Department of Climate Change, Energy,
the Environment and Water

NSW Energy Social Programs Annual Report

2022–23 Financial Year

March 2024

Acknowledgement of Country

The Department of Climate Change, Energy, the Environment and Water acknowledges that it stands on Aboriginal land. We acknowledge the Traditional Custodians of the land and we show our respect for Elders past, present and emerging through thoughtful and collaborative approaches to our work, seeking to demonstrate our ongoing commitment to providing places in which Aboriginal people are included socially, culturally and economically.

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NSW Energy Social Programs Annual Report

2022–23 Financial Year

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Contents

Acknowledgement of Country **2**

1 Foreword **4**

1.1 About the NSW Energy Social Programs 4

1.2 About this report 5

1.3 About the data 5

1.4 Quality statement 6

2 Key facts about the Energy Social Programs' performance **7**

3 State-wide results **8**

3.1 Total customers 8

3.2 Rebate eligibility and number of customers 8

3.3 Electricity and gas changes in 2022–23 10

3.4 Electricity bills 16

3.5 Gas bills 17

4 Understanding customer uptake **20**

4.1 Application and assessment pathways for customers 20

4.2 Retail customers 20

4.3 On-supply (embedded network) customers 29

4.4 EAPA applications 30

5 Local Government Area results **31**

6 Energy tariffs in 2022–23 ..... **37**

6.1 Tariff structure 37

6.2 Flat tariffs 38

6.3 Time of Use tariffs 38

6.4 Solar tariffs 40

7 Disconnections **43**

8 Glossary **45**

9 Appendices **47**

Appendix A Detailed results by Local Government Area (customer numbers and value) 47

Appendix B Detailed results by Local Government Area (offer, energy cost and uptake) 52

Appendix C Detailed results by State Electoral District (SED) 62

1 Foreword

1.1 About the NSW Energy Social Programs

The NSW Government is committed to helping ease the cost of living for people who need it most. For over 40 years, NSW Governments have helped low income and vulnerable NSW households access affordable energy services. The $330 million NSW Energy Social Programs (ESP) support almost 1 million low-income and vulnerable households each year to pay their energy bills and stay connected to an essential service.

Energy Social Programs includes a crisis support scheme and 6 energy rebates (see Table 1), to support low income households, families, seniors and people with certain medical conditions or using life support equipment at home. In 2022-23, Energy Social Programs helped around 1 in 3 NSW households reduce their electricity bills by an average of 19.3 per cent, and their gas bills by 14.6 per cent. This illustrates the vital role ESP is playing in reducing cost of living pressures for vulnerable households across the state.

The NSW Social Programs for Energy Code requires retailers to report information on their customers who receive one or more energy social programs. The department collates this information and publishes an annual report each year to demonstrate the impact of Energy Social Programs. Previous annual reports and data sets can be found on our website.

Table 1. Values for the NSW energy rebate programs and crisis support scheme

Program	Eligibility	Value: On-market (retail)* customers ($)	Value: On-supply (embedded network)* and bottle gas customers ($)
Low Income Household Rebate (LIHR)	Holds a current Pensioner Concession Card or Health Care Card issued by Services Australia or the Department of Veterans' Affairs (DVA); or a DVA Gold Card marked with either 'War Widow', 'War Widower pension', 'Totally and Permanently Incapacitated' or 'Disability Pension'.	285	313.50
Gas Rebate (GR)	Holds a current Pensioner Concession Card or Health Care Card issued by Services Australia or the Department of Veterans' Affairs (DVA); or a DVA Gold Card marked with either 'War Widow', 'War Widower pension', 'Totally and Permanently Incapacitated' or 'Disability Pension'.	110	121
Medical Energy Rebate (MER)	Holds one of the above concession cards and is unable to self-regulate body temperature.	285	313.50
Seniors Energy Rebate (SER)	Holds a current Commonwealth Seniors Health Card issued by Services Australia or the Department of Veterans' Affairs.	200	200
Family Energy Rebate (FER)	Receives the Family Tax Benefit A or B and **not** eligible for the LIHR.	180	198
Family Energy Rebate (FER)	Receives the Family Tax Benefit A or B and eligible for the LIHR.	20	22

Program	Eligibility	Value: On-market (retail)* customers ($)	Value: On-supply (embedded network)* and bottle gas customers ($)
Life Support Rebate (LSR)	Uses energy-intensive life support equipment.	Up to 1,343.20 ^	Up to 1,477.52 ^
Energy Accounts Payment Assistance Scheme (EAPA)	Experiencing a short-term financial crisis or emergency.	Up to 400[1] for electricity and 400[1] for gas, twice per financial year	Not available

* On-market (retail) customers purchase energy directly from an energy retailer. On-supply (embedded network) customers are not direct energy account holders and purchase energy from third parties such as caravan park or strata managers.

^ Value dependent on equipment type.

1.2 About this report

This report summarises the NSW Department of Climate Change, Energy, the Environment and Water's (the department's) analysis of data from a number of data sources, including data provided by energy retailers under the NSW Social Programs for Energy Code (the code) for the period 1 July 2022 to 30 June 2023 (see section 1.3 below for a complete list of data sources).

The data in this report illustrates the reach and impact of Energy Social Programs. This includes providing energy bill support to around 1 in every 3 households in NSW in the 2022–23 financial year.

The report highlights how the NSW Government is committed to helping the most vulnerable NSW households with their energy bills. On average, NSW energy rebates reduced ESP customers' bills by 19.3 per cent for electricity and 14.6 per cent for gas.

1.3 About the data

The 2022–23 NSW Energy Social Programs Annual Report was prepared using the following sources:

- Data reported by energy retailers under clause A5.14 of the NSW Social Programs for Energy Code (Version 7.1, 2023).
- Applications to the NSW Government for energy rebates from on-supply (embedded network) customers, the Family Energy Rebate (FER) and the Energy Accounts Payment Assistance (EAPA) scheme.
- Data provided by Service NSW for the Seniors Energy Rebate (SER). NSW Government records on the number of residential gas connections in NSW.
- Data provided by Services Australia and Australian Department of Veterans' Affairs on the number of households with at least one concession cardholder.
- Data from the Australian Energy Regulator's (AER) retail market performance reports on numbers of electricity and gas customers.

[1] EAPA was temporarily maintained at $400 during 2022–23.

1.4 Quality statement

The department has made best efforts to ensure the quality of this report. We have reviewed the report for correctness and to identify data quality issues and other limitations of the data and analysis.

Estimated rebate values

Estimated rebate values in this report are sourced from the 6-monthly collection of ESP customer billing data from retailers. It is within 1% of the invoices we received from retailers for reimbursement of rebates and EAPA applied to customer accounts. Invoices received from retailers are considered the most accurate source of rebate values. The very small difference between the invoice payments and the 6-monthly customer billing data are likely a result of:

- delayed payments or irregular invoicing cycles from energy retailers within each financial year, which may not align with ESP customer bills ending in that financial year
- minor data quality issues in the 6-monthly customer billing data that were not able to be corrected for during the validation stage, such as incorrect values or missing information from individual retailers.

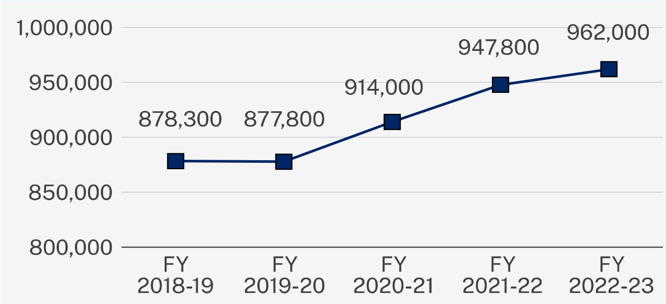
Data quality issues

For the 6-monthly collection of ESP customer bill data, there are the following known quality issues with the data provided:

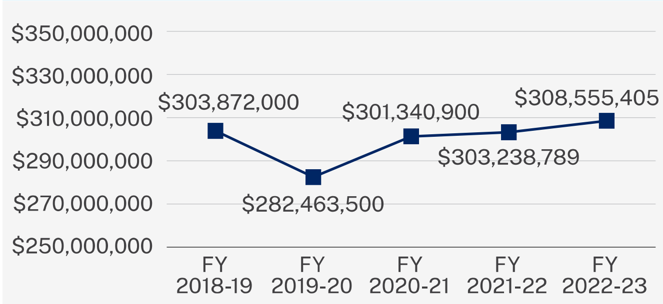
1. On-supply (embedded network) energy rebate customers who receive more than one energy rebate type may be double-counted in total rebate recipient numbers. The likely impact is very small.
2. A major uncertainty is the number of customers who switched energy retailers during the reporting period. Customer switching resulted in a higher total count of customer IDs across all retailers than the number of unique customers.
3. We have no data that can ascertain the number of switched customers. To estimate the number, we use the highest quarterly number of unique customer IDs across the 4 quarters to be the number of unique customers for the financial year. Unique customers are used to estimate the number of customers who switched retailer and is in-line with the level of switching estimated in the AER's Retail Energy Market Performance reports. The department is working with NSW energy retailers to improve its monitoring of NSW ESP customer switching rates.
4. In each reporting period a very small number of records from retailers contain erroneous values. The effect of these erroneous values is insignificant to the figures in the report. The department continues to work with retailers to understand the reasons for erroneous values and improve the quality of these reports.
5. In FY2022, an energy retailer reported about a major data system migration. We have included the retailer's updated data and resolved the impacts on the reporting data quality in the FY2022 report.
6. A new data anomaly was identified in FY2023. A small proportion of customer bills with long billing durations (e.g. longer than a year) were identified. The long duration of the bills was a result of a system migration by one of the retailers. An investigation was carried out for data quality assurance, and the impact of long duration bills on the data was resolved.

2 Key facts about the Energy Social Programs' performance

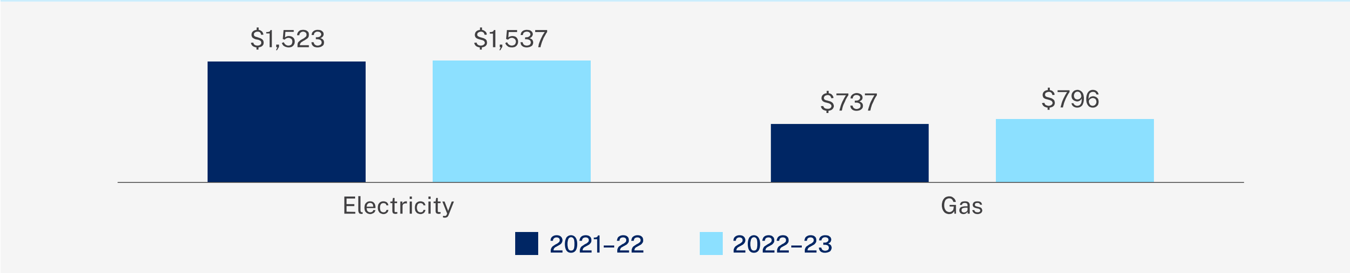
Number of unique Energy Social Programs customers



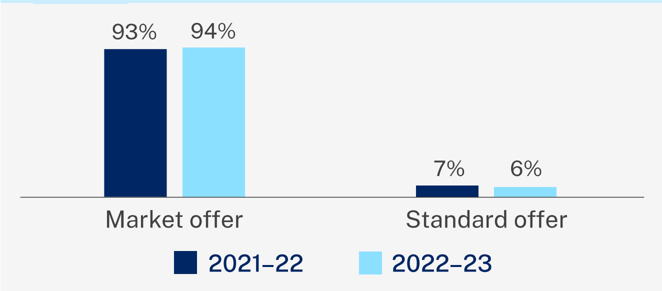
Amount of Energy Social Programs support provided



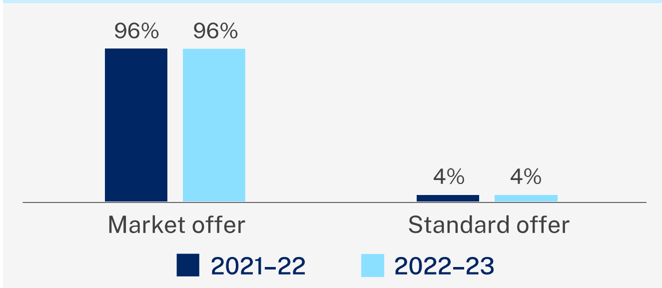
Average annualised Electricity and Gas bills



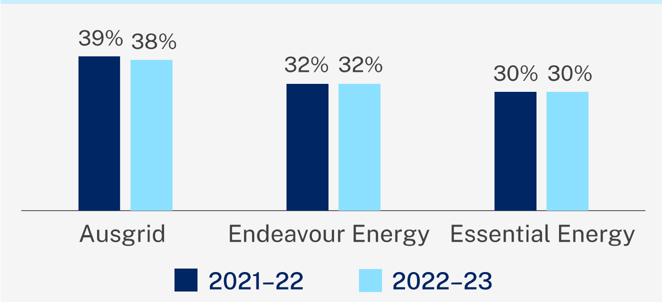
Electricity customers by offer types



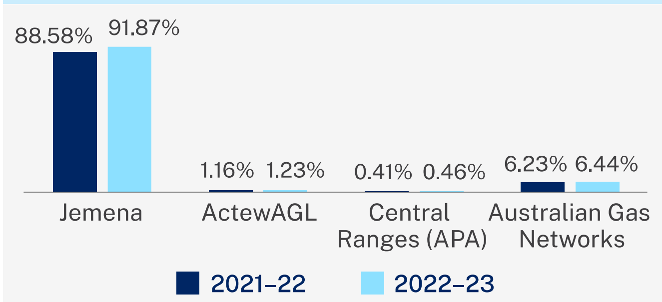
Gas customers by offer types



Electricity customers by Network



Gas customers by Network



3 State-wide results

3.1 Total customers

We estimate almost a million households in NSW benefited from Energy Social Programs in 2022–23.
This includes:

- Around 962,000 unique customers received one or more energy rebates and Energy Accounts Payment Assistance Scheme (EAPA) under Energy Social Programs in 2022–23.
- This is an increase of around 14,200 from the 947,800 estimated unique customers in 2021–22.
- 83% of unique customers received the Low Income Household Rebate (LIHR) and 30% received the Gas Rebate (GR).
- 799,900 customers in 2022–23 received the LIHR compared to 805,100 in 2021–22. This remained relatively consistent with 2021–22.
- 286,800 customers in 2022–23 received the GR compared to 281,200 in 2020–21. This was an increase of 2% from 2021–22.

Table 2 illustrates the following points:

- the number of customer accounts and unique customers receiving each of the available ESP rebates and EAPA in 2022–23
- the total and average amounts paid to customers
- the implied rate of customers switching retailers.

In 2022–23, a total of around $308,555,000 was paid to an estimated 962,000 unique customers.

An ESP customer received on average $321 in ESP rebates and EAPA in 2022–23.

3.2 Rebate eligibility and number of customers

Approximately 68% of eligible customers received the LIHR and 50% of eligible customers received the GR in 2022–23. By comparison, 68% and 52% received the LIHR and GR respectively in 2021–22. Around 11% of eligible customers received the FER in 2022–23.

Table 2 on the following page illustrates the estimated number of eligible customers for the LIHR, GR, FER and SER alongside the estimated number of energy rebate customer accounts and proportion of unique customers relative to eligible customers. 799,900 customers from 1,181,300 eligible households received LIHR in 2022–23. This equates to 68% of total eligible households for LIHR receiving the rebate in 2022–23.

Table 2. Energy Social Programs customer numbers, rebate value and eligible household numbers in 2022–23

Rebate type	Number of customer accounts[2] (#)	Total paid amount[3] ($)	Average paid per customer account[4] ($)	Assumed average rebate per unique customer ($)	Estimated number of unique customers[5, 6] (#)	Implied rate of customers switching retailers[7] (%)	Eligible customers/ households[8] (#)	Customer accounts that received a rebate relative to eligible households (%)	Unique customer relative to eligible households (%)
LIHR	911,200	227,982,900	250	285	799,900	14	1,181,300	77	68
GR[9]	320,400	31,542,600	98	110	286,800	12	570,500	56	50
MER	7,300	1,623,400	223	285	5,700	28	n/a	n/a	n/a
SER[10]	43,300	8,667,000	200	200	43,300	n/a	97,700	44	44
FER	45,800	5,110,600	112	112	45,800	n/a	399,900	11	11
LSR	58,200	11,665,900	200	264	44,200	32	n/a	n/a	n/a
EAPA	56,700	21,963,000	387	387	56,700	n/a	n/a	n/a	n/a
Total[11]	1,049,000	308,555,400	294	321	962,000	9	1,421,200	66	58

[2] Number of customer accounts may double count customers that switch from one retailer to another within Jul 2022 – Jun 2023.

[3] These rebate estimates are based on retailer reporting information and do not necessarily match invoicing data.

[4] Note this amount is less than the estimated rebate per household because of the portion of customers switched retailers in Jul 2022 – Jun 2023.

[5] Number of unique customers for each rebate type is based on total paid amount divided by an assumed average rebate amount per customer. This is less than the number of customer accounts as customers that switch retailers appear as two customer accounts.

[6] Total unique customers are the customer accounts with a bill in the second quarter of Jul 2022 – Jun 2023 plus on-supplied customers, EAPA and FER customers from department's records. This is less than the number of customer accounts as customers that switch retailers appear as two customer accounts.

[7] Customer accounts that switched estimated by taking the difference between estimates for number of unique accounts and unique customers.

[8] Estimates based on data provided by Services Australia, Department of Social Services, and Department of Veterans Affairs and Australian Taxation Office.

[9] NSW GR figures includes natural gas and LPG. Number of gas delivery point identifiers is not necessarily equal to number of active gas users.

[10] The SER was introduced in July 2019. This is processed and paid by Service NSW.

[11] Total values for eligibility (last 3 columns) includes LIHR and FER only and is less than the sum of eligible households for LIHR and FER as some households receive both rebates.

Table 3 highlights that a high proportion of MER, EAPA (for electricity), LSR and FER recipients also receive the LIHR. The LIHR has the largest number of ESP recipients. Approximately 98% of MER recipients, 77% of EAPA recipients, 59% of LSR recipients and 41% of FER recipients also received LIHR in 2022–23. Data for the number of SER customers that received other rebates is not available, as retailers do not collect SER data. The next largest proportion of electricity customers that received another rebate is 18% of MER recipients that also received the LSR.

Approximately 71% of EAPA recipients (for gas) also received the GR in 2022–23. This amounted to around 2.4% of GR recipients over the same period. Comparisons across energy types were not made as the data collected from energy retailers does not enable counting of customers that receive both electricity and gas rebates.

Table 3. Percent of retail customer accounts in 2022–23 of one ESP program that received support from other ESP programs[12] [13]

The programs	LIHR (%)	GR (%)	MER (%)	FER (%)	LSR (%)	EAPA (%)
LIHR	-	-	0.71	1.58	3.72	3.34
GR	-	-	-	-	-	2.41
MER	97.68	-	-	1.30	17.98	4.83
FER	41.28	-	0.25	-	0.95	9.21
LSR	58.52	-	2.06	0.57	-	1.55
EAPA	76.80	70.59	0.81	8.11	2.26	-

3.3 Electricity and gas changes in 2022–23

This section compares the state-wide results for 2022–23 and 2021–22 for both electricity and gas. Overall, the total number of unique customer accounts increased by 1.5% in 2022–23 compared to 2021–22. **Figure 1** on the following page illustrates the percentage changes to ESP customer numbers per concession type in 2022–23 compared to 2021–22. It shows us that:

- LIHR customers decreased by 0.6%
- GR customers increased by 2.0%
- MER customers decreased by 7%
- SER customers increased by 15.4%
- FER customers increased by 3.3%
- LSR customers decreased by 2.0%
- EAPA customers increased by 16.6%.

[12] The SER and embedded network (on supply) customer data were not included in this table as this information is not available in ESP customer billing data collected from retailers. SER is administered by Service NSW and is not issued by energy retailers.

[13] Grey table cells for the intersection of the same program on both axis equal 100%. Grey table cells for the intersection of different programs indicate no valid data was available. This mainly relates to energy type and rebate type combinations i.e. the GR was not considered reliable or applicable for electricity accounts and *vice versa* for electricity rebates for gas accounts.

The sizeable increase in SER customers from 38,000 in 2021–22 to 43,000 in 2022–23 is likely to be attributed to increased awareness of and access to the program through Service NSW over time as SER was introduced later than other rebate schemes. The increase in demand for EAPA is primarily attributed to the rise in cost-of-living pressures.

Figure 1. Number of customer accounts

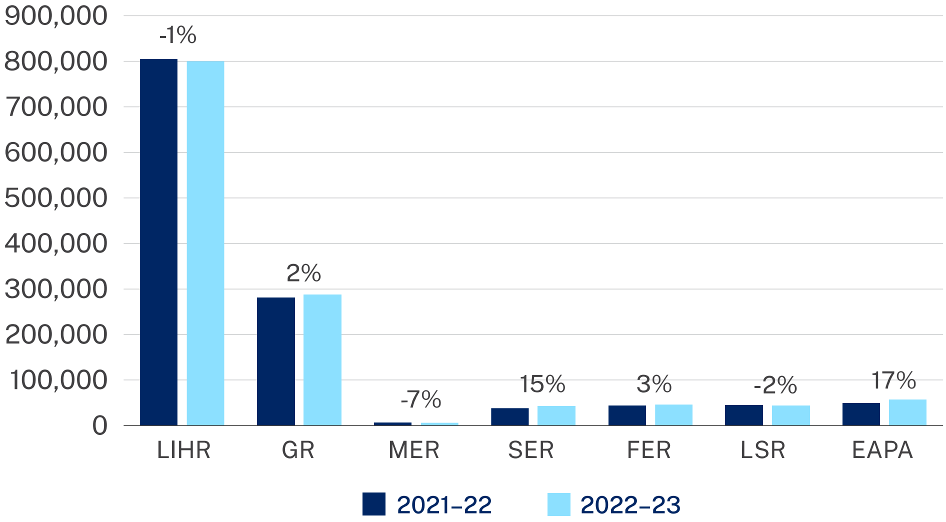


Figure 2 compares the rate of customer switching from standard to market offers across various rebate types. Standard-market switching rates for LIHR, LSR and MER customers have all increased relative to 2021–22, while GR standard-market switching rate reduced.

Figure 2. Rate of customer switching

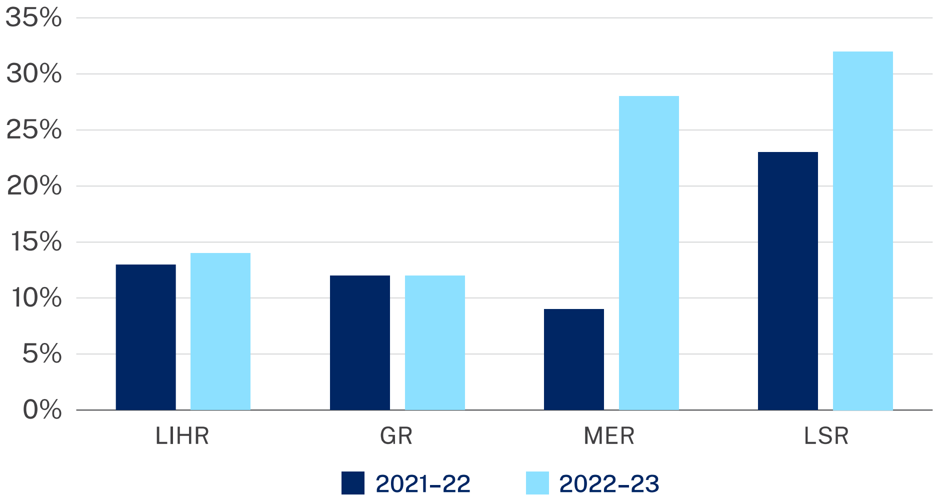


Figure 3 shows the number of households eligible for LIHR, GR, FER and SER remained mostly consistent from 2021–22 to 2022–23.

Figure 3. Eligible households

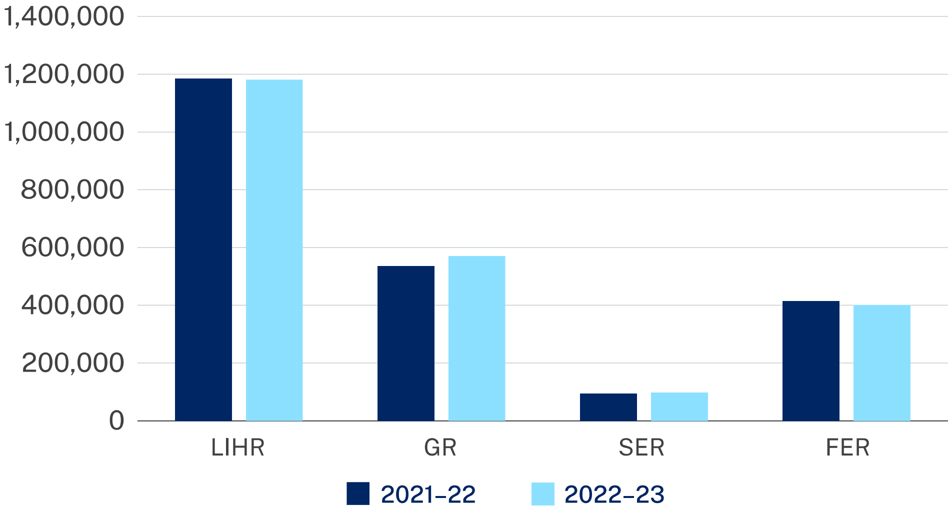


Figure 4 shows the uptake rate remained unchanged for the LIHR and for the FER. The uptake rate for the GR decreased by 2% and SER increased by 4% from 2021–22.

Figure 4. Rebate customers relative to eligible customers

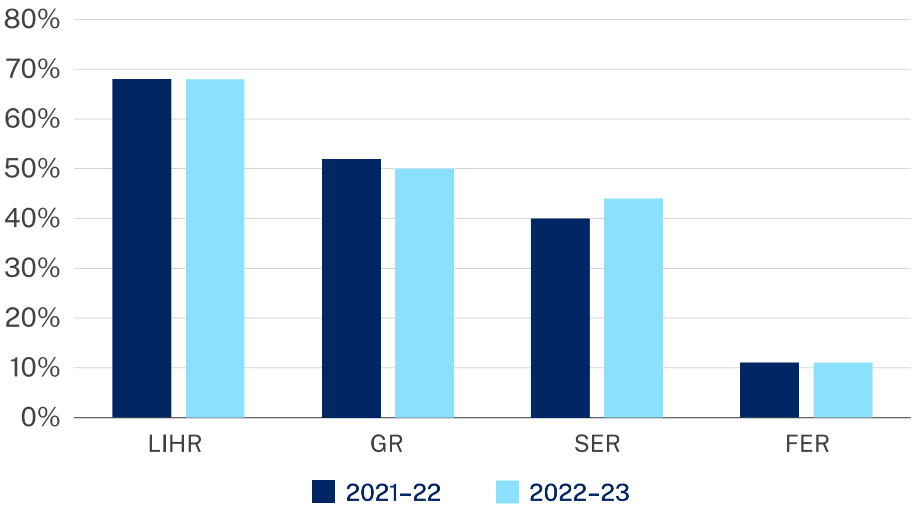
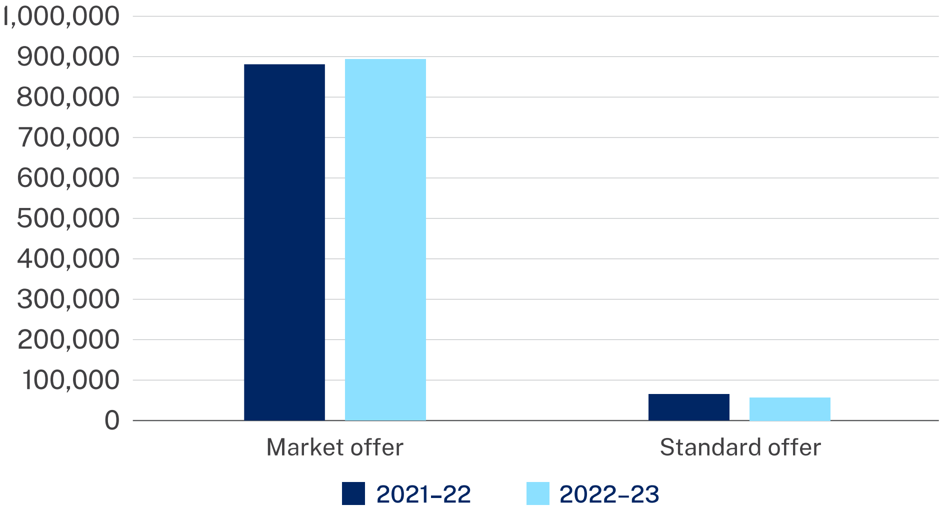


Figure 5 compares the number of electricity accounts for market and standard offer types. Standard offers reduced by 13.2%, and market offers increased by 1.4 % in 2022–23 compared to 2021–22.

Figure 5. Number of electricity accounts by offer type



Figures 6 and **7** compare the average annualised electricity bills and consumption in 2022–23 to 2021–22. The analysis indicates that the average electricity bill has increased by 0.6% and 5.4% for market and standard offers, respectively. In contrast, the annualised average electricity consumption reduced by 13.7% and 6.5% for market and standard offer customers, respectively.

Figure 6. Average annualised electricity bill

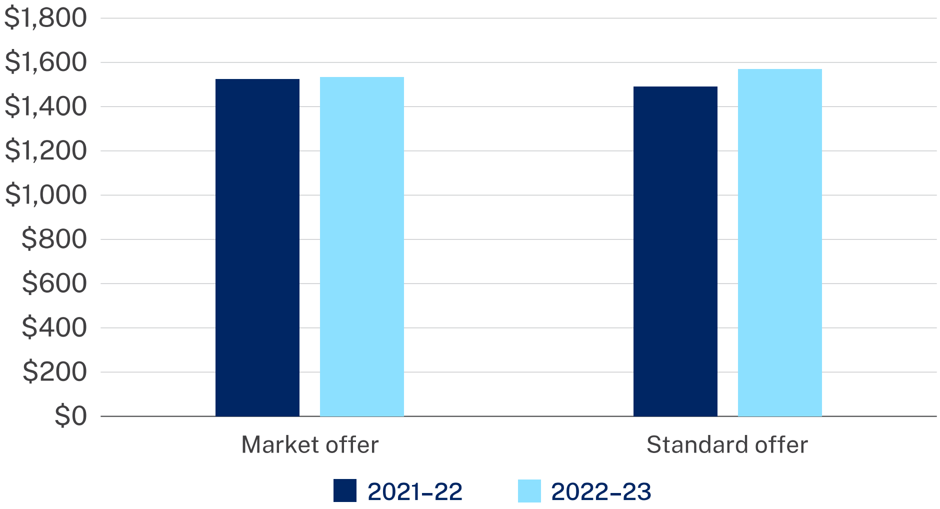
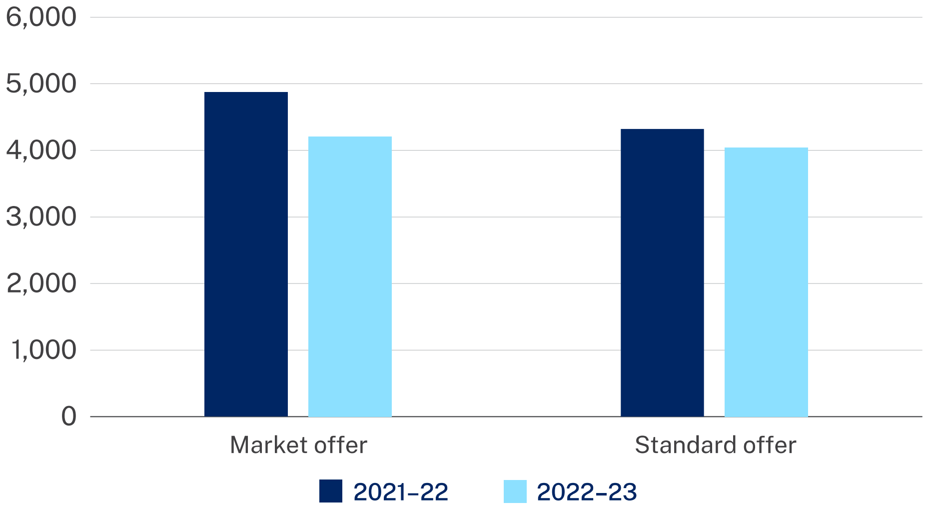


Figure 7. Average electricity usage (kWh per year)



The average electricity cost per kWh increased by 16.5% for market offers and 12.7% for standard offers in 2022–23 compared to 2021–22 (Figure 8).

Figure 8. Average electricity cost (cents per kWh)

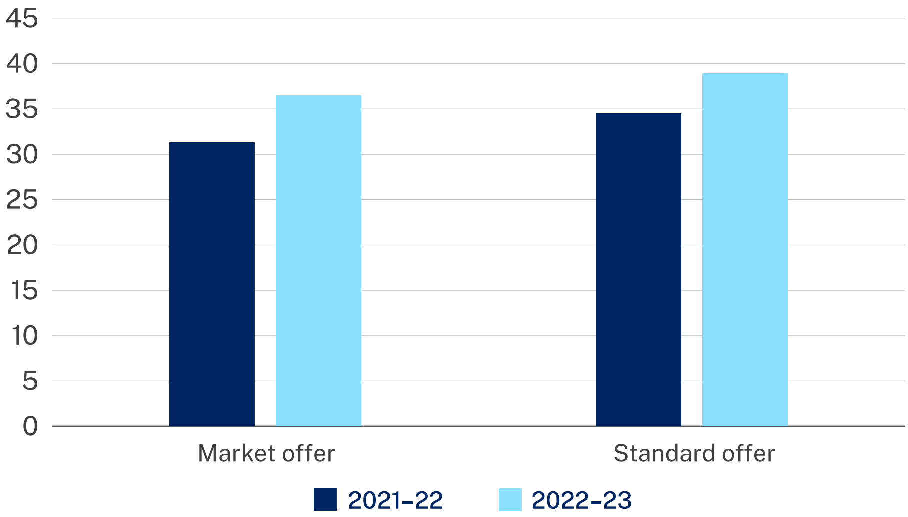


Figure 9 compares the number of gas accounts for market and standard offer types. Market offers increased by 1.1% and standard offers decreased by 7.9% in 2022–23 compared to 2021–22. **Figures 10** and **11** illustrate the average annualised gas bills and consumption.

The analysis shows that the average gas bill for market and standard offer customers increased by 7.9% and 11.8% respectively, relative to 2021–22. At the same time, the annualised average gas consumption went down by 2.3% and 3.9% for market and standard offer customers in 2022–23. The average gas costs per MJ for market and standard offer customers increased by 10.5% and 16.3% respectively, in 2022–23 relative to 2021–22 (Figure 12).

Figure 9. Number of gas accounts by offer type

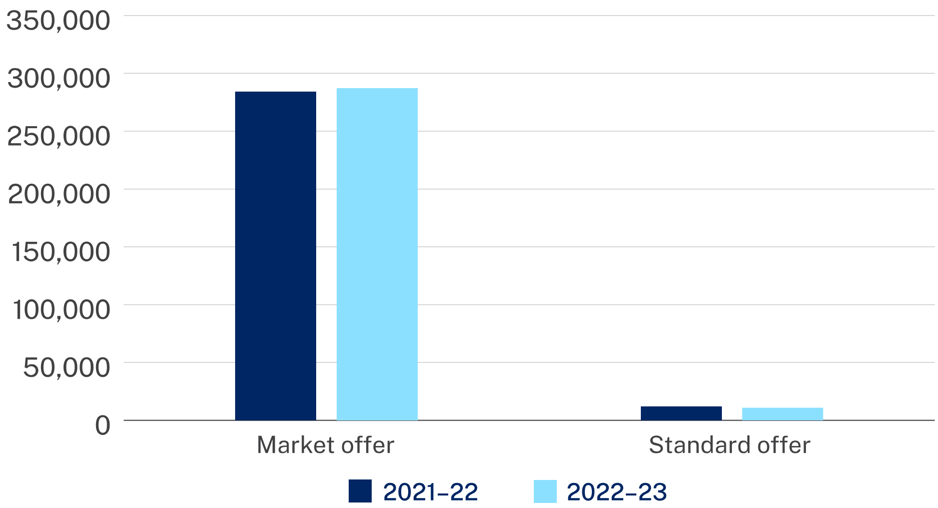


Figure 10. Average annualised gas bill

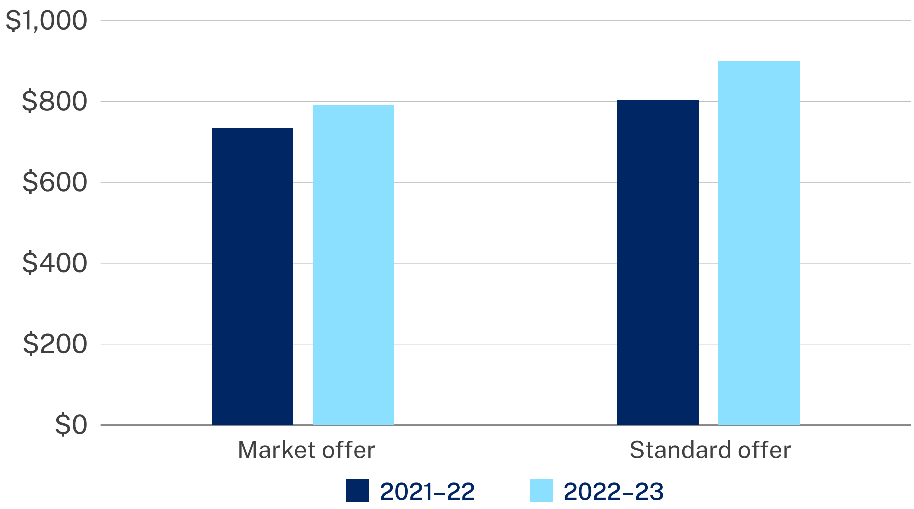


Figure 11. Average gas usage (MJ per year)

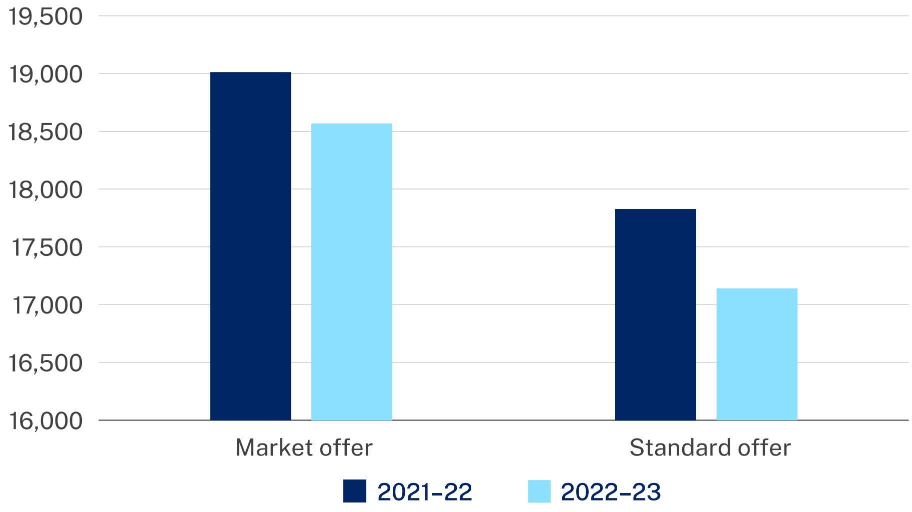
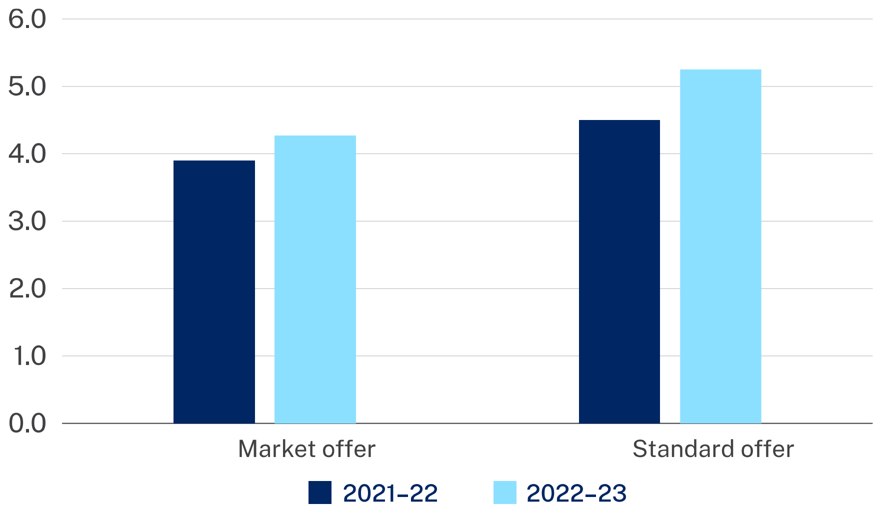


Figure 12. Average gas cost (cents per MJ)



3.4 Electricity bills

Overall, in 2022–23 annualised electricity bills increased by around 0.9% combined across the main networks. This is the result of a 0.8% decrease in Ausgrid, 5.0% increase in Endeavour Energy, and 1.9% decrease in Essential Energy network costs, relative to 2021–22 (see Table 4).

The average electricity bill for ESP customers on standard offers was $1,570 per year, compared to $1,534 for those on market offers (see Table 4). However, standard offer customers used less electricity than market offer customers. If the standard offer customers had consumed the same amount as the market offer customers, they would have paid around $1,634 on average instead of $1,570. Energy rebates reduced electricity bills by an average of 19.5% and 19.3% for customers on standard and market offers, to around $1,264 and $1,238, respectively.

Table 4 also illustrates the number of ESP customer accounts and average electricity cost per kWh. The average electricity cost across both the market and standard offers was 36.6 cents per kWh up from 31.5 cents per kWh in 2021-22.

3.5 Gas bills

There were around 11,500 ESP customer accounts on standard offers for gas and 287,100 on-market offers in 2022–23. These constitute around 4% and 96% of total gas customers, respectively. Around 900 customers switched between standard and market offers during the year. The switching rate of gas customers to market offers was around 0.31% in 2022–23, which was lower than the switching rate of 0.44% in 2021–22 (see Table 5).

The average annualised gas bill for market offer customers in the Jemena area increased by 6.5%, for customers in the ActewAGL area it increased by 0.9%, for customers in the APA area it increased by 19.1%, and for customers in the Australian Gas Networks area it increased by 22.7% between 2021–22 and 2022–23 periods.

Overall, the average gas bill for ESP customers on standard offers was $899 per year, compared to $792 for market offers. Energy rebates reduced gas bills by an average of 13.3% and 14.6% for standard and market offers accordingly (see Table 5).

The average annual gas bill for all market and standard offer gas customers across all networks was $796 and the average annual usage was around 18,500 megajoules (MJ) per year. The average gas cost across both the market and standard offers was around 4.3 cents per MJ. The percentage of rebates provided relative to gas bills across both standard and market offers was 14.6%.

Table 4. Annualised electricity consumption and bills in 2022–23 by retail offer type[14]

Offer type	Number of electricity customer accounts (#)	Average annual electricity bill ($/yr)	Average electricity use (kWh/yr)	Average electricity cost (c/kWh)	Average annual rebate[15, 16] ($)	Rebates relative to electricity bill (%)	Changes from 2021–22					
							Electricity customer accounts (%)	Average annualised electricity bill (%)	Average electricity use (%)	Average electricity cost (%)	Average annualised rebate (%)	Rebates relative to electricity bill (%)
Market offer only	893,600	1,534	4,206	36.5	296	19.3	1.4	0.6	-13.7	16.5	-6.4	-7.0
Standard offer only	56,700	1,570	4,041	38.9	307	19.5	-13.2	5.4	-6.5	12.7	-3.4	-8.3
Customer accounts which switched between standard and market	3,200	1,731	4,618	37.5	276	16.0	-16.6	-2.4	-12.3	11.4	-4.0	-1.7
Total from retailer reporting (excludes on supplied customers)	949,800	1,537	4,196	36.6	-	19.3	0.5	0.9	-13.2	16.2	-	-7.1

[14] All data in this table is based on retailer reporting information and may not match results in other tables which have been supplemented with the Department's information.

[15] When a customer switches energy retailers only a portion of their annual bill will appear in a retailer's reporting information. Most rebates payments (except EAPA and FER) are calculated on a daily basis so only part of a rebate will be captured. This metric inflates the rebate amount to represent a full year rebate amount to account for customers who switch retailers.

[16] These figures do not include EAPA vouchers. Also, these figures exclude on-supplied customers (that is customers who are on embedded networks). For total of "average annual rebate", refer to table 2 "average rebate per unique customer" including both retail and on-supplied customer groups.

Table 5. Annualised gas consumption and bills in 2022–23 by retail offer type[17]

Offer type	Number of gas customer accounts (#)	Average annual gas bill ($/yr)	Average gas use (MJ/yr)	Average gas cost (c/MJ)	Average annual rebate[18, 19] ($)	Rebates relative to gas bill (%)	Changes from 2021–22					
							Gas customer accounts (%)	Average annualised gas bill (%)	Average gas use (%)	Average gas cost (%)	Average annualised rebate (%)	Rebates relative to gas bill (%)
Market offer only	287,100	792	18,567	4.27	116	14.6	1.1	7.9	-2.3	10.5	0.6	-6.8
Standard offer only	11,500	899	17,142	5.25	120	13.3	-7.9	11.8	-3.9	16.3	1.2	-9.5
Customers that switched from standard to market	900	914	19,452	4.70	107	11.7	-30.5	8.2	-5.0	13.8	-1.8	-9.2
Total from retailer reporting (excludes on supplied customers)	298,500	796	18,520	4.30	116	14.6	0.8	8.0	-2.4	10.6	0.6	-6.9

[17] All data in this table is based on retailer reporting information and may not match results in other tables which have been supplemented with the Department's information.

[18] When a customer switches energy retailers only a portion of their annual bill will appear in a retailer's reporting information. Most rebates (except EAPA and FER) are calculated on a daily basis so only part of a rebate will be captured. This metric inflates the rebate amount to represent a full year rebate amount to account for customers who switch retailers.

[19] These figures do not include EAPA vouchers. Also, these figures exclude on-supplied customers.

4 Understanding customer uptake

4.1 Application and assessment pathways for customers

Energy rebates

Energy rebates have different application pathways for different customers.

On-market retail customers apply for the LIHR, GR, MER and LSR directly with their energy retailer, and retailers apply the rebate as a pro-rata daily rate on customer energy bills. Retailers are then reimbursed by the department for the value of rebates applied to customer accounts.

Customers in embedded energy networks (on-supply customers) apply for the LIHR, GR, FER, MER and LSR through the Service NSW website and receive the rebate as an annual lump-sum directly to their bank account from the department. This pathway also applies to GR customers who use bottled Liquefied Petroleum Gas (LPG) and FER on-market retail customers. Although FER on-market customers instead receive the rebate on their electricity bill from their energy retailer. Both on-market and on-supply SER customers apply through the Service NSW website, are assessed by Service NSW and the rebate is provided as an annual lump-sum directly to their bank account by Service NSW.

EAPA

Customers can apply for EAPA on the Service NSW website where they will be assessed by a representative from the department. Alternatively, customers can apply in-person or over the phone to be assessed by over 200 non-government organisations (NGOs) approved to provide EAPA. If the customer's EAPA application is approved, EAPA is applied to the customer's energy account and energy retailers seek reimbursement from the NSW Government.

EAPA can only be applied to current, unpaid energy bills. EAPA is not available for on-supply customers in embedded networks.

4.2 Retail customers

Ausgrid and Endeavour Energy mostly serve electricity customers in the Greater Metropolitan Region. Essential Energy serves most regional electricity customers. Jemena is the main distribution network for gas covering much of the Greater Metropolitan region and Central West NSW. Other gas networks are much smaller and located in South and North-East NSW.

The retailer reporting information shows that in 2022–23, approximately:

- 34% of electricity customer accounts in the Essential Energy network area received a rebate
- 32% of electricity customer accounts in the Endeavour Energy network area received a rebate
- 23% of electricity customer accounts in the Ausgrid network area received a rebate.

In the Essential Energy network area (excluding those in on-supply arrangements) around 6% of ESP customer accounts had standard offers in 2022–23. The Ausgrid and Endeavour Energy areas had similar rates of customers on standard offers at 6.4% and 6.1% respectively.

The retailer reporting information shows the approximate number of gas customers receiving the GR. This includes:

- 19% of customer accounts in the Jemena network areas
- 19% of ActewAGL customers
- 29% of Australian Pipeline Association (Central Ranges) customers
- 31% of Australian Gas Networks customers.

The ratio of customer accounts on standard offers over total number of customers in each network is 22.1% in ActewAGL, 3.6% in Jemena, 10.4% in Central Ranges, and 6.5% in Australian Gas Networks.

Table 6 illustrates the number of ESP on-market electricity customer accounts in each of the electricity network service areas and the proportion of ESP customer accounts relative to total NSW customers. In 2022–23 there was a total of 949,808 ESP electricity customer accounts across all networks, while a total number of 3,395,877 residential customer accounts were reported in the AER 2022–23 Retail Market Report quarterly update. This equates to around 28% of ESP customer accounts relative to total residential customers.

Table 6. Rebate and EAPA uptake in 2022–23 by electricity network

Electricity network area	Number of ESP electricity customer accounts[20](#)	Number of residential customers[21] (#)	ESP customer accounts relative to total residential customers [21] (%)
Ausgrid	362,400	1,588,800	23
Endeavour Energy	304,900	965,000	32
Essential Energy	282,900	842,100	34
Total[22]	949,800	3,395,900	28

[20] Number of ESP customer accounts receiving a rebate or EAPA that appear in retailer reporting. Excludes on supply and SER customers.

[21] Based on AER 2022–23 Retail Market Report.

[22] Total figures include all records from retailers reporting (excludes on supply and SER customers), which may be outside the distribution network area (e.g. invalid postcodes or postcodes across state boundary).

Table 7 illustrates the number of ESP on-market gas customer accounts in 2022–23 as well as the percentage of customer accounts relative to total NSW customers. There were 298,526 ESP gas customer accounts across all gas networks, out of a total of 1,497,435 residential customer accounts (as reported in the AER Annual 2022–23 Retail Market Report). This equates to around 20% of ESP customer accounts relative to total residential customers.

Table 7. Rebate and EAPA uptake in 2022–23 by gas network

Gas network area	Number of ESP gas customer accounts[21] (#)	Number of residential customers[21] (#)	ESP customer accounts relative to total residential customers (%)[21] (#)
Jemena	274,300	1,411,300	19
ActewAGL	3,700	19,400	19
Central Ranges (APA)	1,400	4,800	29
Australian Gas Networks	19,200	61,900	31
Total[22]	298,500	1,497,400	20

Table 8 represents ESP customers' electricity costs and consumption by network area on standard and market offer types. The average annual electricity bills for standard and market offers were $1,572 and $1,534 respectively. The average electricity use for standard and market offers were 4,049 kWh/year and 4,206 kWh/year respectively. The average electricity costs for standard and market offers were 38.8 cents per kWh and 36.5 cents per kWh respectively. The percentage of rebates provided relative to electricity bill for standard and market offers was around 19.5% and 19.3% respectively.

Table 8. Electricity consumption and bills in 2022–23 by offer type and electricity network (based on the retailers reporting data only[23])

Electricity network	Offer type[24]	Number of ESP customer accounts (#)	Average annual electricity bill ($/yr)	Average electricity use (kWh/yr)	Average electricity cost (c/kWh)	Average annual rebate[25] ($)	Rebates relative to bill (%)
Ausgrid	Standard	23,300	1,428	3,919	36.4	311	21.8
	Market	340,500	1,404	4,205	33.4	297	21.1
	Total from retailer reporting	362,400	1,406	4,187	33.6	298	21.2
Endeavour Energy	Standard	18,700	1,604	4,474	35.8	316	19.7
	Market	287,400	1,598	4,748	33.7	306	19.2

[23] This table is based on customer accounts from the retailer's reporting data only as the government's own datasets do not have billing information. This means SER customers and embedded network customers for LIHR, GR, FER, MER and LSR were not included in producing this table.

[24] Offer type refers to customer accounts on standard or market offers at any time in 2022–23. 'Total from retailer reporting' only counts customer accounts receiving a rebate or EAPA that appear in retailer reporting information.

[25] When a customer switches energy retailers only a portion of their annual bill will appear in a retailer's reporting information. Most rebates (except EAPA and FER) are paid based on a daily basis so only part of a rebate will be captured. This metric inflates the rebate amount to represent a full year rebate amount to account for customers who switch retailers. Also, these figures exclude on-supplied customers (that is customers who are on embedded networks). For total of "average annual rebate", refer to table 2 "average rebate per unique customer" including both retail and on-supplied customer groups.

Electricity network	Offer type[24]	Number of ESP customer accounts (#)	Average annual electricity bill ($/yr)	Average electricity use (kWh/yr)	Average electricity cost (c/kWh)	Average annual rebate[25] ($)	Rebates relative to bill (%)
	Total from retailer reporting	304,900	1,598	4,731	33.8	307	19.2
Essential Energy	Standard	17,100	1,734	3,779	45.9	290	16.7
	Market	267,200	1,631	3,674	44.4	285	17.5
	Total from retailer reporting	282,900	1,637	3,680	44.5	286	17.5
Total	Standard	59,100	1,572	4,049	38.8	306	19.5
	Market	894,800	1,534	4,206	36.5	296	19.3
	Total from retailer reporting	949,800	1,537	4,196	36.6	297	19.3

Table 9 illustrates ESP customer's gas costs and consumption by network area on standard and market offer types. The average annual gas bills for standard and market offers were $899 and $792 respectively. The average gas use for standard and market offers were 17,183 MJ/year and 18,565 MJ/year respectively. The average gas costs for standard and market offers were 5.2 cents per MJ and 4.3 cents per MJ, respectively. The percentage of rebates provided relative to gas bill for standard and market offers was 13.3% and 14.6%, respectively.

Table 9. Gas consumption and bills in 2022–23 by retail offer type and gas network[26]

Gas network	Offer type[27]	Number of ESP customer accounts (#)	Average annual gas bill ($/yr)	Average gas use (MJ/yr)	Average gas cost (c/kWh)	Average annual rebate[28] ($)	Rebates relative to bill (%)
Jemena	Standard	10,000	833	15,435	5.4	119	14.2
	Market	265,300	759	17,477	4.3	116	15.2
	Total from retailer reporting	274,300	761	17,417	4.4	116	15.2
ActewAGL	Standard	800	1,018	15,786	6.4	117	11.5
	Market	2,900	1,087	20,705	5.3	120	11.1
	Total from retailer reporting	3,700	1,073	19,710	5.4	120	11.2
Central Ranges (APA)	Standard	100	823	9,739	8.5	133	16.1
	Market	1,200	771	10,648	7.2	131	16.9
	Total from retailer reporting	1,400	776	10,567	7.3	131	16.9
Australian Gas Networks	Standard	1,300	1,285	30,635	4.2	125	9.7
	Market	18,100	1,245	34,993	3.6	121	9.7
	Total from retailer reporting	19,200	1,248	34,718	3.6	121	9.7
Total	Standard	12,200	899	17,183	5.2	119	13.3
	Market	287,500	792	18,565	4.3	116	14.6
	Total from retailer reporting	298,500	796	18,518	4.3	116	14.6

[26] This table is based on customer accounts from the retailer's reporting data only as the government's own datasets do not have billing information. This means SER customers and embedded network customers for LIHR, GR, FER, MER and LSR were not included in producing this table.

[27] Offer type refers to customer accounts on standard or market offers at any time in 2022–23. 'Total from retailer reporting' only counts customer accounts receiving a rebate or EAPA that appear in retailer reporting information.

[28] When a customer switches energy retailers only a portion of their annual bill will appear in a retailer's reporting information. Most rebates (except EAPA) are paid based on the on a daily basis so only part of a rebate will be captured. This metric inflates the rebate amount to represent a full year rebate amount to account for customers who switch retailers.

Table 10 illustrates the distribution of customer numbers by electricity consumption brackets by offer type and electricity network from 2020–21 to 2022–23.

Table 10. Distribution of electricity consumption by offer type and electricity network

Offer type	Standard									Market								
Network	Ausgrid			Endeavour Energy			Essential Energy			Ausgrid			Endeavour Energy			Essential Energy		
Annualised consumption range (kWh/year)[29]	FY2020–21	FY2021–22	FY2022–23	FY2020–21	FY2021–22	FY2022–23	FY2020–21	FY2021–22	FY2022–23	FY2020–21	FY2021–22	FY2022–23	FY2020–21	FY2021–22	FY2022–23	FY2020–21	FY2021–22	FY2022–23
0–1,000	1,786	1,592	1,560	1,204	1,020	977	1,416	1,256	1,245	12,252	12,933	16,550	8,576	9,437	11,473	12,620	12,794	15,345
1,000–2,000	4,329	3,754	3,575	2,701	2,321	2,134	2,631	2,260	2,097	38,533	37,976	44,146	24,047	23,930	28,112	24,428	23,875	28,791
2,000–3,000	5,779	5,005	4,593	3,956	3,332	3,046	3,713	3,091	2,803	55,782	53,627	56,263	36,458	35,630	38,165	36,668	35,180	37,810
3,000–4,000	5,124	4,356	3,849	3,787	3,231	2,835	3,875	3,058	2,533	54,268	51,366	50,736	39,079	37,011	37,790	38,006	35,770	35,611
4,000–5,000	4,002	3,404	2,884	3,321	2,748	2,349	3,046	2,534	1,964	45,198	42,536	40,541	34,950	33,551	32,751	33,063	30,699	29,004
5,000–6,000	2,826	2,438	2,057	2,673	2,203	1,832	2,368	1,897	1,482	35,840	33,702	30,734	29,540	28,185	26,589	25,650	24,193	21,836
6,000–7,000	2,035	1,756	1,407	2,007	1,663	1,394	1,715	1,348	1,016	27,094	25,242	22,481	23,907	22,568	21,282	19,390	17,925	15,906
7,000–8,000	1,399	1,231	945	1,394	1,204	996	1,287	915	731	19,882	18,753	16,487	18,982	17,652	16,451	14,038	13,504	11,865
8,000–9,000	987	790	632	1,053	904	695	857	660	582	14,545	13,958	11,941	14,466	13,781	12,701	10,799	10,306	8,870
9,000–10,000	675	563	437	742	637	518	653	482	398	10,708	10,183	8,729	11,092	10,701	9,749	8,011	7,705	6,866
10,000–11,000	419	377	278	536	447	361	462	368	263	7,715	7,296	6,442	8,523	8,099	7,470	6,104	5,972	5,128
11,000–12,000	280	255	204	410	324	233	370	274	206	5,668	5,437	4,717	6,349	6,128	5,696	4,659	4,408	4,139
12,000–13,000	215	151	152	270	237	183	264	220	148	4,156	4,020	3,414	4,851	4,732	4,305	3,564	3,618	3,110
13,000–14,000	162	140	99	225	184	146	198	162	126	3,110	2,972	2,597	3,551	3,644	3,302	2,833	2,689	2,487
14,000–15,000	130	105	75	162	120	119	150	123	93	2,202	2,285	1,940	2,821	2,765	2,458	1,996	2,149	1,988
15,000–16000	89	82	49	121	96	78	118	104	77	1,694	1,660	1,425	1,972	2,069	1,852	1,528	1,761	1,573
16,000–17,000	50	55	37	74	66	51	78	86	77	1,125	1,209	1,047	1,404	1,603	1,440	1,114	1,422	1,200
17,000–18,000	33	50	25	49	51	55	57	61	52	851	1,018	840	1,082	1,246	1,147	810	1,057	997
18,000–19,000	16	32	18	30	31	32	24	45	34	564	756	612	693	947	906	587	852	726
19,000–20,000	21	16	16	24	38	24	32	44	27	403	547	487	21	746	687	411	665	598

[29] Customer accounts whose values were outside the following ranges were removed as outliers.

Table 11 shows the distribution of customer numbers by annualised electricity bill brackets by offer type and electricity networks.

Table 11. Annualised distribution of electricity bill by offer type and electricity network

Offer type[30]	Standard									Market								
Network	Ausgrid			Endeavour Energy			Essential Energy			Ausgrid			Endeavour Energy			Essential Energy		
Annualised bill range ($/year)[30,31]	FY2020–21	FY2021–22	FY2022–23	FY2020–21	FY2021–22	FY2022–23	FY2020–21	FY2021–22	FY2022–23	FY2020–21	FY2021–22	FY2022–23	FY2020–21	FY2021–22	FY2022–23	FY2020–21	FY2021–22	FY2022–23
0–500	978	747	607	617	492	391	50	77	143	8,715	10,155	11,608	5,868	6,758	6,117	1,473	1,736	2,011
500–1,000	8,966	7,820	6,144	6,278	5,434	3,695	2,622	2,273	1,954	89,204	96,868	89,939	59,368	65,077	55,609	28,382	33,616	32,428
1,000–1,500	9,982	8,729	7,713	7,914	6,871	5,459	7,576	6,021	4,557	109,783	104,146	98,632	81,972	80,570	74,706	83,170	80,391	72,250
1,500–2,000	5,498	4,705	4,307	4,986	4,161	3,846	6,151	5,004	3,975	66,939	59,031	58,690	57,228	52,533	54,071	61,982	55,988	54,916
2,000–2,500	2,607	2,178	2,119	2,528	2,006	2,207	3,293	2,643	2,364	33,800	29,300	30,356	32,665	29,004	32,584	33,319	29,773	30,967
2,500–3,000	1,227	1,009	991	1,167	970	1,133	1,656	1,348	1,270	16,875	14,272	16,061	17,609	15,259	18,805	17,704	15,891	17,359
3,000–3,500	546	467	500	642	473	601	904	690	708	8,501	7,098	8,375	9,399	7,969	10,578	9,686	8,748	10,130
3,500–4,000	266	241	227	348	256	321	480	398	356	4,324	3,769	4,388	4,823	4,360	6,005	5,426	5,003	6,057
4,000–4,500	186	136	143	157	127	192	309	233	245	2,082	1,938	2,561	2,349	2,286	3,384	2,828	2,955	3,751
4,500–5,000	64	83	76	70	65	115	169	150	167	864	1,156	1,381	966	1,314	2,006	1,417	1,876	2,370
5,000–5,500	20	42	38	26	39	62	71	115	108	324	704	833	296	757	1274	600	1,164	1,489
5,500–6,000	16	20	31	<10	30	45	27	53	70	104	427	524	106	458	770	196	705	942
6,000–6,500	<10	14	15	-	19	34	<10	44	46	30	300	315	57	322	461	49	543	647
6,500–7,000	-	<10	12	-	<10	19	-	27	33	13	219	203	24	209	296	18	342	409
7,000–7,500	-	<10	11	-	<10	13	-	20	30	12	151	130	17	175	219	13	247	292
7,500–8,000	-	<10	<10	-	<10	<10	-	14	19	11	124	76	14	118	138	<10	171	219
8,000–8,500	-	<10	<10	-	<10	<10	-	<10	<10	<10	111	55	<10	91	85	<10	143	138
8,500–9,000	-	<10	<10	-	<10	<10	-	<10	13	<10	67	56	-	59	68	-	125	106
9,000–9,500	-	<10	<10	-	<10	<10	-	<10	11	<10	70	41	<10	58	56	<10	88	70
9,500–10,000	-	<10	<10	-	<10	<10	-	<10	<10	-	53	28	<10	52	38	<10	70	69

[30] Customer accounts whose values were outside the following ranges were removed as outliers.

[31] Excludes solar feed-in credit/solar exports for solar customers.

Table 12 represents the distribution customer numbers by gas consumption brackets by offer type and gas network during 2018–19 and 2021–22 periods.

Table 12. Distribution of gas consumption by offer type and gas network

Offer type[32]	Standard												Market											
Network	Jemena			ActewAGL			APA Group			Australian Gas Networks			Jemena			ActewAGL			APA Group			Australian Gas Networks		
Annualised consumption range (MJ/year)[32]	FY2020–21	FY2021–22	FY2022–23	FY2020–21	FY2021–22	FY2022–23	FY2020–21	FY2021–22	FY2022–23	FY2020–21	FY2021–22	FY2022–23	FY2020–21	FY2021–22	FY2022–23	FY2020–21	FY2021–22	FY2022–23	FY2020–21	FY2021–22	FY2022–23	FY2020–21	FY2021–22	FY2022–23
0–5,000	2,357	2,163	2,104	246	230	152	56	50	57	145	133	126	39,120	40,118	44,181	372	414	387	425	455	477	1,193	1,356	1,442
5,000–10,000	2,282	2,043	1,923	191	177	109	32	40	31	166	151	140	47,588	47,558	49,594	423	391	337	251	290	308	1,526	1,749	1,703
10,000–15,000	2,050	1,888	1,703	171	144	94	18	24	17	204	180	157	47,812	46,432	45,972	340	356	307	161	155	156	1,728	1,795	1,713
15,000–20,000	1,602	1,360	1,239	129	124	77	17	18	10	139	115	110	38,028	36,409	34,944	284	254	227	88	93	76	1,626	1,645	1,487
20,000–25,000	1,114	931	862	93	63	58	<10	<10	<10	140	111	82	27,718	25,906	24,481	194	206	202	52	51	68	1,634	1,545	1,361
25,000–30,000	781	669	549	67	52	46	<10	<10	<10	125	115	92	19,380	18,087	16,903	173	139	134	43	37	42	1,462	1,402	1,259
30,000–35,000	499	486	375	45	30	33	-	<10	<10	110	85	72	13,233	12,396	11,487	134	158	110	33	23	27	1,394	1,278	1,198
35,000–40,000	345	319	241	33	21	22	<10	<10	<10	114	82	66	9,146	8,439	8,027	122	121	110	15	<10	17	1,260	1,103	1,030
40,000–45,000	232	193	139	33	17	11	<10	-		82	60	57	6,251	5,840	5,541	113	96	86	11	12	12	1,194	979	953
45,000–50,000	178	138	115	20	13	12	-	<10	<11	72	72	51	4,410	3,977	3,865	79	84	74	<10	<10	<10	1,083	831	833
50,000–55,000	122	102	90	21	<10	<10	<10	-	<10	65	46	54	3,308	2,997	2,805	88	72	85	<10	<10	<10	888	674	750
55,000–60,000	77	59	58	19	10	12	-	-	<10	46	35	33	2,139	2,223	2,128	69	64	69	<10	<10	<10	670	610	651
60,000–65,000	75	49	54	12	12	12	-	-	-	30	24	24	1,483	1,658	1,602	45	50	63	<10	<10	<10	513	451	549
65,000–70,000	28	56	39	13	<10	<10	-	-	-	31	25	24	948	1,284	1,192	27	44	42	-	<10	<10	329	384	472
70,000–75,000	13	26	37	<10	<10	<10	-	-	-	21	22	21	677	929	987	14	42	41	-	-	<10	223	318	359
75,000–80,000	12	36	28	<10	<10	<10	-	-	<10	13	24	21	404	762	762	<10	32	33	<10	<10	-	135	231	324
80,000–85,000	<10	17	12	12	<10	<10	-	-	-	<10	16	<10	320	603	625	<10	25	31	<10	<10	-	115	191	240
85,000–90,000	12	<10	14	12	<10	<10	-	-	-	<10	12	11	238	476	454	<10	28	34	<10	<10	<10	86	145	212
90,000–95,000	-	15	14	<10		<10	-	-	-	12	<10	13	172	405	404	<10	12	35	<10	<10	<10	66	137	154
95,000–100,000	-	13	15	<10	<10	<10	-	-	-	<10	<10	<10	144	314	284	<10	23	29	-	-	-	65	103	143

[32] Customer accounts whose values were outside the following ranges were removed as outliers.

Table 13 shows the distribution of customer numbers by annualised gas bill brackets by offer type and gas networks.

Table 13. Annualised distribution of gas bill by offer type and gas network

Offer type[33]	Standard												Market											
Network	**Jemena**			**ActewAGL**			**APA Group**			**Australian Gas Networks**			**Jemena**			**ActewAGL**			**APA Group**			**Australian Gas Networks**		
Annualised bill range ($/year)[33]	FY2020–21	FY2021–22	FY2022–23	FY2020–21	FY2021–22	FY2022–23	FY2020–21	FY2021–22	FY2022–23	FY2020–21	FY2021–22	FY2022–23	FY2020–21	FY2021–22	FY2022–23	FY2020–21	FY2021–22	FY2022–23	FY2020–21	FY2021–22	FY2022–23	FY2020–21	FY2021–22	FY2022–23
0–200	17	27	24	<10	<10	-	-	-	-	-	-	<10	2,391	2,982	3,576	<10	<10	<10	<10	<10	<10	21	55	29
200–400	2,103	1,795	1,333	109	110	61	33	27	22	121	100	47	42,539	47,014	41,589	214	278	259	287	296	227	1,469	1,717	1,120
400–600	2,895	2,517	1,909	263	254	179	36	34	32	261	222	161	68,591	68,047	60,642	538	508	489	307	352	380	2,919	2,949	2,271
600–800	2,702	2,431	2,177	220	170	121	32	32	28	286	219	195	62,603	58,348	58,078	486	475	434	206	206	229	3,220	2,825	2,426
800–1000	1,784	1,525	1,563	177	156	109	12	22	20	233	185	144	38,600	34,974	37,922	338	322	333	118	108	104	2,819	2,509	2,143
1,000–1,200	1,005	964	1,035	102	74	69	13	17	<10	188	153	121	21,334	19,717	22,037	252	249	240	53	57	81	2,370	1,967	1,867
1,200–1,400	511	535	602	73	52	51	<10	<10	<10	162	121	92	11,993	10,552	12,853	201	191	185	39	43	57	1,816	1,549	1,650
1,400–1,600	336	303	348	52	35	26	<10	<10	<10	92	102	107	6,676	6,012	7,516	158	143	140	33	23	39	1,247	1,131	1,376
1,600–1,800	208	177	220	36	17	25	<10	<10	<10	80	57	76	3,708	3,599	4,368	131	124	120	21	15	21	615	847	1,111
1,800–2,000	113	96	137	24	10	13	<10	<10	<10	41	45	62	1,920	2,275	2,878	100	84	91	10	<10	14	341	531	879
2,000–2,200	98	84	93	24	13	15	<10	-	<10	34	46	38	1,058	1,434	1,928	39	70	74	10	<10	19	175	385	677
2,200–2,400	47	45	67	14	17	16	<10	<10	<10	14	25	37	545	966	1,330	17	62	53	<10	<10	10	80	280	526
2,400–2,600	27	33	46	21	<10	<10	<10	-	-	<10	24	30	300	660	865	11	34	52	<10	<10	<10	48	207	368
2,600–2,800	21	22	30	17	<10	<10	-	-	-	<10	14	25	153	457	627	10	38	35	-	<10	<10	33	134	246
2,800–3,000	<10	16	17	<10	<10	<10	-	-	<10	<10	10	17	67	330	488	<10	34	27	<10	<10	<10	<10	86	202
3,000–3,200	<10	22	12	<10	<10	<10	-	-	<10	<10	<10	<10	34	225	337	<10	13	25	<10	<10	<10	<10	76	161
3,200–3,400	-	12	11	<10	<10	<10	-	-	<10	-	<10	10	<10	158	241	<10	25	18	<10	<10	<10	<10	54	123
3,400–3,600	-	15	12	-	<10	<10	-	-	-	-	<10	<10	<10	119	185	-	<10	12	<10	-	<10	-	54	105
3,600–3,800	-	12	15	-	<10	<10	-	-	-	-	<10	<10	-	85	148	-	<10	12	<10	-	<10	-	41	72
3,800–4,000	-	<10	<10	-	<10	<10	-	-	<10	-	<10	<10	-	90	106	-	11	<10	-	<10	<10	-	34	69

[33] Customer accounts whose values were outside the following ranges were removed as outliers.

4.3 On-supply (embedded network) customers

In 2022–23, the number of on-supply customer accounts made up 1.2% of recipients for LIHR, 6.5% for GR, 1.5% for FER, 0.7% for LSR, 1.3% for MER and 6.0% for SER (Table 14). GR customers with bottled LPG are included in the on-supply customer figures. EAPA is not included as it is not available to on-supply customers.

Across NSW in 2022–23 there were 1,051 embedded network sites with customers who received energy rebates. These included 401 strata titled properties, 308 residential parks and 92 retirement villages.

Table 14. Number of on-supply accounts and value of rebates for on-supply customers by rebate type in 2022–23.

Rebate type	Number of on supply accounts (#)	Per cent of customer accounts that are on supply (%)	Total rebate value for on supply accounts ($)
LIHR	10,500	1.2	3,302,400
GR (on supply)	900	0.3	107,400
GR (bottled gas; LPG)	19,800	6.2	2,391,700
MER	100	1.3	29,500
SER[34]	2,600	6.0	522,800
FER	700	1.5	89,300
LSR	400	0.7	113,100

[34] 0.1% of SER records for 2021–22 do not identify whether the application was for a retail or on-supply customer.

4.4 EAPA applications

In April 2020, the NSW Government EAPA provider was established to support NGO EAPA providers with delivering EAPA under the challenging conditions of the COVID-19 pandemic and to process the large increase in the number of EAPA applications at that time.

Customers apply for EAPA through the NSW Government EAPA provider via the Service NSW website, and their applications are assessed and processed by the department. In 2022–23, we approved 36,462 electricity EAPA applications and 10,216 gas EAPA applications, accounting for 66.5% of total approved applications and a total value of approximately $15 million (Table 15).

There were 206 active NGO EAPA providers across NSW that approved at least one EAPA application in 2022–23. 119 of these NGOs were independent community organisations and the remaining 87 were local NGO branches from 21 organisations.

In 2022–23, NGO EAPA providers approved 19,485 EAPA applications for electricity and 3,999 for gas, accounting for 33.5% of total approved EAPA applications with a total value of approximately $7 million (Table 15).

Table 15. Number of applications approved by NGO EAPA providers and the NSW Government EAPA provider in 2022–23

EAPA provider	Energy voucher type	Number of applications approved (#)	Per cent of applications from total approved applications (%)	Value of approved applications ($)
NSW Government EAPA provider	Electricity	36,500	52.0	12,500,600
	Gas	10,200	14.6	2,435,000
NGO EAPA providers	Electricity	19,500	27.8	6,103,000
	Gas	4,000	5.7	924,400
Total	Electricity and Gas	70,200	100.0	21,963,000

5 Local Government Area results

This section provides a snapshot of the highest and lowest customer uptake in NSW Local Government Areas (LGAs). Appendices A and B provide detailed results by LGA. Appendix C summarises State Electoral District level statistics.

Table 16 shows that among NSW LGAs, the Central Coast had the highest number of customer accounts receiving rebates and EAPA with 56,700 customer accounts receiving ESP totalling around $18.2 million. Other areas with a large numbers of customer accounts include Canterbury-Bankstown, Blacktown, Lake Macquarie, Fairfield, Wollongong, Liverpool, Cumberland, Penrith and Mid-Coast.

Table 16. 10 LGAs with highest number of ESP customer accounts in 2022–23

Local Government Area	Total customer accounts[35] (#)	Total rebate value ($)
Central Coast	56,700	18,173,200
Canterbury-Bankstown	46,610	15,547,200
Blacktown	40,000	13,009,500
Lake Macquarie	33,610	10,586,300
Fairfield	32,420	10,693,400
Wollongong	30,780	10,060,800
Liverpool	27,630	9,038,000
Cumberland	25,860	8,878,600
Penrith	24,650	7,639,500
MidCoast	23,060	6,620,700

Table 17 shows that among NSW LGAs Brewarrina had the lowest number of customer accounts receiving ESP with 250 customer accounts receiving around $67,000 in energy rebates and EAPA. Other areas with small numbers of customer accounts include Balranald, Central Darling, Bourke, Carrathool, Bogan, Walcha, Warren, Hay and Cobar.

Table 17. 10 LGAs with lowest number of ESP customer accounts in 2022–23

Local Government Area	Total customer accounts[35] (#)	Total rebate value ($)
Brewarrina	250	67,400
Balranald	300	79,400
Central Darling	330	90,000
Bourke	330	84,400
Carrathool	340	89,500
Bogan	400	108,500
Walcha	450	135,200
Warren	450	125,200
Hay	460	132,900
Cobar	500	127,700

[35] Based on the number of distinct customer accounts for electricity from retailer information and on-supplied, FER and EAPA customers numbers from Department of Climate Change, Energy, the Environment and Water records.

Table 18 shows Berrigan had the highest proportion of customer accounts on market offers for electricity at 97%. Other areas with a high proportion of market offers for electricity were Muswellbrook, Port Stephens, Junee, Singleton, Maitland, Camden, Murrumbidgee, Albury and Federation.

Table 18. 10 LGAs with highest percentage of customers on market offers for electricity in 2022–23

Local Government Area	Customer accounts on market offers for electricity[36] (%)
Berrigan	97
Muswellbrook	97
Port Stephens	97
Junee	96
Singleton	96
Maitland	96
Camden	96
Murrumbidgee	96
Albury	96
Federation	96

Table 19 shows Tenterfield had the lowest proportion of customer accounts on market offers for electricity at 88%. Other areas with a low proportion of market offers for electricity were Queanbeyan-Palerang, Central Darling, Brewarrina, Inner West, Goulburn Mulwaree, Byron, Balranald, Upper Lachlan and Sydney.

Table 19. 10 LGAs with lowest percentage of customers on market offers for electricity in 2022–23

Local Government Area	Customer accounts on market offers for electricity[36] (%)
Tenterfield	88
Queanbeyan-Palerang	90
Central Darling	90
Brewarrina	90
Inner West	91
Goulburn Mulwaree	91
Byron	91
Balranald	91
Upper Lachlan	91
Sydney	91

[36] Based on the number of distinct customer accounts on market offers relative to the total number of customer accounts for electricity/gas.

Table 20 shows that Orange had the highest proportion of customer accounts on market offers for gas at 98%. Other areas with high proportions of customer accounts on market offers for gas were Bathurst, Ku-Ring-Gai, Camden, Maitland, Federation, The Hills, Wingecarribee, Blue Mountains and Central Coast.

Table 20. 10 LGAs with highest percentage of customers on market offers for gas in 2022–23

Local Government Area	Customer accounts on market offers for gas[37] (%)
Orange	98
Bathurst	98
Ku-ring-gai	98
Camden	98
Maitland	98
Federation	98
The Hills	98
Wingecarribee	98
Blue Mountains	97
Central Coast	97

Table 21 shows that Shoalhaven had the lowest proportion of customer accounts on market offers for gas at 68%. Other areas with low proportions of customer accounts on market offers for gas were Queanbeyan-Palerang, Goulburn Mulwaree, Wagga Wagga, Tamworth, Hilltops, Woollahra, Inner West, Waverley and Sydney.

Table 21. 10 LGAs with lowest percentage of customers on market offers for gas in 2022–23

Local Government Area	Customer accounts on market offers for gas[37] (%)
Shoalhaven	68
Queanbeyan-Palerang	87
Goulburn Mulwaree	90
Wagga Wagga	91
Tamworth	91
Hilltops	91
Woollahra	95
Inner West	95
Waverley	95
Sydney	96

[37] Based on the number of distinct customer accounts on market offers relative to the total number of customer accounts for electricity/gas.

Table 22 shows that Federation has the highest LIHR uptake rate based on the proportion of eligible customers, where 94% of eligible customers received the LIHR. Other LGAs with high uptake were Murray River, Broken Hill, Berrigan, Weddin, Albury, Kiama, Cootamundra-Gundagai, Port Macquarie-Hasting and Mid-Coast.

Table 22. Top 10 LGAs by per cent LIHR uptake from eligible households in 2022–23

Local Government Area	Ratio of LIHR customers' accounts to eligible households[38] (%)
Federation	94
Murray River	94
Broken Hill	90
Berrigan	89
Weddin	89
Albury	88
Kiama	88
Cootamundra-Gundagai	88
Port Macquarie-Hastings	88
MidCoast	88

Table 23 shows that Walgett was the LGA with the lowest LIHR uptake, with around 49% of eligible households taking up the LIHR. Other LGAs with low uptake were Byron, Bourke, Strathfield, Brewarrina, Central Darling, Kyogle, Moree Plains, Burwood and Camden.

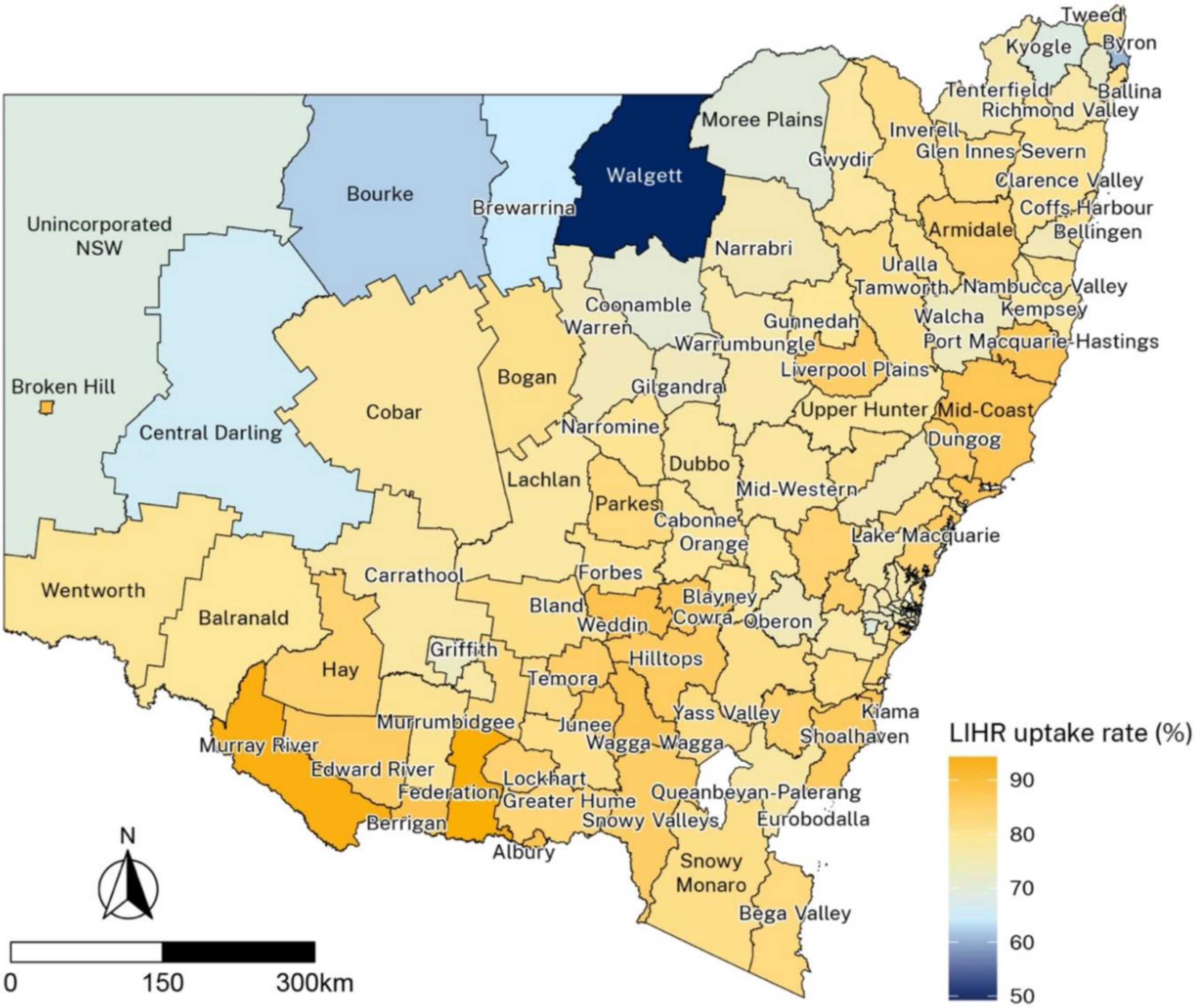
Table 23. Bottom 10 LGAs by per cent LIHR uptake from eligible households in 2022–23

Local Government Area	Ratio of LIHR customers' accounts to eligible households[38] (%)
Walgett	49
Byron	61
Bourke	62
Strathfield	64
Brewarrina	64
Central Darling	66
Kyogle	69
Moree Plains	70
Burwood	70
Camden	70

[38] LHIR customer accounts-to-eligible uptake rate denotes customer accounts that received the LIHR relative to the number of eligible customers (%).

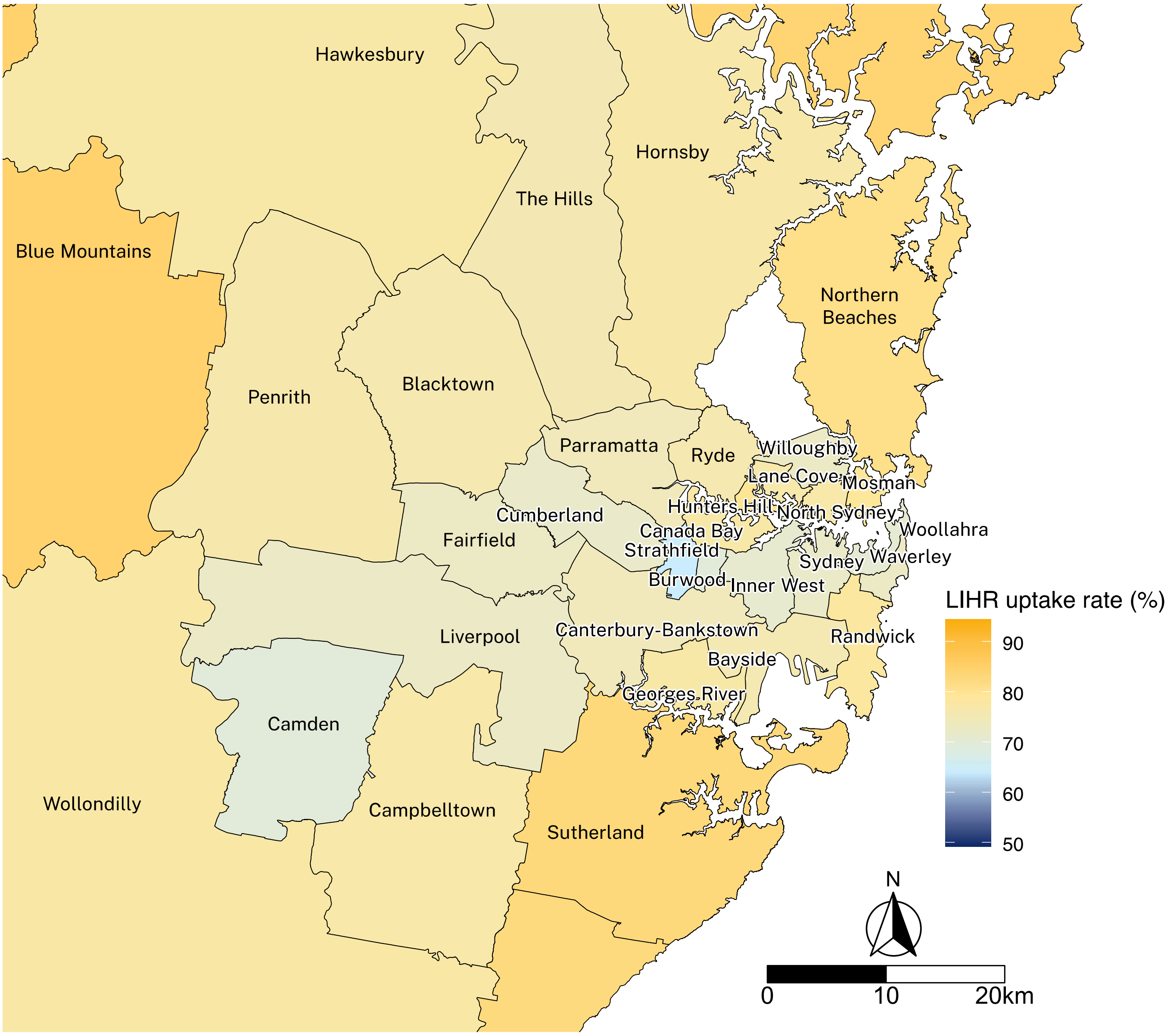
Figures 13 and **14** show maps of LIHR uptake by LGA for NSW and Greater Sydney, respectively. There was comparatively lower LIHR uptake in far west NSW and comparatively higher uptake in south-west regional NSW and mid-coast and south coast areas in eastern NSW. In Greater Sydney there was comparatively lower LIHR uptake in south-west Sydney from Camden to Strathfield and between Strathfield and Sydney CBD. Further details and visualisations of rebate uptake for LIHR, GR, SER and FER by LGA can be found in Appendix B.

Figure 13. Map of NSW LGAs (2023) coloured by the percent of eligible LIHR customers that received the LIHR in financial year 2022–2023



Source(s): NSW Department of Climate Change, Energy, the Environment and Water; Services Australia; Department of Veterans' Affairs; NSW Department of Planning and Environment; Australian Bureau of Statistics.

Figure 14. Map of Sydney Local Government Areas (2023) coloured by the percent of eligible LIHR customers that received the LIHR in financial year 2022–23



Source(s): NSW Department of Climate Change, Energy, the Environment and Water; Services Australia; Department of Veterans' Affairs; NSW Department of Planning and Environment; Australian Bureau of Statistics.

6 Energy tariffs in 2022–23

Since July 2019, we have been collecting information from retailers on peak, off-peak, shoulder, and controlled load units and charges, as well as solar energy units and credits for ESP customers. This data is summarised in Table 24.

6.1 Tariff structure

Retailers offer a variety of tariff structures on both market and standard offers. In 2022–23, there were around 56,700 ESP customer accounts on standard electricity offers and around 893,600 on market electricity offers. Around 3,200 customers moved from a standard electricity offer to a market electricity offer during this period within the same retailers. The ratio of ESP customers with market electricity offers over standard electricity offers has increased compared to 2021–22. The estimated switching rate between standard and market offers was lower for customers in 2022–23 by about 17% compared to 2020–21.

Most ESP customers pay a pre-determined supply charge and a flat usage charge based on units of electricity use on a single tariff rate. We estimate that among the non-solar ESP customers, around 71% are on flat tariffs while more than 9% are on time-of-use tariffs. Around 20% of ESP customers are on solar tariffs including flat and time-of-use variations.

ESP customers on solar tariffs on average save more than customers on flat tariffs.

The Default Market Offer (DMO) or Reference Price rules were introduced in 2019–20, setting a price cap on what retailers can charge electricity consumers on standard offers. These rules were implemented to help customers compare market offers more easily as retailers are required to compare all their offers against the same base rate called the ‘reference price’ or ‘reference bill’. This change likely led to energy bill reductions for ESP customers on standard offers. However, from 2021–22 to 2022–23, average electricity cost (cents per kWh) of standard offers increased across Ausgrid, Endeavour Energy and Essential Energy networks by 10%, 16% and 13% respectively. Comparatively, there was an even higher increase in the average electricity cost (cents per kWh) for market offers by 13% for Ausgrid, 17% for Endeavour Energy and 20% for Essential Energy.

6.2 Flat tariffs

The results show that in 2022-23:

- 380,752 or around 40.1% of ESP customers were on a flat tariff
- 296,514 or around 31.2% of ESP customers were on a flat tariff with controlled load.

For customers on a flat tariff with controlled load compared to customers on a flat tariff without controlled load:

- the average annual electricity bill was $355 higher
- the average annual consumption was 1,945 kWh higher
- average electricity costs were lower by about 5.5 cents per kWh
- the average annual discount was approximately equal at 12.8% for flat tariffs with controlled load and 12.6% for flat tariffs without controlled load.

The proportion of the rebate to electricity bill was higher by 4.0% for a flat tariff without controlled load compared to a flat tariff with controlled load.

6.3 Time of Use tariffs

ESP customer billing data shows, in 2022-23:

- 55,445 customers were on Time of Use (ToU) tariffs (5.8% of ESP customers)
- 36,166 on ToU tariffs with controlled load (3.8% of ESP customers).

For customers on a ToU tariff with controlled load compared to customers on a ToU tariff without controlled load:

- the average annual electricity bill was $414 higher
- the average annual consumption was 2,211 kWh higher
- electricity costs were lower by 5.4 cents per kWh
- the proportion of the rebate to electricity bill was higher by 4.6% for the ToU tariff without controlled load compared to ToU tariff with controlled load
- the average annual discount was almost the same for ToU tariff with and without controlled load at 12.7%.

Table 24. Average annual electricity consumption and bills by tariff plan reported in FY2022–23[39]

Tariff type[40]	Number of electricity customer accounts[41] (#)	Average annualised electricity bill ($/yr)	Average annualised grid electricity bill ($/yr)[42]	Equivalent average annualised net electricity use (kWh/yr)[43]	Average annualised grid electricity use (kWh/yr)[42]	Average grid electricity cost (c/kWh)[42]	Average annual rebate ($)	Rebates relative to electricity bill (%)	Total ESP electricity customers (%)	Average Annualised Discount (%)	Average Annualised Solar Export (kWh/yr)	Average Solar Feed-in Tariff (c/kWh)
Flat Tariff	380,800	1,521	1,521	4,305	4,251	35.8	310	20.4	40.1	12.6	null	null
Flat with Controlled Load	296,500	1,876	1,876	6,261	6,196	30.3	307	16.3	31.2	12.8	null	null
Time of Use	55,400	1,461	1,461	4,289	4,250	34.4	265	18.2	5.8	12.7	null	null
Time of Use with Controlled Load	36,200	1,875	1,875	6,514	6,461	29.0	254	13.5	3.8	12.7	null	null
Solar[44]	188,000	1,427	1,677	1,773	5,184	32.3	282	19.8	19.8	13.9	3,449	7.2
Flat with Solar	59,700	1,384	1,641	1,161	4,682	35.0	306	22.1	6.3	14.5	3,556	7.2
Flat with Controlled Load and Solar	59,300	1,607	1,840	2,805	5,947	30.9	303	18.9	6.2	14.0	3,193	7.3
Time of Use with Solar	37,300	1,206	1,466	730	4,265	34.4	255	21.1	3.9	14.1	3,554	7.3
Time of Use with Controlled Load and Solar	38,600	1,402	1,659	2,052	5,549	29.9	247	17.6	4.1	13.2	3,527	7.3

39 This table has more columns than in previous annual reports. All data in this table is based on the retailer's reporting information only, which is the only data that contains billing details, and may not match results in other tables which been supplemented with the NSW Government information.

40 Tariffs are mutually exclusive of each other

41 Sum of customers will be more than the total ESP customers in Table 2. This is because this table includes switching customers between offer types and tariff types.

42 Excludes solar feed-in credit/solar exports for solar customers.

43 For solar customers this number represents the average net consumption which is the energy drawn from the grid minus energy exported to the grid.

44 This is the sum of all solar-related tariffs.

6.4 Solar tariffs

A total of 188,021 ESP customers were reported to have rooftop solar panels, which is around 19.8% of total ESP electricity customers, up from 18.2% in 2021–22:

- 59,286 ESP customers were on a flat tariff with controlled load and solar (6.2% of total ESP customers)
- 59,663 customers on a flat tariff with solar (6.3% of total ESP customers)
- 38,577 customers on a ToU tariff with controlled load and solar (4.1% of total ESP customers)
- 37,297 customers on a ToU tariff with solar (3.9% of total ESP customers).

Solar customers with a flat tariff consumed on average 10% more grid electricity than customers on a flat tariff without solar, but on average had a lower annual electricity bill by around 9% including feed-in credit.

Figure 15 to Figure 17 show scatterplots for various tariffs and the related regression lines, for all ESP electricity customers. Figure 18 shows the difference in Flat tariff between the different networks.

Figure 15. Scatter plot showing annual electricity bill and consumption for each electricity customer in the retailer reporting information – with and without controlled load for all networks

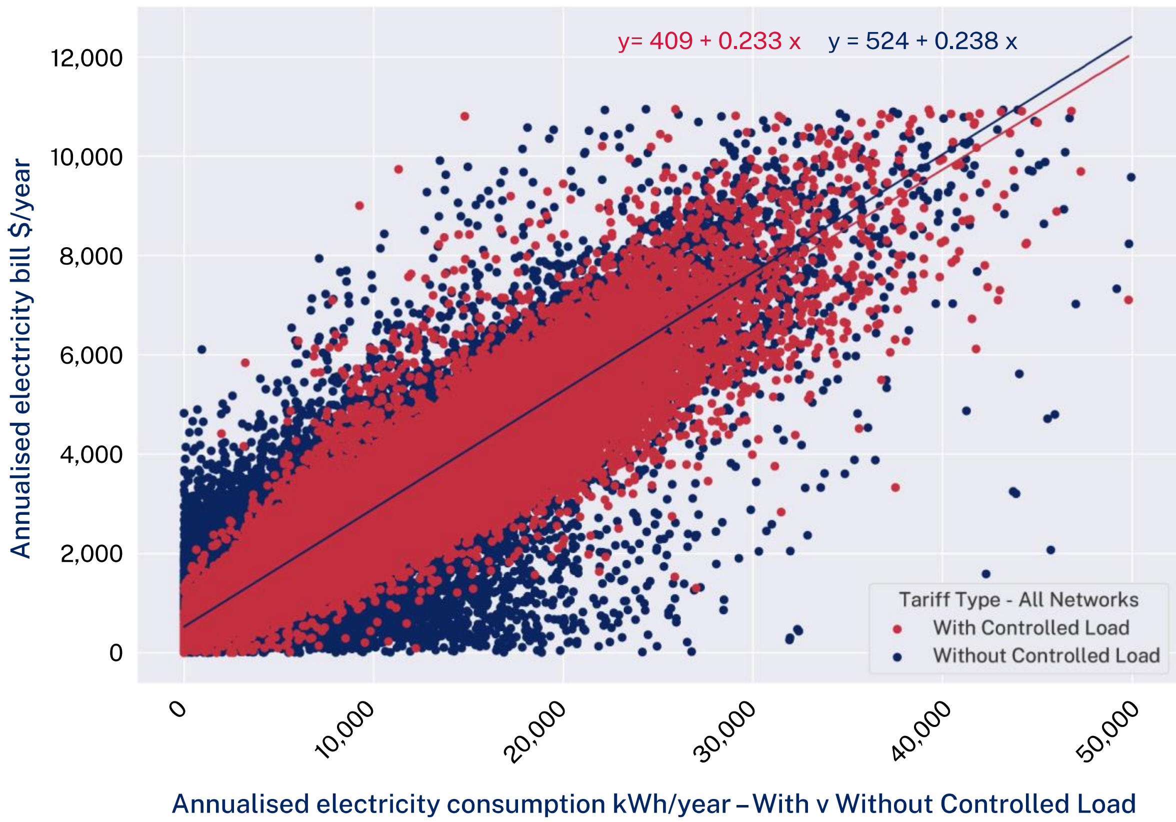


Figure 16. Scatter plot showing annual electricity bill and consumption for each electricity customer in the retailer reporting information – with and without solar for all networks

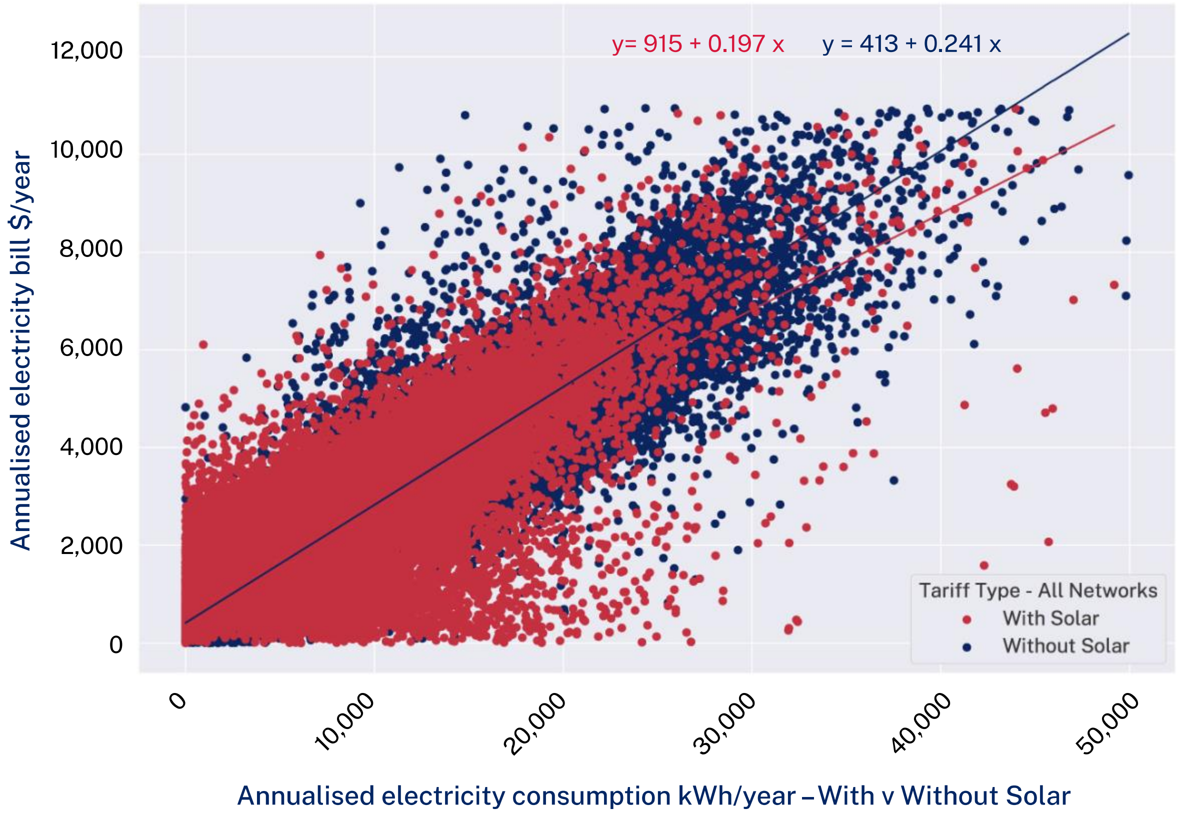


Figure 17. Scatter plot showing annual electricity bill and consumption for each electricity customer in the retailer reporting information – with and without ToU for all networks

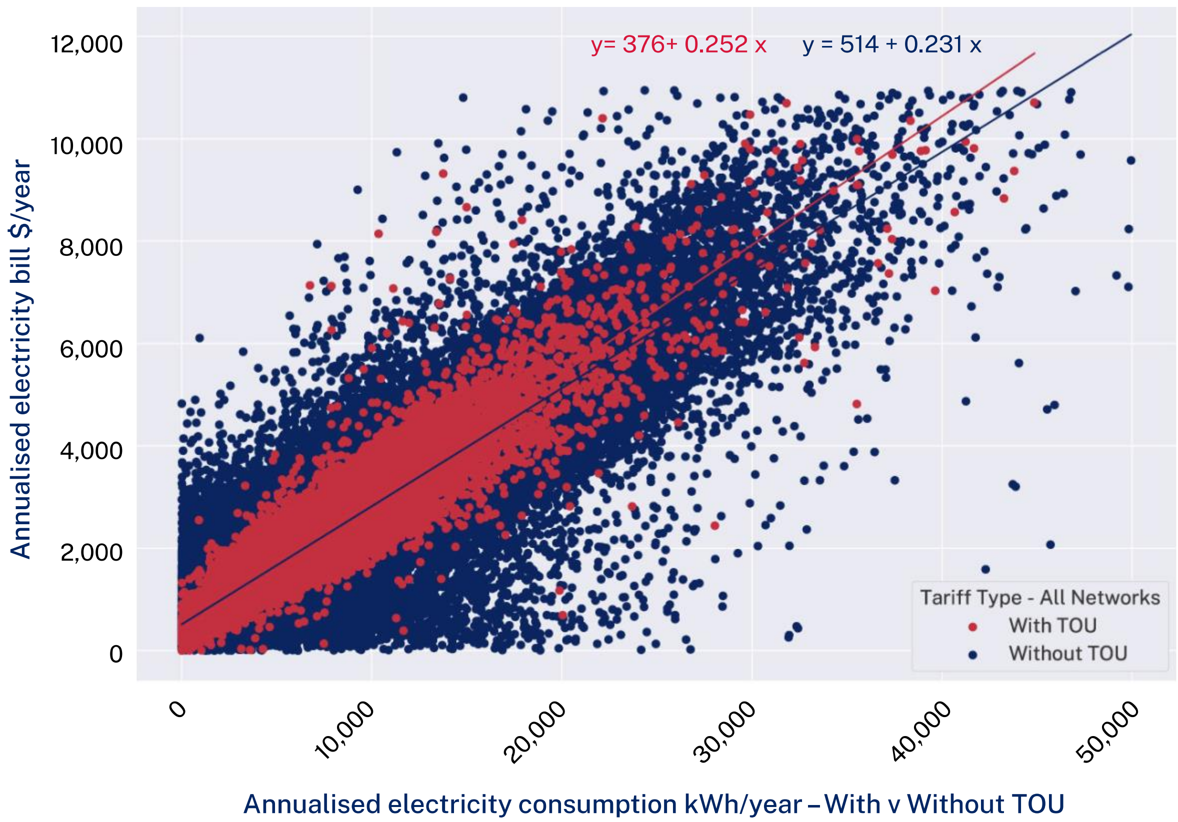
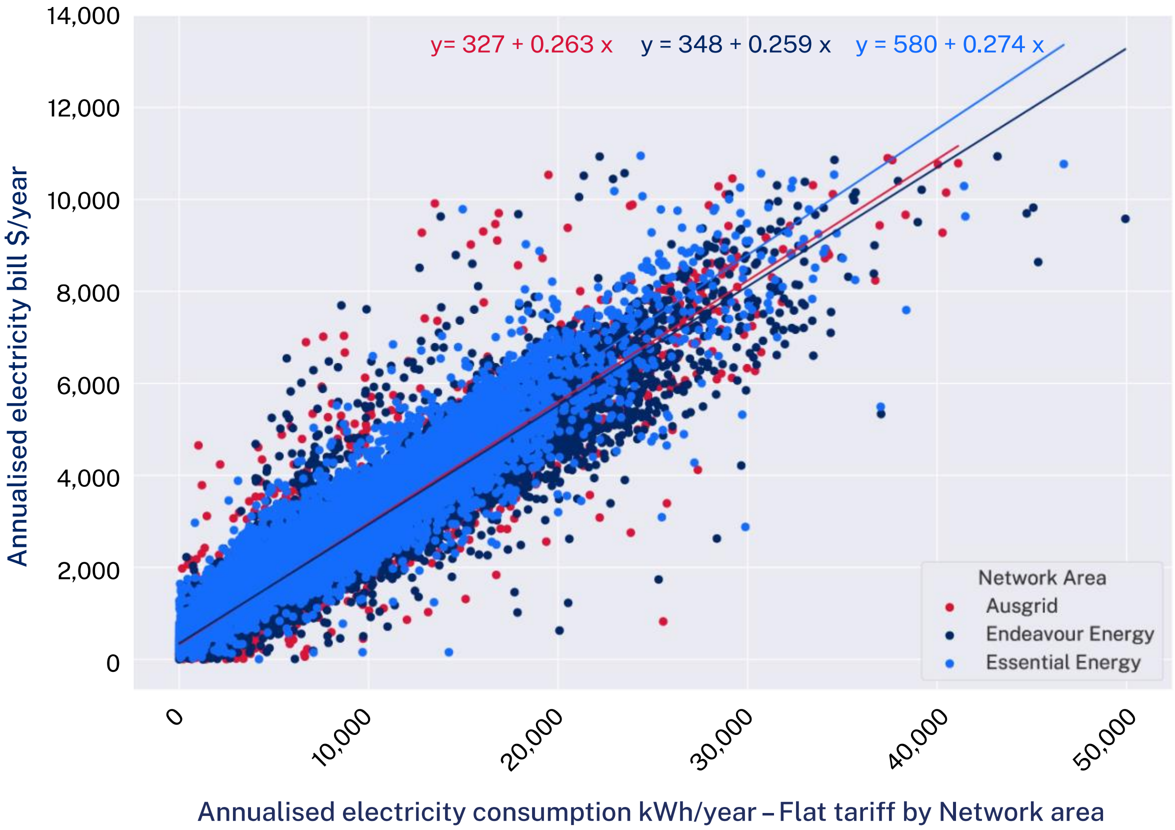


Figure 18. Scatter plot showing annual electricity bill and consumption for each electricity customer in the retailer reporting information – flat tariff for all networks



7 Disconnections

The AER introduced a Statement of Expectations (the Statement) during the COVID-19 pandemic which was in effect during stay-at-home orders in 2021–22. The Statement identified principles that energy retailers were expected to adhere to if a region was subject to extended stay-at-home orders.

As a result of this, the number of disconnected ESP electricity customers in 2021–22 significantly reduced. However, in the post-COVID environment, disconnection rates have reversed, showing an abrupt increase in 2022–23 compared with 2021-22.

In total, 3,251 electricity ESP customer accounts were disconnected in 2022–23, showing an increase of 110%, compared with 1,547 disconnections in 2021–22. An estimated 24% of them were reconnected within a day during this period. The average overdue amount for disconnected electricity ESP customers was $2,125, compared to $1,962 in 2021–2022.

The above is compared to pre-COVID-19 level, using mid-year report for July to December 2019, during which 4,379 electricity ESP customer accounts were disconnected.

Table 25 shows the estimated average annual electricity consumption and bills for disconnected customers. In 2022–23 the average annual electricity bills for these disconnected customers was around $1,957, $2,016 and $2,786 for Ausgrid, Endeavour Energy and Essential Energy respectively. Disconnected ESP customers consumed an average of 7,164 kWh per year, which is higher than the average for all ESP customers at 4,196 kWh, and higher than the average for all residential customers in NSW at 5,678 kWh[45]. The average electricity bill saving for disconnected electricity ESP customers is around 19.0%, which is almost on par with average savings for all electricity ESP customers at around 19.3%.

For ESP gas customers, the number of disconnections also increased compared to 2021–22 by around 69% from 202 to 342 combined across all networks. The average annual gas bill for disconnected customers were around $1,114, $582, $2,549, and $2,360, for Jemena, ActewAGL, APA Group, and Australian Gas Networks, respectively (see Table 26).

An estimated 10% of disconnected customers were reconnected within the same day during this period. The average overdue amount for disconnected gas ESP customers was $1,418.

The estimated average annual gas consumption for disconnected ESP customers is 32,468 MJ, which is higher than the average consumption of 18,518 MJ across all ESP customers, and 18,384 MJ for all residential customers in NSW.

[45] AER, *Annual retail markets report 2022-23, Jurisdictional snapshot*, November 2023.

Table 25. ESP electricity customer accounts disconnected for any reason in 2022–23[46]

Electricity network	Disconnected customer accounts (#)	Customer accounts having payment or hardship plan[47](#)	Customer accounts disconnected relative to total ESP customer accounts (%)	Customer accounts reconnected within a day of disconnection (#)	Average overdue amount when disconnected ($)	Average annual electricity use (kWh/yr)	Average annual electricity bill ($/yr)	Rebates relative to bill (%)
Ausgrid	1,380	<10	0.38	371	1,843	6,639	1,957	21
Endeavour Energy	936	<10	0.31	169	1,840	6,748	2,016	20
Essential Energy	933	<10	0.33	236	2,838	8,449	2,786	15
Total	3,251	<10	0.34	775	2,125	7,164	2,202	19

Table 26. ESP gas customer accounts disconnected for any reason in 2022–23[47]

Gas network	Disconnected customer accounts (#)	Customer accounts having payment or hardship plan[Error! Bookmark not defined.] (#)	Customer accounts disconnected relative to total ESP customer accounts (%)	Customer accounts reconnected within a day of disconnection (#)	Average overdue amount when disconnected ($)	Average annual gas use (MJ/yr)	Average annual gas bill ($/yr)	Rebates relative to bill (%)
Jemena	318	<10	0.12	31	1,333	30,318	$1,114	17
ActewAGL	<10	<10	0.03	<10	765	7,715	$582	21
APA Group	<10	<10	0.44	<10	2,450	49,737	$2,549	8
Australian Gas Networks	17	<10	0.09	<10	2,715	73,746	$2,360	12
Total	342	<10	0.11	34	1,418	32,468	$1,188	16

[46] All data in this table is based on retailer reporting information and may not match results in other tables which have been supplemented with the department's information.

[47] Whether in the 12 months prior to disconnection the customer had been on the retailer's hardship or payment plan.

8 Glossary

Table 27. Glossary of terms

Term	Definition
Customer account	This refers to a unique record of a customer with a retailer (or on-supplied customers). This metric will double count those households that switch from one retailer to another within the financial year.
Customer accounts-to-eligible uptake	Customer accounts that received the rebate relative to the number of eligible customers (%).
Electricity (kWh)	Electricity consumption by customer account. Where a customer account does not have bills covering the entire year, we have annualised the consumption based on the number of days for which billing information is available.
Electricity bill	This refers to the annual billed amount paid by customer accounts after rebates have been deducted. Electricity bill in this report refers to the annual billed amount (i.e. the sum of monthly or quarterly bills) paid by customer accounts after rebates have been deducted. Where a customer account does not have bills covering the entire year, we have annualised the bill based on the number of days for which billing information is available.
Energy Accounts Payment Assistance (EAPA) Scheme	NSW Government Scheme to support NSW households experiencing a short-term financial crisis or emergency with their energy bills.
Family Energy Rebate (FER)	FER helps NSW family households with dependent children who have received the Family Tax Benefit payment from Services Australia.
Gas bill	This refers to the annual billed amount (i.e. the sum of monthly or quarterly natural gas bills, including LPG) paid by customer accounts after rebates have been deducted. Where a customer account does not have bills covering the entire year, we have annualised the bill based on the number of days billing information is available.
Hardship plan	A program managed by retailers to help customers in financial difficulty.
Life Support Rebate (LSR)	LSR assists customers 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.
Low Income Household Rebate (LIHR)	LIHR assists customers who hold eligible concession cards issued by Services Australia or the Department of Veterans' Affairs.
Market offer	The retailers set the prices under market offer contracts. The terms and conditions of these contracts must adhere to minimum requirements governed by law. However, retailers and customers can choose to negotiate all other terms and conditions of the contract.
Medical Energy Rebate (MER)	MER assists customers who cannot self-regulate body temperature when exposed to extremes (hot or cold) of environmental temperatures.
Natural Gas (MJ)	Gas consumption by customer account. Where a customer account does not have bills covering the entire year, we have annualised the consumption based on the number of days billing information is available.
Gas Rebate (GR)	GR helps eligible NSW households pay their natural gas or LPG bills. -Since 1 July 2016 GR has also been made available to eligible households that rely on LPG for their basic needs.

Term	Definition
On-supply	On-supplied refers to customers that are not direct energy account holders (e.g. households that live in a caravan park that pay the park owner for electricity). On-supplied customers apply for rebates directly to the NSW Government.
Payment plan	A retailer's payment arrangement plan which helps a customer pay the energy bills in affordable instalments.
Postcode	Postcode for the supply address for the National Meter Identifier (NMI) associated with each bill associated with each customer account (site address).
Reporting period	According to the NSW Social Programs for Energy Code, retailers are required to submit rebate billing data to the NSW Government every 6 months since July 2017. This report package only covers the information from July 2022 to June 2023 (2022–23). This report compares 2022–23 data with data from July 2021 to June 2022 (2021–22), to give a holistic view of the rebate program over time.
Seniors Energy Rebate (SER)	SER assists customers who hold a valid Seniors Health Card issued by Services Australia or the Department of Veterans' Affairs. This rebate commenced on 1 July 2019.
Standard offer	Standard or standing offers are energy contracts that are regulated by law and have set terms and conditions that cannot be changed by retailers. A retailer's standard offer price cannot exceed the Default Market Offer (DMO) price. Retailers also cannot change their standard offer price more frequently than once every 6 months. A customer might be on a standard offer if they have never switched to a retailer's market offer, if their market offer contract has expired, or for a number of other reasons[48].
Unique customer	Unique customer is an attempt to estimate the number of rebate customers after accounting for those customers that switch from one retailer to another within the financial year.

[48] AER, *Default market offer prices 2022-23: Final determination*, May 2022.

9 Appendices

Appendix A Detailed results by Local Government Area (customer numbers and value)

Table 28. 2022–23 ESP customer numbers and value by rebate type by Local Government Area[49]

Local Government Area	Low Income Household Rebate		NSW Gas Rebate[50]		Medical Energy Rebate		Seniors Energy Rebate		Family Energy Rebate		Life Support Rebate		Energy Accounts Payment Assistance		Total customer accounts[51] (#)	Total rebate value ($)	Average rebate value ($ per customer account)
	Customer accounts (#)	Total rebate value ($)	Customer accounts (#)	Total rebate value ($)	Customer accounts (#)	Total rebate value ($)	Customer accounts (#)	Total rebate value ($)	Customer accounts (#)	Total rebate value ($)	Customer accounts (#)	Total rebate value ($)	Customer accounts (#)	Total rebate value ($)			
Albury	9,378	2,253,000	7,384	737,700	70	14,700	365	73,000	433	47,900	380	83,900	655	247,900	9,705	3,458,200	356
Armidale	4,189	990,700	236	28,400	37	8,500	170	34,000	179	17,900	377	78,200	283	110,500	4,441	1,268,200	286
Ballina	7,261	1,799,600	249	29,900	54	10,700	456	91,100	265	29,700	423	81,700	164	62,200	7,552	2,104,900	279
Balranald	293	69,300	10	n/a	10	n/a	10	n/a	10	1,200	10	n/a	12	5,100	300	79,400	265
Bathurst	5,601	1,376,400	3,417	331,300	34	7,600	287	57,500	298	34,400	528	122,100	522	220,300	6,002	2,149,700	358
Bayside	14,718	3,735,700	7,244	702,300	89	21,300	667	133,300	673	80,100	955	204,99	1,063	401,200	15,666	5,278,900	337
Bega Valley	6,390	1,653,800	841	101,200	50	11,400	320	64,000	240	27,200	317	66,300	172	68,000	6,626	1,991,900	301
Bellingen	2,186	543,100	90	10,500	20	4,200	74	14,700	81	8,000	103	26,300	139	52,900	2,258	659,700	292
Berrigan	1,489	373,000	617	62,200	14	2,300	36	7,100	41	4,500	58	11,200	41	16,300	1,527	476,700	312
Blacktown	37,142	9,108,500	17,297	1,614,700	258	58,100	718	143,700	2,673	299,900	2,449	479,200	3,354	1,305,300	39,995	13,009,500	325
Bland	762	194,100	260	27,100	10	1,300	32	6,400	26	2,700	58	13,000	38	14,800	804	259,400	323
Blayney	938	234,800	406	39,400	12	1,200	47	9,500	46	5,300	83	21,200	54	21,500	996	332,800	334
Blue Mountains	9,660	2,432,800	5,431	533,900	83	16,900	655	131,100	503	63,200	754	158,700	620	262,600	10,306	3,599,200	349
Bogan	385	94,400	10	1,100	10	n/a	10	n/a	20	900	10	2,200	23	9,800	397	108,500	273
Bourke	323	76,200	10	n/a	10	n/a	10	n/a	13	1,000	10	n/a	13	5,400	329	84,400	257
Brewarrina	242	59,600	10	n/a	10	n/a	10	n/a	10	n/a	10	n/a	16	6,400	243	67,400	277
Broken Hill	3,934	977,100	351	42,400	14	2,500	48	9,500	112	8,000	188	37,600	190	69,300	4,043	1,146,400	284

[49] Where less than 10 customer accounts appear in an LGA, we have rounded up the number to 10, and removed the rebate amount.

[50] GR figures include natural gas and LPG.[51] Total number of customers is less than the sum of customers receiving each rebate as some customers receive multiple rebate types.

[51] Total number of customers is less than the sum of customers receiving each rebate as some customers receive multiple rebate types.

Local Government Area	Low Income Household Rebate		NSW Gas Rebate[50]		Medical Energy Rebate		Seniors Energy Rebate		Family Energy Rebate		Life Support Rebate		Energy Accounts Payment Assistance		Total customer accounts[51] (#)	Total rebate value ($)	Average rebate value ($ per customer account)
	Customer accounts (#)	Total rebate value ($)	Customer accounts (#)	Total rebate value ($)	Customer accounts (#)	Total rebate value ($)	Customer accounts (#)	Total rebate value ($)	Customer accounts (#)	Total rebate value ($)	Customer accounts (#)	Total rebate value ($)	Customer accounts (#)	Total rebate value ($)			
Burwood	2,940	744,100	1,724	166,700	14	3,300	162	32,500	176	21,100	165	26,900	137	50,000	3,120	1,044,600	335
Byron	3,609	859,100	174	20,600	21	4,600	203	40,600	136	15,100	118	27,400	218	92,500	3,748	1,059,800	283
Cabonne	1,875	470,300	413	41,300	18	2,500	73	14,500	74	8,700	148	31,500	77	31,700	1,970	600,500	305
Camden	7,953	1,885,500	5,238	484,400	54	11,000	341	68,200	836	107,200	884	152,500	775	317,700	9,041	3,026,600	335
Campbelltown	21,427	5,295,500	8,173	772,100	140	32,800	364	72,800	1,527	160,700	1,485	307,52	2,245	886,000	23,036	7,527,300	327
Canada Bay	5,939	1,527,700	3,739	369,600	39	8,600	657	131,400	272	33,900	422	79,200	243	93,200	6,373	2,243,600	352
Canterbury-Bankstown	44,129	11,063,400	19,851	1,937,100	247	57,200	1,051	210,300	2,695	265,700	2,410	540,07	3,860	1,473,600	46,605	15,547,200	334
Carrathool	322	76,700	26	2,600	10	n/a	10	n/a	12	1,500	19	3,200	13	5,000	338	89,500	265
Central Coast	53,801	13,636,200	15,790	1,601,400	689	174,400	2,427	485,500	2,559	288,200	3,955	818,700	3,023	1,168,700	56,694	18,173,200	321
Central Darling	324	80,900	15	1,500	10	n/a	10	n/a	10	n/a	10	n/a	13	5,400	326	90,000	276
Cessnock	9,718	2,428,100	3,909	384,700	95	23,300	214	42,700	486	46,500	701	133,500	549	209,200	10,206	3,268,000	320
Clarence Valley	10,869	2,701,400	535	63,900	84	19,700	344	68,800	391	37,200	609	120,600	345	135,100	11,268	3,146,700	279
Cobar	475	113,700	11	1,100	10	n/a	10	n/a	19	2,000	22	4,200	17	6,500	496	127,700	258
Coffs Harbour	13,043	3,245,900	658	79,300	128	30,200	533	106,600	594	68,500	651	136,300	592	233,800	13,614	3,900,500	287
Coolamon	636	159,700	289	25,300	10	n/a	17	3,400	27	3,400	45	10,900	23	10,300	665	213,400	321
Coonamble	638	157,200	10	n/a	10	n/a	10	n/a	24	1,500	29	5,200	30	12,500	651	176,600	271
Cootamundra-Gundagai	2,232	572,900	1,407	145,500	22	5,000	74	14,800	59	6,700	128	28,400	87	34,100	2,300	807,500	351
Cowra	2,636	665,700	964	97,300	11	1,700	86	17,100	116	11,300	180	30,900	220	88,600	2,764	912,600	330
Cumberland	24,454	6,104,900	12,652	1,205,300	136	31,900	446	89,200	1,422	147,300	1,091	248,600	2,708	1,051,400	25,854	8,878,600	343
Dubbo	7,170	1,781,200	2,329	228,500	38	8,000	234	46,900	390	40,400	440	86,300	604	247,100	7,581	2,438,300	322
Dungog	1,270	314,900	180	17,700	18	3,600	64	12,800	54	6,600	111	14,700	65	24,700	1,358	395,000	291
Edward River	1,646	409,800	92	10,500	15	3,200	44	8,800	76	8,400	72	17,200	68	27,400	1,706	485,300	284
Eurobodalla	8,410	2,120,900	810	97,500	51	11,800	434	86,700	230	24,400	435	89,300	250	102,000	8,679	2,532,600	292
Fairfield	31,212	7,860,900	10,279	1,005,100	124	26,100	313	62,600	1,155	98,600	1,161	265,500	3,410	1,374,700	32,416	10,693,400	330
Federation	2,691	670,900	1,587	157,300	18	2,800	67	13,400	99	11,100	99	26,500	111	43,300	2,753	925,200	336
Forbes	1,485	374,300	586	57,300	11	2,800	57	11,300	57	6,400	73	16,800	75	28,300	1,539	497,100	323
Georges River	14,586	3,749,800	6,740	667,700	102	25,000	899	179,900	944	104,800	1,026	203,400	756	282,400	15,671	5,213,100	333
Gilgandra	712	175,600	16	1,500	10	n/a	17	3,300	34	3,000	40	9,800	47	21,000	741	216,100	291
Glen Innes Severn	1,992	501,600	167	20,000	13	2,800	47	9,400	72	5,600	153	37,100	172	62,600	2,075	639,100	308
Goulburn Mulwaree	4,806	1,192,000	3,267	313,500	47	9,600	185	37,000	183	18,700	361	105,400	400	137,300	5,041	1,813,300	360
Greater Hume	1,559	390,500	664	66,000	16	2,700	55	11,000	84	9,900	88	15,100	70	28,300	1,631	523,600	321

Local Government Area	Low Income Household Rebate		NSW Gas Rebate[50]		Medical Energy Rebate		Seniors Energy Rebate		Family Energy Rebate		Life Support Rebate		Energy Accounts Payment Assistance		Total customer accounts[51] (#)	Total rebate value ($)	Average rebate value ($ per customer account)
	Customer accounts (#)	Total rebate value ($)	Customer accounts (#)	Total rebate value ($)	Customer accounts (#)	Total rebate value ($)	Customer accounts (#)	Total rebate value ($)	Customer accounts (#)	Total rebate value ($)	Customer accounts (#)	Total rebate value ($)	Customer accounts (#)	Total rebate value ($)			
Griffith	2,665	670,200	1,275	129,100	10	n/a	171	34,100	151	17,700	166	31,300	165	65,200	2,857	949,800	332
Gunnedah	1,777	441,500	138	16,300	12	1,900	35	6,900	71	6,300	116	26,000	126	50,700	1,847	549,600	298
Gwydir	1,013	259,600	44	4,600	13	1,800	13	2,700	25	2,500	78	19,600	25	9,700	1,050	300,500	286
Hawkesbury	6,182	1,511,200	1,058	102,900	56	10,800	271	54,200	365	43,700	592	94,700	423	163,100	6,730	1,980,600	294
Hay	434	111,100	46	5,500	10	n/a	10	n/a	18	1,800	18	3,200	27	11,000	455	132,900	292
Hilltops	3,428	854,900	1,355	130,200	20	3,100	80	16,100	122	12,300	207	46,500	219	85,000	3,563	1,148,100	322
Hornsby	9,437	2,374,500	3,755	360,600	89	20,300	1,364	272,800	691	89,400	970	155,100	324	121,500	10,480	3,394,000	324
Hunters Hill	773	185,300	337	33,500	10	n/a	95	19,000	23	2,900	56	10,900	35	12,700	825	265,400	322
Inner West	13,311	3,366,200	7,117	695,000	94	19,800	740	147,900	471	58,600	681	140,500	723	265,400	13,954	4,693,500	336
Inverell	3,332	820,500	239	28,300	19	3,800	73	14,600	168	16,200	227	59,600	217	82,800	3,485	1,025,800	294
Junee	949	233,400	653	62,200	10	n/a	20	3,900	47	4,600	61	12,900	50	23,400	1,000	341,500	342
Kempsey	6,466	1,620,100	289	34,600	34	6,900	172	34,500	202	18,000	341	61,200	265	103,100	6,665	1,878,500	282
Kiama	2,615	690,200	385	43,800	26	5,400	341	68,100	74	9,600	174	28,200	52	20,200	2,748	865,500	315
Ku-ring-gai	5,181	1,321,200	2,962	283,700	44	9,900	1,261	252,100	316	37,700	639	119,000	180	71,900	5,837	2,095,400	359
Kyogle	1,745	436,700	72	8,400	14	2,500	55	11,000	57	6,000	65	13,700	81	31,500	1,795	509,800	284
Lachlan	948	237,000	37	3,900	10	n/a	10	2,100	27	2,800	53	13,000	69	26,500	990	286,600	290
Lake Macquarie	32,060	8,303,400	8,718	887,500	385	97,000	1,676	335,100	1,384	156,400	2,005	367,500	1,167	439,400	33,605	10,586,300	315
Lane Cove	1,735	421,800	795	76,700	15	3,800	273	54,700	109	14,700	119	21,700	75	25,400	1,887	618,800	328
Leeton	1,596	396,800	680	65,900	10	n/a	60	12,000	67	7,900	121	22,600	93	36,800	1,693	543,000	321
Lismore	6,772	1,652,100	272	32,800	50	11,900	273	54,500	358	39,800	373	63,100	345	137,400	7,123	1,991,600	280
Lithgow	3,974	995,100	2,360	242,200	49	10,500	111	22,100	115	10,500	326	83,500	283	118,200	4,163	1,482,100	356
Liverpool	25,984	6,312,100	12,029	1,127,200	147	32,000	355	71,100	1,580	159,700	1,365	287,200	2,639	1,048,900	27,624	9,038,000	327
Liverpool Plains	1,456	340,300	59	6,600	11	1,500	16	3,200	50	3,800	87	18,600	56	22,900	1,488	397,000	267
Lockhart	493	128,700	48	4,800	10	n/a	16	3,100	21	2,200	36	6,500	16	7,300	520	154,200	297
Maitland	11,882	2,982,800	5,546	539,200	141	34,800	409	81,800	728	80,600	904	163,200	691	255,700	12,714	4,138,100	325
MidCoast	22,378	5,622,700	1,701	202,700	141	28,400	800	160,000	715	68,100	1,281	250,000	801	288,900	23,054	6,620,700	287
Mid-Western	3,593	875,500	234	27,800	19	3,700	97	19,500	125	11,800	210	39,000	143	58,000	3,733	1,035,200	277
Moree Plains	1,597	382,900	48	5,100	10	n/a	21	4,200	58	5,000	74	18,000	162	67,600	1,670	483,200	289
Mosman	1,203	304,800	647	59,800	10	n/a	259	51,800	37	4,700	66	17,700	49	18,700	1,278	459,100	359
Murray River	2,270	553,700	983	102,100	26	4,400	63	12,700	76	8,400	87	16,100	59	22,000	2,338	719,500	308
Murrumbidgee	492	120,500	27	2,800	10	1,100	10	n/a	18	2,700	27	3,700	20	7,800	513	138,500	270
Muswellbrook	2,314	537,700	46	5,300	17	3,700	62	12,300	105	8,100	148	27,900	210	84,200	2,422	679,200	280

Local Government Area	Low Income Household Rebate		NSW Gas Rebate[50]		Medical Energy Rebate		Seniors Energy Rebate		Family Energy Rebate		Life Support Rebate		Energy Accounts Payment Assistance		Total customer accounts[51] (#)	Total rebate value ($)	Average rebate value ($ per customer account)
	Customer accounts (#)	Total rebate value ($)	Customer accounts (#)	Total rebate value ($)	Customer accounts (#)	Total rebate value ($)	Customer accounts (#)	Total rebate value ($)	Customer accounts (#)	Total rebate value ($)	Customer accounts (#)	Total rebate value ($)	Customer accounts (#)	Total rebate value ($)			
Nambucca Valley	4,700	1,171,300	335	40,100	39	8,800	129	25,800	160	17,900	237	52,600	124	52,800	4,844	1,369,400	283
Narrabri	1,754	430,200	133	15,400	15	1,800	19	3,800	54	5,900	94	25,300	86	34,100	1,816	516,500	284
Narrandera	1,043	253,600	478	46,800	10	n/a	23	4,600	40	3,600	55	13,900	64	26,400	1,077	350,700	326
Narromine	1,031	248,400	177	17,700	10	n/a	40	8,100	44	4,300	46	9,800	60	23,100	1,069	312,800	293
Newcastle	20,504	5,180,900	9,907	979,800	206	48,200	895	178,900	864	99,600	1,088	219,200	843	301,600	21,434	7,008,100	327
North Sydney	3,240	801,800	1,568	147,200	27	5,300	531	106,100	120	14,800	177	27,600	167	58,000	3,447	1,160,900	337
Northern Beaches	16,531	4,244,400	8,469	836,900	130	28,400	2,377	475,400	639	87,100	1,163	242,100	474	177,000	17,612	6,091,100	346
Oberon	740	187,300	398	40,300	10	n/a	30	5,900	33	3,400	76	19,000	46	17,900	796	274,700	345
Orange	5,443	1,358,200	3,113	307,500	34	8,300	267	53,400	258	30,100	481	113,300	370	158,700	5,807	2,029,500	350
Parkes	2,277	563,500	741	74,500	15	2,100	73	14,600	111	11,600	156	32,700	138	57,900	2,394	756,900	316
Parramatta	19,168	4,631,900	8,806	823,300	132	27,500	1,301	260,100	1,658	203,800	1,243	208,900	1,538	577,200	20,914	6,732,700	322
Penrith	22,701	5,508,200	7,937	742,200	174	37,100	572	114,400	1,700	194,400	1,698	303,100	1,888	740,000	24,643	7,639,500	310
Port Macquarie-Hastings	16,927	4,219,600	1,026	123,600	159	35,500	826	165,100	642	67,900	1,033	194,700	590	232,400	17,610	5,038,800	286
Port Stephens	13,578	3,321,800	1,671	180,700	127	31,200	808	161,600	521	53,600	985	174,100	510	205,600	14,207	4,128,500	291
Queanbeyan-Palerang	4,698	1,186,900	2,300	211,000	34	7,900	233	46,500	195	25,300	438	89,200	381	147,500	5,105	1,714,400	336
Randwick	10,454	2,624,400	4,812	471,400	68	14,100	777	155,400	362	45,300	628	133,900	688	241,100	11,057	3,685,500	333
Richmond Valley	4,414	1,108,500	232	27,600	28	6,100	127	25,500	171	19,800	235	44,900	337	125,300	4,615	1,357,700	294
Ryde	9,159	2,334,500	4,275	418,000	72	17,700	851	170,300	620	80,700	620	110,100	489	190,700	9,918	3,322,100	335
Shellharbour	10,898	2,798,700	6,235	627,700	69	15,900	352	70,300	584	64,100	695	133,100	700	266,600	11,493	3,976,400	346
Shoalhaven	20,558	5,286,900	4,197	483,400	277	64,600	933	186,500	727	78,900	1,346	313,400	760	283,100	21,390	6,696,900	313
Singleton	2,440	612,300	258	25,500	25	6,100	129	25,800	120	11,900	200	36,900	130	51,700	2,603	770,300	296
Snowy Monaro	2,514	635,900	807	84,600	26	4,100	118	23,700	93	10,900	183	49,500	114	48,100	2,643	856,800	324
Snowy Valleys	2,344	605,000	507	52,400	21	4,200	93	18,600	81	8,300	135	33,400	95	40,200	2,432	762,200	313
Strathfield	2,485	587,100	1,432	133,700	15	3,300	110	22,000	185	22,700	149	25,600	172	61,300	2,698	855,700	317
Sutherland	18,850	4,869,800	4,790	485,900	163	38,700	2,361	472,100	845	110,900	2,031	331,100	622	237,500	20,532	6,546,000	319
Sydney	14,308	3,539,300	6,635	612,900	103	23,700	565	113,000	340	37,900	507	116,100	1,159	399,200	14,863	4,842,100	326
Tamworth	10,161	2,492,000	1,686	188,000	76	14,900	263	52,600	517	55,400	609	131,100	621	246,000	10,650	3,179,900	299
Temora	1,021	256,900	426	43,200	10	n/a	34	6,700	50	5,700	80	15,200	151	63,800	1,087	393,000	361
Tenterfield	1,454	359,300	171	20,300	10	n/a	31	6,300	52	4,300	81	15,600	57	22,400	1,495	429,100	287
The Hills	10,438	2,580,700	5,015	478,900	83	18,400	1,442	288,500	827	110,600	1,156	181,200	538	216,900	11,713	3,875,000	331
Tweed	16,843	4,238,700	1,208	132,200	133	29,500	730	146,100	648	76,000	703	154,300	495	187,500	17,402	4,964,300	285

Local Government Area	Low Income Household Rebate		NSW Gas Rebate[50]		Medical Energy Rebate		Seniors Energy Rebate		Family Energy Rebate		Life Support Rebate		Energy Accounts Payment Assistance		Total customer accounts[51] (#)	Total rebate value ($)	Average rebate value ($ per customer account)
	Customer accounts (#)	Total rebate value ($)	Customer accounts (#)	Total rebate value ($)	Customer accounts (#)	Total rebate value ($)	Customer accounts (#)	Total rebate value ($)	Customer accounts (#)	Total rebate value ($)	Customer accounts (#)	Total rebate value ($)	Customer accounts (#)	Total rebate value ($)			
Upper Hunter	1,850	474,900	87	10,000	29	7,000	57	11,400	79	7,400	105	22,700	102	38,800	1,931	572,300	296
Upper Lachlan	1,109	277,100	217	21,800	10	n/a	56	11,300	35	4,200	101	26,300	42	15,700	1,165	357,900	307
Uralla	1,000	246,900	51	6,000	10	1,900	26	5,200	42	4,300	107	23,000	41	16,600	1,050	303,800	289
Wagga Wagga	8,559	2,094,700	6,217	618,100	60	12,900	332	66,300	439	49,000	464	102,100	663	265,000	8,986	3,208,000	357
Walcha	426	110,200	21	2,400	10	n/a	10	2,100	18	2,000	44	13,200	12	4,600	449	135,200	301
Walgett	852	205,400	113	13,100	10	n/a	10	n/a	21	1,300	25	4,800	57	22,800	867	248,200	286
Warren	432	104,000	24	2,600	10	n/a	12	2,500	12	1,300	27	4,500	24	9,900	450	125,200	279
Warrumbungle	1,807	449,600	53	5,700	13	1,900	19	3,800	46	4,200	90	17,700	81	33,600	1,846	516,500	280
Waverley	3,114	798,000	1,571	152,000	23	5,400	310	62,000	122	15,700	174	32,900	223	82,000	3,334	1,148,100	344
Weddin	772	190,500	67	7,500	10	n/a	35	7,000	28	2,900	48	14,500	25	10,800	794	233,200	294
Wentworth	1,074	257,000	44	4,800	10	n/a	19	3,800	47	4,500	62	17,100	46	19,300	1,105	307,500	278
Willoughby	3,465	865,400	1,979	189,200	26	5,200	514	102,900	258	32,500	271	55,900	141	52,500	3,798	1,303,600	343
Wingecarribee	6,069	1,559,500	3,980	404,100	50	12,000	589	117,900	219	25,000	495	89,800	270	112,500	6,455	2,320,900	360
Wollondilly	4,936	1,221,000	1,867	175,900	41	7,500	211	42,300	341	40,200	546	104,700	363	141,700	5,452	1,733,300	318
Wollongong	29,449	7,496,600	12,479	1,248,100	215	50,200	1,228	245,600	1,131	126,200	1,501	298,800	1,613	595,400	30,776	10,060,800	327
Woollahra	1,999	506,300	1,028	97,700	17	2,500	240	48,100	66	7,600	143	28,800	132	55,200	2,169	746,200	344
Yass Valley	1,496	371,000	645	59,300	13	2,200	85	17,100	50	6,200	153	24,400	81	32,900	1,618	513,000	317
Unincorporated NSW	118	29,300	12	1,400	10	n/a	10	n/a	10	n/a	10	n/a	10	n/a	121	34,200	282

Appendix B Detailed results by Local Government Area (offer, energy cost and uptake)

Table 29. 2022–23 ESP customers average energy cost, offer type and uptake by Local Government Area

Local Government Area	Average cost of electricity[52] (c/kWh)	Average cost of gas[53] (c/MJ)	Customer accounts on market offers for electricity[54] (%)	Customer accounts on market offers for gas[54] (%)	Number of eligible LIHR customers (#)	LIHR uptake rate (%)[55]	Gas rebate uptake rate (%)[56]	SER uptake rate (%)[57]	FER uptake rate (%)
Albury	44.4	2.7	96	96	10,598	88	100	50	30
Armidale	38.9	n/a	95	n/a	4,987	84	24	40	26
Ballina	63.5	n/a	95	n/a	8,959	81	14	45	28
Balranald	38.6	n/a	91	n/a	369	79	14	78	20
Bathurst	45.4	3.4	95	98	7,040	80	70	52	29
Bayside	34.2	4.3	92	96	19,492	76	55	40	28
Bega Valley	37.6	4.8	94	n/a	7,733	83	54	44	29
Bellingen	42.9	n/a	94	n/a	2,916	75	15	38	22
Berrigan	44.3	4.3	97	n/a	1,674	89	100	25	22
Blacktown	33.0	4.1	95	97	48,965	76	52	41	27
Bland	47.8	3.1	95	n/a	938	81	72	39	21
Blayney	39.1	3.7	95	n/a	1,179	80	100	44	28
Blue Mountains	32.7	3.4	94	97	11,379	85	99	49	42
Bogan	40.5	n/a	95	n/a	476	81	12	38	28
Bourke	36.9	n/a	95	n/a	518	62	10	68	12
Brewarrina	34.1	n/a	90	n/a	376	64	13	100	16
Broken Hill	50.0	n/a	92	n/a	4,352	90	40	41	24
Burwood	34.3	4.4	92	96	4,214	70	81	36	39
Byron	46.5	n/a	91	n/a	5,957	61	15	42	16
Cabonne	41.4	3.8	95	n/a	2,360	79	49	43	24
Camden	39.0	4.7	96	98	11,386	70	66	43	29
Campbelltown	34.5	4.3	95	97	27,824	77	49	43	27
Canada Bay	35.4	4.7	93	97	7,693	77	72	45	36

52 Average costs of electricity and gas are based on consumption and total bill amounts reported by energy retailers (i.e. they include both usage and service charges).

53 Gas figures have been marked as N/A where there are less than 100 customer accounts in an LGA in the retailer reporting information.

54 Based on the number of distinct customer accounts on market offers relative to the total number of customer accounts for electricity or gas.

55 LIHR uptake rate means customer accounts that received the LIHR relative to the number of eligible customers (%).

56 GR uptake rate means customer accounts that received the GR relative to the number of eligible customers (%).

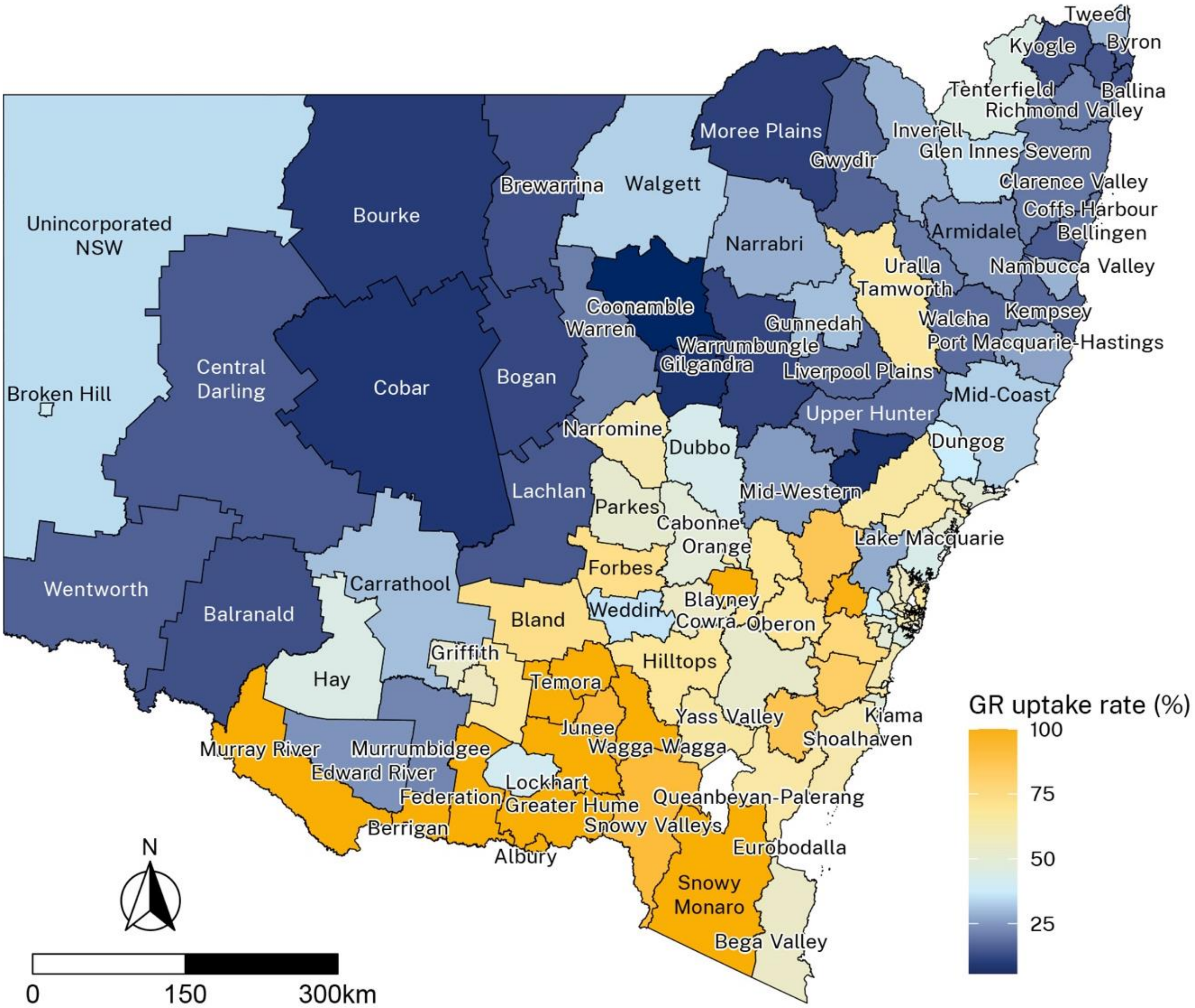
57 SER uptake rate figures have been marked as N/A when there is insufficient data for recipients and eligible households.

Local Government Area	Average cost of electricity[52] (c/kWh)	Average cost of gas[53] (c/MJ)	Customer accounts on market offers for electricity[54] (%)	Customer accounts on market offers for gas[54] (%)	Number of eligible LIHR customers (#)	LIHR uptake rate (%)[55]	Gas rebate uptake rate (%)[56]	SER uptake rate (%)[57]	FER uptake rate (%)
Canterbury-Bankstown	31.8	4.0	94	96	59,338	74	60	39	27
Carrathool	39.7	n/a	92	n/a	412	78	31	40	18
Central Coast	35.0	5.7	96	97	63,996	84	44	53	33
Central Darling	44.4	n/a	90	n/a	491	66	15	88	16
Cessnock	31.9	5.4	96	97	11,868	82	65	49	26
Clarence Valley	48.7	n/a	94	n/a	13,545	80	20	42	25
Cobar	48.7	n/a	92	n/a	607	78	9	34	21
Coffs Harbour	42.6	n/a	96	n/a	16,167	81	20	49	28
Coolamon	42.2	3.7	95	n/a	777	82	100	30	24
Coonamble	38.4	n/a	91	n/a	901	71	6	30	15
Cootamundra-Gundagai	47.1	3.9	94	96	2,535	88	100	37	23
Cowra	45.1	3.5	95	n/a	3,010	88	55	44	33
Cumberland	32.5	3.9	94	97	33,936	72	54	38	23
Dubbo	40.5	4.0	95	97	9,180	78	43	45	27
Dungog	41.4	6.7	95	n/a	1,498	85	38	38	26
Edward River	36.0	n/a	95	n/a	1,905	86	24	38	34
Eurobodalla	44.2	3.7	94	n/a	9,799	86	41	46	25
Fairfield	33.5	3.9	93	96	42,809	73	38	36	18
Federation	45.9	4.0	96	98	2,855	94	100	32	35
Forbes	45.4	4.7	94	n/a	1,836	81	73	45	22
Georges River	35.3	4.3	93	96	18,885	77	57	42	39
Gilgandra	40.4	n/a	94	n/a	957	74	8	33	25
Glen Innes Severn	42.6	n/a	94	n/a	2,442	82	34	38	29
Goulburn Mulwaree	39.9	3.8	91	90	5,643	85	87	43	26
Greater Hume	45.0	4.2	94	n/a	1,856	84	100	38	31
Griffith	35.9	4.3	93	97	3,641	73	53	51	24
Gunnedah	39.0	6.3	95	n/a	2,245	79	31	31	22
Gwydir	48.7	n/a	95	n/a	1,289	79	17	24	19
Hawkesbury	33.0	4.8	95	n/a	7,996	77	28	37	29
Hay	38.5	n/a	94	n/a	516	84	45	33	29
Hilltops	42.7	4.3	92	91	3,963	87	68	33	24
Hornsby	32.6	4.4	94	97	12,279	77	56	46	43
Hunters Hill	37.6	5.2	93	n/a	968	80	50	39	30
Inner West	36.5	5.1	91	95	18,679	71	65	41	33
Inverell	42.5	n/a	95	n/a	4,089	81	29	35	28

Local Government Area	Average cost of electricity[52] (c/kWh)	Average cost of gas[53] (c/MJ)	Customer accounts on market offers for electricity[54] (%)	Customer accounts on market offers for gas[54] (%)	Number of eligible LIHR customers (#)	LIHR uptake rate (%)[55]	Gas rebate uptake rate (%)[56]	SER uptake rate (%)[57]	FER uptake rate (%)
Junee	40.6	3.9	96	n/a	1,090	87	95	31	33
Kempsey	47.0	n/a	94	n/a	8,271	78	17	41	21
Kiama	40.0	3.9	94	n/a	2,967	88	49	50	29
Ku-ring-gai	30.2	4.1	95	98	7,060	73	67	41	35
Kyogle	44.1	n/a	91	n/a	2,539	69	14	42	20
Lachlan	36.5	n/a	92	n/a	1,219	78	15	16	15
Lake Macquarie	35.8	5.2	95	97	37,200	86	52	54	32
Lane Cove	35.3	4.4	93	n/a	2,263	77	50	46	38
Leeton	40.3	4.1	93	n/a	2,059	78	57	48	22
Lismore	50.0	n/a	93	n/a	9,363	72	15	52	28
Lithgow	33.3	3.0	94	97	4,710	84	86	50	25
Liverpool	36.0	3.9	95	97	35,718	73	49	38	22
Liverpool Plains	39.3	n/a	95	n/a	1,696	86	17	22	23
Lockhart	44.2	n/a	96	n/a	583	85	41	28	30
Maitland	35.7	6.2	96	98	14,391	83	55	55	31
Mid-Coast	43.3	3.8	96	n/a	25,463	88	33	46	28
Mid-Western	37.6	3.4	93	n/a	4,590	78	25	32	22
Moree Plains	38.5	n/a	93	n/a	2,291	70	10	26	14
Mosman	40.0	5.3	93	n/a	1,519	79	61	41	29
Murray River	42.6	3.1	96	n/a	2,417	94	100	31	30
Murrumbidgee	40.6	n/a	96	n/a	615	80	22	24	21
Muswellbrook	31.2	n/a	97	n/a	2,864	81	8	45	25
Nambucca Valley	48.4	n/a	94	n/a	5,805	81	29	42	27
Narrabri	39.3	n/a	95	n/a	2,327	75	29	16	16
Narrandera	38.7	4.2	94	n/a	1,262	83	67	33	23
Narromine	39.6	4.3	95	n/a	1,289	80	63	48	23
Newcastle	34.7	6.3	94	97	26,080	79	64	49	32
North Sydney	32.0	5.5	93	96	4,205	77	72	46	35
Northern Beaches	35.1	4.4	93	96	20,315	81	69	44	31
Oberon	45.3	3.7	93	n/a	992	75	70	36	28
Orange	41.7	3.8	95	98	6,658	82	67	51	27
Parkes	44.6	3.4	94	n/a	2,759	83	52	38	28
Parramatta	33.6	4.4	95	97	25,767	74	58	45	39
Penrith	35.1	4.8	95	97	29,696	76	39	45	31
Port Macquarie-Hastings	50.6	n/a	96	n/a	19,255	88	27	51	33
Port Stephens	37.8	4.6	97	n/a	15,465	88	50	54	31

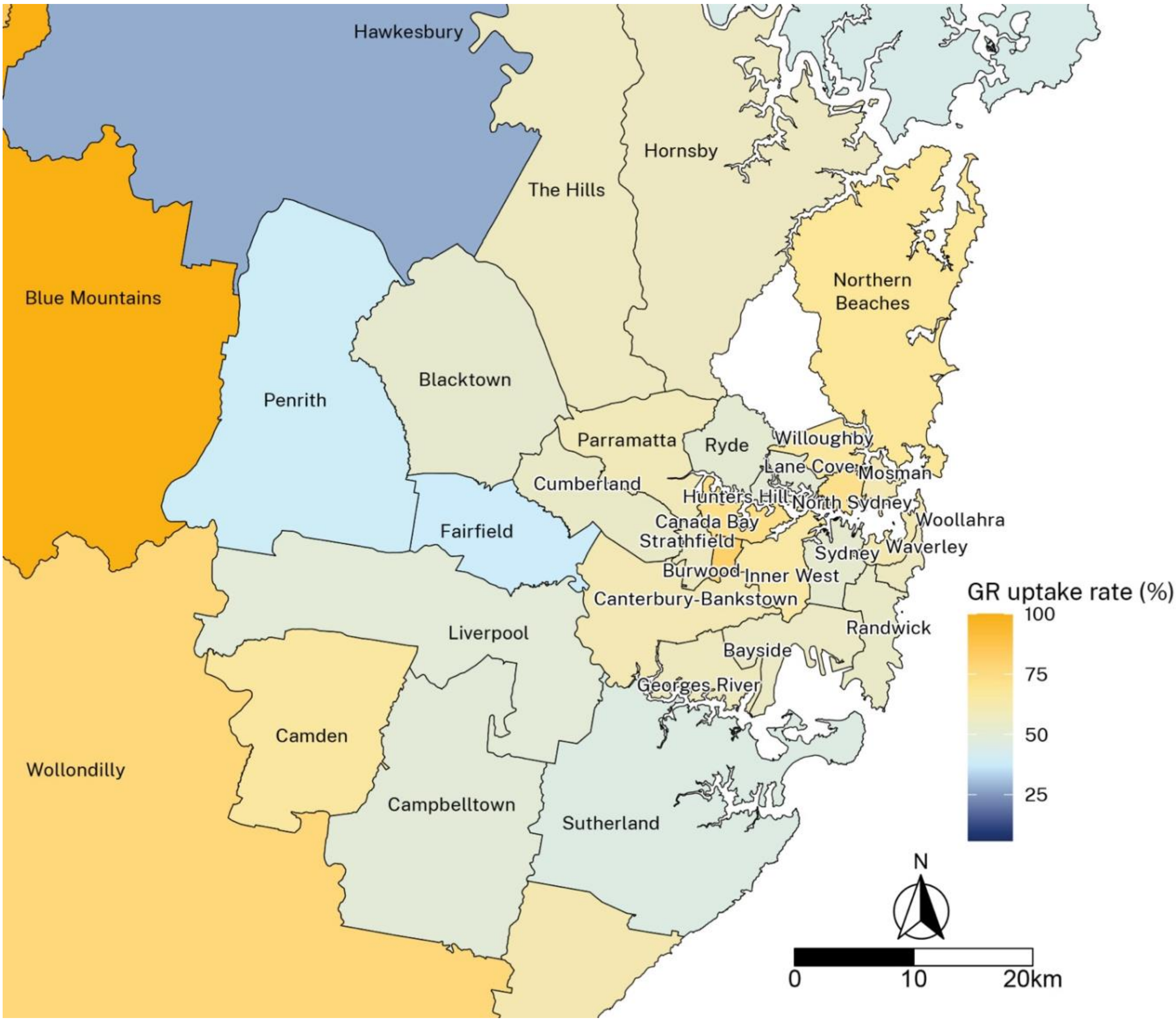
Local Government Area	Average cost of electricity[52] (c/kWh)	Average cost of gas[53] (c/MJ)	Customer accounts on market offers for electricity[54] (%)	Customer accounts on market offers for gas[54] (%)	Number of eligible LIHR customers (#)	LIHR uptake rate (%)[55]	Gas rebate uptake rate (%)[56]	SER uptake rate (%)[57]	FER uptake rate (%)
Queanbeyan-Palerang	45.3	4.1	90	87	6,043	78	65	40	22
Randwick	33.1	5.5	92	96	13,302	79	54	44	32
Richmond Valley	48.0	n/a	95	n/a	5,738	77	20	41	23
Ryde	34.4	4.5	93	96	12,051	76	51	46	42
Shellharbour	37.6	5.5	95	97	13,282	82	67	50	33
Shoalhaven	37.8	8.7	93	68	23,673	87	62	48	29
Singleton	35.5	4.5	96	n/a	3,234	75	65	52	24
Snowy Monaro	40.6	4.6	92	n/a	3,089	81	100	37	26
Snowy Valleys	36.8	4.1	94	n/a	2,733	86	93	47	24
Strathfield	33.5	4.1	93	97	3,870	64	56	33	31
Sutherland	32.1	5.2	94	97	22,690	83	46	50	35
Sydney	34.9	5.6	91	96	19,805	72	52	47	28
Tamworth	36.7	6.3	95	91	12,510	81	67	39	29
Temora	45.1	5.3	95	n/a	1,197	85	100	31	36
Tenterfield	44.4	n/a	88	n/a	1,899	77	45	31	26
The Hills	34.5	4.3	96	98	13,848	75	56	46	36
Tweed	60.7	12.8	96	n/a	21,041	80	29	50	28
Upper Hunter	33.0	n/a	95	n/a	2,353	79	18	37	29
Upper Lachlan	41.3	3.8	91	n/a	1,367	81	53	42	21
Uralla	44.3	n/a	95	n/a	1,247	80	21	34	26
Wagga Wagga	40.1	4.3	95	91	10,541	81	100	43	27
Walcha	50.0	n/a	92	n/a	574	74	18	16	24
Walgett	38.6	n/a	93	n/a	1,730	49	33	44	9
Warren	36.8	n/a	94	n/a	577	75	21	34	15
Warrumbungle	41.7	n/a	94	n/a	2,344	77	12	20	18
Waverley	32.8	5.4	93	95	4,278	73	56	40	33
Weddin	49.9	n/a	93	n/a	872	89	36	46	34
Wentworth	38.2	n/a	95	n/a	1,347	80	16	28	26
Willoughby	34.7	4.2	93	96	4,758	73	67	40	43
Wingecarribee	33.0	3.4	95	98	7,450	81	82	44	29
Wollondilly	35.7	5.0	95	97	6,354	78	77	42	29
Wollongong	35.4	5.3	93	97	35,556	83	61	45	30
Woollahra	34.2	5.5	92	95	2,823	71	61	33	27
Yass Valley	39.2	4.1	93	n/a	1,821	82	65	37	21
Unincorporated NSW	48.8	n/a	92	n/a	173	69	35	80	47

Figure 19. Map of NSW Local Government Areas (2023) coloured by the percent of eligible GR customers that received the GR in FY2022–2023



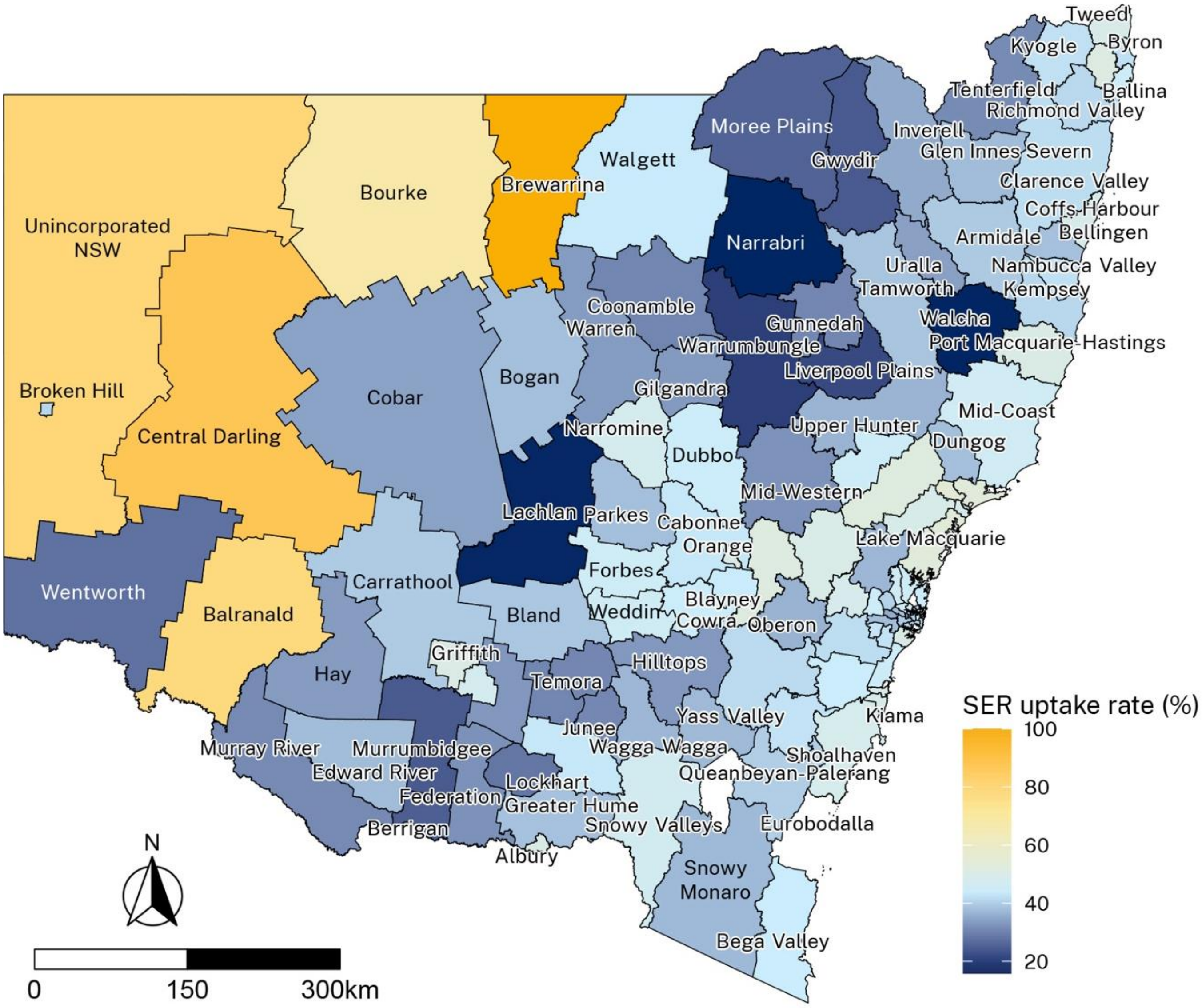
Source(s): NSW Department of Climate Change, Energy, the Environment and Water; Services Australia; Department of Veterans' Affairs; Jemena; Australian Bureau of Statistics.

Figure 20. Map of Sydney Local Government Areas (2023) coloured by the percent of eligible GR customers that received the GR in FY2022–2023



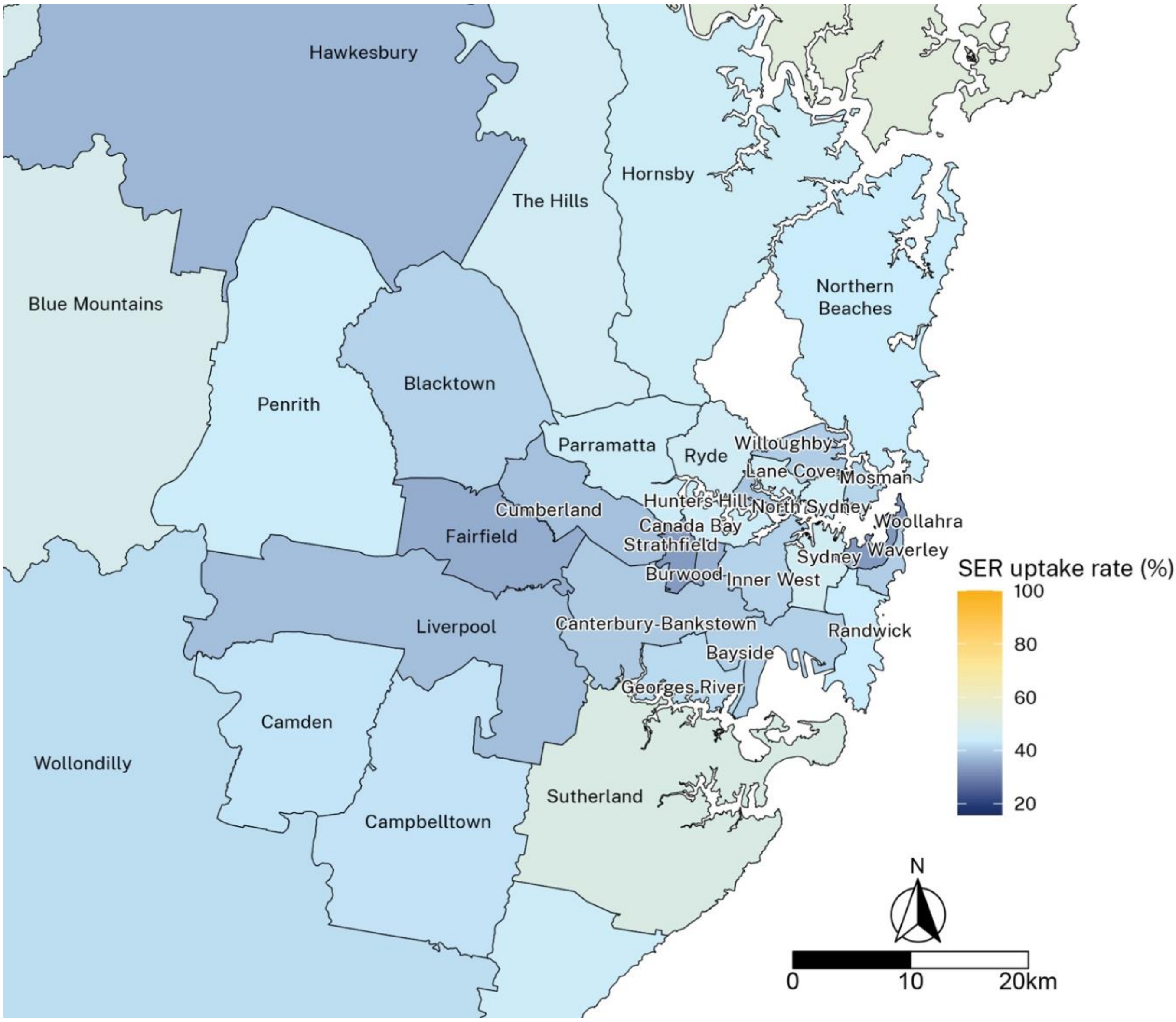
Source(s): NSW Department of Climate Change, Energy, the Environment and Water; Services Australia; Department of Veterans' Affairs; Jemena; Australian Bureau of Statistics.

Figure 21. Map of NSW Local Government Areas (2023) coloured by the percent of eligible SER customers that received the SER in FY2022–2023. SER uptake values for Brewarrina (in grey) are 'N/A' due to a small number of recipients and eligible households.



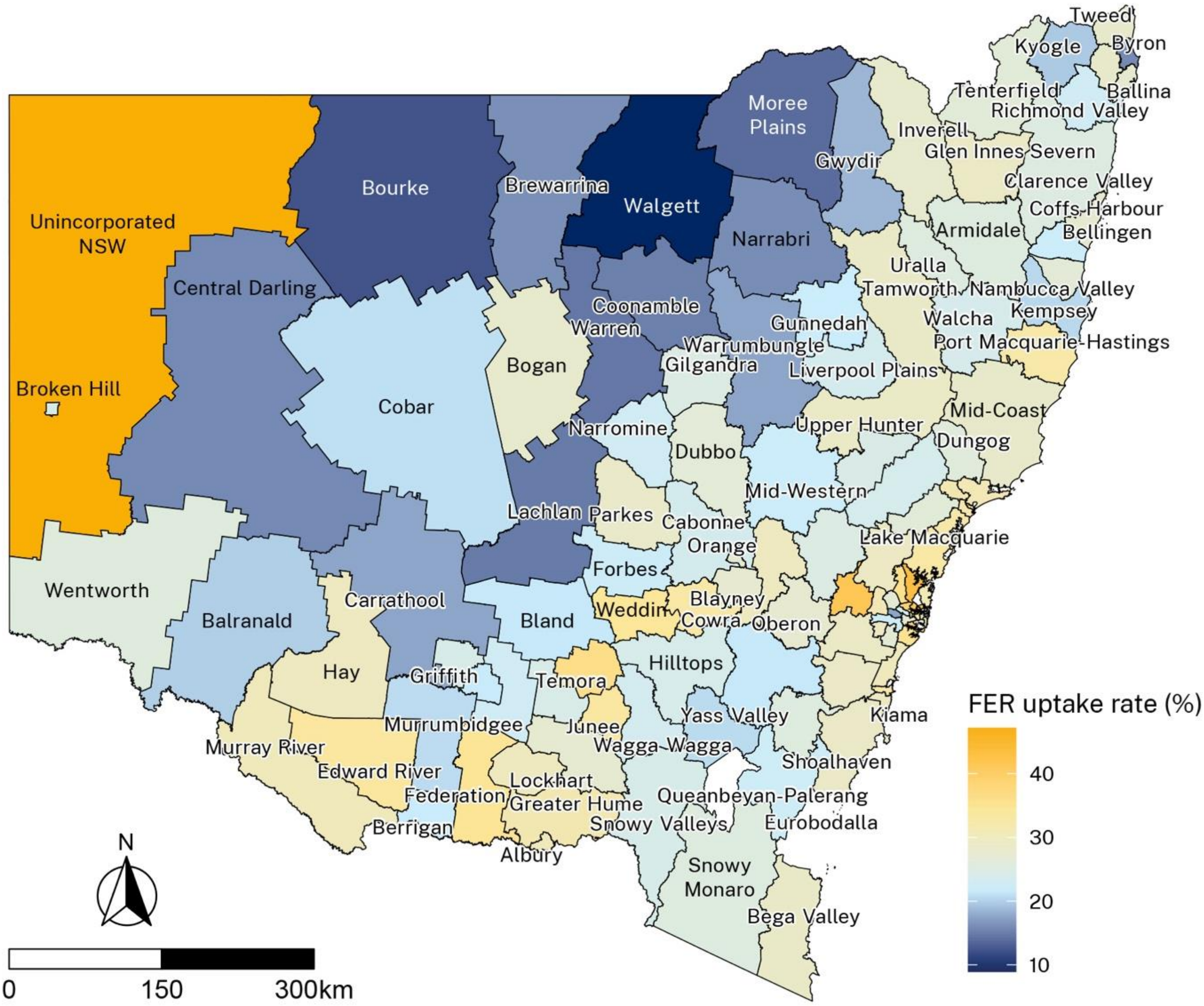
Source(s): Service NSW; Department of Social Services; Australian Bureau of Statistics.

Figure 22. Map of Sydney Local Government Areas (2023) coloured by the percent of eligible SER customers that received the SER in FY2022–2023



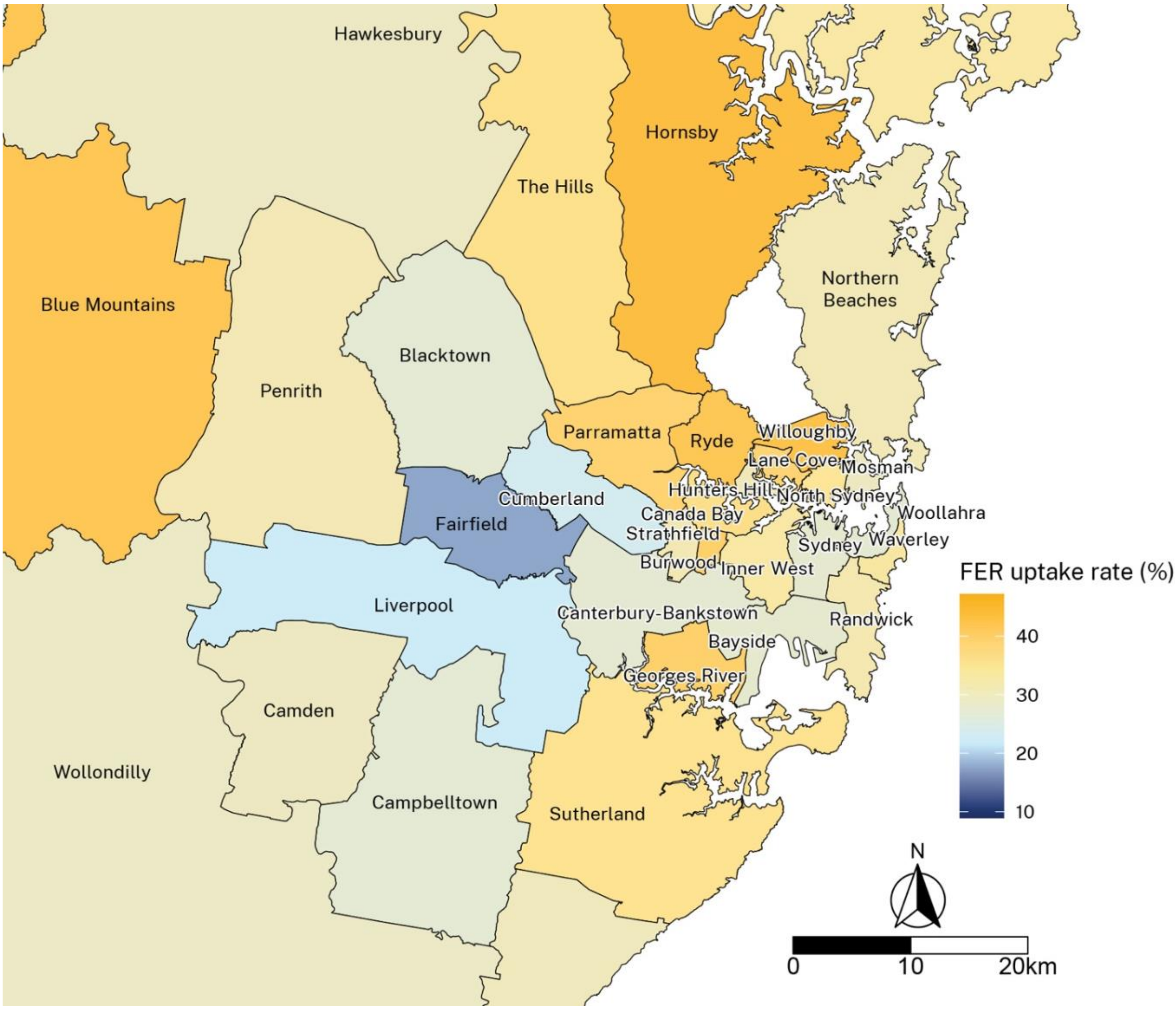
Source(s): NSW Department of Climate Change, Energy, the Environment and Water; Department of Social Services; Australian Bureau of Statistics.

Figure 23. Map of NSW Local Government Areas (2023) coloured by the percent of eligible FER customers that received FER in FY2022–2023



Source(s): NSW Department of Climate Change, Energy, the Environment and Water; Department of Social Services; Australian Bureau of Statistics.

Figure 24. Map of Sydney Local Government Areas (2023) coloured by the percent of eligible FER customers that received FER in FY2022–2023



Source(s): NSW Department of Climate Change, Energy, the Environment and Water; Department of Social Services; Australian Bureau of Statistics.

Appendix C Detailed results by State Electoral District (SED)

Table 30. 2022–23 ESP customer numbers and total rebate value by rebate type and State Electoral District (SED)

State Electoral District	Low Income Household Rebate		Estimated number of LIHR eligible customers[58]	LIHR uptake rate (%)[59]	Gas Rebate		Gas uptake rate (%)[60]	Medical Energy Rebate		Seniors Energy Rebate (SER)		SER uptake rate (%)	Family Energy Rebate		FER uptake rate (%)	Life Support Rebate		Energy Account Payment Assistance		All rebates		
	Customer accounts (#)	Total rebate value ($)			Customer accounts (#)	Total rebate value ($)		Customer accounts (#)	Total rebate value ($)	Customer accounts (#)	Total rebate value ($)		Customer accounts (#)	Total rebate value ($)		Customer accounts (#)	Total rebate value ($)	Customer accounts (#)	Total voucher value ($)	Total customer accounts[61] (#)	Reported amount paid to customer accounts[62] ($)	Average rebate value ($ per customer account)
Albury	14,088	3,432,300	15,880	89	9,665	963,900	100	108	20,900	500	100,000	45	633	70,700	31	596	132,100	854	327,100	14,564	5,047,100	347
Auburn	11,212	2,847,500	16,051	70	5,341	512,400	58	66	16,600	169	33,800	36	738	74,500	25	445	113,500	1,170	463,200	11,830	4,061,400	343
Badgerys Creek	6,322	1,573,800	8,777	72	3,326	313,700	60	61	11,200	301	60,200	45	550	67,800	30	621	103,200	509	212,600	7,059	2,342,500	332
Ballina	10,518	2,574,800	14,371	73	405	48,300	14	72	14,700	643	128,600	44	386	43,100	22	526	106,600	359	145,000	10,932	3,061,100	280
Balmain	5,842	1,486,500	7,836	75	3,276	320,800	66	47	10,100	376	75,200	42	176	21,800	33	281	55,300	345	123,400	6,102	2,093,200	343
Bankstown	12,386	3,032,000	17,318	72	6,458	626,800	55	62	15,100	154	30,800	36	796	72,800	24	562	134,400	1,390	528,800	13,027	4,440,700	341
Barwon	12,944	3,190,200	17,011	76	782	90,100	23	88	11,800	150	30,000	24	394	32,900	18	602	128,800	671	265,300	13,314	3,749,100	282
Bathurst	12,039	2,982,000	14,827	81	6,622	657,800	75	105	21,000	491	98,200	49	509	55,300	28	1,053	254,700	931	387,600	12,762	4,456,700	349
Bega	14,799	3,774,600	17,532	84	1,651	198,700	47	101	23,200	754	150,800	45	470	51,600	27	752	155,600	423	170,000	15,305	4,524,600	296
Blacktown	9,711	2,397,900	12,580	77	4,526	426,400	52	62	13,600	159	31,800	39	676	78,100	28	643	126,500	848	324,300	10,445	3,398,600	325
Blue Mountains	9,660	2,432,800	11,379	85	5,431	533,900	99	83	16,900	655	131,000	49	503	63,200	42	754	158,700	620	262,600	10,306	3,599,100	349
Cabramatta	13,120	3,287,600	18,092	73	4,065	398,400	34	53	11,700	151	30,200	37	504	43,300	18	507	111,700	1,204	496,700	13,630	4,379,600	321
Camden	5,872	1,396,400	8,318	71	3,956	368,100	68	42	8,800	247	49,400	45	616	79,600	30	687	121,800	563	231,800	6,697	2,255,800	337
Campbelltown	11,679	2,930,400	14,997	78	4,422	416,800	44	73	17,900	199	39,800	41	738	76,300	26	787	161,600	1,227	487,100	12,475	4,129,800	331
Canterbury	10,867	2,732,800	14,411	75	5,267	519,100	58	58	13,000	246	49,200	32	691	72,700	32	528	114,900	777	294,000	11,457	3,795,700	331
Castle Hill	5,439	1,385,400	6,809	80	2,095	206,400	50	46	10,900	951	190,200	48	361	47,100	42	614	95,700	200	81,300	6,037	2,017,100	334
Cessnock	12,308	3,097,500	15,035	82	4,638	458,600	60	129	32,100	273	54,600	50	644	66,700	28	872	164,900	639	243,600	12,959	4,118,000	318

[58] Estimates based on data provided by Services Australia, Department of Veterans Affairs and Australian Taxation Office.

[59] LIHR uptake rate means customer accounts that received the LIHR relative to the number of eligible customers (%).

[60] GR uptake rate means customer accounts that received the GR relative to the number of eligible customers (%).

[61] Total number of customer accounts is the unique customer accounts receiving one or more rebate types.

[62] These rebates estimates are based on retailer reporting information and Office of Energy and Climate Change records for on-supplied customer applications.

State Electoral District	Low Income Household Rebate		Estimated number of LIHR eligible customers[58]	LIHR uptake rate (%)[59]	Gas Rebate		Gas uptake rate (%)[60]	Medical Energy Rebate		Seniors Energy Rebate (SER)		SER uptake rate (%)	Family Energy Rebate		FER uptake rate (%)	Life Support Rebate		Energy Account Payment Assistance		All rebates		
	Customer accounts (#)	Total rebate value ($)			Customer accounts (#)	Total rebate value ($)		Customer accounts (#)	Total rebate value ($)	Customer accounts (#)	Total rebate value ($)		Customer accounts (#)	Total rebate value ($)		Customer accounts (#)	Total rebate value ($)	Customer accounts (#)	Total voucher value ($)	Total customer accounts[61] (#)	Reported amount paid to customer accounts[62] ($)	Average rebate value ($ per customer account)
Charlestown	10,773	2,792,700	12,525	86	4,392	447,300	58	113	28,500	625	125,000	54	467	54,000	34	572	111,100	381	144,800	11,260	3,703,300	329
Clarence	15,299	3,813,900	19,308	79	767	91,600	20	112	25,800	472	94,400	42	562	57,000	25	846	165,700	683	260,900	15,900	4,509,400	284
Coffs Harbour	13,043	3,245,900	16,167	81	658	79,300	20	128	30,200	533	106,600	49	594	68,500	28	651	136,300	592	233,800	13,614	3,900,500	287
Coogee	5,149	1,315,200	6,802	76	2,586	252,000	60	28	6,000	465	93,000	42	166	21,700	31	289	58,700	330	118,300	5,479	1,864,900	340
Cootamundra	13,480	3,381,700	15,643	86	5,899	585,200	80	96	15,900	400	80,000	37	515	53,200	27	863	186,200	877	357,100	14,053	4,659,400	332
Cronulla	6,302	1,610,400	7,693	82	1,988	199,300	45	47	11,300	859	171,800	51	250	34,200	32	626	105,600	222	82,400	6,852	2,214,900	323
Davidson	3,912	1,000,600	5,249	75	2,252	217,900	82	37	7,800	938	187,600	41	237	28,600	35	482	90,100	132	54,600	4,408	1,587,200	360
Drummoyne	5,872	1,512,100	7,598	77	3,704	366,000	73	38	8,600	648	129,600	45	272	33,700	36	416	78,900	238	91,100	6,300	2,219,900	352
Dubbo	11,008	2,716,800	14,154	78	2,699	269,400	42	59	12,100	356	71,200	41	541	54,900	25	656	126,100	781	318,500	11,578	3,569,000	308
East Hills	10,128	2,571,600	13,099	77	3,849	372,200	65	62	14,100	414	82,800	48	608	63,000	30	764	161,500	793	293,900	10,799	3,559,200	330
Epping	6,426	1,583,700	8,734	74	2,836	266,900	56	37	8,200	793	158,600	45	680	85,000	44	513	80,500	406	158,400	7,170	2,341,300	327
Fairfield	15,896	4,021,600	21,809	73	5,302	513,700	43	65	13,800	129	25,800	34	614	51,500	18	556	137,600	1,938	765,000	16,527	5,529,000	335
Gosford	12,994	3,289,100	15,320	85	2,917	295,600	47	162	39,200	678	135,600	55	560	62,300	35	868	175,100	623	236,200	13,604	4,233,200	311
Goulburn	9,939	2,490,600	11,972	83	5,664	554,100	81	86	17,400	521	104,200	41	364	39,700	25	781	190,500	639	234,000	10,496	3,630,600	346
Granville	13,275	3,272,200	18,505	72	7,146	680,800	56	57	12,300	166	33,200	35	683	64,500	20	565	132,600	1,615	624,200	13,963	4,819,900	345
Hawkesbury	7,083	1,718,500	9,342	76	1,369	129,000	30	64	12,100	314	62,800	37	449	53,600	28	671	108,700	505	195,200	7,734	2,279,900	295
Heathcote	6,654	1,723,900	7,890	84	1,911	197,300	45	64	14,700	706	141,200	50	303	40,500	36	671	114,100	182	70,200	7,200	2,301,900	320
Heffron	7,064	1,801,200	9,424	75	3,628	341,900	56	40	9,000	203	40,600	41	277	34,400	32	330	76,600	592	203,300	7,415	2,507,000	338
Holsworthy	9,052	2,225,200	12,046	75	3,345	314,200	45	52	11,500	319	63,800	50	534	56,100	25	635	120,300	793	316,700	9,719	3,107,900	320
Hornsby	5,802	1,436,700	7,482	78	2,080	199,000	56	56	12,200	740	148,000	46	424	55,100	44	608	97,000	187	68,800	6,439	2,016,800	313
Keira	10,544	2,706,800	12,672	83	5,046	503,700	67	87	20,400	519	103,800	46	381	44,900	31	532	108,800	507	186,200	11,000	3,674,600	334
Kellyville	4,332	1,049,500	5,974	73	2,699	255,200	65	32	6,800	493	98,600	45	401	56,100	35	489	75,400	263	106,200	4,932	1,647,800	334
Kiama	11,392	2,915,000	13,397	85	3,637	378,700	61	115	26,500	687	137,400	50	503	56,700	31	779	153,100	506	190,600	11,979	3,858,000	322
Kogarah	9,225	2,369,400	12,211	76	4,649	458,100	61	54	13,100	471	94,200	38	638	71,200	38	596	123,400	519	201,100	9,877	3,330,500	337
Lake Macquarie	12,190	3,137,200	14,216	86	2,623	265,600	55	146	35,900	617	123,400	51	494	54,100	30	870	154,200	478	175,000	12,786	3,945,500	309
Lane Cove	4,787	1,183,800	6,183	77	2,192	214,900	51	40	9,100	586	117,200	46	251	33,400	36	325	63,100	213	80,100	5,153	1,701,500	330
Leppington	7,928	1,890,500	11,475	69	4,313	394,000	60	49	9,800	137	27,400	36	630	70,700	23	523	96,800	881	355,500	8,655	2,844,600	329
Lismore	12,816	3,153,300	17,860	72	651	77,900	18	96	20,700	448	89,600	45	589	63,800	26	649	119,000	632	249,500	13,362	3,773,700	282
Liverpool	12,979	3,171,800	17,481	74	6,073	585,400	50	79	17,200	101	20,200	37	662	59,300	21	567	133,800	1,282	508,800	13,588	4,496,500	331

State Electoral District	Low Income Household Rebate		Estimated number of LIHR eligible customers[58]	LIHR uptake rate (%)[59]	Gas Rebate		Gas uptake rate (%)[60]	Medical Energy Rebate		Seniors Energy Rebate (SER)		SER uptake rate (%)	Family Energy Rebate		FER uptake rate (%)	Life Support Rebate		Energy Account Payment Assistance		All rebates		
	Customer accounts (#)	Total rebate value ($)			Customer accounts (#)	Total rebate value ($)		Customer accounts (#)	Total rebate value ($)	Customer accounts (#)	Total rebate value ($)		Customer accounts (#)	Total rebate value ($)		Customer accounts (#)	Total rebate value ($)	Customer accounts (#)	Total voucher value ($)	Total customer accounts[61] (#)	Reported amount paid to customer accounts[62] ($)	Average rebate value ($ per customer account)
Londonderry	10,007	2,409,200	1,3400	75	3,847	347,900	42	50	10,100	152	30,400	36	844	94,300	29	645	129,900	972	376,000	10,842	3,397,800	313
Macquarie Fields	9,623	2,339,900	12,929	74	3,798	357,000	52	61	14,100	157	31,400	41	776	82,800	27	640	133,600	1021	396,200	10,390	3,355,100	323
Maitland	10,763	2,703,500	12,983	83	4,946	481,100	55	128	31,500	368	73,600	55	653	72,200	31	818	149,000	613	226,800	11,508	3,737,600	325
Manly	4,758	1,199,700	6,005	79	2,578	249,500	73	29	6,000	645	129,000	43	206	28,100	33	296	55,900	182	66,300	5,070	1,734,600	342
Maroubra	8,382	2,092,100	10,504	80	3,672	361,100	50	59	12,500	539	107,800	47	295	35,600	29	526	115,800	575	201,900	8,829	2,926,800	331
Miranda	6,892	1,795,600	8,281	83	1,549	157,300	58	60	14,200	836	167,200	49	315	40,100	36	731	118,900	251	94,500	7,491	2,387,800	319
Monaro	7,212	1,822,800	9,132	79	3,108	295,600	74	60	12,000	351	70,200	39	287	36,200	23	621	138,700	496	195,700	7,748	2,571,200	332
Mount Druitt	13,552	3,321,600	17,670	77	6,179	581,100	52	94	22,800	84	16,800	40	866	80,700	24	681	148,800	1358	526,700	14,325	4,698,600	328
Murray	12,281	3,038,100	14,956	82	3,796	385,800	70	99	16,000	426	85,200	38	516	58,600	25	640	128,900	544	215,900	12,832	3,928,600	306
Myall Lakes	17,940	4,505,000	20,429	88	1,291	155,500	32	88	16,800	628	125,600	47	584	56,200	28	992	199,300	613	218,800	18,470	5,277,200	286
Newcastle	9,458	2,329,700	12,433	76	4,744	463,300	69	74	15,600	493	98,600	50	292	33,400	30	434	82,700	362	126,000	9,823	3,149,400	321
Newtown	5,796	1,420,800	8,533	68	2,871	261,800	60	39	7,900	198	39,600	44	130	15,500	28	228	45,100	404	141,300	6,026	1,931,900	321
North Shore	3,573	886,200	4,610	77	1,793	167,100	65	29	5,600	635	127,000	44	120	14,800	33	191	36,800	176	63,000	3,794	1,300,600	343
Northern Tablelands	13,548	3,312,300	16,918	80	806	94,800	24	104	20,000	360	72,000	35	563	53,600	24	1,061	248,700	912	354,500	14,220	4,155,900	292
Oatley	9,052	2,346,200	11,416	79	3,948	395,400	53	72	18,100	578	115,600	44	496	54,800	37	662	126,200	453	170,000	9,704	3,226,300	332
Orange	11,080	2,766,300	13,613	81	4,853	480,500	63	78	15,700	469	93,800	47	500	56,800	26	859	194,400	660	276,500	11,710	3,884,000	332
Oxley	15,957	3,979,300	20,323	79	832	99,500	20	123	26,800	461	92,200	41	577	57,300	24	837	167,500	690	273,500	16,507	4,696,200	285
Parramatta	8,563	1,998,600	12,035	71	4,403	407,700	63	55	10,000	308	61,600	42	691	80,500	35	428	77,000	828	302,400	9,218	2,937,800	319
Penrith	10,245	2,447,300	12,985	79	2,556	240,900	28	87	19,600	270	54,000	46	658	74,300	32	752	129,800	760	291,800	11,007	3,257,800	296
Pittwater	5,080	1,302,100	6,227	82	2,617	260,500	70	49	10,700	889	177,800	45	191	25,500	31	373	85,400	113	45,700	5,399	1,907,800	353
Port Macquarie	15,999	4,005,300	17,795	90	1,145	137,800	32	146	32,200	806	161,200	52	541	57,500	33	980	182,400	458	179,100	16,587	4,755,500	287
Port Stephens	13,900	3,404,300	15,839	88	1,370	151,300	41	134	32,700	833	166,600	54	541	54,200	31	1,025	182,100	539	218,400	14,545	4,209,600	289
Prospect	10,277	2,589,500	12,940	79	3,581	343,200	46	72	16,600	300	60,000	43	535	61,300	26	659	127,900	950	379,100	10,935	3,577,600	327
Riverstone	4,895	1,168,100	7,240	68	3,084	283,100	62	34	6,700	217	43,400	41	540	69,700	29	473	82,000	465	184,600	5,544	1,837,600	331
Rockdale	7,942	1,994,100	10,561	75	3,761	363,900	54	47	11,400	389	77,800	40	354	41,000	27	515	111,100	605	228,000	8,478	2,827,400	334
Ryde	7,504	1,917,700	9,934	76	3,486	339,400	50	60	14,800	709	141,800	45	571	74,100	44	524	88,200	424	164,800	8,180	2,740,700	335
Shellharbour	12,247	3,194,600	14,701	83	6,494	662,400	63	81	19,500	381	76,200	46	599	65,500	32	749	156,800	726	275,700	12,853	4,450,700	346
South Coast	14,608	3,751,200	16,780	87	2,790	326,100	69	211	48,800	658	131,600	48	517	57,700	29	969	224,300	477	178,500	15,210	4,718,300	310

State Electoral District	Low Income Household Rebate		Estimated number of LIHR eligible customers[58]	LIHR uptake rate (%)[59]	Gas Rebate		Gas uptake rate (%)[60]	Medical Energy Rebate		Seniors Energy Rebate (SER)		SER uptake rate (%)	Family Energy Rebate		FER uptake rate (%)	Life Support Rebate		Energy Account Payment Assistance		All rebates		
	Customer accounts (#)	Total rebate value ($)			Customer accounts (#)	Total rebate value ($)		Customer accounts (#)	Total rebate value ($)	Customer accounts (#)	Total rebate value ($)		Customer accounts (#)	Total rebate value ($)		Customer accounts (#)	Total rebate value ($)	Customer accounts (#)	Total voucher value ($)	Total customer accounts[61] (#)	Reported amount paid to customer accounts[62] ($)	Average rebate value ($ per customer account)
Strathfield	7,432	1,832,200	10,747	69	4,191	401,100	72	42	9,300	354	70,800	35	472	56,300	36	419	71,700	403	149,800	7,932	2,591,300	327
Summer Hill	6,842	1,741,400	9,469	72	3,466	342,900	62	43	8,900	314	62,800	40	266	33,100	33	342	71,300	360	132,600	7,168	2,393,100	334
Swansea	12,533	3,228,500	14,615	86	3,247	336,400	42	169	43,100	600	120,000	55	570	63,200	33	821	166,200	575	226,700	13,156	4,184,000	318
Sydney	5,199	1,254,000	7,555	69	2,206	202,200	44	49	12,000	362	72,400	46	106	10,900	25	198	46,700	404	142,200	5,438	1,740,400	320
Tamworth	13,394	3,273,800	16,451	81	1,883	210,900	57	99	18,200	313	62,600	36	638	65,500	27	812	175,700	803	319,600	13,985	4,126,500	295
Terrigal	9,729	2,522,300	11,480	85	3,110	322,800	42	134	33,900	749	149,800	55	389	47,600	32	720	143,800	377	139,200	10,297	3,359,400	326
The Entrance	12,218	3,105,800	14,496	84	4,159	408,200	42	146	36,100	542	108,400	52	600	69,700	34	850	162,800	858	334,100	12,882	4,225,100	328
Tweed	14,333	3,613,300	17,501	82	1,089	117,900	31	112	24,900	657	131,400	52	541	63,800	29	587	130,100	367	138,400	14,804	4,219,900	285
Upper Hunter	10,808	2,667,900	13,518	80	1,301	129,600	39	126	28,900	416	83,200	43	500	49,100	26	773	140,100	711	273,000	11,418	3,371,800	295
Vaucluse	3,286	835,500	4,560	72	1,685	160,400	58	28	5,400	356	71,200	34	135	16,500	31	228	44,900	228	89,000	3,566	1,222,800	343
Wagga Wagga	10,937	2,710,500	13,285	82	6,741	672,400	100	85	18,100	427	85,400	44	524	57,600	27	606	135,400	756	305,000	11,464	3,984,400	348
Wahroonga	4,825	1,243,200	6,325	76	2,346	226,000	55	41	10,600	879	175,800	42	297	37,600	41	503	89,800	155	59,000	5,346	1,842,000	345
Wakehurst	5,761	1,498,000	6,986	82	2,798	278,500	61	44	9,700	673	134,600	43	213	29,500	28	393	80,100	164	58,800	6,127	2,089,200	341
Wallsend	10,796	2,775,100	13,327	81	5,007	498,400	60	132	33,200	306	61,200	46	578	66,600	34	660	133,900	484	178,400	11,364	3,746,900	330
Willoughby	4,389	1,098,300	5,944	74	2,431	232,000	70	33	6,600	678	135,600	41	298	37,500	42	326	64,900	184	67,400	4,786	1,642,300	343
Winston Hills	8,673	2,184,300	10,667	81	3,454	328,100	52	77	17,500	449	89,800	47	530	68,100	33	676	118,400	592	229,900	9,371	3,036,000	324
Wollondilly	7,882	1,981,600	9,883	80	4,049	395,600	83	69	14,600	590	118,000	44	421	49,600	29	828	151,200	460	183,100	8,590	2,893,900	337
Wollongong	12,674	3,174,000	15,427	82	4,589	455,500	55	72	16,400	403	80,600	42	443	44,200	28	522	97,600	847	311,200	13,166	4,179,500	317
Wyong	13,707	3,426,700	16,360	84	3,831	392,300	45	174	46,700	348	69,600	50	711	74,700	32	1102	248,400	809	316,000	14,441	4,574,400	317