

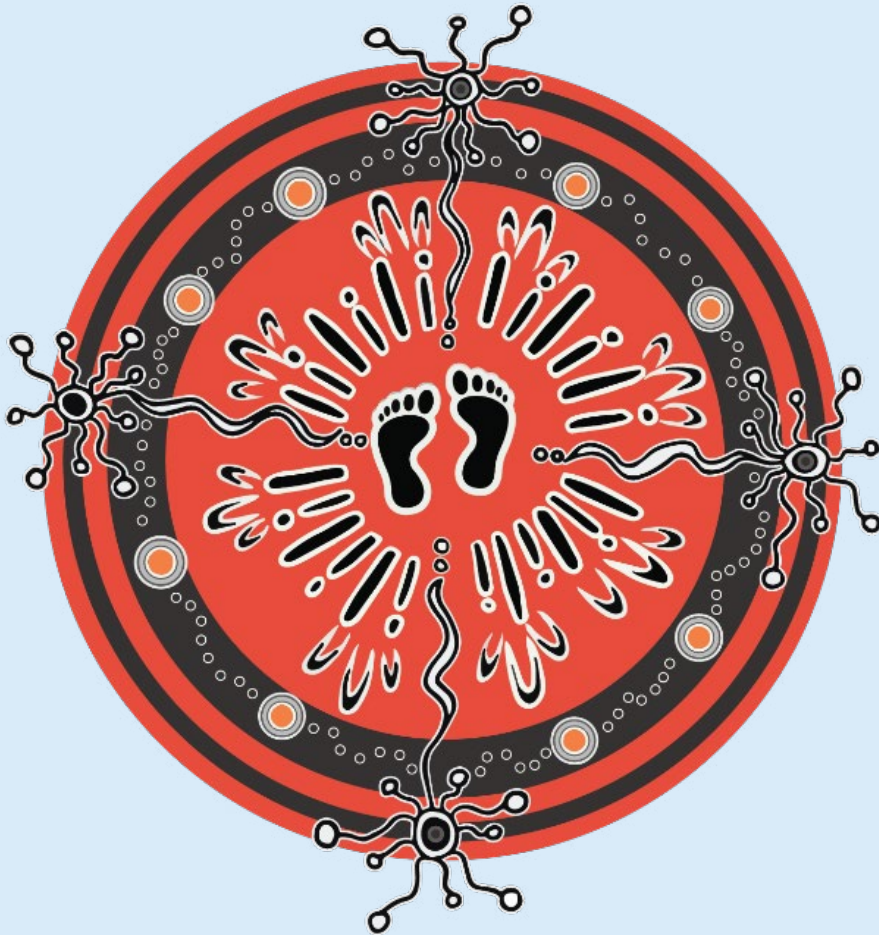
NSW Energy Social Programs

Annual Report 2023-24

May 2025



Acknowledgement of Country



Department of Climate Change, Energy, the Environment and Water acknowledges the traditional custodians of the land and pays respect to Elders past, present and future.

We recognise Australian Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to place and their rich contribution to society.

Artist and designer Nikita Ridgeway from Aboriginal design agency – Boss Lady Creative Designs, created the People and Community symbol.

NSW Energy Social Programs Annual Report 2023-24

Published by NSW Department of Climate Change, Energy, the Environment and Water
www.energy.nsw.gov.au

First published: May 2025

ISSN: 2982-2831

Department or Agency reference number: DOC24/98418

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Foreword

1.1 About the NSW Energy Social Programs

The NSW Government helps households access affordable energy services. The \$330 million NSW Energy Social Programs supports almost 1 million low income and vulnerable households each year to pay their energy bills and stay connected to an essential service. The Energy Social Programs includes 6 energy rebates and one crisis support scheme, Energy Accounts Payment Assistance (see Table 1). The programs are delivered by the NSW Department of Climate Change, Energy, the Environment and Water (the Department).

Table 1. Eligibility and values for energy rebates and crisis support scheme in the 2023-24 financial year

Program	Eligibility	Annual value for retail customers (\$)	Retail customer application process	Annual value for embedded network and LPG customers (\$)	Embedded network and LPG customer application process
Low Income Household Rebate	Holds a current card from the following: <ul style="list-style-type: none"> Pensioner Concession Card Health Care Card Veteran Gold Card marked with either 'War Widow', 'War Widower pension', 'Totally and Permanently Incapacitated' or 'Disability Pension'. 	\$285	Apply directly with authorised energy retailer.	\$313.50	Apply online on the Service NSW website for assessment by the Department.
Gas Rebate	As above.	\$110	Apply directly with authorised energy retailer.	\$121	Apply online on the Service NSW website for assessment by the Department.
Medical Energy Rebate	As above and the cardholder or an individual in the household is unable to self-regulate body temperature.	\$285	Apply directly with authorised energy retailer.	\$313.50	Apply online on the Service NSW website for assessment by the Department.
Family Energy Rebate	Part rate - Receives the Family Tax Benefit A or B and eligible for the Low Income Household Rebate.	\$20	Apply online on the Service NSW website for assessment by the Department.	\$22	Apply by post for assessment by the Department.
	Full rate - Receives the Family Tax Benefit A or B and not eligible for the Low Income Household Rebate.	\$180	Apply online on the Service NSW website for assessment by the Department.	\$198	Apply by post for assessment by the Department.
Seniors Energy Rebate	Holds a current Commonwealth Seniors Health Card issued by Services Australia or the DVA.	\$200	Apply with Service NSW.	\$200	Apply with Service NSW.
Life Support Rebate	Uses approved energy-intensive life support equipment.	Up to \$1,343.20.	Apply directly with authorised energy retailer.	N/A	Apply online on the Service NSW website for assessment by the Department.
Energy Accounts Payment Assistance	Experiencing a short-term financial crisis or emergency.	Up to \$500 for electricity and \$500 for gas, twice per financial year.	Apply online on the Service NSW website for assessment by the Department or apply in person or over the phone for assessment by over 200 approved non-government organisation providers.	N/A	N/A



Credit: Katherine Griffiths / DCCEEW

1.2 About this report

This report summarises our analysis of various data sources for the period 1 July 2023 to 30 June 2024. This data includes data provided by energy retailers under the NSW Social Programs for Energy Code. Additionally, we have launched a NSW Energy Social Programs Reporting Dashboard which can be accessed at energy.nsw.gov.au/esp-dashboard.

The report highlights the NSW Government's commitment to helping low income and vulnerable households with their energy bills. Energy Social Programs provided energy bill support to around 1 in every 3 households in NSW in the 2023-24 financial year. On average, NSW energy rebates reduced Energy Social Programs customers' bills by 15.4% for electricity and 13.6% for gas.

The National Energy Bill Relief program is also captured in this report. Launched in the 2023-24 financial year, the Australian and NSW Governments co-funded the program. The NSW Government delivered the program which helped reduce electricity bills for approximately 1,011,900 households and 218,300 small businesses. This program was available to households eligible for the NSW energy rebates, as well as to customers holding a Low Income Health Care Card, a Veteran Gold Card, or those receiving the Carer Allowance. Additionally, small business customers of electricity retailers with an annual electricity consumption of 100MWh were eligible for the National Energy Bill Relief program.

A communication strategy was implemented for the 2023-24 financial year to increase awareness and uptake of energy rebates. This report highlights communication activity as part of the strategy.

Highlights

1,011,100

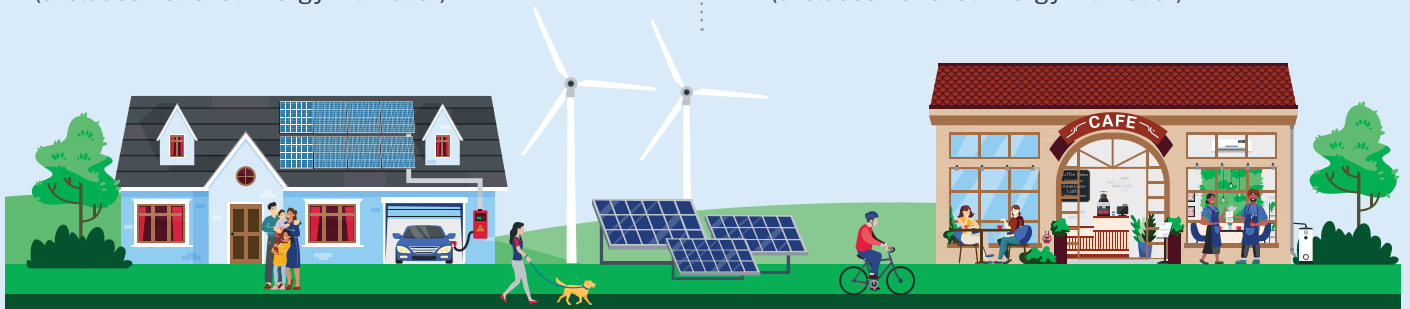
unique Energy Social Programs customers

▲ Up 5.1% on previous year
(excludes National Energy Bill Relief)

\$324,714,500

provided in Energy Social Programs support

▲ Up 5.2% on previous year
(excludes National Energy Bill Relief)



815,200



unique customers
received the Low Income
Household Rebate

▲ Up 1.9% on previous year

47,660



unique customers
received the Seniors
Energy Rebate

▲ Up 10.0% on previous year

300,100



unique customers
received the Gas Rebate

▲ Up 4.7% on previous year

44,660



unique customers received
the Life Support Rebate

▲ Up 1.1% on previous year

64,920



unique customers received
the Family Energy Rebate

▲ Up 41.8% on previous year

5,720



unique customers received
the Medical Energy Rebate

▲ Up 0.4% on previous year

10 LGAs

with the highest
number
of Energy Social
Programs customers

- 1 Central Coast
- 2 Canterbury-Bankstown
- 3 Blacktown
- 4 Lake Macquarie
- 5 Fairfield
- 6 Wollongong
- 7 Liverpool
- 8 Cumberland
- 9 Penrith
- 10 Mid-Coast

77,090

Energy Accounts Payment Assistance
approved transactions

▲ Up 9.9% on previous year

61,770

unique customers received
Energy Accounts Payment Assistance

▲ Up 8.9% on previous year



Program uptake



Credit: Katherine Griffiths / DCCEEW

There were 1,011,100 customer accounts that received \$324,714,500 in Energy Social Programs support. The introduction of National Energy Bill Relief in the 2023-24 financial year supported 1,004,100 unique customers (see Table 2).

Table 2. Energy Social Programs customers, amount paid and eligible households¹

Program	Total amount paid (\$)	Estimated unique customers ²	Assumed average amount paid per unique customer (\$)	Implied rate of customers switching retailers (%)	Eligible customers ³	Unique customers relative to eligible customers (%)	Uptake increase relative to 2022-23 (%)
National Energy Bill Relief	\$466,337,600	1,011,900	\$500	N/A	1,539,200	65.7%	N/A
All Energy Social Programs (excluding National Energy Bill Relief)	\$324,714,500	1,011,100	\$321	3.3%	1,483,000	60.9%	2.9% (up from 58.0%)
Low Income Household Rebate	\$232,334,000	815,200	\$285	3.5%	1,178,200	69.2%	1.2% (up from 68.0%)
Gas Rebate	\$33,011,200	300,100	\$110	2.8%	569,300	52.7%	2.7% (up from 50.0%)
Medical Energy Rebate	\$1,629,400	5,717	\$285	3.1%	N/A	N/A	N/A
Family Energy Rebate	\$6,467,400	64,920	\$100	3.5%	395,300	16.4%	5.4% (up from 11.0%)
Seniors Energy Rebate	\$9,531,800	47,660	\$200	N/A	97,650	48.8%	4.8% (from 44.0%)
Life Support Rebate	\$11,790,500	44,660	\$264	4.0%	N/A	N/A	N/A
Energy Accounts Payment Assistance	\$29,950,200	61,770	\$485	3.3%	N/A	N/A	N/A

¹ Information about data sources in Appendix

² Definition of unique customers in Glossary

³ Definition of eligible customers in Glossary



Credit: Effy Alexakis / DCCEEW

The Low Income Household Rebate has the highest number of estimated unique customers, excluding National Energy Bill Relief (see Table 2). The Low Income Household Rebate was received by almost all Medical Energy Rebate customer accounts, followed by 72.6% of Energy Accounts Payment Assistance, 58.7% of Life Support Rebate and 47.6% of Family Energy Rebate customer accounts (see Table 3).

Data for the Seniors Energy Rebate is not shown in Table 3 as electricity retailers do not collect this data and therefore overlap with the other rebates cannot be identified.

Data for the National Energy Bill Relief is not shown in Table 3 as the data used does not allow for this analysis.

Table 3. Retail customer accounts that received support from multiple Energy Social Programs

Program	Low Income Household Rebate (%)	Gas Rebate (%)	Family Energy Rebate (%)	Medical Energy Rebate (%)	Life Support Rebate (%)	Energy Accounts Payment Assistance (%)
Low Income Household Rebate	100.0%	N/A	3.0%	0.7%	3.8%	4.0%
Gas Rebate	N/A	100.0%	N/A	N/A	N/A	3.2%
Medical Energy Rebate	99.5%	N/A	2.4%	100.0%	17.5%	6.1%
Family Energy Rebate	47.6%	N/A	100.0%	0.3%	1.1%	9.3%
Life Support Rebate	58.7%	N/A	1.0%	1.9%	100.0%	2.1%
Energy Accounts Payment Assistance	72.6%	69.1%	10.6%	0.8%	2.5%	100.0%

National Energy Bill Relief

The Australian and NSW Governments introduced National Energy Bill Relief on 1 July 2023 to reduce cost of living pressures and deliver targeted electricity bill relief to eligible households and small businesses.

Table 4. National Energy Bill Relief eligibility by energy rebate

Energy rebate	Eligibility for National Energy Bill Relief
Low Income Household Rebate	✓
Gas Rebate	✓
Medical Energy Rebate	✓
Family Energy Rebate	✓
Life Support Rebate	✓

In the 2023-24 financial year, an estimated 1,011,900 unique household customers received National Energy Bill Relief payments totalling \$446,337,600⁴. There were an estimated 218,300 unique small business customers that received payments totalling \$114,832,900.

Eligible households received up to \$500 towards their electricity bill. Households must have met one of the below requirements:

- hold a Pensioner Concession Card, Health Care Card, Low Income Health Care Card, Veteran Gold Card or a Commonwealth Seniors Health Card
- receive Family Tax Benefit Part A or B
- receive Carer Allowance.

National Energy Bill Relief was delivered to households differently depending on their situation:

- Households that received an energy rebate from 1 July 2023 automatically received their National Energy Bill Relief in quarterly instalments of \$125.
- Households that applied for an energy rebate after 1 July 2023 received their National Energy Bill Relief in quarterly instalments of \$125 but may not have received the full \$500 due to eligibility being dependent on when they started receiving the rebate.

- Households that didn't receive an energy rebate but received the Carer Allowance or held a Low Income Health Card or Veteran Gold Card were contacted by Services Australia or Department of Veterans' Affairs by September 2023 with information about how to apply for National Energy Bill Relief.
- Households in embedded networks, eligible for the Family Tax Benefit only or held a Commonwealth Seniors Health Card received National Energy Bill Relief as a single lump sum payment of \$500.



1,011,900

estimated household unique customers



\$446,337,600

amount paid to households



218,300

unique small business customers



\$114,832,900

amount paid to small businesses

Eligible small businesses received up to \$650 towards their electricity bill. Small businesses must have met all of the below requirements:

- have an active Australian Business Number
- be named on the electricity account
- be a separately metered business tariff
- have annual electricity consumption below 100 MWh.

National Energy Bill Relief was delivered to small businesses in the following ways:

- Eligible retail customers automatically received National Energy Bill Relief in quarterly instalments of \$162.50 from 1 July 2023.
- Eligible embedded network customers received National Energy Bill Relief in a single lump sum payment of \$650 from October 2023.

National Energy Bill Relief for small businesses was regularly promoted across NSW Government channels, including the NSW Small Business Commissioner and Service NSW Business Bureau Facebook, Instagram and X accounts. Small businesses in embedded networks were required to apply for their National Energy Bill Relief payment so it was important to reach small business owners and motivate them to apply.

A post about the National Energy Bill Relief for small businesses was included in the NSW Government business e-newsletter which reached approximately 627,000 recipients. In the 5 days following the e-newsletter being sent, there was a 393% increase in started applications and a 415% increase in completed applications.



Shopping centre tenants can claim energy payment up to \$650

Small businesses that get their electricity bill from an embedded network (e.g. in a shopping centre), can now apply for the \$650 National Energy Bill Relief payment.

If you're not already receiving a payment directly through an energy provider, check your eligibility and apply online now.

[Check eligibility and apply](#)

Household electricity and gas bills



Credit: Katherine Griffiths / DCCEEW

There was a 25% increase in Energy Social Programs customers' annualised electricity bills and a 5% increase in annualised gas bills across all networks from the previous financial year.

Although annualised grid consumption has slightly decreased, the overall increase in bills is largely driven by higher electricity tariffs. This aligns with the Default Market Offer, which rose by around 20% in 2023–24. Our data also shows that average annualised unit costs (\$/kWh) increased by approximately 10 cents per kWh.

Market offers⁵ for electricity and gas generally provide lower costs for customers than standard offers⁶. The proportion of customers on standard offers for electricity and gas decreased by 20% and 19% respectively, as customers switched to more competitive market offers.

⁵ A market offer is an electricity plan with rates, terms, and conditions set by energy retailers. These offers are typically more competitive than standing offers and may include discounts or special sign-up deals. However, they are not default plans and need to be chosen by customers.

⁶ A standing offer is the default electricity plan provided to customers who do not choose a specific plan. It acts as a safety net, is subject to price regulation, and includes additional consumer protections as required under the National Energy Consumer Framework.

Electricity bills



\$1,915

average annualised electricity bill

▲ Up 24.7% on previous year



902,000

market offer electricity accounts

▲ Up 0.8% on previous year

46,860

standard offer electricity accounts

▼ Down 20.7% on previous year



\$1,920

average annualised market offer electricity bill

▲ Up 25.1% on previous year

\$1,840

average annualised standard offer electricity bill

▲ Up 17.0% on previous year

Gas bills



\$838

average annualised gas bill

▲ Up 5.3% on previous year



288,900

market offer gas accounts

▲ Up 0.5% on previous year

9,886

standard offer gas accounts

▼ Down 18.7% on previous year



\$836

average annualised market offer gas bill

▲ Up 5.5% on previous year

\$903

average annualised standard offer gas bill

▲ Up 0.4% on previous year

Spotlight

Reminder communications

Most households in embedded networks are required to apply for energy rebates each financial year. However, households with authorised retailers or retailers that have opted in to deliver rebates do not need to apply each year. To ensure that as many eligible customers receive their support as possible, the Department sends reminders to the previous year's Energy Social Programs recipients to prompt them to reapply.

In November 2023, we sent more than 4,000 letters and 45,000 emails. As a result, Family Energy Rebate embedded network applications increased by 47% and Family Energy Rebate retail applications increased by 9% in November compared to October.

In March 2024, we sent around 2,800 letters and 33,000 emails. As a result, applications for the Low Income Household Rebate, Gas Rebate and Medical Energy Rebate increased by 19% and Family Energy

Rebate retail applications increased by 1.7% in March compared to February.

Our reminder letters and emails complemented activity by energy retailers who are required to inform and provide access to energy rebates for their retail customers. This joint effort sought to increase awareness of energy rebates for all eligible retail and embedded network customers.

Retail and embedded network customers

The majority of households in NSW receive their electricity or gas directly from an energy retailer and are known as retail customers.

Some households in NSW are in embedded networks. These households are in sites such as apartment buildings, caravan parks or retirement homes and they may receive their energy from the site owner, manager or operator. They are known as embedded network customers.

In the 2023-24 financial year, energy retailers with embedded network customers were invited to opt in to deliver energy rebates. Arc Energy and Locality Planning Energy (limited sites) were the first retailers to opt in and were able to deliver energy rebates directly to their customers' bills.

Table 5. Embedded network customer accounts, percentage of total customer accounts and total amount paid

Program	Embedded network customer accounts	Embedded network customer accounts relative to total customer accounts (%)	Total amount paid to embedded network customer accounts (\$)
All programs (excluding National Energy Bill Relief)	32,570	3.2%	\$7,240,000
National Energy Bill Relief (households)	14,180	1.4%	\$7,089,800
National Energy Bill Relief (small businesses)	260	0.12%	\$169,000
Low Income Household Rebate	13,560	1.5%	\$4,250,700
Gas Rebate (embedded network)	1,076	0.3%	\$130,200
Gas Rebate (LPG)	19,660	6.2%	\$2,380,000
Family Energy Rebate	574	0.9%	\$79,160
Seniors Energy Rebate	1,037	2.2%	\$207,400
Medical Energy Rebate	131	2.1%	\$41,070
Life Support Rebate	559	1.0%	\$151,300



Retail gas customers

Jemena is the main gas distribution network for most of the Greater Metropolitan Region and Central West NSW. Other gas networks are much smaller and located in South and North East NSW.

- 19.8% of Jemena customer accounts received a rebate – up 0.8 percentage points compared to previous year

Retail electricity customers

Ausgrid and Endeavour Energy deliver electricity to most retail customers in the Greater Metropolitan Region of NSW. Essential Energy delivers electricity to most retail customers in regional NSW.

- 22.7% of Ausgrid electricity customer accounts received a rebate – down 0.3 percentage points compared to previous year
- 31.4% of Endeavour Energy customer accounts received a rebate – down 0.6 percentage points compared to previous year
- 32.9% of Essential Energy customer accounts received a rebate – down 1.1 percentage points compared to previous year



Spotlight

2024 NSW Seniors Festival

Energy Social Programs sponsored the 2024 NSW Seniors Festival. The festival ran from 11-24 March 2024 and included the Seniors Festival Expo which took place from 13-14 March at ICC Sydney.

By participating in the Seniors Festival, the Department engaged directly with attendees, raised awareness of energy rebates, and provided assistance on how to apply.

A total of 26,500 people attended the expo. Across 2 days, the Department distributed 1,000 energy rebate fact sheets and 800 application forms.

Energy rebates for pensioners and self-funded retirees were also promoted in Seniors Festival emails that were opened 44,000 times and 15,000 festival programs handed out at the expo and Premier's Gala Concerts.

As a result, the energy rebates web page which was highlighted on fact sheets, emails and the festival program experienced a 150% increase in traffic during the expo compared to the average for the previous 90 days.

Following the expo, the number of applications for the Seniors Energy Rebate processed by Service NSW increased by 37% compared to the previous week.



Energy Accounts Payment Assistance

Energy Accounts Payment Assistance (EAPA) is a crisis support scheme that helps people pay their electricity and natural gas bills during a short-term financial hardship, crisis or emergency.

This includes:

- loss of income
- unexpected medical costs
- natural disaster (bushfire, drought or flood)
- disconnection from your energy provider.

Customers can apply for EAPA online on the Service NSW website, for assessment by DCCEE, or in person or over the phone with over 200 approved non-government organisations.

The NSW Government increased the EAPA limits for electricity and gas, from \$300 to \$500 for 2023-24 financial year in response to cost of living pressures. Customers could receive up to \$500 per application for electricity, and up to \$500 per application for gas bills, twice a year. This meant the annual limit for EAPA had increased from \$1,200 to \$2,000 per household.

In the 2023-24 financial year, the Department started attending community events to increase awareness of Energy Social Programs especially in regional NSW and Western Sydney. EWON and Bring your Bill events were prioritised as the audiences for these events are more likely to be facing energy bill stress.

Community outreach events where we promoted our programs included:

- Bring Your Bill day forum in Cabramatta
- EWON Bring Your Bills days in Dubbo, Trangie, Broken Hill and Wilcannia
- EWON Community Workers Forum in Liverpool
- Yabun Festival in Sydney which had approximately 40,000 attendees.

Feedback from EAPA recipients

“ I have been struggling for months with these bills, but now I am grateful for this big help.”

“ This will help me get ahead of the bills.”

“ Thanks for your support and giving time to help me with these vouchers in this hardship time.”

“ A great weight has been lifted off my shoulders. I can breathe for the next few weeks at least.”





77,090

approved applications

▲ Up 9.9% on previous year



\$29,950,000

provided in EAPA support

▲ Up 36.4% on previous year



60,210

EAPA approved transactions for electricity

▲ Up 7.6% on previous year



16,880

EAPA approved transactions for gas

▲ Up 18.8% on previous year

NSW Government



42,440

electricity applications

72%

of applications approved

12,700

gas applications

\$18,120,000

value of electricity applications

\$3,680,100

value of gas applications

NGOs



17,770

electricity applications

28%

of applications approved

4,185

gas applications

\$6,985,000

value of electricity applications

\$1,165,000

value of gas applications

Households with solar

The number of Energy Social Programs customer accounts with home solar systems increased to 204,800, an almost 9% increase compared to the previous financial year.

Customer accounts with home solar systems had electricity bills that were 14% lower than those without solar systems, due to reduced reliance on grid electricity.



21.4%

of retail customer accounts have home solar systems



\$1,688

annualised electricity bill for customer accounts with home solar systems



\$1,973

annualised electricity bill for customer accounts without home solar systems

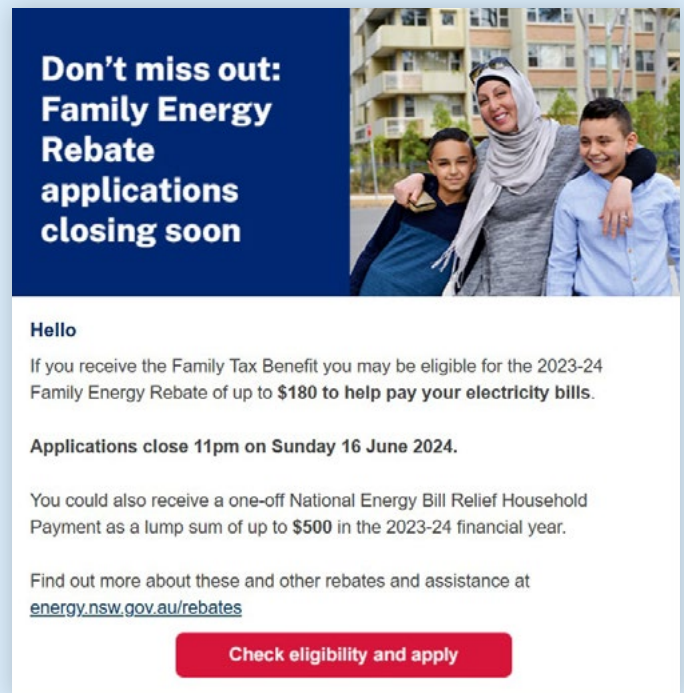
Service NSW email

In April 2024, the Family Energy Rebate was included in a Service NSW email which was opened by 2.29 million subscribers.

Subscribers are Service NSW customers with a MyServiceNSW account. An account is necessary to claim vouchers such as the Active and Creative Kids vouchers, which has similar eligibility requirements to the Family Energy Rebate. The inclusion of the Family Energy Rebate in the Service NSW email was a strategic opportunity to reach target audiences and encourage applications for the Family Energy Rebate.

The email was highly successful and resulted in:

- 291,600 clicks to the Family Energy Rebate web page on the Service NSW website
- a 3,780% increase in sessions to the Find an energy rebate web page on the NSW Climate and Energy Action website in the 7 days after the email compared to the previous 7 days
- a total of 36,540 Family Energy Rebate applications in April which was a 550% increase compared to March.



Household disconnections

Compared to last year, there were fewer electricity customer account disconnections, but more gas customer accounts were disconnected.

1,935

ESP customer electricity accounts disconnected

▼ down 40% from previous year



0.20%

of total customer accounts disconnected from electricity

\$3,060

average annualised electricity bill for disconnected customers

▲ up 36% from previous year

516

ESP customer gas accounts disconnected

▲ 51% up from previous year



0.17%

of total customer accounts disconnected from gas

\$1,427

average annualised gas bill for disconnected customers

▼ down 13% from previous year

Customers in short-term financial hardship, crisis or emergency are encouraged to apply for EAPA to avoid disconnection. Any customer that has notified their energy retailer that they have applied for EAPA cannot be disconnected. In addition to this, once a retailer knows a customer is awaiting assessment of their EAPA application, they cannot apply late fees to the customer's account or start debt recovery.

Glossary

Table 6. Glossary of terms

Term	Definition
Customer account	A unique record of a customer with an energy retailer or embedded network customer account. This year, we primarily used National Metering Identifiers (NMIs) and Delivery Point Identifiers (DPIs) to count customers instead of account IDs.
Electricity bill	Annual billed amount for electricity paid by customer accounts after rebates have been deducted. Where a customer account does not have bills covering the entire year, we have annualised the bill based on the number of days billing information is available.
Eligible customer	An estimated number of potential customers for energy rebates based on data provided by Services Australia, Department of Social Services, Department of Veterans' Affairs and Australian Taxation Office.
Embedded network	Sites such as some apartment buildings, caravan parks and retirement villages where the site owner buys electricity or gas from an energy retailer and on-sells this to the residents.
Energy Accounts Payment Assistance	Energy Accounts Payment Assistance is a crisis support scheme that helps people experiencing short-term financial hardship, crisis or emergency to pay their electricity or natural gas bills.
Family Energy Rebate	Family Energy Rebate helps people with dependent children who received the Family Tax Benefit to pay their electricity bill.
Gas bill	Annual billed amount for natural gas or bottled liquid petroleum gas (LPG) paid by customer accounts after rebates have been deducted. Where a customer account does not have bills covering the entire year, we have annualised the bill based on the number of days billing information is available.
Hardship plan	A program managed by energy retailers to help customers having difficulty paying their bills.
Life Support Rebate	Life Support Rebate helps people who need, or have someone living with them who needs, to use approved life support equipment at home to pay their electricity bill.
Low Income Household Rebate	Low Income Household Rebate helps people with eligible concession cards to pay their electricity bill.
Market offer	The price of energy and the contract's terms and conditions set by the energy retailer.
Medical Energy Rebate	Medical Energy Rebate helps people with eligible concession cards and who are unable to, or have someone living with them who is unable to, regulate their body temperature in extreme hot and cold environments to pay their electricity bill.
Gas Rebate	Gas Rebate helps people with eligible concession cards to pay their natural gas or bottled liquid petroleum gas (LPG) bill.
National Energy Bill Relief	Targeted and temporary payments to help ease the rising cost of electricity bills for those who need it most. National Energy Bill Relief was available in the 2023-24 financial year to existing NSW electricity rebate customers, as well as all other DVA Veteran Gold Card holders not eligible for existing NSW energy rebates, Carer Allowance recipients, and small business customers.
Payment plan	A program managed by energy retailers to help customers pay their energy bills in affordable instalments.
Seniors Energy Rebate	Seniors Energy Rebate helps people who hold a valid Commonwealth Seniors Health Card to pay their electricity bill.
Standard offer	Also known as the default market offer, this is the price for energy set by the Australian Energy Regulator each year.
Unique customer	An estimated number of deduplicated customer accounts that is calculated by the total amount paid per program by the estimated average program value amount.

Appendix

1.3 About the data

The NSW Energy Social Programs Annual Report 2023-24 was prepared using the following sources:

- Data reported by energy retailers under clause A5.14 of the NSW Social Programs for Energy Code (Version 7.1, 2023)
- Energy retailer invoices and supporting evidence for reimbursement of program payments made to customers
- Applications to the NSW Government for energy rebates from embedded network customers, the Family Energy Rebate and the Energy Accounts Payment Assistance scheme
- Data provided by Service NSW for the Seniors Energy Rebate
- NSW Government records on the number of residential gas connections in NSW
- Data provided by Services Australia and Australian Department of Veterans' Affairs on the number of households with at least one concession cardholder
- Data from the Australian Energy Regulator's retail market performance reports on numbers of electricity and gas customers
- Bill and rebates values are rounded to the:
 - nearest one hundredth if the value is greater than or equal to 100,000
 - nearest tenth if the value is less than 100,000 and greater than or equal to 10,000
 - last digit before the decimal place if the value is less than 10,000.

1.4 Quality statement

The Department has made best efforts to ensure the quality of this report. We have reviewed the report for correctness and to identify data quality issues and other limitations of the data and analysis.

1.4.1 Estimated rebate values

Estimated rebate values in this report are sourced from the 6-monthly collection of Energy Social Programs customer billing data from retailers. It is within 1% of the invoices we received from retailers for reimbursement of rebates and Energy Accounts Payment Assistance applied to customer accounts. Invoices received from retailers are considered the most accurate source of rebate values. The very small difference between the invoice payments and the 6-monthly customer billing data are likely a result of:

- delayed payments or irregular invoicing cycles from energy retailers within each financial year, which may not align with Energy Social Programs customer bills ending in that financial year
- minor data quality issues in the 6-monthly customer billing data that were not able to be corrected for during the validation stage, such as incorrect values or missing information from individual retailers.

1.4.2 Data quality issues

For the 6-monthly collection of Energy Social Programs customer bill data, there are the following known quality issues with the data provided:

1. Embedded network energy rebate customers who receive more than one energy rebate may be double counted in total rebate recipient numbers. The likely impact is very small.
2. In each reporting period, a very small number of records from retailers contain erroneous values. The effect of these erroneous values is insignificant to the figures in the report. The Department continues to work with retailers to understand the reasons for erroneous values and improve the quality of these reports.

3. A new data anomaly was identified in the 2023-24 financial year. A small proportion of customer bills with long billing durations (for example, longer than a year) were identified. The long duration of the bills was a result of a system migration by one of the retailers. We investigated for data quality assurance and resolved the impact of long duration bills on the data.

1.4.3 National Energy Bill Relief data

National Energy Bill Relief data in this report relates to customer payments made in respect of 2023-24, based on invoicing data received as of 11 April 2025.

This data is subject to minor refinement in Q3 2025, noting that under the Social Programs for Energy Code, energy retailers have until 30 June 2025 to submit invoices for reimbursement of Bill Relief payments to the Department.

Table 7 shows the National Energy Bill Relief data for the 2023-24 financial year using acquittal data received from retailers as of 11 April 2025, which includes data collected after 30 June 2024. The number of customers in Table 7 is estimated based on the number of unique National Meter Identifiers (NMIs) that paid more than \$0 since 1 July 2023, as of 11 April 2025.

Table 7. National Energy Bill Relief data

Type	Customers	Amount paid (\$)
Household retail customers (includes National Energy Bill Relief payments to Seniors Energy Rebate customers)	997,700	\$439,247,800
Household embedded network customers	14,180	\$7,089,800
Total household customers	1,011,900	\$446,337,600
Small business retail customers	218,000	\$114,663,900
Small business embedded network customers	260	\$169,000
Total small business customers	218,300	\$114,832,900
Total household and small business customers	1,230,100	\$561,170,500

