



NSW Energy Rebates Annual Report

2020-21



Published by NSW Department of Planning and Environment

dpie.nsw.gov.au

Title: NSW Energy Rebates Annual Report

Subtitle: 2020-21

EES2022/0195

ISBN 978-1-922767-74-5

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Any NSW Government agencies or other parties wishing to use this data should contact the Energy Data & Analytics Team via rebates.data@planning.nsw.gov.au to confirm its use.

Foreword

The NSW Government currently invests around \$330 million each year into the Energy Social Programs. This includes six energy rebates and one crisis support scheme to assist low income and vulnerable households experiencing difficulty paying their energy bills. The Energy Social Programs have the following components:

- Low Income Household Electricity Rebate at \$285 off electricity bills per year
- Low Income Household Gas Rebate at \$110 off gas bills per year or \$121 for LPG per year
- Family Energy Rebate at up to \$180 off electricity bills per year
- Medical Energy Rebate at up to \$285 off electricity bills per year
- Life Support Rebate at up to \$1,343 off electricity bills per year (rates vary according to life support equipment)
- Seniors Energy Rebate at \$200 per year¹
- Energy Accounts Payment Assistance (EAPA) at up to \$300 off electricity bills twice per year and up to \$300 off gas bills twice per year, accessed during a short-term financial crisis.

As part of the 2019 election, the NSW Government committed to continue energy rebates for around 900,000 low-income households and families and introduced a new annual \$200 Seniors Energy Rebate for approximately 90,000 eligible self-funded retiree households. From 2019-20 the NSW Government allocated an additional \$41 million over four years for the new Senior Energy Rebate.

Due to the COVID-19 pandemic, the NSW Government allocated an additional \$5 million in 2019-20 and \$25 million in 2020-21 to the EAPA scheme. The NSW Government temporarily increased EAPA from \$300 to \$400 for both electricity and gas to support customers impacted by the COVID-19 pandemic.

This report summarises the Department of Planning and Environment's (Department) analysis of data provided by energy retailers under the NSW Social Programs for Energy Code for the period 1 July 2020 to 30 June 2021.

While this report covers periods of the COVID-19 pandemic, it is a generic report in consistent with the previous annual reports. The Department will issue a separate report dedicated to the COVID-19 pandemic covering data from January 2020 to June 2021.

About the data

The 2020-21 NSW Energy Rebates 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 6.0, 1 May 2019).
- Applications to the Department for 'on-supplied' energy rebates, EAPA scheme and the Family Energy Rebate.
- Data provided by Service NSW for the Seniors Energy Rebate.
- Department records on the number of residential gas connections in NSW.
- Data provided by the Australian Department of Human Services and Australian Department of Veteran Affairs on the number of households with at least one concession cardholder.
- Data from Australia Energy Regulator (AER)'s retail market performance reports on numbers of electricity and gas customers.

Quality statement

¹ Seniors Energy Rebate commenced from July 2019..

The estimated rebate value is within 1.0 per cent of the invoices received by the Department from retailers. The very small difference between the invoice payments occurs due to a mismatch between billing and reporting periods.

However, there are the following known quality issues with the data provided:

- Energy rebates' 'on-supplied' customers who receive more than one energy rebate type may be double-counted in total rebate recipient numbers. The impact of this is expected to be very small.
- A major uncertainty is the number of customers who switched their retailers during the reporting period. These switches resulted in a higher total count of customer IDs across all retailers than the number of unique customers. The Department has used quarter-slices of the data supplied by retailers, taking the highest of the four quarters to be the number of unique customers. This is an estimate in-line with the level of switch estimated in the AER's Retail Energy Market Performance reports.

In each reporting period, there were a small number of records from retailers containing errors. The Department is currently working with these retailers to improve their data quality in the future. In the July-December 2020 reporting period, the Department noticed the pattern of the data submitted by the retailers was more complex at billing level compared to pre-pandemic periods. As a result, the Department has adjusted the analysis procedure to better capture the pattern. This adjustment was applied to this report, and to a lesser extent, the July-December 2020 mid-year report. This adjustment has not been applied retrospectively and is presumed not to affect previous reports.

Due to the lack of late geographically based gas customer data 2019 estimates are used. This affects the accuracy of eligible gas customer estimates for Local Government Areas (LGAs). It will be revised once better data is made available.

The Department has also improved tariff-based calculation which has led to a better estimate of the annual bill and consumption of solar customers.

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Key Facts

2020-21

Number of unique rebate customers



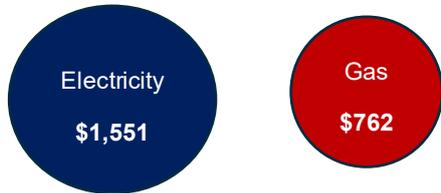
914,000

Amount of rebate paid

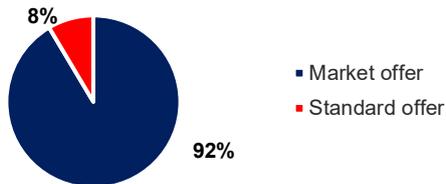


\$296,306,000

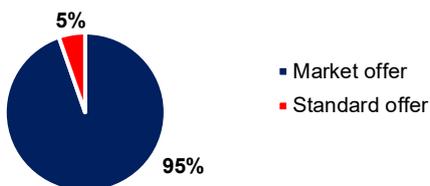
Average annualised electricity and gas bills



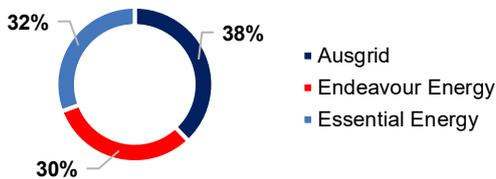
Number of electricity customers by offer type



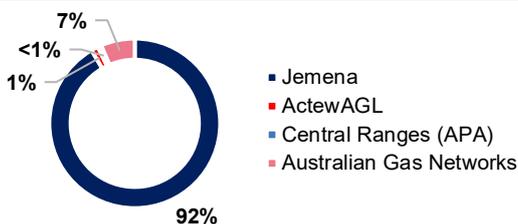
Number of gas customers by offer type



Customer allocation by electricity network



Customer allocation by gas network



2019-20

Number of unique rebate customers



878,000

Amount of rebate paid

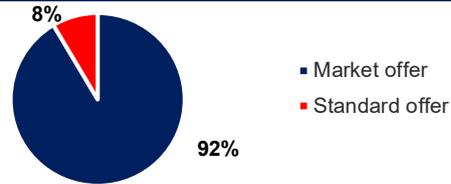


\$282,463,000

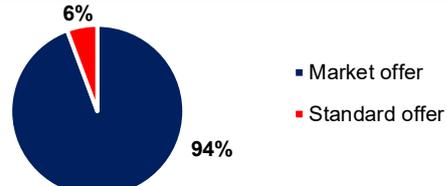
Average annualised electricity and gas bills



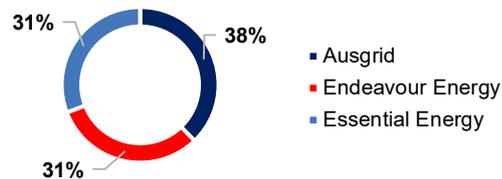
Number of electricity customers by offer type



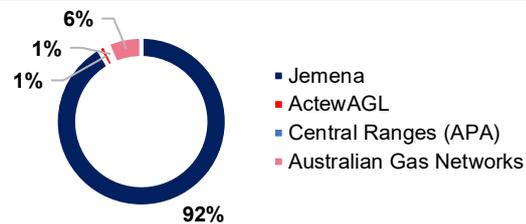
Number of gas customers by offer type



Customer allocation by electricity network



Customer allocation by gas network



State-wide results

The Department estimates 914,000 unique customers received one or more of the Energy Social Programs in 2020-21, which is higher than the 878,000 estimated unique customers in 2019-20. Most of these customers accessed the Low Income Household Rebate (801,000 customers in 2020-21 compared to 785,000 in 2019-20) and the NSW Gas Rebate (286,000 customers compared to 247,000 in 2019-20), an increase of 2.0 per cent and 15.9 per cent from 2019-20, respectively.

Rebate eligibility and number of customers

Approximately 64 per cent of eligible customers accessed the Low Income Household Rebate, and 56 per cent of eligible customers accessed the NSW Gas Rebate. By comparison, 58 per cent and 49 per cent accessed the Low Income Household Rebate and Gas Rebate respectively in 2019-20. Around 11 per cent of eligible customers accessed the Family Energy Rebate, the same proportion as for 2019-20.

Tariff structure

Retailers offer a variety of tariff structures on both the market and standard offers. In 2020-21, there were around 76,000 energy rebate customer accounts on standard electricity offers and around 898,000 on market offers. Around 5,000 customers switched between standard and market offers, during this period within the same retailers. The fact that the proportion of market customers of 2020-21 is higher than that of 2019-20 suggests the number of switches from standard to market being higher than the switches from market to standard (Table 3). The estimated switching rate was about 0.5 per cent for rebate customers in 2020-21, compared to 1.4 per cent in 2019-20.

Most energy rebate customers pay a supply charge and a flat usage charge. The same unit charges apply for all electricity consumption for flat tariffs, regardless of how and when the electricity is used. The Department estimates that around 76 per cent of energy rebate customers are on flat tariffs, 8 per cent are on time-of-use tariffs, and 16 per cent are on solar tariffs. This structure is similar to broader market statistics reported by other bodies.

Energy rebate customers on solar tariffs on average save more than customers on flat tariffs. While it was expected that similar savings would apply to customers on time-of-use tariffs, the results show that bill savings are either lower or similar compared to customers on flat tariffs depending on network areas. This may indicate a lack of ability due to lifestyle or knowledge on how to maximise the benefit of time-of-use tariffs, such as running household appliances during off-peak times.

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 standing offers. These rules were implemented to help consumers compare market offers more easily as retailers must now 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 rebates customers on standard offers. The analysis shows average electricity costs under standard offers across Ausgrid, Endeavour Energy and Essential Energy networks reduced by 2.7 per cent, 3.5 per cent and 1.2 per cent, respectively in 2020-21 relative to 2019-20 (Table 7). Comparatively, the same reduction was not seen in market offers, as the average rate in the Essential Energy network increased by about 2.5 per cent.

Electricity bills

Overall, annualised electricity bills decreased by around 4 per cent, 5 per cent and 6 per cent for Ausgrid, Endeavour Energy and Essential Energy networks respectively, and 5 per cent across the three networks combined, relative to 2019-20 (Table 7).

The average electricity bill for energy rebate customers on standard offers was around \$1,490 per year, compared to around \$1,560 for market offers. However, electricity consumption for standard offer customers was lower compared to that for market offer customers. If standard offer customers had consumed the same amount, they would have paid up to around \$100 more. Energy rebates reduced electricity bills by an average of 21 per cent and 20 per cent for standard and market offers respectively.

Gas bills

There were 14,000 energy rebate customer accounts on standard offers for gas compared to 288,000 on market offers in 2020-21. Around 1,000 customers switched between standard and market offers during the year. The switching rate of gas customers to market offers was around 0.5 per cent in 2020-21, less than the switching rate of 1 per cent in the 2019-20 financial year (Table 8).

The average annualised gas bill for standard offer customers in the Jemena area reduced by 6 per cent, for customers in the ActewAGL area by 4 per cent, for customers in the APA area by 5 per cent, and for customers in the Australian Gas Networks area reduced by 1 per cent between 2019-20 and 2020-21 periods.

Overall, the average gas bill for energy rebate customers on standard offers was around \$800 per year, compared to around \$760 for market offers, around \$40 less a year. Energy rebates reduced gas bills by an average of 15 per cent and 15 per cent for standard and market offers accordingly.

Disconnections

The Australian Energy Regulator (AER) introduced a Statement of Expectations (the Statement) during the COVID-19 pandemic which was in effect throughout 2020-21. The Statement identified principles that energy retailers are expected to adhere to if a region is 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 Local Government Areas (LGAs) and automatically came into effect when an LGA was subject to stay-at-home orders that last for seven days or more. The standby Statement applied for 14 days after stay-at-home orders were lifted.

As a result of this, the number of disconnected electricity customers in 2020-21 significantly reduced compared to 2019-20 from 1,490 to around 980 in the Ausgrid area, from around 2,380 to 500 in the Essential Energy area, and from around 1,960 to 830 in the Endeavour Energy area. The average electricity bills for these disconnected customers was around \$2,440, \$1,960, and \$1,800 for Essential Energy, Endeavour Energy and Ausgrid respectively (Table 18).

The number of disconnected gas customers also significantly reduced compare to 2019-20, from around 350 to 240 for Jemena, from around 150 to 10 for Australian Gas Networks, and from around 15 to zero for Central Ranges AGA Group. ActewAGL kept the disconnection numbers below 10 for both reporting years. The average gas bill for the disconnected customers were around \$900, \$1,250, and \$690 for Jemena, Australian Gas Network and ActewAGL respectively (Table 19).

Table 1 illustrates the number of customer accounts and unique customers receiving each of the available Energy Social Programs in 2020-21, the total and average amounts paid to customers, and the implied rate of customers switching retailers. In 2019-20, a total of around \$296,306,000 was paid to an estimated 914,000 unique customers. Each unique customer received an average of around \$320.

Table 2 illustrates the estimated number of eligible customers for the Low Income Household Rebate, NSW Gas Rebate, Family Energy Rebate and Seniors Energy Rebate alongside the estimated number of energy rebate customer accounts and proportion of unique customers relative to eligible customers. There were around 1,493,000 households eligible for the energy rebates and 828,000 customers received a rebate. This equates to 55 per cent of total eligible households that received a rebate.

Table 3 illustrates the number of energy rebate customer accounts as well as average annual bills for electricity customers on standard and market offers. The average annual electricity bill was around \$1,550 and average annual usage was around 4,840 kWh across both market and standard offers. The average

electricity cost across both the market and standard offers was around 32 cents per kWh. The percentage of rebate provided relative to electricity bill across both standard and market offers was around 20 per cent.

Table 4 illustrates the number of energy rebate customer accounts and average annual bills for gas customers on standard and market offers. The average annual gas bill was around \$760 and the average annual usage was around 19,600 MJ per year across both market and standard offers. 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 around 15 per cent.

Table 1 Energy Social Programs customer numbers and rebate value in 2020-21

Rebate type	Number of customer accounts ¹	Total paid amount ² (\$)	Average paid per customer account ³ (\$)	Assumed average rebate per unique customer (\$)	Estimated number of unique customers ^{4,5}	Implied rate of switching retailers ⁶
Low Income Household Rebate	943,000	\$228,289,000	\$242	\$285	801,000	18%
NSW Gas Rebate ⁷	323,000	\$31,474,000	\$97	\$110	286,000	13%
Family Energy Rebate (FER)	47,000	\$4,831,000	\$103	\$103	47,000	n/a
Life Support Rebate	56,000	\$11,615,000	\$207	\$264	44,000	28%
Medical Energy Rebate	7,000	\$1,787,000	\$253	\$285	6,000	13%
Energy Accounts Payment Assistance (EAPA) Scheme	49,000	\$18,310,000	\$373	\$373	49,000	n/a
Seniors Energy Rebate ⁸	25,000	\$5,035,000	\$200	\$200	25,000	n/a
Total	1,034,000	\$296,306,000	\$286	\$324	914,000	13%

1 Number of customer accounts may double count customers that switch from one retailer to another within 2020 July – 2021 June.

2 These rebates estimates are based on retailer reporting information and do not necessarily match invoicing data.

3 Note this amount is less than the estimated rebate per household because of the portion of customers that switched retailers in 2020-21.

4 Number of unique customers for each rebate type is based on an assumed average rebate amount per customer. This is less than the number of customer accounts as customers that switch retailers appear as two customer accounts.

5 Total unique customers are the customer accounts with a bill in 2020-21 plus on-supplied customers, EAPA and FER customers from Departmental records. This is less than the total number of customer accounts as customers that switch retailers appear as two customer accounts

6 Customer accounts that switched is estimated by taking the difference between estimates for number of unique accounts and unique customers.

7 NSW Gas Rebate figures include natural gas and LPG.

8 Seniors Energy Rebate was introduced in July 2019

Table 2 Customer numbers and eligible households in 2020-21

Rebate type	Number of eligible households ¹	Number of customer accounts ²	Customer accounts relative to eligible households (%)	Unique customers that received a rebate (#)	Unique customers relative to eligible households (%)	Change from 2019-20		
						Unique customers that received a rebate (%)	Eligible customers ² (%)	Unique customers relative to eligible households (%)
Low Income Household Rebate	1,253,000	943,000	75%	801,000	64%	2%	-7%	10%
NSW Gas Rebate	507,000	323,000	64%	286,000	56%	16%	0%	16%
Family Energy Rebate	423,000	47,000	11%	47,000	11%	1%	2%	-1%
Seniors Energy Rebate ³	95,000	25,000	26%	25,000	26%	-10%	0%	-10%
Total across Low Income Household Rebate and Family Energy Rebate ⁴	1,493,000	962,000	64%	820,000	55%	2%	-6%	9%

1 Estimates based on data provided by Federal Department of Human Services, Department of Veterans Affairs and Australian Taxation Office.

2 Number of customer accounts includes departmental data on the number of on-supplied and FER customers

3 Seniors Energy Rebate was introduced in July 2019

4 Total includes Low Income Household Rebates and Family Energy Rebates only and is less than the sum as some households receive both rebates

Table 3 Annualised electricity consumption and bills in 2020-21 by retail offer type¹

Offer type	Number of electricity customer accounts	Average annualised electricity bill (\$/yr)	Average electricity use (kWh/yr)	Average electricity cost (c/kWh)	Average annualised rebate ^{2,3} (\$)	Rebates relative to electricity bill (%)	Change relative to 2019-20					
							Electricity customer accounts (%)	Average annualised electricity bill (%)	Average electricity use (%)	Average electricity cost (%)	Average annualised rebate (%)	Rebates relative to electricity bill (%)
Market offer only	898,000	\$1,555	4,874	31.9	\$314	20.2%	3%	-5%	-5%	-1%	5%	11%
Standard offer only	76,000	\$1,494	4,399	34.0	\$319	21.4%	-6%	-6%	-3%	-3%	5%	11%
Customer accounts which switched between standard and market	5,000	\$1,813	5,391	33.6	\$291	16.1%	-62%	5%	7%	-1%	-2%	-6%
Total from retailer reporting (excludes on supplied customers)	974,000	\$1,551	4,836	32.1	\$315	20.3%	1%	-5%	-4%	-1%	5%	11%

1 All data in this table is based on retailer reporting information and may not match results in other tables which have been supplemented with Departmental information

2 When a customer switches energy retailer 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 the daily 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.

3 These figures do not include Energy Account Payment Assistance (EAPA) vouchers.

Table 4 Annualised gas consumption and bills in 2020-21 by retail offer type¹

Offer type	Number of gas customer accounts	Average annualised gas bill (\$/yr)	Average gas use (MJ/yr)	Average gas cost (c/MJ)	Average annualised rebate ^{2,3} (\$)	Rebates relative to gas bill (%)	Change relative to 2019-20					
							Gas customer accounts (%)	Average annualised gas bill (%)	Average gas use (%)	Average gas cost (%)	Average annualised rebate (%)	Rebates relative to gas bill (%)
Market offer only	288,000	\$760	19,635	3.87	\$116	15.3%	8%	-1%	4%	-6%	0%	1%
Standard offer only	14,000	\$799	18,579	4.30	\$118	14.7%	-5%	-1%	0%	-4%	1%	2%
Customer that switched from standard to market	1,000	\$883	22,349	3.95	\$105	11.8%	-66%	4%	6%	-6%	-8%	-12%
Total from retailer reporting (excludes on supplied customers)	302,000	\$762	19,590	3.89	\$116	15.3%	6%	-2%	4%	-7%	0%	2%

1 All data in this table is based on retailer reporting information and may not match results in other tables which have been supplemented with Departmental information.

2 When a customer switches energy retailer only a portion of their annual bill will appear in a retailer's reporting information. Most rebates (except EAPA and Family Energy Rebate) are paid based on the daily 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.

3 These figures do not include Energy Account Payment Assistance (EAPA) vouchers.

Electricity and gas changes in 2020-21

This section compares the state-wide results for 2020-21 and 2019-20 for both electricity and gas.

Overall, the total number of customer accounts increased by 4 per cent in 2020-21 compared to 2019-20 (**Figure 1**). Low Income Household Rebate customers increased by 2 per cent relative to 2019-20. The highest increase was observed in the Gas Rebate (15.9 per cent), followed by Low Income Household Rebate (10.6 per cent) and Medical Energy Rebate (3.2 per cent).

For EAPA, there is an adjustment to the reported sum of unique electricity and gas accounts in the 2019-20 Annual Report. An improvement in the Department's systems refined the identification of unique EAPA customers that hold both gas and electricity accounts. As such, Figure 1 adjusts the 2019-20 number of unique accounts from 50,000 to 47,000 reported in 2019-20. With the adjustment in 2019-20, there is an increase in unique customer accounts that received EAPA of 3 per cent in 2020-21 relative to 2019-20. From 2020-21 onwards, this refinement will be reflected in the number of unique customer accounts reported.

Figure 2 presents a comparison of the rate of customer switching from standard to market offers across various rebates types. Switching rates for Low Income Household Rebate, Gas Rebate, Life Support Rebate and Medical Energy Rebate customers have all reduced relative to 2019-20, with the Gas Rebate experiencing the highest reduction (-43 per cent).

The number of households eligible for the Low Income Household Rebate has decreased by 7.8 per cent relative to the 2019-20 reporting period which saw a surge in eligibility because of the Commonwealth Government's COVID-19 JobSeeker scheme. The numbers of eligible customers for the Gas Rebate and Family Energy Rebate are similar to those of 2019-20 (**Figure 3**).

The uptake rates of the Low Income Household Rebate, Gas Rebate and Family Energy Rebate have all increased, and Low Income Household Rebate had the highest increase by 7.8 per cent (**Figure 4**).

Figure 5 illustrates a comparison of the number of electricity accounts for market and standard offer types. A reduction of 6.3 per cent was observed for standard, and an increase of 3.0 per cent for market offers in 2020-21 compared to 2019-20.

Figure 6 and **Figure 7** illustrate the average annualised electricity bills and consumption. The results indicate that the average electricity bill has reduced by 5.1 per cent and 5.9 per cent for market and standard offers respectively. In addition, the annualised average electricity consumption reduced by 4.6 per cent for market offer customers, and by 3.5 per cent for standard offer customers in 2020-21 relative to 2019-20. The average electricity cost per kWh decreased by 4.6 per cent and 3.5 per cent for market and standard offers in 2020-21 relative to 2019-20, respectively (**Figure 8**).

Figure 9 illustrates the comparison of the number of gas accounts for market and standard offer types. A reduction of 4.8 per cent was observed for standard offers and an increase of 7.9 per cent for market offers in 2020-21 compared to 2019-20.

Figure 10 and **Figure 11** illustrates the average annualised gas bills and consumption. The results show that the average gas bill for both market offers and standard offers has reduced by 1.3 per cent relative to 2019-20. At the same time, the annualised average gas consumption went down by 0.2 per cent for standard offer customers, and by 4.1 per cent for market offer customers in 2020-21. The average gas costs per MJ for market offer and standard offer have reduced by 5.6 per cent and 4.4 per cent respectively, in 2020-21 relative to 2019-20 (**Figure 12**).

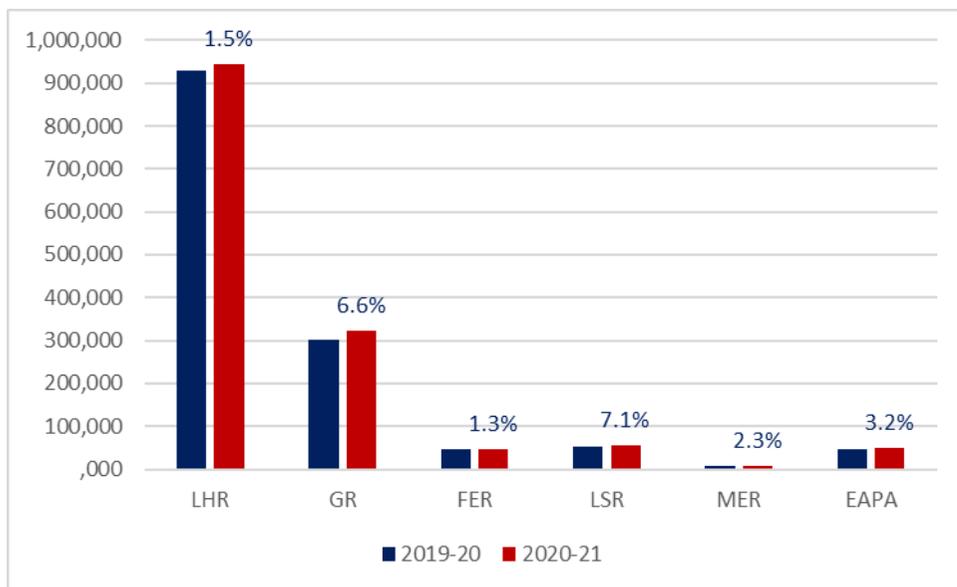


Figure 1 Number of customer accounts

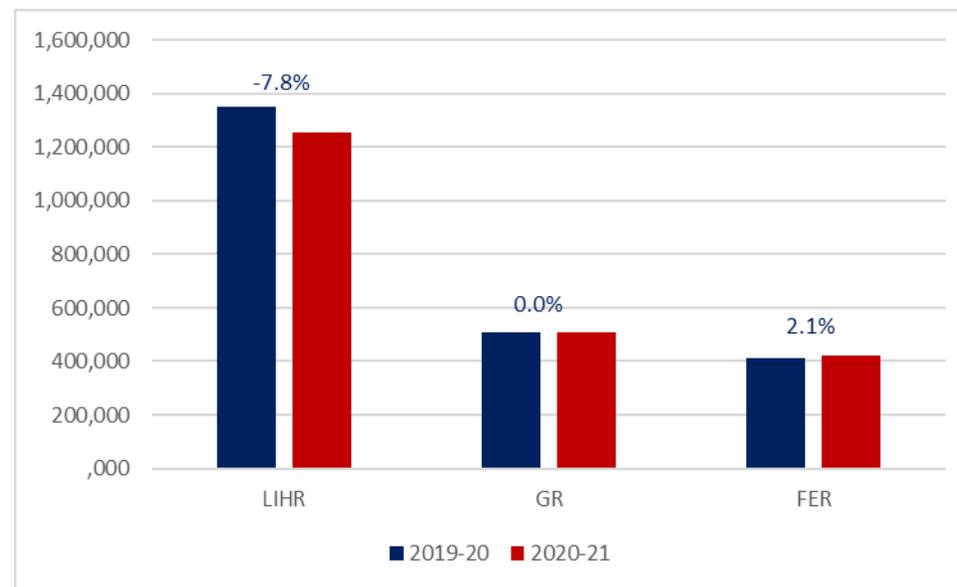


Figure 3 Eligible households

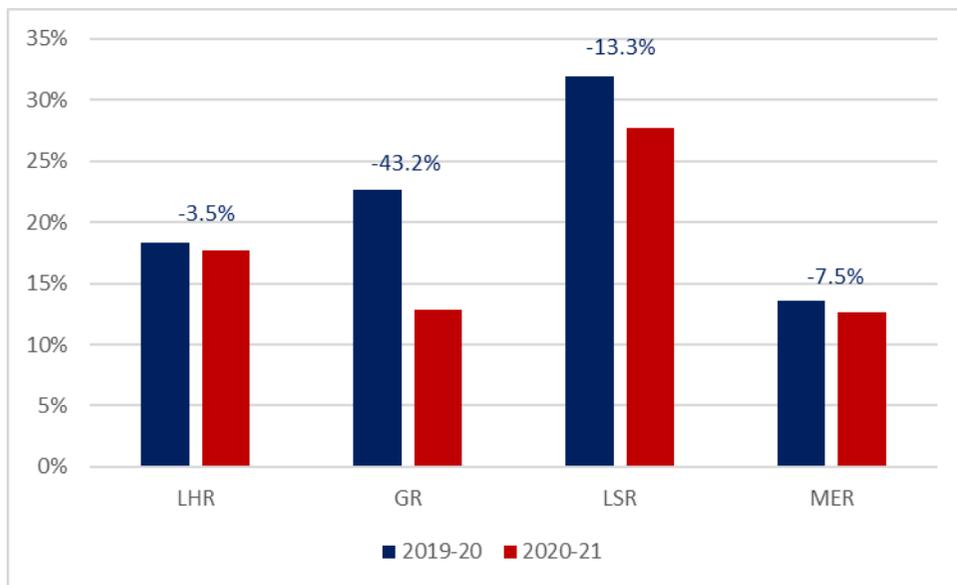


Figure 2 Rate of customer switching

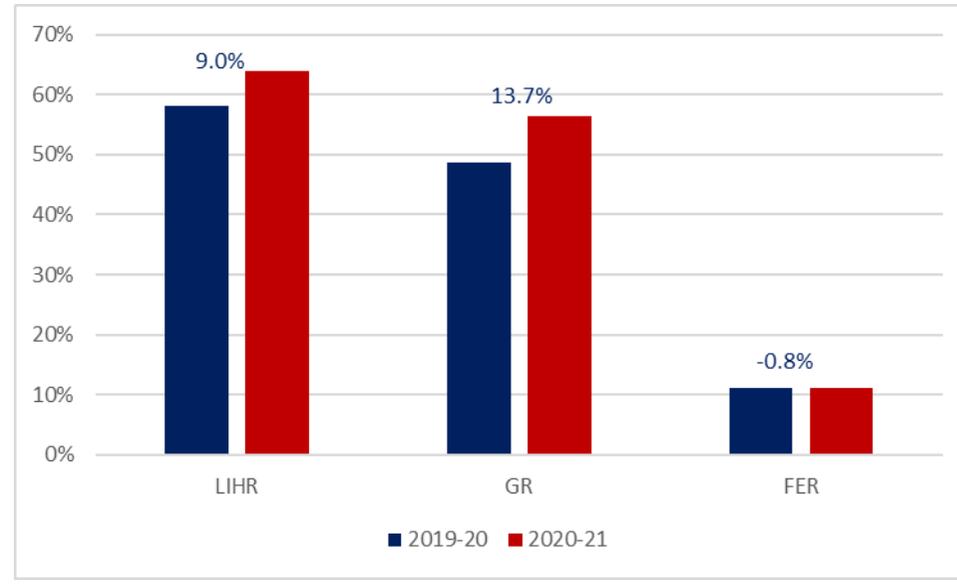


Figure 4 Rebate customers relative to eligible households

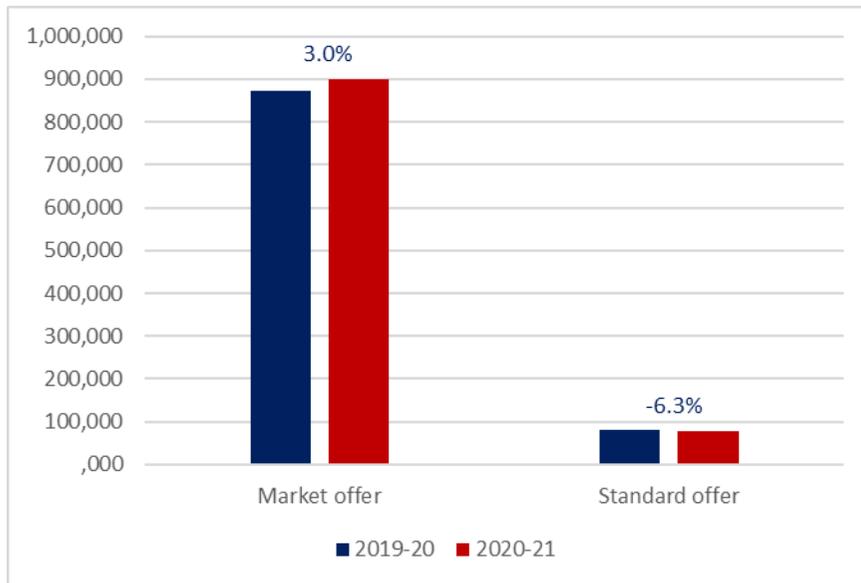


Figure 5 Number of electricity accounts by offer type

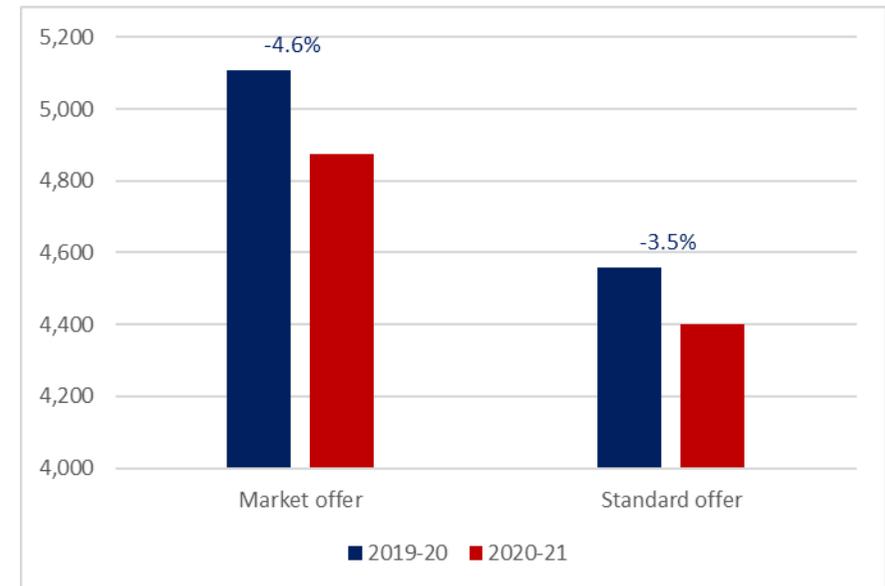


Figure 7 Average electricity usage (kWh per year)

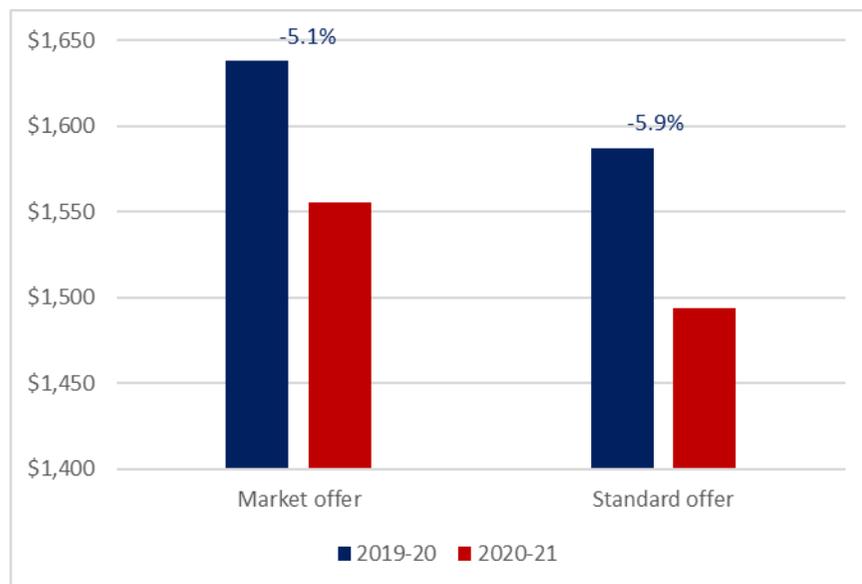


Figure 6 Average annualised electricity bill

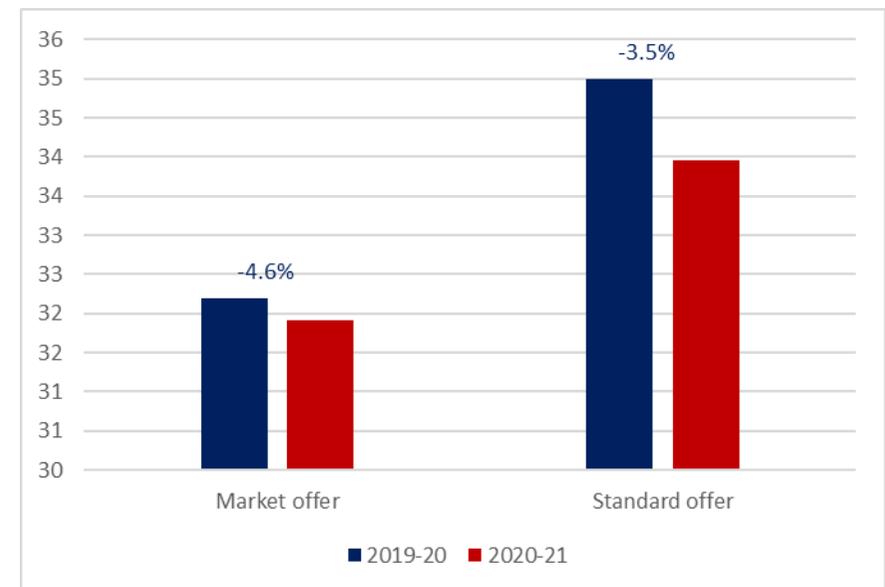


Figure 8 Average electricity cost (cents per kWh)

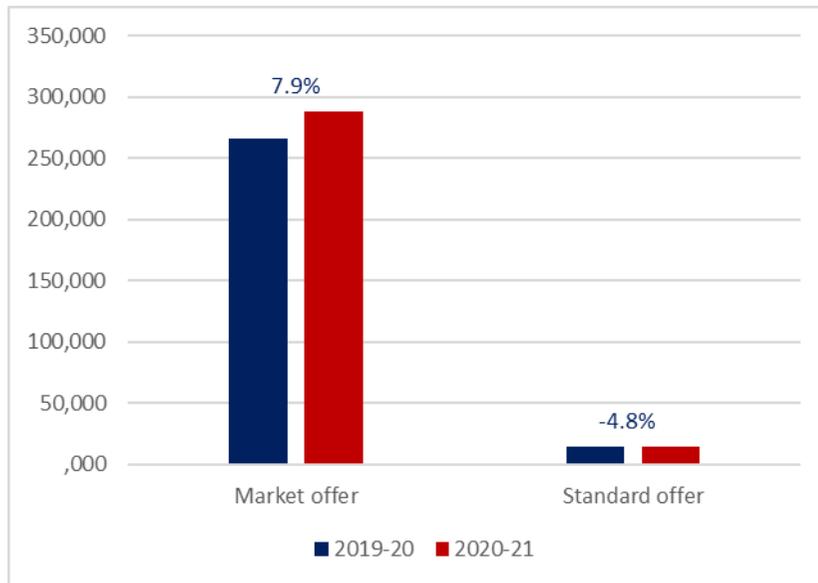


Figure 9 Number of gas accounts by offer type

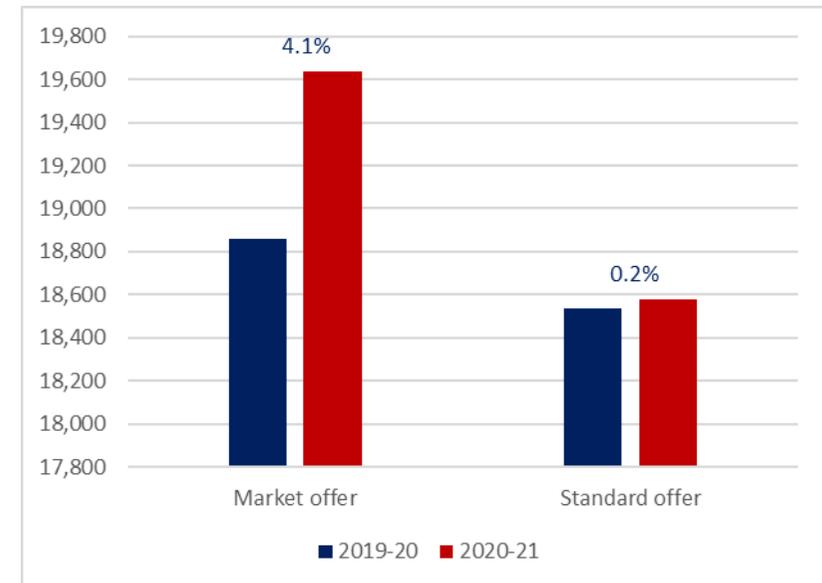


Figure 11 Average gas usage (MJ per year)

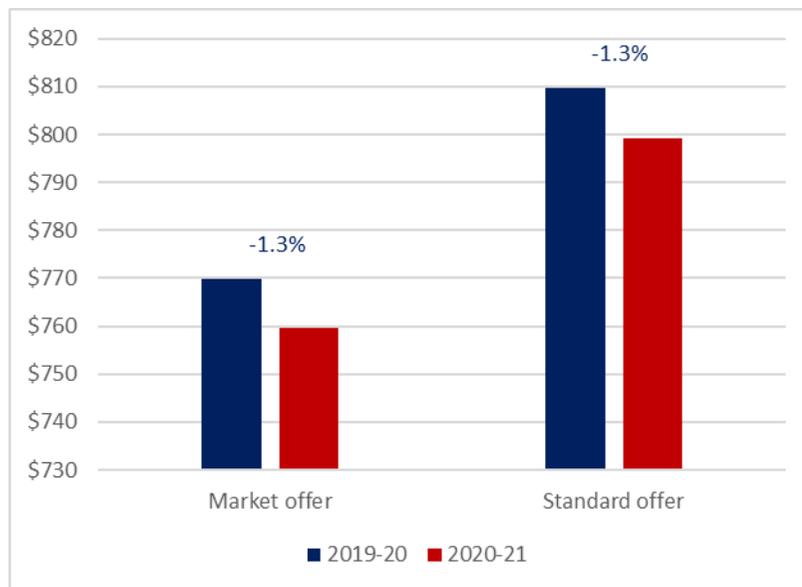


Figure 10 Average annualised gas bill

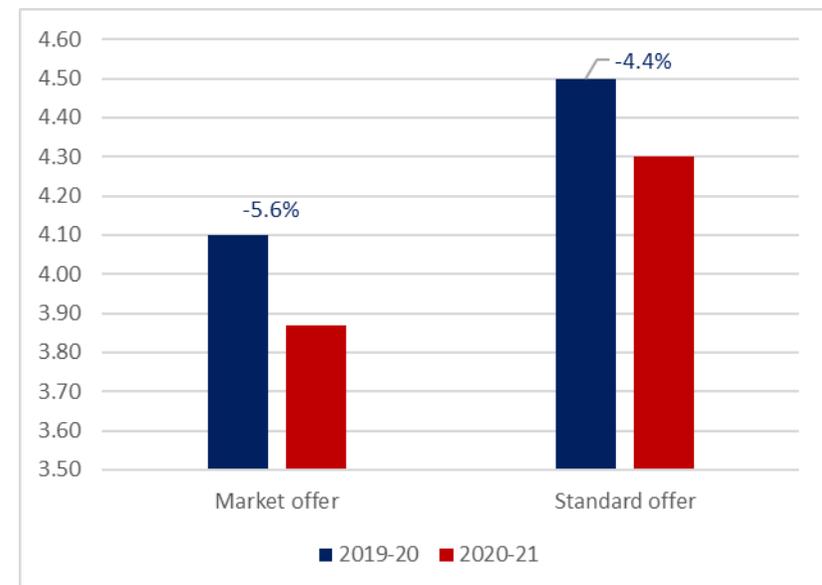


Figure 12 Average gas cost (cents per MJ)

Energy network area results

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 implies that in 2020-21, up to 39 per cent of electricity customer accounts in the Essential Energy network area received a rebate compared to 32 per cent in the Endeavour Energy and 24 per cent in the Ausgrid network areas. Essential Energy customers make up 30 per cent of energy rebate electricity customer accounts but only 22 per cent of all NSW residential electricity customers.

The retailer reporting information indicates around 8.3 per cent of customer accounts in the Essential Energy network area (excluding those in 'on-supplied' arrangements) had standard offers in 2020-21, which is only slightly higher than both Ausgrid and Endeavour Energy areas during the same period (8.1 per cent).

The retailer reporting information shows around 21 per cent of gas customer accounts in the Jemena network areas receive the NSW Gas Rebate, compared to around 19 per cent of ActewAGL customers, 27 per cent of Australian Pipeline Association (Central Ranges) customers and around 33 per cent of Australian Gas Networks customers. In the ActewAGL network area, customer accounts on standard offers are significantly higher (at 34 per cent) than the remainder of NSW (4 per cent in Jemena, 12 per cent in Central Ranges and 8 per cent in Australian Gas Networks).

Table 5 illustrates the number of retailer-supplied electricity customer accounts receiving energy rebates in each of the electricity network service areas as well as the percentage of customer accounts receiving a rebate relative to total customers. A total of 974,000 electricity customer accounts across all networks received a rebate, while a total number of 3,336,000 residential customer accounts were reported in the AER 2020-21 Annual Retail Market Report. This equates to 29 per cent of rebate customer accounts relative to total residential customers.

Table 6 illustrates the number of retailer-supplied gas customer accounts receiving a rebate in 2020-21 as well as the percentage of customer accounts receiving a rebate relative to total customers. A total of 302,000 gas customer accounts across all gas networks received a rebate while a total of 1,464,000 residential customer accounts were reported in AER Annual 2020-21 Retail Market Report. This equates to 21 per cent of rebate customer accounts relative to total residential customers.

Table 7 represents the electricity bill and use by network area by customer accounts on standard and market offer types. The average annual electricity bill for standard and market offers were \$1,499 and \$1,555 respectively. The average electricity use for standard and market offers were 4,416 kWh/year and 4,873 kWh/year respectively. The average electricity cost for standard and market offers were 34.0 cents per kWh and 31.9 cents per kWh respectively. The percentage of rebate provided relative to electricity bill for standard and market offers were around 21 per cent and 20 per cent respectively.

Table 8 illustrates the gas bill and use by network area by customer accounts on standard and market offer types. The average annual gas bill for standard and market offers were \$801 and \$760 respectively. The average gas use for standard and market offers were 18,676 MJ/year and 19,635 MJ/year respectively. The average gas cost for standard and market offers were 4.3 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 around 15 per cent and 15 per cent respectively.

Table 9 illustrates the distribution of customer numbers by electricity consumption buckets by offer type and electricity network during 2018-19 and 2020-21 periods. Table 10 shows the distribution of customer numbers by annualised electricity bill buckets by offer type and electricity networks. Majority of electricity customers fall under 2,000 - 4,000 kWh/year and \$1,000 - \$1,500 annualised buckets respectively.

Table 11 represents the distribution customer numbers by gas consumption buckets by offer type and gas network during 2018-19 and 2020-21 periods. Table 12 shows the distribution of customer numbers by annualised gas bill buckets by offer type and gas networks. The majority of gas customers fall under 5,000-15,000 MJ/year and \$400 - \$800 annualised buckets respectively.

Table 5 Rebate uptake in 2020-21 by electricity network

Electricity network	Number of electricity customer accounts ¹	Number of residential customers	Rebate customer accounts relative to total residential customers (%)
Ausgrid ²	378,000	1,603,000	24%
Endeavour Energy	307,000	956,000	32%
Essential Energy	290,000	776,000	37%
Total ³	974,000	3,336,000	29%

Table 6 Rebate uptake in 2020-21 by gas network

Gas network	Number of customer accounts receiving a gas rebate ⁴	Number of residential customers in	Customer accounts receiving a rebate relative to total customers (%)
Jemena ⁵	278,000	1,380,000	20%
ActewAGL ³	4,000	19,000	18%
Central Ranges (APA) ³	1,000	5,000	27%
Australian Gas Networks ³	20,000	61,000	32%
Total ⁶	302,000	1,464,000	21%

Table 7 Electricity consumption and bills in 2020-21 by offer type and electricity network

1 Number of electricity customer accounts' counts customer accounts receiving a rebate that appear in both retailer reporting and on-supplied dataset.

2 Based on customers within the distribution network area

3 Total figures include all records from retailers reporting and on-supplied dataset, which may be outside the distribution network area (e.g. invalid postcodes or postcodes across state boundary).

4 Number of customer accounts' counts customer accounts receiving a rebate that appear in both retailer reporting and on-supplied dataset.

5 Based on customers within the gas network area

6 Total figures include all records from retailers reporting and on-supplied dataset, which may be outside the gas network area (e.g. invalid postcodes or postcodes across state boundary).

Electricity network	Offer type ¹	Number of electricity customer accounts	Average annualised electricity bill (\$/yr)	Average electricity use (kWh/yr)	Average electricity cost (c/kWh)	Average annualised rebate ^{2,3} (\$)	Rebate relative to bill (%)
Ausgrid	Standard	31,000	\$1,368	4,161	32.9	\$317	23.2%
	Market	350,000	\$1,461	4,807	30.4	\$312	21.4%
	Total from retailer reporting ⁴	378,000	\$1,453	4,753	30.6	\$313	21.5%
Endeavour Energy	Standard	25,000	\$1,456	4,704	30.9	\$319	21.9%
	Market	284,000	\$1,569	5,328	29.5	\$314	20.0%
	Total from retailer reporting ⁴	307,000	\$1,560	5,278	29.6	\$315	20.2%
Essential Energy	Standard	24,000	\$1,739	4,481	38.8	\$321	18.5%
	Market	268,000	\$1,670	4,483	37.3	\$317	19.0%
	Total from retailer reporting ⁴	290,000	\$1,676	4,483	37.4	\$318	19.0%
Total	Standard	80,000	\$1,499	4,416	34.0	\$319	21.3%
	Market	900,000	\$1,555	4,873	31.9	\$314	20.2%
	Total from retailer reporting ⁴	974,000	\$1,551	4,836	32.1	\$315	20.3%

1 Offer type refers to customer accounts on standard or market offers at any time in 2020-21.

2 When a customer switches energy retailer 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 the daily rate 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.

3 These figures do not include Energy Account Payment Assistance (EAPA) vouchers.

4 "Total from retailer reporting" only counts customer accounts receiving a rebate that appear in retailer reporting information.

Table 8 Gas consumption and bills in 2020-21 by retail offer type and gas network

Gas network	Offer type	Number of customer accounts receiving a rebate	Average annualised gas bill (\$/yr)	Average gas use (MJ/yr)	Average gas cost (c/MJ)	Average annualised rebate ^{1,2} (\$)	Rebate relative to bill (%)
Jemena	Standard	12,000	\$747	16,587	4.5	\$117	15.7%
	Market	267,000	\$737	18,470	4.0	\$116	15.7%
	Total from retailer reporting ³	278,000	\$738	18,391	4.0	\$116	15.7%
ActewAGL	Standard	1206	\$1,021	23,279	4.4	\$115	11.3%
	Market	2574	\$1,062	27,136	3.9	\$119	11.2%
	Total from retailer reporting ³	3511	\$1,051	26,069	4.0	\$118	11.2%
Central Ranges (APA)	Standard	145	\$676	9,268	7.3	\$117	17.3%
	Market	1116	\$690	10,922	6.3	\$119	17.2%
	Total from retailer reporting ³	1247	\$689	10,744	6.4	\$119	17.2%
Australian Gas Networks	Standard	2,000	\$1,080	32,285	3.3	\$118	10.9%
	Market	18,000	\$1,052	36,603	2.9	\$122	11.6%
	Total from retailer reporting ³	20,000	\$1,055	36,256	2.9	\$122	11.5%
Total	Standard	15,000	\$801	18,676	4.3	\$117	14.6%
	Market	289,000	\$760	19,635	3.9	\$116	15.3%
	Total from retailer reporting ³	302,000	\$762	19,590	3.9	\$116	15.3%

1 When a customer switches energy retailer 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 the daily rate 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.

2 These figures do not include Energy Account Payment Assistance (EAPA) vouchers.

3 Total from retailer reporting" only counts customer accounts that appear in retailer reporting information.

Table 9 Distribution of electricity consumption by offer type and electricity network

Offer type ¹	Standard ²									Market ²								
Network	Ausgrid			Endeavour Energy			Essential Energy			Ausgrid			Endeavour Energy			Essential Energy		
Annualised consumption range (kWh/year) ³	FY2018-19	FY2019-20	FY2020-21	FY2018-19	FY2019-20	FY2020-21	FY2018-19	FY2019-20	FY2020-21	FY2018-19	FY2019-20	FY2020-21	FY2018-19	FY2019-20	FY2020-21	FY2018-19	FY2019-20	FY2020-21
0 - 1000	2,498	2,074	1,786	1,786	1,306	1,204	2,016	1,539	1,416	10,909	12,537	12,252	6,175	8,726	8,576	7,909	13,065	12,620
1,000 - 2,000	6,379	5,226	4,329	4,329	3,161	2,701	4,018	3,073	2,631	37,563	38,148	38,533	22,626	24,118	24,047	24,097	24,619	24,428
2,000 - 3,000	8,473	6,440	5,779	5,779	4,585	3,956	6,099	4,630	3,713	54,356	54,374	55,782	36,368	36,455	36,458	40,509	37,464	36,668
3,000 - 4,000	7,690	5,700	5,124	5,124	4,344	3,787	6,439	4,784	3,875	53,832	52,592	54,268	40,378	38,973	39,079	44,249	39,156	38,006
4,000 - 5,000	5,962	4,242	4,002	4,002	3,590	3,321	5,549	3,945	3,046	46,499	44,255	45,198	37,131	34,951	34,950	38,684	33,706	33,063
5,000 - 6,000	4,532	3,032	2,826	2,826	2,946	2,673	4,470	2,992	2,368	37,473	34,674	35,840	32,076	29,442	29,540	31,078	26,495	25,650
6,000 - 7,000	3,224	2,107	2,035	2,035	2,225	2,007	3,358	2,143	1,715	28,794	26,119	27,094	26,626	23,859	23,907	23,714	20,078	19,390
7,000 - 8,000	2,256	1,366	1,399	1,399	1,562	1,394	2,432	1,547	1,287	21,707	19,056	19,882	21,099	18,612	18,982	17,800	14,886	14,038
8,000 - 9,000	1,580	917	987	987	1,163	1,053	1,770	1,079	857	15,901	14,000	14,545	16,908	14,406	14,466	13,533	11,104	10,799
9,000 - 10,000	1,099	657	675	675	916	742	1,272	837	653	11,788	10,126	10,708	13,307	11,071	11,092	10,328	8,344	8,011
10,000 - 11,000	839	454	419	419	607	536	1,035	633	462	8,651	7,446	7,715	10,276	8,354	8,523	7,686	6,344	6,104
11,000 - 12,000	562	291	280	280	430	410	824	464	370	6,345	5,406	5,668	7,895	6,420	6,349	5,863	4,796	4,659
12,000 - 13,000	439	200	215	215	345	270	628	328	264	4,790	3,889	4,156	5,939	4,814	4,851	4,489	3,714	3,564
13,000 - 14,000	316	175	162	162	244	225	429	263	198	3,455	2,796	3,110	4,617	3,605	3,551	3,276	2,845	2,833
14,000 - 15,000	229	108	130	130	190	162	325	207	150	2,512	2,093	2,202	3,324	2,711	2,821	2,487	2,123	1,996
15,000 - 16000	130	86	89	89	137	121	225	130	118	1,767	1,465	1,694	2,408	1,966	1,972	1,803	1,642	1,528
16,000 - 17,000	117	48	50	50	96	74	186	110	78	1,194	1,076	1,125	1,782	1,530	1,404	1,288	1,198	1,114
17,000 - 18,000	70	34	33	33	60	49	122	72	57	772	735	851	1,193	989	1,082	861	846	810
18,000 - 19,000	65	21	16	16	35	30	86	45	24	530	550	564	757	691	693	549	653	587
19,000 - 20,000	30	22	21	21	34	24	65	52	32	333	376	403	491	470	21	367	419	411

1 Offer type refers to customer accounts on standard or Market offers at any time in the reporting period.

2 Total customer accounts only count customer accounts receiving a rebate that appear in retailer reporting information.

3 Customer accounts whose consumptions were outside the range (0-20000) were removed as outliers

Table 10 Annualised distribution of electricity bill by offer type and electricity network

Offer type ¹	Standard ²									Market ²								
Network	Ausgrid			Endeavour Energy			Essential Energy			Ausgrid			Endeavour Energy			Essential Energy		
Annualised bill range (\$kWh/year) ³	FY2018-19	FY2019-20	FY2020-21	FY2018-19	FY2019-20	FY2020-21	FY2018-19	FY2019-20	FY2020-21	FY2018-19	FY2019-20	FY2020-21	FY2018-19	FY2019-20	FY2020-21	FY2018-19	FY2019-20	FY2020-21
0 - 500	1,000	1,064	978	896	737	617	40	34	50	6,623	6,147	8,715	4,901	4,657	5,868	1,977	1,135	1,473
500 - 1,000	10,814	10,004	8,966	7,371	6,484	6,278	3,752	2,933	2,622	81,905	83,057	89,204	53,711	56,398	59,368	26,505	26,445	28,382
1,000 - 1,500	14,624	10,780	9,982	10,852	8,540	7,914	10,857	8,408	7,576	109,795	106,797	109,783	83,326	81,415	81,972	87,245	84,169	83,170
1,500 - 2,000	9,317	5,841	5,498	7,754	5,738	4,986	10,648	7,565	6,151	71,864	66,226	66,939	62,742	57,270	57,228	73,963	64,998	61,982
2,000 - 2,500	5,013	2,750	2,607	4,792	3,089	2,528	6,807	4,450	3,293	38,461	34,097	33,800	38,636	33,313	32,665	41,851	35,372	33,319
2,500 - 3,000	2,593	1,313	1,227	2,634	1,568	1,167	3,830	2,305	1,656	20,227	17,432	16,875	22,463	18,601	17,609	23,084	19,067	17,704
3,000 - 3,500	1,417	649	546	1,551	847	642	2,203	1,382	904	10,329	8,870	8,501	12,738	10,078	9,399	12,488	10,435	9,686
3,500 - 4,000	812	370	266	951	493	348	1,440	769	480	5,313	4,695	4,324	6,705	5,389	4,823	6,780	5,826	5,426
4,000 - 4,500	447	180	186	486	252	157	817	473	309	2,620	2,415	2,082	3,329	2,805	2,349	3,557	3,110	2,828
4,500 - 5,000	254	105	64	285	132	70	487	279	169	1,154	1,099	864	1,576	1,316	966	1,706	1,669	1,417
5,000 - 5,500	123	66	20	125	65	26	273	143	71	484	504	324	685	503	296	804	753	600
5,500 - 6,000	45	24	16	36	22	6	121	87	27	205	210	104	283	256	106	333	333	196
6,000 - 6,500	19	15	<10	19	<10	-	55	31	<10	79	69	30	121	90	57	159	111	49
6,500 - 7,000	<10	12	-	<10	<10	-	17	12	-	49	45	13	78	40	24	62	25	18
7,000 - 7,500	<10	<10	-	-	-	-	-	-	-	24	19	12	32	<10	17	16	18	13
7,500 - 8,000	<10	<10	-	-	-	-	-	-	-	15	16	11	18	<10	14	17	<10	<10
8,000 - 8,500	<10	<10	-	-	-	-	-	-	-	10	<10	<10	16	<10	<10	<10	11	<10
8,500 - 9,000	-	<10	-	-	-	-	-	-	-	10	<10	<10	13	<10	<10	<10	<10	<10
9,000 - 9,500	-	<10	-	-	-	-	-	-	-	<10	<10	<10	<10	<10	<10	<10	<10	<10
9,500 - 10,000	-	<10	-	-	-	-	-	-	-	<10	<10	-	-	<10	<10	<10	<10	<10

1 Offer type refers to customer accounts on standard or Market offers at any time in the reporting period.

2 Total customer accounts only count customer accounts receiving a rebate that appear in retailer reporting information.

3 Customer accounts whose bills were outside the range (0-\$10000) were removed as outliers

Table 11 Annualised distribution of gas consumption by offer type and gas network

Offer type ¹	Standard ²												Market ²													
	Network			Jemena			ActewAGL			APA Group			Australian Gas Networks			Jemena			ActewAGL			APA Group			Australian Gas Networks	
Annualised consumption range (MJ/year) ³	FY2018-19	FY2019-20	FY2020-21	FY2018-19	FY2019-20	FY2020-21	FY2018-19	FY2019-20	FY2020-21	FY2018-19	FY2019-20	FY2020-21	FY2018-19	FY2019-20	FY2020-21	FY2018-19	FY2019-20	FY2020-21	FY2018-19	FY2019-20	FY2020-21	FY2018-19	FY2019-20	FY2020-21		
0 - 5,000	2,842	2,735	2,357	239	247	246	70	70	56	193	184	145	37,661	39,549	39,120	182	343	372	279	411	425	1,004	1,181	1,193		
5,000 - 10,000	2,914	2,652	2,282	195	208	191	59	37	32	242	193	166	44,974	47,374	47,588	189	329	423	239	282	251	1,314	1,463	1,526		
10,000 - 15,000	2,882	2,361	2,050	168	197	171	26	15	18	282	207	204	44,925	45,432	47,812	170	315	340	164	136	161	1,560	1,716	1,728		
15,000 - 20,000	2,212	1,755	1,602	127	157	129	15	<10	17	256	191	139	36,269	35,092	38,028	167	248	284	97	78	88	1,549	1,625	1,626		
20,000 - 25,000	1,727	1,257	1,114	98	86	93	16	<10	<10	259	169	140	27,645	24,968	27,718	135	172	194	69	52	52	1,639	1,508	1,634		
25,000 - 30,000	1,237	851	781	68	53	67	<10	<10	<10	232	155	125	19,663	17,069	19,380	129	166	173	46	30	43	1,719	1,453	1,462		
30,000 - 35,000	896	569	499	46	57	45	<10	-	-	231	137	110	14,080	11,372	13,233	115	122	134	32	20	33	1,829	1,317	1,394		
35,000 - 40,000	590	347	345	44	42	33	<10	<10	<10	223	112	114	10,220	7,759	9,146	91	112	122	26	12	15	1,751	1,216	1,260		
40,000 - 45,000	432	261	232	30	43	33	<10	<10	<10	187	96	82	7,024	5,273	6,251	52	109	113	12	<10	11	1,463	1,050	1,194		
45,000 - 50,000	370	202	178	32	27	20	<10	<10	-	167	88	72	4,776	3,706	4,410	48	90	79	13	<10	<10	1,093	1,102	1,083		
50,000 - 55,000	260	149	122	17	18	21	<10	<10	<10	106	87	65	3,192	2,559	3,308	26	74	88	<10	<10	<10	636	882	888		
55,000 - 60,000	150	110	77	23	18	19	<10	0	-	62	59	46	2,062	1,783	2,139	24	50	69	<10	<10	<10	343	695	670		
60,000 - 65,000	97	76	75	<10	18	12	<10	<10	-	48	39	30	1,242	1,164	1,483	15	32	45	<10	<10	<10	227	541	513		
65,000 - 70,000	72	55	28	<10	<10	13	<10	-	-	25	42	31	799	759	948	<10	24	27	<10	<10	-	139	407	329		
70,000 - 75,000	60	50	13	<10	<10	<10	<10	<10	-	21	27	21	544	554	677	<10	10	14	<10	-	-	101	265	223		
75,000 - 80,000	50	30	12	<10	<10	<10	<10	<10	-	23	16	13	430	400	404	<10	<10	<10	<10	-	<10	85	146	135		
80,000 - 85,000	45	20	<10	<10	<10	12	-	-	-	15	20	<10	312	262	320	<10	<10	<10	<10	<10	<10	76	125	115		
85,000 - 90,000	33	17	12	<10	<10	12	-	-	-	14	13	<10	205	190	238	<10	<10	<10	-	<10	<10	53	108	86		
90,000 - 95,000	23	12	-	<10	<10	<10	-	-	-	15	16	12	183	161	172	<10	<10	<10	-	<10	<10	49	97	66		
95,000 - 100,000	22	19	-	<10	<10	<10	-	-	-	14	<10	<10	132	134	144	<10	12	<10	-	-	-	47	80	65		

1 Offer type refers to customer accounts on standard or Market offers at any time in the reporting period.

2 Total customer accounts only count customer accounts receiving a rebate that appear in retailer reporting information.

3 Customer accounts whose consumption were outside the range (0-100000) were removed as outliers.

Table 12 Annualised distribution of gas bill by offer type and gas network

Offer type ¹	Standard ²												Market ²											
Network	Jemena			ActewAGL			APA Group			Australian Gas Networks			Jemena			ActewAGL			APA Group			Australian Gas Networks		
Annualised bill range (\$/year) ³	FY2018-19	FY2019-20	FY2020-21	FY2018-19	FY2019-20	FY2020-21	FY2018-19	FY2019-20	FY2020-21	FY2018-19	FY2019-20	FY2020-21	FY2018-19	FY2019-20	FY2020-21	FY2018-19	FY2019-20	FY2020-21	FY2018-19	FY2019-20	FY2020-21	FY2018-19	FY2019-20	FY2020-21
0 - 200	<10	31	17	-	-	<10	-	-	-	-	-	-	1,606	1,013	2,391	-	-	<10	<10	<10	<10	12	18	21
200 - 400	2,208	2,348	2,103	101	108	109	42	43	33	173	133	121	36,124	37,387	42,539	82	151	214	170	266	287	1,094	1,292	1,469
400 - 600	3,195	3,168	2,895	271	276	263	62	45	36	395	311	261	62,432	62,837	68,591	250	462	538	285	336	307	2,609	2,776	2,919
600 - 800	3,914	2,901	2,702	221	243	220	39	24	32	451	329	286	60,294	59,351	62,603	250	432	486	185	200	206	3,401	3,137	3,220
800 - 1000	2,889	1,993	1,784	161	199	177	18	16	12	456	278	233	40,490	37,220	38,600	232	311	338	127	94	118	3,622	2,757	2,819
1000 - 1200	1,879	1,203	1,005	117	97	102	17	<10	13	414	239	188	24,198	21,015	21,334	183	243	252	78	61	53	2,880	2,419	2,370
1200 - 1400	1,079	678	511	76	86	73	11	<10	<10	281	177	162	14,454	11,592	11,993	162	188	201	48	32	39	1,560	1,951	1,816
1400 - 1600	667	406	336	47	59	52	<10	<10	<10	184	133	92	8,105	6,607	6,676	76	167	158	39	20	33	792	1,190	1,247
1600 - 1800	489	281	208	48	41	36	<10	-	<10	106	95	80	4,177	3,722	3,708	58	110	131	23	13	21	323	666	615
1800 - 2000	218	180	113	26	32	24	<10	<10	<10	70	69	41	2,041	2,129	1,920	32	74	100	13	<10	10	176	369	341
2000 - 2200	127	118	98	24	24	24	<10	<10	<10	34	39	34	1,085	1,152	1,058	19	40	39	<10	<10	10	96	200	175
2200 - 2400	94	85	47	<10	17	14	<10	<10	<10	19	18	14	592	681	545	12	25	17	10	<10	<10	53	97	80
2400 - 2600	58	49	27	<10	12	21	<10	<10	<10	15	13	<10	390	392	300	<10	<10	11	<10	<10	<10	37	55	48
2600 - 2800	50	39	21	<10	13	17	<10	-	-	11	19	<10	208	244	153	<10	11	10	<10	<10	-	18	31	33
2800 - 3000	30	23	<10	<10	<10	<10	<10	<10	-	<10	<10	<10	88	111	67	<10	10	<10	<10	<10	<10	<10	11	<10
3000 - 3200	<10	18	<10	<10	<10	<10	-	-	-	<10	<10	<10	42	60	34	-	<10	<10	<10	<10	<10	-	<10	<10
3200 - 3400	-	<10	-	<10	<10	<10	<10	<10	-	-	-	-	<10	34	<10	-	<10	<10	-	-	<10	-	<10	<10
3400 - 3600	-	-	-	-	-	-	<10	<10	-	-	-	-	<10	<10	<10	-	<10	-	-	<10	<10	-	-	-
3600 - 3800	-	-	-	-	-	-	-	-	-	-	-	-	<10	<10	-	-	-	-	-	<10	<10	-	-	-
3800 - 4000	-	-	-	-	-	-	-	-	-	-	-	-	-	<10	-	-	-	-	-	-	-	-	-	-

1 Offer type refers to customer accounts on standard or Market offers at any time in the reporting period.

2 Total customer accounts only count customer accounts receiving a rebate that appear in retailer reporting information.

3 Customer accounts whose bills were outside the range (\$0-\$4000) were removed as outliers.

Energy tariffs in 2020-21

The Department started collecting new information from retailers including peak, off-peak, shoulder, and controlled load units and charges, as well as solar energy units and credits for bills pertaining to July 2019 onwards.

Flat tariffs

The results show that 411,000 rebate customers were on a flat tariff (41 per cent of total rebate customers) and 339,000 customers were on a flat tariff with controlled load (34 per cent of total rebate customers) in 2020-21 (Table 13).

For customers on a flat tariff with controlled load, the average annual electricity bill was about \$300 higher and average annual consumption was about 2,000 kWh higher compared to customers on a flat tariff without controlled load. Average electricity costs were lower for customers on a flat tariff with a controlled load by about 5 cents per kWh. The proportion of the rebate to electricity bill was higher by 4 per cent for a flat tariff without controlled load compared to a flat tariff with controlled load. The average annual discount was slightly higher for the flat tariff with a controlled load compared to flat tariff without controlled load.

Time of Use (ToU) tariffs

The rebates data shows that 50,000 customers were on ToU (5 per cent of total rebates customers) compared to 31,000 on ToU with Controlled Load (3.1 per cent of total rebates customers).

For customers on a ToU tariff with controlled load, the average annual electricity bill was about \$400 higher and average annual consumption was 2,600 kWh higher compared to customers on a ToU tariff without controlled load. Electricity costs were lower for customers on a ToU tariff with controlled load by about 5 cents per kWh. The proportion of the rebate to electricity bill was higher by 4 per cent 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 compared to ToU tariff without controlled load.

Solar tariffs

A total of 159,000 rebates customers were reported to have rooftop solar panels, which is around 16 per cent of total rebates customers.

A total of 58,000 rebates customers were on a flat tariff with controlled load and solar (5.8 per cent of total rebates customers) followed by 51,000 customers on a flat tariff with solar (5.1 per cent of total rebates customers), 25,000 customers on a ToU tariff with controlled load and solar (2.5 per cent of total rebates customers), and 25,000 customers on a TOU tariff with solar (2.5 per cent of total rebates customers).

Solar customers appeared to consume 36 per cent less grid energy than customers on a flat tariff without solar. However, due to fixed supply charges the annualised electricity bill for solar customers was only 6 per cent lower than customers on a flat tariff without solar (Table 13). The annualised consumption estimate for solar customers is not comparable to the reported 2019-20 data because of an improvement in the Department's analytical method.

Figure 18 to Figure 21 show scatterplots for various tariffs and regression lines including differences between networks.

Table 13 Average Annual electricity consumption and bills by Tariff plan reported in FY2020-21

Tariff type	Number of electricity customer accounts ¹	Average annualised electricity bill (\$/yr)	Average annualised electricity use (kWh/yr)	Average electricity cost (c/kWh)	Average annual rebate (\$)	Rebates relative to electricity bill (%)	% of customer on total rebate population	Average Annualised Discount	Average Annualised Solar Export (kWh/yr)	Average Solar Feed-in Tariff (c/kWh)
Flat tariff ²	411,000	\$1,456	4,395	33.1	\$316	21.7%	42.3%	13.3%	NA	NA
Flat with Controlled Load ²	339,000	\$1,789	6,453	27.7	\$319	17.8%	34.8%	13.2%	NA	NA
Time-of-use ²	50,000	\$1,542	4,819	32.0	\$306	19.9%	5.1%	14.2%	NA	NA
Time-of-use with Controlled load ²	31,000	\$1,970	7,404	26.6	\$308	15.6%	3.2%	14.2%	NA	NA
Solar ^{2,3}	159,000	\$1,375	2,800	49.1	\$318	23.1%	16.3%	16.1%	2,895	10.2
Flat with Solar ⁴	51,000	\$1,296	2,104	61.6	\$319	24.6%	5.2%	16.3%	2,790	10.3
Flat with Controlled Load and Solar ⁴	58,000	\$1,477	3,480	42.4	\$322	21.8%	5.9%	15.7%	2,733	10.2
Time-of-use with Solar ⁴	25,000	\$1,246	2,040	61.1	\$314	25.2%	2.6%	16.7%	3,008	10.2
Time-of-use with Controlled load and Solar ⁴	28,000	\$1,428	3,262	43.8	\$313	21.9%	2.9%	16.0%	3,322	10.2

1 Adding these will be more than the total rebate customers in Table 1. This is because this table includes switching customers between offer types and tariff types.

2 Tariffs are mutually exclusive of each other.

3 Total number of Solar customers. The subtotal of solar is provided in the next four rows.

4 Adding this will add up to total Solar customers.

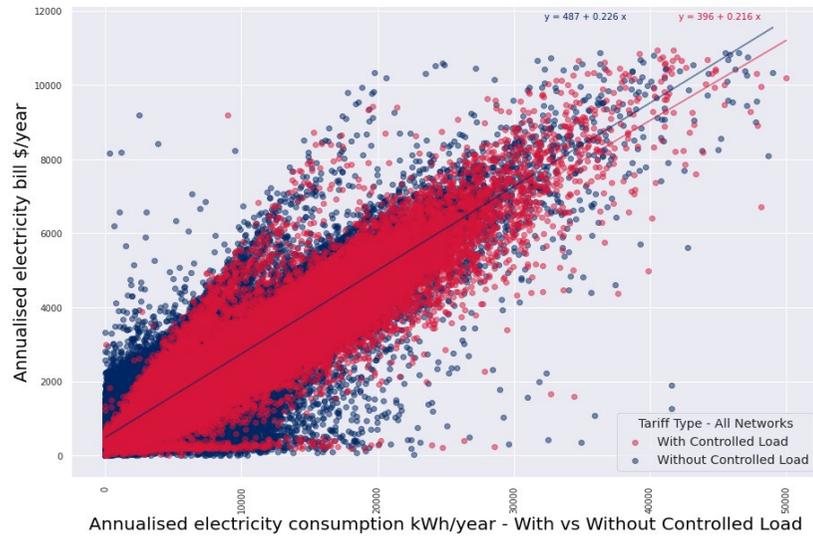


Figure 13 Scatter plot showing annual electricity bill and consumption for each electricity customer in the retailer reporting information - With and without Controlled Load for All Networks

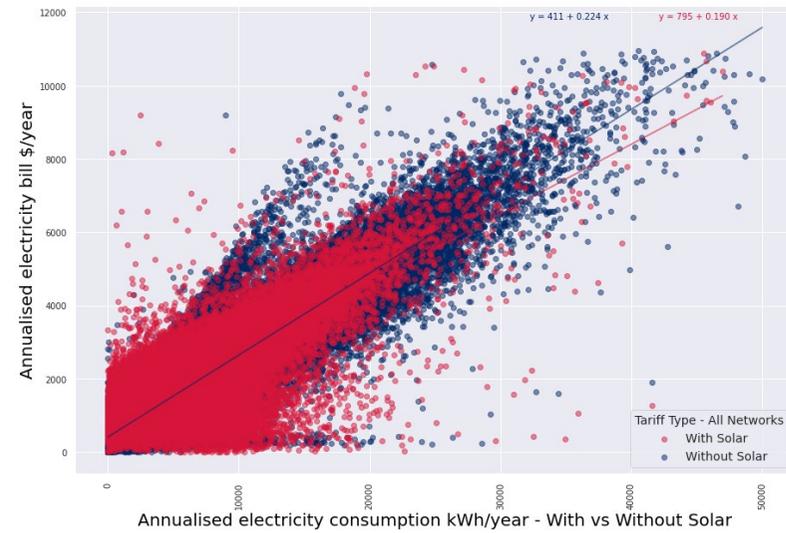


Figure 14 Scatter plot showing annual electricity bill and consumption for each electricity customer in the retailer reporting information - With and without Solar for All Networks

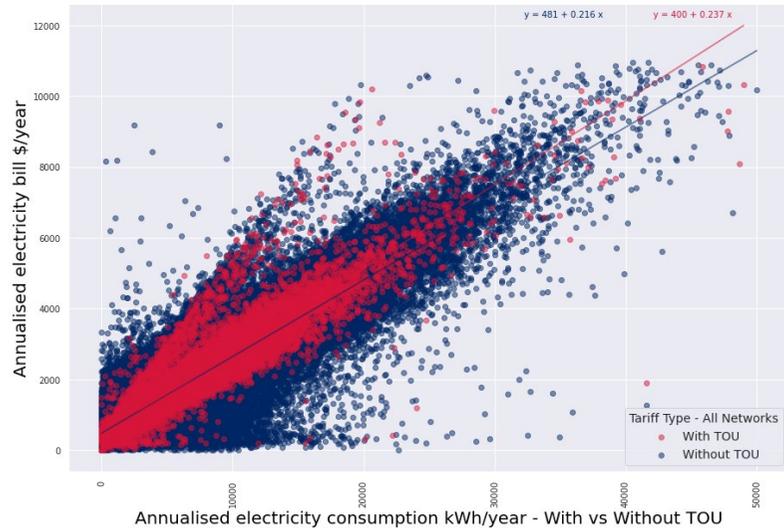


Figure 15 Scatter plot showing annual electricity bill and consumption for each electricity customer in the retailer reporting information - With and without TOU for All Networks

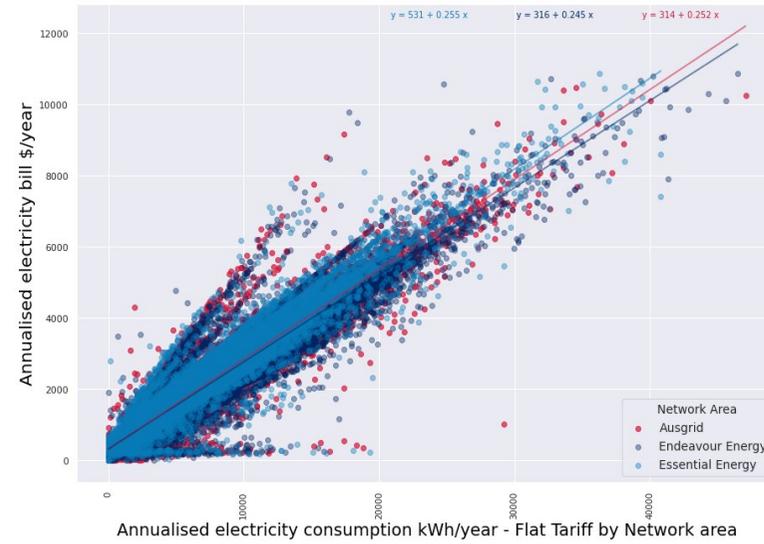


Figure 16 Scatter plot showing annual electricity bill and consumption for each electricity customer in the retailer reporting information - Flat Tariff for All Networks

Local Government Area results

This section provides a snapshot of selected results for some Local Government Areas (LGAs) in NSW. Appendix A and Appendix B provide detailed results by LGA. Appendix C summarises State Electoral District level statistics.

Table 14 shows the Central Coast had the highest number of customer accounts accessing rebates with approximately 59,000 customer accounts receiving rebates totalling around \$18.6 million. Other areas with large numbers of customer accounts and rebate value include Canterbury-Bankstown, Blacktown, Lake Macquarie, Fairfield, Wollongong, Liverpool, Cumberland, Penrith and Mid-Coast.

Brewarrina had the lowest number of customer accounts accessing a rebate with 260 customer accounts receiving around \$61,000 in rebates (including EAPA vouchers). Other areas with small numbers of customer accounts include Balranald, Central Darling, Carrathool, Bourke, Bogan, Hay, Warren, Walcha and Lockhart.

Table 15 shows Berrigan had the highest proportion of customer accounts on market offers for electricity at 96 per cent, and Table 16 shows Hawkesbury had the highest proportion of customer accounts on market offers for gas at 98 per cent. Maitland, Camden, Singleton, and Cessnock were also in the top 10 LGAs for customer accounts on market offers for both electricity and gas.

Central Darling had the lowest proportion of customer accounts on market offers for electricity at 84 per cent. Other areas with a low proportion of market offers for electricity were Queanbeyan-Palerang Regional, Tenterfield, Brewarrina, Upper Lachlan Shire, Goulburn Mulwaree, Hilltops, Broken Hill, Yass Valley, and Cobar.

Shoalhaven had the lowest proportion of customer accounts on market offers for gas at 63 per cent. Other areas with low proportions of customer accounts on market offers for gas were Queanbeyan-Palerang Regional, Goulburn Mulwaree, Hilltops, Wagga Wagga, Tamworth Regional, Albury, Inner West, Sydney, and Waverley.

Table 17 shows Federation has the highest Low-Income Household Rebate uptake rate (based on the proportion of eligible customers) with estimates that 91 per cent of eligible customers accessed a rebate.

Walgett was the LGA with the lowest uptake, with around 49 per cent of eligible households taking up the Low Income Household Rebate. Other LGAs with low uptake were Byron, Bourke, Strathfield, Woollahra, Burwood, Central Darling, Brewarrina, Inner West, and Sydney.

Table 14 Customer accounts and value by local government area in 2020-21

Top ten Local Government Areas			Bottom ten Local Government Areas		
Local Government Area	Total customer accounts ¹	Total rebate value (\$)	Local Government Area	Total customer accounts ¹	Total rebate value (\$)
Central Coast	59,090	\$18,614,000	Brewarrina	260	\$61,000
Canterbury-Bankstown	47,900	\$15,284,000	Balranald	290	\$77,000
Blacktown	40,440	\$12,331,000	Central Darling	330	\$75,000
Lake Macquarie	34,170	\$10,712,000	Carrathool	340	\$86,000
Fairfield	32,370	\$9,446,000	Bourke	340	\$88,000
Wollongong	31,490	\$9,676,000	Bogan	420	\$100,000
Liverpool	27,040	\$8,185,000	Hay	470	\$129,000
Cumberland	26,520	\$8,565,000	Warren	470	\$109,000
Penrith	25,090	\$7,348,000	Walcha	480	\$130,000
Mid-Coast	23,520	\$6,412,000	Lockhart	530	\$147,000

¹ Based on the number of distinct customer accounts for electricity from retailer information and on-supplied, FER and EAPA customers numbers from departmental records.

Table 15 Market offers for electricity in 10 top and bottom local government areas in 2020-21

Top ten Local Government Areas		Bottom ten Local Government Areas	
Local Government Area	Customer accounts on market offers for electricity ¹ (%)	Local Government Area	Customer accounts on market offers for electricity ¹ (%)
Berrigan	96%	Central Darling	84%
Muswellbrook	96%	Queanbeyan-Palerang Regional	85%
Port Stephens	96%	Tenterfield	86%
Maitland	95%	Brewarrina	87%
Singleton	95%	Upper Lachlan Shire	87%
Camden	95%	Goulburn Mulwaree	87%
Federation	95%	Hilltops	88%
Cessnock	95%	Broken Hill	88%
Junee	95%	Yass Valley	88%
Tweed	95%	Cobar	88%

¹ Based on the number of distinct customer accounts on market offers relative to the total number of customer accounts for electricity.

Table 16 Market offers for gas in 10 top and bottom local government areas in 2020-21

Top ten Local Government Areas		Bottom ten Local Government Areas	
Local Government Area	Customer accounts on market offers for gas ¹ (%)	Local Government Area	Customer accounts on market offers for gas (%)
Hawkesbury	98%	Shoalhaven	63%
Camden	97%	Queanbeyan-Palerang Regional	82%
Orange	97%	Goulburn Mulwaree	88%
Wingecarribee	97%	Hilltops	89%
Maitland	97%	Wagga Wagga	89%
The Hills Shire	97%	Tamworth Regional	89%
Blue Mountains	97%	Albury	95%
Lake Macquarie	97%	Inner West	95%
Cessnock	97%	Sydney	95%
Bathurst Regional	97%	Waverley	95%

¹ Based on the number of distinct customer accounts on market offers relative to the total number of customer accounts for gas.

Table 17 Uptake by eligible households in 10 top and bottom local government areas

Top ten Local Government Areas	
Local Government Area	Ratio of LIHR customer accounts to eligible households (%) ¹
Federation	91%
Murray River	89%
Temora	86%
Mid-Coast	86%
Albury	85%
Port Macquarie-Hastings	85%
Broken Hill	85%
Eurobodalla	85%
Shoalhaven	85%
Berrigan	85%

Bottom ten Local Government Areas	
Local Government Area	Ratio of LIHR customer accounts to eligible households (%)
Walgett	49%
Byron	60%
Bourke	61%
Strathfield	61%
Woollahra	65%
Burwood	65%
Central Darling	65%
Brewarrina	66%
Inner West	66%
Sydney	66%

¹ LIHR customer accounts-to-eligible uptake rate denotes customer accounts that received the Low Income Household Rebate relative to the number of eligible customers (%). Customer accounts are more than the number of unique customers as it double counts those customers that switched retailers in 2019-20.

Disconnections

This section provides a summary of disconnections in 2020-21.

Table 18 shows the estimated average annual electricity consumption and bills for disconnected customers. According to the results, disconnected customers consumed an average of 6,932 kWh per year, which is higher than the average for rebate customers (at 4,800 kWh) and for all residential customers in NSW (at 5,172 kWh). The bill savings from energy rebates (23 per cent) is higher for disconnected customers than all rebate customers (18 per cent).

Around 2,300 electricity rebate customers were disconnected in 2020-21, a significant reduction from around 6,800 in 2019-20. An estimated 25 per cent of them were reconnected within a day during this period. Around 12 per cent of disconnected customers had either a payment plan or a hardship plan.

The average overdue amount for disconnected electricity rebate customers was \$1,800, comparing to around \$1,500 in 2019-20.

Table 19 shows the estimated average annual gas consumption for disconnected customers is 24,700 MJ, which is higher than the average consumption of 19,500 MJ across all rebate customers.

Around 550 gas rebate customers were disconnected in 2019-20 and an estimated 9 per cent of them reconnected within the same day during this period. Around 8 per cent of disconnected customers had either a payment plan or a hardship plan. The average overdue amount for disconnected gas rebate customers was \$1,645.

Table 18 Electricity customer accounts disconnected for any reason in 2020-21¹

Electricity network	Disconnected customer accounts	Customer accounts on payment or hardship plan ²	Customer accounts disconnected relative to total rebate customer accounts (per cent)	Customer accounts reconnected within a day of disconnection	Average overdue amount when disconnected (\$)	Average annualised electricity use (kWh/yr)	Average annualised electricity bill (\$/yr)	Rebates relative to bill (per cent)
Ausgrid	979	120	0.26 per cent	291	\$1,531	6,252	\$1,807	28 per cent
Endeavour Energy	825	105	0.27 per cent	189	\$1,643	7,125	\$1,964	21 per cent
Essential Energy	501	59	0.17 per cent	103	\$2,394	7,898	\$2,435	18 per cent
Total	2,305	284	0.24 per cent	583	\$1,758	6,932	\$2,002	23 per cent

Table 19 Gas customer accounts disconnected for any reason in 2020-21³

Gas network	Disconnected customer accounts	Customer accounts on payment or hardship plan ⁴	Customer accounts disconnected relative to total rebate customer accounts (per cent)	Customer accounts reconnected within a day of disconnection	Average overdue amount when disconnected (\$)	Average annualised gas use (MJ/yr)	Average annualised gas bill (\$/yr)	Rebates relative to bill (per cent)
Jemena	243	20	0.09 per cent	21	\$1,574	23,937	\$906	18 per cent
ActewAGL	<10	0	NA	0	\$1,971	16,717	\$687	18 per cent
APA Group	<10	<10	NA	<10	NA	NA	NA	NA
Australian Gas Networks	10	0	0.05 per cent	<10	\$3,408	40,438	\$1,250	13 per cent
Total	255	20	0.08 per cent	22	\$1,645	24,705	\$922	18 per cent

1 All data in this table is based on retailer reporting information and may not match results in other tables which have been supplemented with Departmental information.

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

3 All data in this table is based on retailer reporting information and may not match results in other tables which have been supplemented with Departmental information.

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

Glossary

Field	Definition
Customer account	Customer account 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 (per cent).
Electricity (kWh)	Electricity consumption by customer account. Where a customer account does not have bills covering the entire year, the Department has annualised the consumption based on the number of days for which billing information is available.
Electricity bill	Electricity bill in this report 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, the Department has annualised the bill based on the number of days for which billing information is available.
Energy Accounts Payment Assistance (EAPA) Scheme	The Energy Accounts Payment Assistance (EAPA) Scheme helps people experiencing a short-term financial crisis or emergency to pay their electricity or gas bill.
Family Energy Rebate	The Family Energy Rebate helps NSW family households with dependent children who have received the Family Tax Benefit payment from the Federal Department of Human Services.
Gas bill	Gas bill in this report 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, the Department has annualised the bill based on the number of days billing information is available.
Hardship plan	A retailer's hardship program which helps a customer with financial difficulty. Whether the customer had received a hardship plan in the twelve months before disconnection.
Life Support Rebate	The Life Support Rebate 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	The Low Income Household Rebate assists customers who hold eligible concession cards issued by the Federal Department of Human Services 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	The Medical Energy Rebate 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, the Department has annualised the consumption based on the number of days billing information is available.
NSW Gas Rebate	The NSW Gas Rebate 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 Department 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 twelve 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 Department every six months since July 2017. This report package only covers the information from July 2018 to June 2019 (2018/19). This report compares 2018/19 data with data from July 2017 to June 2018 (2017/18), which gives a holistic view of the rebate program over time.
Seniors Energy Rebate	The Seniors Energy Rebate assists customers who hold a valid Seniors Health Card issued by the Federal Department of Human Services or the Department of Veterans' Affairs. This rebate commenced on 1 July 2019.

Field	Definition
Standard offer	The terms and conditions of standard offer contracts are regulated by law. Retailers cannot change the terms and conditions. The retailers set the prices under standard offer and cannot change more frequently than once every six months.
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.

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

Table 20 2020-21 Energy Social Programs customer numbers and value by rebate type by local government area

Local Government Area	Low Income Household Rebate		NSW Gas Rebate ^{1,2}		Family Energy Rebate ¹		Life Support Rebate ¹		Medical Energy Rebate ¹		Energy Accounts Payment Assistance (EAPA) Scheme ¹		Seniors Energy Rebate ¹		Total customer accounts ³	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	9,765	\$2,175,000	7,443	\$680,000	390	\$41,000	337	\$76,000	65	\$14,000	349	\$122,000	225	\$45,000	9,982	\$3,153,000	\$316
Armidale Regional	4,351	\$1,001,000	263	\$32,000	186	\$18,000	359	\$73,000	37	\$10,000	210	\$78,000	125	\$25,000	4,577	\$1,236,000	\$270
Ballina	7,813	\$1,863,000	244	\$30,000	253	\$26,000	424	\$75,000	57	\$14,000	128	\$49,000	300	\$60,000	8,050	\$2,117,000	\$263
Balranald	282	\$71,000	10	n/a	16	\$1,000	10	n/a	10	n/a	10	n/a	10	n/a	286	\$77,000	\$269
Bathurst Regional	5,665	\$1,353,000	3,350	\$323,000	263	\$26,000	470	\$96,000	32	\$8,000	445	\$178,000	189	\$38,000	5,999	\$2,023,000	\$337
Bayside	15,584	\$3,813,000	7,758	\$734,000	719	\$78,000	956	\$223,000	83	\$21,000	1,265	\$468,000	367	\$73,000	16,642	\$5,409,000	\$325
Bega Valley	6,688	\$1,618,000	632	\$76,000	260	\$28,000	302	\$63,000	50	\$12,000	179	\$61,000	184	\$37,000	6,907	\$1,895,000	\$274
Bellingen	2,329	\$552,000	77	\$9,000	88	\$8,000	98	\$22,000	21	\$6,000	94	\$36,000	43	\$9,000	2,411	\$643,000	\$267
Berrigan	1,766	\$430,000	670	\$62,000	51	\$5,000	58	\$14,000	15	\$4,000	29	\$12,000	26	\$5,000	1,799	\$531,000	\$295
Blacktown	37,875	\$8,733,000	17,545	\$1,643,000	2,728	\$291,000	2,374	\$460,000	268	\$68,000	2,810	\$1,061,000	384	\$77,000	40,441	\$12,331,000	\$305
Bland	842	\$204,000	273	\$27,000	29	\$3,000	55	\$15,000	10	n/a	28	\$11,000	23	\$5,000	875	\$266,000	\$304
Blayney	959	\$224,000	404	\$38,000	44	\$5,000	81	\$21,000	10	n/a	27	\$11,000	32	\$6,000	1,009	\$306,000	\$304
Blue Mountains	10,192	\$2,521,000	5,622	\$565,000	464	\$52,000	726	\$153,000	76	\$19,000	548	\$208,000	309	\$62,000	10,779	\$3,580,000	\$332
Bogan	405	\$91,000	10	n/a	14	\$1,000	12	\$1,000	10	n/a	17	\$6,000	10	n/a	419	\$100,000	\$239
Bourke	326	\$77,000	10	n/a	10	n/a	10	n/a	10	n/a	12	\$5,000	10	n/a	340	\$88,000	\$258
Brewarrina	258	\$56,000	10	n/a	10	n/a	10	n/a	10	n/a	10	\$4,000	10	n/a	259	\$61,000	\$238
Broken Hill	3,895	\$908,000	404	\$49,000	94	\$7,000	166	\$33,000	16	\$4,000	133	\$50,000	22	\$4,000	3,966	\$1,055,000	\$266
Burwood	3,033	\$738,000	1,756	\$165,000	161	\$18,000	155	\$28,000	13	\$3,000	222	\$84,000	82	\$16,000	3,259	\$1,053,000	\$323
Byron	4,136	\$947,000	130	\$16,000	138	\$14,000	125	\$31,000	22	\$5,000	219	\$102,000	128	\$26,000	4,283	\$1,140,000	\$266
Cabonne	1,956	\$472,000	422	\$42,000	81	\$8,000	138	\$29,000	13	\$3,000	55	\$22,000	53	\$11,000	2,042	\$587,000	\$288
Camden	7,267	\$1,667,000	4,683	\$418,000	775	\$92,000	726	\$130,000	56	\$13,000	470	\$179,000	159	\$32,000	8,102	\$2,531,000	\$312
Campbelltown	21,579	\$5,096,000	7,857	\$745,000	1,592	\$143,000	1,450	\$283,000	147	\$36,000	1,738	\$639,000	202	\$40,000	22,923	\$6,982,000	\$305
Canada Bay	6,256	\$1,587,000	3,916	\$376,000	282	\$32,000	415	\$77,000	36	\$9,000	484	\$192,000	357	\$71,000	6,794	\$2,344,000	\$345
Canterbury-Bankstown	45,454	\$11,129,000	19,734	\$1,927,000	2,664	\$245,000	2,438	\$579,000	227	\$57,000	3,333	\$1,228,000	585	\$117,000	47,904	\$15,284,000	\$319
Carrathool	320	\$72,000	26	\$3,000	16	\$2,000	17	\$6,000	10	n/a	10	n/a	10	n/a	333	\$86,000	\$258

¹ Where less than 10 customer accounts appear in an LGA we have removed the number of customer accounts and rebate amounts.

² NSW Gas Rebate figures includes natural gas and LPG.

³ 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 ^{1,2}		Family Energy Rebate ¹		Life Support Rebate ¹		Medical Energy Rebate ¹		Energy Accounts Payment Assistance (EAPA) Scheme ¹		Seniors Energy Rebate ¹		Total customer accounts ³	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 (\$)			
Central Coast	56,051	\$14,212,000	15,890	\$1,627,000	3,512	\$341,000	4,095	\$873,000	730	\$194,000	2,831	\$1,068,000	1,496	\$299,000	59,094	\$18,614,000	\$315
Central Darling	319	\$68,000	13	\$2,000	10	n/a	10	n/a	10	n/a	10	n/a	10	n/a	324	\$75,000	\$232
Cessnock	9,635	\$2,435,000	3,705	\$368,000	526	\$43,000	619	\$117,000	91	\$23,000	369	\$137,000	123	\$25,000	10,055	\$3,148,000	\$313
Clarence Valley	11,198	\$2,651,000	370	\$45,000	410	\$39,000	580	\$123,000	89	\$21,000	216	\$76,000	226	\$45,000	11,533	\$3,000,000	\$260
Cobar	510	\$124,000	12	\$1,000	15	\$2,000	22	\$5,000	10	n/a	10	n/a	10	n/a	529	\$135,000	\$255
Coffs Harbour	13,644	\$3,279,000	482	\$58,000	668	\$63,000	595	\$140,000	142	\$36,000	453	\$164,000	290	\$58,000	14,107	\$3,799,000	\$269
Coolamon	644	\$153,000	284	\$27,000	33	\$4,000	50	\$15,000	10	n/a	19	\$10,000	13	\$3,000	670	\$213,000	\$318
Coonamble	645	\$155,000	10	n/a	26	\$2,000	31	\$9,000	10	n/a	26	\$11,000	10	n/a	661	\$177,000	\$269
Cootamundra-Gundagai Regional	2,229	\$541,000	1,423	\$143,000	60	\$7,000	115	\$24,000	19	\$5,000	43	\$16,000	48	\$10,000	2,295	\$745,000	\$325
Cowra	2,632	\$636,000	911	\$91,000	117	\$12,000	164	\$29,000	10	n/a	143	\$62,000	38	\$8,000	2,739	\$840,000	\$307
Cumberland	25,079	\$5,996,000	12,957	\$1,217,000	1,437	\$142,000	1,014	\$228,000	131	\$33,000	2,494	\$898,000	251	\$50,000	26,525	\$8,565,000	\$323
Dubbo Regional	7,249	\$1,705,000	2,295	\$224,000	343	\$33,000	415	\$83,000	39	\$9,000	423	\$170,000	211	\$42,000	7,587	\$2,266,000	\$299
Dungog	1,344	\$326,000	175	\$17,000	66	\$6,000	94	\$15,000	17	\$4,000	43	\$16,000	53	\$11,000	1,414	\$395,000	\$279
Edward River	1,704	\$403,000	94	\$11,000	67	\$6,000	59	\$14,000	17	\$4,000	63	\$23,000	19	\$4,000	1,745	\$465,000	\$267
Eurobodalla	8,933	\$2,146,000	602	\$72,000	267	\$25,000	431	\$86,000	56	\$14,000	238	\$93,000	226	\$45,000	9,179	\$2,482,000	\$270
Fairfield	31,310	\$7,349,000	9,958	\$978,000	1,011	\$87,000	1,160	\$254,000	113	\$27,000	2,031	\$720,000	155	\$31,000	32,367	\$9,446,000	\$292
Federation	2,747	\$663,000	1,581	\$146,000	76	\$8,000	98	\$22,000	16	\$4,000	48	\$20,000	42	\$8,000	2,800	\$871,000	\$311
Forbes	1,556	\$378,000	604	\$57,000	66	\$6,000	71	\$21,000	11	\$3,000	46	\$18,000	37	\$7,000	1,614	\$490,000	\$304
Georges River	15,019	\$3,767,000	6,737	\$654,000	948	\$99,000	1,044	\$212,000	95	\$25,000	813	\$308,000	515	\$103,000	16,196	\$5,168,000	\$319
Gilgandra	721	\$166,000	10	n/a	22	\$1,000	37	\$8,000	10	n/a	21	\$9,000	10	n/a	737	\$188,000	\$255
Glen Innes Severn	2,001	\$481,000	96	\$12,000	58	\$5,000	165	\$36,000	10	n/a	174	\$66,000	41	\$8,000	2,097	\$611,000	\$291
Goulburn Mulwaree	4,704	\$1,121,000	3,135	\$314,000	171	\$18,000	339	\$116,000	45	\$12,000	309	\$89,000	137	\$27,000	4,910	\$1,697,000	\$346
Greater Hume Shire	1,642	\$376,000	688	\$66,000	78	\$8,000	67	\$15,000	13	\$3,000	34	\$13,000	39	\$8,000	1,700	\$490,000	\$288
Griffith	2,807	\$658,000	1,331	\$130,000	182	\$21,000	139	\$28,000	12	\$2,000	95	\$38,000	134	\$27,000	2,963	\$905,000	\$305
Gunnedah	1,862	\$423,000	118	\$14,000	74	\$7,000	113	\$26,000	10	\$3,000	86	\$33,000	18	\$4,000	1,937	\$509,000	\$263
Gwydir	1,053	\$254,000	31	\$4,000	37	\$3,000	67	\$15,000	10	n/a	21	\$8,000	10	n/a	1,090	\$285,000	\$262
Hawkesbury	6,557	\$1,561,000	1,166	\$111,000	451	\$52,000	625	\$109,000	52	\$13,000	351	\$133,000	140	\$28,000	7,158	\$2,006,000	\$280
Hay	447	\$106,000	46	\$6,000	22	\$2,000	14	\$4,000	10	n/a	23	\$9,000	10	\$2,000	461	\$129,000	\$280
Hilltops	3,448	\$832,000	1,366	\$135,000	150	\$16,000	206	\$49,000	16	\$4,000	124	\$48,000	47	\$9,000	3,601	\$1,094,000	\$304

Local Government Area	Low Income Household Rebate		NSW Gas Rebate ^{1,2}		Family Energy Rebate ¹		Life Support Rebate ¹		Medical Energy Rebate ¹		Energy Accounts Payment Assistance (EAPA) Scheme ¹		Seniors Energy Rebate ¹		Total customer accounts ³	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 (\$)			
Hornsby	10,030	\$2,460,000	3,990	\$378,000	712	\$88,000	874	\$153,000	101	\$24,000	483	\$188,000	820	\$164,000	11,059	\$3,455,000	\$312
Hunters Hill	856	\$204,000	361	\$36,000	23	\$3,000	53	\$11,000	10	n/a	46	\$17,000	52	\$10,000	919	\$282,000	\$308
Inner West	14,228	\$3,502,000	7,478	\$729,000	472	\$52,000	702	\$144,000	93	\$23,000	817	\$290,000	361	\$72,000	14,982	\$4,813,000	\$321
Inverell	3,152	\$725,000	212	\$25,000	141	\$14,000	193	\$43,000	18	\$4,000	124	\$48,000	33	\$7,000	3,270	\$867,000	\$265
Junee	945	\$219,000	681	\$64,000	41	\$4,000	56	\$10,000	10	n/a	38	\$15,000	14	\$3,000	985	\$317,000	\$321
Kempsey	6,601	\$1,592,000	277	\$33,000	221	\$18,000	299	\$61,000	39	\$10,000	147	\$54,000	102	\$20,000	6,758	\$1,788,000	\$265
Kiama	2,713	\$677,000	368	\$41,000	81	\$9,000	178	\$26,000	33	\$8,000	44	\$16,000	197	\$39,000	2,845	\$817,000	\$287
Ku-Ring-Gai	5,579	\$1,405,000	3,127	\$296,000	322	\$36,000	644	\$123,000	46	\$12,000	318	\$132,000	745	\$149,000	6,259	\$2,153,000	\$344
Kyogle	1,813	\$435,000	60	\$7,000	53	\$5,000	68	\$15,000	15	\$4,000	63	\$23,000	44	\$9,000	1,857	\$498,000	\$268
Lachlan	987	\$238,000	23	\$3,000	33	\$3,000	42	\$10,000	10	n/a	33	\$12,000	10	n/a	1,023	\$267,000	\$261
Lake Macquarie	32,698	\$8,607,000	8,483	\$871,000	1,631	\$168,000	1,980	\$398,000	380	\$103,000	898	\$336,000	1,140	\$228,000	34,169	\$10,712,000	\$313
Lane Cove	1,832	\$435,000	901	\$81,000	94	\$11,000	110	\$19,000	11	\$3,000	128	\$47,000	148	\$30,000	2,005	\$624,000	\$312
Leeton	1,612	\$377,000	671	\$66,000	64	\$7,000	94	\$20,000	10	n/a	50	\$23,000	33	\$7,000	1,684	\$500,000	\$297
Lismore	7,476	\$1,776,000	250	\$30,000	365	\$38,000	373	\$65,000	62	\$15,000	311	\$124,000	219	\$44,000	7,767	\$2,093,000	\$270
Lithgow	4,012	\$993,000	2,329	\$237,000	119	\$11,000	322	\$81,000	35	\$9,000	210	\$74,000	53	\$11,000	4,190	\$1,416,000	\$338
Liverpool	25,676	\$5,980,000	11,674	\$1,093,000	1,450	\$144,000	1,339	\$286,000	141	\$34,000	1,704	\$609,000	194	\$39,000	27,042	\$8,185,000	\$303
Liverpool Plains	1,458	\$355,000	51	\$6,000	50	\$5,000	79	\$16,000	10	n/a	38	\$15,000	10	n/a	1,502	\$399,000	\$266
Lockhart	503	\$129,000	52	\$5,000	21	\$2,000	26	\$5,000	10	n/a	10	n/a	11	\$2,000	523	\$147,000	\$281
Maitland	11,676	\$2,956,000	5,246	\$513,000	789	\$77,000	806	\$157,000	135	\$36,000	479	\$180,000	220	\$44,000	12,352	\$3,962,000	\$321
Mid-Coast	22,931	\$5,566,000	1,698	\$202,000	696	\$63,000	1,193	\$232,000	134	\$33,000	638	\$216,000	502	\$100,000	23,519	\$6,412,000	\$273
Mid-Western Regional	3,688	\$865,000	171	\$20,000	137	\$11,000	219	\$54,000	19	\$4,000	92	\$35,000	56	\$11,000	3,810	\$1,000,000	\$263
Moree Plains	1,750	\$389,000	40	\$5,000	82	\$6,000	62	\$15,000	10	n/a	88	\$35,000	23	\$5,000	1,814	\$456,000	\$251
Mosman	1,330	\$328,000	747	\$70,000	27	\$4,000	72	\$14,000	10	n/a	86	\$29,000	138	\$28,000	1,430	\$475,000	\$332
Murray River	2,245	\$543,000	961	\$98,000	55	\$5,000	68	\$19,000	19	\$5,000	49	\$18,000	37	\$7,000	2,291	\$696,000	\$304
Murrumbidgee	535	\$125,000	24	\$3,000	30	\$4,000	26	\$6,000	10	n/a	14	\$6,000	12	\$2,000	563	\$148,000	\$262
Muswellbrook	2,245	\$530,000	33	\$4,000	97	\$7,000	121	\$27,000	21	\$5,000	166	\$67,000	34	\$7,000	2,347	\$646,000	\$275
Nambucca	4,862	\$1,169,000	251	\$30,000	166	\$16,000	219	\$56,000	34	\$9,000	82	\$30,000	62	\$12,000	4,983	\$1,323,000	\$265
Narrabri	1,831	\$421,000	100	\$12,000	72	\$7,000	90	\$23,000	10	n/a	49	\$20,000	17	\$3,000	1,898	\$488,000	\$257
Narrandera	1,097	\$256,000	506	\$50,000	44	\$3,000	58	\$15,000	10	n/a	37	\$16,000	11	\$2,000	1,131	\$343,000	\$304
Narromine	1,096	\$257,000	168	\$18,000	57	\$5,000	56	\$13,000	10	n/a	38	\$17,000	38	\$8,000	1,135	\$319,000	\$281
Newcastle	21,864	\$5,542,000	10,490	\$1,032,000	1,005	\$107,000	1,060	\$226,000	187	\$49,000	703	\$252,000	600	\$120,000	22,808	\$7,329,000	\$321
North Sydney	3,575	\$853,000	1,812	\$163,000	113	\$14,000	182	\$28,000	22	\$6,000	272	\$94,000	288	\$58,000	3,847	\$1,214,000	\$316

Local Government Area	Low Income Household Rebate		NSW Gas Rebate ^{1,2}		Family Energy Rebate ¹		Life Support Rebate ¹		Medical Energy Rebate ¹		Energy Accounts Payment Assistance (EAPA) Scheme ¹		Seniors Energy Rebate ¹		Total customer accounts ³	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 (\$)			
Northern Beaches	17,795	\$4,544,000	9,048	\$896,000	677	\$83,000	1,136	\$263,000	126	\$33,000	736	\$288,000	1,441	\$288,000	18,994	\$6,395,000	\$337
Oberon	762	\$183,000	377	\$37,000	29	\$2,000	70	\$18,000	10	n/a	33	\$12,000	24	\$5,000	812	\$259,000	\$318
Orange	5,601	\$1,365,000	3,181	\$313,000	310	\$31,000	459	\$118,000	34	\$9,000	254	\$106,000	186	\$37,000	5,935	\$1,979,000	\$333
Parkes	2,325	\$531,000	715	\$71,000	119	\$12,000	146	\$27,000	10	\$2,000	95	\$38,000	41	\$8,000	2,427	\$689,000	\$284
Parramatta	20,286	\$4,641,000	9,325	\$828,000	1,645	\$190,000	1,230	\$214,000	122	\$29,000	1,806	\$649,000	712	\$142,000	22,157	\$6,693,000	\$302
Penrith	23,331	\$5,456,000	7,952	\$746,000	1,786	\$194,000	1,735	\$341,000	180	\$44,000	1,354	\$514,000	272	\$54,000	25,086	\$7,348,000	\$293
Port Macquarie-Hastings	17,636	\$4,317,000	993	\$120,000	744	\$73,000	947	\$190,000	165	\$41,000	487	\$187,000	517	\$103,000	18,223	\$5,030,000	\$276
Port Stephens	13,625	\$3,319,000	1,525	\$162,000	541	\$52,000	862	\$157,000	138	\$35,000	499	\$183,000	444	\$89,000	14,187	\$3,997,000	\$282
Queanbeyan-Palerang Regional	4,841	\$1,147,000	2,165	\$207,000	188	\$21,000	396	\$78,000	37	\$8,000	290	\$121,000	126	\$25,000	5,189	\$1,607,000	\$310
Randwick	11,478	\$2,823,000	5,279	\$508,000	383	\$43,000	617	\$154,000	64	\$17,000	846	\$301,000	400	\$80,000	12,144	\$3,926,000	\$323
Richmond Valley	4,730	\$1,111,000	212	\$26,000	185	\$19,000	241	\$42,000	32	\$9,000	295	\$109,000	105	\$21,000	4,902	\$1,337,000	\$273
Ryde	9,818	\$2,440,000	4,539	\$427,000	596	\$70,000	573	\$106,000	70	\$18,000	736	\$275,000	446	\$89,000	10,614	\$3,425,000	\$323
Shellharbour	10,924	\$2,666,000	6,092	\$613,000	562	\$54,000	668	\$128,000	60	\$15,000	380	\$136,000	202	\$40,000	11,440	\$3,653,000	\$319
Shoalhaven	21,511	\$5,271,000	4,019	\$456,000	744	\$77,000	1,323	\$305,000	291	\$75,000	626	\$241,000	536	\$107,000	22,236	\$6,533,000	\$294
Singleton	2,504	\$628,000	246	\$24,000	145	\$13,000	183	\$36,000	25	\$7,000	86	\$32,000	119	\$24,000	2,663	\$763,000	\$287
Snowy Monaro Regional	2,787	\$681,000	840	\$89,000	90	\$9,000	150	\$40,000	16	\$4,000	81	\$34,000	57	\$11,000	2,888	\$869,000	\$301
Snowy Valleys	2,439	\$592,000	507	\$53,000	107	\$11,000	116	\$20,000	19	\$4,000	81	\$30,000	83	\$17,000	2,515	\$727,000	\$289
Strathfield	2,665	\$584,000	1,599	\$140,000	218	\$24,000	141	\$24,000	14	\$3,000	311	\$111,000	68	\$14,000	2,938	\$899,000	\$306
Sutherland Shire	19,878	\$5,107,000	4,924	\$491,000	908	\$111,000	1,997	\$341,000	154	\$38,000	1,021	\$425,000	1,266	\$253,000	21,806	\$6,767,000	\$310
Sydney	14,992	\$3,557,000	7,074	\$623,000	331	\$30,000	465	\$116,000	85	\$22,000	1,581	\$524,000	274	\$55,000	15,739	\$4,927,000	\$313
Tamworth Regional	10,288	\$2,381,000	1,523	\$159,000	510	\$48,000	594	\$124,000	70	\$17,000	417	\$169,000	165	\$33,000	10,713	\$2,932,000	\$274
Temora	1,092	\$249,000	429	\$44,000	42	\$5,000	80	\$18,000	10	n/a	114	\$46,000	29	\$6,000	1,144	\$370,000	\$323
Tenterfield	1,490	\$355,000	143	\$17,000	33	\$3,000	70	\$15,000	10	n/a	39	\$16,000	19	\$4,000	1,521	\$411,000	\$270
The Hills Shire	10,333	\$2,466,000	4,979	\$466,000	802	\$100,000	1,066	\$174,000	87	\$21,000	620	\$252,000	859	\$172,000	11,552	\$3,651,000	\$316

Local Government Area	Low Income Household Rebate		NSW Gas Rebate ^{1,2}		Family Energy Rebate ¹		Life Support Rebate ¹		Medical Energy Rebate ¹		Energy Accounts Payment Assistance (EAPA) Scheme ¹		Seniors Energy Rebate ¹		Total customer accounts ³	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 (\$)			
Tweed	18,422	\$4,433,000	1,059	\$120,000	644	\$69,000	663	\$141,000	137	\$34,000	408	\$156,000	377	\$75,000	18,914	\$5,028,000	\$266
Unincorporated Nsw	136	\$32,000	19	\$2,000	10	n/a	10	n/a	10	n/a	10	n/a	10	n/a	139	\$37,000	\$267
Upper Hunter Shire	1,916	\$486,000	52	\$6,000	71	\$7,000	86	\$18,000	25	\$6,000	72	\$28,000	40	\$8,000	1,998	\$560,000	\$280
Upper Lachlan Shire	1,093	\$268,000	208	\$22,000	38	\$4,000	91	\$29,000	10	n/a	32	\$11,000	32	\$6,000	1,139	\$341,000	\$299
Uralla	1,077	\$245,000	61	\$7,000	52	\$5,000	101	\$24,000	10	n/a	32	\$12,000	19	\$4,000	1,125	\$301,000	\$267
Wagga Wagga	8,801	\$1,988,000	6,362	\$625,000	471	\$48,000	449	\$101,000	61	\$15,000	412	\$159,000	214	\$43,000	9,163	\$2,980,000	\$325
Walcha	453	\$112,000	12	\$1,000	21	\$2,000	45	\$12,000	10	n/a	10	n/a	10	n/a	480	\$130,000	\$272
Walgett	874	\$194,000	110	\$13,000	28	\$1,000	24	\$7,000	10	n/a	36	\$16,000	10	n/a	899	\$232,000	\$258
Warren	456	\$95,000	20	\$2,000	16	\$1,000	25	\$4,000	10	n/a	15	\$6,000	10	n/a	465	\$109,000	\$235
Warrumbungle Shire	1,835	\$429,000	41	\$5,000	67	\$5,000	99	\$23,000	10	n/a	37	\$15,000	17	\$3,000	1,885	\$483,000	\$256
Waverley	3,616	\$885,000	1,829	\$169,000	106	\$13,000	182	\$47,000	22	\$6,000	360	\$127,000	160	\$32,000	3,874	\$1,279,000	\$330
Weddin	734	\$184,000	45	\$5,000	23	\$2,000	39	\$12,000	10	n/a	17	\$7,000	17	\$3,000	755	\$214,000	\$284
Wentworth	1,070	\$259,000	28	\$3,000	25	\$3,000	53	\$15,000	10	n/a	23	\$10,000	10	n/a	1,089	\$291,000	\$267
Willoughby	3,744	\$895,000	2,199	\$203,000	243	\$29,000	259	\$48,000	20	\$5,000	269	\$104,000	291	\$58,000	4,118	\$1,343,000	\$326
Wingecarribe	6,365	\$1,554,000	4,156	\$419,000	244	\$28,000	439	\$94,000	50	\$12,000	250	\$103,000	358	\$72,000	6,726	\$2,281,000	\$339
Wollondilly	5,290	\$1,229,000	1,951	\$183,000	410	\$45,000	570	\$105,000	46	\$10,000	283	\$103,000	101	\$20,000	5,766	\$1,694,000	\$294
Wollongong	30,319	\$7,397,000	12,741	\$1,288,000	1,115	\$116,000	1,492	\$287,000	203	\$52,000	1,157	\$414,000	612	\$122,000	31,488	\$9,676,000	\$307
Woolahra	2,288	\$547,000	1,208	\$108,000	70	\$7,000	143	\$34,000	14	\$3,000	223	\$88,000	145	\$29,000	2,510	\$816,000	\$325
Yass Valley	1,511	\$364,000	604	\$60,000	55	\$7,000	137	\$21,000	10	n/a	60	\$23,000	30	\$6,000	1,609	\$483,000	\$300

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

Table 21 2020-21 Energy Social Programs customers' average energy cost, offer type and uptake by local government area

Local Government Area	Average cost of electricity ¹ (c/kWh)	Average cost of gas ² (c/MJ)	Customer accounts on market offers for electricity ³ (%)	Customer accounts on market offers for gas ^{2,3} (%)	Low Income Household Rebate uptake rate (%) ⁴	Gas Rebate uptake rate (%) ⁵
Albury	40.0	2.7	94%	95%	85%	65%
Armidale Regional	36.0	5.0	93%	n/a	78%	5%
Ballina	46.5	4.9	93%	n/a	80%	3%
Balranald	30.6	n/a	90%	n/a	72%	3%
Bathurst Regional	38.4	3.4	93%	97%	75%	44%
Bayside	31.4	4.1	91%	95%	71%	35%
Bega Valley	35.7	4.5	91%	n/a	80%	8%
Bellingen	40.2	n/a	93%	n/a	72%	2%
Berrigan	36.8	3.8	96%	n/a	85%	32%
Blacktown	28.8	3.9	94%	97%	72%	33%
Bland	39.1	3.0	92%	n/a	80%	26%
Blayney	35.8	3.3	92%	n/a	77%	33%
Blue Mountains	29.7	3.3	93%	97%	81%	45%
Bogan	30.7	n/a	91%	n/a	77%	2%
Bourke	31.9	n/a	91%	n/a	61%	2%
Brewarrina	31.0	n/a	87%	n/a	66%	3%
Broken Hill	41.7	3.8	88%	n/a	85%	9%
Burwood	30.1	4.3	90%	96%	65%	38%
Byron	32.9	4.5	92%	n/a	60%	2%
Cabonne	36.4	2.9	92%	n/a	76%	16%
Camden	30.5	4.3	95%	97%	68%	44%
Campbelltown	25.8	4.0	93%	97%	73%	26%
Canada Bay	33.6	4.5	91%	96%	72%	45%
Canterbury-Bankstown	29.8	3.7	92%	96%	71%	31%
Carrathool	34.3	n/a	90%	n/a	77%	6%
Central Coast	29.8	5.3	94%	97%	80%	23%

1 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).

2 Gas figures have been marked as n/a where there are less than 100 customer accounts in an LGA in the retailer reporting information.

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

4 LIHR uptake rate means customer accounts that received the Low Income Household Rebate relative to the number of eligible customers (%).

5 Gas rebate uptake rate means customer accounts that received the Gas Rebate relative to the number of eligible customers (%).

Local Government Area	Average cost of electricity ¹ (c/kWh)	Average cost of gas ² (c/MJ)	Customer accounts on market offers for electricity ³ (%)	Customer accounts on market offers for gas ^{2,3} (%)	Low Income Household Rebate uptake rate (%) ⁴	Gas Rebate uptake rate (%) ⁵
Central Darling	35.7	n/a	84%	n/a	65%	3%
Cessnock	29.5	5.2	95%	97%	79%	30%
Clarence Valley	39.8	9.6	93%	n/a	78%	3%
Cobar	40.3	n/a	88%	n/a	74%	2%
Coffs Harbour	37.0	6.1	94%	n/a	78%	3%
Coolamon	40.4	3.8	93%	n/a	78%	34%
Coonamble	32.6	n/a	90%	n/a	71%	1%
Cootamundra-Gundagai Regional	37.9	3.6	92%	96%	84%	54%
Cowra	38.5	3.6	92%	n/a	82%	28%
Cumberland	29.3	3.5	92%	96%	68%	35%
Dubbo Regional	33.5	3.9	93%	97%	75%	24%
Dungog	34.4	6.4	93%	n/a	80%	10%
Edward River	35.4	n/a	92%	n/a	83%	5%
Eurobodalla	34.6	3.5	91%	n/a	85%	6%
Fairfield	30.1	3.7	90%	96%	70%	22%
Federation	37.3	3.5	95%	96%	91%	52%
Forbes	35.8	2.9	91%	n/a	79%	31%
Georges River	31.0	4.1	92%	96%	72%	32%
Gilgandra	35.5	n/a	90%	n/a	69%	1%
Glen Innes Severn	35.4	n/a	91%	n/a	80%	4%
Goulburn Mulwaree	33.3	3.3	87%	88%	79%	53%
Greater Hume Shire	38.5	3.5	93%	n/a	83%	35%
Griffith	35.3	4.1	91%	97%	73%	35%
Gunnedah	31.8	6.5	92%	n/a	76%	5%
Gwydir	38.8	n/a	92%	n/a	79%	2%
Hawkesbury	28.5	4.4	93%	98%	72%	13%
Hay	31.3	n/a	91%	n/a	81%	8%
Hilltops	35.5	3.8	88%	89%	82%	32%
Hornsby	30.6	4.0	93%	96%	72%	29%
Hunters Hill	34.4	4.9	90%	n/a	78%	33%
Inner West	34.0	4.8	89%	95%	66%	35%
Inverell	36.3	2.9	93%	n/a	79%	5%
Junee	41.3	3.7	95%	n/a	83%	60%
Kempsey	39.6	9.1	92%	n/a	76%	3%
Kiama	28.8	6.1	91%	n/a	84%	11%

Local Government Area	Average cost of electricity ¹ (c/kWh)	Average cost of gas ² (c/MJ)	Customer accounts on market offers for electricity ³ (%)	Customer accounts on market offers for gas ^{2,3} (%)	Low Income Household Rebate uptake rate (%) ⁴	Gas Rebate uptake rate (%) ⁵
Ku-Ring-Gai	29.1	3.8	93%	96%	69%	38%
Kyogle	36.7	n/a	91%	n/a	68%	2%
Lachlan	34.3	n/a	89%	n/a	76%	2%
Lake Macquarie	31.0	5.3	94%	97%	82%	21%
Lane Cove	33.8	4.0	92%	n/a	72%	35%
Leeton	35.4	3.9	91%	n/a	76%	32%
Lismore	36.4	5.0	93%	n/a	72%	2%
Lithgow	31.9	3.1	93%	97%	80%	46%
Liverpool	28.7	3.7	93%	97%	68%	31%
Liverpool Plains	33.1	n/a	92%	n/a	81%	3%
Lockhart	34.0	n/a	93%	n/a	82%	9%
Maitland	29.5	5.5	95%	97%	79%	35%
Mid-Coast	39.0	3.3	94%	n/a	86%	6%
Mid-Western Regional	33.1	3.6	91%	n/a	75%	3%
Moree Plains	33.9	n/a	90%	n/a	70%	2%
Mosman	36.4	4.8	91%	n/a	74%	41%
Murray River	36.2	3.0	94%	n/a	89%	38%
Murrumbidgee	35.0	n/a	93%	n/a	78%	3%
Muswellbrook	28.0	n/a	96%	n/a	76%	1%
Nambucca	38.6	6.3	93%	n/a	79%	4%
Narrabri	33.2	n/a	92%	n/a	72%	4%
Narrandera	33.5	3.9	92%	n/a	79%	36%
Narromine	33.4	4.1	92%	n/a	80%	12%
Newcastle	32.7	5.9	93%	96%	75%	36%
North Sydney	32.8	5.2	91%	96%	72%	37%
Northern Beaches	32.0	4.2	92%	96%	76%	39%
Oberon	38.4	3.1	91%	n/a	73%	36%
Orange	35.7	2.9	94%	97%	78%	44%
Parkes	40.1	3.3	91%	n/a	76%	23%
Parramatta	29.9	4.3	93%	97%	70%	32%
Penrith	28.3	4.5	94%	96%	72%	25%
Port Macquarie-Hastings	41.8	5.4	94%	n/a	85%	5%
Port Stephens	29.8	5.1	96%	n/a	83%	9%
Queanbeyan-Palerang Regional	33.3	3.3	85%	82%	73%	33%

Local Government Area	Average cost of electricity ¹ (c/kWh)	Average cost of gas ² (c/MJ)	Customer accounts on market offers for electricity ³ (%)	Customer accounts on market offers for gas ^{2,3} (%)	Low Income Household Rebate uptake rate (%) ⁴	Gas Rebate uptake rate (%) ⁵
Randwick	33.6	5.0	91%	95%	74%	34%
Richmond Valley	42.1	5.0	93%	n/a	77%	3%
Ryde	31.7	4.3	92%	96%	72%	33%
Shellharbour	33.2	5.3	93%	97%	78%	43%
Shoalhaven	30.8	5.2	90%	63%	85%	16%
Singleton	31.4	4.3	95%	n/a	73%	7%
Snowy Monaro Regional	34.4	3.3	90%	n/a	79%	24%
Snowy Valleys	36.0	4.6	92%	n/a	84%	17%
Strathfield	30.1	3.8	93%	97%	61%	36%
Sutherland Shire	28.4	4.9	92%	96%	80%	20%
Sydney	33.4	5.2	90%	95%	66%	31%
Tamworth Regional	34.0	6.4	93%	89%	79%	12%
Temora	38.0	3.4	92%	n/a	86%	34%
Tenterfield	39.9	n/a	86%	n/a	74%	7%
The Hills Shire	31.6	4.0	94%	97%	70%	34%
Tweed	47.2	11.7	95%	n/a	79%	5%
Unincorporated NSW	40.2	n/a	88%	n/a	65%	9%
Upper Hunter Shire	29.2	n/a	94%	n/a	78%	2%
Upper Lachlan Shire	37.4	3.3	87%	n/a	77%	15%
Uralla	36.6	n/a	94%	n/a	81%	5%
Wagga Wagga	41.3	3.0	94%	89%	78%	56%
Walcha	38.5	n/a	89%	n/a	72%	2%
Walgett	35.0	n/a	89%	n/a	49%	6%
Warren	33.5	n/a	91%	n/a	74%	3%
Warrumbungle Shire	37.0	n/a	90%	n/a	73%	2%
Waverley	30.5	5.2	91%	95%	69%	35%
Weddin	38.2	n/a	91%	n/a	79%	5%
Wentworth	32.1	n/a	92%	n/a	75%	2%
Willoughby	34.3	3.9	91%	96%	67%	39%
Wingecarribee	32.5	3.3	94%	97%	78%	51%
Wollondilly	28.8	4.7	94%	97%	74%	27%
Wollongong	31.0	5.1	91%	97%	79%	33%
Woollahra	30.9	5.1	90%	95%	65%	34%
Yass Valley	31.9	3.4	88%	n/a	75%	30%

Appendix C Detailed results by State Electoral District (SED)

Table 22: 2020-21 Energy Social Programs customer accounts and value by state electoral district

State Electoral District	Low Income Household Rebate		All rebates			Estimated number of LIHR eligible customers ¹	LIHR uptake rate (%) ²	Gas uptake rate (%) ³	Gas Rebate		Family Energy Rebate		Life Support Rebate		Medical Energy Rebate		Energy Account Payment Assistance		Seniors Energy Rebate	
	Customer accounts (#)	Total rebate value (\$)	Total customer accounts ⁴	Reported amount paid to customer accounts ⁵ (\$)	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 voucher value (\$)	Customer accounts (#)	Total rebate value (\$)
Albury	14,900	\$3,395,000	15,251	\$4,725,000	\$310	17,379	86%	93%	9,761	\$898,000	585	\$63,000	544	\$122,000	102	\$23,000	453	\$162,000	316	\$63,000
Auburn	9,900	\$2,423,000	10,708	\$3,618,000	\$338	15,896	62%	62%	5,924	\$542,000	767	\$74,000	329	\$71,000	52	\$13,000	1,365	\$476,000	94	\$19,000
Ballina	11,900	\$2,806,000	12,317	\$3,253,000	\$264	16,615	72%	4%	373	\$45,000	390	\$40,000	548	\$105,000	79	\$19,000	346	\$151,000	429	\$86,000
Balmain	6,000	\$1,492,000	6,369	\$2,094,000	\$329	8,884	68%	64%	3,420	\$327,000	158	\$15,000	289	\$60,000	38	\$10,000	458	\$154,000	172	\$34,000
Bankstown	12,600	\$3,044,000	13,205	\$4,149,000	\$314	18,299	69%	44%	4,885	\$467,000	738	\$61,000	598	\$152,000	53	\$14,000	1,072	\$390,000	98	\$20,000
Barwon	13,200	\$3,048,000	13,518	\$3,495,000	\$259	18,059	73%	7%	753	\$91,000	406	\$32,000	568	\$129,000	60	\$14,000	408	\$163,000	88	\$18,000
Bathurst	12,100	\$2,937,000	12,760	\$4,213,000	\$330	15,798	77%	68%	6,491	\$639,000	480	\$46,000	978	\$229,000	81	\$20,000	731	\$281,000	303	\$61,000
Baulkham Hills	5,700	\$1,362,000	6,370	\$1,969,000	\$309	7,899	73%	52%	2,454	\$229,000	441	\$55,000	529	\$84,000	41	\$10,000	341	\$137,000	460	\$92,000
Bega	15,500	\$3,740,000	15,979	\$4,349,000	\$272	18,732	83%	11%	1,227	\$148,000	524	\$53,000	728	\$148,000	106	\$26,000	414	\$152,000	407	\$81,000
Blacktown	10,300	\$2,405,000	10,984	\$3,298,000	\$300	13,879	74%	53%	4,398	\$413,000	624	\$65,000	656	\$119,000	61	\$16,000	724	\$260,000	102	\$20,000
Blue Mountains	9,700	\$2,419,000	10,301	\$3,439,000	\$334	11,983	81%	75%	5,426	\$545,000	448	\$51,000	689	\$147,000	73	\$19,000	539	\$204,000	273	\$55,000
Cabramatta	11,800	\$2,839,000	12,246	\$3,608,000	\$295	17,576	67%	36%	3,784	\$375,000	453	\$39,000	452	\$98,000	50	\$12,000	650	\$233,000	57	\$11,000
Camden	8,400	\$1,913,000	9,290	\$2,883,000	\$310	12,423	67%	70%	5,244	\$465,000	876	\$103,000	809	\$146,000	62	\$15,000	538	\$205,000	183	\$37,000
Campbelltown	11,400	\$2,742,000	12,073	\$3,718,000	\$308	15,527	74%	45%	4,198	\$404,000	753	\$62,000	742	\$144,000	80	\$20,000	877	\$327,000	101	\$20,000
Canterbury	10,300	\$2,565,000	10,859	\$3,520,000	\$324	14,744	70%	60%	5,298	\$522,000	520	\$54,000	522	\$125,000	50	\$12,000	592	\$211,000	146	\$29,000
Castle Hill	4,900	\$1,167,000	5,517	\$1,776,000	\$322	7,179	68%	62%	2,687	\$249,000	411	\$50,000	530	\$88,000	43	\$10,000	319	\$129,000	404	\$81,000
Cessnock	12,500	\$3,184,000	13,110	\$4,087,000	\$312	15,984	78%	46%	4,463	\$445,000	743	\$67,000	804	\$153,000	127	\$33,000	451	\$169,000	178	\$36,000
Charlestown	10,500	\$2,795,000	10,948	\$3,604,000	\$329	12,816	82%	53%	4,120	\$424,000	509	\$55,000	528	\$112,000	102	\$27,000	291	\$109,000	408	\$82,000
Clarence	15,900	\$3,762,000	16,440	\$4,338,000	\$264	20,419	78%	5%	582	\$70,000	595	\$59,000	821	\$165,000	122	\$30,000	511	\$185,000	331	\$66,000

¹ Estimates based on data provided by Federal Department of Human Services, Department of Veterans Affairs and Australian Taxation Office.

² LIHR uptake rate means customer accounts that received the Low Income Household Rebate relative to the number of eligible customers (%).

³ Gas rebate uptake rate means customer accounts that received the Gas Rebate relative to the number of eligible customers (%).

⁴ Total number of customer accounts is the unique customer accounts receiving one or more rebate types.

⁵ These rebates estimates are based on retailer reporting information and Departmental records for on-supplied customer applications.

State Electoral District	Low Income Household Rebate		All rebates			Estimated number of LIHR eligible customers ¹	LIHR uptake rate (%) ²	Gas uptake rate (%) ³	Gas Rebate		Family Energy Rebate		Life Support Rebate		Medical Energy Rebate		Energy Account Payment Assistance		Seniors Energy Rebate	
	Customer accounts (#)	Total rebate value (\$)	Total customer accounts ⁴	Reported amount paid to customer accounts ⁵ (\$)	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 voucher value (\$)	Customer accounts (#)	Total rebate value (\$)
Coffs Harbour	13,600	\$3,280,000	14,108	\$3,799,000	\$269	17,557	78%	5%	482	\$58,000	668	\$63,000	596	\$140,000	142	\$36,000	453	\$164,000	290	\$58,000
Coogee	5,100	\$1,281,000	5,496	\$1,808,000	\$329	7,104	72%	59%	2,545	\$243,000	167	\$19,000	248	\$65,000	23	\$7,000	412	\$148,000	230	\$46,000
Cootamundra	13,200	\$3,176,000	13,758	\$4,272,000	\$311	16,121	82%	59%	5,769	\$571,000	528	\$54,000	796	\$182,000	69	\$17,000	556	\$226,000	229	\$46,000
Cronulla	6,800	\$1,736,000	7,509	\$2,360,000	\$314	8,637	79%	40%	2,092	\$205,000	289	\$36,000	615	\$107,000	41	\$10,000	419	\$173,000	464	\$93,000
Davidson	4,100	\$1,047,000	4,582	\$1,576,000	\$344	5,617	73%	68%	2,306	\$221,000	227	\$25,000	463	\$88,000	30	\$8,000	204	\$85,000	504	\$101,000
Drummoyne	5,700	\$1,461,000	6,225	\$2,149,000	\$345	7,927	72%	75%	3,570	\$343,000	257	\$29,000	374	\$70,000	33	\$8,000	435	\$173,000	325	\$65,000
Dubbo	11,200	\$2,615,000	11,661	\$3,344,000	\$287	14,843	75%	29%	2,596	\$257,000	508	\$46,000	647	\$137,000	62	\$15,000	534	\$215,000	297	\$59,000
East Hills	9,700	\$2,460,000	10,373	\$3,287,000	\$317	13,118	74%	45%	3,532	\$348,000	526	\$53,000	769	\$169,000	62	\$16,000	538	\$196,000	223	\$45,000
Epping	5,100	\$1,257,000	5,803	\$1,893,000	\$326	7,365	70%	59%	2,635	\$244,000	470	\$56,000	478	\$77,000	40	\$9,000	374	\$151,000	493	\$99,000
Fairfield	15,000	\$3,475,000	15,518	\$4,542,000	\$293	21,480	70%	39%	5,019	\$485,000	458	\$39,000	465	\$110,000	48	\$12,000	1,171	\$411,000	51	\$10,000
Gosford	13,400	\$3,400,000	14,064	\$4,274,000	\$304	16,438	82%	29%	2,826	\$286,000	698	\$68,000	893	\$189,000	172	\$47,000	560	\$207,000	388	\$78,000
Goulburn	10,400	\$2,513,000	10,939	\$3,602,000	\$329	13,445	78%	71%	5,743	\$577,000	395	\$43,000	749	\$209,000	81	\$20,000	512	\$169,000	347	\$69,000
Granville	11,500	\$2,720,000	12,119	\$3,862,000	\$319	16,799	69%	59%	5,979	\$559,000	582	\$57,000	484	\$114,000	55	\$13,000	1,034	\$377,000	104	\$21,000
Hawkesbury	7,200	\$1,717,000	7,886	\$2,215,000	\$281	10,120	71%	21%	1,309	\$125,000	490	\$57,000	698	\$122,000	60	\$15,000	380	\$144,000	185	\$37,000
Heathcote	6,500	\$1,652,000	7,132	\$2,160,000	\$303	8,122	80%	27%	1,338	\$137,000	366	\$46,000	743	\$125,000	64	\$15,000	261	\$110,000	369	\$74,000
Heffron	8,600	\$2,106,000	9,072	\$2,972,000	\$328	12,428	69%	61%	4,599	\$417,000	294	\$34,000	378	\$91,000	43	\$12,000	828	\$285,000	135	\$27,000
Holsworthy	10,000	\$2,325,000	10,574	\$3,118,000	\$295	14,350	70%	44%	3,819	\$355,000	568	\$60,000	594	\$119,000	50	\$12,000	604	\$222,000	121	\$24,000
Hornsby	6,000	\$1,460,000	6,595	\$1,982,000	\$301	8,262	73%	40%	2,001	\$188,000	429	\$53,000	497	\$88,000	62	\$15,000	263	\$95,000	411	\$82,000
Keira	10,900	\$2,685,000	11,281	\$3,538,000	\$314	13,662	80%	61%	5,001	\$511,000	295	\$33,000	514	\$97,000	81	\$21,000	386	\$136,000	277	\$55,000
Kiama	11,800	\$2,855,000	12,283	\$3,667,000	\$299	14,377	82%	40%	3,455	\$362,000	470	\$49,000	771	\$156,000	127	\$31,000	370	\$138,000	386	\$77,000
Kogarah	9,000	\$2,237,000	9,701	\$3,128,000	\$322	12,812	70%	57%	4,435	\$426,000	592	\$61,000	566	\$123,000	44	\$11,000	577	\$223,000	231	\$46,000
Ku-Ring-Gai	4,300	\$1,094,000	4,803	\$1,624,000	\$338	6,248	69%	59%	2,236	\$212,000	245	\$29,000	426	\$82,000	39	\$10,000	231	\$94,000	522	\$104,000
Lake Macquarie	12,900	\$3,361,000	13,553	\$4,129,000	\$305	15,712	82%	28%	2,653	\$270,000	634	\$62,000	893	\$173,000	150	\$41,000	371	\$139,000	418	\$84,000
Lakemba	12,500	\$2,990,000	13,178	\$4,236,000	\$321	17,833	70%	55%	5,865	\$575,000	873	\$75,000	532	\$131,000	63	\$15,000	1,123	\$428,000	112	\$22,000
Lane Cove	5,300	\$1,280,000	5,770	\$1,805,000	\$313	7,290	73%	57%	2,486	\$231,000	247	\$30,000	314	\$61,000	31	\$7,000	348	\$129,000	328	\$66,000
Lismore	13,500	\$3,225,000	13,963	\$3,756,000	\$269	19,027	71%	5%	522	\$63,000	555	\$58,000	616	\$117,000	103	\$25,000	521	\$202,000	326	\$65,000
Liverpool	12,400	\$2,946,000	12,990	\$4,015,000	\$309	17,941	69%	53%	5,765	\$554,000	609	\$54,000	578	\$133,000	76	\$19,000	853	\$299,000	53	\$11,000

State Electoral District	Low Income Household Rebate		All rebates			Estimated number of LIHR eligible customers ¹	LIHR uptake rate (%) ²	Gas uptake rate (%) ³	Gas Rebate		Family Energy Rebate		Life Support Rebate		Medical Energy Rebate		Energy Account Payment Assistance		Seniors Energy Rebate	
	Customer accounts (#)	Total rebate value (\$)	Total customer accounts ⁴	Reported amount paid to customer accounts ⁵ (\$)	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 voucher value (\$)	Customer accounts (#)	Total rebate value (\$)
Londonderry	13,400	\$3,085,000	14,220	\$4,206,000	\$296	18,417	73%	45%	5,011	\$464,000	976	\$97,000	758	\$167,000	84	\$21,000	955	\$355,000	83	\$17,000
Macquarie Fields	11,400	\$2,628,000	12,228	\$3,667,000	\$300	16,181	71%	45%	4,389	\$402,000	944	\$93,000	781	\$154,000	72	\$17,000	968	\$350,000	110	\$22,000
Maitland	11,700	\$2,954,000	12,342	\$3,959,000	\$321	14,829	79%	59%	5,243	\$513,000	788	\$77,000	806	\$156,000	135	\$36,000	478	\$180,000	219	\$44,000
Manly	4,600	\$1,123,000	4,903	\$1,612,000	\$329	6,217	74%	67%	2,501	\$242,000	169	\$20,000	260	\$57,000	28	\$7,000	253	\$95,000	344	\$69,000
Maroubra	8,600	\$2,095,000	9,038	\$2,910,000	\$322	11,460	75%	55%	3,807	\$368,000	294	\$34,000	489	\$115,000	50	\$13,000	679	\$237,000	240	\$48,000
Miranda	7,000	\$1,805,000	7,603	\$2,363,000	\$311	8,715	80%	30%	1,567	\$157,000	303	\$36,000	668	\$116,000	53	\$14,000	355	\$147,000	442	\$88,000
Monaro	7,600	\$1,820,000	8,042	\$2,464,000	\$306	10,117	75%	49%	2,984	\$293,000	277	\$30,000	543	\$118,000	52	\$13,000	369	\$154,000	182	\$36,000
Mount Druitt	11,400	\$2,588,000	11,959	\$3,676,000	\$307	15,990	71%	57%	5,458	\$521,000	815	\$78,000	590	\$130,000	90	\$23,000	870	\$329,000	40	\$8,000
Mulgoa	6,500	\$1,546,000	7,168	\$2,230,000	\$311	9,735	67%	60%	3,526	\$339,000	592	\$68,000	580	\$106,000	54	\$13,000	348	\$136,000	111	\$22,000
Murray	12,500	\$2,985,000	12,952	\$3,757,000	\$290	15,795	79%	40%	3,831	\$379,000	517	\$56,000	521	\$123,000	77	\$18,000	352	\$142,000	273	\$55,000
Myall Lakes	18,100	\$4,404,000	18,593	\$5,053,000	\$272	21,151	86%	10%	1,322	\$159,000	547	\$50,000	920	\$182,000	90	\$21,000	474	\$159,000	389	\$78,000
Newcastle	10,200	\$2,544,000	10,579	\$3,360,000	\$318	14,047	73%	61%	5,188	\$505,000	362	\$38,000	409	\$90,000	62	\$16,000	296	\$103,000	328	\$66,000
Newtown	6,300	\$1,488,000	6,617	\$2,012,000	\$304	10,116	63%	48%	2,913	\$267,000	133	\$14,000	214	\$45,000	46	\$11,000	484	\$165,000	110	\$22,000
North Shore	3,900	\$939,000	4,186	\$1,343,000	\$321	5,406	72%	63%	2,044	\$185,000	108	\$13,000	203	\$34,000	24	\$7,000	283	\$96,000	344	\$69,000
Northern Tablelands	13,400	\$3,095,000	13,975	\$3,755,000	\$269	17,227	78%	7%	704	\$85,000	557	\$52,000	948	\$207,000	85	\$21,000	649	\$248,000	242	\$48,000
Oatley	8,200	\$2,092,000	8,830	\$2,840,000	\$322	11,115	74%	52%	3,451	\$342,000	485	\$52,000	621	\$124,000	63	\$16,000	395	\$151,000	318	\$64,000
Orange	11,400	\$2,745,000	12,012	\$3,745,000	\$312	14,732	78%	55%	4,925	\$483,000	576	\$58,000	814	\$195,000	68	\$17,000	449	\$183,000	317	\$63,000
Oxley	16,100	\$3,839,000	16,544	\$4,383,000	\$265	21,069	76%	5%	691	\$83,000	602	\$56,000	742	\$160,000	117	\$30,000	424	\$164,000	250	\$50,000
Parramatta	9,900	\$2,229,000	10,687	\$3,180,000	\$298	14,172	70%	51%	4,343	\$389,000	747	\$84,000	500	\$96,000	53	\$12,000	891	\$320,000	249	\$50,000
Penrith	10,400	\$2,414,000	10,986	\$3,127,000	\$285	14,001	74%	31%	2,580	\$246,000	631	\$66,000	756	\$144,000	88	\$21,000	542	\$205,000	156	\$31,000
Pittwater	5,400	\$1,398,000	5,775	\$1,987,000	\$344	7,178	75%	63%	2,740	\$276,000	198	\$25,000	369	\$91,000	46	\$13,000	190	\$79,000	523	\$105,000
Port Macquarie	17,300	\$4,274,000	17,849	\$4,957,000	\$278	19,942	87%	10%	1,145	\$138,000	660	\$63,000	932	\$186,000	159	\$39,000	409	\$152,000	523	\$105,000
Port Stephens	14,100	\$3,423,000	14,656	\$4,111,000	\$281	16,936	83%	13%	1,294	\$140,000	561	\$53,000	903	\$166,000	147	\$37,000	540	\$199,000	462	\$92,000
Prospect	10,300	\$2,389,000	10,849	\$3,185,000	\$294	13,903	74%	44%	3,726	\$356,000	456	\$50,000	577	\$112,000	50	\$12,000	657	\$239,000	138	\$28,000
Riverstone	6,400	\$1,445,000	7,211	\$2,258,000	\$313	9,819	66%	70%	4,120	\$368,000	707	\$87,000	573	\$100,000	39	\$10,000	550	\$220,000	144	\$29,000
Rockdale	8,600	\$2,086,000	9,240	\$2,960,000	\$320	12,223	71%	56%	4,093	\$384,000	391	\$40,000	538	\$128,000	44	\$11,000	702	\$263,000	240	\$48,000
Ryde	7,700	\$1,927,000	8,390	\$2,709,000	\$323	10,789	72%	55%	3,552	\$334,000	510	\$60,000	454	\$79,000	57	\$15,000	599	\$224,000	349	\$70,000

State Electoral District	Low Income Household Rebate		All rebates			Estimated number of LIHR eligible customers ¹	LIHR uptake rate (%) ²	Gas uptake rate (%) ³	Gas Rebate		Family Energy Rebate		Life Support Rebate		Medical Energy Rebate		Energy Account Payment Assistance		Seniors Energy Rebate	
	Customer accounts (#)	Total rebate value (\$)	Total customer accounts ⁴	Reported amount paid to customer accounts ⁵ (\$)	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 voucher value (\$)	Customer accounts (#)	Total rebate value (\$)
Seven Hills	9,300	\$2,205,000	9,922	\$2,978,000	\$300	11,892	78%	48%	3,414	\$323,000	543	\$66,000	645	\$113,000	82	\$20,000	534	\$201,000	254	\$51,000
Shellharbour	13,300	\$3,301,000	13,954	\$4,474,000	\$321	16,837	79%	69%	7,039	\$712,000	699	\$68,000	790	\$163,000	79	\$20,000	431	\$159,000	251	\$50,000
South Coast	15,200	\$3,750,000	15,743	\$4,605,000	\$292	17,888	85%	24%	2,596	\$301,000	531	\$56,000	950	\$213,000	219	\$58,000	388	\$151,000	378	\$76,000
Strathfield	7,000	\$1,663,000	7,641	\$2,432,000	\$318	10,972	64%	62%	4,126	\$380,000	441	\$49,000	384	\$67,000	32	\$8,000	608	\$224,000	211	\$42,000
Summer Hill	7,300	\$1,816,000	7,684	\$2,449,000	\$319	10,905	67%	55%	3,613	\$354,000	264	\$29,000	344	\$71,000	40	\$10,000	392	\$138,000	157	\$31,000
Swansea	12,500	\$3,218,000	13,052	\$4,114,000	\$315	15,309	82%	34%	3,136	\$327,000	729	\$70,000	825	\$177,000	177	\$47,000	506	\$196,000	392	\$78,000
Sydney	5,200	\$1,176,000	5,482	\$1,663,000	\$303	8,130	63%	47%	2,313	\$196,000	90	\$7,000	172	\$44,000	36	\$9,000	608	\$198,000	159	\$32,000
Tamworth	13,100	\$3,043,000	13,652	\$3,714,000	\$272	16,698	79%	17%	1,679	\$178,000	625	\$60,000	776	\$165,000	83	\$21,000	520	\$209,000	191	\$38,000
Terrigal	10,300	\$2,678,000	10,917	\$3,480,000	\$319	12,612	82%	42%	3,164	\$330,000	518	\$57,000	760	\$147,000	133	\$36,000	360	\$135,000	488	\$98,000
The Entrance	12,200	\$3,126,000	12,888	\$4,160,000	\$323	15,133	80%	44%	3,970	\$401,000	824	\$82,000	867	\$177,000	138	\$38,000	740	\$272,000	312	\$62,000
Tweed	15,700	\$3,776,000	16,099	\$4,275,000	\$266	19,397	81%	8%	990	\$111,000	541	\$57,000	558	\$118,000	117	\$29,000	301	\$117,000	333	\$67,000
Upper Hunter	10,700	\$2,603,000	11,178	\$3,095,000	\$277	13,774	78%	7%	567	\$58,000	468	\$42,000	629	\$126,000	105	\$28,000	479	\$180,000	282	\$56,000
Vaucluse	3,600	\$881,000	3,974	\$1,305,000	\$328	5,492	66%	58%	1,904	\$172,000	132	\$15,000	220	\$54,000	25	\$7,000	355	\$136,000	207	\$41,000
Wagga Wagga	11,300	\$2,592,000	11,707	\$3,718,000	\$318	14,180	79%	81%	6,897	\$681,000	569	\$57,000	562	\$120,000	84	\$20,000	487	\$186,000	307	\$61,000
Wakehurst	6,200	\$1,607,000	6,608	\$2,207,000	\$334	8,049	77%	62%	3,013	\$298,000	252	\$31,000	358	\$85,000	40	\$11,000	251	\$95,000	401	\$80,000
Wallsend	11,800	\$3,025,000	12,379	\$3,999,000	\$323	15,245	77%	58%	5,334	\$530,000	667	\$71,000	682	\$141,000	132	\$35,000	416	\$151,000	232	\$46,000
Willoughby	4,300	\$1,042,000	4,732	\$1,551,000	\$328	6,279	69%	66%	2,514	\$233,000	242	\$28,000	279	\$51,000	23	\$6,000	318	\$122,000	341	\$68,000
Wollondilly	8,700	\$2,075,000	9,421	\$2,955,000	\$314	11,501	76%	63%	4,350	\$425,000	511	\$56,000	830	\$159,000	76	\$18,000	420	\$159,000	315	\$63,000
Wollongong	13,600	\$3,282,000	14,078	\$4,207,000	\$299	17,503	78%	48%	5,028	\$500,000	442	\$42,000	569	\$106,000	75	\$19,000	610	\$214,000	228	\$46,000
Wyong	14,700	\$3,670,000	15,461	\$4,857,000	\$314	18,480	80%	36%	4,060	\$416,000	1,025	\$92,000	1,135	\$262,000	200	\$52,000	825	\$318,000	237	\$47,000

