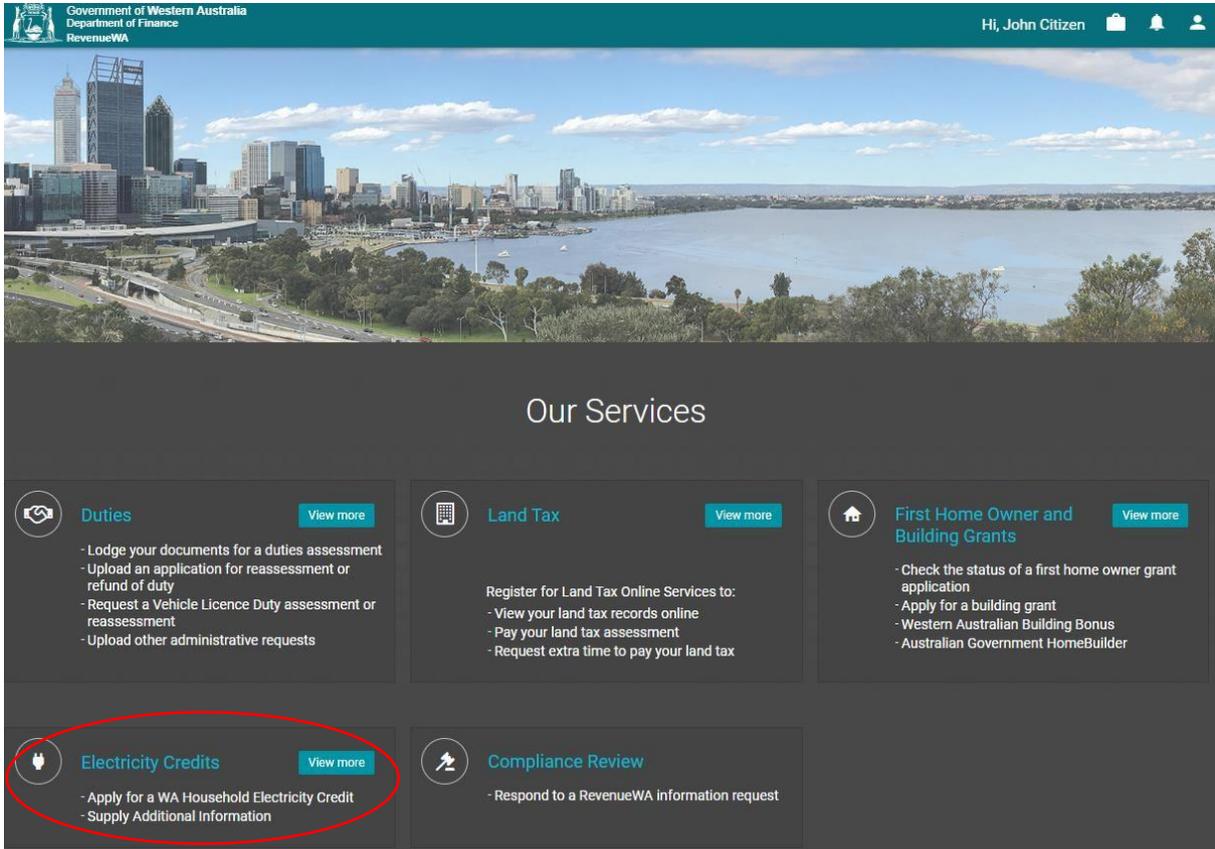
Important: This registration is for creating an online account only and does not register you for the Household Electricity Credit Payment.

The image shows a registration form with the following sections:

- Registration** (Header)
- Account details**
 - Your Name:
 - Email Address:
- Account security**
 - * Password:
 - * Confirm Password: [i password policy](#)
- Contact details**
 - * Mobile
 - + Add contact number
 - * Street Address:
 - Postal Same as above
- By registering, you agree to our [Terms of Use](#).
-



Step 6: Once you have logged in to your account, click “Electricity Credits” on the bottom left of the homepage. In the next screen, click “Apply for a Household credit”.





Step 7: Complete Property Details

Important: The residential address should be the household that you were incurring electricity costs at on 9 May 2023.

If your address does not appear, select the highlighted area to enter your address manually.

Property Details

What is the residential address that you are claiming the Household Electricity Credit for?

[If you can't find your address listed above, click here](#)

powered by Google

Is the property used for a purpose other than the applicant's usual place of residence? i

Yes No

How is the electricity usage at this residence measured?

INFORMATION: An embedded network is a private electricity network which supplies multiple homes including apartment blocks, retirement villages and caravan parks.

Step 8: Complete Electricity Account Details

Please be aware that more prompts will appear based on your answers.

Electricity Account Details

Did you have a Synergy or Horizon Power account at this residence at 9 May 2023?

Yes No

Were you invoiced for the electricity costs at this residence for the period that includes 9 May 2023?

Yes No

Were you registered for the Energy Concession Extension Scheme on or before 9 May 2023?
For more information on ECES please click here.

Yes No

Do you meet the eligibility criteria for the Energy Concession Extension Scheme as at 9 May 2023, but are not yet registered for it?

Yes No

Are you making an application for this residence as the Property Owner or a Tenant?

Step 9: Complete "Applicant Details" by selecting the + sign on the right-hand side.

Applicant Details

Please click on the + to enter in the applicant details.

Applicant +



The applicants name should be that of an owner-occupier or tenant who was incurring electricity costs as part of the household on 9 May 2023. Only one owner-occupier or tenant should apply on behalf of their household.

10: Once saved, your screen should reflect the image below. To add supporting documents to your application, click the Upload Document icon to the left of your name.

The following documents are the minimum required to allow you to lodge your electronic application.

- (#1) Proof of Identity - Copy of birth certificate, current Australian or international passport or current driver's licence (front and back)
- (#2) Proof of Electricity Payment - An invoice or receipt for payment of electricity covering the period 9 May 2023
- (#4) Bank Statement - A copy of your current bank statement showing your account name, BSB and account number

Optional Documents

The following list of documents are documents you MAY need to provide to allow RevenueWA to fully process your application.

- (#3) Lease Agreement - A copy of the current lease agreement between the tenant(s) and the landlord(s)
- (#5) Letter of Authority - A copy of a signed letter of authority from all owners agreeing to be paid into a bank account in a different name
- (#6) Letter of Authority (Tenants) - A copy of a signed letter of authority from all tenants agreeing to be paid into a bank account in a different name
- (#99) Other Supporting Docs - Other Supporting Docs

	Type	Name	Details	Email Address	Uploaded documents
	Individual	citizen, john	Date of Birth 1/01/1970 Contact Number 92621165	JOHNCITIZEN...	

Upload documents by clicking on the left

A drop-down menu will appear. Select “Document type” and then “Choose File”. Once you have chosen the correct file, click “Upload”.

	Type	Name	Details	Email Address	Uploaded documents
	Individual	citizen, john	Date of Birth 1/01/1970 Contact Number 92621165	JOHNCITIZEN...	

Upload documents by clicking on the left

Document type (max 10 MB) Choose File No file chosen Upload Cancel

- Proof of Identity
- Proof of Electricity Payment
- Lease Agreement
- Bank Statement
- Letter of Authority
- Letter of Authority (Tenants)
- Other Supporting Docs



Step 11: Complete the Payment details by inputting your BSB, Account number, and account name. The account information should match the details on the bank statement you provide.

Once you have completed the form, click **LODGE** to submit your application.

Payment Details

BSB No.

Bank Name

Branch Name

Account Number

Account Name

INFORMATION: The \$400 payment will be made by EFT directly into the bank account you provide. If the account is not in the name of all owners or tenants, you must provide written authorisation to have the payment made into the nominated account on behalf of the residence.

Lodge

[Cancel](#) [Save for later](#)

If you cannot complete the application for any reason, click ‘Save for later’ in the bottom right-hand corner so that your progress is not lost. You can return to your incomplete application by selecting the briefcase icon at the top right-hand side of the page.



Important: If you have selected “Save for later” your application has not been received. You must complete your application and lodge it by 30 November 2023. Late or incomplete applications will not be accepted.