

# Our commitment to help NSW households afford their energy bills



The NSW Government is committed to helping ease the cost of living for people who need it most

1.6 million low-income households, pensioners, self-funded retirees and families are eligible for NSW energy rebates each year to help pay their electricity and gas bills.

People experiencing a short-term financial hardship, crisis or emergency may also be eligible for help paying their current energy bills to stay connected.

Households that receive NSW energy rebates, as well as carers, may be eligible for additional temporary energy bill relief in financial year 2023–24 to help ease the cost of rising electricity bills.

Find out about these programs, if you're eligible, and how to apply.

# NSW energy rebates and crisis support scheme

There are 6 NSW Government rebates providing ongoing energy bill support and one crisis support payment.

To be eligible, you must:

- be a NSW resident
- be the account holder named on the energy bill
- provide evidence that you meet the eligibility criteria.

Customers may be eligible for more than one energy rebate.

## Retail or on-supply customer

The application process depends on whether you are a retail or an on-supply (embedded network) customer.

- Retail customers get an energy bill directly from an energy retailer.



- On-supply (embedded network) customers get an energy bill or invoice from, or on behalf of, the owners or management of your residential community, retirement village, or strata scheme.

If you're not sure whether you are a retail or on-supply customer, please contact the provider named on your energy bill.

## Low Income Household (electricity) Rebate and Gas Rebate

The Low Income Household Rebate helps people pay their electricity bills.

The Gas Rebate helps people pay their natural gas bill or the cost of residential liquefied petroleum gas (LPG) bottles.

To be eligible you must hold one of the following:

- Pensioner Concession Card
- Health Care Card
- DVA Gold Cards marked with 'War Widow' or 'War Widower Pension' or 'Totally and Permanently Incapacitated' (TPI) or 'Disability Pension' (EDA).

### How to apply

You will need your Centrelink Reference Number (CRN) or Department of Veterans Affairs (DVA) number.

If you are a retail electricity and/or gas customer, contact your energy retailer to apply.

If you are an on-supply (embedded network) electricity customer, apply on the Service NSW website: [www.service.nsw.gov.au/transaction/apply-low-income-household-rebate-supplied-households](http://www.service.nsw.gov.au/transaction/apply-low-income-household-rebate-supplied-households)

If you are an on-supply (embedded network) gas or LPG bottle customer, apply on the Service NSW website: [www.service.nsw.gov.au/transaction/apply-gas-rebate-supplied-and-bottled-gas-households](http://www.service.nsw.gov.au/transaction/apply-gas-rebate-supplied-and-bottled-gas-households)

## Medical Energy Rebate

The Medical Energy Rebate helps people pay their electricity bill if either they or someone living with them has an inability to self-regulate body temperature when exposed to extremes of environmental temperatures (hot or cold).

To be eligible you must hold one of the following:

- Pensioner Concession Card
- Health Care Card
- DVA Gold Card.

You also need to be assessed by a registered medical practitioner who has been treating you for at least 3 months. You must meet at least one Primary Qualifying Condition and at least one Secondary Qualifying Condition.

### How to apply

You will need your medical practitioner to complete and sign a Medical Energy Rebate Medical Declaration. See the Service NSW website for more information about this process.

If you are a retail electricity customer, contact your energy retailer to apply.

If you are an on-supply (embedded network) electricity customer, apply on the Service NSW website: [www.service.nsw.gov.au/transaction/apply-medical-energy-rebate-supplied-households](http://www.service.nsw.gov.au/transaction/apply-medical-energy-rebate-supplied-households)

## Family Energy Rebate

The Family Energy Rebate helps eligible people pay their electricity bill if they have dependent children.

To be eligible you must:

- have been the recipient of the Family Tax Benefit (FTB) in the previous financial year
- lodged your tax return for the last financial year with the Australian Tax Office (ATO)
- finalised your entitlement to the Family Tax Benefit payments with Centrelink.

### How to apply

You will need your confirmation letter from Services Australia that your Family Tax Benefit has been finalised for the last financial year, and your Centrelink Reference Number (CRN).

If you are a retail or on supply electricity customer, apply on Service NSW website: [www.service.nsw.gov.au/transaction/apply-for-the-family-energy-rebate-retail-customers](http://www.service.nsw.gov.au/transaction/apply-for-the-family-energy-rebate-retail-customers)

## Life Support Rebate

The Life Support Rebate helps you pay your electricity bill if you or someone living with you needs to use approved energy-intensive medical equipment at home, such as home dialysis, ventilators and oxygen concentrators.

To be eligible you must:

- have been assessed by a registered medical practitioner to verify that the use of approved energy-intensive medical equipment is required at your principal place of residence.

### How to apply

You will need your medical practitioner to complete and sign a Life Support Rebate Declaration. See the Service NSW website for more information about this process.

If you are a retail customer, contact your energy retailer.

If you are an on-supply (embedded network) electricity customer, apply on the Service NSW website: [www.service.nsw.gov.au/transaction/apply-life-support-energy-rebate-supplied-households](http://www.service.nsw.gov.au/transaction/apply-life-support-energy-rebate-supplied-households)

## Seniors Energy Rebate

The Seniors Energy Rebate helps eligible independent retirees pay their electricity bills.

To be eligible you must hold a:

- Commonwealth Seniors Health Card.

### How to apply

You will need your Centrelink Reference Number (CRN).

If you are a retail or on-supply (embedded network) electricity customer, apply on the Service NSW website: [www.service.nsw.gov.au/transaction/apply-seniors-energy-rebate](http://www.service.nsw.gov.au/transaction/apply-seniors-energy-rebate)

## Energy Accounts Payment Assistance (EAPA)

EAPA helps people experiencing a short-term financial hardship, crisis or emergency, such as:

- loss of income
- unexpected essential costs
- natural disaster, or
- received a disconnection letter.

EAPA can only be applied to current, unpaid energy bills. EAPA is not currently available to on-supply (embedded network) customers.

### How to apply

You can apply in person, online or over the phone. Visit the Service NSW website for more information: [www.service.nsw.gov.au/transaction/energy-accounts-payment-assistance-eapa-scheme](http://www.service.nsw.gov.au/transaction/energy-accounts-payment-assistance-eapa-scheme)

Once you have applied, an EAPA representative will contact you to assess your eligibility. During the assessment, they will ask you for details about your crisis and may ask for supporting information such as a termination notice or receipts. The representative will also contact your energy retailer to see what support they can offer you.

## Need more support

Ask your energy retailer about their hardship programs, such as payment plans.

Shop around for a better energy deal using the Australian Energy Regulator's Energy Made Easy website: [www.energymadeeasy.gov.au](http://www.energymadeeasy.gov.au)

Explore the Service NSW Savings Finder tool: [www.service.nsw.gov.au/campaign/savings-finder](http://www.service.nsw.gov.au/campaign/savings-finder), visit a Service NSW Centre or call Service NSW on 13 77 88 Monday to Friday between 7am and 7pm.



# National Energy Bill Relief for households in FY2023–24

Around 1.6 million NSW low-income households, pensioners, self-funded retirees, and families are eligible for help with paying their energy bills.

Eligible households will receive a

# \$500

**bill relief payment**

to help them pay their electricity bill in financial year 2023–24



## Who is eligible

Find out if you are eligible for the 6 NSW energy rebates and the National Energy Bill Relief payment:

Eligibility criteria	What is available						
	NSW Low Income Household (electricity) Rebate	NSW Gas Rebate	NSW Medical Energy Rebate	NSW Seniors Energy Rebate	NSW Family Energy Rebate	NSW Life Support Rebate	2023-24 National Energy Bill Relief
Pensioner Concession Card	✓	✓	✓				✓
Health Care Card	✓	✓	✓				✓
DVA Gold Cards marked with 'War Widow' or 'War Widower Pension' or 'Totally and Permanently Incapacitated' (TPI) or 'Disability Pension' (EDA)	✓	✓	✓				✓
All other DVA Gold Cards			✓				✓
Commonwealth Seniors Health Card				✓			✓
Low Income Health Care Card							✓
Family Tax Benefit A and B					✓		✓
Carer Allowance							✓
People using certain energy-intensive life support equipment at home						✓	✓

## How to apply

If you receive an eligible NSW energy rebate, you will be provided the National Energy Bill Relief payment automatically and you do not need to apply.

If you do not receive a NSW energy rebate and are eligible, apply for the relevant NSW energy rebate and you will be provided the National Energy Bill Relief payment automatically.

If you do not receive a NSW energy rebate and receive the Carer Allowance, Low Income Health Care Card or DVA Gold Card, you will be contacted by Services Australia or the Department of Veterans Affairs by September 2023 with information about how to apply.

Scan the QR code to find out more, or visit [energy.nsw.gov.au/households/rebates-grants-and-schemes/national-energy-bill-relief](https://energy.nsw.gov.au/households/rebates-grants-and-schemes/national-energy-bill-relief)

