

# NSW Family Energy Rebate



Application form: On-supply households

This form is for use by eligible households within on-supplied residential communities, retirement villages or strata schemes.

\$198 / \$22



The NSW Family Energy Rebate helps NSW family households with dependent children cover the costs of their energy bills.

**On-supplied** is the term used when an applicant receives an electricity bill/invoice issued by, or on behalf of, the owner/manager of their residential community, retirement village or strata scheme, rather than a bill issued by an electricity retailer of the residents' choice. You must provide a full copy of an on-supplied electricity bill when lodging this application.

If eligible, you'll receive the rebate from the NSW Department of Planning, Industry and Environment of up to \$198 deposited into your bank account.

**Applications close at 11pm on Wednesday 15 June 2022.**

You can apply online at: [www.service.nsw.gov.au/transaction/apply-family-energy-rebate-supply-customers](http://www.service.nsw.gov.au/transaction/apply-family-energy-rebate-supply-customers).

## Before you start

Before filling in this application please ensure you have:

- your customer reference number (CRN - issued by Services Australia (Centrelink))
- your personal and contact details
- your bank account details for electronic funds transfer
- a copy of your recent energy bill.

## Checklist

### Eligibility criteria

To be eligible for this rebate you must:

- be a current NSW resident
- be named on the electricity account for supply of electricity at your principal place of residence as a customer of an eligible on-supplied residential community (registered with NSW Fair Trading) or retirement village (registered with NSW Fair Trading) or strata scheme (registered with NSW Land Registry Services)
- have been assessed by the Australian Government's Services Australia as being eligible for Family Tax Benefit (FTB) Part A or B for the 2020–21 financial year and have received FTB payments in 2020–21 based on that eligibility, **and**
- received the FTB for the 2020–21 financial year and have had your entitlement to the FTB payments finalised (reconciled) by Services Australia (Centrelink).

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## Important information

Applications close at 11pm on **8 June 2022**.

**If you are an on-supplied customer** and are issued your electricity bill/invoice by, or on behalf of, your eligible residential community, retirement village or strata scheme, you must include a full copy of your electricity bill with your application. The bill must include the community or on-supplier's details, your name and address and site/unit number and confirm you receive metered electricity. The meter reading or usage amount must be dated after 1 July 2021 **and** be less than 3 months old.

**If you have a Services Australia Concession Card or Health Care Card** and meet all the eligibility criteria for the Family Energy Rebate, your rebate credit will be approved at the lower capped rate of \$22 (for on-supplied customers), as you also qualify for the NSW Low Income Household Rebate. More information on the Low Income Household Rebate for on-supplied customers is available at [www.service.nsw.gov.au/transaction/apply-low-income-household-rebate-supply-customers](http://www.service.nsw.gov.au/transaction/apply-low-income-household-rebate-supply-customers).

## More information

Visit the Service NSW website at: [www.service.nsw.gov.au/services/concessions-rebates-and-assistance](http://www.service.nsw.gov.au/services/concessions-rebates-and-assistance) or

Call the Energy NSW Energy Rebates Team: 02 8073 9255

## Privacy Notice

The Department of Planning, Industry and Environment (the Department), located at 4 Parramatta Square, 12 Darcy Street, Parramatta NSW 2150, is subject to the *Privacy and Personal Information Protection Act 1998* in managing your personal information.

The Department is collecting your personal information for the purposes of processing your application for an energy rebate (including assessing your eligibility), paying a rebate to you if you are eligible, administering the energy rebates scheme and auditing the rebate program which may include surveying customer experiences.

In completing this form you may provide the personal information of another person. Before you provide this information you must seek the consent of that person to disclose their information to the Department and for it to be used in accordance with this Privacy Notice.

The Department will disclose your CRN or DVA number to Services Australia to determine whether you qualify for the rebate. The Department may disclose your personal information to a third party engaged to carry out an audit of the rebate. The Department will not disclose your personal information to anybody else unless authorised by law.

Applying for this rebate is voluntary. However, if you decide to apply, unless otherwise noted, all personal information requested directly from you must be provided for the Department to process your application.

You have the right to access the personal information that the Department holds about you. You also have the right to request that the Department updates or amends this information. For further details, email: [rebates@energysaver.nsw.gov.au](mailto:rebates@energysaver.nsw.gov.au).

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## Filling in this form

- Please use CAPITAL letters.
- The applicant name must match the name on your 2020–21 FTB correspondence **and** the name printed on your electricity bill/invoice.
- The address included on the application must be the applicant's principal place of residence.
- The bank account to be paid must be in the applicant's name.

## Applicant details

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**CRN (Services Australia):**

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**First name:**

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**Last name:**

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**Community/village name or strata plan number:**

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**Site/unit number:**

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**Street address:**

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**Suburb:**

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**Postcode:**

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**Contact phone number:**

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**Email address:**

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**Postal address (if different from above):**

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**Suburb:**

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**Postcode:**

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## Applicant bank details

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**Bank name:**

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**Account name (e.g. Mr S Smith):**

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**BSB number:**

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**Account number:**

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If you're eligible for the rebate, the Department will pay the amount into your nominated account.

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## Consent for person to act on your behalf (optional)

Only complete this section if you would like someone to act on your behalf in relation to this application.

I authorise \_\_\_\_\_, who can be contacted by phone on \_\_\_\_\_ to:

- speak to the Department on my behalf to assist with processing this application
- clarify any information provided in this form to assist with processing this application.

I have confirmed with the above nominated person that they agree to act on my behalf and advised them that their information will be collected and managed in accordance with the Privacy Notice in this form.

I understand that I can withdraw this consent at any time by contacting the Energy Rebates Team on 02 8073 9255 or at [rebates@energysaver.nsw.gov.au](mailto:rebates@energysaver.nsw.gov.au).

## Applicant declaration and authorisation statement

I (insert name), \_\_\_\_\_ of (insert principal place of residence) \_\_\_\_\_ :

- have read and understood all information in this application form, including the Checklist and Privacy Notice
- declare that all information provided in this application is, to the best of my knowledge, true and correct
- understand that it is my responsibility to notify the Department of any changes to the information I have provided in this form
- agree to provide additional information about my eligibility on request
- understand that this application, once signed, remains valid for the financial year that the application relates to unless I withdraw it by contacting the Department
- have included a copy of my most recent energy bill/invoice with this application
- understand that the Department will use Services Australia eServices to perform a Services Australia enquiry of my Services Australia customer details and concession card status to enable the Department to determine if I qualify for the rebate.

### Consent to contact (optional)

I consent for the Department to contact me about my experience in applying for the rebate.

### Power of attorney (when application signed under power of attorney)

I have attached the certified copy of the power of attorney with this application.

**Applicant signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

## Submitting this form

Email the completed form to: [rebates@energysaver.nsw.gov.au](mailto:rebates@energysaver.nsw.gov.au) or

Post the completed form to: NSW Family Energy Rebate, PO Box 435, Parramatta NSW 2124.

If you are posting the form, **do not use staples or sticky tape on documents.**