

Concessions New South Wales

The State Government provides a range of measures to help NSW customers manage their energy bills. Help includes direct financial assistance, like rebates and emergency assistance vouchers, and legal protection through the National Energy Customer Framework (NECF).

Family Energy Rebate

On 3 September 2017 the NSW Government announced an increase in the rates for all NSW energy rebates including the Family Energy Rebate. The increase is effective from 1 July 2017. This means that some customers will be entitled to an additional rebate payment for the period prior to 3 September. The Department of Planning, Environment, Resources and Energy is working with electricity retailers for those additional payments to be credited to customer accounts as quickly as possible.

The Family Energy Rebate (FER) helps NSW family households with dependent children to cover the costs of their energy bills. The FER is available to applicants who were eligible for and received the Family Tax Benefit (FTB) from the Department of Human Services (DHS) in the previous financial year.

The Family Energy Rebate provides:

- \$180 (was \$150) a year to eligible customers that do not hold a DHS Concession Card or Health Care Card; or,
- \$20 (was \$15) a year to eligible customers that do hold a DHS Concession Card or Health Care and also qualify for the Low Income Household Rebate of \$285 (was \$235) a year

NSW Gas Rebate

On 3 September 2017 the NSW Government announced an increase in the rates for all NSW energy rebates including the Gas Rebate. The increase is effective from 1 July 2017. This means that some customers will be entitled to an additional rebate payment for the period prior to 3 September. The Department of Planning, Environment, Resources and Energy is working with gas retailers for those additional payments to be credited to customer accounts as quickly as possible.

The Gas Rebate helps eligible NSW households to pay their gas bills.

The Gas Rebate provides:

- \$110 (was \$90) (excluding GST) each financial year to eligible customers who hold a natural gas account with a gas retailer of their choice; or
- \$121 (was \$99) each financial year to eligible customers with on-supplied LPG or natural gas and living in residential communities, retirement villages and strata schemes; or
- \$121 (was \$99) each financial year to eligible customers that use delivered LPG (bottled gas) for basic household needs such as cooking, heating or hot water.

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Low Income Household Rebate

The Low Income Household Rebate helps eligible NSW households to pay their electricity bills. The Low Income Household Rebate provides:

- \$285 (was \$235) (excluding GST) a year to eligible customers who hold an electricity account; or,
- \$313.50 (was \$258.50) a year to eligible long-term residents of residential communities (caravan and mobile home parks), retirement villages and strata schemes who receive electricity bills from or on behalf of their community operators.

Medical Energy Rebate

The Medical Energy Rebate is for customers who have an inability to self-regulate body temperature when exposed to extremes (hot or cold) of environmental temperatures. It is associated with certain medical conditions such as Parkinson's disease and Multiple Sclerosis. However, to be eligible for the Rebate a customer will require a separate diagnosis that they are unable to self-regulate their body temperature.

The Medical Energy Rebate provides:

- \$285 (was \$235) (excluding GST) a year to eligible customers who hold an electricity account with an electricity retailer of their choice; or,
- \$313.50 (was \$258.50) a year to eligible residents of on-supplied residential communities, retirement villages and strata schemes

Life Support Rebate

The Life Support Rebate assists people to pay their electricity bills if they are required, or have someone living with them who is required, to use approved energy-intensive equipment at home.

The value of the rebate varies depends on the type of machine used by the customer. The list of approved Life Support Equipment includes medical equipment that is essential for supporting life such as home dialysis, ventilators and oxygen concentrators.

Energy Accounts Payment Assistance (EAPA) Scheme

The Energy Accounts Payment Assistance (EAPA) Scheme helps people experiencing a short term financial crisis or emergency to pay their electricity or gas bill.

For more information regarding EAPA and how it can assist you, visit the Energy Accounts Payment Assistance (EAPA) Scheme page.



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Eligibility

General Qualification

- Be a resident in New South Wales; and
- Be a customer of the retailer, or a long term resident of an on-supplied residential community, or a resident of an on-supplied retirement village, or a resident of an on-supplied strata scheme; and whose name appears on the electricity account for supply to his or her principal place of residence; and

Family Energy Rebate

- General Qualification; and
- The recipient for the FTB during the previous financial year. Please note: your FTB must have been finalised by the DHS before you submit an application for the FER. To check this you can contact the DHS on 136 150.

Gas Rebate

- General Qualification; and
- Purchase LPG in cylinders of 45 kilograms or greater to use for domestic cooking, heating or hot water at his or her principal place of residence; and whose name, address and LPG cylinder size purchased or refilled, appears on a tax invoice/receipt issued by his or her LPG supplier, residential community operator, retirement village operator, or strata management company; and
- Hold either a:
 - Pensioner Concession Card issued by the DHS/DVA; or
 - DHS Health Care Card; or
 - DVA Gold Card marked with either:
 - War Widow or War Widower Pension; or
 - Totally and Permanently Incapacitated (TPI); or
 - Disability Pension (EDA).

Note: Commonwealth Senior Health Card holders are not eligible for this rebate.

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Low Income Household Rebate	<ul style="list-style-type: none">• General Qualification; and• Hold either a:<ul style="list-style-type: none">• Pensioner Concession Card issued by the DHS/DVA; or• DHS Health Care Card; or• DVA Gold Card marked with either:<ul style="list-style-type: none">• War Widow or War Widower Pension; or• Totally and Permanently Incapacitated (TPI); or• Disability Pension (EDA). <p>Note: Commonwealth Senior Health Card holders are not eligible for this rebate.</p>
Life Support Rebate	<ul style="list-style-type: none">• General Qualification; and• Submit a valid application form as provided by the Department of Planning, Environment, Resources and Energy, which will be made available to customers on the Department's website, duly signed by a registered medical practitioner (who is not the applicant) to verify that the use of the approved life support equipment is required at his or her principal place of residence.
Medical Energy Rebate	<ul style="list-style-type: none">• General Qualification; and• Submit a valid application form as provided by the Department of Planning, Environment, Resources and Energy, which will be made available to customers on the Department's website, duly signed by a registered medical practitioner (who is not the applicant) to verify that either the customer named on the bill or anyone residing at the residence has an inability to self-regulate body temperature*; and• Hold either a:<ul style="list-style-type: none">• Pensioner Concession Card issued by the DHS/DVA; or• DHS Health Care Card; or• DVA Gold Card. <p>Note: Commonwealth Senior Health Card holders are not eligible for this rebate</p>
EAPA	<p>EAPA vouchers are issued by participating EAPA providers such as St Vincent de Paul, Salvation Army, Anglicare and many others. The EAPA Scheme operates through a voucher system and each voucher is worth \$50.</p> <p>The EAPA provider assesses the customer's situation and determines each case based on individual circumstances. The vouchers issued to the customer will be sent to the retailer electronically by the EAPA provider and the vouchers will be paid to the customer's account.</p>