Office of Energy and Climate Change

NSW Energy Social Programs Annual Report

2021–22 Financial Year

October 2023

Contents

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, the NSW Government has helped low income and vulnerable NSW households access affordable and essential 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. This includes 6 energy rebates and one crisis support scheme (see **Table 1**).

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

Program	Eligibility	Value	
		On-market (retail) customers	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)		$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 Veteran's Affairs.	$200	$200
Family Energy Rebate (FER)	Receives the Family Tax Benefit A or B and not eligible for the LIHR.	$180	$198
	Receives the Family Tax Benefit A or B and eligible for the LIHR.	$20	$22
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

[1] EAPA was temporarily increased from $300 to $400 for 2021–22.

1.2 About this report

This report summarises the NSW Office of Energy and Climate Change (the office) 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 2021 to 30 June 2022 (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 2021–22 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 20 per cent for electricity and 14 per cent for gas.

While this annual report covers the periods of the COVID-19 pandemic, for the purpose of maintaining consistency with previous annual reports, the impact of COVID-19 is not specifically analysed in this report. The office published a dedicated special report on the NSW Government's response to the COVID-19 pandemic regarding the ESP in March 2023[2]. The special report also contains information on monitoring changes in the uptake of the ESP over the 2019–20, 2020–21 and 2021–22 financial years during which the pandemic took place.

1.3 About the data

The 2021–22 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 7.0, 2021).
- Applications to the NSW Government for energy rebates from 'on-supplied' customers, the Family Energy Rebate (FER) and the Energy Accounts Payment Assistance scheme (EAPA).
- 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.

1.4 Quality statement

The office 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

[2] The office, *NSW Energy Social Programs COVID-19 Impact Report*, March 2023.

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.

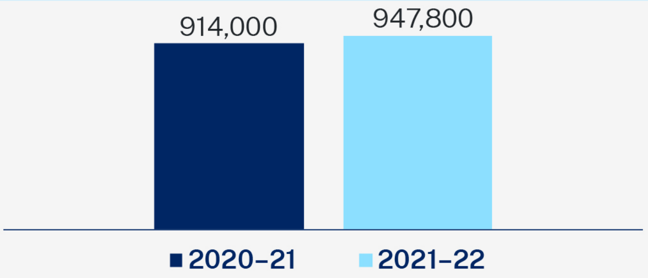
Data quality issues

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

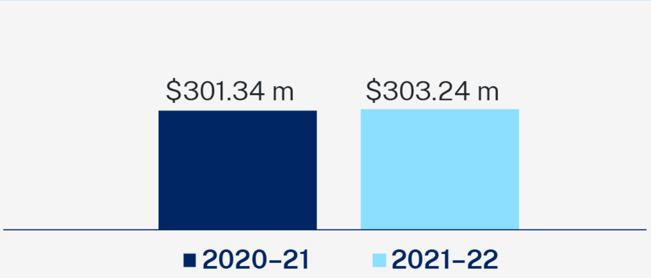
1. 'On-supplied' energy rebate customers who receive more than one energy rebate type may be double-counted in total rebate recipient numbers. The likely impact is very small.
2. A major uncertainty is the number of customers who switched energy retailers during the reporting period. Customer switching 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 customers 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 office plans to consult with retailers on how to better identify the customer switching rate.
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. We are currently working with retailers to understand the reasons for erroneous values and improve our data quality in the future.
5. The number of gas connections in NSW is used for calculating the number of eligible GR recipients. However, the number of gas connections by Local Government Area (LGA) is not yet available for 2022. Numbers for 2021 are used as an estimate for 2022, and therefore may not fully represent eligible numbers for 2022.
6. After the we delivered the FY2022 mid-year excel report, a retailer reported the data it submitted contained some errors. These resulted from a major data system migration and the retailer has since corrected and resubmitted data. We found the effect of the errors was small. We have included the updated data in this annual report. Consequently, the data in this annual report supersedes the data published in the previous report.

2 Key facts about the impact of Energy Social Programs

Number of unique Energy Social Programs customers

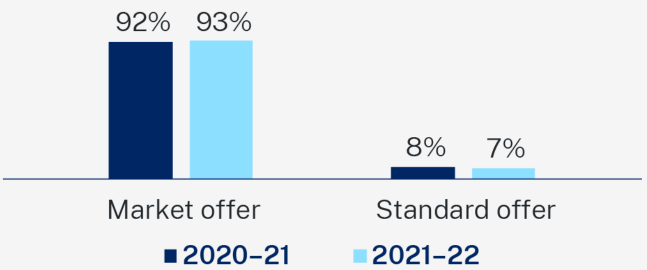


Amount of Energy Social Programs support provided

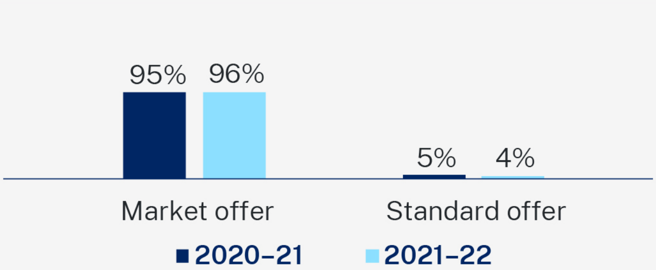


Average annualised electricity and gas bills

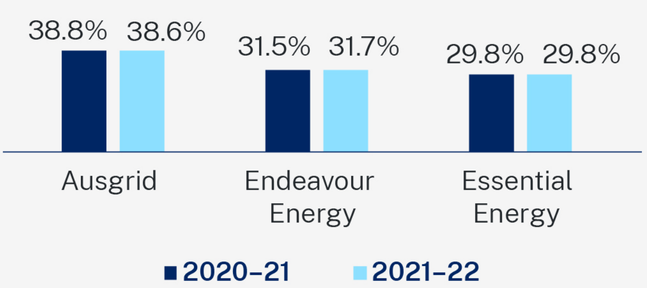
Electricity customers by offer type



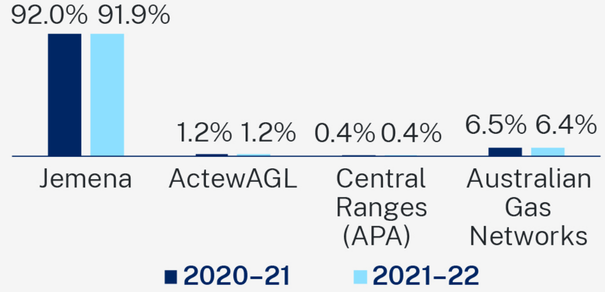
Gas customers by offer type



Electricity customers by network



Gas customers by network



3 State-wide results

3.1 Total customers

We estimate almost a million people in NSW have benefited from energy social programs.
This includes:

- 947,800 unique customers received one or more energy rebates and EAPA under the Energy Social Programs in 2021–22.
- This is an increase of 33,800 from the 914,000 estimated unique customers in 2020–21.
- 85% of these customers received the Low Income Household Rebate (LIHR) and 30% received the Gas Rebate (GR).
- 805,100 customers in 2021–22 received the LIHR compared to 801,000 in 2020–21. This was an increase of 0.5% from 2020–21.
- 281,200 customers in 2021–22 received the GR compared to 286,000 in 2020–21. This was a decrease of 1.7% from 2020–21.

Table 2 (on page 8) illustrates the following points:

- the number of customer accounts and unique customers receiving each of the available ESP rebates and EAPA in 2021–22
- the total and average amounts paid to customers
- the implied rate of customers switching retailers.

In 2021–22, a total of around $303,238,800 was paid to an estimated 947,800 unique customers.

An ESP customer received on average $320 in ESP rebates and EAPA in 2021–22.

3.2 Rebate eligibility and number of customers

Approximately 68% of eligible customers received the LIHR and 52% of eligible customers received the GR in 2021–22. By comparison, 64% and 56% received the LIHR and GR respectively in 2020–21. Around 11% of eligible customers received the FER in 2021–22, which has remained consistent since 2019–20.

Table 2 on page 8, 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. 805,100 customers from 1,184,500 eligible households received LIHR in 2021–22. This equates to 68% of total eligible households for LIHR receiving the rebate in 2021–22.

Table 2. Energy Social Programs customer numbers, rebate value and eligible household numbers in 2021–22

Rebate type	Number of customer accounts[3] (#)	Total paid amount[4] ($)	Average paid per customer account[5] ($)	Assumed average rebate per unique customer ($)	Estimated number of unique customers[6, 7]	Implied rate of customers switching retailers[8]	Eligible customers/ households[9] (#)	Customer accounts that received a rebate relative to eligible households (%)	Unique customer relative to eligible households (%)
LIHR	908,800	$229,441,900	$252	$285	805,100	13%	1,184,500	77%	68%
GR[10]	315,200	$30,930,200	$98	$110	281,200	12%	535,900	59%	52%
MER	6,700	$1,745,400	$261	$285	6,100	9%	N/A	N/A	N/A
SER[11]	37,500	$7,508,400	$200	$200	37,500	N/A	95,000	40%	40%
FER	44,300	$4,711,200	$106	$106	44,300	N/A	414,300	11%	11%
LSR	55,300	$11,907,100	$215	$264	45,100	23%	N/A	N/A	N/A
EAPA	48,700	$16,994,700	$349	$349	48,700	N/A	N/A	N/A	N/A
Total[12]	**997,600**	**$303,238,800**	**$304**	**$320**	**947,800**	**5%**	**1,420,000**	**65%**	**58%**

[3] Number of customer accounts may double count customers that switch from one retailer to another within 2021 July–Dec.

[4] These rebates estimates are based on retailer reporting information and do not match invoicing data.

[5] Note this amount is less than the estimated rebate per household because of the portion of customers switched retailers in 2021 July–Dec.

[6] 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 2 customer accounts.

[7] Total unique customers are the customer accounts with a bill in the second quarter of 2021 July–Dec plus on-supplied customers, EAPA and FER customers from Office of Energy and Climate Change records. This is less than the number of customer accounts as customers that switch retailers appear as 2 customer accounts.

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

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

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

[11] Seniors Energy Rebate was introduced in July 2019. This is processed and paid by Service NSW.

[12] Total values for eligibility (last 3 columns) includes Low Income Household Rebate and Family Energy Rebate 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 97% of MER recipients, 74% of EAPA recipients, 59% of LSR recipients and 43% of FER recipients also received LIHR in 2021–22. 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 customers that received another rebate is 18% of MER recipients that also received the LSR.

Approximately 65% of EAPA recipients (for gas) also received the GR in 2021–22. This amounted to around 2% 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 2021–22 of one ESP program that received support from other ESP programs[13]

The programs	Percent of customers of the programs that also received any of the following rebates or EAPA[14]					
	LIHR	GR	MER	FER	LSR	EAPA
LIHR			0.70%	1.50%	3.60%	2.80%
GR						2.10%
MER	96.70%			1.00%	17.60%	3.70%
FER	43.00%		0.20%		1.10%	8.40%
LSR	58.60%		2.10%	0.60%		1.20%
EAPA	73.90%	64.90%	0.70%	7.80%	1.90%	

3.3 Electricity and gas changes in 2021–22

This section compares the state-wide results for 2020–21 and 2021–22 for both electricity and gas. Overall, the total number of unique customer accounts increased by 3.7% in 2021–22 compared to 2020–21. **Figure 1** on page 10 shows the percentage changes to ESP customer numbers in 2021–22 compared to 2020–21:

- Low Income Household Rebate customers increased by 0.5%
- Gas Rebate customers decreased by 1.7%
- Medical Energy Rebate customers decreased by 2.7%
- Seniors Energy Rebate customers increased by 50%
- Family Energy Rebate customers decreased by 5.7%
- Life Support Rebate customers increased by 2.5%
- EAPA customers decreased by 0.9%.

The sizeable increase in Seniors Energy Rebate customers from 25,000 in 2020–21 to 37,500 in 2021–22 is attributed to increased advertising and awareness of the program through Service NSW.

Figure 2 on page 10, presents a comparison of the rate of customer switching from standard to market offers across various rebate types. Switching rates for Low Income Household Rebate, Gas

[13] 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.

[14] 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.

Rebate, Life Support Rebate and Medical Energy Rebate customers have all reduced relative to 2020–21.

Figure 1. Number of customer accounts

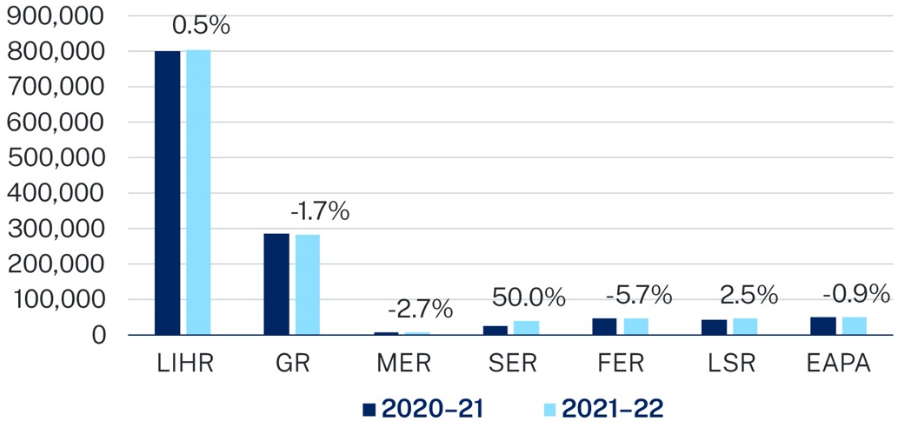


Figure 2. Rate of customer switching

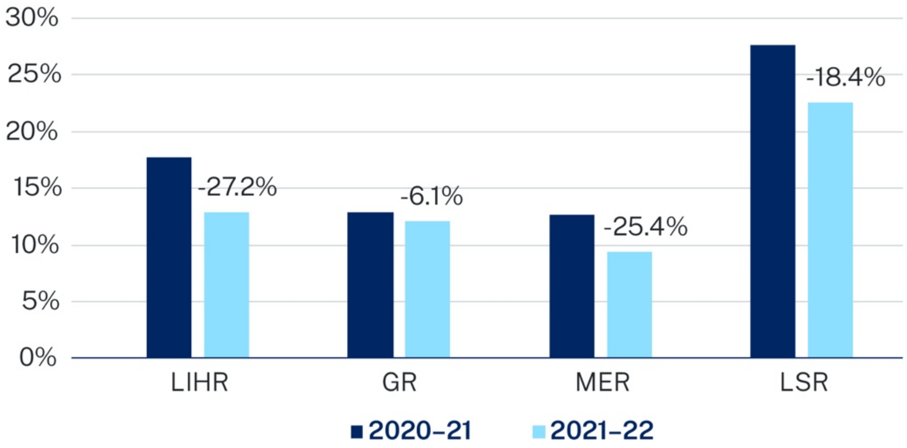


Figure 3 on page 11, shows the number of households eligible for LIHR, GR, FER and SER remained mostly consistent from 2020–21 to 2021–22. The number of eligible households for LIHR decreased by 5.5% relative to 2020–21. This was likely driven primarily through an ongoing decrease in number of Jobseeker and Youth Allowance recipients in NSW following the large uptake of Jobseeker and Youth Allowance during the initial wave of COVID-19 in early 2020.

Figure 4 on page 11, shows the uptake rate increased for the Low Income Household Rebate and for the Seniors Energy Rebate by 6.3% and 49.1%, respectively. The uptake rate for the Gas Rebate and Family Energy Rebate decreased from 2020–21 by 7.1% and 3.7%, respectively.

Figure 3. Eligible households

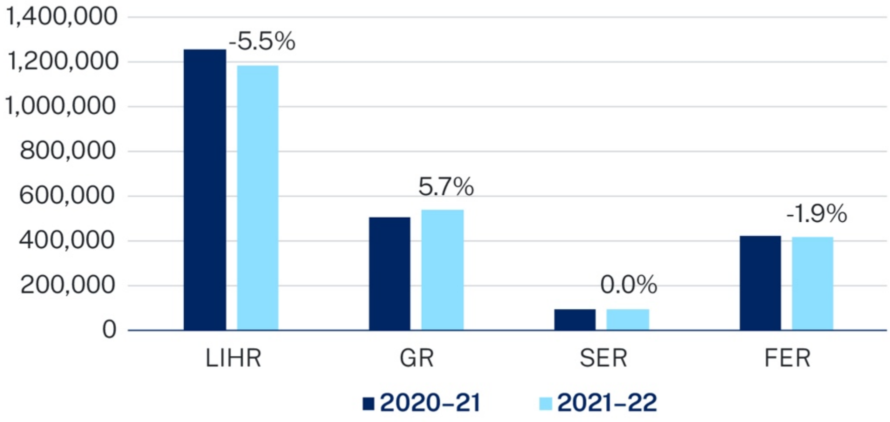


Figure 4. Rebate customers relative to eligible customers

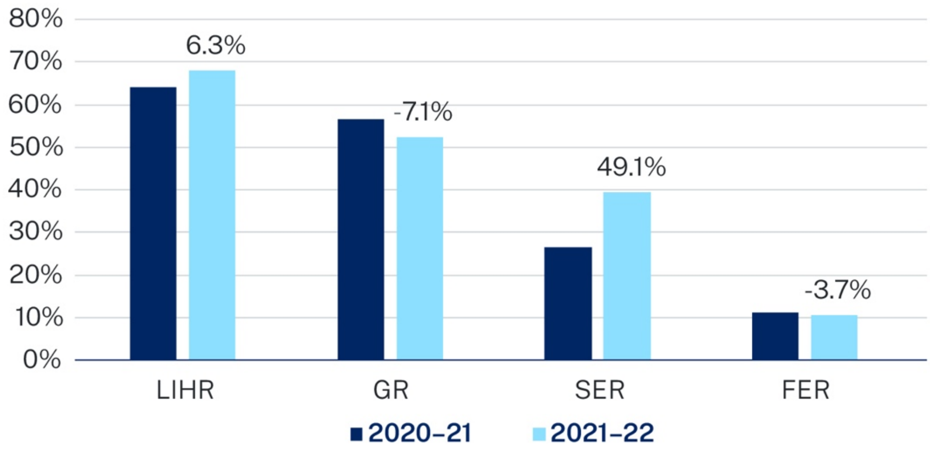


Figure 5 illustrates a comparison of the number of electricity accounts for market and standard offer types. A reduction of 14.5% was observed for standard, and a reduction of 1.9 % for market offers in 2021–22 compared to 2020–21.

Figure 5. Number of electricity accounts by offer type

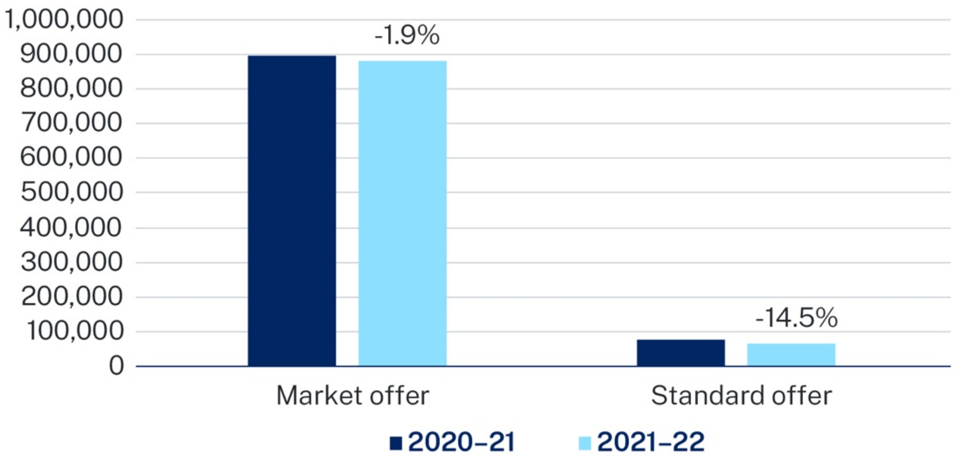


Figure 6 and **Figure 7** illustrate the average annualised electricity bills and consumption. The results indicate that the average electricity bill has reduced by 1.9% and 0.2% for market and standard offers respectively. In addition, the annualised average electricity consumption reduced by 1.8% for standard offer customers and remained approximately equal for market offer customers in 2021–22 relative to 2020–21.

Figure 6. Average annualised electricity bill

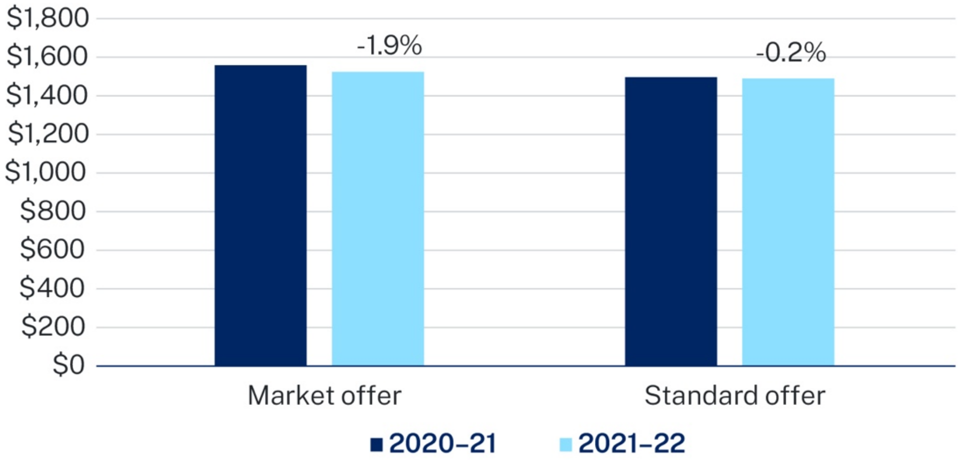
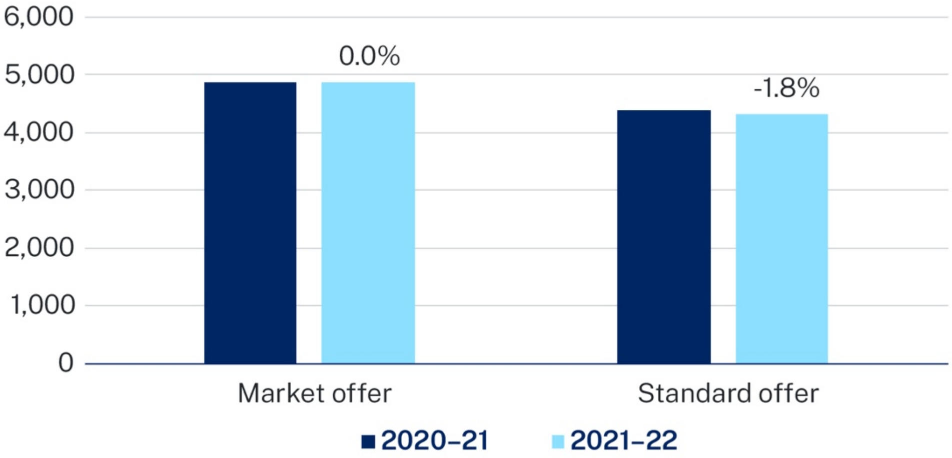


Figure 7. Average electricity usage (kWh per year)



The average electricity cost per kWh decreased by 1.9% for market offers and increased by 1.6% for standard offers in 2021–22 compared to 2020–21 (**Figure 8**).

Figure 8. **Average electricity cost (cents per kWh)**

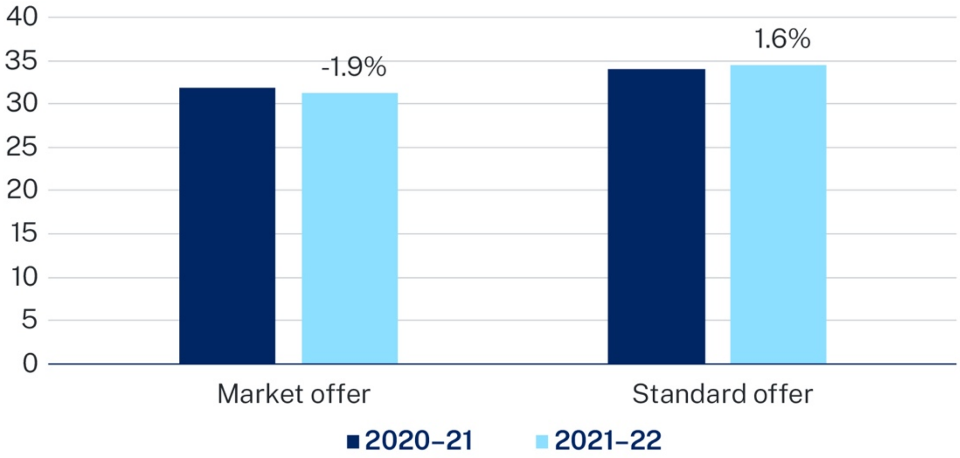


Figure 9 on page 14, illustrates the comparison of the number of gas accounts for market and standard offer types. A reduction of 1.3% for market offers and 12% for standard offers in 2021–22 compared to 2020–21. **Figure 10** and **Figure 11** on page 14**,** illustrates the average annualised gas bills and consumption.

The results show that the average gas bill for market offer customers reduced by 3.4% and increased by 0.6% for standard offer customers relative to 2020–21. At the same time, the annualised average gas consumption went down by 4.0% for standard offer customers, and by 3.2% for market offer customers in 2021–22. The average gas costs per MJ for market offer customers reduced by 0.2% and for standard offer customers it increased by 4.9% respectively, in 2021–22 relative to 2020–21 (**Figure 12** on page 14).

Figure 9. Number of gas accounts by offer type

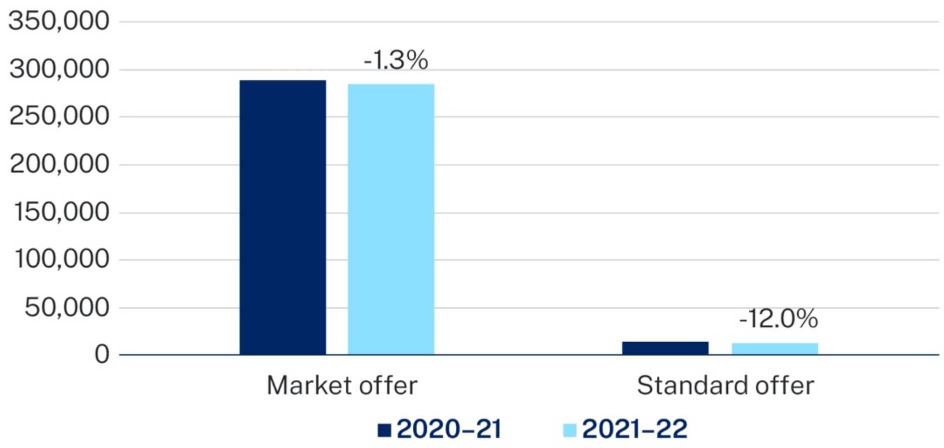


Figure 11. Average gas usage (MJ per year)

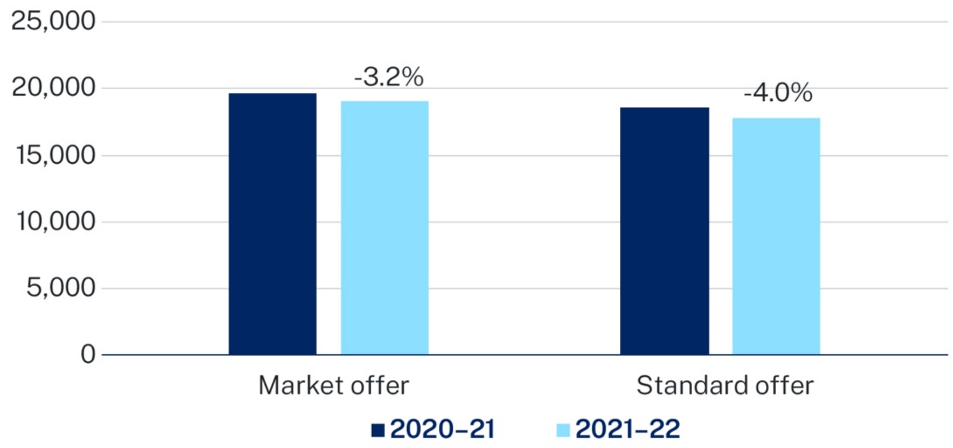


Figure 10. Average annualised gas bill

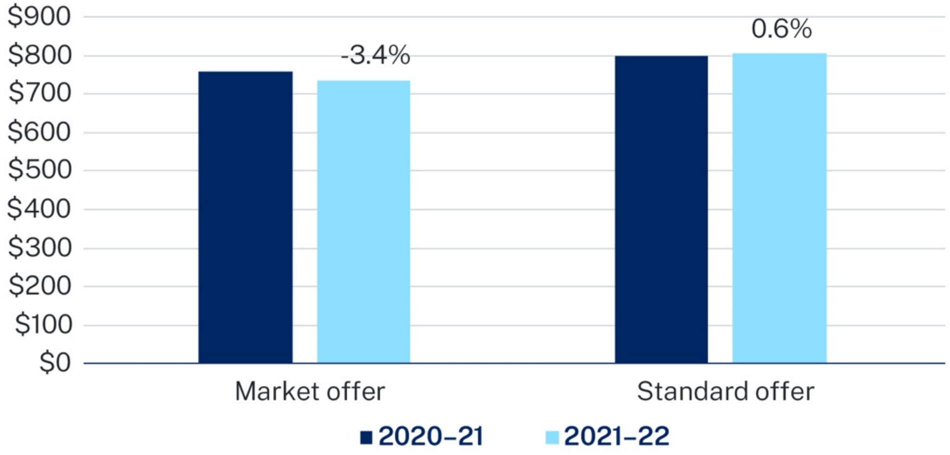
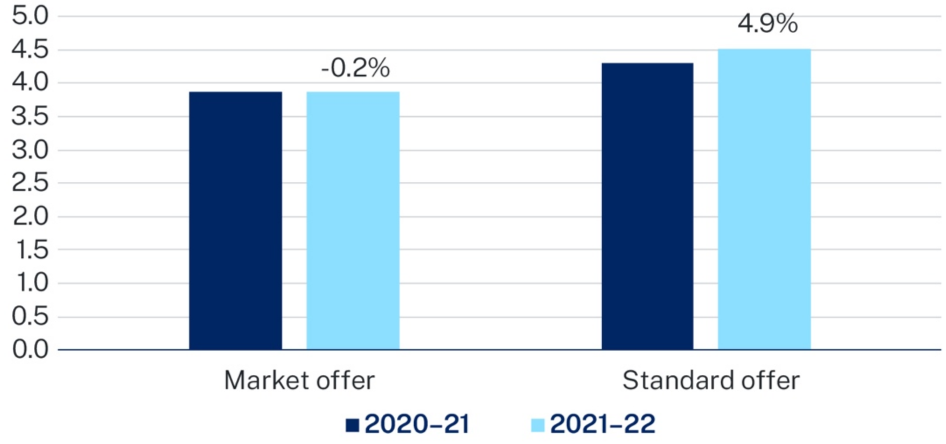


Figure 12. Average gas cost (cents per MJ)



3.4 Electricity bills

Overall, in 2021–22 annualised electricity bills decreased by around 2.5%, 2.4% and 0.4% for Ausgrid, Endeavour Energy and Essential Energy networks respectively, and 1.8% across the 3 networks combined, relative to 2020–21 (see **Table 4** on page 16).

The average electricity bill for ESP customers on standard offers was $1,495 per year, compared to $1,525 for those on market offers. However, the electricity consumption of the standard offer customers was lower than that of the market offer customers. If the standard offer customers had consumed the same amount as the market offer customers, they would have paid around $1,681 on average instead of $1,495. Energy rebates reduced electricity bills by an average of 21.2% and 20.8% for customers on standard and market offers, to around $1,170 and $1,210, respectively.

Table 4 on page 16, illustrates the number of ESP customer accounts as well as average annual bills for electricity customers on standard and market offers. The average annual electricity bill was around $1,520 and average annual usage was around 4,830 kWh across both market and standard offers. The average electricity cost across both the market and standard offers was 31.50 cents per kWh. The percentage of rebate provided relative to electricity bill across both standard and market offers was 20.8%.

3.5 Gas bills

There were 12,400 ESP customer accounts on standard offers for gas compared to 284,100 on market offers in 2021–22. Around 1,300 customers switched between standard and market offers during the year. The switching rate of gas customers to market offers was around 0.44% in 2021–22, slightly less than the switching rate of 0.46% in 2020–21 (see **Table 5** on page 17).

The average annualised gas bill for standard offer customers in the Jemena area increased by 1.8%, for customers in the ActewAGL area it reduced by 10.4%, for customers in the APA area it increased by 3.7%, and for customers in the Australian Gas Networks area it increased by 2.1% between 2020–21 and 2021–22 periods.

Overall, the average gas bill for ESP customers on standard offers was $804 per year, compared to $734 for market offers. Energy rebates reduced gas bills by an average of 14.7% and 15.7% for standard and market offers accordingly (see **Table 5** on page 17).

The average annual gas bill for both market and standard offer gas customers was $737 and the average annual usage was around 19,000 megajoules (MJ) per year. The average gas cost across both the market and standard offers was around 4 cents per MJ. The percentage of rebates provided relative to gas bills across both standard and market offers was 15.7%.

Table 4. Annualised electricity consumption and bills in 2021–22 by retail offer type[15]

Offer type	Number of electricity customer accounts	Average annual electricity bill ($/yr)	Average electricity use (kWh/yr)	Average electricity cost (c/kWh)	Average annual rebate[16, 17] ($)	Rebates relative to electricity bill (%)	Changes from 2020–21					
							Electricity customer accounts (%)	Average annualised electricity bill (%)	Average electricity use (%)	Average electricity cost (%)	Average annualised rebate (%)	Rebates relative to electricity bill (%)
Market offer only	881,200	$1,525	4,872	31.3	$317	20.8%	-1.9%	-1.9%	0.0%	-1.9%	0.7%	2.7%
Standard offer only	65,300	$1,490	4,321	34.5	$318	21.3%	-14.5%	-0.2%	-1.8%	1.6%	-0.6%	-0.3%
Customer accounts which switched between standard and market	3,800	$1,774	5,268	33.7	$288	16.2%	-25.3%	-2.2%	-2.3%	0.1%	-1.1%	1.0%
Total from retailer reporting (excludes on supplied customers)	**945,500**	**$1,523**	**4,834**	**31.5**	**$317**	**20.8%**	**-2.9%**	**-1.8%**	**0.0%**	**-1.7%**	**0.6%**	**2.4%**

[15] All data in this table is based on retailer reporting information and may not match results in other tables which have been supplemented with Office of Energy and Climate Change information.

[16] 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.

[17] These figures do not include EAPA vouchers.

Table 5. Annualised gas consumption and bills in 2021–22 by retail offer type[18]

Offer type	Number of gas customer accounts	Average annual gas bill ($/yr)	Average gas use (MJ/yr)	Average gas cost (c/MJ)	Average annual rebate[19, 20] ($)	Rebates relative to gas bill (%)	Changes from 2020–21					
							Gas customer accounts (%)	Average annualised gas bill (%)	Average gas use (%)	Average gas cost (%)	Average annualised rebate (%)	Rebates relative to gas bill (%)
Market offer only	284,100	$734	19,012	3.9	$115	15.7%	-1.3%	-3.4%	-3.2%	-0.2%	-1.0%	2.4%
Standard offer only	12,400	$804	17,829	4.5	$118	14.7%	-12.0%	0.6%	-4.0%	4.9%	0.6%	0.0%
Customer that switched from standard to market	1,300	$845	20,473	4.1	$109	12.9%	-5.7%	-4.3%	-8.4%	4.5%	4.1%	8.8%
Total from retailer reporting (excludes on supplied customers)	**296,300**	**$737**	**18,966**	**3.9**	**$115**	**15.7%**	**-1.8%**	**-3.2%**	**-3.2%**	**0.0%**	**-0.9%**	**2.4%**

[18] All data in this table is based on retailer reporting information and may not match results in other tables which have been supplemented with Office of Energy and Climate Change information.

[19] 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.

[20] These figures do not include EAPA vouchers.

4 Understanding customer uptake

4.1 Application and assessment pathways for customers

Energy rebates

Applications to receive an energy rebate have different assessment pathways for different customers. On-market retail customers apply for the LIHR, GR, MER, LSR directly with their energy retailers. Retailers are then reimbursed by the NSW Government 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 rebate payments directly to their bank account from the office. GR can also be received by customers who purchase natural gas or LPG (bottled gas), applications for these customers can be made through the Service NSW website and are also issued by the office.

On market retail customer FER applications are made through the Service NSW website and are assessed by the office and issued by the customers energy retailers.

Applications for SER are made through Service NSW for both retail and on supply customers and are assessed and issued by Service NSW.

EAPA

Customers can apply for EAPA on the Service NSW website, or to over 200 Non-Government Organisations (NGOs) approved by us to deliver EAPA. EAPA customers are assessed for eligibility by an EAPA representative in the NSW Government or NGO. The value of EAPA is applied by energy retailers to energy accounts and energy retailers seek reimbursement from the NSW Government.

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 2021–22 approximately:

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

In the Essential Energy network area (excluding those in ‘on-supplied’ arrangements) around 7% of ESP customer accounts had standard offers in 2021–22. The Ausgrid and Endeavour Energy areas had similar rates of customers on standard offers at 7.3% and 7.1%, respectively.

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

- 20% of customer accounts in the Jemena network areas
- 18% of ActewAGL customers
- 27% of Australian Pipeline Association (Central Ranges) customers

- 31% of Australian Gas Networks customers.

In the ActewAGL network area, customer accounts on standard offers are significantly higher (at 28.6%) than the remainder of NSW (4.0% in Jemena, 15.4% in Central Ranges and 7.3% in Australian Gas Networks).

Table 6 illustrates the number of retailer-supplied electricity ESP customer accounts in each of the electricity network service areas and the proportion of ESP customer accounts relative to total NSW customers. In 2021–22 there was a total of 945,500 electricity ESP customer accounts across all networks, while a total number of 3,364,000 residential customer accounts were reported in the AER 2021–22 Annual Retail Market Report. This equates to 28% of ESP customer accounts relative to total residential customers.

Table 6. Rebate and EAPA uptake in 2021–22 by electricity network

Electricity network	Number of ESP electricity customer accounts[21]	Number of residential customers[22]	ESP customer accounts relative to total residential customers (%)[21]
Ausgrid	364,900	1,580,300	23%
Endeavour Energy	299,500	950,700	32%
Essential Energy	281,600	833,000	34%
Total[23]	**945,500**	**3,364,000**	**28%**

Table 7 illustrates the number of retailer-supplied gas ESP customer accounts in 2021–22 as well as the percentage of customer accounts relative to total NSW customers. A total of 296,300 gas ESP customer accounts across all gas networks while a total of 1,479,400 residential customer accounts were reported in the AER Annual 2021–22 Retail Market Report. This equates to 20% of ESP customer accounts relative to total residential customers.

Table 7. Rebate and EAPA uptake in 2021–22 by gas network

Gas network	Number of ESP gas customer accounts[21]	Number of residential customers[22]	ESP customer accounts relative to total residential customers (%)[21]
Jemena	272,300	1,394,300	20%
ActewAGL	3,500	19,200	18%
Central Ranges (APA)	1,300	4,800	27%
Australian Gas Networks	19,100	61,100	31%
Total[23]	**296,300**	**1,479,400**	**20%**

Table 8 on page 20 represents ESP customers' electricity costs and consumption by network area on standard and market offer types. The average annual electricity bill for standard and market offers were $1,495 and $1,525 respectively. The average electricity use for standard and market offers were 4,336 kWh/year and 4,872 kWh/year respectively. The average electricity cost for standard and market offers were 34.5 cents per kWh and 31.3 cents per kWh respectively. The

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

[22] Based on AER 2021–22 Annual Retail Market Report.

[23] 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).

percentage of rebate provided relative to electricity bill for standard and market offers were around 21.2% and 20.8% respectively.

Table 8. Electricity consumption and bills in 2021–22 by offer type and electricity network (based on the retailers reporting data only[24])

Electricity network	Offer type[25]	Number of ESP customer accounts	Average annual electricity bill ($/yr)	Average electricity use (kWh/yr)	Average electricity cost (c/kWh)	Average annual rebate[26] ($)	Rebates relative to bill (%)
Ausgrid	Standard	26,600	$1,373	4,142	33.2	$317	23.1%
	Market	340,000	$1,420	4,808	29.5	$315	22.2%
	Total from retailer reporting	364,900	$1,417	4,758	29.8	$316	22.3%
Endeavour Energy	Standard	21,400	$1,445	4,661	31.0	$320	22.1%
	Market	279,800	$1,528	5,320	28.7	$317	20.7%
	Total from retailer reporting	299,500	$1,522	5,275	28.9	$317	20.8%
Essential Energy	Standard	19,900	$1,734	4,278	40.5	$314	18.1%
	Market	263,700	$1,663	4,485	37.1	$318	19.1%
	Total from retailer reporting	281,600	$1,668	4,471	37.3	$318	19.0%
Total	**Standard**	**67,800**	**$1,495**	**4,336**	**34.5**	**$317**	**21.2%**
	Market	**882,900**	**$1,525**	**4,872**	**31.3**	**$317**	**20.8%**
	Total from retailer reporting	**945,500**	**$1,523**	**4,834**	**31.5**	**$317**	**20.8%**

[24] 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.

[25] Offer type refers to customer accounts on standard or market offers at any time in 2021–22. 'Total from retailer reporting' only counts customer accounts receiving a rebate or EAPA that appear in retailer reporting information.

[26] 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.

Table 9 illustrates ESP customer's gas costs and consumption by network area on standard and market offer types. The average annual gas bill for standard and market offers were $805 and $734 respectively. The average gas use for standard and market offers were 17,901 MJ/year and 19,011 MJ/year respectively. The average gas cost for standard and market offers were 4.5 cents per MJ and 3.9 cents per MJ respectively. The percentage of rebate provided relative to gas bill for standard and market offers were 14.6% and 15.7% respectively.

Table 9. Gas consumption and bills in 2021–22 by retail offer type and gas network[27]

Gas network	Offer type[28]	Number of ESP customer accounts	Average annual gas bill ($/yr)	Average gas use (MJ/yr)	Average gas cost (c/kWh)	Average annual rebate[29] ($)	Rebates relative to bill (%)
Jemena	Standard	10,900	$761	16,554	4.6	$118	15.5%
	Market	262,800	$712	18,088	3.9	$115	16.2%
	Total from retailer reporting	272,300	$714	18,032	4.0	$115	16.1%
ActewAGL	Standard	1,000	$915	18,930	4.8	$115	12.6%
	Market	2,700	$1,078	27,871	3.9	$121	11.2%
	Total from retailer reporting	3,500	$1,040	25,795	4.0	$119	11.5%
Central Ranges (APA)	Standard	200	$702	9,092	7.7	$118	16.9%
	Market	1,200	$648	9,648	6.7	$117	18.1%
	Total from retailer reporting	1,300	$653	9,594	6.8	$117	17.9%
Australian Gas Networks	Standard	1,400	$1,102	29,129	3.8	$118	10.7%
	Market	17,900	$1,015	32,309	3.1	$117	11.5%
	Total from retailer reporting	19,100	$1,020	32,100	3.2	$117	11.5%
Total	**Standard**	**13,400**	**$805**	**17,901**	**4.5**	**$118**	**14.6%**
	Market	**284,600**	**$734**	**19,011**	**3.9**	**$115**	**15.7%**
	Total from retailer reporting	**296,300**	**$737**	**18,966**	**3.9**	**$115**	**15.7%**

[27] 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.

[28] Offer type refers to customer accounts on standard or market offers at any time in 2021–22. 'Total from retailer reporting' only counts customer accounts receiving a rebate or EAPA that appear in retailer reporting information.

[29] 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 2019–20 to 2021–22.

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)[30]	FY2019–20	FY2020–21	FY2021–22	FY2019–20	FY2020–21	FY2021–22	FY2019–20	FY2020–21	FY2021–22	FY2019–20	FY2020–21	FY2021–22	FY2019–20	FY2020–21	FY2021–22	FY2019–20	FY2020–21	FY2021–22
0–1,000	2,074	1,786	1,592	1,306	1,204	1,020	1,539	1,416	1,256	12,537	12,252	12,933	8,726	8,576	9,437	13,065	12,620	12,794
1,000–2,000	5,226	4,329	3,754	3,161	2,701	2,321	3,073	2,631	2,260	38,148	38,533	37,976	24,118	24,047	23,930	24,619	24,428	23,875
2,000–3,000	6,440	5,779	5,005	4,585	3,956	3,332	4,630	3,713	3,091	54,374	55,782	53,627	36,455	36,458	35,630	37,464	36,668	35,180
3,000–4,000	5,700	5,124	4,356	4,344	3,787	3,231	4,784	3,875	3,058	52,592	54,268	51,366	38,973	39,079	37,011	39,156	38,006	35,770
4,000–5,000	4,242	4,002	3,404	3,590	3,321	2,748	3,945	3,046	2,534	44,255	45,198	42,536	34,951	34,950	33,551	33,706	33,063	30,699
5,000–6,000	3,032	2,826	2,438	2,946	2,673	2,203	2,992	2,368	1,897	34,674	35,840	33,702	29,442	29,540	28,185	26,495	25,650	24,193
6,000–7,000	2,107	2,035	1,756	2,225	2,007	1,663	2,143	1,715	1,348	26,119	27,094	25,242	23,859	23,907	22,568	20,078	19,390	17,925
7,000–8,000	1,366	1,399	1,231	1,562	1,394	1,204	1,547	1,287	915	19,056	19,882	18,753	18,612	18,982	17,652	14,886	14,038	13,504
8,000–9,000	917	987	790	1,163	1,053	904	1,079	857	660	14,000	14,545	13,958	14,406	14,466	13,781	11,104	10,799	10,306
9,000–10,000	657	675	563	916	742	637	837	653	482	10,126	10,708	10,183	11,071	11,092	10,701	8,344	8,011	7,705
10,000–11,000	454	419	377	607	536	447	633	462	368	7,446	7,715	7,296	8,354	8,523	8,099	6,344	6,104	5,972
11,000–12,000	291	280	255	430	410	324	464	370	274	5,406	5,668	5,437	6,420	6,349	6,128	4,796	4,659	4,408
12,000–13,000	200	215	151	345	270	237	328	264	220	3,889	4,156	4,020	4,814	4,851	4,732	3,714	3,564	3,618
13,000–14,000	175	162	140	244	225	184	263	198	162	2,796	3,110	2,972	3,605	3,551	3,644	2,845	2,833	2,689
14,000–15,000	108	130	105	190	162	120	207	150	123	2,093	2,202	2,285	2,711	2,821	2,765	2,123	1,996	2,149
15,000–16,000	86	89	82	137	121	96	130	118	104	1,465	1,694	1,660	1,966	1,972	2,069	1,642	1,528	1,761
16,000–17,000	48	50	55	96	74	66	110	78	86	1,076	1,125	1,209	1,530	1,404	1,603	1,198	1,114	1,422
17,000–18,000	34	33	50	60	49	51	72	57	61	735	851	1,018	989	1,082	1,246	846	810	1,057
18,000–19,000	21	16	32	35	30	31	45	24	45	550	564	756	691	693	947	653	587	852
19,000–20,000	22	21	16	34	24	38	52	32	44	376	403	547	470	21	746	419	411	665

[30] 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. Majority of electricity customers fall under 2,000–4,000 kWh/year and $1,000–$1,500 annualised brackets respectively.

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

Offer type[31]	Standard									Market								
Network	Ausgrid			Endeavour Energy			Essential Energy			Ausgrid			Endeavour Energy			Essential Energy		
Annualised bill range ($/year)[31,32]	FY2019–20	FY2020–21	FY2021–22	FY2019–20	FY2020–21	FY2021–22	FY2019–20	FY2020–21	FY2021–22	FY2019–20	FY2020–21	FY2021–22	FY2019–20	FY2020–21	FY2021–22	FY2019–20	FY2020–21	FY2021–22
0–500	1,064	978	747	737	617	492	34	50	77	6,147	8,715	10,155	4,657	5,868	6,758	1,135	1,473	1,736
500–1,000	10,004	8,966	7,820	6,484	6,278	5,434	2,933	2,622	2,273	83,057	89,204	96,868	56,398	59,368	65,077	26,445	28,382	33,616
1,000–1,500	10,780	9,982	8,729	8,540	7,914	6,871	8,408	7,576	6,021	106,797	109,783	104,146	81,415	81,972	80,570	84,169	83,170	80,391
1,500–2,000	5,841	5,498	4,705	5,738	4,986	4,161	7,565	6,151	5,004	66,226	66,939	59,031	57,270	57,228	52,533	64,998	61,982	55,988
2,000–2,500	2,750	2,607	2,178	3,089	2,528	2,006	4,450	3,293	2,643	34,097	33,800	29,300	33,313	32,665	29,004	35,372	33,319	29,773
2,500–3,000	1,313	1,227	1,009	1,568	1,167	970	2,305	1,656	1,348	17,432	16,875	14,272	18,601	17,609	15,259	19,067	17,704	15,891
3,000–3,500	649	546	467	847	642	473	1,382	904	690	8,870	8,501	7,098	10,078	9,399	7,969	10,435	9,686	8,748
3,500–4,000	370	266	241	493	348	256	769	480	398	4,695	4,324	3,769	5,389	4,823	4,360	5,826	5,426	5,003
4,000–4,500	180	186	136	252	157	127	473	309	233	2,415	2,082	1,938	2,805	2,349	2,286	3,110	2,828	2,955
4,500–5,000	105	64	83	132	70	65	279	169	150	1,099	864	1,156	1,316	966	1,314	1,669	1,417	1,876
5,000–5,500	66	20	42	65	26	39	143	71	115	504	324	704	503	296	757	753	600	1,164
5,500–6,000	24	16	20	22	<10	30	87	27	53	210	104	427	256	106	458	333	196	705
6,000–6,500	15	<10	14	<10	-	19	31	<10	44	69	30	300	90	57	322	111	49	543
6,500–7,000	12	-	<10	<10	-	<10	12	-	27	45	13	219	40	24	209	25	18	342
7,000–7,500	<10	-	<10	-	-	<10	-	-	20	19	12	151	<10	17	175	18	13	247
7,500–8,000	<10	-	<10	-	-	<10	-	-	14	16	11	124	<10	14	118	<10	<10	171
8,000–8,500	<10	-	<10	-	-	<10	-	-	<10	<10	<10	111	<10	<10	91	11	<10	143
8,500–9,000	<10	-	<10	-	-	<10	-	-	<10	<10	<10	67	<10	-	59	<10	-	125
9,000–9,500	<10	-	<10	-	-	<10	-	-	<10	<10	<10	70	<10	<10	58	<10	<10	88
9,500–10,000	<10	-	<10	-	-	<10	-	-	<10	<10	-	53	<10	<10	52	<10	<10	70

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

[32] 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[33]	Standard												Market											
Network	Jemena			ActewAGL			APA Group			Australian Gas Networks			Jemena			ActewAGL			APA Group			Australian Gas Networks		
Annualised consumption range (MJ/year)[33]	FY2019–20	FY2020–21	FY2021–22	FY2019–20	FY2020–21	FY2021–22	FY2019–20	FY2020–21	FY2021–22	FY2019–20	FY2020–21	FY2021–22	FY2019–20	FY2020–21	FY2021–22	FY2019–20	FY2020–21	FY2021–22	FY2019–20	FY2020–21	FY2021–22	FY2019–20	FY2020–21	FY2021–22
0–5,000	2,735	2,357	2,163	247	246	230	70	56	50	184	145	133	39,549	39,120	40,118	343	372	414	411	425	455	1,181	1,193	1,356
5,000–10,000	2,652	2,282	2,043	208	191	177	37	32	40	193	166	151	47,374	47,588	47,558	329	423	391	282	251	290	1,463	1,526	1,749
10,000–15,000	2,361	2,050	1,888	197	171	144	15	18	24	207	204	180	45,432	47,812	46,432	315	340	356	136	161	155	1,716	1,728	1,795
15,000–20,000	1,755	1,602	1,360	157	129	124	<10	17	18	191	139	115	35,092	38,028	36,409	248	284	254	78	88	93	1,625	1,626	1,645
20,000–25,000	1,257	1,114	931	86	93	63	<10	<10	<10	169	140	111	24,968	27,718	25,906	172	194	206	52	52	51	1,508	1,634	1,545
25,000–30,000	851	781	669	53	67	52	<10	<10	<10	155	125	115	17,069	19,380	18,087	166	173	139	30	43	37	1,453	1,462	1,402
30,000–35,000	569	499	486	57	45	30	-	-	<10	137	110	85	11,372	13,233	12,396	122	134	158	20	33	23	1,317	1,394	1,278
35,000–40,000	347	345	319	42	33	21	<10	<10	<10	112	114	82	7,759	9,146	8,439	112	122	121	12	15	<10	1,216	1,260	1,103
40,000–45,000	261	232	193	43	33	17	<10	<10	-	96	82	60	5,273	6,251	5,840	109	113	96	<10	11	12	1,050	1,194	979
45,000–50,000	202	178	138	27	20	13	<10	-	<10	88	72	72	3,706	4,410	3,977	90	79	84	<10	<10	<10	1,102	1,083	831
50,000–55,000	149	122	102	18	21	<10	<10	<10	-	87	65	46	2,559	3,308	2,997	74	88	72	<10	<10	<10	882	888	674
55,000–60,000	110	77	59	18	19	10	-	-	-	59	46	35	1,783	2,139	2,223	50	69	64	<10	<10	<10	695	670	610
60,000–65,000	76	75	49	18	12	12	<10	-	-	39	30	24	1,164	1,483	1,658	32	45	50	<10	<10	<10	541	513	451
65,000–70,000	55	28	56	<10	13	<10	-	-	-	42	31	25	759	948	1,284	24	27	44	<10	-	<10	407	329	384
70,000–75,000	50	13	26	<10	<10	<10	<10	-	-	27	21	22	554	677	929	10	14	42	-	-	-	265	223	318
75,000–80,000	30	12	36	<10	<10	<10	<10	-	-	16	13	24	400	404	762	<10	<10	32	-	<10	<10	146	135	231
80,000–85,000	20	<10	17	10	12	<10	-	-	-	20	<10	16	262	320	603	<10	<10	25	<10	<10	<10	125	115	191
85,000–90,000	17	12	<10	<10	12	<10	-	-	-	13	<10	12	190	238	476	<10	<10	28	<10	<10	<10	108	86	145
90,000–95,000	12	-	15	<10	<10	-	-	-	-	16	12	<10	161	172	405	<10	<10	12	<10	<10	<10	97	66	137
95,000–100,000	19	-	13	<10	<10	<10	-	-	-	<10	<10	<10	134	144	314	12	<10	23	-	-	-	80	65	103

33 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. The majority of gas customers fall under 5,000–15,000 MJ/year and $400–$800 annualised brackets respectively.

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

Offer type[34]	Standard												Market											
Network	Jemena			ActewAGL			APA Group			Australian Gas Networks			Jemena			ActewAGL			APA Group			Australian Gas Networks		
Annualised bill range ($/year)[34]	FY2019–20	FY2020–21	FY2021–22	FY2019–20	FY2020–21	FY2021–22	FY2019–20	FY2020–21	FY2021–22	FY2019–20	FY2020–21	FY2021–22	FY2019–20	FY2020–21	FY2021–22	FY2019–20	FY2020–21	FY2021–22	FY2019–20	FY2020–21	FY2021–22	FY2019–20	FY2020–21	FY2021–22
0–200	31	17	27	-	<10	<10	-	-	-	-	-	-	1,013	2,391	2,982	-	<10	<10	<10	<10	<10	18	21	55
200–400	2,348	2,103	1,795	108	109	110	43	33	27	133	121	100	37,387	42,539	47,014	151	214	278	266	287	296	1,292	1,469	1,717
400–600	3,168	2,895	2,517	276	263	254	45	36	34	311	261	222	62,837	68,591	68,047	462	538	508	336	307	352	2,776	2,919	2,949
600–800	2,901	2,702	2,431	243	220	170	24	32	32	329	286	219	59,351	62,603	58,348	432	486	475	200	206	206	3,137	3,220	2,825
800–1000	1,993	1,784	1,525	199	177	156	16	12	22	278	233	185	37,220	38,600	34,974	311	338	322	94	118	108	2,757	2,819	2,509
1,000–1,200	1,203	1,005	964	97	102	74	<10	13	17	239	188	153	21,015	21,334	19,717	243	252	249	61	53	57	2,419	2,370	1,967
1,200–1,400	678	511	535	86	73	52	<10	<10	<10	177	162	121	11,592	11,993	10,552	188	201	191	32	39	43	1,951	1,816	1,549
1,400–1,600	406	336	303	59	52	35	<10	<10	<10	133	92	102	6,607	6,676	6,012	167	158	143	20	33	23	1,190	1,247	1,131
1,600–1,800	281	208	177	41	36	17	-	<10	<10	95	80	57	3,722	3,708	3,599	110	131	124	13	21	15	666	615	847
1,800–2,000	180	113	96	32	24	10	<10	<10	<10	69	41	45	2,129	1,920	2,275	74	100	84	<10	10	<10	369	341	531
2,000–2,200	118	98	84	24	24	13	<10	<10	-	39	34	46	1,152	1,058	1,434	40	39	70	<10	10	<10	200	175	385
2,200–2,400	85	47	45	17	14	17	<10	<10	<10	18	14	25	681	545	966	25	17	62	<10	<10	<10	97	80	280
2,400–2,600	49	27	33	12	21	<10	<10	<10	-	13	<10	24	392	300	660	<10	11	34	<10	<10	<10	55	48	207
2,600–2,800	39	21	22	13	17	<10	-	-	-	19	<10	14	244	153	457	11	10	38	<10	-	<10	31	33	134
2,800–3,000	23	<10	16	<10	<10	<10	<10	-	-	<10	<10	10	111	67	330	10	<10	34	<10	<10	<10	11	<10	86
3,000–3,200	18	<10	22	<10	<10	<10	-	-	-	<10	<10	<10	60	34	225	<10	<10	13	<10	<10	<10	<10	<10	76
3,200–3,400	<10	-	12	<10	<10	<10	<10	-	-	-	-	<10	34	<10	158	<10	<10	25	-	<10	<10	<10	<10	54
3,400–3,600	<10	-	15	-	-	<10	<10	-	-	-	-	<10	<10	<10	119	<10	-	<10	<10	<10	-	-	-	54
3,600–3,800	-	-	12	-	-	<10	-	-	-	<10	-	<10	<10	-	85	-	-	<10	<10	<10	-	-	-	41
3,800–4,000	-	-	<10	-	-	<10	-	-	-	-	-	<10	<10	-	90	-	-	11	-	-	<10	-	-	34

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

4.3 On supply (embedded network) customers

In 2021–22, the number of on supply customer accounts made up 1.0% of recipients for LIHR, 5.8% for GR, 0.9% for FER, 0.4% for LSR, 1.1% for MER and 5.9% for SER (**Table 14**). Bottled gas (LGP) customers for the GR were also included with on supply customer. EAPA is not included as it is not available to on supply customers.

Across NSW in 2021–22 there were 962 embedded networks sites that had customers who received energy rebates. These included 440 strata plans, 310 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 2021–22

Rebate type	Number of on supply accounts	Per cent of customer accounts that are on supply	Total rebate value for on supply accounts ($)
LIHR	9,400	1.0%	$2,942,200
GR (on supply)	900	0.3%	$106,200
GR (bottled gas; LPG)	17,300	5.5%	$2,095,100
MER	100	1.1%	$23,200
SER[35]	2,200	5.9%	$439,600
FER	400	0.9%	$49,500
LSR	200	0.4%	$73,300

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.

The NSW Government EAPA provider processes EAPA applications submitted on the Service NSW website. In 2021–22, we approved 29,400 electricity EAPA applications and 9,100 gas EAPA applications. This comprised 64.1% of approved applications with a total value of approximately $11 million (**Table 15** on page 27).

There were 213 active NGO EAPA providers across NSW that approved at least one EAPA application in 2021–22. One hundred and twenty-five of these NGOs were independent community organisations and the remaining 88 were local NGO branches from 20 organisations. In 2021–22 they approved 17,900 electricity EAPA applications and 3,700 gas EAPA applications, accounting for 35.9% of total approved EAPA applications with a total value of approximately $6 million (**Table 15** on page 27).

[35] 0.1% of SER records for 2021–22 do not identify whether the application was for a retail or on supply customer.

Table 15. Number of applications approved by NGO EAPA providers and the NSW Government EAPA provider in 2021–22

EAPA provider	Energy voucher type	Number of applications approved	Per cent of applications approved (%)	Value of approved applications ($)
NSW Government EAPA provider	Electricity	29,400	48.9%	$9,039,500
	Gas	9,100	15.2%	$2,045,100
NGO EAPA providers	Electricity	17,900	29.8%	$5,111,900
	Gas	3,700	6.1%	$798,200
Total	**Electricity and Gas**	**60,000**	**100.0%**	**$16,994,700**

5 Local Government Area results

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

Table 16 shows among NSW LGAs, the Central Coast had the highest number of customer accounts receiving rebates and EAPA with 56,470 customer accounts receiving rebates totalling around $18.3 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. Top 10 LGAs by number of ESP customer accounts in 2021–22

Top 10 Local Government Areas		
Local Government Area	Total customer accounts[36]	Total rebate value ($)
Central Coast	56,470	$18,289,600
Canterbury-Bankstown	46,650	$15,518,800
Blacktown	39,390	$12,596,700
Lake Macquarie	33,220	$10,674,900
Fairfield	31,520	$9,811,000
Wollongong	30,340	$9,665,500
Liverpool	26,750	$8,598,400
Cumberland	25,760	$8,683,300
Penrith	24,030	$7,412,400
Mid-Coast	22,580	$6,486,600

Table 17 shows that among NSW LGAs Brewarrina had the lowest number of customer accounts receiving ESP with 260 customer accounts receiving around $67,000 in energy rebates and EAPA. Other areas with small numbers of customer accounts include Balranald, Carrathool, Central Darling, Bourke, Bogan, Walcha, Hay, Warren and Cobar.

Table 17. Bottom 10 LGAs by number of ESP customer accounts in 2021–22

Bottom 10 Local Government Areas		
Local Government Area	Total customer accounts[36]	Total rebate value ($)
Brewarrina	260	$66,600
Balranald	300	$77,400
Carrathool	330	$89,200
Central Darling	340	$82,300
Bourke	350	$88,700
Bogan	410	$101,600
Walcha	460	$139,300
Hay	460	$131,600
Warren	460	$121,300
Cobar	490	$130,500

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

Table 18 shows Muswellbrook had the highest proportion of customer accounts on market offers for electricity at 96%.

Table 18. Top 10 LGAs by customers on market offers for electricity in 2021–22

Top 10 Local Government Areas	
Local Government Area	Customer accounts on market offers for electricity[37] (%)
Muswellbrook	96%
Berrigan	96%
Port Stephens	96%
Camden	96%
Singleton	96%
Maitland	96%
Federation	96%
Albury	95%
Junee	95%
Tweed	95%

Table 19 shows Central Darling had the lowest proportion of customer accounts on market offers for electricity at 87%. Other areas with a low proportion of market offers for electricity were Tenterfield, Brewarrina, Queanbeyan-Palerang, Goulburn Mulwaree, Hilltops, Balranald, Walgett, Walcha and Inner West.

Table 19. Bottom 10 LGAs by customers on market offers for electricity in 2021–22

Bottom 10 Local Government Areas	
Local Government Area	Customer accounts on market offers for electricity[37] (%)
Central Darling	87%
Tenterfield	87%
Brewarrina	88%
Queanbeyan-Palerang	89%
Goulburn Mulwaree	89%
Hilltops	89%
Balranald	90%
Walgett	90%
Walcha	90%
Inner West	90%

[37] 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 Orange had the highest proportion of customer accounts on market offers for gas at 98%.

Table 20. Top 10 LGAs by customers on market offers for gas in 2021–22

Top 10 Local Government Areas	
Local Government Area	Customer accounts on market offers for gas[38] (%)
Orange	98%
The Hills	98%
Maitland	98%
Bathurst	98%
Wingecarribee	97%
Camden	97%
Cessnock	97%
Central Coast (NSW)	97%
Lithgow	97%
Blue Mountains	97%

Table 21 shows Shoalhaven had the lowest proportion of customer accounts on market offers for gas at 65%. Other areas with low proportions of customer accounts on market offers for gas were Queanbeyan-Palerang, Goulburn Mulwaree, Wagga Wagga, Hilltops, Tamworth, Inner West, Albury, Woollahra, and Waverley.

Table 21. Bottom 10 LGAs by customers on market offers for gas in 2021–22

Bottom 10 Local Government Areas	
Local Government Area	Customer accounts on market offers for gas[38] (%)
Shoalhaven	65%
Queanbeyan-Palerang	87%
Goulburn Mulwaree	88%
Wagga Wagga	90%
Hilltops	90%
Tamworth	90%
Inner West	95%
Albury	95%
Woollahra	95%
Waverley	95%

[38] 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 Federation has the highest LIHR uptake rate (based on the proportion of eligible customers) with estimates that 92% of eligible customers received a rebate.

Table 22. Top 10 LGAs by per cent LIHR uptake from eligible households

Top 10 Local Government Areas	
Local Government Area	Ratio of LIHR customers accounts to eligible households[39] (%)
Federation	92%
Murray River	90%
Broken Hill	89%
Temora	88%
Albury	88%
Weddin	86%
Berrigan	86%
Cootamundra-Gundagai	86%
Edward River	86%
Port Macquarie-Hastings	85%

Table 23 shows that Walgett was the LGA with the lowest LIHR uptake, with around 48% of eligible households taking up the LIHR. Other LGAs with low uptake were Byron, Strathfield, Bourke, Brewarrina, Kyogle, Burwood, Central Darling, Camden and Woollahra.

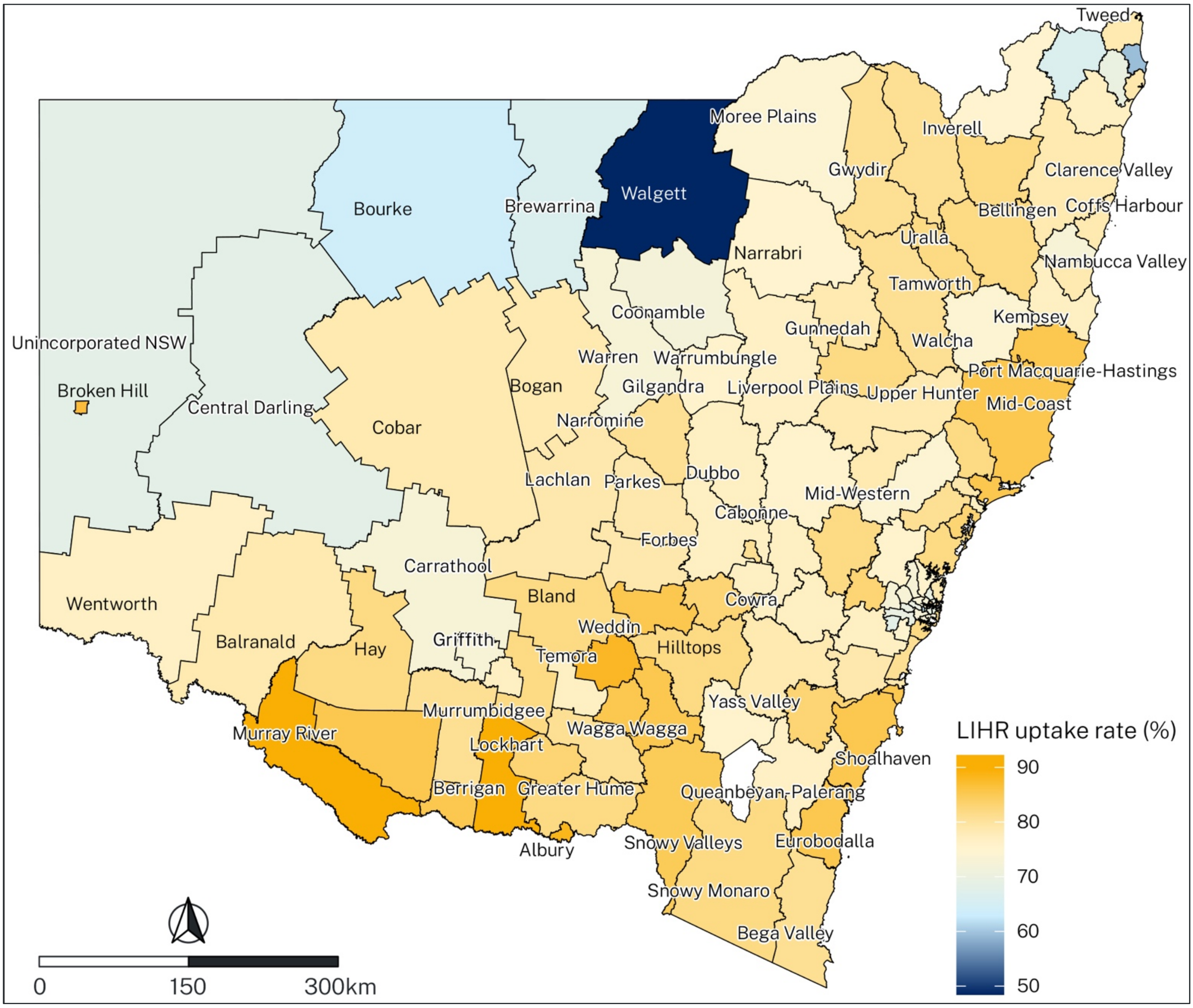
Table 23. Bottom 10 LGAs by per cent LIHR uptake from eligible households

Bottom 10 Local Government Areas	
Local Government Area	Ratio of LIHR customers accounts to eligible households[39] (%)
Walgett	48%
Byron	59%
Strathfield	62%
Bourke	64%
Brewarrina	66%
Kyogle	66%
Burwood	67%
Central Darling	68%
Camden	68%
Woollahra	69%

Figure 13 on page 32 and **Figure 14** on page 33 shows maps of LIHR uptake by LGA for NSW and Greater Sydney, respectively. There was comparably lower LIHR uptake in far west NSW and north coast areas of regional NSW and comparably higher uptake in south-west regional NSW and mid-coast and south coast areas in eastern NSW. In Greater Sydney there was comparably lower LIHR uptake in south-west Sydney from Camden to Strathfield and between Strathfield and Sydney CBD. The highest uptake in Sydney was in the Northern Beaches, Hunters Hill and Sutherland LGAs. Further details and visualisations on rebate uptake for LIHR, GR, SER and FER by LGA can be found in **Appendix B**.

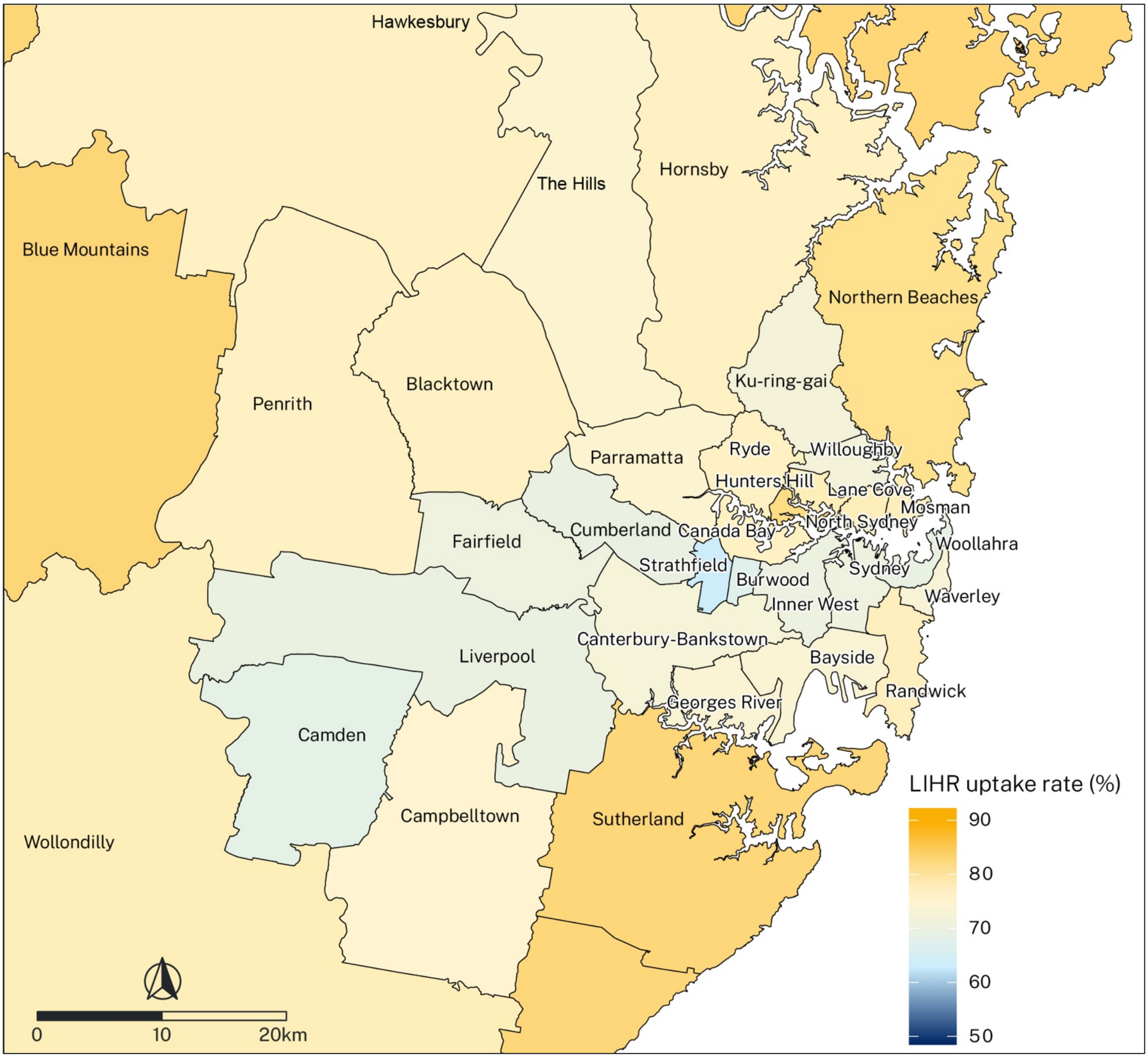
[39] LIHR customer accounts-to-eligible uptake rate denotes customer accounts that received the LIHR relative to the number of eligible customers (%).

Figure 13. Map of NSW Local Government Areas (2022) coloured by the percent of eligible LIHR customers that received the LIHR in FY2021–2022



Source(s): NSW Office of Energy and Climate Change; Services Australia; Department of Veterans' Affairs

Figure 14. Map of Sydney Local Government Areas (2022) coloured by the percent of eligible LIHR customers that received the LIHR in FY2021–2022



Source(s): NSW Office of Energy and Climate Change; Services Australia; Department of Veterans' Affairs

6 Energy tariffs in 2021–22

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** (see page 36).

6.1 Tariff structure

Retailers offer a variety of tariff structures on both market and standard offers. In 2021–22, there were around 65,300 ESP customer accounts on standard electricity offers and around 881,200 on market electricity offers. Around 3,800 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 2020–21. The estimated switching rate between standard and market offers was lower for customers in 2021–22 by about 25% 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 around 74% of ESP customers are on flat tariffs, less than 9% are on time-of-use tariffs, and more than 17% are on solar tariffs. This structure is similar to broader market statistics reported by other bodies.

ESP customers on solar tariffs on average save more than customers on flat tariffs. The results show bill savings among time-of-use customers are either lower or similar compared to customers on flat tariffs depending on network areas.

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 2020–21 to 2021–22, average electricity cost (cents per kWh) of standard offers increased across Ausgrid, Endeavour Energy and Essential Energy networks by 0.9%, 0.2% and 4.4%, respectively. Comparatively, there was a reduction in the average electricity cost (cents per kWh) for market offers by 2.8% for Ausgrid, 2.5% for Endeavour Energy and 0.4% for Essential Energy.

6.2 Flat tariffs

The results show:

- 384,200 or 40.0% of ESP customers were on a flat tariff
- 316,200 or 32.9% of ESP customers were on a flat tariff with controlled load in 2021–22.

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 $338 higher
- the average annual consumption was 2,087 kWh higher
- average electricity costs were lower by about 5 cents per kWh
- the average annual discount was approximately equal at 15.0% for flat tariffs with controlled load and 14.9% for flat tariffs without controlled load.

The proportion of the rebate to electricity bill was higher by 4.1% 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:

- 50,300 customers were on Time of Use (ToU) tariffs (5.2% of ESP customers)
- 33,200 on ToU tariffs with controlled load (3.5% 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 $432 higher
- the average annual consumption was 2,550 kWh higher
- electricity costs were lower by 5 cents per kWh
- the proportion of the rebate to electricity bill was higher by 4.9% for the ToU tariff without controlled load compared to ToU tariff with controlled load
- the average annual discount was almost the same as the ToU tariff with controlled load (15.7%) compared to ToU tariff without controlled load (15.4%).

Table 24. Average annual electricity consumption and bills by tariff plan reported in FY2021–22[40]

Tariff type[41]	Number of electricity customer accounts[42]	Average annualised electricity bill ($/yr)	Average annualised grid electricity bill ($/yr)[43]	Equivalent average annualised net electricity use (kWh/yr)[44]	Average annualised grid electricity use (kWh/yr)[43]	Average grid electricity cost (c/kWh)[43]	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	384,200	$1,418	$1,418	4,456	4,456	31.8	$316	22.3%	40.6%	14.9%	N/A	N/A
Flat with Controlled Load	316,200	$1,756	$1,756	6,543	6,543	26.8	$319	18.2%	33.4%	15.0%	N/A	N/A
Time of Use	50,300	$1,472	$1,472	4,736	4,736	31.1	$304	20.7%	5.3%	15.4%	N/A	N/A
Time of Use with Controlled Load	33,200	$1,904	$1,904	7,286	7,286	26.1	$300	15.7%	3.5%	15.7%	N/A	N/A
Solar[45]	172,900	$1,364	$1,656	2,643	5,782	28.6	$314	23.0%	18.2%	17.5%	3,196	9.1
Flat with Solar	52,900	$1,282	$1,565	2,000	5,048	31.0	$318	24.8%	5.6%	18.0%	3,105	9.1
Flat with Controlled Load and Solar	58,200	$1,486	$1,757	3,527	6,424	27.4	$322	21.7%	6.2%	17.4%	2,957	9.2
Time of Use with Solar	30,500	$1,219	$1,526	1,646	4,999	30.5	$306	25.1%	3.2%	17.8%	3,399	9.0
Time of Use with Controlled Load and Solar	34,300	$1,405	$1,735	2,938	6,465	26.8	$301	21.4%	3.6%	17.1%	3,577	9.2

[40] 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.

[41] Tariffs are mutually exclusive of each other

[42] 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.

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

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

[45] This is the sum of all solar-related tariffs.

6.4 Solar tariffs

A total of 172,900 ESP customers were reported to have rooftop solar panels, which is around 18.2% of total ESP electricity customers, up from 16.1% in 2020–21:

- 58,200 ESP customers were on a flat tariff with controlled load and solar (6.1% of total ESP customers)
- 52,900 customers on a flat tariff with solar (5.5% of total ESP customers)
- 34,300 customers on a ToU tariff with controlled load and solar (3.6% of total ESP customers)
- 30,500 customers on a ToU tariff with solar (3.2% of total ESP customers).

Solar customers with a flat tariff consumed on average 13.3% more grid energy than customers on a flat tariff without solar, but on average had a lower annual electricity bill by around 9.6% or $136 due to credit from solar export to the grid.

Figure 15 to **Figure 18** (see page 37–39) show scatterplots for various tariffs and regression lines including differences between 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

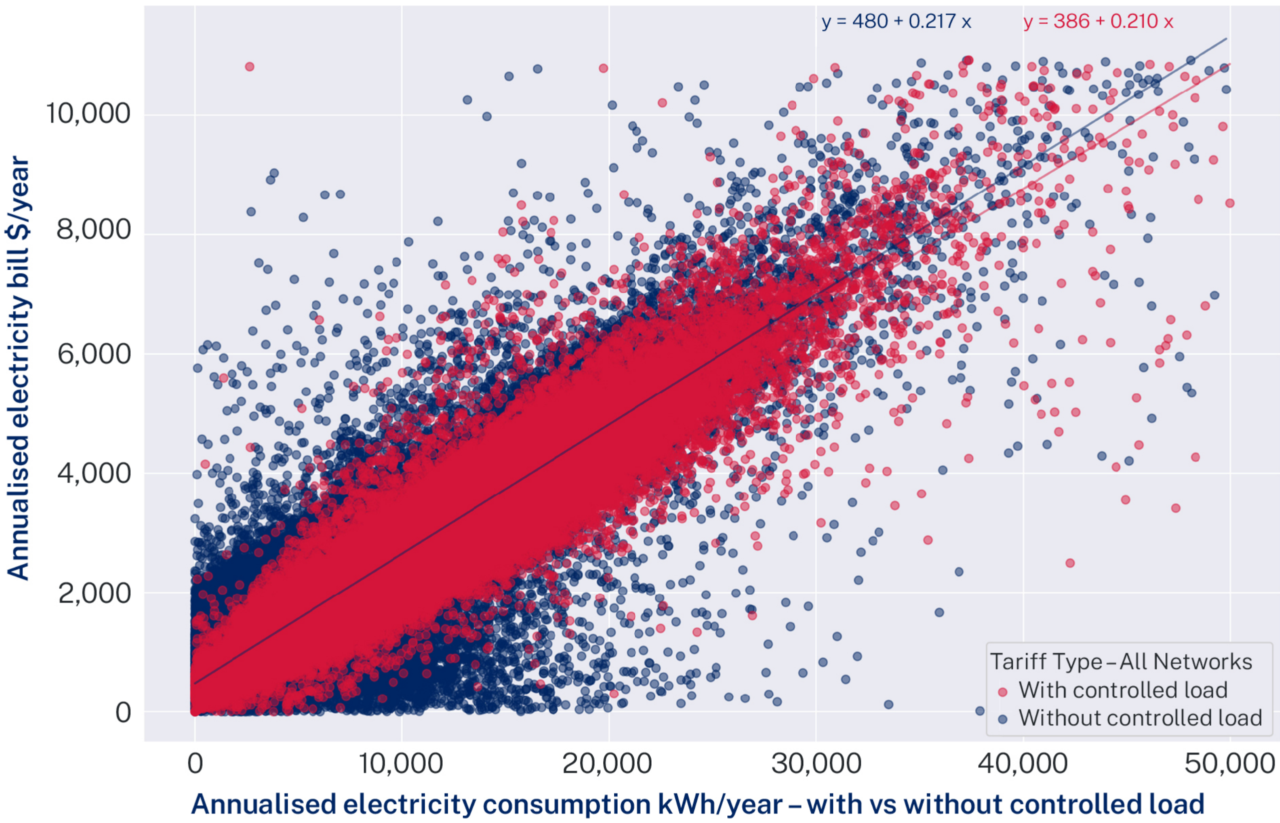


Figure 16. Scatter plot showing annual electricity bill and consumption for each electricity customer in the retailer reporting information – with and without solar for all networks

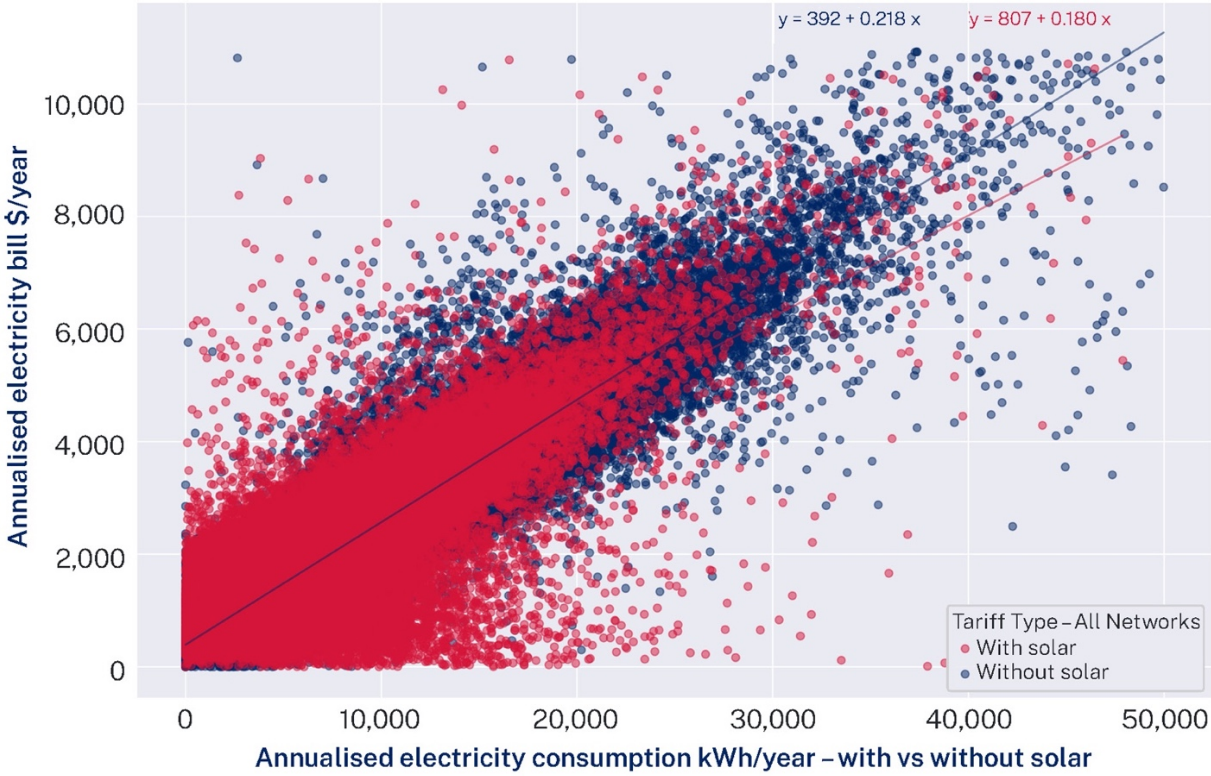


Figure 17. Scatter plot showing annual electricity bill and consumption for each electricity customer in the retailer reporting information – with and without TOU for all networks

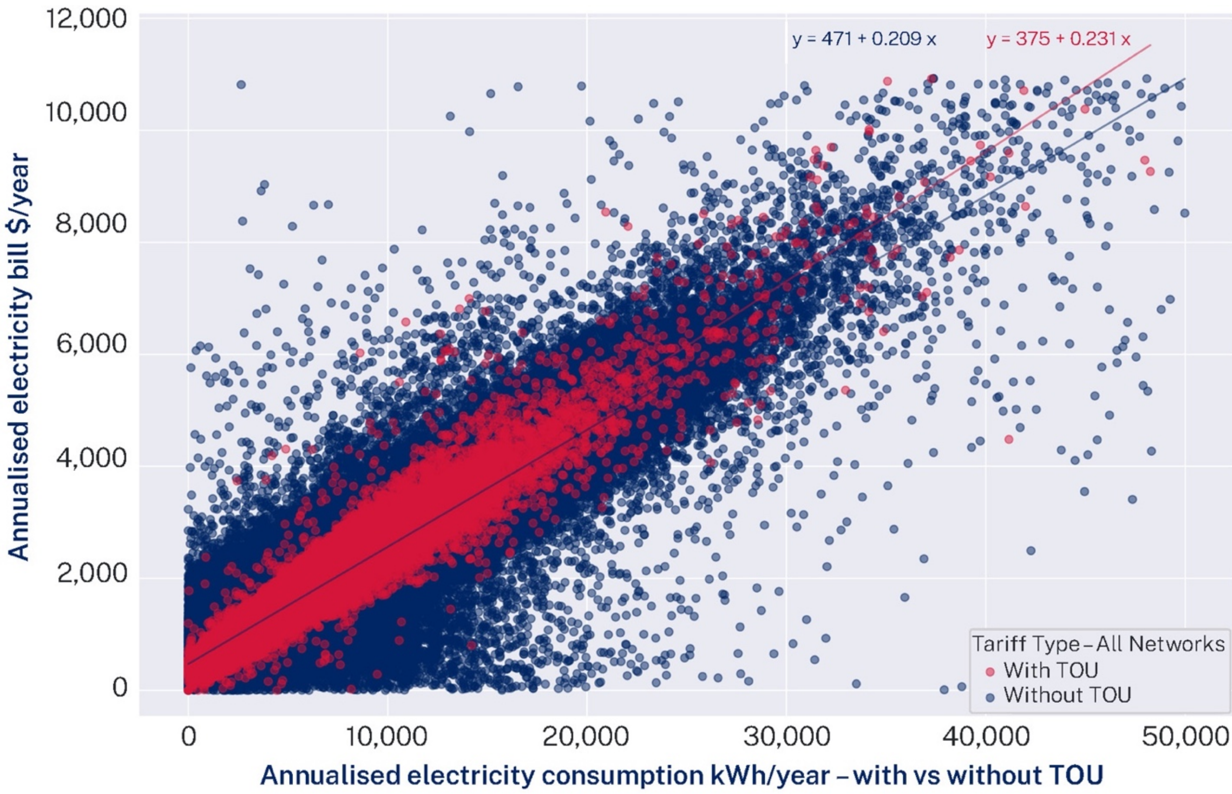
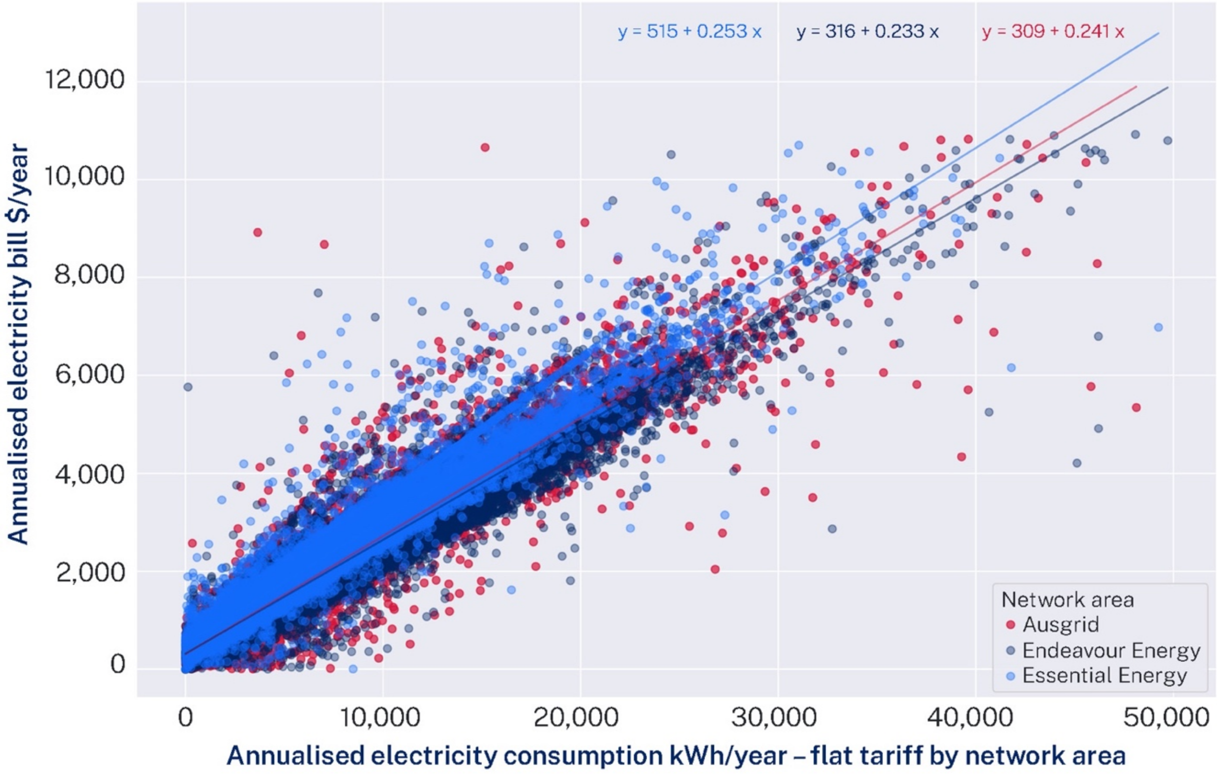


Figure 18. Scatter plot showing annual electricity bill and consumption for each electricity customer in the retailer reporting information – flat tariff for all networks



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. Under the Statement, energy retailers must:

- offer a payment plan or hardship arrangement to residential and small business customers who indicate they may be in financial stress
- not disconnect any residential or small business consumers who may be in financial stress without their agreement
- defer referrals of residential and small business consumers to debt collection agencies for recovery actions or credit default listing.

The Statement applied to specific LGAs and automatically came into effect when an LGA was subject to stay-at-home orders that lasted for 7 days or more. The Statement continued to apply for 14 days after stay-at-home orders were lifted.

As a result of this, the number of disconnected ESP electricity customers in the first 2 quarters of 2021–22, when stay-at-home orders were in place, significantly reduced (see **Table 25** on page 41). Compared to 2020–21, disconnections reduced by 33% from 979 to 659 in the Ausgrid area, by 21% from around 501 to 398 in the Essential Energy area, and by 41% from around 825 to 489 in the Endeavour Energy area.

In total, 1,547 electricity ESP customer accounts were disconnected in 2021–22, showing a reduction from 2,305 in 2020–21. An estimated 22% of them were reconnected within a day during this period. The average overdue amount for disconnected electricity ESP customers was $1,962, compared to $1,758 in 2020–2021.

Table 25 on page 41, shows the estimated average annual electricity consumption and bills for disconnected customers. In 2021–22 the average electricity bills for these disconnected customers was around $2,090, $1,670 and $1,580 for Essential Energy, Endeavour Energy and Ausgrid respectively. Disconnected ESP customers consumed an average of 6,135 kWh per year, which is higher than the average for ESP customers at 4,834 kWh, and higher than the average for all residential customers in NSW at 5,786 kWh[46]. The average electricity bill saving for disconnected electricity ESP customers is around 25%, which is higher than average savings for all electricity ESP customers at around 21%.

For ESP gas customers, the number of disconnections also reduced compared to 2020–21 by 19% from around 243 to 197 for Jemena. Australian Gas Networks, Central Ranges AGA Group and ActewAGL had disconnection numbers below 10 for both reporting years. The average gas bill for disconnected customers were around $780, $1,185, and $1,025 for Jemena, Australian Gas Network and ActewAGL, respectively (see **Table 26** on page 41).

A total of 202 ESP customers had a gas disconnection in 2021–2022 and an estimated 12% of them were reconnected within the same day during this period. The average overdue amount for disconnected gas ESP customers was $1,390.

The estimated average annual gas consumption for disconnected ESP customers is 21,287 MJ, which is higher than the average consumption of 18,966 MJ across all ESP customers.

[46] AER, *Annual retail markets report 2021–22, Jurisdictional snapshot*, November 2022.

Table 25. Electricity customer accounts disconnected for any reason in 2021–22[47]

Electricity network	Disconnected customer accounts	Customer accounts having payment or hardship plan[48]	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	659	0	0.18%	167	$1,670	5,745	$1,583	25%
Endeavour Energy	489	0	0.16%	90	$1,742	6,142	$1,667	31%
Essential Energy	398	0	0.14%	88	$2,723	6,747	$2,089	19%
Total	**1,547**	**0**	**0.16%**	**346**	**$1,962**	**6,135**	**$1,742**	**25%**

Table 26. Gas customer accounts disconnected for any reason in 2021–22[47]

Gas network	Disconnected customer accounts	Customer accounts having payment or hardship plan[48]	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	197	0	0.07%	23	$1,388	21,076	$780	20%
ActewAGL	<10	0	0.03%	<10	$787	23,958	$1,025	2%
APA Group	<10	<10	NA	<10	NA	NA	NA	NA
Australian Gas Networks	<10	0	0.02%	<10	$1,678	39,548	$1,185	24%
Total	**202**	**0**	**0.07%**	**24**	**$1,390**	**21,287**	**$787**	**20%**

[47] All data in this table is based on retailer reporting information and may not match results in other tables which have been supplemented with Office of Energy and Climate Change information.

[48] 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

Field	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. Gas 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. Whether the customer had received a hardship plan in the 12 months before disconnection.
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.

Field	Definition
NSW Gas Rebate (GR)	GR helps eligible NSW households pay their natural gas bills. From 1 July 2016, this rebate will also be available to eligible households that rely on LPG for their basic needs.
On-supplied	On-supplied refers to customers that apply for rebates directly to the NSW Government because they are not a direct energy account holder (e.g. households that live in a caravan park that pay the park owner for electricity).
Payment plan	A retailer's payment arrangement plan which helps a customer pay the energy bills in affordable instalments. Whether the customer had received payment arrangements in the 12 months before disconnection.
Postcode	Postcode for the supply address for the National Meter Identifier 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 2021 to June 2022 (2021–22). This report compares 2021–22 data with data from July 2020 to June 2021 (2020–21), 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[49].
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.

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

9 Appendix

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

Table 28. 2021–22 ESP customer numbers and value by rebate type by Local Government Area[50]

Local Government Area	Low Income Household Rebate		NSW Gas Rebate[51]		Medical Energy Rebate		Seniors Energy Rebate		Family Energy Rebate		Life Support Rebate		Energy Accounts Payment Assistance		Total customer accounts[52]	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	9,462	$2,201,300	7,296	$668,800	60	$15,000	286	$57,100	385	$42,200	337	$76,100	419	$142,800	9,730	$3,203,400	$329
Armidale	4,093	$988,400	214	$25,900	37	$9,100	157	$31,400	181	$17,000	341	$79,200	177	$59,200	4,308	$1,210,200	$281
Ballina	7,369	$1,839,200	214	$25,900	52	$12,800	380	$75,900	246	$24,400	394	$80,300	124	$41,500	7,612	$2,099,900	$276
Balranald	291	$72,600	10	n/a	10	n/a	10	n/a	10	n/a	10	n/a	10	n/a	294	$77,400	$263
Bathurst	5,516	$1,360,300	3,297	$318,600	30	$7,800	231	$46,100	277	$29,600	470	$106,400	398	$162,500	5,878	$2,031,500	$346
Bayside	14,957	$3,844,400	7,449	$722,600	87	$23,300	593	$118,600	722	$81,100	936	$216,400	1,187	$408,100	16,000	$5,414,600	$338
Bega Valley	6,477	$1,586,200	709	$85,900	52	$12,900	280	$56,000	211	$22,500	299	$60,000	145	$51,000	6,684	$1,874,500	$280
Bellingen	2,176	$537,000	72	$8,800	20	$6,600	66	$13,300	86	$7,800	98	$26,700	111	$38,400	2,252	$638,500	$283
Berrigan	1,464	$364,000	586	$57,200	11	$2,800	28	$5,600	37	$3,400	47	$10,900	29	$11,400	1,494	$455,400	$305
Blacktown	36,680	$9,035,200	17,134	$1,623,400	250	$64,400	642	$128,300	2,585	$282,700	2,312	$483,600	2,777	$979,100	39,389	$12,596,700	$320
Bland	780	$203,200	270	$27,700	10	n/a	24	$4,700	25	$2,300	51	$15,000	28	$9,400	810	$263,800	$326
Blayney	937	$226,100	388	$36,800	10	n/a	43	$8,600	40	$4,500	77	$19,600	42	$15,300	988	$312,600	$316
Blue Mountains	9,635	$2,453,700	5,383	$540,600	72	$18,400	553	$110,500	444	$54,800	682	$159,100	524	$199,100	10,207	$3,536,200	$346
Bogan	396	$92,900	10	n/a	10	n/a	10	n/a	15	$900	10	n/a	16	$5,800	404	$101,600	$252
Bourke	336	$79,000	10	n/a	10	n/a	10	n/a	10	n/a	10	n/a	16	$6,000	345	$88,700	$258
Brewarrina	248	$56,800	10	n/a	10	n/a	10	n/a	10	n/a	10	n/a	22	$8,600	250	$66,600	$266
Broken Hill	3,894	$969,100	317	$38,400	16	$3,700	34	$6,800	117	$9,000	170	$39,100	116	$40,100	3,978	$1,106,100	$278

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

[51] GR figures includes natural gas and LPG.

[52] 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 [51]		Medical Energy Rebate		Seniors Energy Rebate		Family Energy Rebate		Life Support Rebate		Energy Accounts Payment Assistance		Total customer accounts[52]	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	2,962	$751,400	1,730	$169,100	13	$3,200	144	$28,800	167	$18,700	163	$31,000	162	$53,300	3,159	$1,055,600	$334
Byron	3,750	$860,100	126	$15,200	20	$4,800	159	$31,700	135	$14,300	117	$25,800	216	$79,700	3,886	$1,031,700	$266
Cabonne	1,875	$457,900	389	$38,500	11	$2,800	61	$12,300	76	$7,900	129	$26,900	59	$22,600	1,954	$568,900	$291
Camden	7,603	$1,841,700	4,927	$447,400	56	$12,900	298	$59,600	785	$95,600	805	$153,000	577	$216,400	8,564	$2,826,500	$330
Campbelltown	21,120	$5,233,000	7,895	$741,600	142	$36,700	335	$66,900	1,457	$148,300	1,387	$311,800	1,861	$651,800	22,534	$7,190,200	$319
Canada Bay	6,024	$1,592,500	3,768	$376,400	32	$8,200	647	$129,400	265	$32,900	428	$78,700	356	$119,100	6,526	$2,337,100	$358
Canterbury-Bankstown	43,994	$11,182,900	19,632	$1,945,200	223	$59,100	905	$180,900	2,785	$254,500	2,429	$575,000	3,778	$1,321,100	46,648	$15,518,800	$333
Carrathool	309	$76,400	27	$3,000	10	n/a	10	n/a	11	$1,200	19	$5,000	10	n/a	323	$89,200	$276
Central Coast	53,602	$14,057,100	15,498	$1,596,700	684	$183,300	2,032	$406,400	2,427	$256,700	3,962	$856,400	2,677	$933,000	56,465	$18,289,600	$324
Central Darling	329	$74,600	11	$1,300	10	n/a	10	n/a	10	n/a	10	n/a	11	$3,800	334	$82,300	$247
Cessnock	9,649	$2,504,700	3,754	$380,200	90	$24,700	164	$32,800	488	$43,200	663	$132,800	390	$133,900	10,112	$3,252,300	$322
Clarence Valley	10,721	$2,703,000	388	$47,100	77	$20,500	308	$61,600	380	$36,500	566	$124,600	225	$75,600	11,043	$3,068,900	$278
Cobar	467	$116,700	10	n/a	10	n/a	10	$2,000	19	$2,000	21	$5,700	10	n/a	483	$130,500	$270
Coffs Harbour	12,962	$3,302,500	531	$64,600	135	$34,100	428	$85,600	538	$57,700	572	$134,900	524	$178,700	13,428	$3,858,100	$287
Coolamon	619	$151,000	281	$27,300	10	n/a	11	$2,100	25	$2,200	44	$13,700	19	$6,600	653	$203,800	$312
Coonamble	649	$162,200	10	n/a	10	n/a	10	n/a	22	$1,500	26	$12,000	34	$13,300	664	$189,500	$285
Cootamundra-Gundagai	2,217	$561,100	1,390	$141,600	18	$4,700	66	$13,200	62	$6,500	104	$35,100	71	$25,300	2,281	$787,400	$345
Cowra	2,598	$662,900	949	$95,000	10	n/a	64	$12,800	123	$11,300	165	$31,800	153	$58,500	2,701	$874,200	$324
Cumberland	24,300	$6,109,800	12,684	$1,204,100	130	$34,700	406	$81,300	1,502	$142,600	1,040	$241,100	2,486	$869,600	25,756	$8,683,300	$337
Dubbo	7,077	$1,729,500	2,232	$214,100	35	$8,900	221	$44,100	399	$40,800	409	$81,400	493	$188,800	7,451	$2,307,600	$310
Dungog	1,256	$324,000	162	$16,300	13	$3,700	60	$12,000	49	$5,500	94	$18,800	44	$14,900	1,320	$395,200	$299
Edward River	1,661	$412,700	85	$9,600	13	$3,500	34	$6,700	62	$5,600	68	$19,100	50	$18,200	1,698	$475,500	$280
Eurobodalla	8,509	$2,074,000	663	$80,600	52	$11,700	372	$74,400	231	$22,100	409	$83,300	207	$75,700	8,753	$2,421,800	$277
Fairfield	30,413	$7,563,300	9,972	$958,700	116	$28,600	254	$50,900	1,211	$97,200	1,133	$267,500	2,431	$844,800	31,516	$9,811,000	$311
Federation	2,671	$635,300	1,556	$143,900	13	$3,200	54	$10,900	81	$9,600	95	$25,200	63	$21,400	2,724	$849,400	$312
Forbes	1,499	$368,000	600	$53,000	11	$2,800	41	$8,200	62	$5,700	67	$19,800	63	$23,900	1,554	$481,200	$310
Georges River	14,500	$3,834,200	6,573	$656,900	96	$25,800	784	$156,700	981	$104,500	1,016	$212,900	760	$259,900	15,619	$5,251,100	$336
Gilgandra	743	$175,200	10	n/a	10	n/a	10	$2,000	32	$2,100	34	$9,600	25	$9,800	766	$201,600	$263
Glen Innes Severn	1,985	$480,800	111	$13,500	10	$2,400	37	$7,500	65	$5,100	150	$36,900	178	$60,200	2,071	$606,200	$293

Local Government Area	Low Income Household Rebate		NSW Gas Rebate [51]		Medical Energy Rebate		Seniors Energy Rebate		Family Energy Rebate		Life Support Rebate		Energy Accounts Payment Assistance		Total customer accounts[52]	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 ($)			
Goulburn Mulwaree	4,724	$1,129,200	3,177	$297,500	41	$10,700	168	$33,600	189	$17,500	338	$110,000	314	$100,600	4,933	$1,699,100	$344
Greater Hume	1,570	$376,700	660	$62,100	12	$3,000	45	$9,100	72	$8,300	72	$17,900	40	$15,300	1,629	$492,500	$302
Griffith	2,702	$663,700	1,282	$124,300	11	$2,700	138	$27,500	170	$19,700	154	$38,900	115	$38,800	2,871	$915,600	$319
Gunnedah	1,804	$426,700	114	$13,600	10	n/a	25	$5,100	75	$6,400	114	$29,200	92	$35,900	1,880	$520,500	$277
Gwydir	1,028	$253,900	27	$3,300	10	n/a	10	n/a	24	$2,100	69	$19,900	17	$6,000	1,057	$287,500	$272
Hawkesbury	6,029	$1,524,500	1,015	$99,800	48	$12,100	251	$50,300	370	$42,800	542	$99,100	361	$133,000	6,519	$1,961,500	$301
Hay	445	$111,300	42	$5,000	10	n/a	10	n/a	20	$1,800	13	$6,700	16	$6,200	457	$131,600	$288
Hilltops	3,382	$823,000	1,348	$129,600	13	$3,000	79	$15,700	110	$11,300	192	$47,000	160	$54,700	3,499	$1,084,300	$310
Hornsby	9,523	$2,455,700	3,778	$367,700	83	$22,600	1,238	$247,600	702	$88,200	897	$161,000	329	$118,100	10,508	$3,460,900	$329
Hunters Hill	800	$198,200	337	$35,000	10	n/a	81	$16,200	23	$2,300	54	$11,300	37	$11,200	851	$275,600	$324
Inner West	13,681	$3,511,100	7,169	$720,000	81	$21,100	617	$123,300	481	$54,200	702	$158,600	660	$220,600	14,355	$4,808,900	$335
Inverell	3,326	$800,700	167	$20,300	17	$4,100	62	$12,400	141	$13,100	191	$49,400	143	$48,400	3,441	$948,400	$276
Junee	928	$221,400	645	$57,100	10	n/a	16	$3,300	42	$4,000	59	$12,500	38	$12,600	969	$312,500	$323
Kempsey	6,430	$1,622,900	271	$32,900	37	$8,300	144	$28,900	186	$15,400	313	$64,300	167	$56,500	6,585	$1,829,200	$278
Kiama	2,584	$686,200	366	$42,100	25	$5,900	289	$57,700	61	$7,700	152	$25,000	34	$11,800	2,688	$836,500	$311
Ku-ring-gai	5,238	$1,378,100	2,929	$284,800	41	$10,700	1,178	$235,700	367	$43,100	628	$121,600	217	$83,400	5,894	$2,157,400	$366
Kyogle	1,739	$436,200	59	$7,100	16	$4,100	49	$9,800	62	$5,900	63	$13,600	61	$20,900	1,783	$497,500	$279
Lachlan	988	$243,600	29	$3,200	10	n/a	10	n/a	33	$2,800	46	$10,600	54	$19,300	1,026	$280,600	$274
Lake Macquarie	31,815	$8,567,100	8,378	$868,400	381	$103,700	1,464	$292,800	1,320	$139,200	1,991	$396,500	906	$307,300	33,215	$10,674,900	$321
Lane Cove	1,785	$444,400	822	$78,200	11	$3,400	228	$45,500	114	$15,400	117	$22,300	83	$27,000	1,944	$636,300	$327
Leeton	1,567	$383,800	646	$58,300	10	n/a	48	$9,600	71	$7,500	100	$22,900	73	$27,800	1,647	$511,200	$310
Lismore	7,120	$1,716,900	202	$24,700	55	$14,300	199	$39,800	375	$39,500	347	$67,300	252	$82,900	7,386	$1,985,400	$269
Lithgow	3,905	$976,000	2,296	$231,900	37	$9,100	83	$16,700	105	$9,900	296	$74,000	222	$81,700	4,069	$1,399,400	$344
Liverpool	25,167	$6,231,900	11,658	$1,065,700	137	$35,000	331	$66,100	1,561	$154,200	1,341	$298,800	2,107	$746,800	26,741	$8,598,400	$322
Liverpool Plains	1,418	$347,100	49	$5,900	10	n/a	14	$2,800	50	$4,000	78	$19,000	52	$18,500	1,458	$398,800	$274
Lockhart	496	$127,600	46	$4,600	10	n/a	13	$2,700	21	$2,500	26	$5,300	10	n/a	515	$147,100	$286
Maitland	11,568	$3,036,200	5,343	$512,600	128	$35,200	315	$63,000	682	$74,400	833	$168,600	528	$177,200	12,280	$4,067,200	$331
Mid-Coast	21,999	$5,634,000	1,560	$187,300	128	$30,900	688	$137,600	649	$58,900	1,172	$232,400	659	$205,500	22,576	$6,486,600	$287
Mid-Western	3,576	$869,000	189	$22,900	20	$4,100	88	$17,600	127	$10,800	198	$49,800	114	$40,600	3,701	$1,014,800	$274

Local Government Area	Low Income Household Rebate		NSW Gas Rebate [51]		Medical Energy Rebate		Seniors Energy Rebate		Family Energy Rebate		Life Support Rebate		Energy Accounts Payment Assistance		Total customer accounts[52]	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 ($)			
Moree Plains	1,688	$392,700	27	$3,300	10	n/a	19	$3,800	68	$4,700	74	$19,400	125	$44,600	1,749	$469,100	$268
Mosman	1,234	$317,000	690	$64,500	10	n/a	221	$44,200	38	$4,100	62	$16,800	71	$22,500	1,312	$470,500	$359
Murray River	2,211	$541,400	955	$94,200	17	$4,400	55	$10,900	61	$6,700	71	$19,000	56	$19,700	2,259	$696,300	$308
Murrumbidgee	509	$124,000	17	$1,900	10	n/a	10	n/a	30	$3,100	26	$5,500	19	$7,100	534	$142,800	$268
Muswellbrook	2,240	$551,100	33	$3,900	19	$4,700	46	$9,100	108	$7,800	135	$24,800	183	$64,400	2,331	$665,900	$286
Nambucca Valley	4,667	$1,180,500	266	$32,200	34	$8,300	93	$18,600	137	$13,200	201	$56,600	104	$33,100	4,796	$1,342,500	$280
Narrabri	1,791	$439,000	101	$12,200	11	$2,700	15	$3,000	71	$6,200	88	$23,300	56	$21,500	1,845	$507,900	$275
Narrandera	1,060	$257,000	487	$47,500	10	n/a	21	$4,300	37	$3,200	53	$17,200	41	$14,700	1,092	$345,500	$316
Narromine	1,052	$245,400	165	$16,800	10	n/a	36	$7,100	39	$3,900	42	$12,300	55	$22,400	1,095	$309,700	$283
Newcastle	20,656	$5,406,000	9,963	$985,000	175	$49,300	742	$148,500	852	$94,700	1,050	$217,700	657	$209,300	21,518	$7,110,400	$330
North Sydney	3,355	$843,900	1,641	$151,400	18	$5,400	489	$97,800	115	$14,700	177	$28,900	181	$62,700	3,576	$1,204,700	$337
Northern Beaches	16,742	$4,479,700	8,432	$861,800	121	$32,500	2,210	$442,000	617	$79,900	1,142	$251,800	484	$176,800	17,814	$6,324,400	$355
Oberon	769	$185,500	394	$38,300	10	n/a	31	$6,200	35	$3,200	69	$17,700	38	$14,300	814	$266,300	$327
Orange	5,467	$1,352,400	3,086	$298,500	34	$8,500	197	$39,400	256	$27,900	466	$123,300	286	$112,600	5,799	$1,962,500	$338
Parkes	2,289	$549,300	729	$68,500	10	n/a	55	$11,000	119	$11,300	144	$32,600	105	$40,800	2,398	$715,500	$298
Parramatta	19,393	$4,699,500	8,975	$832,200	110	$28,800	1,151	$230,200	1,709	$204,400	1,157	$214,900	1,508	$519,200	21,117	$6,729,100	$319
Penrith	22,299	$5,495,800	7,732	$727,600	162	$42,100	441	$88,200	1,622	$179,700	1,595	$324,000	1,576	$555,000	24,021	$7,412,400	$309
Port Macquarie-Hastings	16,826	$4,300,600	893	$108,300	158	$41,000	683	$136,700	606	$62,300	952	$203,500	499	$170,800	17,409	$5,023,200	$289
Port Stephens	13,288	$3,388,300	1,536	$163,800	125	$33,000	656	$131,200	505	$49,400	917	$172,000	426	$143,100	13,872	$4,080,700	$294
Queanbeyan-Palerang	4,728	$1,143,500	2,158	$209,400	29	$7,700	191	$38,100	195	$24,000	411	$87,400	289	$111,200	5,070	$1,621,300	$320
Randwick	10,700	$2,726,100	4,907	$481,700	65	$16,400	657	$131,300	363	$44,400	616	$144,200	723	$230,600	11,291	$3,774,600	$334
Richmond Valley	4,510	$1,102,300	198	$24,000	29	$7,400	87	$17,500	189	$18,700	206	$41,900	266	$87,900	4,662	$1,299,600	$279
Ryde	9,296	$2,430,300	4,330	$425,100	67	$18,000	729	$145,900	617	$75,300	591	$116,600	602	$204,100	10,056	$3,415,400	$340
Shellharbour	10,679	$2,733,200	6,023	$605,500	60	$15,800	312	$62,400	544	$56,600	645	$131,000	460	$154,900	11,162	$3,759,300	$337
Shoalhaven	20,617	$5,119,700	4,236	$489,900	264	$67,900	782	$156,400	675	$68,600	1,271	$306,300	654	$225,300	21,338	$6,434,100	$302
Singleton	2,419	$634,700	249	$25,300	25	$6,300	115	$23,000	121	$12,000	199	$40,700	98	$34,700	2,581	$776,700	$301
Snowy Monaro	2,643	$637,500	798	$81,800	17	$4,400	93	$18,500	105	$12,100	160	$45,100	87	$36,200	2,743	$835,600	$305
Snowy Valleys	2,353	$589,700	499	$49,400	17	$4,600	89	$17,800	78	$8,300	122	$27,600	99	$37,700	2,439	$735,200	$301
Strathfield	2,499	$575,500	1,501	$138,100	13	$3,300	96	$19,300	195	$21,900	143	$24,500	211	$69,300	2,727	$851,900	$312

Local Government Area	Low Income Household Rebate		NSW Gas Rebate[51]		Medical Energy Rebate		Seniors Energy Rebate		Family Energy Rebate		Life Support Rebate		Energy Accounts Payment Assistance		Total customer accounts[52]	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 ($)			
Sutherland	18,986	$5,061,100	4,745	$474,400	144	$41,000	2,175	$435,000	817	$107,100	1,969	$348,500	630	$230,900	20,712	$6,697,900	$323
Sydney	14,618	$3,707,300	6,947	$641,000	72	$22,700	467	$93,400	359	$38,400	480	$118,100	1,308	$419,400	15,299	$5,040,300	$329
Tamworth	10,135	$2,454,300	1,525	$157,400	66	$17,100	260	$52,100	500	$48,700	566	$123,400	528	$195,100	10,556	$3,048,000	$289
Temora	1,062	$254,400	434	$40,300	10	n/a	29	$5,800	40	$4,500	78	$17,800	106	$40,800	1,113	$365,600	$329
Tenterfield	1,465	$364,900	150	$18,100	10	n/a	23	$4,600	47	$3,700	73	$17,300	52	$18,300	1,495	$428,200	$286
The Hills	10,257	$2,558,400	4,902	$471,300	84	$20,400	1,312	$262,400	847	$111,500	1,093	$184,500	548	$200,000	11,473	$3,808,500	$332
Tweed	17,129	$4,281,500	1,058	$121,100	129	$33,100	557	$111,500	566	$67,200	659	$150,500	349	$121,600	17,574	$4,886,400	$278
Upper Hunter	1,862	$488,200	71	$8,500	23	$5,900	46	$9,200	84	$7,900	96	$22,100	78	$28,600	1,942	$570,500	$294
Upper Lachlan	1,089	$269,400	201	$19,900	10	n/a	46	$9,300	34	$3,800	98	$29,200	33	$11,700	1,140	$344,900	$303
Uralla	1,007	$247,100	45	$5,500	10	n/a	25	$5,000	38	$3,400	89	$21,000	26	$9,300	1,046	$293,900	$281
Wagga Wagga	8,601	$2,002,800	6,256	$580,400	59	$14,900	270	$53,900	456	$48,900	444	$103,300	490	$179,400	8,998	$2,983,600	$332
Walcha	425	$115,000	11	$1,400	10	n/a	23	$4,500	19	$2,000	42	$13,600	10	n/a	451	$139,300	$309
Walgett	843	$198,600	100	$12,200	10	n/a	10	n/a	25	$900	20	$6,400	42	$16,200	857	$234,800	$274
Warren	439	$101,800	18	$2,400	10	n/a	11	$2,200	18	$1,200	27	$4,100	24	$9,300	457	$121,300	$265
Warrumbungle	1,835	$447,000	45	$5,600	10	n/a	19	$3,800	56	$4,100	77	$21,700	68	$26,000	1,876	$510,800	$272
Waverley	3,309	$860,200	1,644	$158,300	25	$6,800	262	$52,300	102	$12,600	166	$40,100	271	$92,800	3,552	$1,223,200	$344
Weddin	769	$187,400	47	$5,500	10	n/a	26	$5,100	24	$2,100	47	$15,400	16	$5,700	789	$221,300	$280
Wentworth	1,045	$267,600	27	$3,300	10	n/a	18	$3,600	48	$4,300	55	$16,400	34	$12,100	1,074	$308,700	$288
Willoughby	3,547	$898,800	2,027	$195,200	19	$5,100	465	$93,000	251	$28,900	252	$51,600	179	$63,500	3,878	$1,336,000	$344
Wingecarribee	6,119	$1,535,100	3,991	$402,300	46	$10,900	536	$107,300	225	$25,800	469	$90,600	234	$92,000	6,463	$2,264,000	$350
Wollondilly	4,856	$1,190,400	1,760	$159,200	36	$9,000	177	$35,300	316	$37,300	513	$108,900	263	$93,100	5,282	$1,633,300	$309
Wollongong	29,127	$7,368,700	12,339	$1,228,200	202	$50,800	1,041	$208,200	1,137	$124,400	1,421	$286,600	1,203	$398,600	30,334	$9,665,500	$319
Woollahra	2,116	$539,100	1,095	$101,100	13	$3,300	231	$46,100	48	$4,800	135	$33,900	167	$63,300	2,301	$791,600	$344
Yass Valley	1,436	$347,300	587	$59,100	10	n/a	59	$11,800	57	$7,000	138	$23,800	60	$25,000	1,551	$476,100	$307
Unincorporated	117	$29,000	12	$1,400	10	n/a	10	n/a	10	n/a	10	n/a	10	n/a	120	$33,100	$277

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

Table 29. 2021–22 ESP customers average energy cost, offer type and uptake by Local Government Area

Local Government Area	Average cost of electricity[53] (c/kWh)	Average cost of gas[54] (c/MJ)	Customer accounts on market offers for electricity[55] (%)	Customer accounts on market offers for gas[55] (%)	Number of eligible LIHR customers	LIHR uptake rate (%)[56]	Gas rebate uptake rate (%)[57]	SER uptake rate (%)[58]	FER uptake rate (%)
Albury	40.0	3.0	95%	95%	10,783	88%	100%	41%	10%
Armidale	33.7	n/a	95%	n/a	5,086	80%	9%	36%	10%
Ballina	48.1	n/a	94%	n/a	9,202	80%	5%	40%	9%
Balranald	31.7	n/a	90%	n/a	372	78%	6%	69%	7%
Bathurst	38.4	3.4	94%	98%	7,187	77%	81%	43%	11%
Bayside	31.2	4.2	91%	96%	20,428	73%	55%	36%	11%
Bega Valley	32.0	4.8	93%	n/a	8,008	81%	19%	41%	10%
Bellingen	36.9	n/a	94%	n/a	3,040	72%	5%	34%	9%
Berrigan	36.1	3.2	96%	n/a	1,707	86%	88%	19%	7%
Blacktown	29.0	4.0	94%	97%	49,906	73%	50%	37%	10%
Bland	39.7	2.9	94%	n/a	961	81%	84%	29%	8%
Blayney	32.6	3.0	93%	n/a	1,223	77%	62%	38%	9%
Blue Mountains	27.7	3.2	94%	97%	11,690	82%	78%	43%	14%
Bogan	29.9	n/a	92%	n/a	510	78%	4%	41%	9%
Bourke	30.5	n/a	93%	n/a	523	64%	4%	67%	4%
Brewarrina	30.5	n/a	88%	n/a	378	66%	6%	n/a	6%
Broken Hill	41.7	n/a	90%	n/a	4,393	89%	15%	31%	10%
Burwood	30.4	4.3	91%	96%	4,413	67%	56%	33%	14%
Byron	35.7	n/a	93%	n/a	6,331	59%	4%	34%	6%
Cabonne	33.9	2.9	93%	n/a	2,411	78%	37%	34%	10%
Camden	28.5	4.5	96%	97%	11,132	68%	93%	41%	11%
Campbelltown	25.4	4.2	94%	97%	28,322	75%	54%	41%	10%
Canada Bay	32.4	4.6	92%	97%	8,045	75%	64%	45%	13%
Canterbury-Bankstown	28.5	3.7	93%	96%	61,078	72%	84%	35%	11%
Carrathool	34.7	n/a	90%	n/a	423	73%	14%	37%	6%
Central Coast	29.8	5.3	95%	97%	65,609	82%	96%	46%	12%
Central Darling	37.5	n/a	87%	n/a	484	68%	5%	100%	6%
Cessnock	29.7	5.1	95%	97%	11,983	81%	78%	41%	11%
Clarence Valley	38.4	n/a	93%	n/a	13,867	77%	6%	38%	10%
Cobar	40.7	n/a	90%	n/a	602	77%	4%	38%	9%
Coffs Harbour	35.1	n/a	95%	n/a	16,759	77%	7%	41%	10%
Coolamon	40.1	3.7	94%	n/a	797	78%	95%	18%	9%
Coonamble	32.4	n/a	90%	n/a	908	72%	2%	30%	6%
Cootamundra-Gundagai	37.1	3.7	94%	96%	2,585	86%	100%	33%	9%
Cowra	35.7	3.6	94%	n/a	3,074	85%	87%	32%	13%
Cumberland	29.6	3.6	93%	96%	34,955	70%	60%	35%	9%
Dubbo	33.4	4.0	94%	97%	9,211	77%	68%	44%	11%
Dungog	34.9	3.2	94%	n/a	1,541	82%	23%	37%	10%
Edward River	35.3	n/a	94%	n/a	1,940	86%	9%	29%	10%

[53] 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).

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

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

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

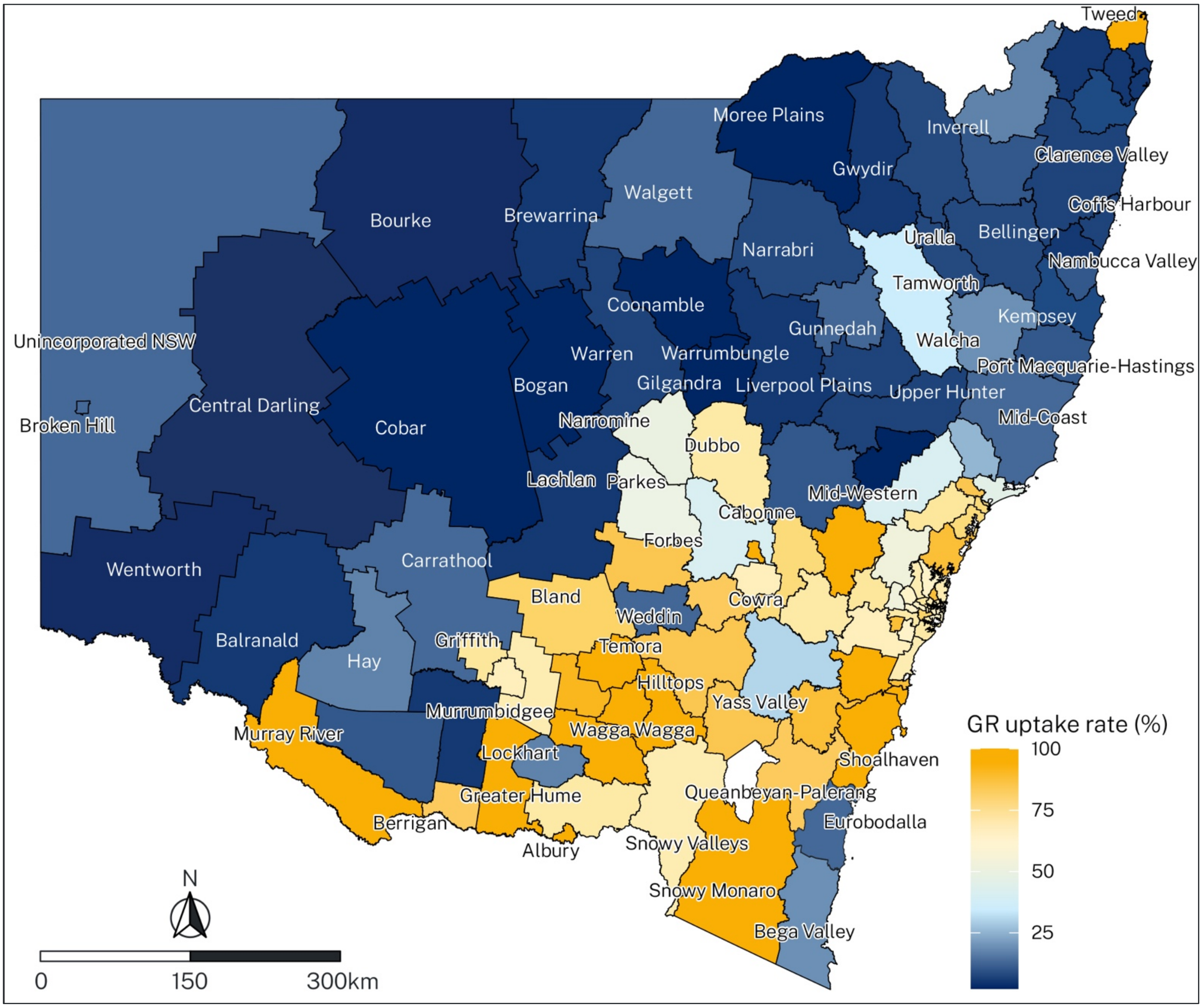
[57] GR uptake rate means customer accounts that received the GR relative to the number of eligible customers (%).

[58] 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[53] (c/kWh)	Average cost of gas[54] (c/MJ)	Customer accounts on market offers for electricity[55] (%)	Customer accounts on market offers for gas[55] (%)	Number of eligible LIHR customers	LIHR uptake rate (%)[56]	Gas rebate uptake rate (%)[57]	SER uptake rate (%)[58]	FER uptake rate (%)
Eurobodalla	32.1	4.3	92%	n/a	9,990	85%	14%	43%	10%
Fairfield	28.5	3.8	91%	96%	43,203	70%	53%	31%	7%
Federation	39.9	4.0	96%	97%	2,897	92%	100%	25%	11%
Forbes	38.4	3.1	93%	n/a	1,890	79%	92%	32%	9%
Georges River	30.8	4.2	92%	96%	19,739	73%	65%	37%	15%
Gilgandra	33.7	n/a	92%	n/a	1,000	74%	2%	18%	9%
Glen Innes Severn	34.5	n/a	93%	n/a	2,476	80%	10%	30%	10%
Goulburn Mulwaree	33.3	3.4	89%	88%	5,733	82%	94%	40%	10%
Greater Hume	40.5	3.4	94%	n/a	1,936	81%	67%	30%	10%
Griffith	35.4	2.9	92%	96%	3,674	74%	75%	40%	10%
Gunnedah	31.8	7.1	93%	n/a	2,302	78%	11%	23%	9%
Gwydir	40.1	n/a	93%	n/a	1,292	80%	5%	18%	7%
Hawkesbury	28.9	4.6	94%	n/a	8,106	74%	44%	36%	11%
Hay	33.3	n/a	92%	n/a	547	81%	16%	34%	13%
Hilltops	35.5	3.9	89%	90%	4,061	83%	91%	32%	8%
Hornsby	28.8	4.2	93%	97%	12,738	75%	50%	42%	16%
Hunters Hill	33.3	5.1	92%	n/a	997	80%	46%	32%	11%
Inner West	31.2	4.8	90%	95%	19,517	70%	57%	35%	13%
Inverell	36.1	n/a	94%	n/a	4,187	79%	9%	30%	9%
Junee	41.2	3.5	95%	n/a	1,100	84%	100%	26%	11%
Kempsey	39.6	n/a	93%	n/a	8,380	77%	7%	37%	7%
Kiama	28.7	3.6	93%	n/a	3,046	85%	100%	44%	9%
Ku-ring-gai	27.9	3.8	94%	97%	7,431	70%	97%	38%	15%
Kyogle	36.0	n/a	92%	n/a	2,638	66%	5%	38%	8%
Lachlan	35.2	n/a	91%	n/a	1,253	79%	5%	17%	7%
Lake Macquarie	30.7	4.7	95%	97%	37,983	84%	81%	49%	12%
Lane Cove	32.3	4.1	92%	n/a	2,337	76%	58%	39%	15%
Leeton	35.2	2.8	92%	n/a	2,043	77%	64%	36%	9%
Lismore	36.4	n/a	94%	n/a	10,101	70%	4%	37%	10%
Lithgow	32.0	3.0	93%	97%	4,779	82%	100%	40%	9%
Liverpool	27.7	3.8	94%	97%	36,077	70%	68%	35%	9%
Liverpool Plains	32.0	n/a	93%	n/a	1,724	82%	6%	21%	9%
Lockhart	36.2	n/a	94%	n/a	598	83%	16%	23%	11%
Maitland	30.3	5.3	96%	98%	14,639	79%	90%	44%	12%
Mid-Coast	39.7	3.6	95%	n/a	25,888	85%	13%	40%	10%
Mid-Western	31.0	3.4	92%	n/a	4,775	75%	8%	30%	9%
Moree Plains	33.5	n/a	92%	n/a	2,280	74%	3%	24%	7%
Mosman	27.3	4.8	92%	n/a	1,624	76%	67%	35%	11%
Murray River	37.8	2.3	95%	n/a	2,453	90%	100%	28%	10%
Murrumbidgee	34.7	n/a	95%	n/a	636	80%	6%	24%	13%
Muswellbrook	28.2	n/a	96%	n/a	2,895	77%	2%	33%	10%
Nambucca Valley	39.0	n/a	94%	n/a	5,954	78%	10%	33%	9%
Narrabri	34.4	n/a	94%	n/a	2,381	75%	9%	13%	8%
Narrandera	33.7	4.0	93%	n/a	1,295	82%	68%	31%	8%
Narromine	32.2	4.5	94%	n/a	1,314	80%	51%	38%	8%
Newcastle	30.3	5.6	93%	96%	27,195	76%	82%	41%	12%
North Sydney	30.2	4.7	92%	96%	4,421	76%	56%	43%	12%
Northern Beaches	30.1	4.3	92%	96%	21,204	79%	65%	41%	11%
Oberon	38.4	3.1	93%	n/a	1,004	77%	70%	40%	12%
Orange	35.7	2.9	94%	98%	6,801	80%	100%	41%	10%
Parkes	39.8	3.2	92%	n/a	2,880	79%	54%	29%	12%
Parramatta	28.5	4.4	94%	97%	26,947	72%	75%	40%	15%
Penrith	28.3	4.3	94%	97%	30,159	74%	45%	37%	11%

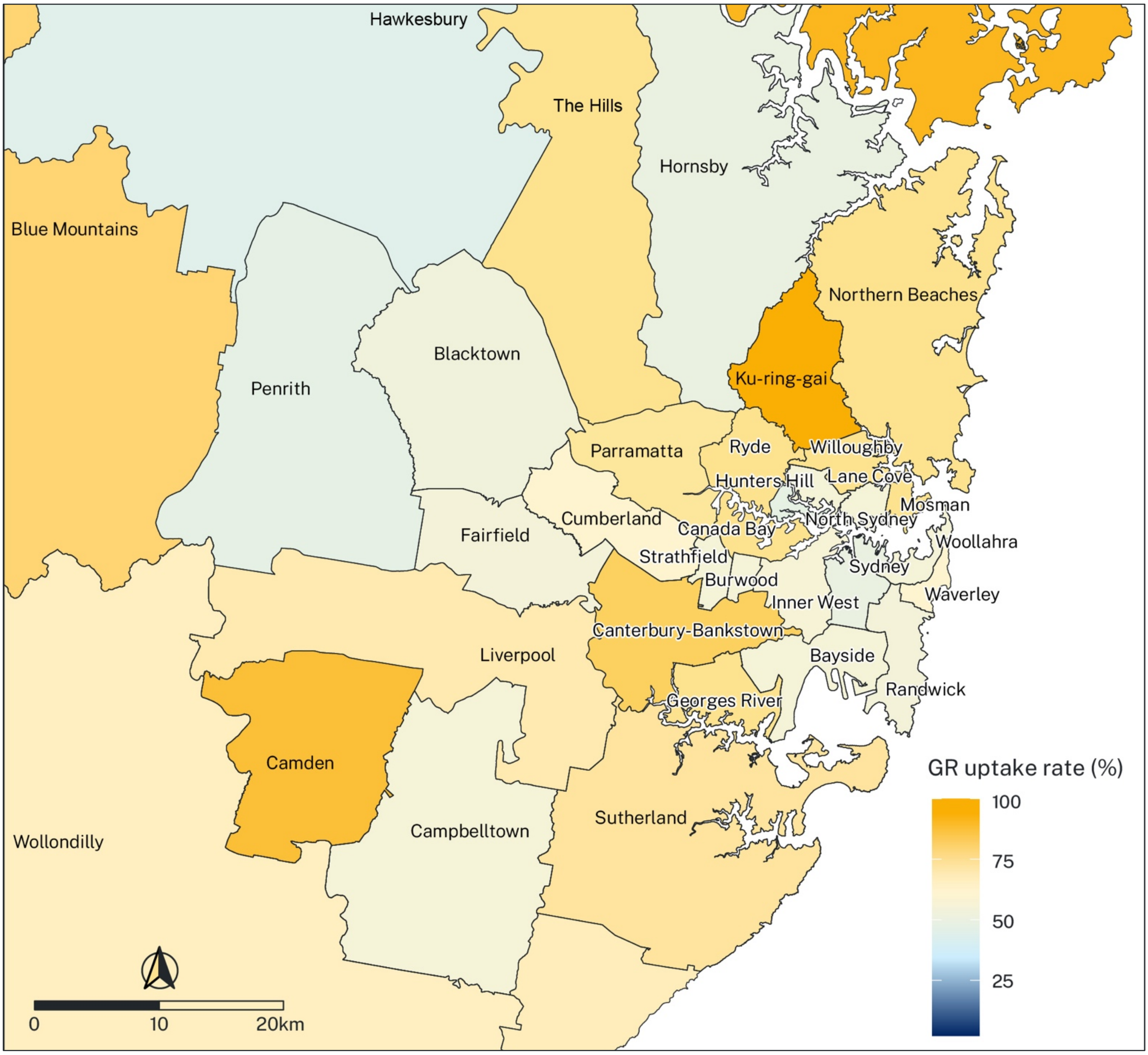
Local Government Area	Average cost of electricity[53] (c/kWh)	Average cost of gas[54] (c/MJ)	Customer accounts on market offers for electricity[55] (%)	Customer accounts on market offers for gas[55] (%)	Number of eligible LIHR customers	LIHR uptake rate (%)[56]	Gas rebate uptake rate (%)[57]	SER uptake rate (%)[58]	FER uptake rate (%)
Port Macquarie-Hastings	42.0	n/a	95%	n/a	19,726	85%	10%	43%	12%
Port Stephens	30.2	3.9	96%	n/a	15,733	84%	42%	46%	12%
Queanbeyan-Palerang	32.5	3.3	89%	87%	6,180	77%	88%	36%	8%
Randwick	29.9	5.2	91%	96%	13,911	77%	57%	37%	11%
Richmond Valley	37.1	n/a	94%	n/a	5,944	76%	7%	31%	10%
Ryde	31.5	4.3	92%	96%	12,596	74%	66%	40%	15%
Shellharbour	29.6	5.3	94%	97%	13,410	80%	91%	46%	12%
Shoalhaven	28.7	5.6	92%	65%	24,191	85%	100%	42%	10%
Singleton	29.7	4.0	96%	n/a	3,266	74%	35%	49%	10%
Snowy Monaro	33.4	4.1	91%	n/a	3,245	81%	99%	31%	11%
Snowy Valleys	35.1	3.6	93%	n/a	2,798	84%	71%	45%	9%
Strathfield	30.3	3.9	93%	96%	4,008	62%	55%	29%	12%
Sutherland	28.0	5.0	93%	97%	23,257	82%	70%	48%	13%
Sydney	31.3	5.0	91%	96%	20,798	70%	50%	41%	11%
Tamworth	32.0	7.1	94%	90%	12,675	80%	29%	38%	11%
Temora	35.7	3.8	94%	n/a	1,209	88%	100%	24%	12%
Tenterfield	36.4	n/a	87%	n/a	1,946	75%	16%	23%	10%
The Hills	26.9	4.1	95%	98%	14,102	73%	63%	42%	14%
Tweed	50.3	11.1	95%	n/a	21,814	79%	100%	39%	9%
Unincorporated	40.8	n/a	90%	n/a	173	68%	15%	78%	18%
Upper Hunter	28.5	n/a	94%	n/a	2,376	78%	6%	29%	12%
Upper Lachlan	35.2	3.4	90%	n/a	1,386	79%	29%	34%	8%
Uralla	37.1	n/a	95%	n/a	1,239	81%	8%	31%	9%
Wagga Wagga	41.4	3.4	95%	90%	10,769	80%	100%	36%	11%
Walcha	35.7	n/a	90%	n/a	575	74%	18%	31%	10%
Walgett	36.0	n/a	90%	n/a	1,739	48%	12%	42%	4%
Warren	36.8	n/a	92%	n/a	601	73%	7%	27%	9%
Warrumbungle	36.1	n/a	91%	n/a	2,398	77%	4%	18%	8%
Waverley	28.3	5.1	92%	95%	4,577	72%	61%	35%	10%
Weddin	38.4	n/a	92%	n/a	893	86%	12%	34%	11%
Wentworth	35.0	n/a	94%	n/a	1,366	76%	4%	26%	10%
Willoughby	32.5	4.0	92%	96%	5,008	71%	63%	36%	15%
Wingecarribee	29.6	3.3	95%	97%	7,687	80%	100%	41%	11%
Wollondilly	28.0	4.8	94%	97%	6,365	76%	64%	38%	11%
Wollongong	30.4	5.2	92%	97%	36,299	80%	68%	39%	11%
Woollahra	30.6	4.6	92%	95%	3,058	69%	56%	31%	7%
Yass Valley	31.5	3.6	91%	n/a	1,897	76%	92%	27%	9%

Figure 19. Map of NSW Local Government Areas (2022) coloured by the percent of eligible GR customers that received the GR in FY2021–2022



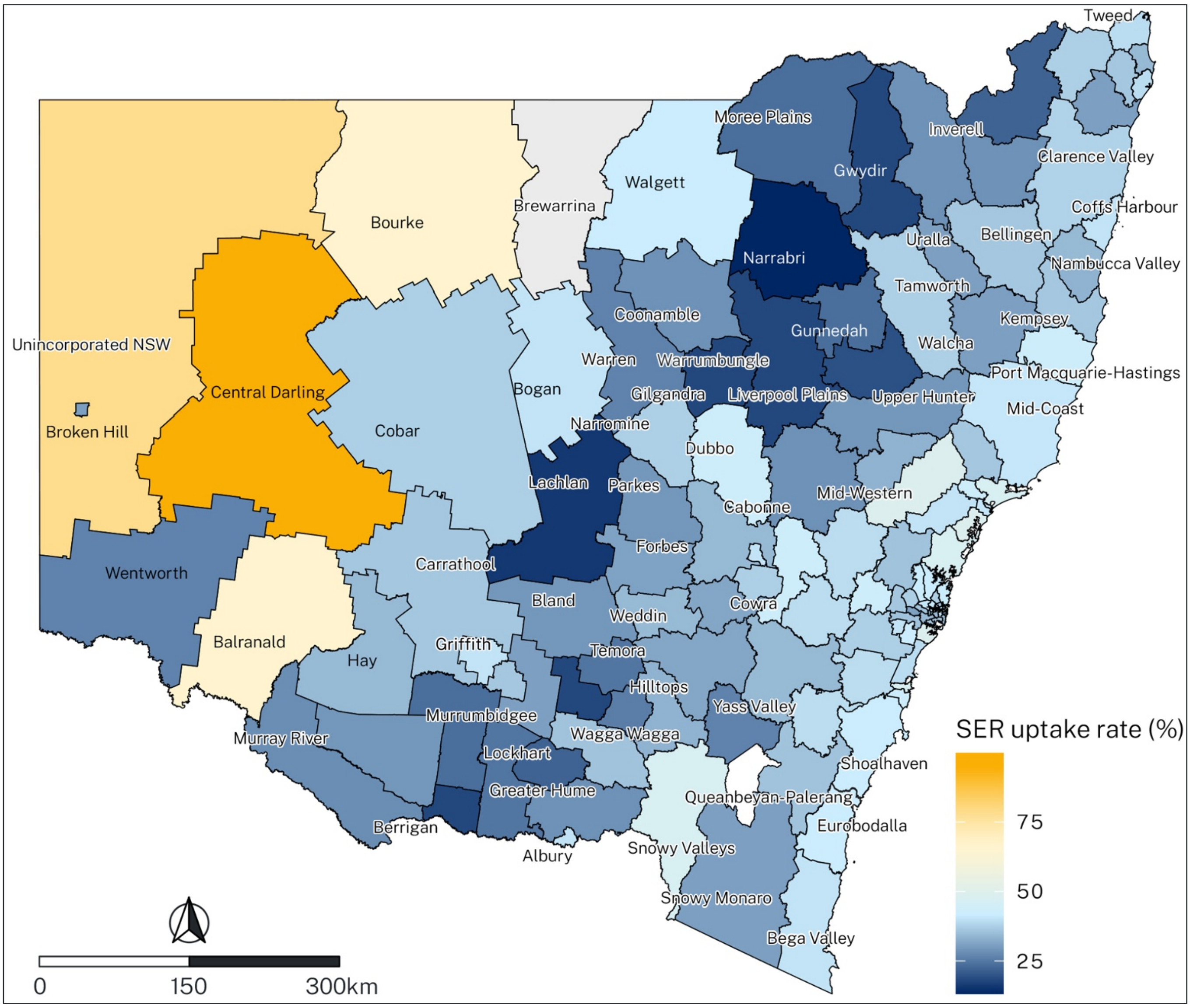
Source(s): NSW Office of Energy and Climate Change; Services Australia; Department of Veterans' Affairs; NSW Department of Planning and Environment; Jemena

Figure 20. Map of Sydney Local Government Areas (2022) coloured by the percent of eligible GR customers that received the GR in FY2021–2022



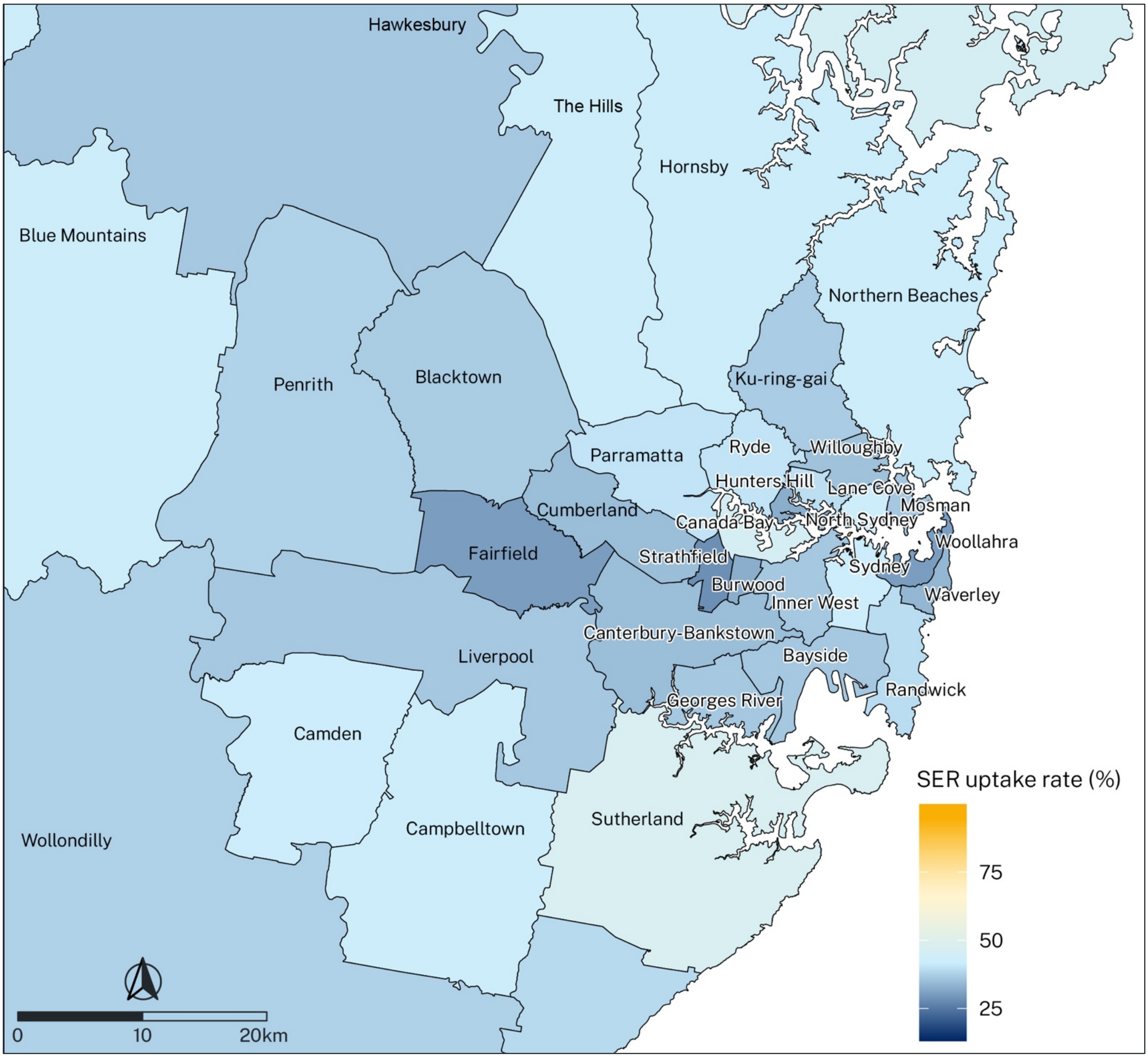
Source(s): NSW Office of Energy and Climate Change; Services Australia; Department of Veterans' Affairs; NSW Department of Planning and Environment; Jemena

Figure 21. Map of NSW Local Government Areas (2022) coloured by the percent of eligible SER customers that received the SER in FY2021–2022. SER uptake values for Brewarrina (in grey) are 'N/A' due to a small number of recipients and eligible households



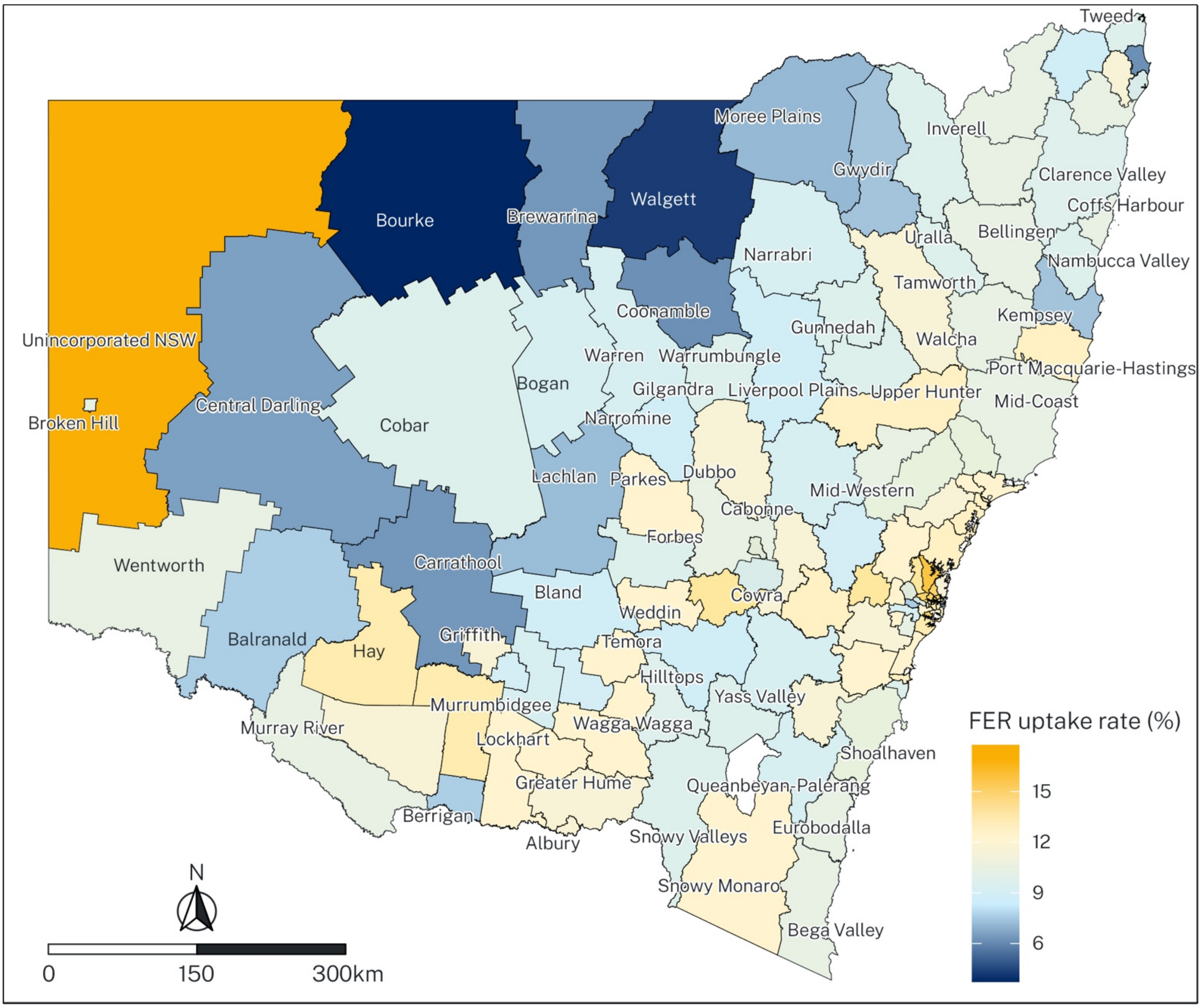
Source(s): Service NSW; Department of Social Services

Figure 22. Map of Sydney Local Government Areas (2022) coloured by the percent of eligible SER customers that received the SER in FY2021–2022



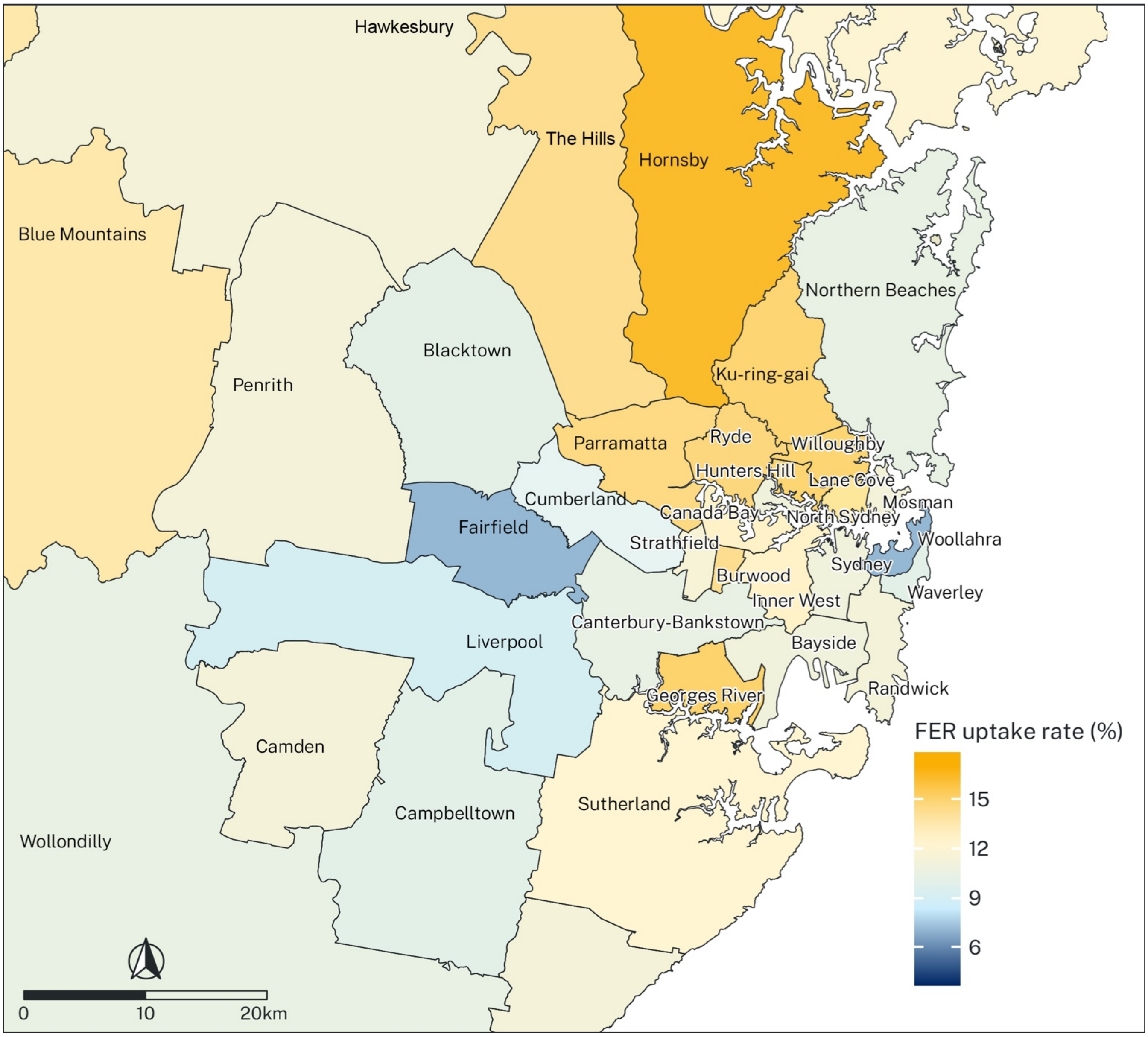
Source(s): Service NSW; Department of Social Services

Figure 23. Map of NSW Local Government Areas (2022) coloured by the percent of eligible FER customers that received FER in FY2021–2022



Source(s): NSW Office of Energy and Climate Change; Department of Social Services

Figure 24. Map of Sydney Local Government Areas (2022) coloured by the percent of eligible FER customers that received FER in FY2021–2022



Source(s): NSW Office of Energy and Climate Change; Department of Social Services

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

Table 30. 2021–22 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[59]	LIHR uptake rate (%)[60]	Gas Rebate		Gas uptake rate (%)[61]	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 ($)	Total customer accounts[62]	Reported amount paid to customer accounts[63] ($)	Average rebate value ($ per customer account)
Albury	14,300	$3,363,300	16,350	87%	9,590	$882,500	100%	90	$22,000	400	$79,800	36%	560	$61,400	10%	540	$129,200	550	$185,800	14,710	$4,726,500	$470
Auburn	11,220	$2,910,200	16,640	67%	5,360	$517,000	64%	60	$18,400	150	$29,600	31%	810	$71,400	10%	450	$111,500	1,200	$424,600	11,930	$4,082,700	$340
Badgerys Creek	6,190	$1,545,100	8,860	70%	3,220	$300,500	70%	50	$13,800	240	$47,200	38%	540	$68,400	11%	600	$108,400	410	$146,300	6,870	$2,229,700	$320
Ballina	10,750	$2,613,000	14,960	72%	330	$39,500	5%	70	$17,000	530	$105,200	38%	360	$37,100	8%	500	$103,300	320	$113,600	11,120	$3,028,700	$270
Balmain	5,940	$1,543,900	8,160	73%	3,310	$329,900	62%	40	$11,000	320	$63,800	38%	170	$18,400	12%	280	$62,700	370	$121,600	6,210	$2,151,200	$350
Bankstown	12,410	$3,038,600	17,780	70%	6,480	$637,300	97%	50	$14,100	130	$25,600	30%	810	$66,600	9%	550	$136,400	1,310	$462,400	13,100	$4,381,100	$330
Barwon	13,070	$3,185,600	17,310	76%	660	$79,600	8%	60	$14,300	130	$25,800	20%	430	$32,300	8%	540	$139,500	500	$184,000	13,400	$3,661,000	$270
Bathurst	11,880	$2,924,100	15,140	78%	6,410	$630,000	85%	80	$20,600	400	$79,800	41%	470	$49,100	10%	950	$227,700	720	$278,300	12,520	$4,209,700	$340
Bega	14,990	$3,660,300	18,000	83%	1,370	$166,500	16%	100	$24,700	650	$130,400	42%	440	$44,600	10%	710	$143,300	350	$126,700	15,440	$4,296,400	$280
Blacktown	9,710	$2,401,000	12,970	75%	4,500	$427,000	51%	60	$15,900	140	$27,200	36%	640	$73,000	10%	630	$126,500	690	$231,400	10,410	$3,301,900	$320
Blue Mountains	9,630	$2,453,700	11,690	82%	5,380	$540,600	78%	70	$18,400	550	$110,600	43%	440	$54,800	14%	680	$159,100	520	$199,100	10,210	$3,536,300	$350
Cabramatta	12,770	$3,177,400	18,290	70%	3,950	$380,100	65%	50	$13,200	130	$25,400	33%	550	$43,000	8%	490	$114,900	900	$317,700	13,250	$4,071,700	$310
Camden	5,640	$1,366,700	8,210	69%	3,760	$343,500	96%	40	$10,200	210	$42,800	43%	590	$71,900	11%	620	$119,300	430	$161,700	6,370	$2,116,000	$330
Campbelltown	11,590	$2,928,800	15,290	76%	4,320	$412,200	55%	80	$20,700	190	$38,200	41%	690	$66,500	10%	730	$163,500	990	$350,800	12,250	$3,980,700	$330
Canterbury	10,860	$2,785,500	15,140	72%	5,200	$519,700	87%	50	$13,400	210	$41,200	28%	700	$70,900	12%	540	$125,800	850	$291,300	11,510	$3,847,700	$330
Castle Hill	5,430	$1,398,500	7,000	78%	2,050	$206,300	55%	50	$12,600	850	$170,800	42%	370	$47,500	16%	590	$97,400	220	$82,300	6,020	$2,015,500	$330
Cessnock	12,240	$3,189,900	15,230	80%	4,470	$454,200	79%	120	$33,600	220	$44,200	44%	640	$60,600	11%	820	$166,500	460	$157,600	12,850	$4,106,600	$320
Charlestown	10,700	$2,903,300	12,920	83%	4,320	$448,300	100%	110	$30,200	570	$114,200	50%	440	$47,400	12%	570	$117,200	300	$100,400	11,140	$3,761,000	$340
Clarence	15,250	$3,809,400	19,840	77%	590	$71,200	6%	110	$27,900	400	$79,200	36%	570	$55,300	10%	770	$166,700	490	$164,000	15,720	$4,373,700	$280
Coffs Harbour	12,960	$3,302,500	16,760	77%	530	$64,600	7%	140	$34,100	430	$85,600	41%	540	$57,700	10%	570	$134,900	520	$178,700	13,430	$3,858,100	$290

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

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

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

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

[63] 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[59]	LIHR uptake rate (%)[60]	Gas Rebate		Gas uptake rate (%)[61]	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 ($)	Total customer accounts[62]	Reported amount paid to customer accounts[63] ($)	Average rebate value ($ per customer account)
Coogee	5,390	$1,411,900	7,230	75%	2,670	$261,000	65%	30	$8,100	410	$82,200	37%	170	$20,500	11%	290	$68,800	370	$114,100	5,740	$1,966,600	$340
Cootamundra	13,420	$3,321,300	15,970	84%	5,850	$571,600	94%	70	$17,300	330	$67,000	30%	490	$47,500	10%	790	$205,400	630	$228,300	13,910	$4,458,500	$320
Cronulla	6,420	$1,682,200	7,900	81%	1,990	$196,200	87%	40	$12,000	780	$157,000	48%	250	$32,800	12%	600	$108,700	250	$89,000	6,990	$2,278,000	$330
Davidson	3,950	$1,049,200	5,500	72%	2,260	$220,600	97%	30	$8,600	880	$175,800	39%	270	$32,500	15%	480	$92,700	140	$56,100	4,450	$1,635,500	$370
Drummoyne	5,960	$1,577,100	7,940	75%	3,730	$372,800	64%	30	$8,100	640	$127,800	45%	270	$32,700	13%	420	$78,200	350	$117,000	6,450	$2,313,700	$360
Dubbo	10,960	$2,667,800	14,350	76%	2,550	$249,500	47%	60	$13,700	330	$66,600	39%	550	$53,600	10%	610	$133,400	650	$247,400	11,480	$3,432,000	$300
East Hills	10,000	$2,619,900	13,330	75%	3,750	$374,600	75%	60	$15,700	350	$70,800	42%	620	$60,700	12%	780	$175,500	750	$260,400	10,720	$3,577,700	$330
Epping	6,610	$1,633,900	9,160	72%	2,870	$271,700	70%	30	$8,800	710	$142,600	41%	710	$86,900	17%	470	$84,000	430	$151,300	7,310	$2,379,100	$330
Fairfield	15,580	$3,860,800	22,020	71%	5,170	$494,100	46%	60	$14,400	110	$22,000	31%	630	$48,600	7%	550	$140,800	1,400	$478,100	16,150	$5,058,900	$310
Gosford	12,920	$3,382,800	15,620	83%	2,820	$292,900	73%	160	$42,800	530	$106,600	45%	560	$57,700	13%	890	$190,100	540	$186,700	13,530	$4,259,600	$310
Goulburn	9,790	$2,388,300	12,280	80%	5,520	$534,800	100%	70	$18,800	450	$89,200	36%	370	$39,200	10%	730	$198,400	510	$178,600	10,290	$3,447,300	$330
Granville	13,160	$3,272,300	18,860	70%	7,120	$667,300	62%	50	$14,100	150	$30,600	32%	740	$63,800	8%	540	$135,500	1,390	$482,800	13,860	$4,666,400	$340
Hawkesbury	6,890	$1,727,200	9,400	73%	1,290	$123,100	43%	50	$13,500	280	$57,000	35%	440	$51,200	11%	620	$114,200	430	$159,400	7,460	$2,245,700	$300
Heathcote	6,660	$1,724,300	8,090	82%	1,870	$193,300	68%	50	$14,500	630	$125,400	47%	290	$41,300	13%	640	$115,500	160	$55,700	7,170	$2,269,900	$320
Heffron	7,180	$1,885,000	9,870	73%	3,870	$359,600	60%	40	$10,400	180	$35,200	37%	290	$35,800	12%	320	$85,100	670	$221,000	7,610	$2,632,200	$350
Holsworthy	8,770	$2,206,900	12,280	71%	3,260	$296,800	74%	50	$13,200	280	$56,000	45%	530	$54,900	9%	630	$126,100	650	$230,600	9,420	$2,984,500	$320
Hornsby	5,790	$1,484,700	7,750	75%	2,080	$204,100	46%	50	$14,100	670	$133,400	43%	430	$54,700	16%	560	$102,300	190	$66,900	6,400	$2,060,100	$320
Keira	10,440	$2,662,500	12,920	81%	4,980	$490,100	77%	80	$20,800	420	$84,000	38%	380	$43,600	12%	510	$101,800	390	$129,400	10,860	$3,532,200	$330
Kellyville	4,200	$1,020,300	6,090	69%	2,660	$250,700	76%	30	$7,100	460	$92,800	43%	430	$58,200	14%	460	$76,100	270	$94,900	4,770	$1,600,200	$340
Kiama	11,230	$2,821,100	13,590	83%	3,500	$372,300	100%	110	$26,900	560	$111,600	43%	460	$50,200	11%	710	$149,500	400	$138,400	11,700	$3,670,000	$310
Kogarah	9,200	$2,411,900	12,790	72%	4,550	$455,500	59%	50	$12,900	400	$79,200	33%	680	$71,200	15%	580	$127,700	560	$194,400	9,890	$3,352,800	$340
Lake Macquarie	12,150	$3,243,900	14,470	84%	2,460	$253,400	62%	140	$39,000	500	$100,800	43%	480	$48,400	11%	870	$169,600	390	$132,300	12,720	$3,987,400	$310
Lane Cove	4,920	$1,251,900	6,440	76%	2,240	$220,400	53%	30	$9,000	500	$99,800	39%	250	$33,100	14%	320	$65,400	260	$84,700	5,290	$1,764,100	$330
Leppington	7,640	$1,849,500	11,350	67%	4,060	$364,200	70%	40	$10,600	130	$26,200	33%	630	$67,800	9%	480	$102,800	680	$244,300	8,300	$2,665,300	$320
Lismore	13,220	$3,229,300	18,940	70%	500	$60,900	7%	100	$25,100	340	$67,200	34%	600	$62,200	9%	600	$125,000	480	$161,800	13,640	$3,731,400	$270
Liverpool	12,600	$3,170,700	17,690	71%	5,860	$557,100	65%	70	$19,600	90	$19,000	37%	660	$58,800	8%	580	$138,200	1,030	$364,600	13,210	$4,328,100	$330
Londonderry	9,780	$2,407,600	13,500	72%	3,720	$342,600	42%	50	$12,500	130	$26,600	33%	780	$84,300	11%	610	$133,700	830	$295,400	10,530	$3,302,700	$310
Macquarie Fields	9,420	$2,277,700	13,110	72%	3,670	$333,300	56%	60	$14,700	140	$27,800	38%	740	$78,800	10%	610	$135,400	870	$302,900	10,140	$3,170,600	$310
Maitland	10,470	$2,751,000	13,210	79%	4,760	$457,800	89%	120	$32,000	280	$56,800	45%	620	$67,000	12%	750	$154,300	470	$158,900	11,110	$3,677,800	$330
Manly	4,880	$1,266,900	6,300	77%	2,570	$257,700	67%	30	$7,500	600	$119,600	40%	190	$24,500	11%	300	$62,400	200	$73,700	5,190	$1,812,300	$350
Maroubra	8,410	$2,117,300	10,810	78%	3,700	$367,300	52%	50	$13,300	430	$85,200	39%	290	$36,100	11%	500	$112,900	590	$191,200	8,820	$2,923,300	$330

State Electoral District	Low Income Household Rebate		Estimated number of LIHR eligible customers[59]	LIHR uptake rate (%)[60]	Gas Rebate		Gas uptake rate (%)[61]	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 ($)	Total customer accounts[62]	Reported amount paid to customer accounts[63] ($)	Average rebate value ($ per customer account)
Miranda	6,920	$1,885,600	8,490	81%	1,530	$153,500	62%	50	$15,700	790	$157,600	48%	310	$39,100	13%	700	$126,300	230	$88,000	7,530	$2,465,700	$330
Monaro	7,370	$1,781,000	9,420	78%	2,960	$291,100	91%	50	$12,100	280	$56,600	34%	300	$36,100	9%	570	$132,500	380	$147,400	7,810	$2,456,900	$310
Mount Druitt	13,260	$3,245,600	17,920	74%	6,110	$587,300	50%	100	$24,200	80	$16,000	39%	840	$74,800	9%	630	$153,600	1,080	$387,900	13,980	$4,489,300	$320
Murray	12,320	$3,046,200	15,300	81%	3,690	$359,100	60%	80	$18,200	360	$70,600	31%	520	$54,000	10%	560	$148,700	410	$145,800	12,770	$3,843,100	$440
Myall Lakes	17,620	$4,508,100	20,800	85%	1,210	$147,000	12%	80	$19,900	540	$107,200	40%	530	$47,800	10%	910	$184,300	520	$161,500	18,070	$5,175,900	$290
Newcastle	9,480	$2,446,600	12,930	73%	4,800	$466,100	69%	50	$15,000	380	$76,200	39%	290	$30,900	11%	400	$82,900	280	$89,500	9,820	$3,207,200	$330
Newtown	5,960	$1,477,000	8,950	67%	2,910	$275,000	50%	30	$8,400	160	$32,600	37%	130	$14,900	11%	220	$46,600	350	$114,100	6,210	$1,968,600	$320
North Shore	3,670	$930,700	4,870	75%	1,880	$173,700	59%	20	$5,400	560	$112,000	39%	110	$13,500	12%	190	$37,800	210	$69,500	3,910	$1,342,600	$340
Northern Tablelands	13,550	$3,278,600	17,140	79%	600	$73,100	8%	90	$21,900	330	$66,400	32%	540	$47,400	9%	960	$239,400	670	$229,900	14,120	$3,956,600	$280
Oatley	9,000	$2,423,500	11,880	76%	3,830	$388,100	73%	70	$19,200	510	$102,400	39%	520	$55,400	14%	670	$140,200	430	$148,200	9,660	$3,276,900	$340
Orange	11,130	$2,727,500	13,980	80%	4,800	$458,500	87%	60	$16,000	350	$70,800	36%	510	$52,700	10%	810	$202,700	510	$199,900	11,710	$3,728,000	$320
Oxley	15,910	$3,986,600	20,830	76%	720	$86,800	7%	120	$31,300	370	$75,000	35%	530	$48,200	8%	760	$175,000	510	$174,400	16,380	$4,577,400	$280
Parramatta	8,650	$2,055,100	12,630	69%	4,520	$410,700	83%	40	$10,500	270	$54,600	38%	710	$81,900	13%	400	$79,000	830	$275,900	9,340	$2,967,600	$320
Penrith	10,060	$2,448,100	13,200	76%	2,470	$233,800	36%	80	$20,400	200	$39,800	37%	620	$64,200	12%	700	$142,500	630	$218,200	10,710	$3,166,900	$300
Pittwater	5,090	$1,361,000	6,470	79%	2,550	$263,900	65%	40	$11,500	820	$164,000	42%	170	$22,300	10%	360	$86,800	120	$45,100	5,410	$1,954,600	$360
Port Macquarie	15,840	$4,085,800	18,120	87%	980	$119,200	12%	140	$36,500	670	$134,400	45%	510	$53,500	12%	900	$191,100	400	$131,600	16,350	$4,752,000	$290
Port Stephens	13,610	$3,472,200	16,100	85%	1,230	$134,900	31%	130	$34,800	680	$135,800	46%	520	$49,800	11%	960	$182,400	450	$153,100	14,210	$4,162,900	$290
Prospect	10,100	$2,525,600	13,250	76%	3,560	$343,900	43%	70	$17,100	270	$54,200	40%	530	$61,100	10%	620	$123,000	730	$263,100	10,720	$3,387,900	$320
Riverstone	4,840	$1,161,700	7,300	66%	3,080	$283,400	62%	30	$6,800	200	$39,200	37%	530	$65,900	11%	430	$81,000	430	$157,400	5,450	$1,795,300	$330
Rockdale	8,130	$2,039,800	11,090	73%	3,900	$374,200	53%	50	$12,600	370	$74,000	38%	370	$38,700	10%	520	$119,700	660	$225,700	8,720	$2,884,600	$330
Ryde	7,600	$1,985,500	10,360	73%	3,520	$344,000	72%	60	$15,100	600	$120,600	39%	570	$68,800	16%	490	$93,400	500	$172,800	8,280	$2,800,100	$340
Shellharbour	12,050	$3,103,100	14,920	81%	6,370	$641,200	72%	70	$18,400	360	$72,400	44%	580	$59,600	12%	700	$149,600	470	$160,800	12,570	$4,205,200	$330
South Coast	14,690	$3,655,000	17,140	86%	2,830	$332,900	100%	200	$52,600	560	$112,800	43%	470	$49,000	10%	920	$220,000	410	$140,000	15,210	$4,562,400	$300
Strathfield	7,460	$1,806,900	11,190	67%	4,250	$408,400	58%	40	$9,200	310	$62,800	31%	490	$53,200	13%	410	$75,200	490	$161,400	8,000	$2,577,100	$320
Summer Hill	7,060	$1,825,100	9,880	71%	3,500	$355,600	58%	40	$9,100	260	$52,800	34%	270	$31,100	13%	350	$78,200	330	$109,400	7,400	$2,461,400	$330
Swansea	12,420	$3,285,900	14,980	83%	3,180	$332,600	81%	170	$45,900	520	$104,600	50%	530	$55,500	12%	830	$175,600	490	$169,200	13,000	$4,169,300	$320
Sydney	5,390	$1,331,300	8,090	67%	2,370	$210,600	43%	30	$10,400	300	$59,400	40%	110	$11,100	10%	190	$47,200	530	$170,200	5,710	$1,840,200	$320
Tamworth	13,360	$3,228,100	16,700	80%	1,690	$176,900	24%	80	$22,200	300	$60,000	35%	620	$59,100	11%	760	$171,600	670	$249,500	13,890	$3,967,500	$290
Terrigal	9,820	$2,638,700	11,770	83%	3,080	$322,000	100%	120	$33,300	660	$131,800	50%	360	$41,200	11%	730	$148,200	320	$113,100	10,360	$3,428,200	$330
The Entrance	12,130	$3,231,300	14,880	82%	4,070	$408,500	100%	140	$38,900	460	$91,400	46%	580	$64,700	12%	850	$178,800	720	$251,000	12,810	$4,264,500	$330
Tweed	14,580	$3,652,500	18,100	81%	980	$111,700	100%	110	$28,300	500	$100,600	41%	470	$55,600	10%	560	$126,100	260	$89,000	14,960	$4,163,800	$280

State Electoral District	Low Income Household Rebate		Estimated number of LIHR eligible customers[59]	LIHR uptake rate (%)[60]	Gas Rebate		Gas uptake rate (%)[61]	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 ($)	Total customer accounts[62]	Reported amount paid to customer accounts[63] ($)	Average rebate value ($ per customer account)
Upper Hunter	10,680	$2,736,200	13,730	78%	1,210	$120,000	22%	110	$28,000	350	$70,600	38%	490	$46,600	10%	710	$141,200	540	$187,000	11,210	$3,329,600	$300
Vaucluse	3,490	$900,200	4,930	71%	1,780	$166,500	59%	30	$7,000	320	$64,400	31%	110	$12,600	9%	210	$52,400	290	$104,300	3,810	$1,307,300	$340
Wagga Wagga	10,990	$2,602,000	13,580	81%	6,770	$631,200	100%	80	$20,300	360	$71,800	37%	540	$58,300	11%	560	$127,900	580	$213,900	11,460	$3,725,400	$320
Wahroonga	4,890	$1,284,000	6,610	74%	2,320	$226,000	66%	40	$10,600	830	$165,000	39%	310	$37,400	16%	470	$89,900	180	$64,800	5,380	$1,877,700	$350
Wakehurst	5,860	$1,594,000	7,310	80%	2,830	$289,600	63%	40	$11,400	620	$124,400	40%	220	$29,200	11%	390	$81,600	150	$54,200	6,220	$2,184,400	$350
Wallsend	10,850	$2,864,600	13,860	78%	4,970	$497,200	96%	120	$34,800	280	$55,600	43%	570	$64,900	13%	650	$131,000	370	$120,600	11,380	$3,768,600	$330
Willoughby	4,520	$1,142,300	6,250	72%	2,510	$240,300	62%	20	$6,500	620	$124,400	38%	290	$34,600	15%	300	$59,900	230	$80,400	4,920	$1,688,300	$340
Winston Hills	8,620	$2,160,900	11,030	78%	3,480	$334,700	53%	70	$19,600	390	$78,600	42%	540	$66,400	13%	640	$118,700	490	$175,600	9,300	$2,954,500	$320
Wollondilly	7,850	$1,936,100	10,000	78%	3,940	$379,400	79%	60	$14,600	520	$105,000	41%	420	$47,900	11%	780	$155,100	350	$127,600	8,450	$2,765,600	$330
Wollongong	12,560	$3,149,800	15,790	80%	4,550	$452,600	56%	70	$16,800	350	$71,000	38%	440	$42,300	10%	500	$98,000	630	$207,300	13,020	$4,037,700	$310
Wyong	13,600	$3,505,600	16,810	81%	3,760	$389,700	91%	180	$48,500	290	$58,200	44%	650	$64,500	12%	1,080	$245,900	760	$264,000	14,320	$4,576,200	$320

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