

Energy Rebates Partner Toolkit 2024-25

A guide to promoting NSW energy rebates

The NSW Government is helping eligible households pay their electricity and gas bills with energy rebates.

You can help more NSW households by sharing this opportunity with your networks.

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An overview of the energy rebates

There are 6 NSW energy rebates on offer for low income households, families, seniors and people with certain medical conditions, and a crisis support scheme. The rebates include:

- Low Income Household Rebate (electricity)
- Gas Rebate
- Family Energy Rebate
- Seniors Energy Rebate
- Medical Energy Rebate
- Life Support Rebate.

Further energy cost assistance includes:

- Energy Accounts Payments Assistance scheme
- National Energy Bill Relief for the 2024-25 financial year.

Every year, almost one million households (around 1 in 3 households in NSW) access these programs to help pay their energy bills. On average, energy rebates help households reduce their electricity bills by 19.3% and their gas bills by 14.6%. For a more detailed explanation of the rebates and who is eligible, go to the Appendix on page 7.

How to use this toolkit

This toolkit has resources that you can use to promote the 6 energy rebates and the crisis support scheme, Energy Accounts Payment Assistance. It includes:

- copy and images for email and social media
- fact sheets to help households understand which rebates and assistance they may be eligible for.

Resources

Copy and images

Copy and images can be shared across all digital channels including email and social media (such as Facebook, Instagram, LinkedIn, X, Threads).

Energy rebates

Copy and images to promote energy rebates to your networks.

Email copy

Boost your budget with an energy rebate.

The NSW Government offers energy rebates to help low income households, families, pensioners, self-funded retirees, veterans and people with certain medical conditions pay their electricity and gas bills. Households are also eligible for a National Energy Bill Relief payment of up to \$300 on their electricity bill this financial year.

Find out what rebates you might be eligible for and how to apply at energy.nsw.gov.au/rebates, call 13 77 88 or visit a Service NSW Centre.

Social media copy

Energy rebates are available to help low income households, families, pensioners, self-funded retirees, veterans and people with certain medical conditions pay their electricity and gas bills. Find out what rebates you might be eligible for and how to apply at energy.nsw.gov.au/rebates.

Images

Images to promote energy rebates can be downloaded from www.energy.nsw.gov.au/energy-rebates-toolkit.

Rebates for families

Copy and images to promote rebates for families to your networks.

Email copy

Boost your family budget with an energy rebate.

The NSW Government offers energy rebates to help eligible families pay their electricity and gas bills.

Households are also eligible for a National Energy Bill Relief payment of up to \$300 on their electricity bill this financial year.

Find out what rebates you might be eligible for and how to apply at energy.nsw.gov.au/rebates, call 13 77 88 or visit a Service NSW Centre.

Social media copy

Energy rebates are available to help eligible families pay their energy bills. Find out if you are eligible and how to apply at energy.nsw.gov.au/rebates.

Images

Images to promote energy rebates can be downloaded from www.energy.nsw.gov.au/energy-rebates-toolkit.

Rebates for seniors

Copy and images to promote rebates for seniors to your networks.

Email copy

Boost your budget with an energy rebate.

The NSW Government offers energy rebates to help pensioners and self-funded retirees pay their electricity and gas bills.

Households are also eligible for a National Energy Bill Relief payment of up to \$300 on their electricity bill this financial year.

Find out what rebates you might be eligible for and how to apply at energy.nsw.gov.au/rebates, call 13 77 88 or visit a Service NSW Centre.

Social media copy

Energy rebates are available to help pensioners and self-funded retirees pay their energy bills. Find out if you are eligible and how to apply at energy.nsw.gov.au/rebates.

Images

Images to promote energy rebates can be downloaded from www.energy.nsw.gov.au/energy-rebates-toolkit.

Energy Accounts Payment Assistance (EAPA)

Copy and images to promote the crisis support scheme, Energy Accounts Payment Assistance, to your networks.

Email copy

Energy Accounts Payment Assistance (EAPA) can help if you are unable to pay your electricity and gas bills due to a short-term financial hardship, crisis or emergency.

Find out if you are eligible at energy.nsw.gov.au/eapa, apply online at service.nsw.gov.au or apply in person or over the phone with over 200 approved non-government organisations.

Social media copy

Energy Accounts Payment Assistance (EAPA) can help if you are unable to pay your electricity and gas bills due to a short-term financial hardship, crisis or emergency. Find out if you are eligible and how to apply at energy.nsw.gov.au/eapa.

Images

Images to promote energy rebates can be downloaded from www.energy.nsw.gov.au/energy-rebates-toolkit.

National Energy Bill Relief

Copy and images to promote Nation Energy Bill Relief to your networks.

Email copy

All households in NSW are eligible for a National Energy Bill Relief payment of up to \$300 on their electricity bill this financial year.

Most households will receive their Bill Relief payment automatically from their electricity retailer in quarterly instalments on their electricity bill.

Households in an embedded network, such as an apartment building, residential park or retirement village, may need to apply for their Bill Relief payment.

Find out more at energy.nsw.gov.au/national-energy-bill-relief.

Social media copy

All households in NSW are eligible for a National Energy Bill Relief payment of up to \$300 on their electricity bill this financial year. Find out more at energy.nsw.gov.au/national-energy-bill-relief.

Images

Images to promote energy rebates can be downloaded from www.energy.nsw.gov.au/energy-rebates-toolkit.

Fact sheets

Fact sheets are printable, making information more accessible for those with limited online access or literacy.

Energy rebate fact sheets are available at www.energy.nsw.gov.au/energy-rebates-toolkit.

Contact us

If you have questions about energy rebates or any of the material in this toolkit, please email us at strategicprojects.esp@planning.nsw.gov.au.

Appendix

Energy rebate values, eligibility and applications

Low Income Household Rebate

The value, eligibility requirements and application details for the Low Income Household Rebate.

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|---------------------------------|--|
| Value in 2024-25 financial year | \$350 |
| Utility | Electricity |
| Eligibility | <p>You must:</p> <ul style="list-style-type: none"> • have an electricity account for your primary residential address in NSW • be the account holder (the account and bill must be in your name) • hold one of the following: <ul style="list-style-type: none"> ○ Pensioner Concession Card issued by Services Australia or Department of Veterans' Affairs (DVA) ○ Low Income Health Care Card ○ Health Care Card issued by Services Australia, or ○ Department of Veterans' Affairs Gold Card. |
| How to apply | <ul style="list-style-type: none"> • Retail (on-market) customers can contact their electricity retailer to apply the rebate to their account. • Embedded network (on-supply) customers can apply online or via mail using the details on the Service NSW website. |

Gas Rebate

The value, eligibility requirements and application details for the Gas Rebate.

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| Value in 2024-25 financial year | \$110 |
| Utility | Natural gas, or bottled or metered liquefied petroleum gas (LPG) |
| Eligibility | You must: |

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| | <ul style="list-style-type: none"> have a natural gas or bottled LPG gas (more than 45 kg or 88 litres) account for your primary residential address in NSW be the account holder (the account and bill must be in your name) hold one of the following: <ul style="list-style-type: none"> Pensioner Concession Card issued by Services Australia or the Department of Veterans' Affairs (DVA) Low Income Health Care Card Health Care Card issued by Services Australia, or Department of Veterans' Affairs Gold Card. |
| How to apply | <ul style="list-style-type: none"> Retail (on-market) customers can contact their gas retailer to apply the rebate to their account. Embedded network (on-supply) and bottled LPG customers can apply online or via mail using the details on the Service NSW website. |

Family Energy Rebate

The value, eligibility requirements and application details for the Family Energy Rebate.

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| Value in 2024-25 financial year | Up to \$250 |
| Utility | Electricity |
| Eligibility | <p>You must:</p> <ul style="list-style-type: none"> have an electricity account for your primary residential address in NSW be the account holder (the account and bill must be in your name) have received the Family Tax Benefit in the previous financial year and you have: <ul style="list-style-type: none"> lodged your tax return for the last financial year with the Australian Tax Office (ATO), and finalised your entitlement to the Family Tax Benefit payments with Centrelink. |
| How to apply | <ul style="list-style-type: none"> Retail (on-market) customers can apply online on the Service NSW website. |

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| | <ul style="list-style-type: none"> Embedded network (on-supply) customers can apply via mail using the details on the Service NSW website. |
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Seniors Energy Rebate

The value, eligibility requirements and application details for the Seniors Energy Rebate.

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|---------------------------------|---|
| Value in 2024-25 financial year | \$250 |
| Utility | Electricity |
| Eligibility | <p>You must:</p> <ul style="list-style-type: none"> have an electricity account for your primary residential address in NSW be the account holder (the account and bill must be in your name) hold a Commonwealth Seniors Health Card issued by Services Australia or the Department of Veterans' Affairs. |
| How to apply | You can apply in person at a Service NSW Centre or online on the Service NSW website . |

Medical Energy Rebate

The value, eligibility requirements and application details for the Medical Energy Rebate.

| | |
|---------------------------------|--|
| Value in 2024-25 financial year | \$350 |
| Utility | Electricity |
| Eligibility | <p>All the following must apply:</p> <ul style="list-style-type: none"> you have an electricity account for your home in NSW you are the account holder (the account and bill must be in your name) you hold one of the following: <ul style="list-style-type: none"> Pensioner Concession Card issued by Services Australia or the Department of Veterans' Affairs (DVA) Low Income Health Care Card Health Care Card issued by Services Australia, or |

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| | <ul style="list-style-type: none"> ○ DVA Veteran Gold Card • you or someone living with you: <ul style="list-style-type: none"> ○ is not able to self-regulate body temperature ○ has been assessed by a registered medical practitioner (GP or specialist) who has been treating you or the person for at least 3 months, and ○ meets at least one Primary Qualifying Condition and at least one Secondary Qualifying Condition. |
| How to apply | <ul style="list-style-type: none"> • Retail (on-market) customers can download the form on the Service NSW website and contact their electricity retailer to submit their form. • Embedded network (on-supply) customers can apply in person at a Service NSW Centre or apply online on the Service NSW website. |

Life Support Rebate

The value, eligibility requirements and application details for the Life Support Rebate.

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| Value in 2024-25 financial year | Up to \$1,638.70, depending on equipment type |
| Utility | Electricity |
| Eligibility | <p>All the following must apply:</p> <ul style="list-style-type: none"> • you have an electricity account for your primary residential address in NSW • you are the account holder (the account and bill must be in your name) • you or someone living with you has been assessed by a registered medical practitioner to verify that the use of the approved life support equipment is required at their principal place of residence. |
| How to apply | <ul style="list-style-type: none"> • Retail (on-market) customers can download the form on the Service NSW website and contact their electricity retailer to submit their form. • Embedded network (on-supply) customers can apply online or via mail using the details on the Service NSW website. |

Energy Accounts Payment Assistance (EAPA)

The value, eligibility requirements and application details for EAPA.

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|---------------------------------|---|
| Value in 2024-25 financial year | Up to \$2,000 (maximum of 2 applications for the maximum amount of \$500 for electricity and \$500 for natural gas) |
| Utility | Electricity and natural gas |
| Eligibility | <p>You must:</p> <ul style="list-style-type: none"> • have an electricity or natural gas account for your primary residential address in NSW • be the account holder (the account and bill must be in your name) • not have paid your most recent bill and the account is still open • be experiencing a short-term financial hardship, crisis or emergency and unable to pay your most recent energy bill. |
| How to apply | Apply online on the Service NSW website or apply in person or over the phone with an approved non-government EAPA provider . |

National Energy Bill Relief for households

The value, eligibility requirements and application details for National Energy Bill Relief for households.

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|---------------------------------|---|
| Value in 2024-25 financial year | Up to \$300 for the 2024-25 financial year |
| Utility | Electricity |
| Eligibility | All households in NSW |
| How to apply | <ul style="list-style-type: none"> • Retail (on-market) customers will automatically receive Bill Relief payments from their electricity retailer in quarterly instalments of \$75 on their electricity bill from 31 July 2024, 1 October 2024, 1 January 2025 and 1 April 2025. • These customers do not need to apply and should contact their electricity retailer for all enquiries relating to Bill Relief delivery. • Embedded network (on-supply) customers eligible for the Low Income Household Rebate, Family Energy Rebate, Medical Energy Rebate or Life |

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| | <p>Support Rebate will receive Bill Relief payments automatically after receiving their rebate.</p> <ul style="list-style-type: none"> Seniors Energy Rebate customers must apply for their Bill Relief payment at energy.nsw.gov.au/national-energy-bill-relief. Most embedded network (on-supply) customers need to apply for their Bill Relief payment. Find out more at energy.nsw.gov.au/national-energy-bill-relief. |
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National Energy Bill Relief for small businesses

The value, eligibility requirements and application details for National Energy Bill Relief for small businesses.

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|---------------------------------|---|
| Value in 2024-25 financial year | Up to \$325 for the 2024-25 financial year |
| Utility | Electricity |
| Eligibility | <p>Small businesses that:</p> <ul style="list-style-type: none"> have an active Australian Business Number (ABN) are named on the electricity bill or account are on a separately metered business tariff have an annual electricity consumption below 100 MWh. |
| How to apply | <ul style="list-style-type: none"> Small businesses that are retail (on-market) customers will automatically receive Bill Relief payments from their electricity retailer in quarterly instalments of \$81.25 on their electricity bill from 31 July 2024, 1 October 2024, 1 January 2025 and 1 April 2025. These small businesses do not need to apply and should contact their electricity retailer for all enquiries relating to Bill Relief delivery. Most small businesses that are embedded network (on-supply) customers need to apply for their Bill Relief payment. Find out more at energy.nsw.gov.au/national-energy-bill-relief. |