



NSW energy rebates summary report

Analysis of program reporting data for the period
July 2018 to December 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 of Planning, Industry and Environment's (Department) analysis of data provided by energy retailers under the NSW Social Programs for Energy Code for the period 1 July 2018 to 31 December 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 July to December 2018 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 estimated rebate value is within 3% of the invoices received by the Department from retailers (after adjusting with departmental data). This is a very good result given the time differences between billing periods used in reporting and invoices.

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 1% 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.

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 a total of 904,000 customers received one or more energy rebates from July to December 2018. Most energy rebate customers accessed the Low Income Household Rebate (833,000 customers) and the NSW Gas Rebate (262,000 customers) which is an increase of 1.5% and 6.5% respectively from 2017-18.

Approximately 74% of eligible customers accessed the Low Income Household Rebate while 57% of eligible customers accessed the NSW Gas Rebate. Only around 4% of eligible customers appear to be accessing the Family Energy Rebate, which is below the 10% reported in 2017-18 but is likely due to the reporting only covering half a year.

There were around 106,000 customer accounts on standard electricity offers and around 769,000 on market offers by the end of the July to December 2018 reporting period. Around 15,000 customers switched to market offers during the half-year period. This switching rate is around 2% from July to December 2018, compared to 5% in the full 2017-18 financial year.

The average electricity bill for rebate customers on standard offers was \$1,810 per year, compared to \$1,750 for market offers. However, these standard offer customers consumed less electricity than customers on market offers. If the standard offer customers had consumed the same amount, they would have paid up to around \$270 more.

There were 15,000 customer accounts on standard offers for gas compared to 238,000 on market offers from July to December 2018. But around 3,000 had switched from standard to market offers during the half-year. The switching rate of gas customers to market offers was around 1% for July to December 2018, compared to 3% in the full 2017-18 financial year.

The average gas bill for rebates customers on standard offers was around \$1,020 per year, compared to around \$920 for market offers or around \$100 a year less.

Table 1 shows the number of customer accounts receiving each of the available energy rebate types from July to December 2018, the total and average rebate amounts paid, and the implied rate of customers switching retailers.

Table 2 provides the estimated number of eligible customers for the Low Income Household Rebate, the NSW Gas Rebate, and the Family Energy Rebate alongside the estimated number of customer accounts and proportion of unique customer relative to eligible customers.

Table 3 provides a number of accounts as well as average annual bills for electricity and gas for customers on standard and market offers.

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

Figure 3 and **Figure 4** are frequency distribution graphs showing the difference between mean and median of annualised electricity consumption and bill. This shows a small cohort with high energy consumption.

Figure 5 and **Figure 6** are frequency distribution graphs showing the difference between mean and median of annualised gas consumption and bill. Again, this implies the existence of small cohort with high energy consumption.

Table 1 Rebate customer numbers and rebate value from July to December 2018

| Rebate type | Number of customer accounts in Jul-Dec 2018 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 in Jul-Dec 2018 ⁶ |
|--|--|-------------------------------------|---|---|---|--|
| Low Income Household Rebate | 865,000 | \$119,746,000 | \$138 | \$144 | 833,000 | 4% |
| NSW Gas Rebate ⁷ | 265,000 | \$14,548,000 | \$55 | \$55 | 262,000 | 1% |
| Family Energy Rebate | 16,000 | \$1,809,000 | \$115 | \$115 | 16,000 | n/a |
| Life Support Rebate | 42,000 | \$5,562,000 | \$132 | \$133 | 42,000 | 1% |
| Medical Energy Rebate | 6,000 | \$815,000 | \$140 | \$144 | 6,000 | 2% |
| Energy Accounts Payment Assistance (EAPA) Scheme | 34,000 | \$12,564,000 | \$366 | \$366 | 34,000 | n/a |
| Total | 916,000 | \$155,044,000 | \$169 | \$172 | 904,000 | 1% |

1 Number of customer accounts double counts those customers that switch from one retailer to another within July to December 2018.

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 from July to December 2018.

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 July to December 2018 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.

Table 2 Customer numbers and eligible households from July to December 2018

| Rebate type | Eligible households ¹ (#) | Customer accounts ² (#) | Customer accounts relative to eligible households (%) | Unique customers that received a rebate (#) | Unique customers relative to eligible households (%) | Change from 2017-18 | | |
|--|--------------------------------------|------------------------------------|---|---|--|---|-------------------------------------|--|
| | | | | | | Unique customers that received a rebate (%) | Eligible customers ² (%) | Unique customers relative to eligible households (%) |
| Low Income Household Rebate | 1,127,000 | 865,000 | 77% | 833,000 | 74% | 1.5% | -1.1% | 2.6% |
| NSW Gas Rebate | 457,000 | 265,000 | 58% | 262,000 | 57% | 6.5% | 4.1% | 2.3% |
| Family Energy Rebate ³ | 424,000 | 16,000 | 4% | 16,000 | 4% | n/a | -3.1% | n/a |
| Total across LIHR and FER ⁴ | 1,380,000 | 874,000 | 63% | 843,000 | 61% | n/a | 3.6% | n/a |

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 Data for Family Energy Rebate is not available as it is paid once a year

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

Table 3 Annualised electricity consumption and bills from July to December 2018 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 2017-18 | | | | | |
|--|---|---|----------------------------------|----------------------------------|---|--|-----------------------------------|---|-----------------------------|------------------------------|--|--|
| | | | | | | | Electricity customer accounts (%) | Average annualised electricity bill (%) | Average electricity use (%) | Average electricity cost (%) | Average annualised rebate ^{2,3} (%) | Rebates relative to electricity bill (%) |
| Market offer only | 769,000 | \$1,751 | 5,771 | 30.2 | \$318 | 18.1% | -1.9% | 3.8% | 5.5% | -2.2% | 5.6% | -0.5% |
| Standard offer only | 106,000 | \$1,811 | 5,067 | 35.8 | \$319 | 17.6% | -25.8% | 5.7% | 5.3% | 0.5% | 4.7% | -2.2% |
| Customer accounts which switched from standard to market | 15,000 | \$1,868 | 5,917 | 31.1 | \$313 | 16.8% | -70.7% | 8.2% | 7.7% | -1.2% | 1.1% | -7.5% |
| Total from retailer reporting (excludes on supplied customers) | 890,000 | \$1,762 | 5,693 | 30.8 | \$318 | 18.0% | -8.9% | 4.0% | 5.8% | -2.3% | 5.0% | -1.1% |

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 retailers only a portion of their annual bill will appear in a retailer's reporting information. Most rebates (except EAPA and FER) are paid based on a daily 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.

Table 4 Annualised gas consumption and bills from July to December 2018 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 2017-18 | | | | | |
|--|---------------------------------|-------------------------------------|-------------------------|-------------------------|---|----------------------------------|----------------------------|---------------------------------|---------------------|----------------------|--|----------------------------------|
| | | | | | | | Gas customer accounts (%) | Average annualised gas bill (%) | Average gas use (%) | Average gas cost (%) | Average annualised rebate ^{2,3} (%) | Rebates relative to gas bill (%) |
| Market offer only | 238,000 | \$916 | 24,880 | 3.7 | \$117 | 12.8% | -3% | 22% | 34% | -8% | 3% | -15.6% |
| Standard offer only | 15,000 | \$1,019 | 25,536 | 4.1 | \$116 | 11.4% | -16% | 21% | 29% | -5% | 1% | -17.9% |
| Customer accounts who switched from standard to market | 3,000 | \$1,004 | 27,862 | 3.7 | \$113 | 11.3% | -61% | 21% | 24% | -1% | -1% | -22.1% |
| Total from retailer reporting (excludes on supplied customers) | 256,000 | \$923 | 24,980 | 3.7 | \$117 | 12.7% | -6% | 22% | 32% | -7% | 3% | -15.8% |

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 retailers only a portion of their annual bill will appear in a retailer's reporting information. Most rebates (except EAPA and FER) are paid based on a daily 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.

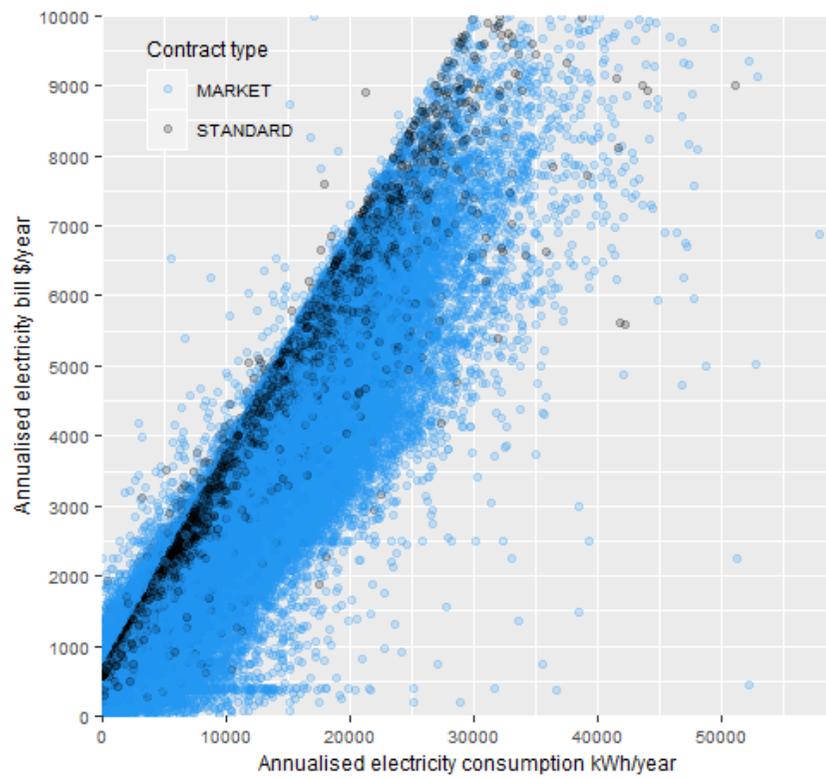


Figure 1 Scatter plot of annualised electricity bills and consumption (each dot is a customer)

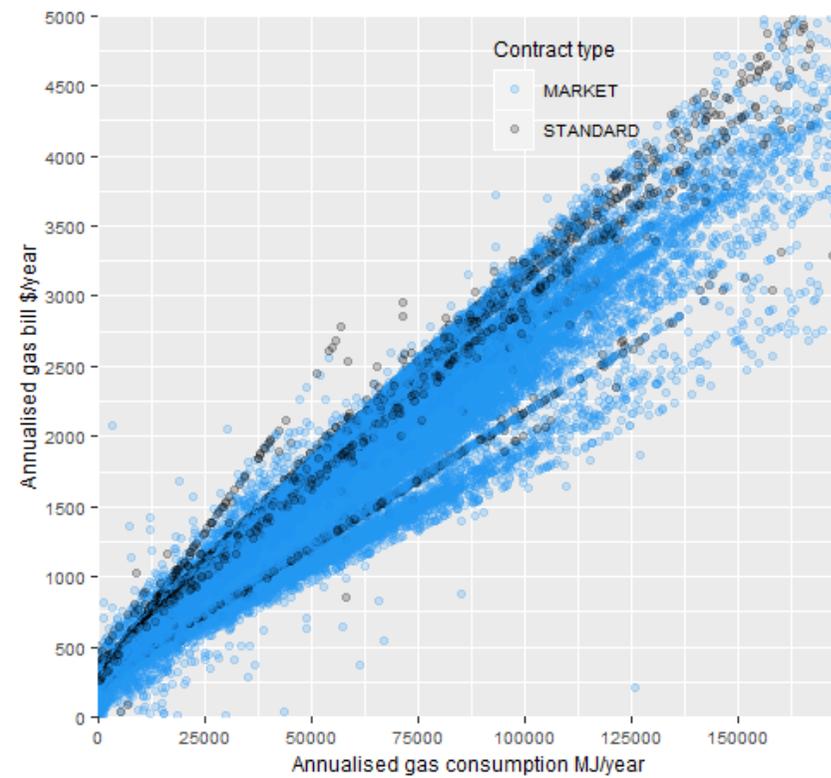


Figure 2 Scatter plot of annualised gas bills and consumption (each dot is a customer)

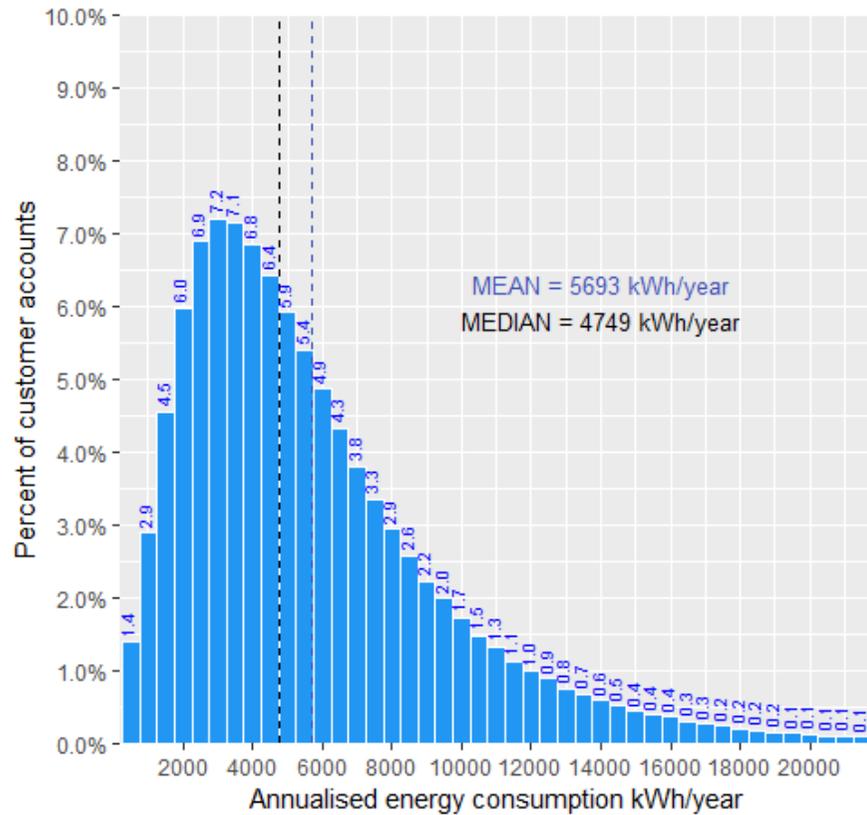


Figure 3 Frequency of annualised electricity consumption amounts

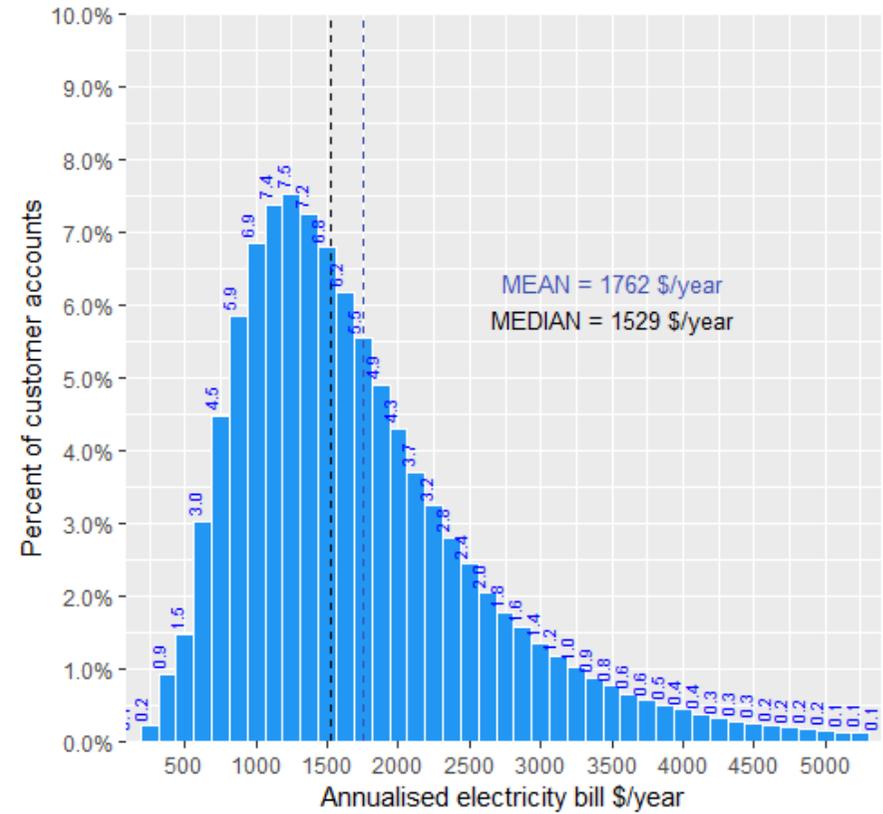


Figure 4 Frequency of annualised electricity bill amounts

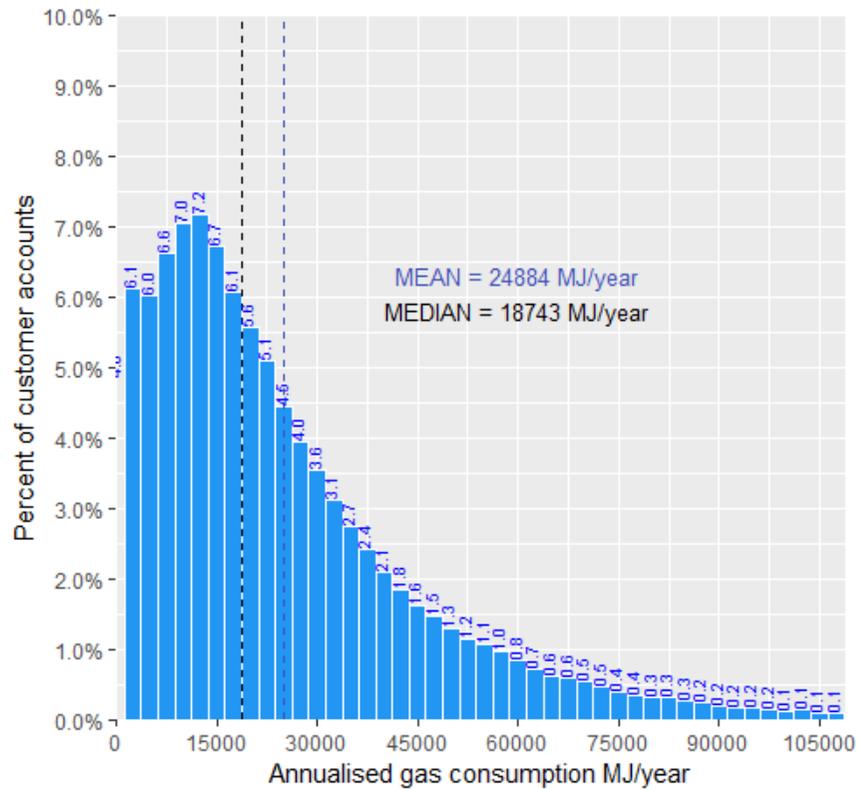


Figure 5 Frequency of annualised gas consumption amounts

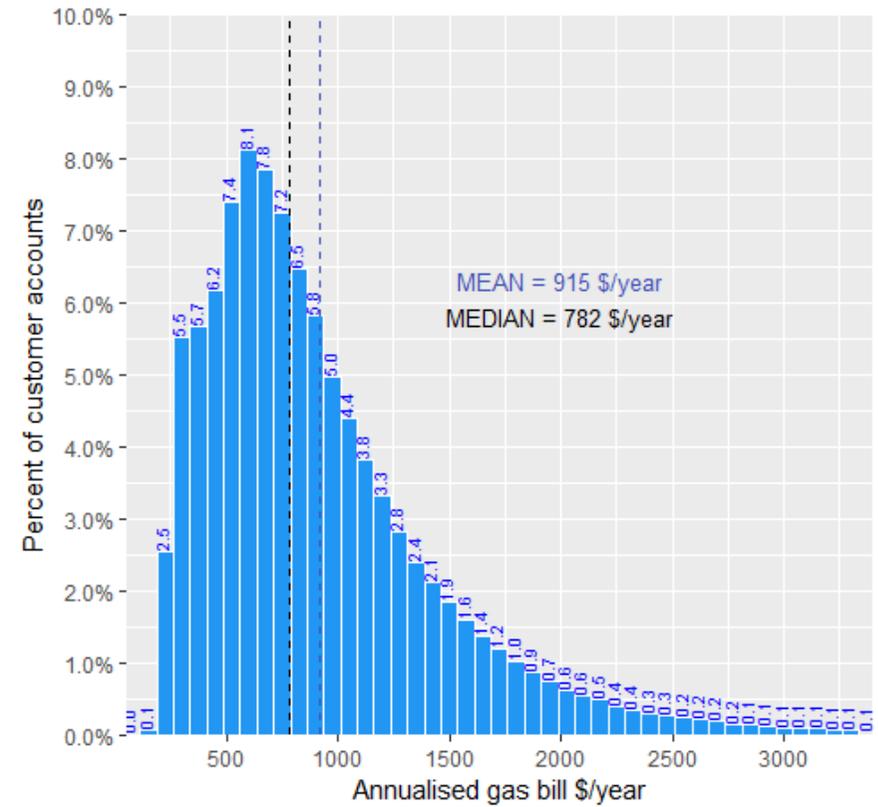


Figure 6 Frequency of annualised gas bill amounts

Energy network area results

Most urban electricity customers in NSW are served by either Ausgrid or Endeavour Energy. Essential Energy serves most regional electricity customers. Jemena is the main distribution network for gas covering much of Greater Metropolitan Region and Central West NSW. Other gas networks are much smaller and are typically located in South and North East NSW.

The retailer reporting information implies that up to 36% of electricity customer accounts in the Essential Energy network area received a rebate compared to 31% in the Endeavour Energy network area and 22% in the Ausgrid network area. Essential Energy customers make up 31% of rebate electricity customer accounts but only 23% of all NSW residential electricity customers.

The retailer reporting information indicates around 15% of customer accounts in the Essential Energy network area (excluding those in 'on-supplied' arrangements) had standard offers from July to December 2018, compared to around 13% of customer accounts in both Ausgrid and Endeavour Energy areas during the same period.

The analysis indicates a lower level of switching to market offers by customers in the Endeavour Energy network area (at around 1%) than the remainder in NSW (2% in Essential Energy and 2% in Ausgrid).

Table 5 shows the number of retailer-supplied electricity customer accounts receiving energy rebates in each of the electricity network service areas, as well as percentage of customer accounts receiving a rebate relative to total customers. **Table 6** shows the electricity bill and use by network area by customer accounts on standard and market offer types.

Table 7 shows the number of retailer-supplied gas customer accounts receiving a rebate from July to December 2018 as well as percentage of customer accounts receiving a rebate relative to total customers. **Table 8** shows the gas bill and use by network area by customer accounts on standard and market offer types.

The retailer reporting information shows around 18% of gas customer accounts in the Jemena network receive the NSW Gas Rebate, compared to around 28% of Australian Pipeline Association (Central Ranges) customers, around 28% of Australian Gas Networks customers, but only around 15% of customers in the ActewAGL network area. In ActewAGL network area, customer accounts on standard offers are significantly higher (at 46%) than the remainder in NSW (6% in Jemena, 18% in Central Ranges and 14% in Australian Gas Networks).

Table 5 Rebate uptake from July to December 2018 by electricity network

| Electricity network | Number of electricity customer accounts ¹ | Number of residential customers in 2017 ² | Rebate customer accounts relative to total residential customers (%) |
|----------------------|--|--|--|
| Ausgrid ³ | 344,000 | 1,545,000 | 22% |
| Endeavour Energy | 279,000 | 899,000 | 31% |
| Essential Energy | 276,000 | 748,000 | 36% |
| Total ⁴ | 898,000 | 3,193,000 | 28% |

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 2017 customer connections reported to the AER by electricity networks and the split of market offers reported in the AEMC's 2018 Retail Competition Review.

3 Based on customers within the distribution network area

4 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).

Table 6 Electricity consumption and bills from July to December 2018 by offer type and electricity network

| 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 | 45,000 | \$1,708 | 4,807 | 35.6 | \$317 | 18.6% |
| | Market | 302,000 | \$1,631 | 5,448 | 29.8 | \$317 | 19.5% |
| | Total from retailer reporting ⁴ | 341,000 | \$1,641 | 5,365 | 30.5 | \$317 | 19.3% |
| Endeavour Energy | Standard | 36,000 | \$1,803 | 5,584 | 32.4 | \$319 | 17.7% |
| | Market | 245,000 | \$1,778 | 6,253 | 28.2 | \$317 | 17.8% |
| | Total from retailer reporting ⁴ | 277,000 | \$1,781 | 6,167 | 28.7 | \$318 | 17.8% |
| Essential Energy | Standard | 40,000 | \$2,043 | 5,311 | 39.0 | \$318 | 15.6% |
| | Market | 237,000 | \$1,871 | 5,679 | 32.8 | \$318 | 17.0% |
| | Total from retailer reporting ⁴ | 272,000 | \$1,896 | 5,626 | 33.5 | \$318 | 16.8% |
| Total | Standard | 121,000 | \$1,847 | 5,205 | 35.7 | \$318 | 17.2% |
| | Market | 784,000 | \$1,749 | 5,769 | 30.2 | \$317 | 18.2% |
| | Total from retailer reporting ⁴ | 890,000 | \$1,762 | 5,693 | 30.8 | \$318 | 18.0% |

1 Offer type refers to customer accounts on standard or market offers at any time in July to December 2018.

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 7 Rebate uptake from July to December 2018 by gas network

| Gas network | Number of customer accounts receiving a gas rebate ¹ | Number of residential customers in 2017 ² | Customer accounts receiving a rebate relative to total customers (%) |
|--------------------------------------|---|--|--|
| Jemena ³ | 239,000 | 1,332,000 | 18% |
| ActewAGL ³ | 3,000 | 18,000 | 15% |
| Central Ranges (APA) ³ | 1,000 | 5,000 | 28% |
| Australian Gas Networks ³ | 17,000 | 58,000 | 28% |
| Total ⁴ | 265,000 | 1,413,000 | 19% |

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

2 Based on 2017 customer connections reported to the Department of Planning and Environment by gas networks and the split of market offers reported in the AEMC's 2018 Retail Competition Review.

3 Based on customers within the gas network area

4 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).

Table 8 Gas consumption and bills from July to December 2018 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 | 14,000 | \$975 | 23,571 | 4.2 | \$115 | 11.8% |
| | Market | 224,000 | \$895 | 23,612 | 3.8 | \$117 | 13.1% |
| | Total from retailer reporting ³ | 236,000 | \$900 | 23,609 | 3.8 | \$117 | 13.0% |
| ActewAGL | Standard | 924 | \$1,273 | 31,406 | 4.1 | \$117 | 9.2% |
| | Market | 1,103 | \$1,385 | 38,294 | 3.7 | \$117 | 8.4% |
| | Total from retailer reporting ³ | 2,027 | \$1,334 | 35,162 | 3.8 | \$117 | 8.8% |
| Central Ranges (APA) | Standard | 171 | \$876 | 14,384 | 6.4 | \$119 | 13.6% |
| | Market | 795 | \$849 | 15,400 | 5.6 | \$119 | 14.0% |
| | Total from retailer reporting ³ | 941 | \$854 | 15,221 | 5.7 | \$119 | 13.9% |
| Australian Gas Networks | Standard | 2,000 | \$1,284 | 41,361 | 3.2 | \$118 | 9.2% |
| | Market | 14,000 | \$1,196 | 44,152 | 2.7 | \$118 | 9.9% |
| | Total from retailer reporting ³ | 16,000 | \$1,208 | 43,755 | 2.8 | \$118 | 9.8% |
| Total | Standard | 18,000 | \$1,031 | 26,285 | 4.0 | \$116 | 11.2% |
| | Market | 241,000 | \$915 | 24,884 | 3.7 | \$117 | 12.8% |
| | Total from retailer reporting ³ | 256,000 | \$923 | 24,980 | 3.7 | \$117 | 12.7% |

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.

Local Government Area results

This section provides a snapshot of selected results for some local government areas in NSW.

Appendix A and **Appendix B** lists detailed results by LGA. **Appendix C** summarises State Electoral District level statistics and **Appendix D** provides maps of these results.

Table 9 shows Central Coast had the highest number of customer accounts accessing rebates with over 54,000 customer accounts receiving rebates of more than \$9 million. Other areas with large numbers of customer accounts and rebate value include Canterbury-Bankstown, Blacktown, Lake Macquarie, Wollongong, Fairfield, Cumberland, Liverpool, Mid-Coast, Penrith.

Brewarrina had the lowest number of customer accounts accessing a rebate with just over 253 customer accounts receiving around \$38,000 in rebates (including Energy Accounts Payment Assistance vouchers). Other areas with small numbers of customer accounts include Balranald, Carrathool, Central Darling, Bourke, Bogan, Warren, Hay, Walcha, Lockhart.

Table 10 and **Table 11** show Muswellbrook had the highest proportion of customer accounts on market offers for electricity at 93% and Maitland had the highest proportion of customer accounts on market offers for gas at 97%. Maitland, Cessnock, Wingecarribee were also in the top 10 local government areas for customer accounts on market offers for both electricity and gas.

Queanbeyan-Palerang Regional had the lowest proportion of customer accounts on market offers for electricity at 76%. Other areas with a low proportion of market offers for electricity were Upper Lachlan Shire, Central Darling, Walgett, Brewarrina, Goulburn Mulwaree, Hilltops, Broken Hill, Bourke, Walcha.

Queanbeyan-Palerang Regional had the lowest proportion of customer accounts on market offers for gas at 69%. Other areas with low proportions of customer accounts on market offers for gas were Goulburn Mulwaree, Wagga Wagga, Albury, Federation, Inner West, Bayside, North Sydney, Willoughby, Cootamundra-Gundagai Regional.

Table 12 shows the area with highest uptake rate (based on the proportion of eligible customers) is Murray River with estimates 92% of all eligible customers accessing a rebate.

Singleton was the local government area with the lowest uptake, with around 39% of eligible households taking up a Low Income Household Rebate. Other areas with low uptake were Walgett, Byron, Strathfield, Brewarrina, Bourke, Central Darling, Hawkesbury, Warren, Kyogle.

Table 9 Customer accounts and value by local government area from July to December 2018

| 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 | 54,185 | \$9,746,000 | Brewarrina | 253 | \$38,000 |
| Canterbury-Bankstown | 42,264 | \$7,370,000 | Balranald | 260 | \$42,000 |
| Blacktown | 35,453 | \$6,444,000 | Carrathool | 308 | \$48,000 |
| Lake Macquarie | 32,117 | \$5,547,000 | Central Darling | 314 | \$55,000 |
| Wollongong | 30,249 | \$5,400,000 | Bourke | 334 | \$69,000 |
| Fairfield | 28,506 | \$5,013,000 | Bogan | 402 | \$66,000 |
| Cumberland | 23,444 | \$4,267,000 | Warren | 420 | \$71,000 |
| Liverpool | 23,067 | \$4,018,000 | Hay | 430 | \$71,000 |
| Mid-Coast | 22,126 | \$3,514,000 | Walcha | 440 | \$69,000 |
| Penrith | 22,018 | \$3,870,000 | Lockhart | 478 | \$73,000 |

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 10 Market offers for electricity in 10 top and bottom local government areas from July to December 2018

| 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 (%) |
| Muswellbrook | 93% | Queanbeyan-Palerang Regional | 76% |
| Singleton | 92% | Upper Lachlan Shire | 77% |
| Cessnock | 91% | Central Darling | 77% |
| Junee | 91% | Walgett | 78% |
| Port Stephens | 91% | Brewarrina | 78% |
| Wingecarribee | 90% | Goulburn Mulwaree | 78% |
| Orange | 90% | Hilltops | 79% |
| Maitland | 90% | Broken Hill | 79% |
| Camden | 90% | Bourke | 79% |
| Federation | 90% | Walcha | 80% |

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

Table 11 Market offers for gas in 10 top and bottom local government areas from July to December 2018

| 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 | 97% | Queanbeyan-Palerang Regional | 69% |
| Central Coast | 96% | Goulburn Mulwaree | 81% |
| Lake Macquarie | 96% | Wagga Wagga | 82% |
| Wingecarribee | 96% | Albury | 92% |
| Camden | 96% | Federation | 93% |
| The Hills Shire | 96% | Inner West | 93% |
| Cessnock | 96% | Bayside | 94% |
| Blue Mountains | 96% | North Sydney | 94% |
| Ku-Ring-Gai | 96% | Willoughby | 94% |
| Wollondilly | 96% | Cootamundra-Gundagai Regional | 94% |

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

Table 12 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 | Ratio of LIHR customer accounts to eligible households (%) ¹ | Local Government Area | Ratio of LIHR customer accounts to eligible households (%) |
| Murray River | 92% | Singleton | 39% |
| Federation | 91% | Walgett | 49% |
| Kiama | 91% | Byron | 63% |
| Broken Hill | 89% | Strathfield | 64% |
| Berrigan | 89% | Brewarrina | 65% |
| Albury | 89% | Bourke | 65% |
| Port Macquarie-Hastings | 89% | Central Darling | 66% |
| Mid-Coast | 88% | Hawkesbury | 67% |
| Eurobodalla | 87% | Warren | 69% |
| Shoalhaven | 87% | Kyogle | 69% |

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 Jul-Dec 2018.

Disconnections

This section provides a summary of analysis of those customers who were disconnected from electricity or gas supply for any reason in the period July to December 2018.

Table 13 shows the estimated average annual electricity consumption and bills for disconnected customers. The table shows that disconnected customers consumed an average of 9,300 kWh. The average rebate customer consumes 5,700 kWh while all residential customers have an average consumption of 6,100 kWh. The reduction in bills from energy rebates (15%) is much lower for disconnected customers than all rebate customer (18%).

Around 6,400 electricity rebate customers disconnected during July-December 2018 and an estimated 47% of them reconnected within a day during this period. Around 47% of disconnected customers had either a payment plan or hardship plan.

The average overdue amount for disconnected electricity rebate customers is \$1,500, but the median overdue amount is only \$900 implying there are some customers with very large amounts of debt.

Table 14 shows the estimated average annual gas consumption for disconnected customers is 47,000 MJ. This is also much higher than the average consumption of 24,000 MJ across all rebate customers.

Around 400 gas rebate customers disconnected during July-December 2018 and an estimated 24% of them reconnected within the same day during this period. Around 26% of disconnected customers had either a payment plan or hardship plan.

The average overdue amount for disconnected gas rebate customers was \$1,100.

Table 13 Electricity customer accounts disconnected for any reason from July to December 2018¹

| Electricity network | Disconnected customer accounts | Customer accounts on payment or hardship plan ² | Customer accounts disconnected relative to total rebate customer accounts (%) | 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 (%) |
|---------------------|--------------------------------|--|---|---|---|---|---|------------------------------|
| Ausgrid | 1,751 | 874 | 0.51% | 46.0% | \$1,361 | 8,318 | \$2,416 | 16.2% |
| Endeavour Energy | 1,995 | 930 | 0.72% | 46.7% | \$1,465 | 9,211 | \$2,536 | 15.8% |
| Essential Energy | 2,637 | 1,211 | 0.97% | 48.2% | \$1,700 | 9,939 | \$2,957 | 13.7% |
| Total | 6,384 | 3,015 | 0.72% | 47.1% | \$1,534 | 9,265 | \$2,678 | 15.1% |

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.

Table 14 Gas customer accounts disconnected for any reason from July to December 2018¹

| Gas network | Disconnected customer accounts | Customer accounts on payment or hardship plan ² | Customer accounts disconnected relative to total rebate customer accounts (%) | 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 (%) |
|-------------------------|--------------------------------|--|---|---|---|------------------------------------|-------------------------------------|------------------------------|
| Jemena | 261 | 62 | 0.11% | 17.6% | \$1,029 | 38,018 | \$1,233 | 13.7% |
| ActewAGL | 19 | <10 | 0.94% | 15.8% | \$2,007 | 69,978 | \$2,305 | 6.6% |
| APA Group | 13 | <10 | 1.38% | 53.8% | \$1,283 | 33,077 | \$1,476 | 10.0% |
| Australian Gas Networks | 126 | 32 | 0.77% | 35.7% | \$1,093 | 63,948 | \$1,575 | 10.2% |
| Total | 419 | 107 | 0.16% | 24.1% | \$1,101 | 47,218 | \$1,394 | 12.2% |

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 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 (%). |
| .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 (FER) | 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 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 for. |
| Hardship plan | A retailer's hardship program which helps customer with financial difficulty. Whether the customer had received hardship plan in the twelve months prior to disconnection. |
| Life Support Rebate (LSR) | 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 (LIHR) | 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 (MER) | 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 (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 for. |
| NSW Gas Rebate (Gas) | 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 customer pay the energy bills in affordable instalments. Whether the customer had received payment arrangements in the twelve months prior to 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 month since July 2017. This report package only covers the information between July to December 2018. To gain a holistic view on rebate program, July to December 2018 data is compared with data from July 2017 to June 2018 (2017/18). |
| Standard offer | The terms and conditions of standard offer contracts are regulated by law. Retailers cannot change the terms and conditions. The prices under standard offer contracts are set by the retailers themselves 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 (rebate customer and value)

Table 15 Rebate customers and value by rebate type and local government area from July to December 2018

| 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 | | 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 (\$) | | | |
| Albury | 8,938 | \$1,224,000 | 6,035 | \$283,000 | 103 | \$12,000 | 247 | \$35,000 | 48 | \$7,000 | 340 | \$123,000 | 9,105 | \$1,683,000 | \$185 |
| Armidale Regional | 4,002 | \$530,000 | 116 | \$15,000 | 56 | \$6,000 | 299 | \$41,000 | 24 | \$3,000 | 245 | \$149,000 | 4,194 | \$743,000 | \$177 |
| Ballina | 7,254 | \$1,036,000 | 91 | \$11,000 | 80 | \$10,000 | 360 | \$40,000 | 46 | \$7,000 | 95 | \$30,000 | 7,452 | \$1,134,000 | \$152 |
| Balranald | 256 | \$35,000 | <10 | n/a | <10 | n/a | <10 | n/a | <10 | n/a | <10 | n/a | 260 | \$42,000 | \$162 |
| Bathurst Regional | 5,382 | \$723,000 | 3,022 | \$152,000 | 90 | \$10,000 | 372 | \$53,000 | 32 | \$4,000 | 406 | \$181,000 | 5,632 | \$1,123,000 | \$199 |
| Bayside | 13,956 | \$1,958,000 | 6,506 | \$343,000 | 246 | \$32,000 | 622 | \$84,000 | 79 | \$11,000 | 463 | \$158,000 | 14,470 | \$2,585,000 | \$179 |
| Bega Valley | 6,315 | \$892,000 | 172 | \$21,000 | 72 | \$7,000 | 232 | \$31,000 | 26 | \$4,000 | 155 | \$47,000 | 6,461 | \$1,002,000 | \$155 |
| Bellingen | 2,198 | \$302,000 | 42 | \$5,000 | 30 | \$3,000 | 81 | \$13,000 | 18 | \$3,000 | 101 | \$34,000 | 2,261 | \$359,000 | \$159 |
| Berrigan | 1,609 | \$217,000 | 518 | \$27,000 | 11 | \$1,000 | 46 | \$7,000 | 13 | \$2,000 | 25 | \$11,000 | 1,636 | \$265,000 | \$162 |
| Blacktown | 33,571 | \$4,570,000 | 14,552 | \$773,000 | 1,295 | \$152,000 | 1,803 | \$232,000 | 179 | \$25,000 | 1,762 | \$693,000 | 35,453 | \$6,444,000 | \$182 |
| Bland | 804 | \$108,000 | 244 | \$13,000 | 13 | \$1,000 | 45 | \$7,000 | <10 | n/a | 18 | \$9,000 | 838 | \$140,000 | \$167 |
| Blayney | 970 | \$133,000 | 401 | \$20,000 | <10 | n/a | 59 | \$9,000 | <10 | n/a | 36 | \$16,000 | 1,012 | \$180,000 | \$178 |
| Blue Mountains | 9,735 | \$1,341,000 | 5,000 | \$261,000 | 155 | \$20,000 | 588 | \$80,000 | 67 | \$9,000 | 612 | \$214,000 | 10,162 | \$1,925,000 | \$189 |
| Bogan | 395 | \$53,000 | <10 | n/a | <10 | n/a | <10 | n/a | <10 | n/a | 23 | \$12,000 | 402 | \$66,000 | \$164 |
| Bourke | 326 | \$43,000 | <10 | n/a | <10 | n/a | <10 | n/a | <10 | n/a | 41 | \$23,000 | 334 | \$69,000 | \$207 |
| Brewarrina | 250 | \$32,000 | <10 | n/a | <10 | n/a | <10 | n/a | <10 | n/a | <10 | n/a | 253 | \$38,000 | \$149 |
| Broken Hill | 3,897 | \$540,000 | 240 | \$29,000 | 36 | \$4,000 | 128 | \$21,000 | 12 | \$1,000 | 194 | \$76,000 | 3,980 | \$670,000 | \$168 |
| Burwood | 2,750 | \$393,000 | 1,465 | \$79,000 | 63 | \$6,000 | 112 | \$14,000 | 13 | \$2,000 | 67 | \$22,000 | 2,857 | \$515,000 | \$180 |
| Byron | 3,889 | \$535,000 | 26 | \$3,000 | 33 | \$4,000 | 100 | \$15,000 | 21 | \$3,000 | 136 | \$58,000 | 3,980 | \$618,000 | \$155 |
| Cabonne | 1,857 | \$255,000 | 364 | \$19,000 | 27 | \$3,000 | 120 | \$17,000 | <10 | n/a | 65 | \$27,000 | 1,948 | \$322,000 | \$165 |
| Camden | 5,771 | \$783,000 | 3,262 | \$172,000 | 211 | \$28,000 | 493 | \$55,000 | 42 | \$6,000 | 172 | \$90,000 | 6,219 | \$1,134,000 | \$182 |
| Campbelltown | 19,178 | \$2,658,000 | 6,365 | \$333,000 | 556 | \$60,000 | 1,124 | \$142,000 | 136 | \$20,000 | 1,207 | \$456,000 | 20,119 | \$3,668,000 | \$182 |
| Canada Bay | 5,833 | \$830,000 | 3,379 | \$180,000 | 90 | \$11,000 | 295 | \$34,000 | 25 | \$4,000 | 112 | \$34,000 | 6,071 | \$1,093,000 | \$180 |

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.

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| 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 | | 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 (\$) | | | |
| Canterbury-Bankstown | 40,839 | \$5,576,000 | 16,774 | \$883,000 | 878 | \$83,000 | 1,752 | \$236,000 | 199 | \$27,000 | 1,664 | \$564,000 | 42,264 | \$7,370,000 | \$174 |
| Carrathool | 300 | \$41,000 | 17 | \$1,000 | <10 | n/a | 12 | \$2,000 | <10 | n/a | <10 | n/a | 308 | \$48,000 | \$155 |
| Central Coast | 51,973 | \$7,367,000 | 13,669 | \$817,000 | 1,259 | \$140,000 | 3,075 | \$426,000 | 691 | \$98,000 | 2,291 | \$897,000 | 54,185 | \$9,746,000 | \$180 |
| Central Darling | 302 | \$41,000 | <10 | n/a | <10 | n/a | <10 | n/a | <10 | n/a | 23 | \$12,000 | 314 | \$55,000 | \$174 |
| Cessnock | 8,857 | \$1,252,000 | 3,188 | \$172,000 | 190 | \$18,000 | 410 | \$55,000 | 69 | \$10,000 | 305 | \$96,000 | 9,156 | \$1,603,000 | \$175 |
| Clarence Valley | 10,483 | \$1,488,000 | 175 | \$21,000 | 102 | \$10,000 | 473 | \$68,000 | 85 | \$12,000 | 304 | \$121,000 | 10,725 | \$1,721,000 | \$160 |
| Cobar | 496 | \$68,000 | <10 | n/a | <10 | n/a | 18 | \$3,000 | <10 | n/a | 12 | \$7,000 | 517 | \$79,000 | \$153 |
| Coffs Harbour | 12,769 | \$1,818,000 | 241 | \$30,000 | 217 | \$25,000 | 454 | \$78,000 | 127 | \$18,000 | 451 | \$150,000 | 13,118 | \$2,120,000 | \$162 |
| Coolamon | 608 | \$83,000 | 239 | \$12,000 | <10 | n/a | 36 | \$5,000 | <10 | n/a | 11 | \$7,000 | 629 | \$108,000 | \$172 |
| Coonamble | 617 | \$84,000 | <10 | n/a | <10 | n/a | 27 | \$6,000 | <10 | n/a | 42 | \$27,000 | 629 | \$117,000 | \$185 |
| Cootamundra-Gundagai Regional | 2,094 | \$293,000 | 1,253 | \$64,000 | 20 | \$2,000 | 87 | \$10,000 | 12 | \$1,000 | 57 | \$20,000 | 2,149 | \$391,000 | \$182 |
| Cowra | 2,506 | \$346,000 | 846 | \$46,000 | 34 | \$4,000 | 135 | \$15,000 | <10 | n/a | 85 | \$26,000 | 2,587 | \$437,000 | \$169 |
| Cumberland | 22,580 | \$3,075,000 | 10,659 | \$555,000 | 577 | \$59,000 | 718 | \$104,000 | 114 | \$16,000 | 1,451 | \$457,000 | 23,444 | \$4,267,000 | \$182 |
| Dubbo Regional | 6,950 | \$947,000 | 1,995 | \$109,000 | 118 | \$12,000 | 323 | \$44,000 | 24 | \$3,000 | 394 | \$186,000 | 7,218 | \$1,301,000 | \$180 |
| Dungog | 1,253 | \$179,000 | 110 | \$6,000 | 23 | \$2,000 | 79 | \$9,000 | 15 | \$2,000 | 45 | \$15,000 | 1,310 | \$214,000 | \$163 |
| Edward River | 1,581 | \$217,000 | 37 | \$3,000 | 18 | \$2,000 | 47 | \$9,000 | 13 | \$2,000 | 97 | \$45,000 | 1,627 | \$278,000 | \$171 |
| Eurobodalla | 8,432 | \$1,190,000 | 276 | \$35,000 | 73 | \$8,000 | 364 | \$53,000 | 47 | \$7,000 | 202 | \$70,000 | 8,625 | \$1,362,000 | \$158 |
| Fairfield | 27,659 | \$3,761,000 | 8,207 | \$434,000 | 284 | \$24,000 | 895 | \$124,000 | 97 | \$13,000 | 1,781 | \$656,000 | 28,506 | \$5,013,000 | \$176 |
| Federation | 2,508 | \$347,000 | 1,305 | \$66,000 | 16 | \$2,000 | 71 | \$13,000 | 14 | \$2,000 | 44 | \$14,000 | 2,550 | \$444,000 | \$174 |
| Forbes | 1,497 | \$205,000 | 529 | \$28,000 | <10 | n/a | 54 | \$9,000 | 13 | \$2,000 | 68 | \$34,000 | 1,537 | \$279,000 | \$182 |
| Georges River | 13,666 | \$1,909,000 | 5,725 | \$308,000 | 267 | \$32,000 | 794 | \$99,000 | 84 | \$12,000 | 296 | \$108,000 | 14,293 | \$2,468,000 | \$173 |
| Gilgandra | 691 | \$95,000 | <10 | n/a | <10 | n/a | 24 | \$4,000 | <10 | n/a | 37 | \$14,000 | 707 | \$113,000 | \$160 |
| Glen Innes Severn | 1,897 | \$255,000 | 46 | \$6,000 | 20 | \$1,000 | 133 | \$17,000 | <10 | n/a | 178 | \$78,000 | 1,999 | \$358,000 | \$179 |
| Goulburn Mulwaree | 4,354 | \$584,000 | 2,333 | \$121,000 | 38 | \$5,000 | 259 | \$55,000 | 25 | \$3,000 | 213 | \$49,000 | 4,494 | \$817,000 | \$182 |
| Greater Hume Shire | 1,519 | \$205,000 | 571 | \$28,000 | 23 | \$3,000 | 57 | \$10,000 | <10 | n/a | 23 | \$9,000 | 1,565 | \$257,000 | \$164 |
| Griffith | 2,848 | \$380,000 | 1,231 | \$62,000 | 39 | \$6,000 | 103 | \$13,000 | <10 | n/a | 77 | \$32,000 | 2,923 | \$494,000 | \$169 |
| Gunnedah | 1,762 | \$239,000 | 58 | \$7,000 | 23 | \$3,000 | 107 | \$16,000 | <10 | n/a | 69 | \$34,000 | 1,823 | \$300,000 | \$164 |
| Gwydir | 1,010 | \$142,000 | 17 | \$2,000 | <10 | n/a | 57 | \$9,000 | <10 | n/a | 13 | \$6,000 | 1,039 | \$161,000 | \$155 |
| Hawkesbury | 5,851 | \$795,000 | 847 | \$46,000 | 145 | \$19,000 | 468 | \$50,000 | 39 | \$5,000 | 196 | \$101,000 | 6,213 | \$1,016,000 | \$164 |

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| 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 | | 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 (\$) | | | |
| Hay | 415 | \$56,000 | 28 | \$3,000 | <10 | n/a | 14 | \$3,000 | <10 | n/a | 24 | \$9,000 | 430 | \$71,000 | \$166 |
| Hilltops | 3,278 | \$453,000 | 1,014 | \$55,000 | 47 | \$5,000 | 175 | \$29,000 | 14 | \$2,000 | 73 | \$22,000 | 3,381 | \$566,000 | \$167 |
| Hornsby | 9,176 | \$1,270,000 | 3,224 | \$174,000 | 317 | \$44,000 | 589 | \$57,000 | 83 | \$12,000 | 135 | \$47,000 | 9,772 | \$1,603,000 | \$164 |
| Hunters Hill | 761 | \$101,000 | 324 | \$17,000 | <10 | n/a | 34 | \$5,000 | <10 | n/a | 18 | \$6,000 | 791 | \$131,000 | \$166 |
| Inner West | 12,879 | \$1,800,000 | 6,481 | \$348,000 | 142 | \$17,000 | 489 | \$67,000 | 70 | \$10,000 | 456 | \$169,000 | 13,270 | \$2,411,000 | \$182 |
| Inverell | 2,968 | \$405,000 | 117 | \$15,000 | 37 | \$4,000 | 180 | \$27,000 | <10 | n/a | 129 | \$47,000 | 3,074 | \$499,000 | \$162 |
| Junee | 875 | \$122,000 | 580 | \$31,000 | 14 | \$1,000 | 37 | \$5,000 | <10 | n/a | 28 | \$12,000 | 901 | \$172,000 | \$191 |
| Kempsey | 6,166 | \$847,000 | 150 | \$19,000 | 61 | \$4,000 | 248 | \$35,000 | 29 | \$4,000 | 161 | \$75,000 | 6,310 | \$984,000 | \$156 |
| Kiama | 2,609 | \$368,000 | 210 | \$17,000 | 35 | \$4,000 | 165 | \$16,000 | 22 | \$3,000 | 30 | \$13,000 | 2,715 | \$421,000 | \$155 |
| Ku-Ring-Gai | 5,175 | \$718,000 | 2,686 | \$144,000 | 111 | \$15,000 | 424 | \$47,000 | 37 | \$4,000 | 25 | \$8,000 | 5,543 | \$935,000 | \$169 |
| Kyogle | 1,703 | \$239,000 | 14 | \$2,000 | 14 | \$1,000 | 56 | \$8,000 | 11 | \$2,000 | 58 | \$23,000 | 1,748 | \$274,000 | \$157 |
| Lachlan | 902 | \$123,000 | 18 | \$2,000 | <10 | n/a | 44 | \$8,000 | <10 | n/a | 40 | \$22,000 | 940 | \$157,000 | \$167 |
| Lake Macquarie | 31,039 | \$4,519,000 | 7,248 | \$408,000 | 663 | \$77,000 | 1,440 | \$190,000 | 326 | \$48,000 | 856 | \$305,000 | 32,117 | \$5,547,000 | \$173 |
| Lane Cove | 1,613 | \$213,000 | 714 | \$38,000 | 25 | \$3,000 | 81 | \$10,000 | 11 | \$1,000 | 27 | \$9,000 | 1,697 | \$273,000 | \$161 |
| Leeton | 1,531 | \$210,000 | 591 | \$30,000 | 22 | \$3,000 | 74 | \$12,000 | <10 | n/a | 44 | \$16,000 | 1,582 | \$271,000 | \$171 |
| Lismore | 7,060 | \$975,000 | 57 | \$7,000 | 133 | \$14,000 | 333 | \$35,000 | 54 | \$7,000 | 224 | \$99,000 | 7,324 | \$1,137,000 | \$155 |
| Lithgow | 3,937 | \$541,000 | 2,185 | \$112,000 | 41 | \$4,000 | 245 | \$38,000 | 22 | \$3,000 | 220 | \$70,000 | 4,066 | \$768,000 | \$189 |
| Liverpool | 22,191 | \$2,967,000 | 9,117 | \$479,000 | 494 | \$52,000 | 1,007 | \$137,000 | 111 | \$15,000 | 938 | \$368,000 | 23,067 | \$4,018,000 | \$174 |
| Liverpool Plains | 1,340 | \$168,000 | 12 | \$1,000 | <10 | n/a | 64 | \$8,000 | <10 | n/a | 36 | \$17,000 | 1,376 | \$196,000 | \$142 |
| Lockhart | 465 | \$65,000 | 35 | \$2,000 | <10 | n/a | 18 | \$2,000 | <10 | n/a | <10 | n/a | 478 | \$73,000 | \$153 |
| Maitland | 10,611 | \$1,523,000 | 4,324 | \$227,000 | 256 | \$28,000 | 503 | \$65,000 | 85 | \$12,000 | 339 | \$129,000 | 11,026 | \$1,984,000 | \$180 |
| Mid-Coast | 21,603 | \$3,033,000 | 1,003 | \$122,000 | 258 | \$24,000 | 976 | \$124,000 | 112 | \$15,000 | 544 | \$197,000 | 22,126 | \$3,514,000 | \$159 |
| Mid-Western Regional | 3,536 | \$475,000 | 68 | \$8,000 | 51 | \$5,000 | 179 | \$30,000 | 16 | \$2,000 | 116 | \$43,000 | 3,666 | \$563,000 | \$154 |
| Moree Plains | 1,629 | \$215,000 | <10 | n/a | 13 | \$1,000 | 64 | \$13,000 | <10 | n/a | 111 | \$46,000 | 1,690 | \$275,000 | \$163 |
| Mosman | 1,162 | \$168,000 | 606 | \$34,000 | <10 | n/a | 48 | \$6,000 | <10 | n/a | 23 | \$10,000 | 1,213 | \$221,000 | \$182 |
| Murray River | 2,010 | \$275,000 | 776 | \$40,000 | 16 | \$2,000 | 52 | \$8,000 | 19 | \$3,000 | 48 | \$21,000 | 2,046 | \$349,000 | \$171 |
| Murrumbidgee | 496 | \$69,000 | 12 | \$1,000 | <10 | n/a | 20 | \$3,000 | <10 | n/a | <10 | n/a | 509 | \$77,000 | \$151 |
| Muswellbrook | 2,120 | \$282,000 | 14 | \$2,000 | 20 | \$2,000 | 93 | \$11,000 | 16 | \$2,000 | 159 | \$78,000 | 2,209 | \$376,000 | \$170 |
| Nambucca | 4,630 | \$687,000 | 138 | \$17,000 | 44 | \$3,000 | 185 | \$30,000 | 26 | \$4,000 | 99 | \$32,000 | 4,733 | \$772,000 | \$163 |
| Narrabri | 1,697 | \$230,000 | 26 | \$3,000 | 16 | \$2,000 | 81 | \$13,000 | <10 | n/a | 66 | \$34,000 | 1,773 | \$284,000 | \$160 |

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| 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 | | 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 (\$) | | | |
| Narrandera | 1,019 | \$136,000 | 434 | \$22,000 | <10 | n/a | 49 | \$7,000 | <10 | n/a | 39 | \$20,000 | 1,047 | \$186,000 | \$177 |
| Narromine | 989 | \$130,000 | 143 | \$8,000 | <10 | n/a | 42 | \$6,000 | <10 | n/a | 67 | \$42,000 | 1,030 | \$188,000 | \$183 |
| Newcastle | 20,585 | \$2,919,000 | 9,350 | \$501,000 | 334 | \$41,000 | 771 | \$103,000 | 164 | \$23,000 | 777 | \$266,000 | 21,222 | \$3,853,000 | \$182 |
| North Sydney | 2,987 | \$416,000 | 1,395 | \$75,000 | 40 | \$5,000 | 129 | \$15,000 | 20 | \$3,000 | 64 | \$21,000 | 3,106 | \$534,000 | \$172 |
| Northern Beaches | 16,633 | \$2,331,000 | 7,907 | \$429,000 | 234 | \$32,000 | 835 | \$123,000 | 107 | \$15,000 | 245 | \$72,000 | 17,284 | \$3,002,000 | \$174 |
| Oberon | 741 | \$100,000 | 341 | \$17,000 | <10 | n/a | 57 | \$9,000 | <10 | n/a | 34 | \$13,000 | 778 | \$140,000 | \$179 |
| Orange | 5,439 | \$728,000 | 2,909 | \$145,000 | 92 | \$10,000 | 364 | \$61,000 | 25 | \$3,000 | 277 | \$84,000 | 5,675 | \$1,031,000 | \$182 |
| Parkes | 2,282 | \$321,000 | 670 | \$36,000 | 45 | \$5,000 | 113 | \$15,000 | 11 | \$2,000 | 112 | \$70,000 | 2,391 | \$448,000 | \$187 |
| Parramatta | 18,054 | \$2,458,000 | 7,262 | \$377,000 | 582 | \$75,000 | 878 | \$98,000 | 103 | \$14,000 | 662 | \$237,000 | 19,016 | \$3,259,000 | \$171 |
| Penrith | 20,743 | \$2,806,000 | 6,454 | \$338,000 | 649 | \$82,000 | 1,434 | \$184,000 | 131 | \$19,000 | 947 | \$442,000 | 22,018 | \$3,870,000 | \$176 |
| Port Macquarie-Hastings | 16,274 | \$2,306,000 | 654 | \$81,000 | 209 | \$25,000 | 714 | \$91,000 | 141 | \$21,000 | 508 | \$186,000 | 16,705 | \$2,709,000 | \$162 |
| Port Stephens | 12,287 | \$1,697,000 | 1,064 | \$76,000 | 145 | \$17,000 | 570 | \$66,000 | 108 | \$15,000 | 426 | \$161,000 | 12,657 | \$2,032,000 | \$161 |
| Queanbeyan-Palerang Regional | 4,369 | \$589,000 | 1,230 | \$64,000 | 76 | \$11,000 | 281 | \$36,000 | 20 | \$3,000 | 204 | \$66,000 | 4,605 | \$768,000 | \$167 |
| Randwick | 10,504 | \$1,450,000 | 4,574 | \$248,000 | 98 | \$11,000 | 424 | \$62,000 | 64 | \$9,000 | 434 | \$123,000 | 10,830 | \$1,903,000 | \$176 |
| Richmond Valley | 4,476 | \$654,000 | 107 | \$14,000 | 63 | \$6,000 | 223 | \$27,000 | 31 | \$5,000 | 302 | \$119,000 | 4,646 | \$824,000 | \$177 |
| Ryde | 8,525 | \$1,165,000 | 3,676 | \$196,000 | 207 | \$28,000 | 400 | \$43,000 | 68 | \$9,000 | 262 | \$85,000 | 8,942 | \$1,526,000 | \$171 |
| Shellharbour | 10,189 | \$1,453,000 | 5,326 | \$299,000 | 158 | \$18,000 | 534 | \$69,000 | 53 | \$7,000 | 420 | \$173,000 | 10,564 | \$2,020,000 | \$191 |
| Shoalhaven | 20,110 | \$2,873,000 | 2,126 | \$207,000 | 233 | \$25,000 | 1,077 | \$158,000 | 153 | \$22,000 | 421 | \$141,000 | 20,662 | \$3,426,000 | \$166 |
| Singleton | 2,289 | \$313,000 | 172 | \$10,000 | 29 | \$3,000 | 95 | \$9,000 | 15 | \$2,000 | 64 | \$34,000 | 2,379 | \$371,000 | \$156 |
| Snowy Monaro Regional | 2,645 | \$362,000 | 762 | \$39,000 | 30 | \$3,000 | 105 | \$16,000 | 13 | \$2,000 | 68 | \$22,000 | 2,712 | \$445,000 | \$164 |
| Snowy Valleys | 2,287 | \$315,000 | 419 | \$21,000 | 20 | \$2,000 | 93 | \$12,000 | 11 | \$1,000 | 87 | \$44,000 | 2,341 | \$396,000 | \$169 |
| Strathfield | 2,335 | \$316,000 | 1,280 | \$66,000 | 81 | \$9,000 | 98 | \$11,000 | 16 | \$2,000 | 73 | \$23,000 | 2,453 | \$427,000 | \$174 |
| Sutherland Shire | 18,472 | \$2,622,000 | 4,152 | \$230,000 | 288 | \$40,000 | 1,441 | \$144,000 | 127 | \$18,000 | 343 | \$127,000 | 19,538 | \$3,181,000 | \$163 |
| Sydney | 12,412 | \$1,712,000 | 5,225 | \$280,000 | 81 | \$9,000 | 315 | \$55,000 | 76 | \$11,000 | 980 | \$324,000 | 12,749 | \$2,389,000 | \$187 |
| Tamworth Regional | 9,586 | \$1,292,000 | 1,035 | \$64,000 | 132 | \$14,000 | 465 | \$66,000 | 68 | \$9,000 | 271 | \$153,000 | 9,887 | \$1,597,000 | \$162 |
| Temora | 1,044 | \$144,000 | 384 | \$20,000 | 12 | \$2,000 | 57 | \$7,000 | <10 | n/a | 108 | \$45,000 | 1,081 | \$220,000 | \$203 |
| Tenterfield | 1,406 | \$196,000 | 60 | \$7,000 | <10 | n/a | 50 | \$7,000 | <10 | n/a | 28 | \$12,000 | 1,435 | \$223,000 | \$156 |
| The Hills Shire | 9,338 | \$1,264,000 | 3,924 | \$206,000 | 302 | \$42,000 | 772 | \$76,000 | 78 | \$10,000 | 130 | \$61,000 | 10,039 | \$1,659,000 | \$165 |
| Tweed | 17,039 | \$2,495,000 | 578 | \$66,000 | 167 | \$19,000 | 490 | \$66,000 | 99 | \$14,000 | 325 | \$121,000 | 17,356 | \$2,781,000 | \$160 |

NSW energy rebates summary report

| 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 | | 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 (\$) | | | |
| Unincorporated Nsw | 136 | \$19,000 | <10 | n/a | <10 | n/a | <10 | n/a | <10 | n/a | <10 | n/a | 139 | \$24,000 | \$171 |
| Upper Hunter Shire | 1,727 | \$241,000 | 20 | \$2,000 | 18 | \$3,000 | 68 | \$7,000 | 15 | \$2,000 | 60 | \$26,000 | 1,783 | \$282,000 | \$158 |
| Upper Lachlan Shire | 1,041 | \$140,000 | 144 | \$9,000 | 10 | n/a | 88 | \$18,000 | <10 | n/a | 17 | \$4,000 | 1,082 | \$173,000 | \$160 |
| Uralla | 980 | \$134,000 | 25 | \$3,000 | 16 | \$2,000 | 93 | \$14,000 | <10 | n/a | 51 | \$28,000 | 1,031 | \$182,000 | \$177 |
| Wagga Wagga | 8,139 | \$1,096,000 | 5,522 | \$253,000 | 100 | \$11,000 | 327 | \$45,000 | 57 | \$8,000 | 414 | \$190,000 | 8,375 | \$1,604,000 | \$191 |
| Walcha | 425 | \$59,000 | <10 | n/a | <10 | n/a | 35 | \$4,000 | <10 | n/a | <10 | n/a | 440 | \$69,000 | \$157 |
| Walgett | 818 | \$108,000 | 43 | \$5,000 | <10 | n/a | 22 | \$4,000 | <10 | n/a | 27 | \$22,000 | 844 | \$139,000 | \$165 |
| Warren | 396 | \$55,000 | <10 | n/a | <10 | n/a | 19 | \$2,000 | <10 | n/a | 32 | \$13,000 | 420 | \$71,000 | \$170 |
| Warrumbungle Shire | 1,707 | \$235,000 | 22 | \$3,000 | 15 | \$1,000 | 76 | \$11,000 | 13 | \$2,000 | 73 | \$28,000 | 1,745 | \$280,000 | \$160 |
| Waverley | 3,282 | \$458,000 | 1,535 | \$82,000 | 36 | \$4,000 | 118 | \$16,000 | 18 | \$3,000 | 117 | \$41,000 | 3,384 | \$605,000 | \$179 |
| Weddin | 719 | \$103,000 | 36 | \$4,000 | <10 | n/a | 37 | \$7,000 | <10 | n/a | <10 | n/a | 737 | \$117,000 | \$159 |
| Wentworth | 1,066 | \$140,000 | 17 | \$2,000 | <10 | n/a | 32 | \$5,000 | <10 | n/a | 14 | \$6,000 | 1,085 | \$154,000 | \$142 |
| Willoughby | 3,323 | \$442,000 | 1,814 | \$96,000 | 74 | \$10,000 | 152 | \$16,000 | 21 | \$2,000 | 58 | \$20,000 | 3,486 | \$585,000 | \$168 |
| Wingecarribee | 6,152 | \$861,000 | 3,745 | \$199,000 | 92 | \$12,000 | 365 | \$53,000 | 48 | \$7,000 | 162 | \$65,000 | 6,413 | \$1,197,000 | \$187 |
| Wollondilly | 4,517 | \$622,000 | 1,474 | \$79,000 | 111 | \$14,000 | 408 | \$53,000 | 29 | \$4,000 | 181 | \$82,000 | 4,837 | \$854,000 | \$177 |
| Wollongong | 29,304 | \$4,100,000 | 11,466 | \$628,000 | 456 | \$54,000 | 1,184 | \$144,000 | 182 | \$26,000 | 1,172 | \$448,000 | 30,249 | \$5,400,000 | \$179 |
| Woolahra | 1,967 | \$274,000 | 964 | \$50,000 | 20 | \$2,000 | 71 | \$9,000 | <10 | n/a | 47 | \$16,000 | 2,049 | \$354,000 | \$173 |
| Yass Valley | 1,417 | \$193,000 | 437 | \$23,000 | 21 | \$3,000 | 104 | \$11,000 | <10 | n/a | 37 | \$12,000 | 1,500 | \$243,000 | \$162 |

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

Table 16 Offer type, energy cost and uptake by local government area from July to December

| 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} (%) | LIHR uptake rate (%) ⁴ |
|-----------------------|--|---|---|---|-----------------------------------|
| Albury | 38.5 | 2.1 | 90% | 91% | 89% |
| Armidale Regional | 31.8 | 7.8 | 86% | n/a | 81% |
| Ballina | 34.7 | n/a | 87% | n/a | 85% |
| Balranald | 28.5 | n/a | 82% | n/a | 71% |
| Bathurst Regional | 35.3 | 3.1 | 89% | 95% | 79% |
| Bayside | 30.1 | 3.8 | 86% | 94% | 76% |
| Bega Valley | 31.4 | 10.1 | 84% | n/a | 83% |
| Bellingen | 35.4 | n/a | 87% | n/a | 76% |
| Berrigan | 31.5 | 3.2 | 89% | n/a | 89% |
| Blacktown | 28.0 | 4.0 | 89% | 94% | 75% |
| Bland | 32.2 | 2.9 | 86% | n/a | 79% |
| Blayney | 30.7 | 3.1 | 87% | n/a | 82% |
| Blue Mountains | 29.6 | 3.2 | 90% | 96% | 85% |
| Bogan | 28.9 | n/a | 84% | n/a | 80% |
| Bourke | 28.0 | n/a | 79% | n/a | 65% |
| Brewarrina | 27.8 | n/a | 78% | n/a | 65% |
| Broken Hill | 37.5 | n/a | 79% | n/a | 89% |
| Burwood | 30.0 | 3.4 | 86% | 95% | 73% |
| Byron | 36.0 | n/a | 85% | n/a | 63% |
| Cabonne | 32.7 | 2.7 | 87% | n/a | 79% |
| Camden | 29.1 | 4.1 | 90% | 96% | 72% |
| Campbelltown | 26.3 | 3.2 | 88% | 94% | 77% |
| Canada Bay | 30.3 | 3.6 | 86% | 94% | 81% |
| Canterbury-Bankstown | 30.4 | 3.7 | 88% | 95% | 73% |
| Carrathool | 31.1 | n/a | 83% | n/a | 76% |
| Central Coast | 30.2 | 4.2 | 89% | 89% | 83% |
| Central Darling | 29.6 | n/a | 77% | n/a | 66% |
| Cessnock | 29.4 | 3.8 | 91% | 95% | 80% |
| Clarence Valley | 35.7 | 4.6 | 87% | n/a | 81% |
| Cobar | 29.3 | n/a | 84% | n/a | 76% |

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 (%).

| 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} (%) | LIHR uptake rate (%) ⁴ |
|-------------------------------|--|---|---|---|-----------------------------------|
| Coffs Harbour | 36.2 | 4.0 | 88% | n/a | 81% |
| Coolamon | 30.7 | 3.6 | 88% | n/a | 83% |
| Coonamble | 30.2 | n/a | 84% | n/a | 70% |
| Cootamundra-Gundagai Regional | 36.3 | 3.0 | 87% | 94% | 85% |
| Cowra | 35.1 | 3.9 | 88% | n/a | 85% |
| Cumberland | 30.9 | 3.8 | 88% | 94% | 72% |
| Dubbo Regional | 31.6 | 3.2 | 87% | 92% | 79% |
| Dungog | 30.5 | 4.3 | 86% | n/a | 84% |
| Edward River | 28.7 | n/a | 85% | n/a | 84% |
| Eurobodalla | 32.3 | 3.7 | 84% | n/a | 87% |
| Fairfield | 28.8 | 3.7 | 86% | 94% | 71% |
| Federation | 31.9 | 3.1 | 90% | 92% | 91% |
| Forbes | 33.3 | 3.7 | 85% | n/a | 82% |
| Georges River | 28.5 | 3.5 | 88% | 95% | 78% |
| Gilgandra | 28.8 | n/a | 83% | n/a | 71% |
| Glen Innes Severn | 31.5 | n/a | 85% | n/a | 83% |
| Goulburn Mulwaree | 33.3 | 3.4 | 78% | 80% | 82% |
| Greater Hume Shire | 30.2 | 3.1 | 88% | n/a | 86% |
| Griffith | 28.6 | 3.1 | 85% | 94% | 79% |
| Gunnedah | 33.3 | n/a | 86% | n/a | 79% |
| Gwydir | 31.3 | n/a | 85% | n/a | 82% |
| Hawkesbury | 27.5 | 3.4 | 89% | n/a | 67% |
| Hay | 28.6 | n/a | 83% | n/a | 82% |
| Hilltops | 33.0 | 2.9 | 79% | 76% | 82% |
| Hornsby | 29.5 | 3.9 | 89% | 95% | 81% |
| Hunters Hill | 29.4 | 3.7 | 87% | n/a | 82% |
| Inner West | 32.8 | 3.7 | 83% | 93% | 74% |
| Inverell | 31.7 | 25.0 | 87% | n/a | 81% |
| Junee | 33.5 | 3.1 | 91% | n/a | 84% |
| Kempsey | 31.7 | 3.6 | 87% | n/a | 77% |
| Kiama | 26.7 | 4.7 | 86% | n/a | 91% |
| Ku-Ring-Gai | 28.9 | 3.6 | 89% | 96% | 84% |
| Kyogle | 35.2 | n/a | 84% | n/a | 69% |
| Lachlan | 29.0 | n/a | 81% | n/a | 72% |
| Lake Macquarie | 28.8 | 4.5 | 89% | 93% | 86% |
| Lane Cove | 30.8 | 3.3 | 87% | n/a | 83% |
| Leeton | 28.6 | 2.7 | 85% | n/a | 76% |
| Lismore | 35.7 | n/a | 87% | n/a | 74% |
| Lithgow | 26.7 | 2.9 | 89% | 94% | 82% |

| 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} (%) | LIHR uptake rate (%) ⁴ |
|------------------------------|--|---|---|---|-----------------------------------|
| Liverpool | 27.8 | 3.7 | 89% | 95% | 72% |
| Liverpool Plains | 32.0 | n/a | 86% | n/a | 79% |
| Lockhart | 32.4 | n/a | 88% | n/a | 85% |
| Maitland | 29.2 | 4.0 | 90% | 96% | 82% |
| Mid-Coast | 34.1 | 4.4 | 88% | 7% | 88% |
| Mid-Western Regional | 30.3 | n/a | 86% | n/a | 77% |
| Moree Plains | 27.6 | n/a | 84% | n/a | 73% |
| Mosman | 30.8 | 3.7 | 85% | n/a | 86% |
| Murray River | 32.5 | 2.0 | 89% | n/a | 92% |
| Murrumbidgee | 30.8 | n/a | 86% | n/a | 78% |
| Muswellbrook | 29.7 | n/a | 93% | n/a | 76% |
| Nambucca | 35.9 | n/a | 83% | n/a | 82% |
| Narrabri | 30.1 | n/a | 85% | n/a | 73% |
| Narrandera | 33.0 | 2.9 | 85% | n/a | 80% |
| Narromine | 30.5 | 3.8 | 85% | n/a | 75% |
| Newcastle | 29.9 | 4.4 | 88% | 95% | 81% |
| North Sydney | 32.6 | 4.2 | 87% | 94% | 80% |
| Northern Beaches | 30.5 | 3.8 | 88% | 95% | 85% |
| Oberon | 35.2 | 3.1 | 84% | n/a | 79% |
| Orange | 33.3 | 2.7 | 90% | 95% | 83% |
| Parkes | 34.1 | 3.6 | 84% | n/a | 79% |
| Parramatta | 29.4 | 3.5 | 89% | 95% | 78% |
| Penrith | 27.2 | 3.6 | 89% | 95% | 77% |
| Port Macquarie-Hastings | 35.7 | 4.2 | 87% | n/a | 89% |
| Port Stephens | 28.9 | 4.5 | 91% | 72% | 84% |
| Queanbeyan-Palerang Regional | 32.7 | 3.7 | 76% | 66% | 78% |
| Randwick | 32.7 | 4.0 | 86% | 94% | 81% |
| Richmond Valley | 33.6 | n/a | 85% | n/a | 80% |
| Ryde | 29.5 | 3.4 | 87% | 95% | 79% |
| Shellharbour | 28.4 | 3.7 | 87% | 93% | 82% |
| Shoalhaven | 26.8 | 4.0 | 84% | 17% | 87% |
| Singleton | 26.3 | 4.4 | 92% | n/a | 39% |
| Snowy Monaro Regional | 31.6 | 3.1 | 84% | n/a | 83% |
| Snowy Valleys | 30.9 | 3.7 | 86% | n/a | 84% |
| Strathfield | 31.4 | 3.6 | 88% | 95% | 64% |
| Sutherland Shire | 30.1 | 3.7 | 88% | 94% | 86% |
| Sydney | 35.8 | 4.5 | 84% | 94% | 73% |
| Tamworth Regional | 31.9 | 4.4 | 88% | 69% | 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 ³ (%) | Customer accounts on market offers for gas ^{2,3} (%) | LIHR uptake rate (%) ⁴ |
|-----------------------|--|---|---|---|-----------------------------------|
| Temora | 33.2 | 3.3 | 87% | n/a | 85% |
| Tenterfield | 35.5 | n/a | 81% | n/a | 76% |
| The Hills Shire | 27.2 | 3.2 | 90% | 96% | 81% |
| Tweed | 37.4 | 9.1 | 86% | n/a | 81% |
| Unincorporated Nsw | 36.2 | n/a | 79% | n/a | 74% |
| Upper Hunter Shire | 28.0 | n/a | 89% | n/a | 78% |
| Upper Lachlan Shire | 33.6 | 3.4 | 77% | n/a | 81% |
| Uralla | 29.1 | n/a | 87% | n/a | 80% |
| Wagga Wagga | 33.2 | 3.2 | 88% | 82% | 83% |
| Walcha | 33.3 | n/a | 80% | n/a | 77% |
| Walgett | 28.1 | n/a | 78% | n/a | 49% |
| Warren | 31.1 | n/a | 87% | n/a | 69% |
| Warrumbungle Shire | 31.5 | n/a | 83% | n/a | 74% |
| Waverley | 33.2 | 4.1 | 86% | 94% | 77% |
| Weddin | 29.6 | n/a | 85% | n/a | 84% |
| Wentworth | 30.0 | n/a | 86% | n/a | 79% |
| Willoughby | 30.4 | 3.8 | 87% | 94% | 76% |
| Wingecarribee | 29.9 | 2.9 | 90% | 95% | 83% |
| Wollondilly | 27.2 | 4.0 | 89% | 95% | 77% |
| Wollongong | 29.4 | 3.8 | 86% | 94% | 85% |
| Woollahra | 32.6 | 4.5 | 85% | n/a | 77% |
| Yass Valley | 33.1 | 3.4 | 82% | n/a | 79% |

Appendix C Detailed results by State Electoral District (SED)

Table 17 Rebate customer accounts and value by state electoral district from July to December 2018

| State Electoral District | Low Income Household Rebate | | All rebates | | | Estimated number of LIHR eligible customers ¹ | LIHR uptake rate (%) ² | Gas Rebate | | Family Energy Rebate | | Life Support Rebate | | Medical Energy Rebate | | Energy Account Payment Assistance | |
|--------------------------|-----------------------------|-------------------------|--------------------------------------|---|--|--|-----------------------------------|-----------------------|-------------------------|-----------------------|-------------------------|-----------------------|-------------------------|-----------------------|-------------------------|-----------------------------------|--------------------------|
| | Customer accounts (#) | Total rebate value (\$) | Total customer accounts ³ | Reported amount paid to customer accounts ⁴ (\$) | 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 (\$) |
| Albury | 13,656 | \$1,873,000 | 13,932 | \$2,493,000 | \$179 | 15,454 | 88% | 7,943 | \$379,000 | 148 | \$18,000 | 409 | \$61,000 | 76 | \$11,000 | 420 | \$151,000 |
| Auburn | 8,609 | \$1,181,000 | 8,954 | \$1,667,000 | \$186 | 12,771 | 67% | 4,653 | \$243,000 | 260 | \$26,000 | 223 | \$31,000 | 41 | \$6,000 | 590 | \$179,000 |
| Ballina | 11,128 | \$1,569,000 | 11,417 | \$1,750,000 | \$153 | 14,709 | 76% | 117 | \$14,000 | 113 | \$14,000 | 460 | \$54,000 | 67 | \$9,000 | 231 | \$88,000 |
| Balmain | 5,330 | \$740,000 | 5,493 | \$1,009,000 | \$184 | 6,901 | 77% | 2,772 | \$148,000 | 47 | \$5,000 | 186 | \$28,000 | 37 | \$5,000 | 247 | \$82,000 |
| Bankstown | 11,241 | \$1,547,000 | 11,633 | \$2,056,000 | \$177 | 15,535 | 72% | 4,062 | \$211,000 | 272 | \$24,000 | 419 | \$61,000 | 51 | \$7,000 | 613 | \$206,000 |
| Barwon | 12,607 | \$1,722,000 | 12,973 | \$2,157,000 | \$166 | 16,953 | 74% | 375 | \$45,000 | 98 | \$10,000 | 467 | \$75,000 | 53 | \$8,000 | 623 | \$297,000 |
| Bathurst | 11,757 | \$1,597,000 | 12,235 | \$2,326,000 | \$190 | 14,604 | 81% | 5,963 | \$303,000 | 157 | \$16,000 | 768 | \$116,000 | 63 | \$8,000 | 716 | \$287,000 |
| Baulkham Hills | 5,255 | \$717,000 | 5,612 | \$925,000 | \$165 | 6,400 | 82% | 1,956 | \$102,000 | 177 | \$25,000 | 378 | \$37,000 | 39 | \$5,000 | 85 | \$38,000 |
| Bega | 14,648 | \$2,068,000 | 14,986 | \$2,349,000 | \$157 | 17,233 | 85% | 446 | \$55,000 | 145 | \$15,000 | 591 | \$83,000 | 72 | \$10,000 | 355 | \$116,000 |
| Blacktown | 9,296 | \$1,287,000 | 9,750 | \$1,751,000 | \$180 | 12,087 | 77% | 3,746 | \$198,000 | 238 | \$32,000 | 480 | \$63,000 | 54 | \$8,000 | 457 | \$164,000 |
| Blue Mountains | 9,288 | \$1,278,000 | 9,705 | \$1,847,000 | \$190 | 10,998 | 84% | 4,827 | \$252,000 | 154 | \$20,000 | 558 | \$78,000 | 63 | \$8,000 | 602 | \$211,000 |
| Cabramatta | 10,519 | \$1,427,000 | 10,827 | \$1,832,000 | \$169 | 14,944 | 70% | 3,112 | \$166,000 | 114 | \$10,000 | 356 | \$49,000 | 40 | \$5,000 | 454 | \$175,000 |
| Camden | 6,580 | \$896,000 | 7,078 | \$1,280,000 | \$181 | 9,241 | 71% | 3,543 | \$187,000 | 232 | \$31,000 | 556 | \$62,000 | 46 | \$6,000 | 187 | \$99,000 |
| Campbelltown | 10,269 | \$1,449,000 | 10,732 | \$2,002,000 | \$187 | 13,292 | 77% | 3,483 | \$184,000 | 278 | \$27,000 | 597 | \$74,000 | 71 | \$11,000 | 652 | \$257,000 |
| Canterbury | 9,349 | \$1,265,000 | 9,610 | \$1,654,000 | \$172 | 12,719 | 74% | 4,581 | \$244,000 | 122 | \$14,000 | 368 | \$44,000 | 39 | \$5,000 | 222 | \$82,000 |
| Castle Hill | 4,317 | \$580,000 | 4,672 | \$779,000 | \$167 | 5,448 | 79% | 2,082 | \$109,000 | 143 | \$19,000 | 388 | \$38,000 | 37 | \$5,000 | 59 | \$28,000 |
| Cessnock | 11,539 | \$1,643,000 | 11,963 | \$2,093,000 | \$175 | 14,438 | 80% | 3,810 | \$206,000 | 282 | \$29,000 | 537 | \$72,000 | 97 | \$14,000 | 381 | \$129,000 |
| Charlestown | 10,315 | \$1,502,000 | 10,621 | \$1,890,000 | \$178 | 11,922 | 87% | 3,788 | \$207,000 | 187 | \$24,000 | 398 | \$57,000 | 93 | \$14,000 | 263 | \$86,000 |

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

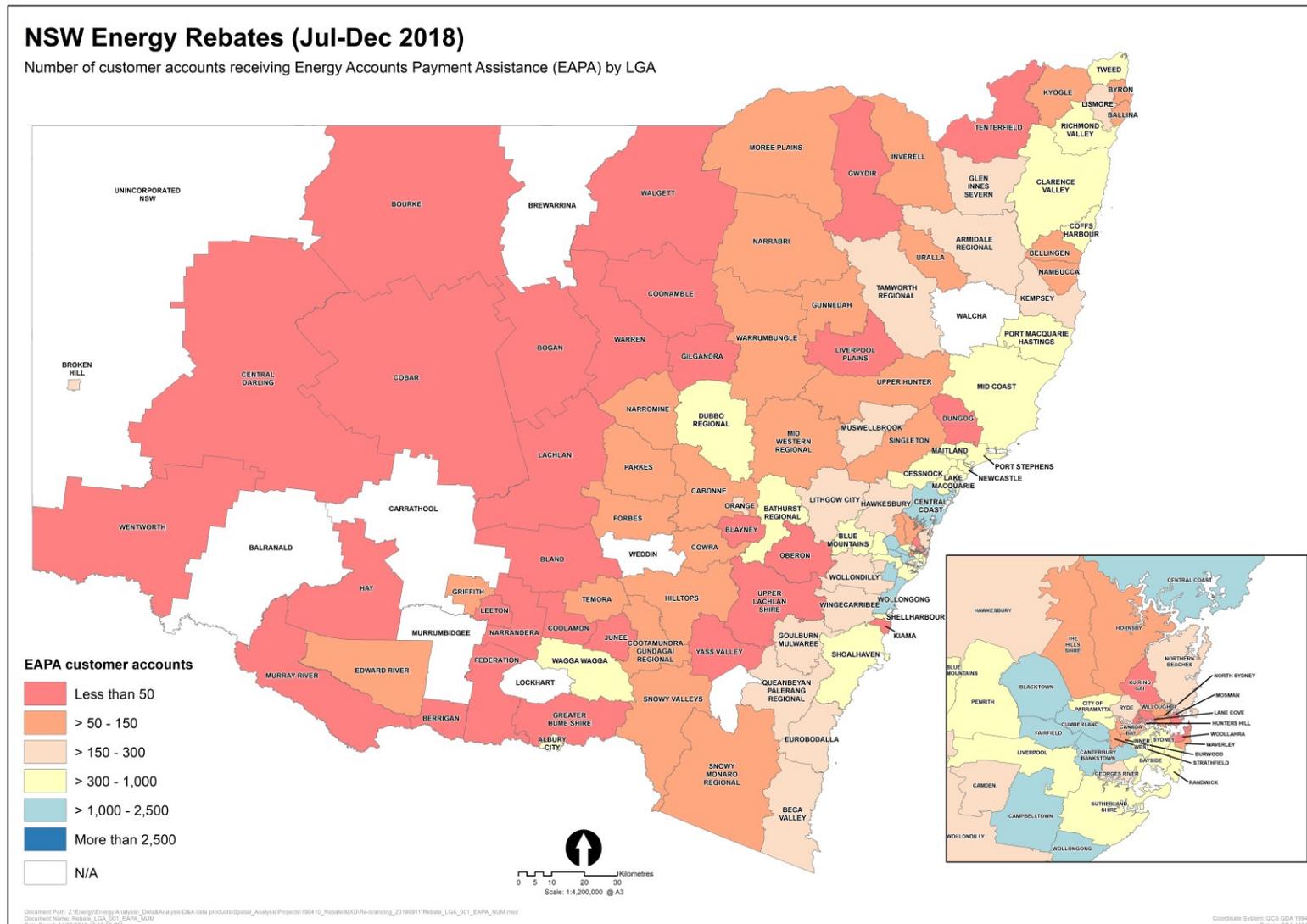
4 These rebates estimates are based on retailer reporting information and Departmental records for unsupplied customer applications.

| State Electoral District | Low Income Household Rebate | | All rebates | | | Estimated number of LIHR eligible customers ¹ | LIHR uptake rate (%) ² | Gas Rebate | | Family Energy Rebate | | Life Support Rebate | | Medical Energy Rebate | | Energy Account Payment Assistance | |
|--------------------------|-----------------------------|-------------------------|--------------------------------------|---|--|--|-----------------------------------|-----------------------|-------------------------|-----------------------|-------------------------|-----------------------|-------------------------|-----------------------|-------------------------|-----------------------------------|--------------------------|
| | Customer accounts (#) | Total rebate value (\$) | Total customer accounts ³ | Reported amount paid to customer accounts ⁴ (\$) | 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 (\$) |
| Clarence | 14,963 | \$2,142,000 | 15,376 | \$2,546,000 | \$166 | 18,608 | 80% | 283 | \$35,000 | 165 | \$16,000 | 696 | \$96,000 | 115 | \$17,000 | 606 | \$240,000 |
| Coffs Harbour | 12,770 | \$1,818,000 | 13,119 | \$2,120,000 | \$162 | 15,753 | 81% | 241 | \$30,000 | 217 | \$25,000 | 454 | \$79,000 | 127 | \$18,000 | 451 | \$150,000 |
| Coogee | 4,712 | \$655,000 | 4,874 | \$852,000 | \$175 | 5,866 | 80% | 2,212 | \$121,000 | 47 | \$6,000 | 173 | \$22,000 | 22 | \$3,000 | 144 | \$45,000 |
| Coolamundra | 12,570 | \$1,737,000 | 12,960 | \$2,272,000 | \$175 | 15,030 | 84% | 4,919 | \$260,000 | 154 | \$17,000 | 633 | \$87,000 | 55 | \$8,000 | 426 | \$163,000 |
| Cronulla | 6,362 | \$902,000 | 6,691 | \$1,107,000 | \$165 | 7,404 | 86% | 1,753 | \$96,000 | 88 | \$12,000 | 428 | \$45,000 | 35 | \$5,000 | 124 | \$46,000 |
| Davidson | 3,877 | \$543,000 | 4,129 | \$704,000 | \$170 | 4,549 | 85% | 1,990 | \$105,000 | 68 | \$10,000 | 312 | \$35,000 | 32 | \$4,000 | 19 | \$7,000 |
| Drummoyne | 5,364 | \$763,000 | 5,576 | \$1,003,000 | \$180 | 6,618 | 81% | 3,086 | \$165,000 | 80 | \$10,000 | 266 | \$31,000 | 23 | \$3,000 | 101 | \$31,000 |
| Dubbo | 10,631 | \$1,436,000 | 11,045 | \$1,920,000 | \$174 | 13,680 | 78% | 2,189 | \$124,000 | 163 | \$17,000 | 502 | \$72,000 | 47 | \$6,000 | 554 | \$265,000 |
| East Hills | 8,892 | \$1,215,000 | 9,283 | \$1,568,000 | \$169 | 11,353 | 78% | 3,011 | \$159,000 | 178 | \$21,000 | 565 | \$73,000 | 57 | \$8,000 | 286 | \$91,000 |
| Epping | 4,673 | \$643,000 | 5,005 | \$835,000 | \$167 | 5,651 | 83% | 2,105 | \$111,000 | 174 | \$24,000 | 326 | \$30,000 | 43 | \$6,000 | 52 | \$20,000 |
| Fairfield | 13,307 | \$1,804,000 | 13,719 | \$2,490,000 | \$181 | 18,917 | 70% | 4,159 | \$218,000 | 153 | \$12,000 | 338 | \$52,000 | 44 | \$6,000 | 1,132 | \$398,000 |
| Gosford | 12,379 | \$1,689,000 | 12,839 | \$2,157,000 | \$168 | 14,738 | 84% | 2,374 | \$134,000 | 209 | \$25,000 | 685 | \$88,000 | 164 | \$23,000 | 534 | \$198,000 |
| Goulburn | 9,799 | \$1,333,000 | 10,185 | \$1,797,000 | \$176 | 12,186 | 80% | 4,498 | \$238,000 | 117 | \$15,000 | 596 | \$107,000 | 60 | \$8,000 | 338 | \$96,000 |
| Granville | 10,465 | \$1,415,000 | 10,842 | \$1,967,000 | \$181 | 14,243 | 73% | 4,956 | \$258,000 | 244 | \$24,000 | 344 | \$52,000 | 50 | \$7,000 | 675 | \$211,000 |
| Hawkesbury | 6,445 | \$876,000 | 6,852 | \$1,115,000 | \$163 | 9,513 | 68% | 951 | \$52,000 | 160 | \$20,000 | 522 | \$55,000 | 46 | \$6,000 | 205 | \$106,000 |
| Heathcote | 6,040 | \$851,000 | 6,432 | \$1,028,000 | \$160 | 7,087 | 85% | 1,139 | \$66,000 | 111 | \$16,000 | 559 | \$54,000 | 52 | \$7,000 | 86 | \$34,000 |
| Heffron | 7,434 | \$1,038,000 | 7,647 | \$1,421,000 | \$186 | 9,742 | 76% | 3,580 | \$193,000 | 91 | \$12,000 | 251 | \$43,000 | 36 | \$5,000 | 423 | \$130,000 |
| Holsworthy | 8,818 | \$1,181,000 | 9,213 | \$1,574,000 | \$171 | 11,851 | 74% | 3,047 | \$159,000 | 212 | \$24,000 | 445 | \$58,000 | 39 | \$5,000 | 388 | \$147,000 |
| Hornsby | 5,446 | \$752,000 | 5,789 | \$936,000 | \$162 | 6,849 | 80% | 1,585 | \$86,000 | 194 | \$27,000 | 327 | \$33,000 | 46 | \$6,000 | 89 | \$32,000 |
| Keira | 10,541 | \$1,490,000 | 10,857 | \$1,940,000 | \$179 | 12,260 | 86% | 4,547 | \$249,000 | 142 | \$18,000 | 402 | \$49,000 | 74 | \$10,000 | 389 | \$123,000 |
| Kiama | 11,021 | \$1,553,000 | 11,404 | \$1,942,000 | \$170 | 12,867 | 86% | 2,444 | \$162,000 | 145 | \$17,000 | 643 | \$83,000 | 86 | \$13,000 | 298 | \$116,000 |
| Kogarah | 8,018 | \$1,107,000 | 8,357 | \$1,466,000 | \$175 | 10,731 | 75% | 3,726 | \$197,000 | 194 | \$23,000 | 407 | \$54,000 | 48 | \$6,000 | 205 | \$79,000 |
| Ku-Ring-Gai | 4,051 | \$565,000 | 4,306 | \$728,000 | \$169 | 4,810 | 84% | 1,900 | \$103,000 | 98 | \$13,000 | 284 | \$31,000 | 26 | \$3,000 | 40 | \$13,000 |
| Lake Macquarie | 11,925 | \$1,723,000 | 12,403 | \$2,103,000 | \$170 | 14,019 | 85% | 2,032 | \$121,000 | 276 | \$31,000 | 653 | \$85,000 | 122 | \$18,000 | 352 | \$125,000 |
| Lakemba | 11,127 | \$1,516,000 | 11,499 | \$2,052,000 | \$178 | 15,779 | 71% | 4,988 | \$261,000 | 304 | \$24,000 | 388 | \$58,000 | 52 | \$7,000 | 548 | \$187,000 |

| State Electoral District | Low Income Household Rebate | | All rebates | | | Estimated number of LIHR eligible customers ¹ | LIHR uptake rate (%) ² | Gas Rebate | | Family Energy Rebate | | Life Support Rebate | | Medical Energy Rebate | | Energy Account Payment Assistance | |
|--------------------------|-----------------------------|-------------------------|--------------------------------------|---|--|--|-----------------------------------|-----------------------|-------------------------|-----------------------|-------------------------|-----------------------|-------------------------|-----------------------|-------------------------|-----------------------------------|--------------------------|
| | Customer accounts (#) | Total rebate value (\$) | Total customer accounts ³ | Reported amount paid to customer accounts ⁴ (\$) | 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 (\$) |
| Lane Cove | 4,724 | \$631,000 | 4,937 | \$818,000 | \$166 | 5,872 | 80% | 2,047 | \$109,000 | 72 | \$9,000 | 216 | \$27,000 | 29 | \$3,000 | 116 | \$39,000 |
| Lismore | 12,628 | \$1,747,000 | 13,037 | \$2,029,000 | \$156 | 17,425 | 72% | 148 | \$19,000 | 187 | \$20,000 | 530 | \$61,000 | 85 | \$11,000 | 405 | \$171,000 |
| Liverpool | 10,935 | \$1,461,000 | 11,305 | \$1,993,000 | \$176 | 15,269 | 72% | 4,740 | \$251,000 | 210 | \$19,000 | 447 | \$65,000 | 59 | \$8,000 | 479 | \$189,000 |
| Londonderry | 11,942 | \$1,615,000 | 12,535 | \$2,269,000 | \$181 | 15,641 | 76% | 4,124 | \$214,000 | 383 | \$41,000 | 627 | \$89,000 | 55 | \$7,000 | 686 | \$302,000 |
| Macquarie Fields | 9,818 | \$1,326,000 | 10,341 | \$1,829,000 | \$177 | 13,075 | 75% | 3,292 | \$169,000 | 309 | \$37,000 | 570 | \$74,000 | 68 | \$9,000 | 592 | \$213,000 |
| Maitland | 10,606 | \$1,522,000 | 11,021 | \$1,983,000 | \$180 | 12,992 | 82% | 4,324 | \$227,000 | 256 | \$28,000 | 503 | \$65,000 | 84 | \$12,000 | 340 | \$129,000 |
| Manly | 4,308 | \$604,000 | 4,463 | \$792,000 | \$177 | 5,170 | 83% | 2,186 | \$120,000 | 72 | \$9,000 | 196 | \$31,000 | 24 | \$3,000 | 88 | \$25,000 |
| Maroubra | 7,917 | \$1,086,000 | 8,147 | \$1,434,000 | \$176 | 9,800 | 81% | 3,276 | \$176,000 | 76 | \$9,000 | 328 | \$48,000 | 52 | \$7,000 | 384 | \$109,000 |
| Miranda | 6,475 | \$925,000 | 6,842 | \$1,113,000 | \$163 | 7,513 | 86% | 1,308 | \$72,000 | 98 | \$14,000 | 484 | \$47,000 | 46 | \$7,000 | 138 | \$48,000 |
| Monaro | 6,984 | \$946,000 | 7,285 | \$1,207,000 | \$166 | 8,759 | 80% | 1,976 | \$103,000 | 106 | \$14,000 | 385 | \$52,000 | 33 | \$5,000 | 271 | \$88,000 |
| Mount Druitt | 10,252 | \$1,377,000 | 10,854 | \$2,039,000 | \$188 | 13,940 | 74% | 4,799 | \$253,000 | 576 | \$59,000 | 470 | \$65,000 | 39 | \$5,000 | 697 | \$279,000 |
| Mulgoa | 5,697 | \$771,000 | 6,110 | \$1,096,000 | \$179 | 8,138 | 70% | 2,959 | \$157,000 | 206 | \$29,000 | 459 | \$54,000 | 42 | \$6,000 | 166 | \$79,000 |
| Murray | 11,879 | \$1,607,000 | 12,169 | \$2,012,000 | \$165 | 14,480 | 82% | 3,214 | \$168,000 | 120 | \$14,000 | 401 | \$62,000 | 69 | \$10,000 | 352 | \$152,000 |
| Myall Lakes | 17,187 | \$2,408,000 | 17,589 | \$2,759,000 | \$157 | 19,679 | 87% | 791 | \$101,000 | 209 | \$19,000 | 761 | \$96,000 | 78 | \$10,000 | 358 | \$125,000 |
| Newcastle | 9,565 | \$1,369,000 | 9,849 | \$1,800,000 | \$183 | 12,133 | 79% | 4,623 | \$251,000 | 126 | \$15,000 | 321 | \$44,000 | 55 | \$8,000 | 364 | \$113,000 |
| Newtown | 5,391 | \$738,000 | 5,521 | \$1,036,000 | \$188 | 7,580 | 71% | 2,365 | \$127,000 | 27 | \$3,000 | 138 | \$21,000 | 31 | \$5,000 | 416 | \$144,000 |
| North Shore | 3,314 | \$467,000 | 3,449 | \$604,000 | \$175 | 4,044 | 82% | 1,584 | \$87,000 | 32 | \$4,000 | 139 | \$15,000 | 23 | \$3,000 | 74 | \$27,000 |
| Northern Tablelands | 12,491 | \$1,681,000 | 13,032 | \$2,219,000 | \$170 | 15,598 | 80% | 327 | \$41,000 | 150 | \$16,000 | 825 | \$120,000 | 56 | \$7,000 | 727 | \$354,000 |
| Oatley | 7,604 | \$1,075,000 | 7,971 | \$1,371,000 | \$172 | 9,529 | 80% | 2,992 | \$163,000 | 122 | \$15,000 | 481 | \$56,000 | 50 | \$7,000 | 158 | \$55,000 |
| Orange | 11,070 | \$1,507,000 | 11,545 | \$2,079,000 | \$180 | 13,635 | 81% | 4,475 | \$228,000 | 173 | \$19,000 | 651 | \$102,000 | 57 | \$8,000 | 523 | \$215,000 |
| Oxley | 15,124 | \$2,135,000 | 15,496 | \$2,484,000 | \$160 | 19,290 | 78% | 369 | \$46,000 | 163 | \$14,000 | 607 | \$88,000 | 90 | \$13,000 | 476 | \$187,000 |
| Parramatta | 8,879 | \$1,207,000 | 9,313 | \$1,614,000 | \$173 | 11,661 | 76% | 3,482 | \$180,000 | 277 | \$34,000 | 354 | \$43,000 | 39 | \$5,000 | 421 | \$145,000 |
| Penrith | 9,323 | \$1,267,000 | 9,851 | \$1,696,000 | \$172 | 11,634 | 80% | 2,046 | \$109,000 | 244 | \$29,000 | 644 | \$79,000 | 66 | \$10,000 | 443 | \$202,000 |
| Pittwater | 4,910 | \$674,000 | 5,106 | \$864,000 | \$169 | 5,836 | 84% | 2,365 | \$128,000 | 46 | \$7,000 | 253 | \$38,000 | 35 | \$4,000 | 34 | \$11,000 |
| Port Macquarie | 16,020 | \$2,284,000 | 16,424 | \$2,658,000 | \$162 | 17,737 | 90% | 740 | \$91,000 | 198 | \$23,000 | 711 | \$92,000 | 136 | \$20,000 | 419 | \$149,000 |

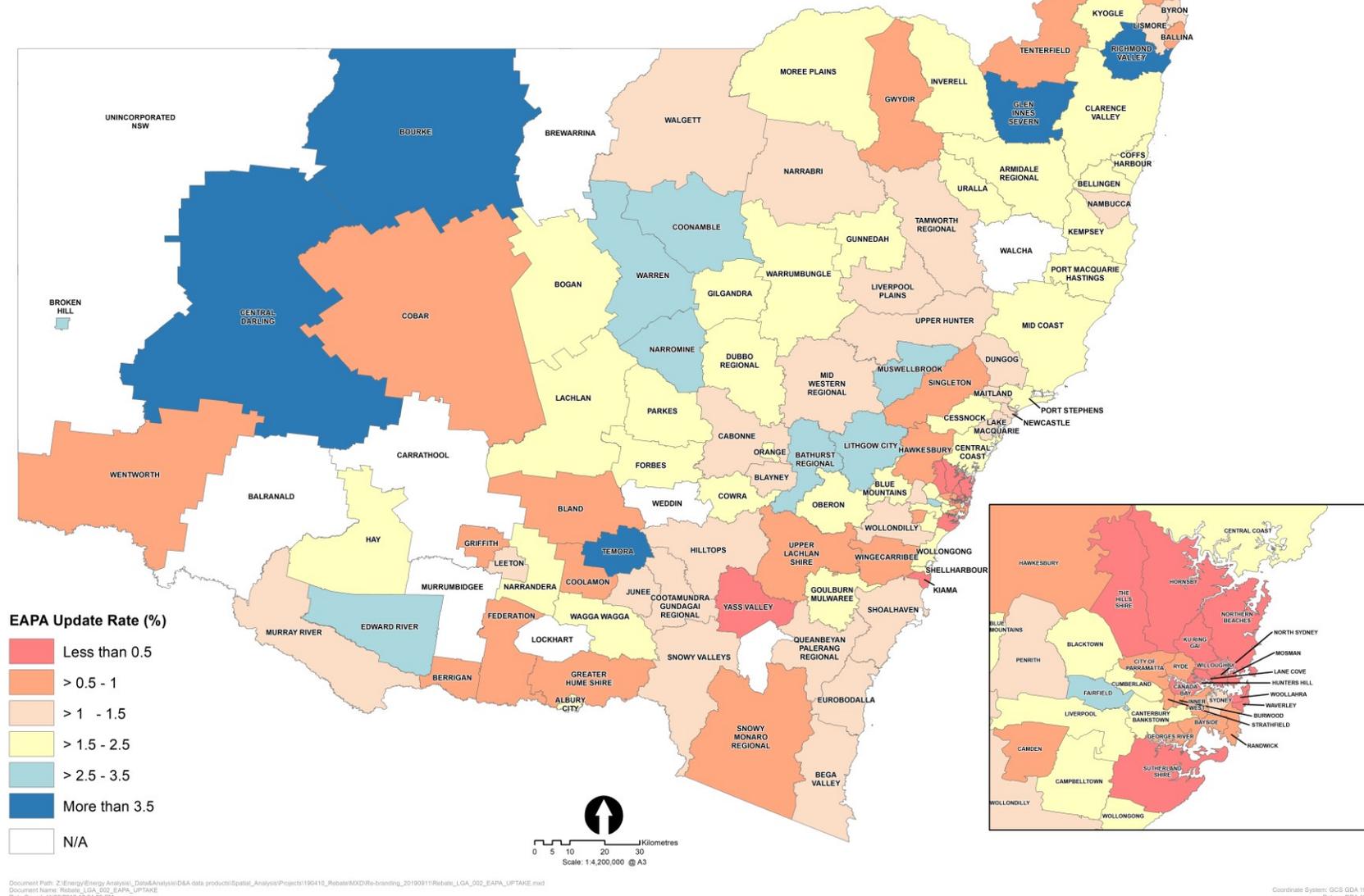
| State Electoral District | Low Income Household Rebate | | All rebates | | | Estimated number of LIHR eligible customers ¹ | LIHR uptake rate (%) ² | Gas Rebate | | Family Energy Rebate | | Life Support Rebate | | Medical Energy Rebate | | Energy Account Payment Assistance | |
|--------------------------|-----------------------------|-------------------------|--------------------------------------|---|--|--|-----------------------------------|-----------------------|-------------------------|-----------------------|-------------------------|-----------------------|-------------------------|-----------------------|-------------------------|-----------------------------------|--------------------------|
| | Customer accounts (#) | Total rebate value (\$) | Total customer accounts ³ | Reported amount paid to customer accounts ⁴ (\$) | 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 (\$) |
| Port Stephens | 12,703 | \$1,743,000 | 13,089 | \$2,087,000 | \$159 | 15,013 | 85% | 850 | \$64,000 | 150 | \$17,000 | 590 | \$68,000 | 113 | \$15,000 | 475 | \$179,000 |
| Prospect | 9,183 | \$1,259,000 | 9,567 | \$1,676,000 | \$175 | 12,051 | 76% | 3,055 | \$160,000 | 164 | \$21,000 | 438 | \$54,000 | 46 | \$6,000 | 452 | \$176,000 |
| Riverstone | 5,124 | \$694,000 | 5,544 | \$991,000 | \$179 | 7,171 | 71% | 2,888 | \$156,000 | 240 | \$35,000 | 407 | \$46,000 | 33 | \$5,000 | 127 | \$56,000 |
| Rockdale | 7,789 | \$1,097,000 | 8,080 | \$1,440,000 | \$178 | 10,210 | 76% | 3,484 | \$181,000 | 136 | \$17,000 | 354 | \$49,000 | 44 | \$6,000 | 240 | \$90,000 |
| Ryde | 6,674 | \$912,000 | 7,020 | \$1,196,000 | \$170 | 8,504 | 78% | 2,858 | \$152,000 | 182 | \$25,000 | 322 | \$33,000 | 56 | \$8,000 | 205 | \$65,000 |
| Seven Hills | 8,560 | \$1,167,000 | 8,975 | \$1,522,000 | \$170 | 10,292 | 83% | 2,866 | \$152,000 | 192 | \$26,000 | 502 | \$56,000 | 67 | \$9,000 | 286 | \$111,000 |
| Shellharbour | 12,700 | \$1,824,000 | 13,169 | \$2,483,000 | \$189 | 15,254 | 83% | 6,271 | \$351,000 | 239 | \$28,000 | 629 | \$79,000 | 69 | \$10,000 | 448 | \$190,000 |
| South Coast | 14,221 | \$2,026,000 | 14,605 | \$2,393,000 | \$164 | 16,295 | 87% | 1,280 | \$138,000 | 167 | \$18,000 | 774 | \$111,000 | 108 | \$15,000 | 259 | \$85,000 |
| Strathfield | 6,311 | \$885,000 | 6,588 | \$1,172,000 | \$178 | 9,054 | 70% | 3,422 | \$182,000 | 164 | \$18,000 | 274 | \$32,000 | 34 | \$5,000 | 160 | \$51,000 |
| Summer Hill | 6,684 | \$941,000 | 6,896 | \$1,243,000 | \$180 | 9,099 | 73% | 3,155 | \$170,000 | 80 | \$9,000 | 265 | \$33,000 | 29 | \$4,000 | 230 | \$85,000 |
| Swansea | 11,949 | \$1,772,000 | 12,347 | \$2,250,000 | \$182 | 14,004 | 85% | 2,748 | \$175,000 | 245 | \$27,000 | 605 | \$85,000 | 168 | \$25,000 | 430 | \$167,000 |
| Sydney | 4,025 | \$554,000 | 4,144 | \$746,000 | \$180 | 5,796 | 69% | 1,646 | \$88,000 | 26 | \$2,000 | 103 | \$18,000 | 33 | \$4,000 | 228 | \$80,000 |
| Tamworth | 12,250 | \$1,656,000 | 12,635 | \$2,041,000 | \$162 | 15,382 | 80% | 1,102 | \$72,000 | 161 | \$17,000 | 626 | \$89,000 | 78 | \$10,000 | 360 | \$196,000 |
| Terrigal | 9,456 | \$1,348,000 | 9,928 | \$1,713,000 | \$173 | 11,205 | 84% | 2,692 | \$155,000 | 247 | \$28,000 | 575 | \$68,000 | 125 | \$18,000 | 262 | \$96,000 |
| The Entrance | 11,449 | \$1,601,000 | 11,955 | \$2,167,000 | \$181 | 13,647 | 84% | 3,544 | \$195,000 | 301 | \$35,000 | 641 | \$87,000 | 132 | \$18,000 | 572 | \$230,000 |
| Tweed | 14,582 | \$2,158,000 | 14,828 | \$2,387,000 | \$161 | 17,363 | 84% | 560 | \$64,000 | 135 | \$15,000 | 399 | \$55,000 | 84 | \$12,000 | 229 | \$83,000 |
| Upper Hunter | 9,813 | \$1,325,000 | 10,185 | \$1,629,000 | \$160 | 15,333 | 64% | 335 | \$23,000 | 118 | \$12,000 | 456 | \$51,000 | 78 | \$10,000 | 455 | \$207,000 |
| Vaucluse | 3,237 | \$454,000 | 3,368 | \$598,000 | \$177 | 4,214 | 77% | 1,550 | \$82,000 | 38 | \$4,000 | 126 | \$18,000 | 18 | \$3,000 | 100 | \$36,000 |
| Wagga Wagga | 10,446 | \$1,415,000 | 10,733 | \$2,002,000 | \$186 | 12,481 | 84% | 5,958 | \$276,000 | 118 | \$13,000 | 410 | \$56,000 | 70 | \$10,000 | 496 | \$232,000 |
| Wakehurst | 5,836 | \$826,000 | 6,066 | \$1,061,000 | \$175 | 6,943 | 84% | 2,655 | \$144,000 | 101 | \$13,000 | 275 | \$41,000 | 34 | \$5,000 | 110 | \$32,000 |
| Wallsend | 11,019 | \$1,558,000 | 11,391 | \$2,072,000 | \$182 | 13,411 | 82% | 4,705 | \$251,000 | 222 | \$27,000 | 473 | \$60,000 | 113 | \$16,000 | 421 | \$160,000 |
| Willoughby | 3,768 | \$509,000 | 3,945 | \$672,000 | \$170 | 4,895 | 77% | 2,063 | \$109,000 | 80 | \$10,000 | 171 | \$19,000 | 23 | \$3,000 | 62 | \$21,000 |
| Wollondilly | 7,907 | \$1,096,000 | 8,370 | \$1,522,000 | \$182 | 9,824 | 80% | 3,676 | \$196,000 | 154 | \$20,000 | 638 | \$86,000 | 59 | \$9,000 | 274 | \$116,000 |
| Wollongong | 13,149 | \$1,822,000 | 13,530 | \$2,412,000 | \$178 | 15,785 | 83% | 4,514 | \$245,000 | 176 | \$18,000 | 453 | \$58,000 | 65 | \$10,000 | 643 | \$258,000 |
| Wyong | 13,571 | \$1,964,000 | 14,118 | \$2,646,000 | \$187 | 16,496 | 82% | 3,434 | \$222,000 | 358 | \$37,000 | 842 | \$132,000 | 185 | \$26,000 | 662 | \$265,000 |

Appendix D Maps - NSW Energy Rebates by LGA



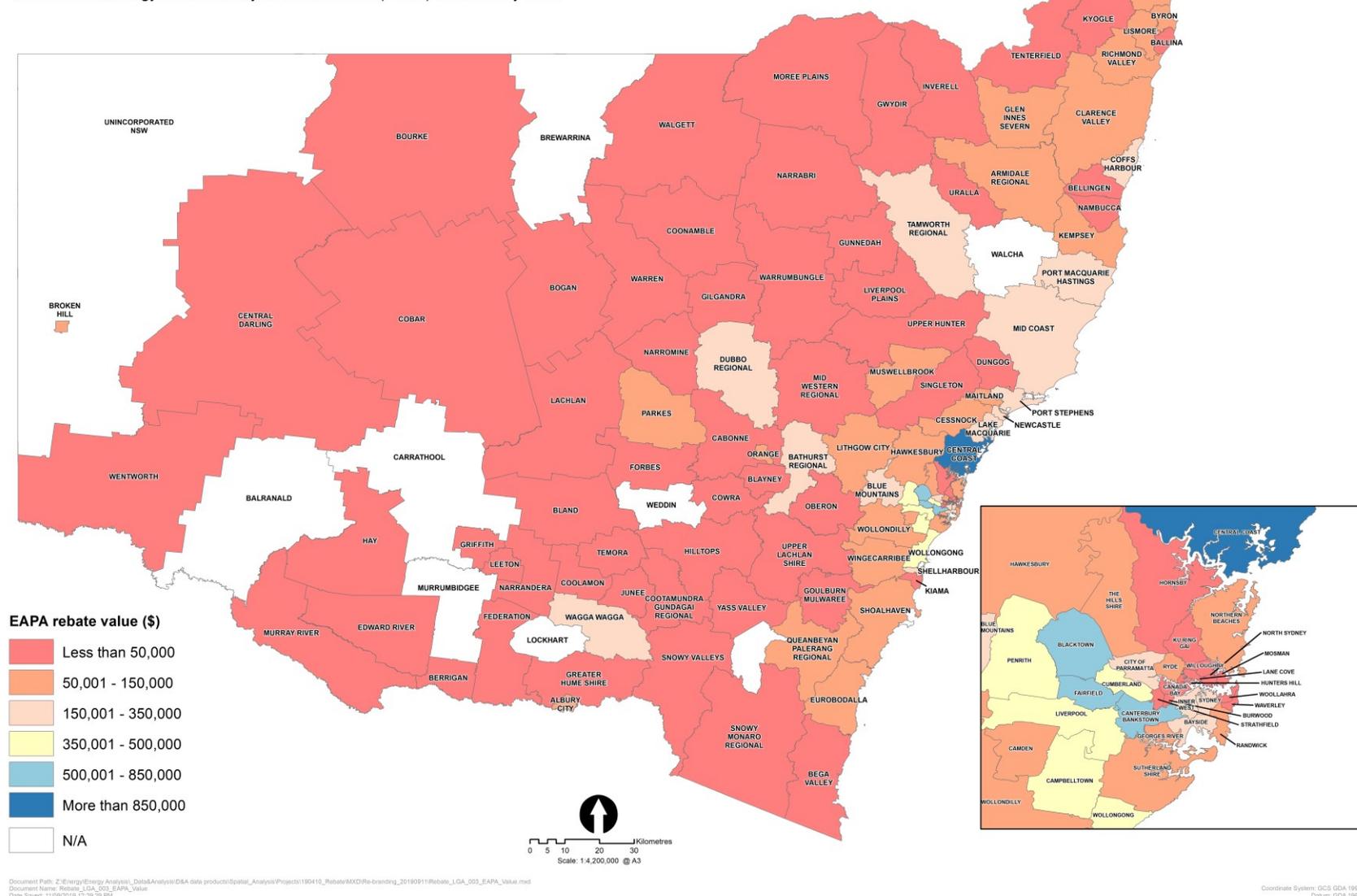
NSW Energy Rebates (Jul-Dec 2018)

Energy Accounts Payment Assistance (EAPA) uptake rate (unique customers receiving EAPA as a proportion of total households)



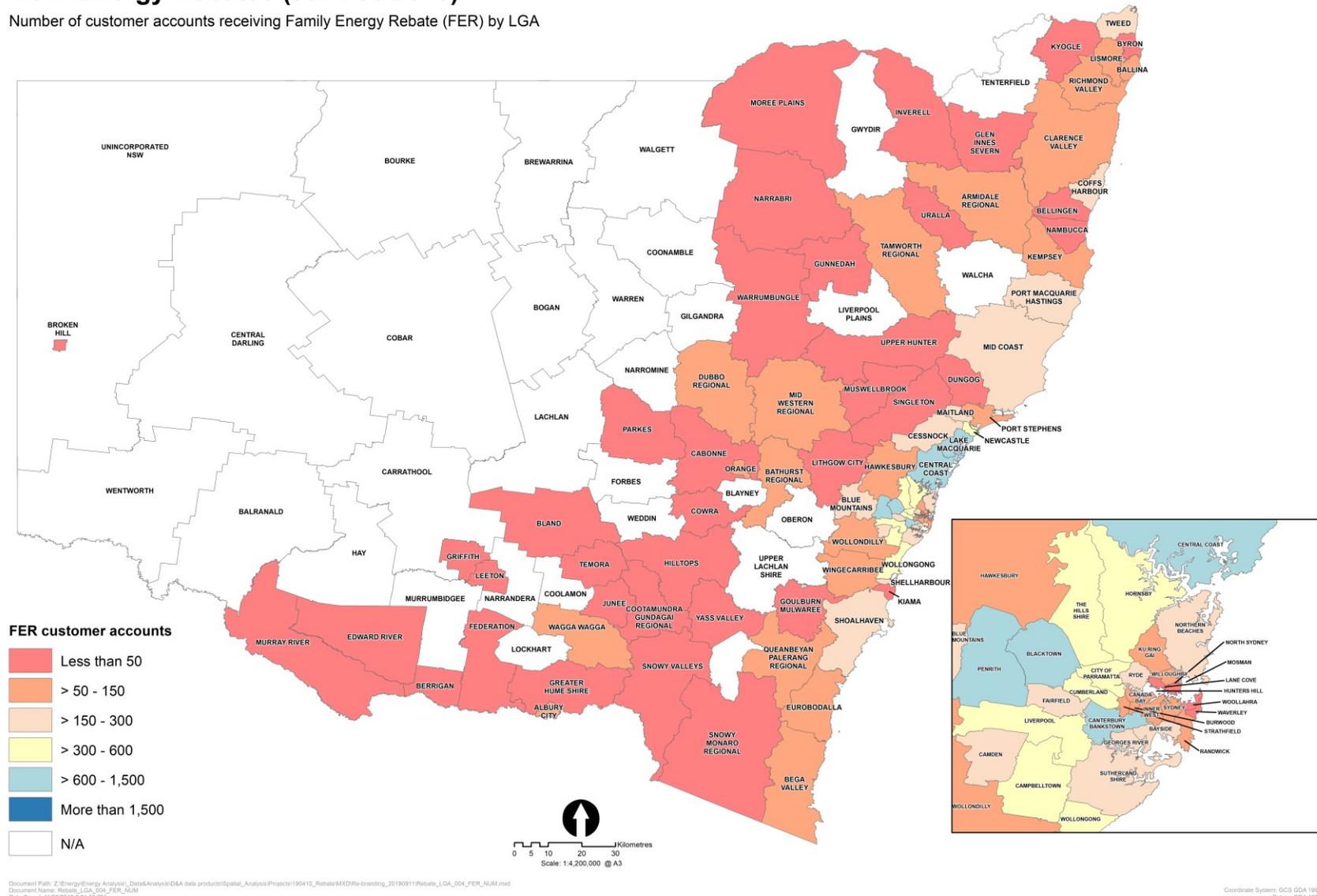
NSW Energy Rebates (Jul-Dec 2018)

Total value of Energy Accounts Payment Assistance (EAPA) vouchers by LGA



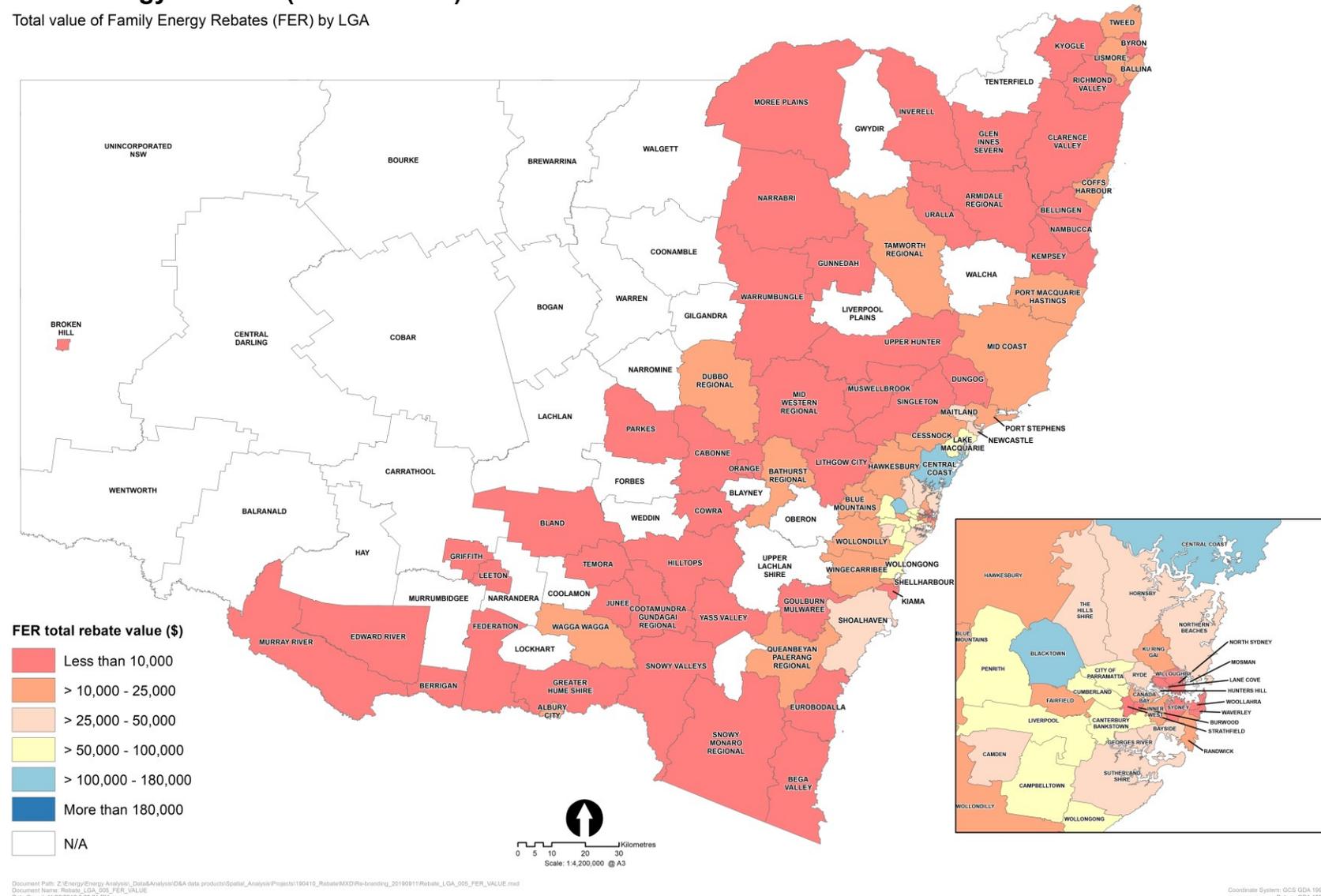
NSW Energy Rebates (Jul-Dec 2018)

Number of customer accounts receiving Family Energy Rebate (FER) by LGA



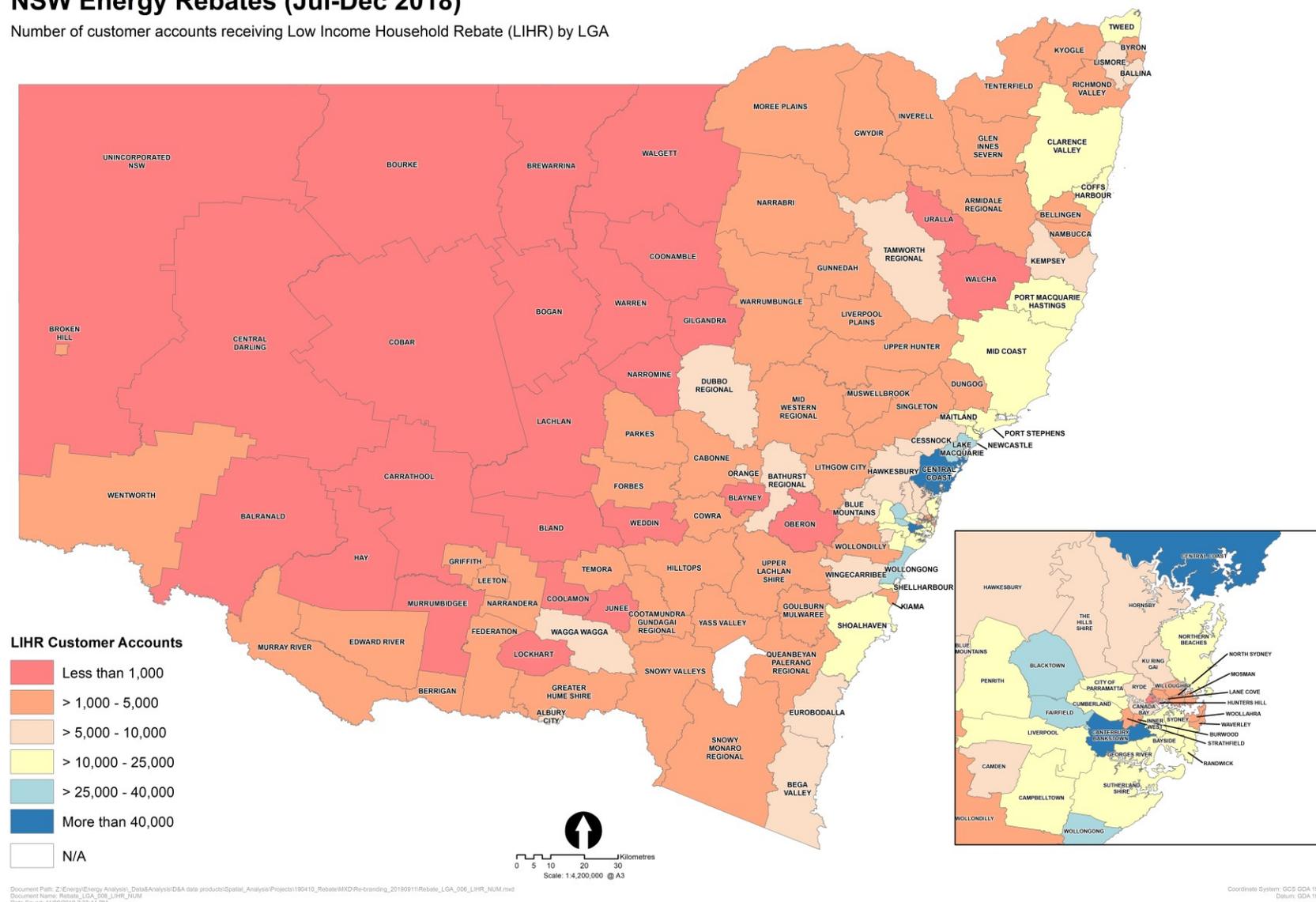
NSW Energy Rebates (Jul-Dec 2018)

Total value of Family Energy Rebates (FER) by LGA



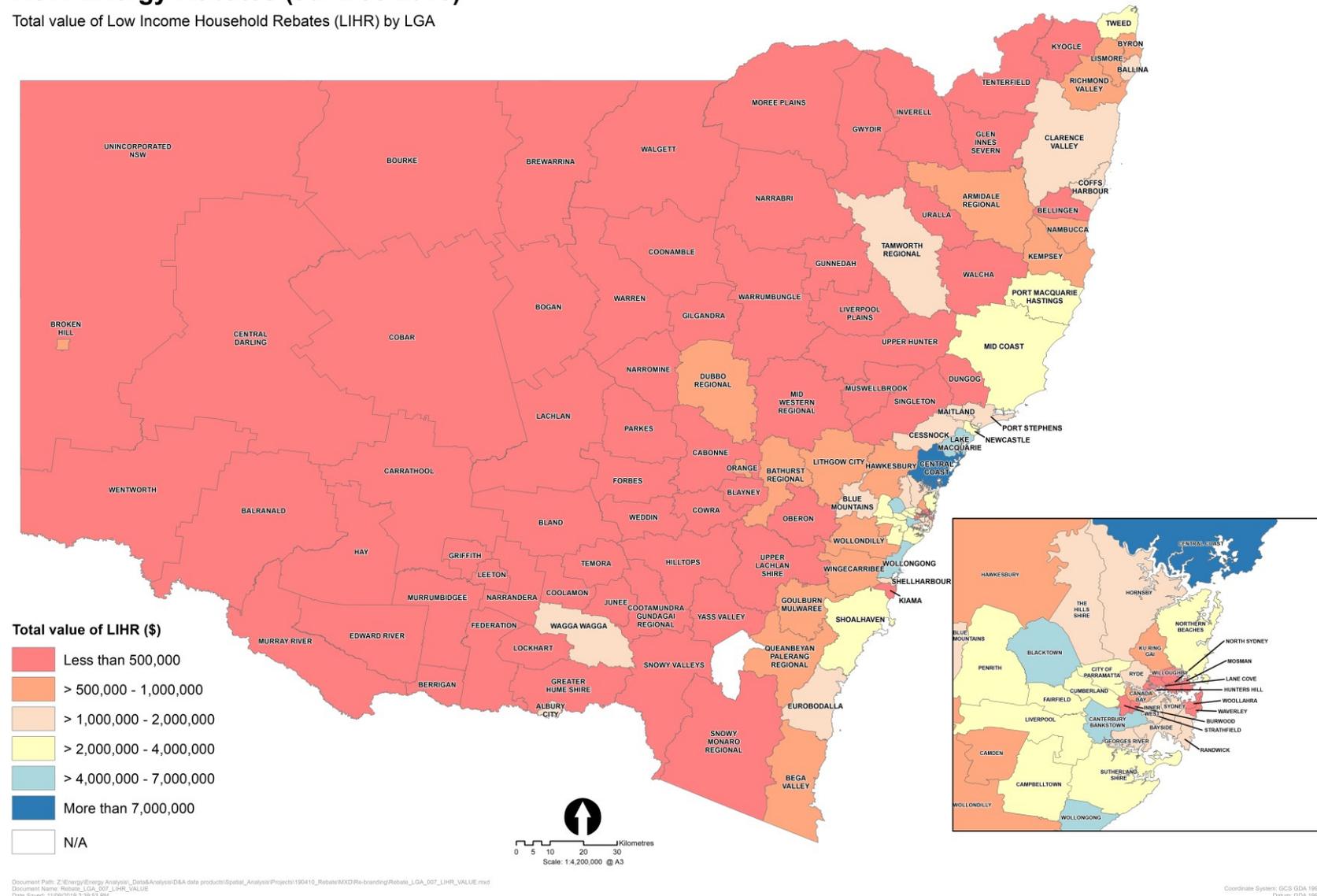
NSW Energy Rebates (Jul-Dec 2018)

Number of customer accounts receiving Low Income Household Rebate (LIHR) by LGA



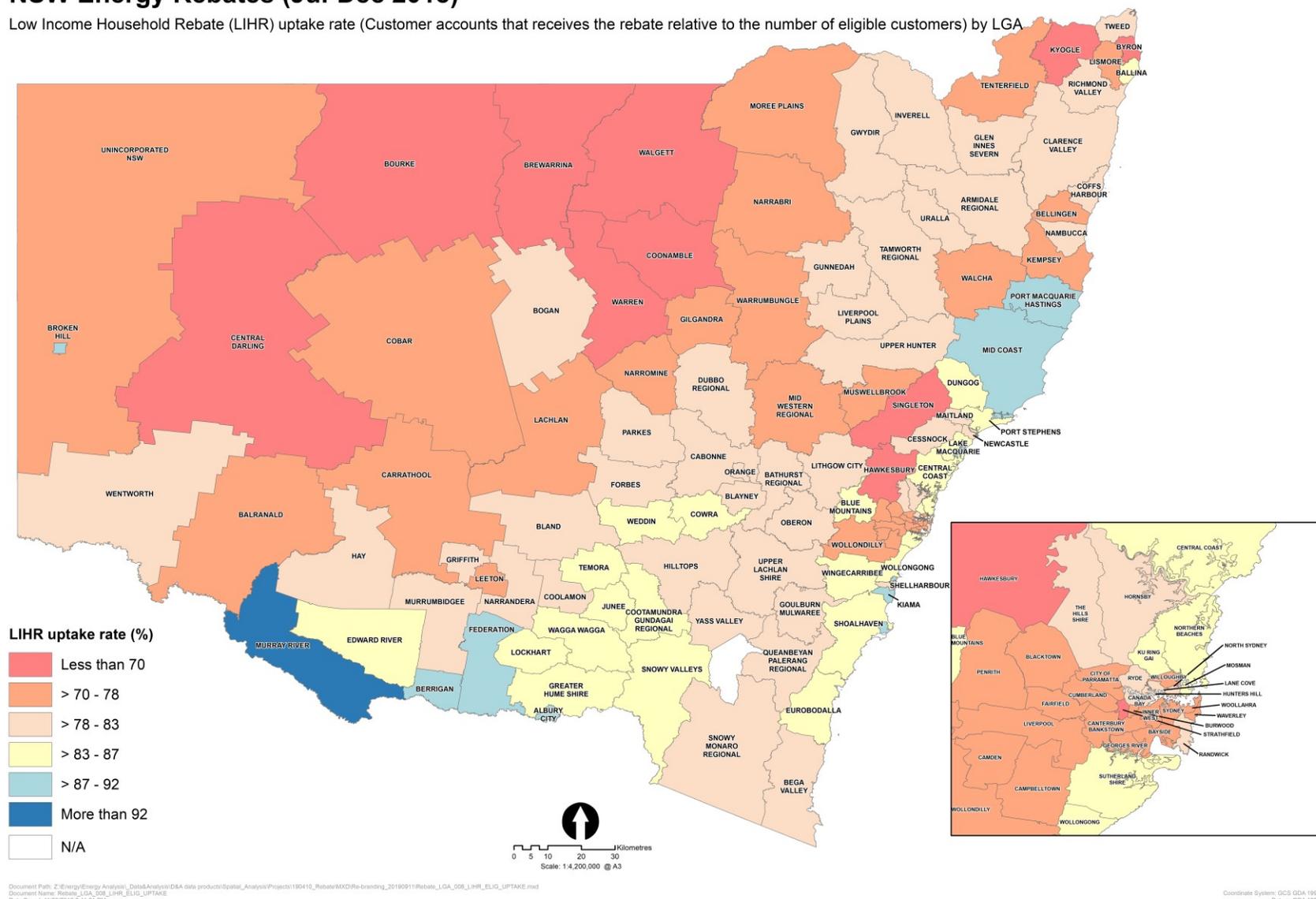
NSW Energy Rebates (Jul-Dec 2018)

Total value of Low Income Household Rebates (LIHR) by LGA



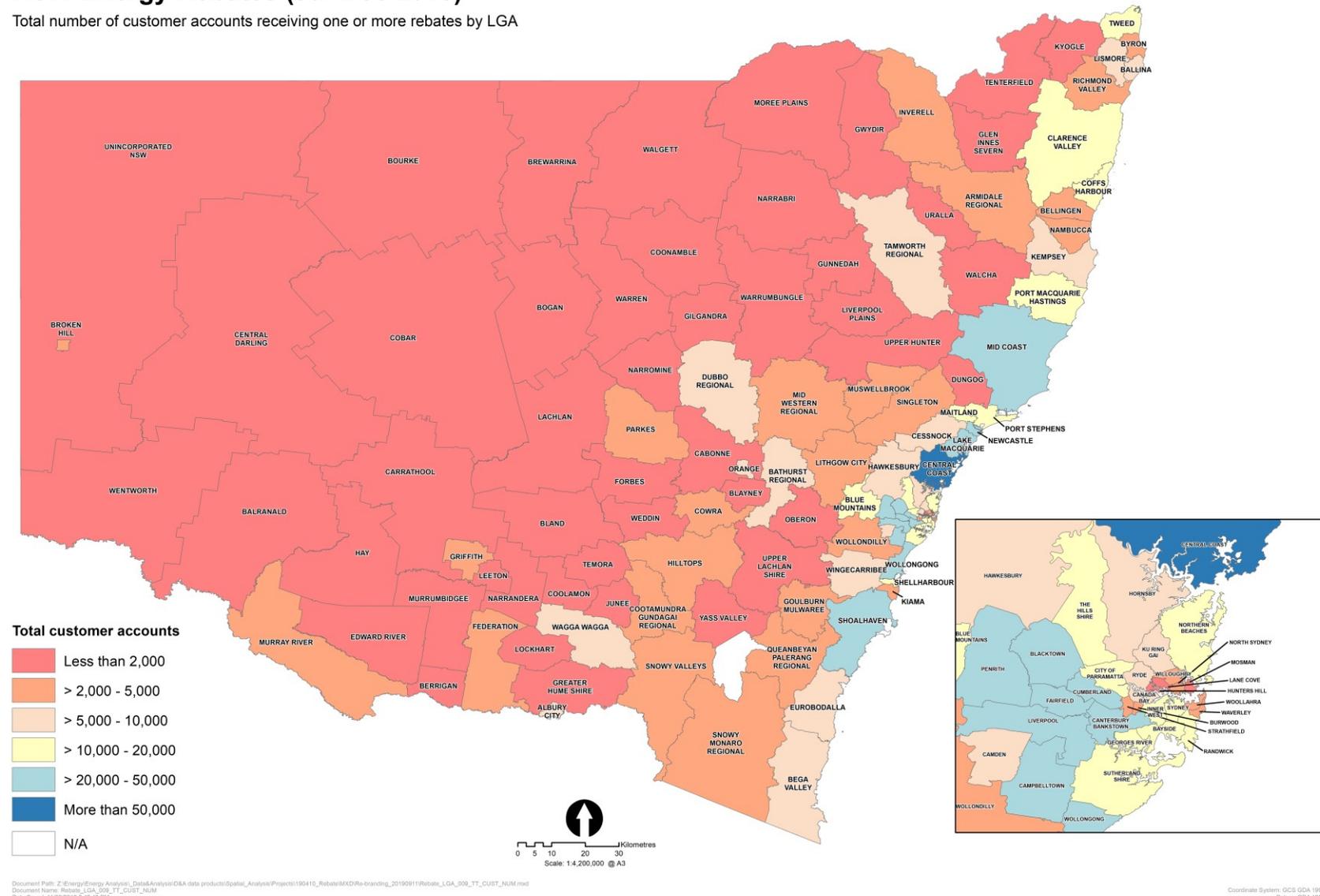
NSW Energy Rebates (Jul-Dec 2018)

Low Income Household Rebate (LIHR) uptake rate (Customer accounts that receives the rebate relative to the number of eligible customers) by LGA



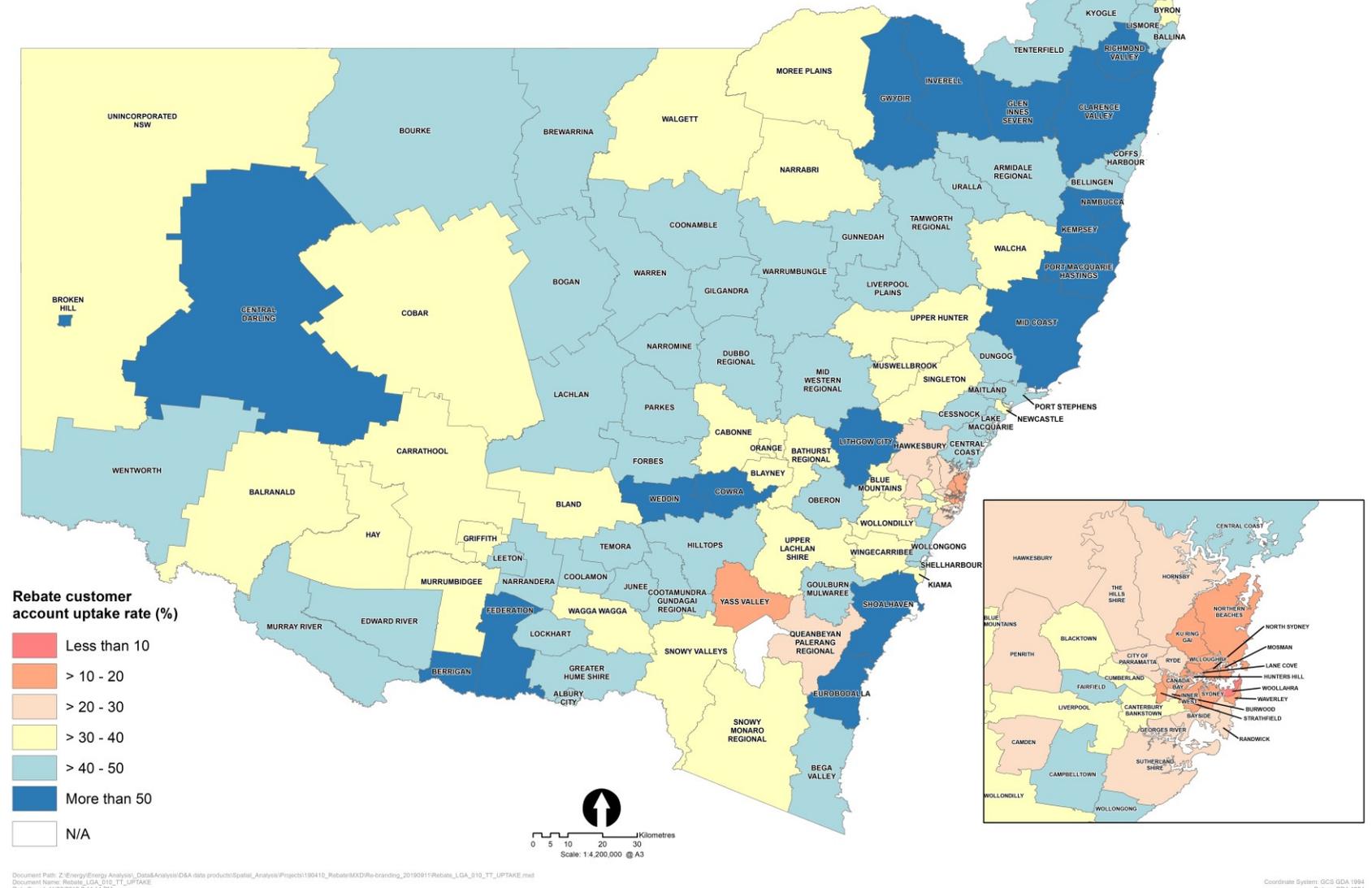
NSW Energy Rebates (Jul-Dec 2018)

Total number of customer accounts receiving one or more rebates by LGA



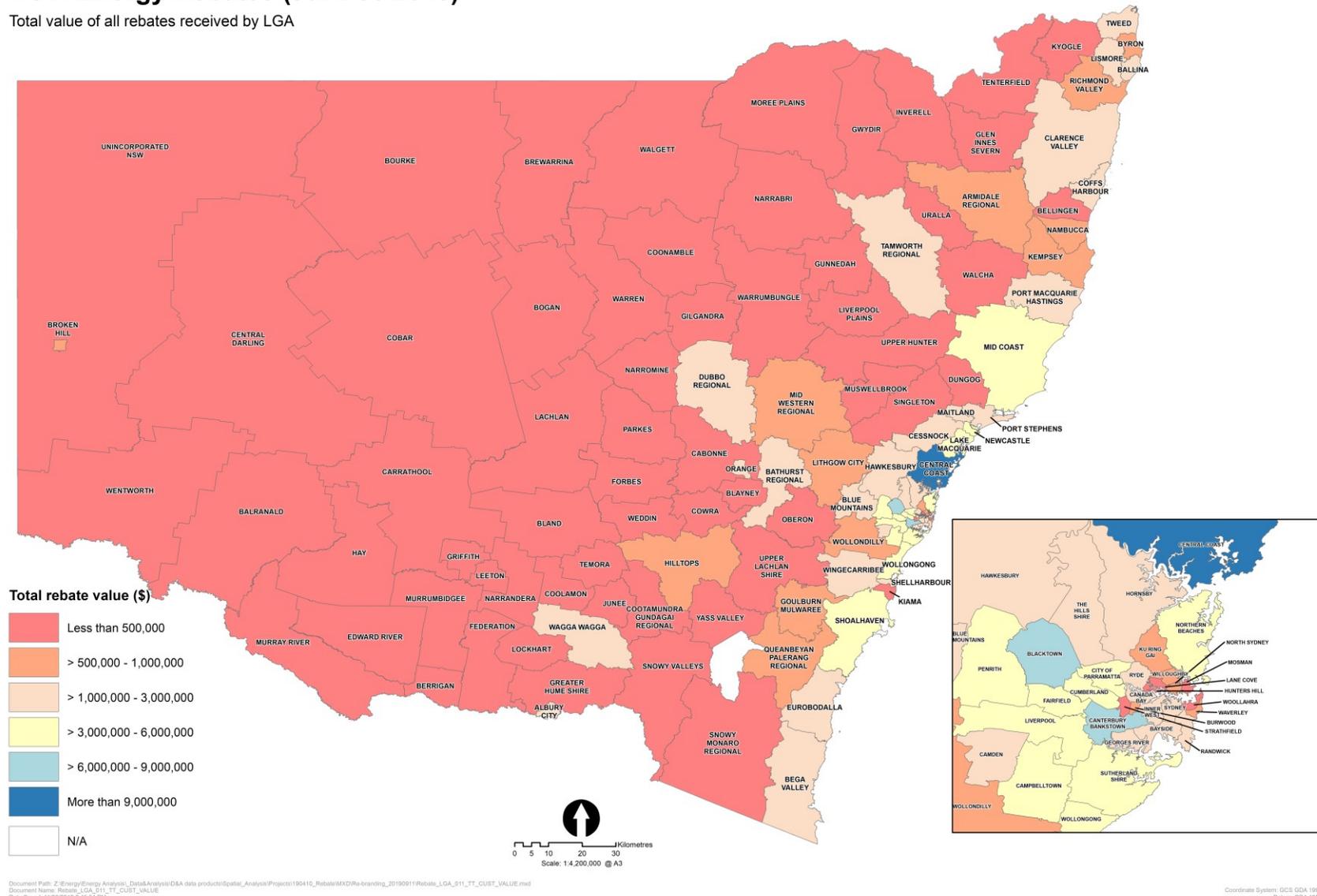
NSW Energy Rebates (Jul-Dec 2018)

Rebate uptake rate (total number of customer accounts receiving one or more rebates as a proportion of all households) by LGA



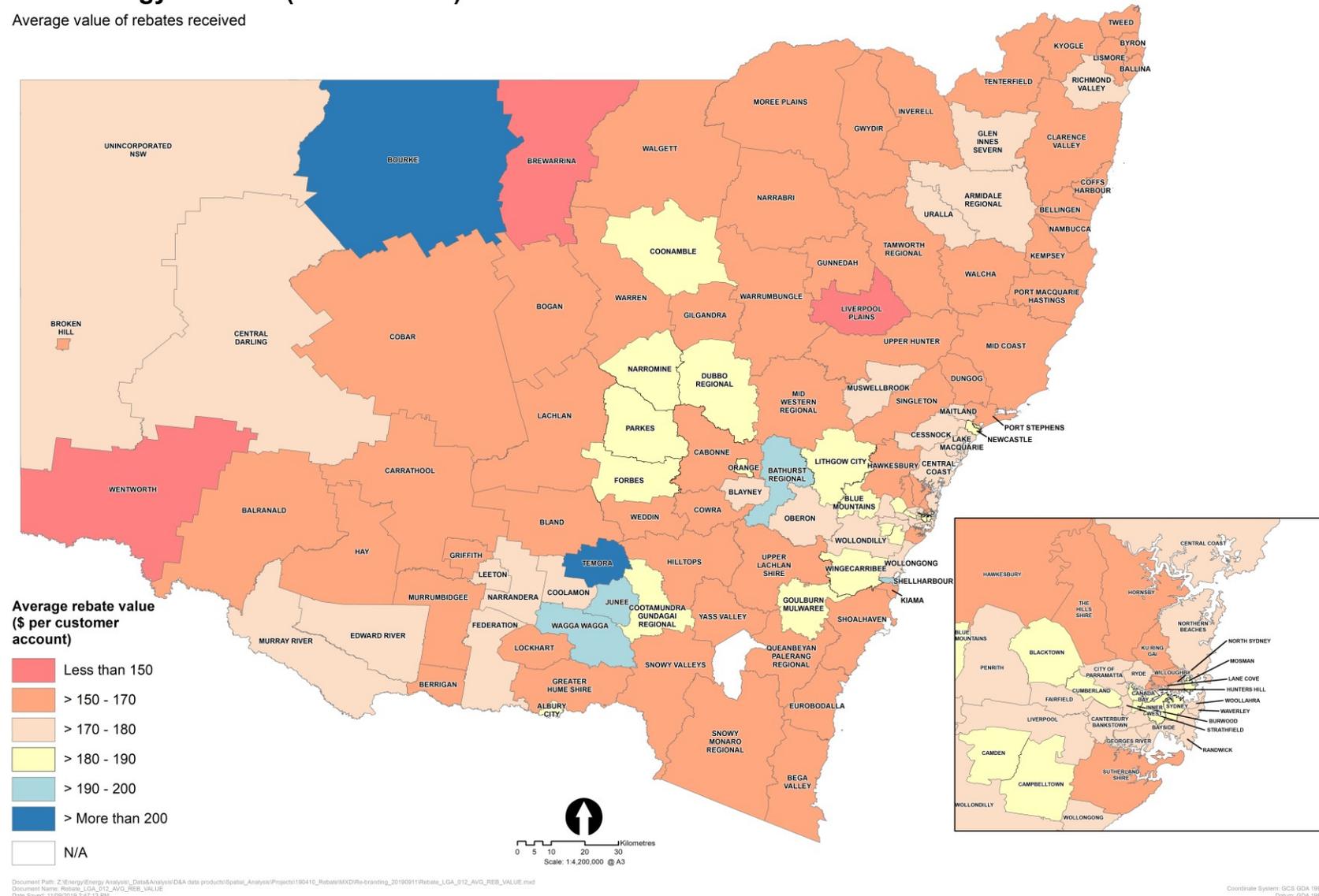
NSW Energy Rebates (Jul-Dec 2018)

Total value of all rebates received by LGA



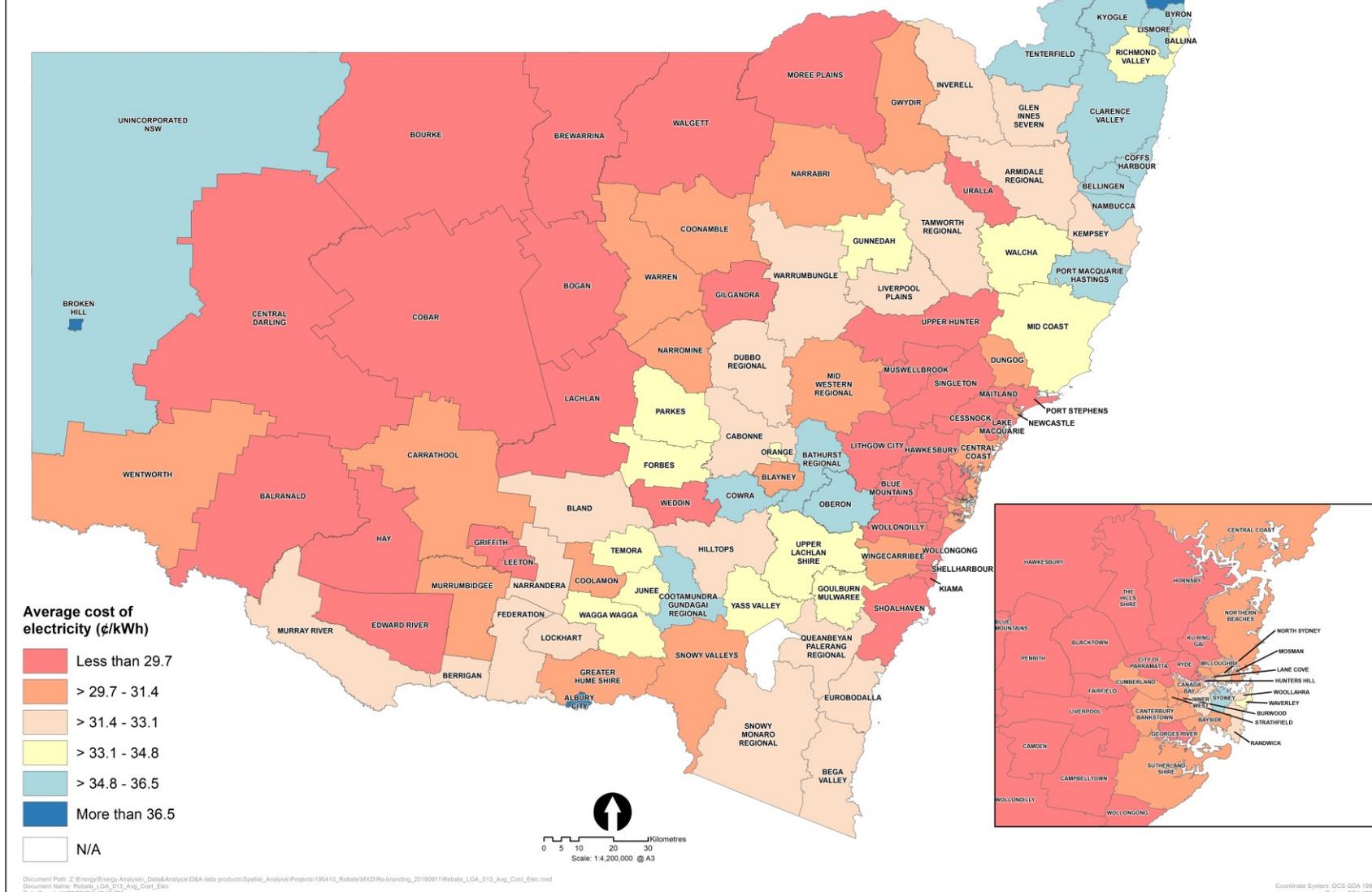
NSW Energy Rebates (Jul-Dec 2018)

Average value of rebates received



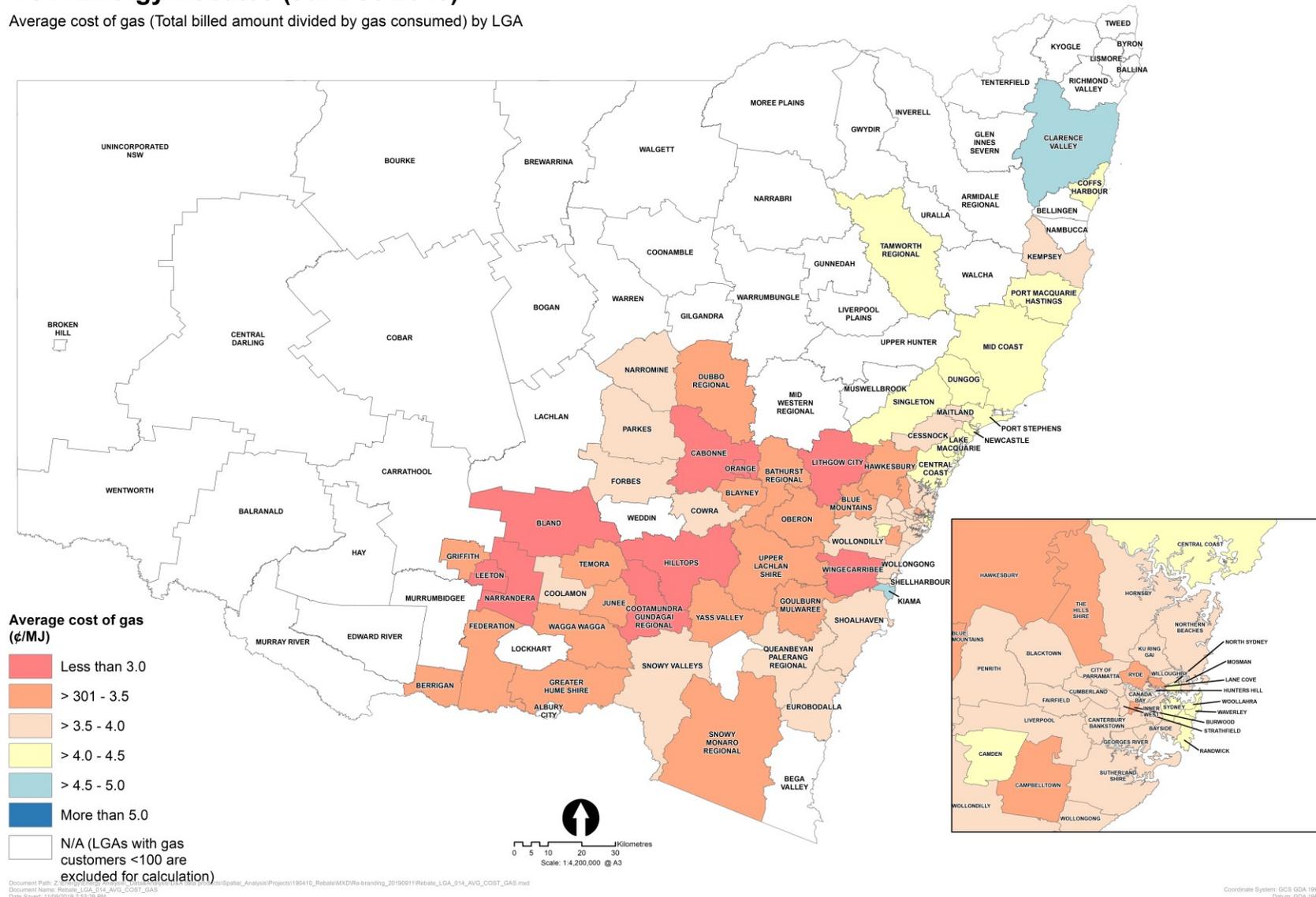
NSW Energy Rebates (Jul-Dec 2018)

Average cost of electricity (Total billed amount divided by electricity consumed) by LGA



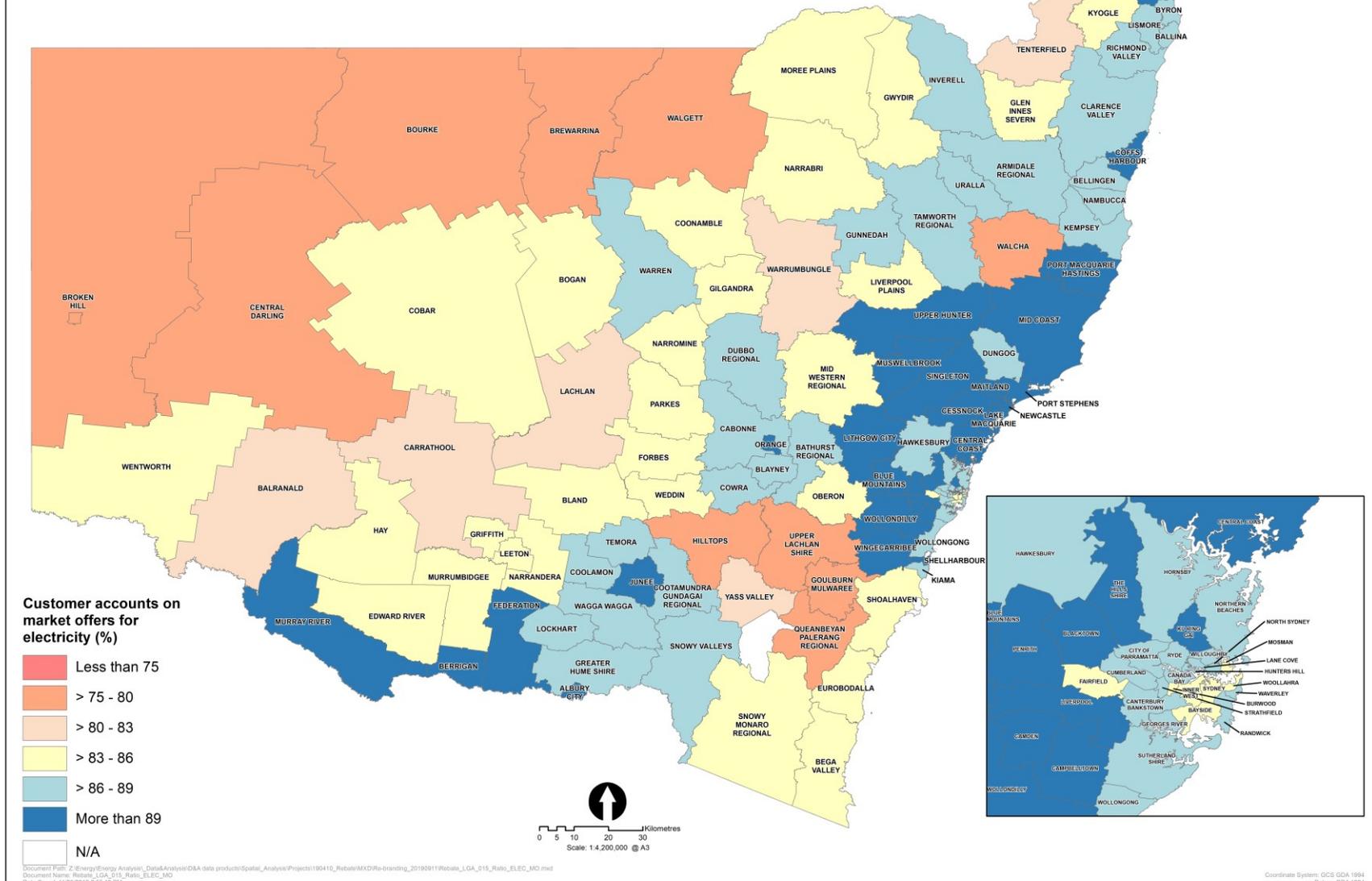
NSW Energy Rebates (Jul-Dec 2018)

Average cost of gas (Total billed amount divided by gas consumed) by LGA



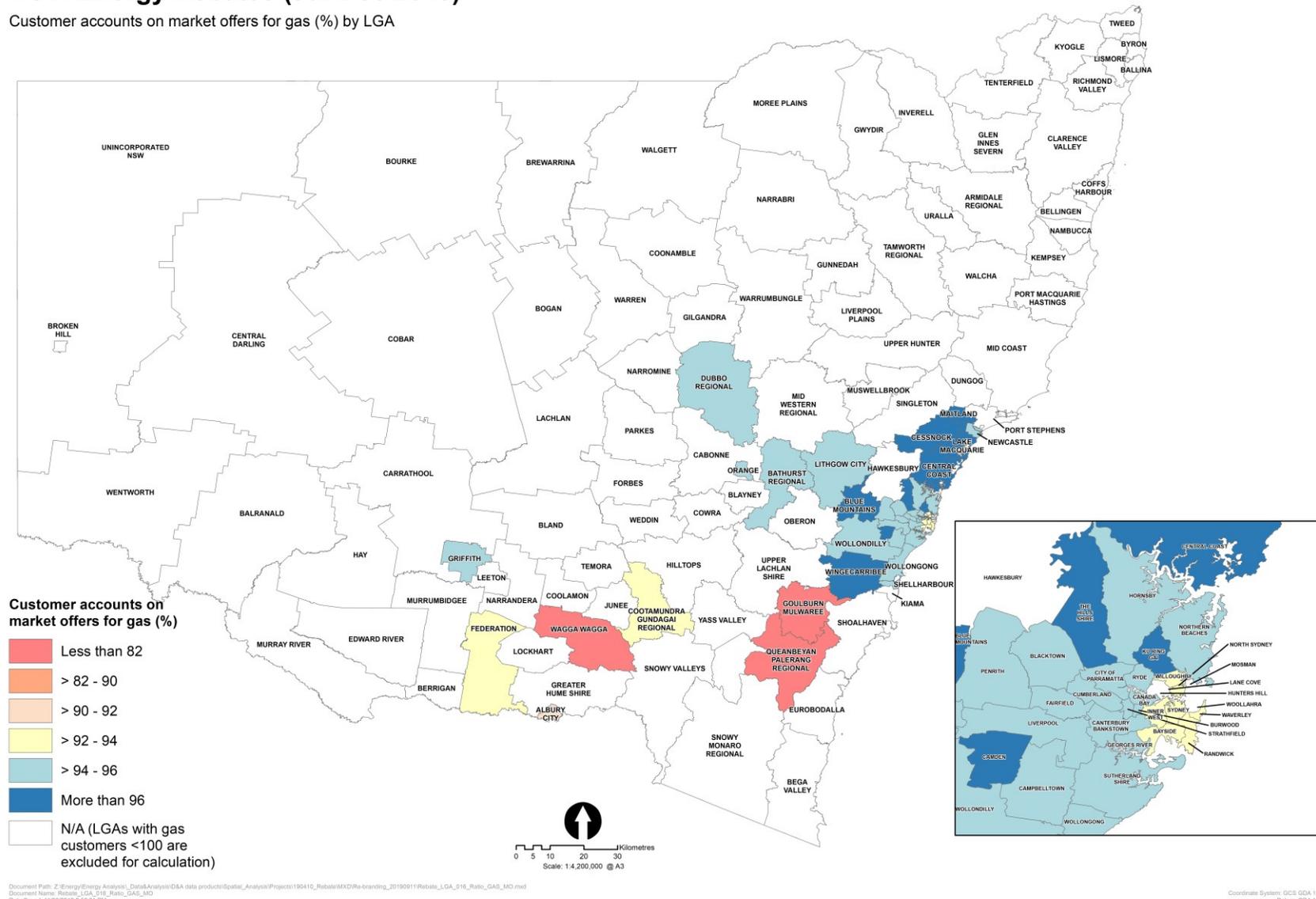
NSW Energy Rebates (Jul-Dec 2018)

Customer accounts on market offers for electricity (%) by LGA



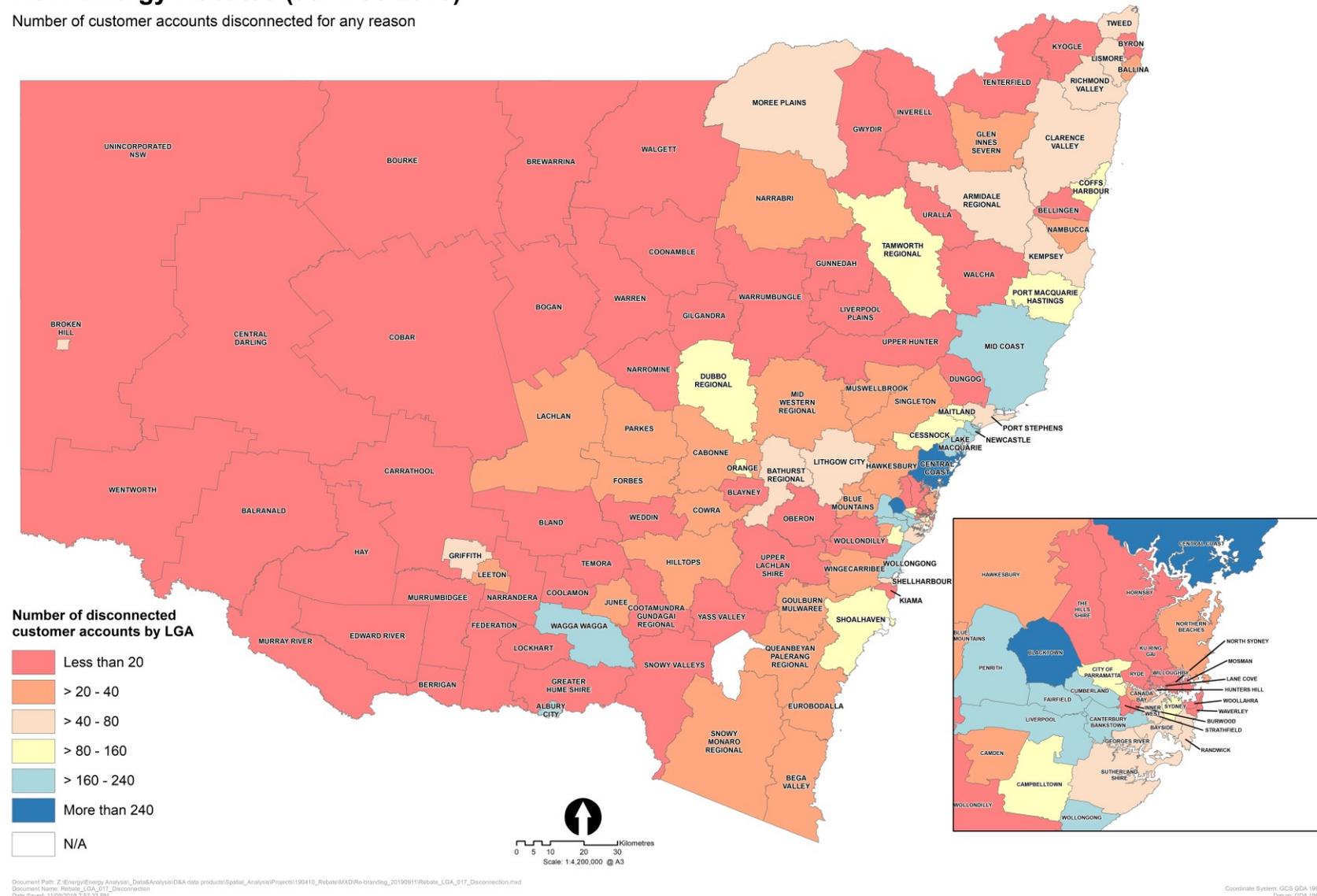
NSW Energy Rebates (Jul-Dec 2018)

Customer accounts on market offers for gas (%) by LGA



NSW Energy Rebates (Jul-Dec 2018)

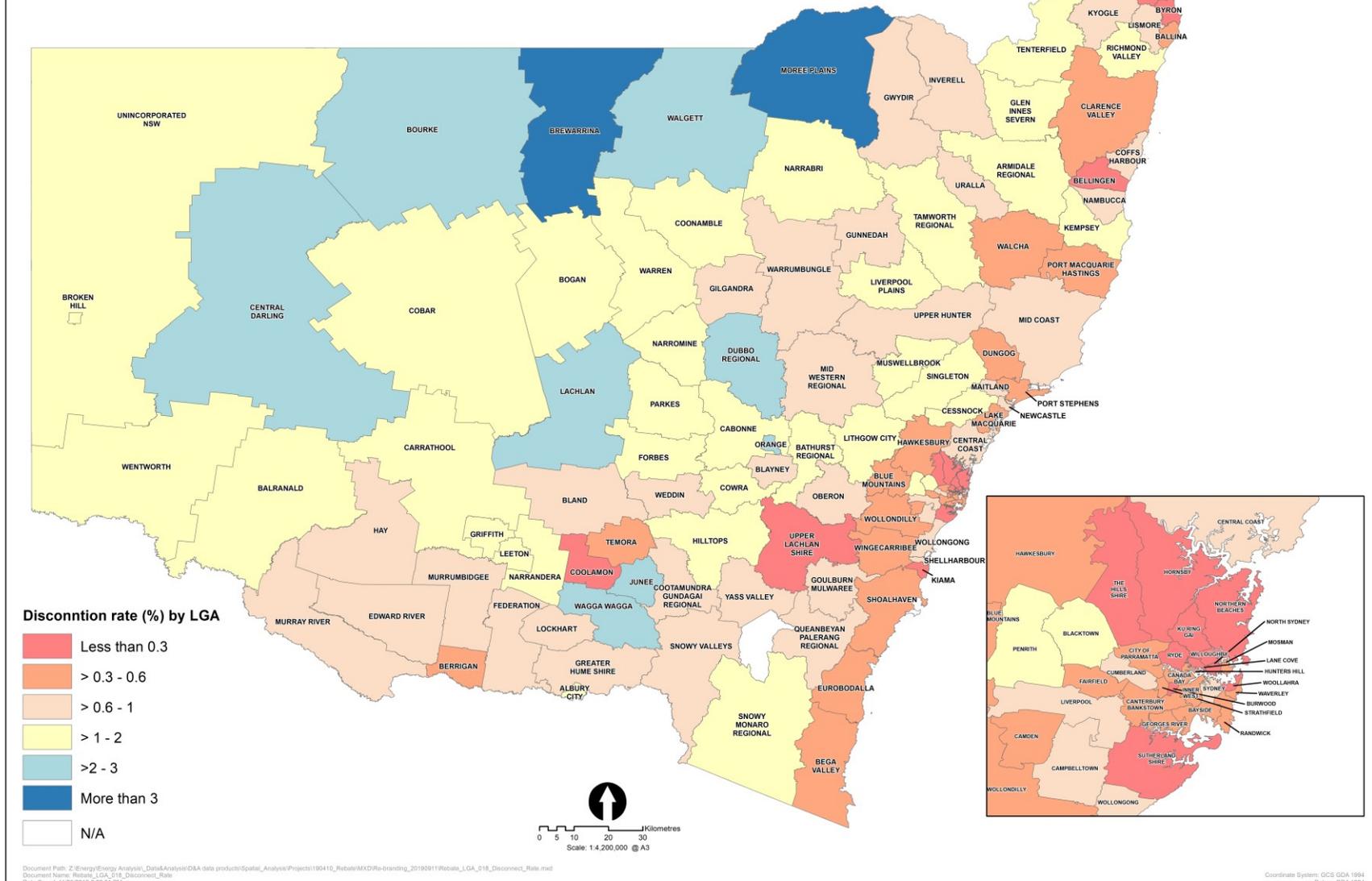
Number of customer accounts disconnected for any reason



Document Path: Z:\Energy\Energy_Analysis_Data\Analysis\DSA_data_products\Spatial_Analysis\Projects\190410_Rebate\MXD\Re-branding_20190911\Rebate_LGA_017_Disconnection.mxd
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NSW Energy Rebates (Jul-Dec 2018)

Proportion of rebate customer accounts disconnected for any reason



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