



NSW energy rebates summary report

Analysis of program reporting data for the period
July 2017 – June 2018



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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.

About this report

About the NSW Energy Rebates program

This report summarises the Department's analysis of data provided by energy retailers under the NSW Social Programs for Energy Code for the period 1 July 2017 to 30 June 2018. The NSW Government's Energy Rebates program has the following components:

- Low Income Household Rebate at \$285 off electricity bills each year
- Gas Rebate at \$110 off gas bills each year or \$121 off LPG bills each 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 (rates vary according to life support equipment)
- Energy Accounts Payment Assistance (multiple \$50 vouchers may be accessed during a short-term financial crisis for both electricity and gas bills).

About the data

The 2017-18 Energy Rebates Program Data 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 5.0, 11 December 2017)
- Applications to the Department for 'on-supplied' energy rebates, Energy Account Payment Assistance (EAPA) scheme and Family Energy Rebates
- Department records about number of residential gas connections in NSW
- Data provided by the Australian Department of Human Services and Australian Department of Veteran Affairs about the number of households with at least one concession card holder.

Quality statement

Overall the analysis in this report is sound. The total estimated rebate value is within 1.6% of the invoices received by the Department from retailers (after adjusting with departmental data). This is a very good result given the timing differences between billing periods used in reporting information and invoicing periods.

However, there are known quality issues with the data provided as listed below:

- In cases where there are fewer than ten energy customers identified in a category this figure is represented as "<10" and those customers' results are not included in statistics about average energy consumption or billing.
- Some small retailers did not submit data sets in compliance with the Department's requirements. These retailers' energy rebates customers, representing less than 2% of the entire program, have not been included in this dataset.
- A number of records in several retailers' data appear to have errors with implied energy consumption and bill amounts that are very high or negative. These outliers represented less than 2% of records and have been excluded from the statistics in this report which relate to energy consumption and bill amounts.
- Energy rebates customers who receive more than one rebate type via the 'on-supplied' method may be double-counted in total rebate recipient numbers. The impact of this is expected to be minimal.
- The Department has used time-slices of the data supplied by retailers to estimate the number of rebates customers switching between retailers. There is uncertainty about these figures, but without them estimates of customer numbers could be out by up to 19% (the amount of customer switching in NSW in 2017 estimated by AEMC).

The Department is working with retailers to resolve these issues in future years, but the issues should be acknowledged when interpreting the results.

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State-wide results

The Department estimates that a total of 914,000 customers received at least one energy rebates in 2017-18. By far the most energy rebates customers accessed the Low Income Household Rebate (821,000 customers) and the NSW Gas Rebate (246,000 customers).

The analysis indicates around 15% of Low Income Household Rebate customers switched energy retailers in 2017-18. This is below the Australian Energy Market Commission's (AEMC's) estimate for all NSW customers at 19% in 2017. The implied switching rate of 13% for Gas Rebate customers in 2017-18 aligns to the AEMC's estimate of 14% in 2017.

Around 72% of eligible customers appear to be accessing the Low Income Household Rebate, and around 56% of eligible customer accounts for the NSW Gas Rebate. Only around 10% of eligible customers appear to be accessing the Family Energy Rebate.

There were around 193,000 customer accounts on standard electricity offers and around 835,000 on market offers in 2017-18. Around 51,000 switched to market offers during the year and there were only 977,000 electricity customer accounts overall.

The average electricity bill for rebate customer accounts on standard offers was \$1,713 per year, compared to \$1,687 for market offers or around \$25 a year less. However, these standard offer customers consumed less electricity than customers on market offers. If they had consumed the same amount, they would have paid up to around \$260 more.

There were 25,000 customer accounts on standard offers for gas compared to 253,000 on market offers during 2017-18. But around 7,000 had switched from standard to market during the year and there were only 271,000 customers with gas accounts overall. The average gas bill for rebates customers on standard offers was around \$840 per year, compared to around \$750 for market offers or around \$90 a year less.

Table 1 shows the number of customer accounts receiving each of the available energy rebate types in 2017-18, the total and average rebate amounts paid, and the implied rate of customers switching retailers.

Table 2 provides estimated number of eligible customers for the Low Income Household Rebate, the NSW Gas Rebate and the Family Energy Rebate alongside estimated number of recipients and proportion of recipients relative to eligible customers. Table 3 provides number of accounts as well as average annual bills for electricity and gas retailer-supplied energy rebates customers on standard and market offers.

Figure 1 and **Figure 2** are scatter plots of annualised bills per year and consumption per year for electricity and gas customers. Each dot represents a customer account. These charts are intended to show the complexity of the data and outliers in the reporting information.

Table 1 Rebate uptake and value in 2017–18

Rebate type	Number of customer accounts receiving a rebate in 2017-18 ¹	Reported amount paid to customer accounts ² (\$)	Average reported amount paid per customer account ³ (\$)	Assumed average rebate per unique customer (\$)	Estimated number of unique customers ^{4,5}	Implied rate of customers switching retailers in 2017-18 ⁶
Low Income Household Rebate	944,000	\$233,974,000	\$248	\$285	821,000	15%
NSW Gas Rebate ⁷	279,000	\$27,108,000	\$97	\$110	246,000	13%
Family Energy Rebate	43,000	\$4,649,000	\$109	\$109	43,000	n/a
Life Support Rebate	44,000	\$10,742,000	\$246	\$264	41,000	7%
Medical Energy Rebate	6,000	\$1,595,000	\$250	\$285	6,000	14%
Energy Accounts Payment Assistance (EAPA) Scheme	54,000	\$21,386,000	\$397	\$397	54,000	n/a
Total	1,021,000	\$299,455,000	\$293	\$327	914,000	12%

1 Number of customer accounts may double count customers that switch from one retailer to another within the 2017-18 financial year.

2 These rebates estimates are based on retailer reporting information and departmental application data for FER and EAPA and do not match invoicing data (see **Table 11** for a comparison).

3 Note this amount is less than the estimated rebate per household because portion of customers switched retailers in 2017-18.

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 the second quarter of 2017-18 plus on-supplied customers, EAPA and FER customers from Departmental records. This is less than the number of customer accounts as customers that switch retailers appear as two customer accounts.

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

7 NSW Gas Rebate figures includes natural gas and LPG.

Table 2 Eligible households in 2017-18

Rebate type	Estimated number of eligible customers ¹	Estimated number of customer accounts that received a rebate ²	Customer accounts that received a rebate relative to eligible customers (%)	Estimated number of unique customers that received a rebate	Unique customers that received a rebate relative to eligible customers (%)
Low Income Household Rebate	1,140,000	944,000	83%	821,000	72%
NSW Gas Rebate	439,000	279,000	64%	245,000	56%
Family Energy Rebate	438,000	43,000	10%	43,000	10%
Total ³	1,332,000	967,000	73%	845,000	63%

Table 3 Rebate customers, bills and consumption by retail offers in 2017-18⁴

Offer type	Number of electricity customer accounts	Average annualised electricity bill (\$/yr)	Average annualised rebate amount ^{5,6} (\$)	Rebates relative to electricity bill (%)	Average electricity use (kWh/yr)	Average electricity cost (c/kWh)	Number of gas customer accounts	Average annualised gas bill (\$/yr)	Average annualised rebate amount ^{5,6} (\$)	Rebates relative to gas bill (%)	Average gas use (MJ/yr)	Average gas cost (c/MJ)
Market offer only	784,000	\$1,687	\$301	18.2%	5,469	30.9	246,000	\$749	\$113	15.2%	18,625	4.0
Standard offer only	143,000	\$1,713	\$304	18.0%	4,813	35.6	18,000	\$841	\$115	13.9%	19,804	4.3
Customers that switched	51,000	\$1,727	\$310	18.1%	5,493	31.4	7,000	\$828	\$115	14.5%	22,379	3.7
Total from retailer reporting	977,000	\$1,695	\$302	18.2%	5,381	31.5	271,000	\$759	\$114	15.1%	18,886	4.0

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

4 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.

5 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 on a daily basis so only part of a rebate will be captured. This metric inflates the rebate amount to represent a full year rebate amount to account for customers who switch retailers.

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

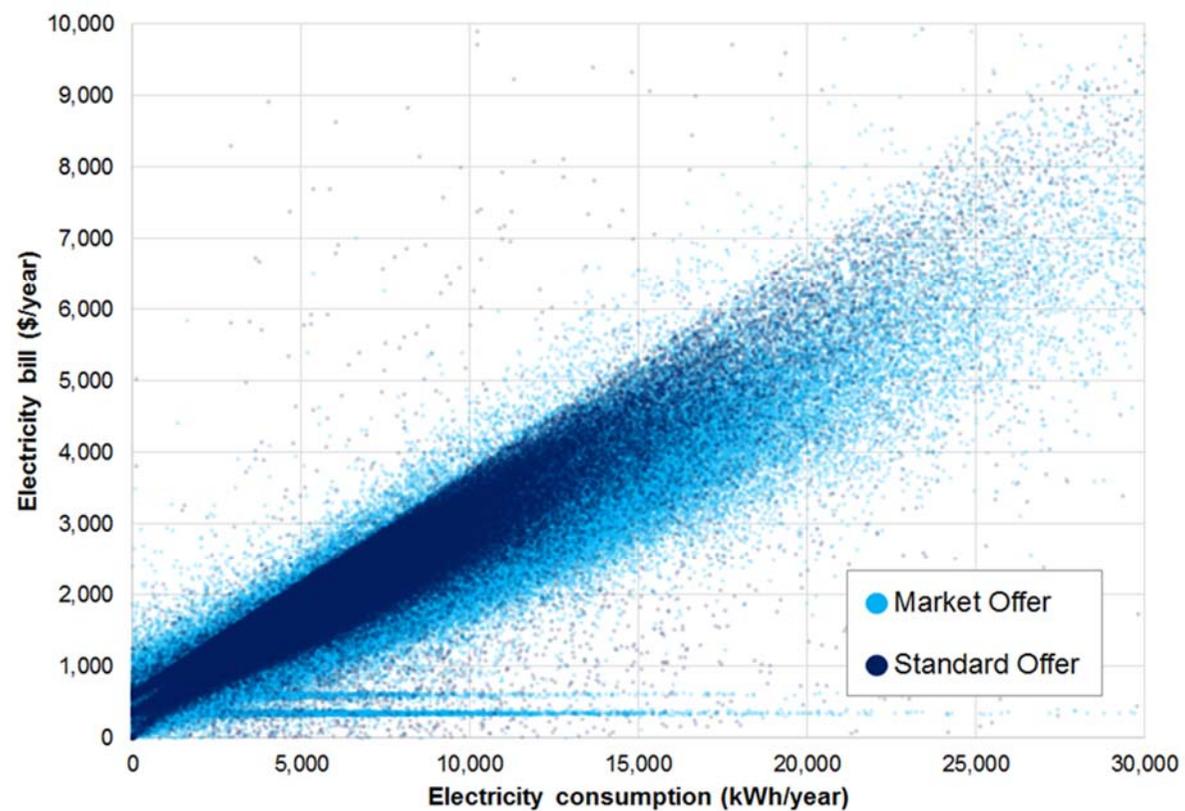


Figure 1 Scatter plot showing average annualised electricity bill and electricity consumption for all electricity customers in the retailer reporting information

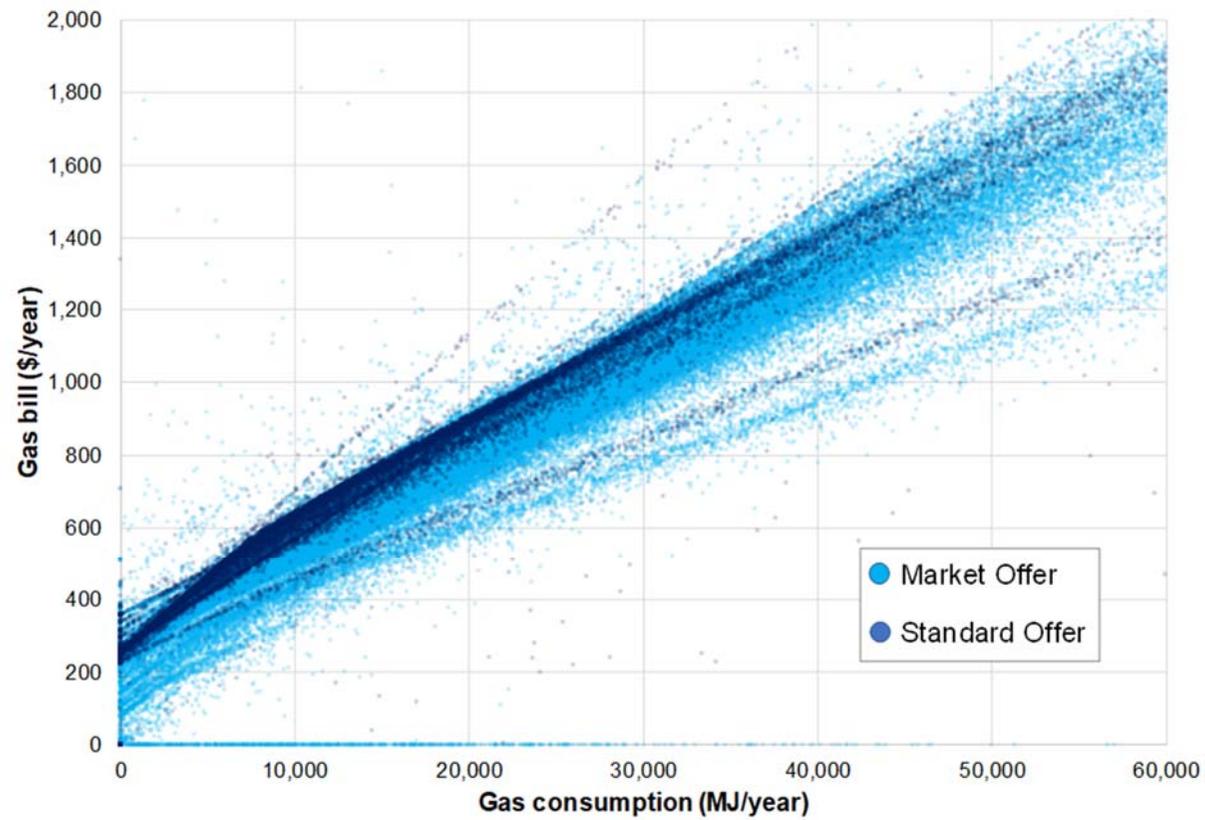


Figure 2 Scatter plot showing average annualised gas bills and gas consumption for all gas customers in the retailer reporting information

Energy network area results

Most urban electricity customers in NSW are served by either Ausgrid or Endeavour Energy. Essential Energy serves the majority of regional customers.

The retailer reporting information implies that up to 41% of electricity customer accounts in the Essential Energy network area received a rebate compared to 35% in the Endeavour Energy network area and 25% in the Ausgrid network area. Essential Energy customers make up 31% of rebate electricity customers but only 24% of all NSW residential electricity customers.

The retailer reporting information indicates around 24% of customer accounts in the Essential Energy network area (excluding those in 'on-supplied' arrangements) had standard offers at some point in 2017-18, compared to around 17% and 18% in the Ausgrid and Endeavour Energy areas respectively.

The reporting information also shows that by the end of 2017-18, 84% of customer accounts in the Essential Energy network area were on market offers, compared to 86% in the other network areas. This indicates a higher level of switching to market offers by customers in the Essential Energy network area (at around 8%) compared to the rest of NSW (5% in Endeavour Energy and 3% in Ausgrid).

Table 4 shows the number of retailer-supplied electricity customer accounts receiving energy rebates in each of the electricity network service areas by both standard and market offer types, as well as percentage of customer accounts receiving a rebate relative to total customers.

The retailer reporting information shows around 20% of gas customer accounts in the Jemena network receive the NSW Gas Rebate, compared to around 24% of Australian Pipeline Association (Central Ranges) customers, around 32% of Australian Gas Networks customers, but only around 11% of customers in the ActewAGL network area. The majority of customer accounts in the ActewAGL network area are on standard offers.

Table 5 shows the number of retailer-supplied gas customer accounts receiving a rebate in 2017-18 by both standard and market offer types, as well as percentage of customer accounts receiving a rebate relative to total customers.

Table 4 Rebate uptake in 2017–18 by electricity network

Electricity network	Offer type	Number of customer accounts receiving a rebate in 2017-18	Number of residential customers in 2016-17 ¹	Customer accounts receiving a rebate relative to total customers (%)
Ausgrid	Standard	65,000	n/a	n/a
	Market	322,000	n/a	n/a
	Total from retailer reporting ²	374,000	1,525,000	25%
Endeavour Energy	Standard	56,000	n/a	n/a
	Market	264,000	n/a	n/a
	Total from retailer reporting ²	306,000	879,000	35%
Essential Energy	Standard	74,000	n/a	n/a
	Market	255,000	n/a	n/a
	Total from retailer reporting ²	305,000	741,000	41%
Total	Standard	193,000	598,000	32%
	Market	835,000	2,547,000	33%
	Total from retailer reporting ²	977,000	3,145,000	31%

¹ Based on 2016 customer connections reported to the AER by electricity networks and the split of market offers reported in the AEMC's 2018 Retail Competition Review.

² "Total from retailer reporting" only counts customer accounts receiving a rebate that appear in retailer reporting information.

Table 5 Gas rebate uptake in 2017–18 by gas network

Electricity network	Offer type	Number of customer accounts receiving a rebate in 2017-18	Number of residential customers in 2016 ¹	Proportion of customer accounts receiving a rebate
Jemena	Standard	18,000	n/a	n/a
	Market	234,000	n/a	n/a
	Total from retailer reporting ²	248,000	1,263,000	20%
ActewAGL	Standard	1050	n/a	n/a
	Market	1001	n/a	n/a
	Total from retailer reporting ²	2017	18,000	11%
Central Ranges (APA)	Standard	255	n/a	n/a
	Market	816	n/a	n/a
	Total from retailer reporting ²	984	4,000	24%
Australian Gas Networks	Standard	4,000	n/a	n/a
	Market	15,000	n/a	n/a
	Total from retailer reporting ²	18,000	56,000	32%
Total	Standard	25,000	201,000	12%
	Market	253,000	1,140,000	22%
	Total from retailer reporting ²	271,000	1,342,000	20%

¹ Based on 2016 customer connections reported to the AER by electricity networks and the split of market offers reported in the AEMC's 2018 Retail Competition Review.

² "Total from retailer reporting" only counts customer accounts receiving a rebate that appear in retailer reporting information.

Local Government Area results

This section provides a snapshot of selected results for some local government areas in NSW. **Appendix A Detailed results by LGA** includes the full results for all local government areas in NSW.

Table 6 shows Central Coast had the highest number of customer accounts accessing rebates with over 68,000 customer accounts receiving rebates of more than \$18 million. Other areas with large numbers of customer accounts and rebate value include Canterbury Bankstown, Blacktown, Wollongong, Lake Macquarie, Fairfield, Cumberland, Liverpool, Newcastle, and Penrith.

Brewarrina had the lowest number of customer accounts accessing a rebate with just over 304 customer accounts receiving around \$84,000 in rebates. Other areas with small numbers of customer accounts include Balranald, Central Darling, Carrathool, Bourke, Bogan, Warren, Hay, Walcha, and Murrumbidgee.

Table 7 and **Table 8** show Maitland had the highest proportion of customer accounts on market offers for electricity at 91% and gas at 96%. Central Coast, Singleton and Cessnock and Camden were also in the top 10 local government areas 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 70%. Other areas with a low proportion of market offers for electricity were Queanbeyan Palerang, Upper Lachlan, Goulburn Mulwaree, Brewarrina, Walgett, Bourke, Broken Hill, Hilltops and Walcha.

Shoalhaven had the lowest proportion of customer accounts on market offers for gas at 34%. Although this is likely due to the majority of customer accounts in this area being on-supplied customers. Other areas with low proportions of customer accounts on market offers for gas were Queanbeyan Palerang, Temora, Upper Lachlan, Yass Valley, Hilltops, Goulburn Mulwaree, Wagga Wagga, Snowy Monaro, and Snowy Valleys.

Table 9 shows the area with highest uptake rate (based on the proportion of eligible customers) is Murray River with estimates of all eligible customers accessing a rebate.

Walgett was the local government area with the lowest uptake, with around 55% of eligible households taking up a Low Income Household Rebate. Other areas with low uptake were Byron, Strathfield, Central Darling, Brewarrina, Kyogle, Bourke, Burwood, Woollahra and Fairfield.

Table 6 Customer accounts and rebates in 10 top and bottom local government areas

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	68,155	\$18,169,000	BREWARRINA	304	\$84,000
CANTERBURY BANKSTOWN	57,775	\$14,603,000	BALRANALD	306	\$92,000
BLACKTOWN	47,415	\$12,220,000	CENTRAL DARLING	358	\$110,000
WOLLONGONG	40,121	\$10,397,000	CARRATHOOL	376	\$92,000
LAKE MACQUARIE	39,825	\$10,160,000	BOURKE	389	\$120,000
FAIRFIELD	36,879	\$9,580,000	BOGAN	416	\$124,000
CUMBERLAND	33,113	\$8,362,000	WARREN	437	\$119,000
LIVERPOOL	31,670	\$7,823,000	HAY	525	\$141,000
NEWCASTLE	30,036	\$7,231,000	WALCHA	534	\$156,000
PENRITH	29,529	\$7,715,000	MURRUMBIDGEE	547	\$141,000

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 7 Market offers for electricity in 10 top and bottom local government areas

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 (%)
MAITLAND	91%	CENTRAL DARLING	70%
MUSWELLBROOK	91%	QUEANBEYAN PALERANG	71%
CAMDEN	90%	UPPER LACHLAN SHIRE	72%
PORT STEPHENS	90%	GOULBURN MULWAREE	73%
SINGLETON	89%	BREWARRINA	74%
CESSNOCK	89%	WALGETT	74%
BERRIGAN	89%	BOURKE	74%
CAMPBELLTOWN	89%	BROKEN HILL	74%
WINGECARRIBEE	89%	HILLTOPS	75%
CENTRAL COAST	89%	WALCHA	76%

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

Table 8 Market offers for gas in 10 top and bottom local government areas

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 (%)
MAITLAND	96.3%	SHOALHAVEN ²	34.6%
HAWKESBURY	96.1%	QUEANBEYAN PALERANG	63.8%
CENTRAL COAST	96.1%	TEMORA	73.2%
DUNGOG	96.1%	UPPER LACHLAN SHIRE	78.2%
LAKE MACQUARIE	95.9%	YASS VALLEY	78.3%
THE HILLS SHIRE	95.8%	HILLTOPS	78.6%
SINGLETON	95.7%	GOULBURN MULWAREE	78.7%
BLUE MOUNTAINS	95.7%	WAGGA WAGGA	78.8%
CESSNOCK	95.6%	SNOWY MONARO REGIONAL	80.4%
CAMDEN	95.6%	SNOWY VALLEYS	81.8%

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

² Shoalhaven has a small number of Gas Rebate customer accounts, most of which are on-supplied customer accounts.

Table 9 Uptake by eligible households in 10 top and bottom local government areas

Top ten Local Government Areas		Bottom ten Local Government Areas	
Local Government Area	Customer accounts ¹ that received the Low Income Household Rebate relative to the number of eligible customers (%)	Local Government Area	Customer accounts that received the Low Income Household Rebate relative to the number of eligible customers (%)
MURRAY RIVER	100%	WALGETT	55%
EDWARD RIVER	97%	BYRON	60%
FEDERATION	96%	STRATHFIELD	70%
ALBURY CITY	96%	CENTRAL DARLING	70%
BERRIGAN	96%	BREWARRINA	71%
BROKEN HILL	94%	KYOGLE	71%
LOCKHART	93%	BOURKE	72%
TEMORA	93%	BURWOOD	74%
JUNEE	92%	WOOLLAHRA	74%
MID COAST	92%	FAIRFIELD	75%

¹ Customer accounts is more than the number of unique customers as it double counts those customers that switched retailers in 2017-18.

Comparison of results

Table 10 compares the estimated number of households receiving different rebates in 2017-18 with estimates from 2016-17 that were prepared without retailer reporting information. It shows that the number of customers receiving a Low Income Household Rebate increased by around 4%.

Table 10 also shows the Department's estimates for eligible customers across NSW has increased thanks to better data made available from the Federal Department of Human Services.

Table 10 Comparison with previous estimates

Rebate	Estimated in 2017 without retailer reporting information and concession card data ¹			Latest estimates with retailer reporting information and concession card data			Difference in estimates and projections	
	2016/17 customers	Eligible customers	Projected percentage take-up 2017/18	2017-18 customers	Eligible customers	Percentage take-up 2017/18	Customers	Eligible customers
Low Income Household Rebate	790,000	881,000	89.7%	821,000	1,139,672	72.0%	4%	29%
NSW Gas Rebate	215,000	370,000	58.1%	246,000	438,973	56.1%	15%	19%
Family Energy Rebate	44,000	248,000	17.8%	43,000	437,807	9.7%	-4%	77%
Life Support Rebate	37,000	n/a	n/a	41,000	n/a	n/a	10%	n/a
Medical Energy Rebate	9,000	n/a	n/a	6,000	n/a	n/a	-36%	n/a
Energy Accounts Payment Assistance (EAPA) Scheme	55,000	n/a	n/a	54,000	n/a	n/a	-2%	n/a

¹ These estimates were prepared for budget estimates in 2017 with the best available information at the time

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.
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 billing information is available for.
Electricity bill	Electricity bill in this report refers to annual billed amount paid by customer accounts after rebates have been deducted. Gas bill in this report refers to 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 billing information is available for.
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 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 billing information is available for.
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 prices under market offer contracts are set by the retailers. 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 have an inability to self-regulate body temperature when exposed to extremes (hot or cold) of environmental temperatures.
Natural Gas (GJ)	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 for.
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).
Postcode	Postcode for the supply address for the National Meter Identifier associated with each bill associated with each customer account (site address).
Standard offer	The terms and conditions of standing offer contracts are regulated by law. Retailers cannot change the terms and conditions. The prices under standing offer contracts are set by the retailers themselves and cannot change more frequently than once every six months.
Unique customer	Unique customers 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

Table 11 Rebate customers and value by rebate type and local government area

Local Government Area	Customer accounts that received a Low Income Household Rebate (#)	Total Low Income Household Rebate value (\$)	Customer accounts that received any rebate ¹	Total rebate value (\$)	Average rebate value (\$ per customer account)
ALBURY CITY	10,135	\$2,293,000	10,372	\$3,162,000	\$305
ARMIDALE REGIONAL	2,938	\$701,000	3,173	\$983,000	\$310
BALLINA	7,734	\$1,914,000	8,028	\$2,106,000	\$262
BALRANALD	297	\$77,000	306	\$92,000	\$302
BATHURST REGIONAL	5,157	\$1,217,000	5,406	\$1,808,000	\$335
BAYSIDE	14,902	\$3,821,000	15,553	\$5,000,000	\$322
BEGA VALLEY	7,090	\$1,709,000	7,360	\$1,907,000	\$259
BELLINGEN	2,345	\$572,000	2,470	\$684,000	\$277
BERRIGAN	1,916	\$448,000	1,961	\$545,000	\$278
BLACKTOWN	36,297	\$8,816,000	38,720	\$12,220,000	\$316
BLAND	872	\$213,000	906	\$288,000	\$318
BLAYNEY	1,146	\$266,000	1,201	\$359,000	\$299
BLUE MOUNTAINS	10,478	\$2,640,000	11,052	\$3,769,000	\$341
BOGAN	405	\$101,000	416	\$124,000	\$298
BOURKE	379	\$87,000	389	\$120,000	\$308
BREWARRINA	297	\$69,000	304	\$84,000	\$276
BROKEN HILL	4,385	\$1,092,000	4,736	\$1,326,000	\$280
BURWOOD	2,965	\$768,000	3,100	\$1,000,000	\$322
BYRON	4,085	\$972,000	4,224	\$1,103,000	\$261
CABONNE	3,196	\$774,000	3,347	\$983,000	\$294
CAMDEN	5,470	\$1,335,000	6,023	\$1,925,000	\$320
CAMPBELLTOWN	20,767	\$5,089,000	21,944	\$6,920,000	\$315
CANADA BAY	6,219	\$1,607,000	6,521	\$2,110,000	\$324

¹ Total number of customers is less than the sum of customers receiving each rebate as some customers receive multiple rebate types.

Local Government Area	Customer accounts that received a Low Income Household Rebate (#)	Total Low Income Household Rebate value (\$)	Customer accounts that received any rebate ¹	Total rebate value (\$)	Average rebate value (\$ per customer account)
CANTERBURY BANKSTOWN	44,329	\$11,231,000	46,475	\$14,603,000	\$314
CARRATHOOL	349	\$82,000	365	\$92,000	\$253
CENTRAL COAST	56,101	\$13,773,000	59,836	\$18,169,000	\$304
CENTRAL DARLING	347	\$85,000	358	\$110,000	\$308
CESSNOCK	9,637	\$2,340,000	10,109	\$3,049,000	\$302
CITY OF PARRAMATTA	19,377	\$4,801,000	20,616	\$6,249,000	\$303
CLARENCE VALLEY	11,829	\$2,880,000	12,270	\$3,311,000	\$270
COBAR	670	\$162,000	701	\$183,000	\$261
COFFS HARBOUR	14,001	\$3,369,000	14,551	\$3,955,000	\$272
COOLAMON	661	\$163,000	694	\$214,000	\$308
COONAMBLE	701	\$165,000	719	\$195,000	\$270
COOTAMUNDRA GUNDAGAI	2,133	\$505,000	2,206	\$694,000	\$315
COWRA	2,651	\$651,000	2,755	\$830,000	\$301
CUMBERLAND	24,980	\$6,153,000	26,151	\$8,362,000	\$320
DUBBO REGIONAL	7,753	\$1,872,000	8,126	\$2,548,000	\$314
DUNGOG	2,033	\$494,000	2,151	\$609,000	\$283
EDWARD RIVER	1,855	\$428,000	1,908	\$516,000	\$270
EUROBODALLA	9,364	\$2,233,000	9,779	\$2,504,000	\$256
FAIRFIELD	30,568	\$7,613,000	31,634	\$9,580,000	\$303
FEDERATION	2,937	\$698,000	3,004	\$895,000	\$298
FORBES	1,659	\$409,000	1,706	\$562,000	\$329
GEORGES RIVER	15,258	\$3,882,000	16,135	\$4,980,000	\$309
GILGANDRA	782	\$194,000	803	\$217,000	\$271
GLEN INNES SEVERN	2,067	\$488,000	2,210	\$663,000	\$300
GOULBURN MULWAREE	4,625	\$1,126,000	4,806	\$1,552,000	\$323
GREATER HUME SHIRE	1,619	\$379,000	1,673	\$470,000	\$281
GRIFFITH	3,182	\$769,000	3,345	\$1,006,000	\$301
GUNNEDAH	1,940	\$468,000	2,066	\$588,000	\$285

Local Government Area	Customer accounts that received a Low Income Household Rebate (#)	Total Low Income Household Rebate value (\$)	Customer accounts that received any rebate ¹	Total rebate value (\$)	Average rebate value (\$ per customer account)
GWYDIR	1,016	\$247,000	1,056	\$273,000	\$258
HAWKESBURY	7,331	\$1,767,000	7,906	\$2,287,000	\$289
HAY	480	\$112,000	525	\$141,000	\$268
HILLTOPS	3,736	\$901,000	3,923	\$1,116,000	\$284
HORNSBY	9,866	\$2,514,000	10,630	\$3,171,000	\$298
HUNTERS HILL	847	\$231,000	891	\$287,000	\$322
INNER WEST	13,957	\$3,550,000	14,509	\$4,670,000	\$322
INVERELL	3,274	\$792,000	3,529	\$953,000	\$270
JUNEE	1,291	\$299,000	1,329	\$429,000	\$323
KEMPSEY	6,598	\$1,628,000	6,866	\$1,868,000	\$272
KIAMA	2,792	\$705,000	3,003	\$793,000	\$264
KU RING GAI	5,777	\$1,476,000	6,204	\$1,913,000	\$308
KYOGLE	1,789	\$429,000	1,846	\$513,000	\$278
LACHLAN	965	\$233,000	1,004	\$281,000	\$280
LAKE MACQUARIE	33,338	\$8,235,000	35,133	\$10,160,000	\$289
LANE COVE	1,882	\$481,000	1,994	\$617,000	\$309
LEETON	1,785	\$424,000	1,854	\$544,000	\$294
LISMORE	7,480	\$1,788,000	7,809	\$2,074,000	\$266
LITHGOW CITY	4,263	\$1,074,000	4,408	\$1,474,000	\$334
LIVERPOOL	24,682	\$5,973,000	25,816	\$7,823,000	\$303
LIVERPOOL PLAINS	1,502	\$365,000	1,554	\$418,000	\$269
LOCKHART	519	\$121,000	549	\$134,000	\$244
MAITLAND	10,326	\$2,509,000	10,962	\$3,335,000	\$304
MID COAST	23,731	\$5,681,000	25,180	\$6,441,000	\$256
MID WESTERN REGIONAL	3,957	\$953,000	4,147	\$1,114,000	\$269
MOREE PLAINS	1,879	\$428,000	1,963	\$522,000	\$266
MOSMAN	1,243	\$322,000	1,299	\$421,000	\$324
MURRAY RIVER	2,275	\$533,000	2,324	\$677,000	\$291
MURRUMBIDGEE	522	\$128,000	546	\$141,000	\$258

Local Government Area	Customer accounts that received a Low Income Household Rebate (#)	Total Low Income Household Rebate value (\$)	Customer accounts that received any rebate ¹	Total rebate value (\$)	Average rebate value (\$ per customer account)
MUSWELLBROOK	2,444	\$583,000	2,579	\$785,000	\$305
NAMBUCCA	5,103	\$1,249,000	5,248	\$1,403,000	\$267
NARRABRI	1,920	\$468,000	1,991	\$553,000	\$278
NARRANDERA	1,307	\$317,000	1,347	\$422,000	\$313
NARROMINE	1,129	\$271,000	1,163	\$378,000	\$325
NEWCASTLE	22,482	\$5,439,000	23,526	\$7,231,000	\$307
NORTH SYDNEY	3,054	\$771,000	3,190	\$985,000	\$309
NORTHERN BEACHES	18,063	\$4,651,000	18,998	\$5,946,000	\$313
OBERON	1,756	\$421,000	1,841	\$596,000	\$324
ORANGE	5,042	\$1,203,000	5,259	\$1,672,000	\$318
PARKES	2,565	\$616,000	2,683	\$800,000	\$298
PENRITH	23,565	\$5,669,000	25,270	\$7,715,000	\$305
PORT MACQUARIE HASTINGS	17,885	\$4,409,000	18,986	\$5,089,000	\$268
PORT STEPHENS	13,376	\$3,273,000	14,224	\$3,952,000	\$278
QUEANBEYAN PALERANG	4,858	\$1,154,000	5,133	\$1,444,000	\$281
RANDWICK	11,386	\$2,930,000	11,845	\$3,803,000	\$321
RICHMOND VALLEY	5,085	\$1,240,000	5,329	\$1,591,000	\$298
RYDE	9,286	\$2,377,000	9,823	\$3,058,000	\$311
SHELLHARBOUR	11,180	\$2,886,000	11,793	\$3,939,000	\$334
SHOALHAVEN	22,216	\$5,506,000	23,877	\$6,438,000	\$270
SINGLETON	2,603	\$607,000	2,749	\$749,000	\$273
SNOWY MONARO REGIONAL	3,145	\$733,000	3,298	\$899,000	\$273
SNOWY VALLEYS	2,574	\$608,000	2,661	\$766,000	\$288
STRATHFIELD	2,689	\$670,000	2,858	\$890,000	\$311
SUTHERLAND SHIRE	20,076	\$5,183,000	21,545	\$6,288,000	\$292
SYDNEY	13,449	\$3,358,000	13,901	\$4,531,000	\$326
TAMWORTH REGIONAL	10,734	\$2,581,000	11,367	\$3,159,000	\$278
TEMORA	1,159	\$279,000	1,206	\$418,000	\$347

Local Government Area	Customer accounts that received a Low Income Household Rebate (#)	Total Low Income Household Rebate value (\$)	Customer accounts that received any rebate ¹	Total rebate value (\$)	Average rebate value (\$ per customer account)
TENTERFIELD	1,495	\$361,000	1,580	\$416,000	\$263
THE HILLS SHIRE	10,819	\$2,699,000	11,740	\$3,521,000	\$300
TWEED	19,058	\$4,691,000	19,749	\$5,209,000	\$264
UPPER HUNTER	1,847	\$452,000	1,938	\$539,000	\$278
UPPER LACHLAN SHIRE	1,584	\$393,000	1,695	\$498,000	\$294
URALLA	2,619	\$624,000	2,819	\$883,000	\$313
WAGGA WAGGA	8,871	\$2,050,000	9,185	\$3,072,000	\$334
WALCHA	518	\$132,000	534	\$156,000	\$292
WALGETT	924	\$219,000	996	\$263,000	\$264
WARREN	407	\$94,000	437	\$119,000	\$273
WARRUMBUNGLE	1,892	\$463,000	1,948	\$525,000	\$270
WAVERLEY	3,501	\$885,000	3,614	\$1,147,000	\$317
WEDDIN	799	\$193,000	843	\$216,000	\$256
WENTWORTH	1,214	\$292,000	1,245	\$318,000	\$255
WILLOUGHBY	3,640	\$959,000	3,874	\$1,245,000	\$321
WINGECARRIBEE	6,677	\$1,715,000	7,001	\$2,373,000	\$339
WOLLONDILLY	5,867	\$1,435,000	6,396	\$1,940,000	\$303
WOLLONGONG	31,762	\$8,057,000	33,020	\$10,397,000	\$315
WOOLLAHRA	2,210	\$560,000	2,322	\$720,000	\$310
YASS VALLEY	1,434	\$344,000	1,532	\$434,000	\$283

Table 12 Offer type, energy cost 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 (%)	Customer accounts on market offers for gas ³ (%)	Customer accounts that received the Low Income Household Rebate relative to the number of eligible customers (%)
ALBURY CITY	37.0	2.4	88%	90%	96%
ARMIDALE REGIONAL	32.5	n/a	82%	n/a	86%
BALLINA	37.4	n/a	85%	n/a	85%
BALRANALD	30.0	n/a	77%	n/a	77%
BATHURST REGIONAL	34.8	3.4	87%	95%	86%
BAYSIDE	32.0	4.3	83%	93%	78%
BEGA VALLEY	34.6	n/a	80%	n/a	87%
BELLINGEN	36.2	n/a	84%	n/a	76%
BERRIGAN	32.1	3.6	89%	90%	96%
BLACKTOWN	28.9	4.1	88%	94%	82%
BLAND	33.9	3.9	83%	91%	86%
BLAYNEY	33.1	3.4	84%	94%	90%
BLUE MOUNTAINS	29.0	3.5	87%	96%	87%
BOGAN	31.5	n/a	77%	n/a	82%
BOURKE	30.0	n/a	74%	n/a	72%
BREWARRINA	28.6	n/a	74%	n/a	71%
BROKEN HILL	34.7	n/a	74%	n/a	94%
BURWOOD	32.7	4.3	84%	94%	74%
BYRON	36.3	n/a	81%	n/a	60%
CABONNE	33.5	3.3	84%	95%	86%
CAMDEN	29.1	4.2	90%	96%	80%

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.

Local Government Area	Average cost of electricity ¹ (c/kWh)	Average cost of gas ² (c/MJ)	Customer accounts on market offers for electricity (%)	Customer accounts on market offers for gas ³ (%)	Customer accounts that received the Low Income Household Rebate relative to the number of eligible customers (%)
CAMPBELLTOWN	28.2	4.1	89%	94%	82%
CANADA BAY	32.6	4.5	84%	94%	82%
CANTERBURY BANKSTOWN	31.0	4.1	86%	95%	77%
CARRATHOOL	31.3	n/a	77%	n/a	86%
CENTRAL COAST	30.2	4.8	89%	96%	86%
CENTRAL DARLING	32.4	n/a	70%	n/a	70%
CESSNOCK	29.9	4.7	89%	96%	84%
CITY OF PARRAMATTA	30.3	4.3	87%	95%	81%
CLARENCE VALLEY	36.0	n/a	84%	n/a	84%
COBAR	32.4	n/a	78%	n/a	84%
COFFS HARBOUR	36.0	n/a	87%	n/a	85%
COOLAMON	33.4	3.6	84%	93%	88%
COONAMBLE	30.6	n/a	82%	n/a	79%
COOTAMUNDRA GUNDAGAI	35.5	3.6	83%	93%	90%
COWRA	33.4	3.9	84%	94%	88%
CUMBERLAND	30.5	4.0	86%	94%	76%
DUBBO REGIONAL	32.2	4.1	84%	93%	86%
DUNGOG	32.2	4.8	86%	96%	85%
EDWARD RIVER	30.7	n/a	82%	n/a	97%
EUROBODALLA	35.5	n/a	79%	n/a	92%
FAIRFIELD	29.2	4.1	84%	94%	75%
FEDERATION	33.9	3.4	88%	92%	96%
FORBES	32.6	3.8	82%	93%	89%
GEORGES RIVER	31.5	4.3	85%	95%	80%

Local Government Area	Average cost of electricity ¹ (c/kWh)	Average cost of gas ² (c/MJ)	Customer accounts on market offers for electricity (%)	Customer accounts on market offers for gas ³ (%)	Customer accounts that received the Low Income Household Rebate relative to the number of eligible customers (%)
GILGANDRA	31.3	n/a	79%	n/a	79%
GLEN INNES SEVERN	34.5	n/a	82%	n/a	88%
GOULBURN MULWAREE	37.5	3.5	73%	79%	88%
GREATER HUME SHIRE	32.8	3.6	85%	82%	91%
GRIFFITH	31.1	3.6	81%	93%	84%
GUNNEDAH	32.3	n/a	81%	n/a	83%
GWYDIR	33.8	n/a	81%	n/a	84%
HAWKESBURY	28.0	4.4	87%	96%	80%
HAY	30.0	n/a	78%	n/a	91%
HILLTOPS	34.2	3.6	75%	79%	91%
HORNSBY	29.7	4.2	86%	95%	81%
HUNTERS HILL	32.8	4.6	85%	92%	82%
INNER WEST	34.5	4.6	81%	93%	75%
INVERELL	32.6	n/a	83%	n/a	85%
JUNEE	34.9	3.4	88%	91%	93%
KEMPSEY	35.2	n/a	84%	n/a	80%
KIAMA	29.4	4.9	83%	95%	91%
KU RING GAI	30.5	4.1	86%	95%	83%
KYOGLÉ	35.7	n/a	80%	n/a	71%
LACHLAN	31.6	n/a	77%	n/a	85%
LAKE MACQUARIE	30.1	4.9	88%	96%	88%
LANE COVE	33.1	4.3	85%	93%	82%
LEETON	31.2	3.5	81%	94%	86%
LISMORE	36.1	n/a	84%	n/a	76%

Local Government Area	Average cost of electricity ¹ (c/kWh)	Average cost of gas ² (c/MJ)	Customer accounts on market offers for electricity (%)	Customer accounts on market offers for gas ³ (%)	Customer accounts that received the Low Income Household Rebate relative to the number of eligible customers (%)
LITHGOW CITY	29.9	3.4	87%	94%	84%
LIVERPOOL	29.2	4.1	88%	95%	78%
LIVERPOOL PLAINS	32.9	n/a	83%	n/a	86%
LOCKHART	32.6	n/a	85%	n/a	93%
MAITLAND	30.3	4.7	91%	96%	85%
MID COAST	35.3	n/a	87%	n/a	92%
MID WESTERN REGIONAL	31.5	n/a	82%	n/a	82%
MOREE PLAINS	30.9	n/a	80%	n/a	83%
MOSMAN	33.9	4.5	82%	95%	82%
MURRAY RIVER	33.4	2.6	88%	95%	100%
MURRUMBIDGEE	30.9	n/a	84%	n/a	82%
MUSWELLBROOK	28.5	n/a	91%	n/a	82%
NAMBUCCA	36.1	n/a	84%	n/a	86%
NARRABRI	31.8	n/a	81%	n/a	80%
NARRANDERA	32.5	3.6	81%	93%	87%
NARROMINE	31.2	4.0	82%	92%	87%
NEWCASTLE	31.8	4.9	86%	95%	84%
NORTH SYDNEY	35.0	4.7	84%	93%	81%
NORTHERN BEACHES	32.0	4.4	85%	95%	85%
OBERON	34.6	3.4	84%	93%	85%
ORANGE	34.1	3.3	88%	95%	89%
PARKES	33.1	3.9	80%	93%	86%
PENRITH	28.3	4.3	88%	95%	83%
PORT MACQUARIE HASTINGS	36.6	n/a	87%	n/a	91%

Local Government Area	Average cost of electricity ¹ (c/kWh)	Average cost of gas ² (c/MJ)	Customer accounts on market offers for electricity (%)	Customer accounts on market offers for gas ³ (%)	Customer accounts that received the Low Income Household Rebate relative to the number of eligible customers (%)
PORT STEPHENS	30.4	5.4	90%	96%	89%
QUEANBEYAN PALERANG	36.4	3.5	71%	64%	82%
RANDWICK	33.4	4.6	84%	93%	84%
RICHMOND VALLEY	35.2	n/a	84%	n/a	86%
RYDE	32.1	4.3	85%	95%	81%
SHELLHARBOUR	30.1	4.7	88%	95%	85%
SHOALHAVEN	28.4	5.1	81%	35%	90%
SINGLETON	28.9	5.0	89%	96%	78%
SNOWY MONARO REGIONAL	33.0	3.5	80%	80%	89%
SNOWY VALLEYS	32.3	4.0	81%	82%	91%
STRATHFIELD	32.2	4.1	86%	95%	70%
SUTHERLAND SHIRE	29.9	4.6	85%	95%	87%
SYDNEY	36.0	4.8	81%	94%	77%
TAMWORTH REGIONAL	32.1	6.0	85%	82%	87%
TEMORA	32.8	4.3	81%	73%	93%
TENTERFIELD	35.9	n/a	79%	n/a	85%
THE HILLS SHIRE	28.6	4.2	88%	96%	86%
TWEED	38.3	n/a	87%	n/a	84%
UPPER HUNTER	29.9	n/a	87%	n/a	81%
UPPER LACHLAN SHIRE	36.2	3.5	72%	78%	88%
URALLA	32.8	n/a	83%	n/a	88%
WAGGA WAGGA	35.7	3.2	86%	79%	91%
WALCHA	34.7	n/a	76%	n/a	80%

Local Government Area	Average cost of electricity ¹ (c/kWh)	Average cost of gas ² (c/MJ)	Customer accounts on market offers for electricity (%)	Customer accounts on market offers for gas ³ (%)	Customer accounts that received the Low Income Household Rebate relative to the number of eligible customers (%)
WALGETT	31.1	n/a	74%	n/a	55%
WARREN	31.3	n/a	83%	n/a	79%
WARRUMBUNGLE	32.6	n/a	80%	n/a	80%
WAVERLEY	34.4	4.7	83%	93%	79%
WEDDIN	33.6	n/a	81%	n/a	90%
WENTWORTH	30.5	n/a	81%	n/a	86%
WILLOUGHBY	33.1	4.2	85%	93%	78%
WINGECARRIBEE	29.6	3.4	89%	95%	85%
WOLLONDILLY	28.3	4.4	88%	95%	83%
WOLLONGONG	30.4	4.7	84%	94%	89%
WOOLLAHRA	33.4	4.9	82%	93%	74%
YASS VALLEY	32.9	3.6	83%	95%	59%

