

NSW Department of Climate Change,  
Energy, the Environment and Water

# Heat Pump Feasibility Grant

Funding guidelines

July 2025



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## Acknowledgment 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.

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**Heat Pump Feasibility Grant**

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# Introduction

We are committed to reducing emissions by 50% by 2030, 70% by 2035 and achieving net zero by 2050. To support this goal, the NSW Net Zero Plan is driving the uptake of proven emissions reduction technologies such as heat pumps to boost both business productivity and sustainability.

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Industrial and commercial businesses in NSW rely heavily on on-site combustion of fossil fuels like natural gas for heat. Installing alternative and more efficient heating technologies like heat pumps will enable businesses to:

- lower energy consumption
- reduce exposure to volatile global energy prices
- reduce carbon emissions.

The \$1 million Heat Pump Feasibility Grant (the Grant) provides eligible NSW businesses up to \$30,000 in funding, covering up to 75% of the project costs, to undertake:

- a heat pump screening, and
- a detailed heat pump feasibility study.

The heat pump screening is a cost-effective way to assess key factors that may influence the successful installation of heat pump technology, such as insufficient metering data, limited electrical capacity, and space constraints.

Addressing these considerations early can help prevent delays, design revisions, and save costs later in the heat pump feasibility process.

The heat pump screening process was developed as part of our Heat Pump Feasibility Pilot (the Pilot). The Pilot was a program that delivered cost-effective screenings for 29 participating businesses. Several businesses advanced through the program to develop high-quality, detailed feasibility studies. The Pilot participants gained valuable insights into heat pump technology, which empowered them to make informed decisions, with some already progressing to implementation.

The Grant is part of the [Business Decarbonisation Program](#) (the Program), which is administered by the NSW Department of Climate Change, Energy, the Environment and Water (the Department). The Program is a \$22 million initiative that helps businesses plan and implement practical, cost-effective steps to reach net zero emissions.

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# Purpose of these funding guidelines

These funding guidelines provide important information for applicants seeking to apply for the Grant, including eligibility and assessment criteria, as well as details on the application and grant delivery process.

You should read these guidelines and the information on our [website](#) before completing your application.

## Key information

### Funding amount

We are providing grants of up to \$30,000 (covering up to 75% of eligible costs) to support eligible businesses to conduct a heat pump screening and develop a detailed feasibility study. A portion of this funding can also be used to cover eligible metering expenses if major metering barriers are identified at milestone 1.

The total funding allocated for this Grant is \$1 million. We may consider additional funding rounds in the future.

### Milestones

The Grant includes 3 milestones:

Table 1: Heat Pump Feasibility Grant milestones

Milestone	Funding amount	Description
<b>Milestone 1: heat pump screening</b>	Up to \$5,000, covering up to 75% of the costs.	This is an opportunity to identify potential barriers to heat pump implementation and assess possible solutions.  The results of milestone 1 will determine whether you progress to milestone 2.
<b>Milestone 2: heat pump design</b>	Part of milestone 3 payment	Develop the heat pump design options using data from the site's processes.  There is no payment of Grant funding at milestone 2.
<b>Milestone 3: heat pump feasibility study</b>	Up to \$25,000, covering up to 75% of costs.	Develop a detailed heat pump feasibility study.

## Dates

Table 2: Heat Pump Feasibility Grant key dates

Date	Details
Applications open	14 July 2025
Applications close	5 pm (AEDT) 13 October 2025, or earlier, if funding is forecast to be exhausted
We will notify you of the outcome of your application	Within 20 business days of the application being submitted. <sup>1</sup>

Updates to the Grant dates will be published on our [website](#), such as if the funding is exhausted before the closing date or if we decide to extend it.

This is a non-competitive grant. Applications will be assessed as they are received. We recommend applying for the Grant as soon as possible to increase the likelihood of your application's success.

## Specialist consultant(s)

A requirement of the Grant is that you must engage a specialist consultant(s) to deliver all milestones. You are required to nominate a consultant(s) in your application, and they must meet Grant assessment criteria.

## Contact details

If you have any questions about the grant or the grant process, you can contact us at [energyefficiency.program@environment.nsw.gov.au](mailto:energyefficiency.program@environment.nsw.gov.au)

Please note that our team cannot provide advice or support about the specific details of your application.

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<sup>1</sup> We reserve the right to extend this notification window if necessary and applicants will be notified accordingly. Applicants should be aware that public holidays and shutdown periods may impact notifications. Applicants will be informed accordingly in these circumstances.

# About the grant

## Objectives

To drive the uptake of heat pumps, the Grant aims to:

- enable NSW businesses to make informed decisions on heat pump implementation
- increase business productivity with high-efficiency heating, reduced exposure to rising fuel costs and lowered emissions
- support the growth of industry capability
- accelerate the uptake of the NSW Energy Security Safeguard.

## Eligibility criteria

To be eligible for this Grant, you must meet all of the following criteria:

- have a current Australian Business Number (ABN) and be registered for goods and services tax (GST).
- deliver your heat pump project at a NSW business site address.
- use between 5,000 and 100,000 gigajoules (GJ) of gas (liquified natural gas, liquified petroleum gas, natural gas) per year at your business site, excluding fuel for transport. You must be able to provide evidence of your annual gas use, such as energy bills<sup>2</sup>. You must submit the most recent available evidence, no more than 2 years old at the time you apply.
- have identified a specialist consultant(s) to complete the Grant milestones.

You are not eligible for this Grant if you:

- are a Commonwealth, state or local government entity; or
- have already been approved for this Grant funding; or
- have received or are going to receive funding from the NSW Government for the same activities.

Only one application can be submitted per business.

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<sup>2</sup> If the gas bill is higher than the eligibility threshold, then a single energy bill that contains details on annual consumption may be sufficient. If your gas bills are close to the minimum (5,000 GJ) or maximum (100,000 GJ) threshold for annual gas spend, we may require you to provide energy bills of up to 12 months.



If you are a related entity to an entity that has been successful in applying for the Grant, up to 2 applications can be submitted in total for a group of related entities, with a limit of one application per related entity. Separate applications must be submitted for each related entity.

You may access other external funding sources in addition to this grant. However, this grant and the other external funding sources combined must not exceed 100% of the total cost of the activities funded by the Grant.

Applicants must answer all questions in the application form and provide supporting documentation.

Any applications by trusts are required to include evidence of power and authority of the applicant to:

- apply for this Grant
- enter and comply with the Grant funding deed, which may include provision of the trust deed of the trust.

# Assessment criteria

To be awarded this Grant, applications must meet the assessment criteria outlined in Table 3.

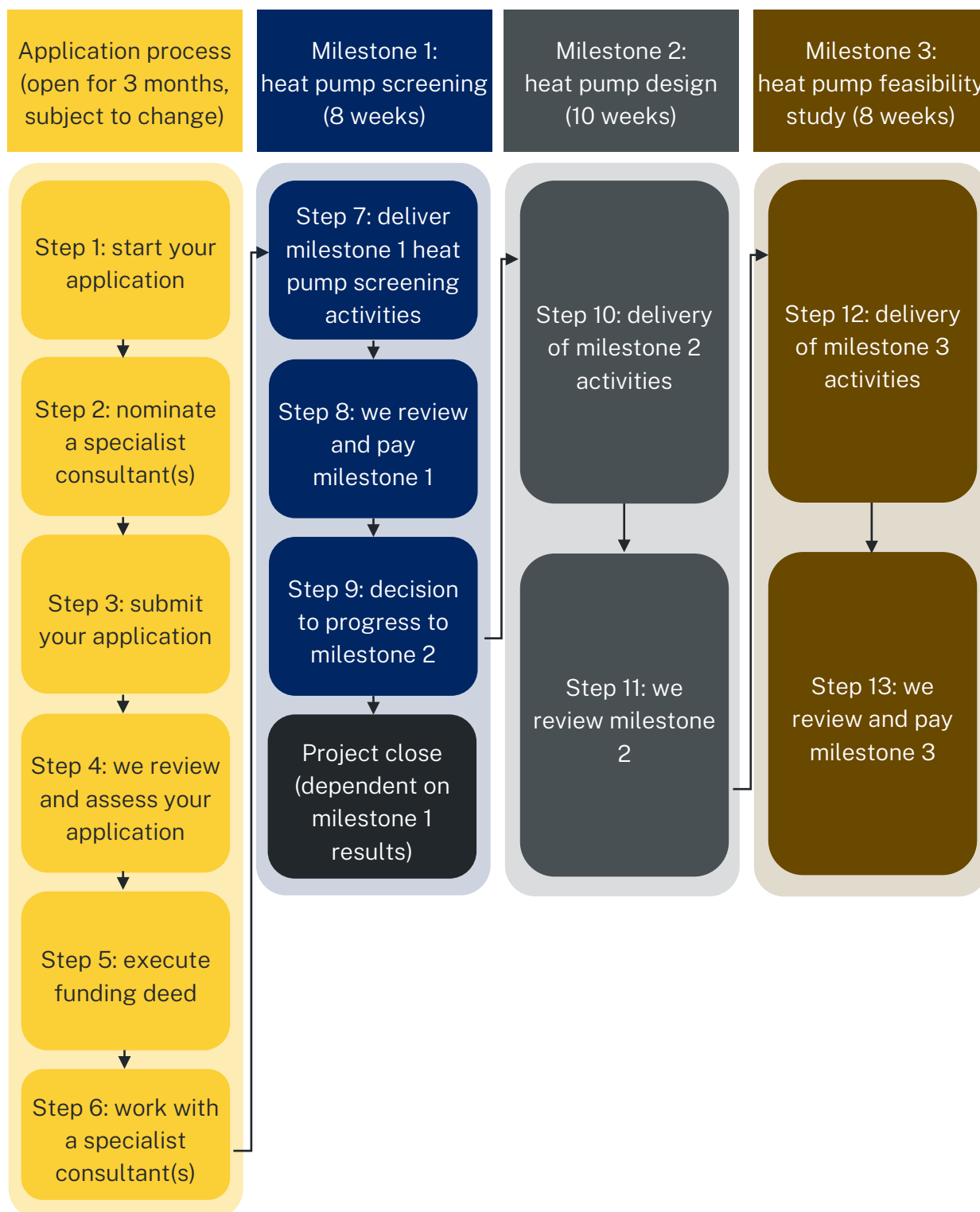
Table 3: Grant assessment criteria

Criteria	Assessment requirements (pass/fail)
Alignment with the Grant objectives	The application demonstrates alignment with the Grant objectives and a commitment to electrification and decarbonisation.
Specialist consultant(s) competency and availability of contingency resources	<p>You must nominate a specialist consultant(s) in your application and provide evidence of the nominated consultant(s)' expertise (in the form of formal qualifications and/or implemented project examples) in all the required competency areas below. All provided evidence should highlight the consultant's personal involvement in projects and how they contributed to the outcome.</p> <ol style="list-style-type: none"> <li>1. Competencies               <ol style="list-style-type: none"> <li>1.1. Metering:                   <ul style="list-style-type: none"> <li>• thermal metering</li> <li>• metering needs assessment.</li> </ul> </li> <li>1.2. Heat pumps:                   <ul style="list-style-type: none"> <li>• thermal mass and energy balance</li> <li>• heat pump design and sizing for boiler retrofits</li> <li>• refrigeration and refrigerant selection.</li> </ul> </li> <li>1.3. <a href="#">NSW Energy Savings Scheme</a>:                   <ul style="list-style-type: none"> <li>• Project Impact Assessment with Measurement and Verification method.</li> </ul> </li> </ol> </li> <li>2. Resourcing               <ul style="list-style-type: none"> <li>• Additional staffing resources available to mitigate unforeseen circumstances.</li> </ul> </li> </ol> <p>To meet the above requirements, you may nominate several consultants or propose subcontracting arrangements as part of your application.</p>
Quality of application details	The information provided in your application is accurate, up-to-date, complete and legible.
Risks	<p>The application does not raise any unacceptable reputational or delivery risks to the NSW Government, including any:</p> <ul style="list-style-type: none"> <li>• pending legal action</li> <li>• media controversy</li> <li>• lack of grantee financial capacity to cover the remaining costs to implement the Grant milestone activities.</li> </ul>

# Grant process

The Grant consists of four key stages as shown in Figure 1. Detailed information about each stage is outlined in the relevant sections below.

Figure 1: Heat Pump Feasibility Grant process



## Step 1: start your application

Before applying, you should read these funding guidelines, the [sample funding deed](#) and the information on our [website](#).

### Application form

To start your application, visit our [website](#) and click “Apply now” to access and complete the application form on our [grant management system](#).

## Step 2: nominate a specialist consultant(s)

Nominate a specialist consultant(s) that meets the ‘specialist consultant competency and availability of contingency resources’ assessment criteria in Table 3. Include information about the nominated specialist consultant(s) that addresses the assessment criteria.

If the nominated specialist consultant(s) does not satisfy the assessment criteria, we may ask you to review this element of your application and nominate a different specialist consultant(s). Should the updated specialist consultant(s) also not meet the criteria, your application may be rejected. We may also request more information throughout the assessment process.

## Step 3: submit your application

Once you have completed your application, submit it via the [grant management system](#). You will receive an email notification with an application number to confirm it has been received. Your application must be submitted before the grant closing date.

## Step 4: review and assessment of your application

The application assessment team, composed of NSW Government staff and possibly external advisors, will assess each grant application as it is submitted.

Applications will be reviewed against eligibility and assessment criteria outlined in these funding guidelines. If an application does not meet the selection criteria, you will be notified of the outcome.

We may request additional information as part of the assessment process. At this point, the assessment process will stop, and you will have **5 business days** from the date of the request in which to respond. If you do not respond by the due date, your application may not proceed, unless you can demonstrate extenuating circumstances for the delay.

Once your response has been received, the assessment process will recommence.

The assessment team will make recommendations on the outcome of the application in writing to the decision-maker, the Program Manager, Business Decarbonisation.

You will receive an email notification within 20 business days of your application date confirming the outcome of your application. We reserve the right to extend this notification window if necessary and applicants will be notified accordingly. Applicants should be aware that public holidays and shutdown periods may impact notifications. Applicants will be informed accordingly in these circumstances.

## Step 5: execute a funding deed

If your application is successful, we will send you a funding deed. A [sample funding deed](#) is available on our [website](#). Please note that we may make modifications before it is executed.

You will have 20 business days from the date we send it to you to sign and return the funding deed. If you do not return it in time, we may withdraw the funding offer. The funding deed must be signed by an individual(s) with the authority to enter into a contract on behalf of your business.

The funding deed is not binding until signed by us.

Once the funding deed is executed, you will need to complete a pre-implementation survey to support the ongoing enhancement of our programs. We will email you the necessary links to access the survey.

## Step 6: work with a specialist consultant(s)

Once the funding deed is signed, you must work with the approved specialist consultant(s) nominated in your application.

You have 8 weeks to complete milestone 1. The time it takes to contract your specialist consultant(s) must fit within this timeframe.

If you wish to change your approved specialist consultant(s) (or subcontractor[s]) during the milestone delivery process, you must seek our written approval. We will assess the new consultant(s) against the relevant assessment criteria in Table 3. The milestone timeframes will be put on hold during the assessment process. If you change your specialist consultant(s) without our written approval, your continued funding may become ineligible.

# Milestone 1: heat pump screening

The heat pump screening is designed to help you identify potential major barriers to heat pump adoption that may be present at your business site. This screening will provide an early indication of heat pump feasibility and inform the next steps of the project.

It is best practice to identify major barriers, such as those listed in Table 4, before undertaking a detailed feasibility study. This helps prevent delays and design revisions that could arise if these issues are discovered later in milestone 3.

Table 4: Potential major barriers to be assessed in milestone 1

Potential major barriers	Impact on heat pump feasibility
Insufficient data/metering	A heat pump is likely to be sized inaccurately without sufficient data reflecting the actual site heat demand. This increases the risk of oversizing the system, leading to poor payback.
Insufficient electrical capacity	A heat pump is unlikely to be implemented if a business site lacks a solution to ensure sufficient electrical capacity to support the additional electrical load required.
Unaddressed energy efficiency measures	The feasibility study is likely to recommend an oversized heat pump if energy efficiency measures are not addressed first. Unnecessary heat demand may hinder heat pumps from achieving a strong economic payback.
Planned upgrades/changes	Changes to process, infrastructure or technology at a business site may affect heat pump feasibility. A feasibility study would need future revisions to correctly reflect the new circumstances.
Process constraints	Low gas consumption, low operating hours and high demand temperatures are major process constraints. Heat pumps commercially available in NSW are most efficient and economically viable with high utilisation and with demand temperatures below 90°C. Temperatures of up to 150°C can be reached.

## Step 7: deliver milestone 1 heat pump screening activities

All milestone 1 activities must be completed within 8 weeks from the start date of the funding deed.

## Milestone 1 heat pump screening tools

To deliver the heat pump screening activities, your specialist consultant(s) will complete 2 screening tools with your input (Table 5). The outputs of these tools will provide a high-level estimate of the feasibility and potential barriers to heat pump implementation at your site. Your consultant will also recommend potential resolution options.

Table 5: Heat pump screening tools

Screening tool	Description
Heat Pump Estimator	The <a href="#">Heat Pump Estimator</a> by Australian Alliance for Energy Productivity is a web-based application that examines your site's process heat demand to estimate the business case for a heat pump. This business case includes heat pump sizing, total estimated capital expenditure and the anticipated payback. It provides you a sense of the required investment scale and the savings opportunity with minimal time and cost input needed.
Heat Pump Readiness Questionnaire	The Heat Pump Readiness Questionnaire will help examine your site's unique operating conditions and the parameters to identify potential major barriers to heat pump implementation.

## Milestone 1 activities

You must ensure that your specialist consultant(s) completes all activities listed in Table 6.

Table 6: Milestone 1 activities, deliverable requirements and resources facilitated by us

Activity (sequential order)	Deliverable requirements	Resources provided by us
Activity 1: read the instructions for using the heat pump screening tools.	Your specialist consultant(s) must read the instructions for using the Heat Pump Estimator and the Heat Pump Readiness Questionnaire and ensure they understand how to use both.	<ul style="list-style-type: none"><li>• <a href="#">Heat Pump Estimator and instructions.</a></li><li>• Heat Pump Readiness Questionnaire and instructions (to be provided after signing the funding deed).</li></ul>
Activity 2: facilitate heat pump screening	Your consultant(s) must facilitate the heat pump screening session(s) with the site representative(s) to complete:	<ul style="list-style-type: none"><li>• <a href="#">Heat Pump Estimator</a></li><li>• Heat Pump Readiness</li></ul>

Activity (sequential order)	Deliverable requirements	Resources provided by us
session(s) with the grantee.	<ul style="list-style-type: none"> <li>Heat Pump Estimator</li> <li>Heat Pump Readiness Questionnaire.</li> </ul> <p>The specialist consultant(s) may request information from you before the screening session(s).</p> <p>These sessions:</p> <ul style="list-style-type: none"> <li>can be delivered online</li> <li>must include site representatives with the necessary information to complete the screening tools</li> <li>require the invitation of one of our representatives to attend the screening session(s) virtually via email</li> </ul> <p><a href="mailto:energyefficiency.program@environment.nsw.gov.au">energyefficiency.program@environment.nsw.gov.au</a>.</p>	Questionnaire (provided after signing the funding deed).
Activity 3: conduct metering and barriers assessment.	<p>Your consultant(s) will use the information gathered in activity 2 to conduct the metering and barriers assessment outlined in the milestone 1 report template. The assessment will identify metering/data collection gaps, and outline solutions to these, along with any other potential barriers identified.</p> <p>If required, your consultant(s) may request additional data from you to complete activity 3.</p> <p>Your consultant(s) should also conduct a site visit to collect or verify data for activities 2-3.</p>	<a href="#">Milestone 1 report template</a>
Activity 4: prepare milestone 1 report summarising the heat pump screening results (activities 2 and 3).	<p>Your consultant(s) must prepare the milestone 1 report.</p> <p>The report must include all sections and content specified in the <a href="#">milestone 1 report template</a>, as provided by the Department.</p>	<a href="#">Milestone 1 report template</a>



Activity (sequential order)	Deliverable requirements	Resources provided by us
The report will also include your specialist consultant(s)' recommendation on progression to milestone 2.		

The total time and cost for each activity will vary depending on each grantee's heating needs, industry and operations.

To complete milestone 1, grantees must use our [grant management system](#) to submit:

- the complete milestone 1 report
- the specialist consultant(s)'s itemised invoice to you
- your invoice to the Department for milestone 1 payment
- your decision to use part of the total approved grant funding for eligible metering costs, as detailed in your metering barrier resolution plan (see Table 10 for eligibility details). If you decide yes, you must submit quotes for metering related costs for us so that we can assess their eligibility. Approval will depend on the outcome of this assessment.

## Step 8: our review and payment of milestone 1

We will review milestone 1 submissions against the requirements listed in Step 7. We may be supported by independent external technical advisor(s). The review process may take up to 20 business days after submission.<sup>3</sup> During our review, we may request additional information.

Grantees that fulfil all milestone 1 requirements will receive email confirmation of completion and payment. Incomplete or late deliverables may affect the payment and progression to milestone 2. For details on covered costs, see Table 7.

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<sup>3</sup> We reserve the right to extend this notification window if required and grantees will be notified accordingly. Grantees should be aware that public holidays and shut down periods may also delay notifications.

Table 7: Milestone 1 incurred costs that we will and will not fund.

Incurred costs we will fund	Incurred costs we will not fund
Up to \$5,000 (excluding GST), covering up to 75% of the total cost of services provided by the specialist consultant(s) responsible for delivering milestone 1 activities.	<ul style="list-style-type: none"> <li>Costs incurred (paid for in full or through a deposit) before you were awarded the grant.</li> <li>Internal project management and labour costs.</li> </ul>

## Step 9: decision to progress to milestone 2

When completing the milestone 1 report, your specialist consultant(s) will recommend if your project should progress to a full feasibility study (milestones 2 and 3). This recommendation will account for all potential major barriers to heat pump feasibility at your site (refer to Table 4 for examples) and their resolution plans.

If major barriers are identified, the consultant(s) must clearly highlight the potential risks and impacts they may have on the heat pump feasibility study's outcome. You should then consider whether to proceed to milestones 2 and 3.

For the insufficient data/metering barrier, we will decide on next steps based on one of the following scenarios:

- Where the insufficient data/metering barrier is not identified and other milestone requirements are met, we will:
  - notify you that all milestone requirements are met
  - request that you confirm by email you are proceeding to milestone 2.
- Where the insufficient data/metering barrier is identified, but can be resolved within 10 weeks (as per the metering barrier resolution plan in the milestone 1 report), and all other milestone requirements are met, we will:
  - notify you that all milestone 1 requirements are met
  - notify you of our determination on eligible metering costs (if you chose to use part of the approved grant funding for metering expenditure)
  - request your binding commitment to implement the metering plan within 10 weeks (milestone 2 timeframe)
  - request that you confirm by email that you are proceeding to milestone 2.
- Where the insufficient data/metering barrier is identified and cannot be resolved within 10 weeks, we will notify you that you are not entitled to milestone 2 & 3 Grant funding for the project. This is regardless of whether other milestone requirements are met.

# Milestone 2: heat pump design

## Step 10: delivery of milestone 2 activities

During this step, your specialist consultant(s) will develop their design options for a proposed heat pump. To progress to milestone 3, this must be completed within 10 weeks of us notifying you that milestone 1 is complete.

To fulfil the requirements of milestone 2, you must ensure that all activities listed in Table 8 are completed.

Table 8: milestone 2 activities, deliverable requirements, and resources facilitated by us

Activity (Sequential order)	Deliverables requirements	Resources facilitated by us
Activity 1: action the required metering barrier resolution plan(s) from the milestone 1 report.	If the 'insufficient metering' barrier is present, you must resolve it to ensure sufficient data is available for the heat pump feasibility study.  You should action all barrier resolution plans made in the milestone 1 report where practical within the milestone 2 delivery timeframe.	<a href="#">Milestone 2 report template</a>
Activity 2: prepare and submit the milestone 2 report. This includes, but is not limited to, a summary of: <ul style="list-style-type: none"><li>• energy balance</li><li>• current operations</li><li>• heat pump design options.</li></ul>	Your specialist consultant(s) must prepare the milestone 2 report.  The report must provide information for all sections and content requirements included in the <a href="#">milestone 2 report template</a> .	<a href="#">Milestone 2 report template</a>

Upon completing milestone 2, you must use our [grant management system](#) to submit:

- the complete milestone 2 report
- required evidence for approved metering barrier(s) resolution plans: itemised invoice(s), and before and after photo(s).

## Step 11: our review of milestone 2

We will review milestone 2 submissions against the requirements in Step 10. We may be supported by independent external technical advisor(s). The review process may take up to 20 business days after submission.<sup>4</sup> During our review, we may request additional information. It is important to respond within the timeframe specified in the request. If you do not respond within the required timeframe, it may result in the incomplete achievement of milestone 2 and you may not progress to milestone 3.

Grantees that fulfil all milestone 2 requirements will receive an email confirming they have successfully completed the milestone. Incomplete or late deliverables may stop you from progressing to milestone 3. There is no Grant funding payment at milestone 2.

Following our review of milestone 2, we will provide high-level feedback on the proposed heat pump design. Your nominated specialist consultant(s) must consider this feedback and document how this feedback has been considered in developing the final heat pump design in milestone 3.

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<sup>4</sup> We reserve the right to extend this notification window if required and grantees will be notified accordingly. Grantees should be aware that public holidays and shut down periods may also delay notifications.

# Milestone 3: heat pump feasibility study

## Step 12: delivery of milestone 3 activities

During this stage, your specialist consultant(s) will finalise the heat pump feasibility study, building upon the heat pump design in milestone 2. Milestone 3 must be completed within 8 weeks of us notifying you that milestone 2 is complete.

To fulfil the requirements of milestone 3, you must ensure that your specialist consultant(s) completes all activities listed in Table 9.

Table 9: milestone 3 activities, deliverable requirements, and resources facilitated by us

Activity	Deliverables requirements	Resources facilitated by us
1. Prepare and submit milestone 3 report. This includes details on the technical and economic feasibility of a heat pump for your site.	Your specialist consultant(s) must consider our feedback provided as part of the milestone 2 review and must document how the feedback has been considered in developing the final design. In consultation with you, they may decide not to action this feedback, but they must consider it.  The specialist consultant(s) must prepare the milestone 3 report.  The report must provide information for all sections and content requirements included in the <a href="#">milestone 3 report template</a> .	<a href="#">Milestone 3 report template</a>

Upon completing milestone 3, you must use our [grant management system](#) to submit:

- the milestone 3 report and supporting documentation (if any)
- the specialist consultant(s)'s itemised invoice to you
- your invoice to the Department for milestone 3 payment.

Before the project is completed, you will also need to complete a post-implementation survey to help enhance our programs. We will email you the necessary links to access the survey.

## Step 13: our review and payment of milestone 3

We will review milestone 3 submissions against the requirements in Step 12. We may be supported by independent external technical advisor(s). The review process may take up to 20 business days after submission.<sup>5</sup> During our review, we may request additional information. It is important to respond within the timeframe specified in the request. If you fail to respond within the required timeframe, we may consider milestone 3 incomplete, which could affect your milestone payment.

Grantees that fulfil all milestone 3 deliverable requirements will receive email confirmation of successful completion and payment. Incomplete deliverables may affect the payment. For details on eligible costs, see Table 10.

Table 10: milestone 3 incurred costs that we will and won't fund

Incurred costs we will fund	Incurred costs we will not fund
<ul style="list-style-type: none"><li>• Up to \$25,000 (excluding GST) covering:<ul style="list-style-type: none"><li>- up to 75% of the total cost of:<ul style="list-style-type: none"><li>○ the services provided by the specialist consultant(s) responsible for delivering milestones 2 &amp; 3</li></ul></li><li>- up to 50% of the cost of:<ul style="list-style-type: none"><li>○ metering hardware and software to address metering barriers identified at milestone 1. Eligible costs include:<ul style="list-style-type: none"><li>▪ Costs to install and commission temporary meters, loggers, or permanent submeters that are required for measuring energy performance</li><li>▪ Hardware and integration with software needed to monitor energy use</li></ul></li></ul></li></ul></li></ul>	<ul style="list-style-type: none"><li>• Costs incurred (paid for in full or through a deposit) before you were awarded the grant.</li><li>• Internal project management and labour costs.</li><li>• Costs associated with any capital expenditure, other than the eligible metering costs. Ineligible metering costs include:<ul style="list-style-type: none"><li>▪ Costs associated with calibration and re-commissioning of existing submeters, or metering onsite renewables</li></ul></li></ul>

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<sup>5</sup> We reserve the right to extend this notification window if required and grantees will be notified accordingly. Grantees should be aware that public holidays and shut down periods may also delay notifications.

# Further information

## Suspension or cancellation

We may suspend or cancel the funding round if we are of the view that:

- the round cannot continue, or be conducted, in a fair and orderly manner
- it is likely the funding round will not be able to continue or be conducted in a fair and orderly manner.

We may suspend or cancel the funding round at any time before the closing date. Any decision to suspend or cancel will be communicated via email to all applicants whose applications have been received and are in the process of evaluation. Our [website](#) will be updated to notify prospective applicants. We will seek the advice of the probity advisor in making such a decision fairly and objectively.

If a funding round is suspended, we will continue or cancel the round within a reasonable timeframe. If we are satisfied that a round can continue and be conducted in a fair and orderly manner, the round will continue. If a funding round is cancelled, it may be rescheduled, and the updated application dates will be published on our [website](#).

## Variations

Requests for variations to the funding deed will be assessed on a case-by-case basis. Approval may be granted only in exceptional circumstances and at our sole discretion. Any approval will be subject to appropriate documentation being signed such as a deed of variation of the funding deed subject to any other process specified in the funding deed.

Variation requests must be submitted through our [grant management system](#) and must include a detailed justification along with underlying evidence.

For milestone delivery date variations, you must notify us as soon as reasonably practicable upon becoming aware of the delay and that should be no later than 2 weeks before the milestone delivery due date.

Variation requests to increase approved funding amounts will not be considered.

If you have any questions, please contact us at [energyefficiency.program@environment.nsw.gov.au](mailto:energyefficiency.program@environment.nsw.gov.au)

## Disqualification of applicants

We reserve the right to disqualify applicants from grant rounds for an identified period. This can be done if we believe, on reasonable grounds, that an individual or business has engaged

in misconduct relating to any part of the grant process. In determining whether to disqualify an individual or business, we may consider whether they have:

- breached the guidelines for participating in a Grant process,
- breached a direction given by us in relation to a Grant process, and/or
- been involved in or are suspected of being involved in, now or in the future, conduct intended to affect the integrity of a Grant process.

## Provision of false or misleading information

We take fraud very seriously. It is an offence to provide false or misleading information to us. If an individual or business provides any information or makes any representations to us that is or may be inaccurate, intended to mislead, deceptive, deceitful or otherwise fraudulent, we may:

- refuse to consider their application
- refuse to accept or consider any further applications from them
- withdraw their funding offer
- require the return of any received payment that we determine they were not entitled to receive in accordance with these funding guidelines and the terms of the funding deed
- report the matter to the NSW Police.

## Late application submissions

Please note that, apart from any extension published by us, no late applications will be accepted following the published cut-off date. However, at our discretion, we may accept late applications if they do not affect any material fairness, upon probity advisor review.

## Confidentiality and disclosure of information

Unless otherwise stated, any commercial-in-confidence information provided by an applicant as part of, or in connection with, an application process will be treated confidentially by us.

We may disclose commercial-in-confidence information provided by applicants as required by law. We may also disclose commercial-in-confidence information provided by applicants to the following parties:

- the Minister or Minister's Office
- the NSW Ombudsman and Audit Office of NSW
- our staff or advisors as part of the Grant process and related activities and where authorised or required by law to be disclosed
- other NSW Government agencies.



We will otherwise only disclose commercial-in-confidence information provided by applicants with their expressed consent.

## Publishing of results

We may officially announce the following information associated with successful projects:

- name of the recipient
- recipient location and project location
- description of the project and its aims
- amount of funding awarded.

We will also publish the above information for all successful projects on the [NSW Government's Grants and Funding Finder](#) as required under law. We will publish any other information as required by law.

We reserve the right to announce successful grantees. Grantees must not announce their successful application until we have made the announcement or provided approval to do so in writing.

## Program evaluation

By making your application you agree to us using your de-identified application and project data in training materials, case studies and evaluations.

We may contact applicants and grantees to provide information through follow up survey or an interview.

You may also be contacted by us or a third party on behalf of us to provide feedback as part of an evaluation of the Heat Pump Feasibility Grant Round, the Business Decarbonisation Program, the Net Zero Plan or the NSW Climate Change Fund.

## Complaints

Complaints concerning the grant round should be emailed to [energyefficiency.program@environment.nsw.gov.au](mailto:energyefficiency.program@environment.nsw.gov.au)

Complaints will be reviewed by us in the first instance. If the complaint cannot be resolved within 30 business days, our complaints and review officer will contact the complainant to advise the next steps. If the complaint is still not resolved satisfactorily, you can engage the NSW Ombudsman for an external review of our administrative actions.

## Conflict of interest

We will administer our conflict of interest procedures, including procedures for all staff involved to declare their interests. All advisors engaged by us are required to disclose any conflicts of interest they may have in relation to applicants and may be excluded from work if required under our conflict of interest procedure.

If applicants are aware of any actual, perceived or potential conflicts of interest, they must advise us before or when applying. Applicants must comply with any directions from us to manage a conflict of interest. If the applicant or the specialist consultant(s) has a conflict of interest or the potential for one arises, the applicant must notify us in writing or ensure the specialist consultant(s) does so.

## Probity

We appointed Procure Group Pty Ltd (ABN 22 130 908 824) as the independent probity advisor for the Grant. The probity advisor will monitor the Grant's conduct and ensure it is delivered impartially, with integrity and accountability. Should any applicant have questions or concerns about the Grant's probity and the application process, they are welcome to bring these directly to the probity advisor's attention, Daemoni Bishop, Senior Probity Advisor (dbishop@procuregroup.com.au).

## Liability

All applications must be submitted electronically through our [grant management system](#). We will not be responsible in any way for any loss, damage or corruption of electronically submitted applications.

We will not be liable to any applicant for any expenses or costs incurred from preparing or submitting a Grant application, including where Grant funding is subsequently discontinued.

## Information supplied

The information in the Heat Pump Feasibility Grant Funding Guidelines has been provided with due care and is intended only for the applicant's guidance. We do not guarantee it as being accurate for future needs and expenditures.

## Contact us

If you have any questions or concerns, please visit our [website](#) or contact us at [energyefficiency.program@environment.nsw.gov.au](mailto:energyefficiency.program@environment.nsw.gov.au).

# Glossary

Term	Definition
Heat pump	<p>A device that extracts heat from a source and then amplifies and transfers the heat to where it is needed.<sup>6</sup> This heat is usually extracted from the ground, air, nearby water sources or waste heat from commercial processes.</p> <p>Heat pumps can be applied in heating, ventilation and air conditioning (HVAC) systems or to heat water.</p>
Capital expenditure	<p>Refers to funds used by an organisation to buy, upgrade or maintain physical assets such as property, buildings or equipment.</p>
Related entity	<p>“Related entity” includes but is not limited to the meaning it has in the <i>Corporations Act 2001 (Cth)</i> as well as including related bodies corporate and related trusts. Related body corporate has the meaning provided in section 50 of the Corporations Act. Related trust means any trust where an entity of the business or its related bodies corporate are its trustees and/or beneficiaries.</p>
Site	<p>A specific physical location with a designated address where business operations are conducted.</p>

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<sup>6</sup> IEA (2022) How a heat pump works – the future of heat pumps – analysis, IEA. Available at: <https://www.iea.org/reports/the-future-of-heat-pumps/how-a-heat-pump-works> (Accessed: 20 January 2025).



### For more information

For more information about the Heat Pump Feasibility Grant and other initiatives, visit our [website](http://www.energy.nsw.gov.au) or contact us via email.

[www.energy.nsw.gov.au](http://www.energy.nsw.gov.au) |  
[energyefficiency.program@environment.nsw.gov.au](mailto:energyefficiency.program@environment.nsw.gov.au)