Department of Climate Change, Energy the Environment and Water

Metering Plan Implementation Grant funding guidelines

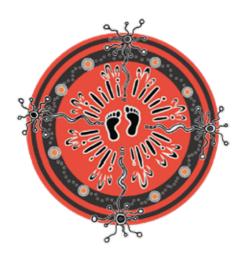


Round 2

November 2025



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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Introduction

The NSW Government is 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 drives the adoption of proven emissions-reduction technologies.

Energy metering and monitoring plays a key role in reducing energy use, costs and emissions. It helps businesses identify energy savings opportunities, guide equipment upgrades and respond to energy price signals. Data from previous programs and international literature show that a well-planned and designed energy metering and monitoring system can help you save around 5 to 15% in energy costs.

The Metering Plan Implementation Grant round 2 (the Grant) helps NSW businesses implement comprehensive metering and monitoring upgrades. It provides eligible businesses between \$20,001 and \$100,000 to cover up to 50% of the project cost. Holistic upgrades can help your business reduce energy costs and drive productivity with a deeper, more integrated view of your energy use. The total funding allocated for this grant round is \$2 million.

Round 1 was launched in early 2024 and provided a total of \$1.3 million in funding to 23 projects. It attracted strong interest from businesses statewide, with grant recipients representing a broad range of sectors, including manufacturing, hospitality, retail, private healthcare, education and sports facilities.

This 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, we or us). The program is a \$22 million initiative that helps businesses plan and implement practical, cost-effective steps to reach net zero emissions.

Purpose of these guidelines

These funding guidelines provide important information for NSW businesses applying for round 2 Grant funding. It includes 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 <u>website</u> before completing your application.

Key information

Funding amount

Round 2 of the Metering Plan Implementation Grant provides eligible NSW businesses between \$20,001 and \$100,000 in funding. It covers up to 50% of costs to implement comprehensive metering and monitoring upgrades, informed by detailed metering and monitoring plans. If you are seeking a smaller funding amount, you should consider the Submetering Grant.

The total funding allocated for this Grant round is \$2 million. However, this may be adjusted based on demand for this Grant and others in the metering package detailed below. If other grants in the metering package outlined below are not fully subscribed, remaining funds may be redirected to this Grant.

Additional funding rounds may be launched in 2026. However, this may change at the discretion of the NSW Government.

Metering package

This Grant is part of the \$12 million metering package, which includes 2 other grants launched alongside the Metering Plan Implementation Grant round 2. Together, these funding opportunities offer varied support to align with your business's current metering needs. The other grants in the package are:

- The Submetering Grant round 2: offers businesses up to \$20,000, covering up to 50% of project costs to install and commission permanent submeters, including hardware integrations with software. The total funding allocated is \$1 million.
- The Energy Performance Services Grant: offers businesses up to \$50,000, covering 50% of project costs to help analyse metering data and improve your energy performance. This could include support for planning, access to energy monitoring and analytics software, data integration and connectivity, expert guidance and capability development. The total funding allocated is \$1.5 million.

Each grant has its own funding guidelines. Please refer to the relevant guidelines for detailed information on each grant.

Milestones

The Metering Plan Implementation Grant includes 2 milestones:

Table 1: Metering Plan Implementation Grant milestones

Milestone	Funding amount	Description
Milestone 1: implementing the recommendations outlined in your metering and monitoring plan	\$20,001 to \$100,000, covering up to 50% of the eligible costs.	Install the approved energy metering and monitoring solutions as recommended in your energy metering and monitoring plan.
Milestone 2: internal promotion of metering benefits	Part of milestone 1 payment. All work must be completed by the grantee before payment is made.	Communicate the expected or demonstrated benefits of this project across your organisation to promote adoption and replication at other sites.

Dates

Table 2: Metering Plan Implementation Grant key dates

Date	Details
Applications open	12 November 2025
Applications close	5 pm (AEST) 30 April 2026, or earlier, if funding looks to be exhausted
We will notify you of the outcome of your application	Within 20 business days of submitting your application. ¹

We will publish Grant updates on our <u>website</u> and notify applicants by email. This includes if funding is exhausted before the closing date or if we extend the application period.

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.

¹ 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.

Key differences from round 1

These guidelines specify the requirements for round 2. Please review them carefully, as several updates have been made from round 1. Key changes from round 1 include introducing:

- a minimum funding request amount of \$20,001
- a requirement to use the provided templates to streamline grant application and acquittal processes.

Contact details

If you have any questions about the Grant or the application process, you can contact us at energyefficiency.program@environment.nsw.gov.au.

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

About the grant

Objectives

This Grant aims to:

- improve energy performance in NSW businesses
- enable businesses to identify, prepare and verify energy and emissions reduction projects
- provide robust data to site managers to make informed investment decisions that help achieve net zero emissions objectives
- demonstrate the link between energy metering and monitoring systems and energy and cost savings

Eligibility criteria

To be eligible for this Grant, you must:

- have a current Australian Business Number (ABN) and be registered for goods and services tax (GST)
- deliver your metering plan implementation project at a NSW site address
- spend a minimum of \$200,000 annually on energy bills² for your business site, or demonstrate an equivalent annual on-site energy use of at least 3,600 gigajoules (GJ)³. This includes purchased fuels, except fuel for transport. You must submit the most recent available evidence, no more than 18 months old at the time of the application, unless an exception is granted
- be the energy bill payer and have operational control of the site, with authority to install submetering and act on the insights it provides. If you are not the site owner, you must have authorisation from the owner to undertake the project, and provide evidence of this in your application
- have a complex energy system including, but not limited to, a combination of:
 - multiple processes
 - multiple distribution systems
 - multiple energy types

² Energy spend includes, in addition to consumption charges, other related costs such as network and environmental costs as listed on the utility bill.

³ Energy sources not reported in GJ must be converted to their GJ equivalent using standard conversion factors provided in the Appendix.

- multiple end uses
- have an up-to-date energy metering and monitoring plan and a metering schedule dated within 3 years of your application submission
- have valid itemised quotes, detailing individual costs for submeters, software items and activities. Lump-sum quotes will not be considered.

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 providing the trust deed
 of the trust.

Considerations for multiple applications

- you can receive one Grant per site, including any grants you have received or are going to receive for that site under round 1 or round 2 of the Submetering Grant, or round 1 of the Metering Plan Implementation Grant.
- You can receive up to 2 Grants per business, including a group of related entities⁴, this includes any grants received in round 1 of the Metering Plan Implementation Grant.

You need to submit a separate application for each grant.

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.

You are not eligible for this Grant if you:

- are a Commonwealth, state or local government entity
- have received or are going to receive funding from the NSW Government for the same activities
- are undertaking refurbishment or expansion that triggers compliance obligations under the <u>National Construction Code (NCC)</u>. In commercial office settings, this includes works considered a major refurbishment under the <u>Commercial Building Disclosure (CBD)</u> <u>Program</u>.

Assessment criteria

To be recommended for funding, applications must meet the following assessment criteria:

⁴ A related entity includes but is not limited to the meaning it has in the <u>Corporations Act 2001 (Cth)</u>, including related bodies corporate or related trusts. Related bodies corporate has the meaning provided in section 50 of the *Corporations Act 2001 (Cth)*. Related trusts mean any trusts where an entity of the business or its related bodies corporate are its trustees and/or beneficiaries.

Table 3: Grant assessment criteria

Criteria	Assessing performance against criteria (pass/fail)
Project aligns with Grant objectives	The application shows how implementing the proposed solutions aligns with the Grant objectives, including how it leads to improved energy performance. This objective must be supported by the Key Performance Indicators (KPIs) derived from submetering data.
Quality of application details	The information provided is accurate, complete, up-to-date and legible.
Content of the metering and monitoring plan	The plan includes all headings, subheadings, and information requirements outlined in the Metering and monitoring plan report template. Below is a summary of the key headings to provide context before reviewing the complete document: • Executive summary • Project context and objectives • Energy distribution and metering and monitoring plan boundary • Metering and monitoring system design • Implementation of proposed solutions • Appendices Your application must clearly define what you propose to implement during the grant period.
Content of the metering schedule	 be completed using the template provided in this document, without modifications, with all required information filled out clearly differentiate between the broader project activities and the specific items for which funding is being requested align with the proposed KPIs and supporting itemised quotations.
Promotion is specific and easy to implement	 The promotional items listed in your application must be: specific, such as feature in an internal company newsletter in Q1 2026, or an email to other sites within the organisation designed to showcase the role of metering and monitoring in achieving your project objectives time-bound and able to be implemented within the funded project.

Criteria	Assessing performance against criteria (pass/fail)
Capacity and capability for timely project implementation	The application must show your ability to complete the project within 6 months of the funding deed's start date. This must be supported by evidence such as a letter of commitment from company executives, detailed project plans or resource allocation statements.
Risks	 The application does not raise any unacceptable reputational or delivery risks to the NSW Government, including any: pending legal action media controversy lack of grantee financial capacity to cover the costs to implement the project. You must address this by answering all questions in the grant application form.

Eligible and ineligible costs

Table 4: incurred project costs we will and will not fund

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Costs to install and commission permanent submeters that are required for measuring energy performance.

- Hardware and integration with software needed to monitor energy use.
- First-year subscription to a new data management system.
- Post-installation system handover and data onboarding support during the project.

Incurred costs we will not fund

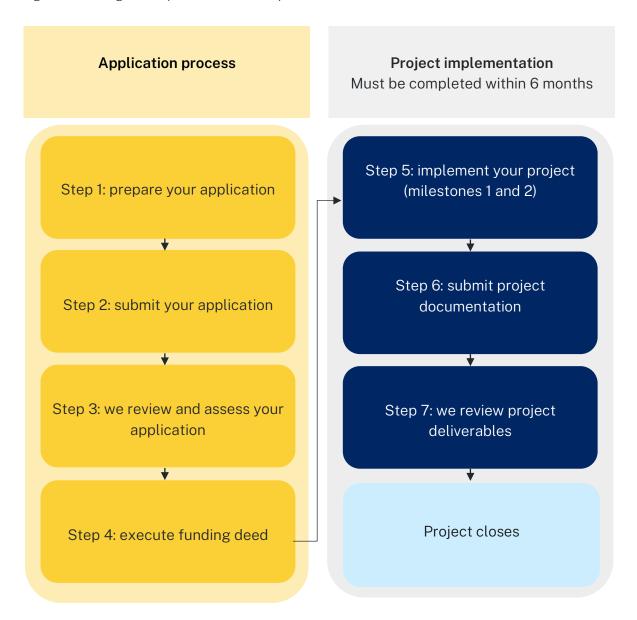
- Costs to prepare your application.
- Internal project management and labour costs.
- Costs associated with temporary meters or loggers, calibration and recommissioning of existing submeters, installation of sensors, thermal cameras or metering onsite renewables.
- Costs incurred (paid for in full or through a deposit) before the funding deed's start date.
- Submetering of tenancies in commercial buildings (submetering of areas not directly occupied and fully operated by the applicant).
- Subscription costs for established data management systems.

Incurred costs we will fund	Incurred costs we will not fund		
	 Loss of revenue from interruptions of production or site operations. 		

Grant process

The Grant consists of 7 key stages as shown in Figure 1. Detailed information about each stage is outlined in the relevant sections below.

Figure 1: Metering Plan Implementation Grant process



Step 1: prepare your application

Before applying, you should read these <u>funding guidelines</u>, the <u>sample funding deed</u> and the information on our website.

Prepare all the required information and documents

Your application must include several documents along with key pieces of information. Carefully review the requirements outlined in these funding guidelines. At a minimum, you will need to include the following:

- An eligible metering and monitoring plan in the required format that clearly defines the proposed activities for the grant period.
- Eligible metering schedule in the required format.
- Eligible itemised quotes from installers and suppliers. These should clearly support the calculation of costs based on the proposed activities in the application form.
- Eligible energy bills or other evidence of your on-site energy consumption.
- A letter of commitment from company executives, detailed project plan, resource
 allocation statement or similar evidence demonstrating your ability to complete the
 project within 6 months of the funding deed's start date. This should address any
 uncertainties, dependencies or pending agreements with third parties, such as internal
 funding approvals, pending lease negotiations or development approvals.
- Details of proposed time-bound and specific promotional activities to share the expected or achieved benefits of this project across your business to encourage replication.

Additional documents (if applicable):

- If you are not the site owner, you must provide evidence of authorisation to install metering and monitoring systems and act on the insights they provide.
- If a third party submits your application or if you wish for us to communicate with third parties regarding this project, provide a letter listing all relevant parties and authorising engagement.
- 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.

Conduct internal checks

You must be aware of your responsibilities and obligations as part of this Grant before applying. Make sure the relevant parties and processes for approval within your business have been considered. This includes, but is not limited to:

• Ensure relevant legal parties and signatories have reviewed the funding deed *before you apply*. The <u>sample funding deed</u> is available during the application period for review. Requests for changes to the funding deed will not be considered.

- Ensure your business can fully fund the project within the Grant timeframes. Grant payment will be made once you complete your project.
- Engage with relevant internal parties to support the application and implementation of the
 deliverables. This may include working with a communications team to identify and deliver
 promotional items.
- Ensure that the correct business entity is nominated as the Grant recipient. This should be the party responsible for delivery of the project, signing the funding deed and the ultimate owner of the project deliverables.
- Check that your business meets all eligibility criteria and is not applying for more grants than is allowed.

Start your application

Visit our <u>website</u> and click "Apply now" to access and complete the application form on our grant management system.

Step 2: submit your application

Once you have completed your application, submit it via the <u>grants management system</u>. You cannot amend your application after submission. 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.

Applicant entity and nominated/delegated representatives

Grants must be applied for and completed by the beneficiary of the project, being the entity with operational control and responsibility for energy costs. You may nominate consultants to communicate on your behalf.

As the project beneficiary, you hold responsibility for completing the project, including administrating the grant delivery process. You may provide the details of consultants that are approved to correspond on your behalf within the application or during implementation.

Step 3: we review and assess your application

The application assessment team, made up 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 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. You should be aware that public holidays and shutdown periods may impact notifications. You will be informed in these circumstances.

Submitting a new application

If your application is assessed as unsuccessful, and the reasons for rejection can be addressed, you may submit a new application before the closing date.

Step 4: execute funding deed

If your application is successful, we will send you a funding deed. A <u>sample funding deed</u> is available on our website. Please note that requests for changes to the funding deed will not be considered. However, the sample funding deed remains subject to amendment by us before it is issued for your signature.

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 the applicant entity.

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 5: implement your project

You can now implement your project. All projects must be completed within 6 months of the funding deed's start date.

Ensure all required deliverables are completed, documented, and submitted by the deadline. Simply completing the installation by the deadline is not sufficient. Promotion activities must also be complete and all necessary supporting documentation must also be finalised and submitted. You remain responsible for project delivery and communications, and must notify us promptly if you become aware of any changes or delays.

Milestone 1: implement the approved recommendations of your metering and monitoring plan

The funding deed will outline the metering and monitoring items approved for grant funding and must be strictly adhered to during project implementation.

Any modifications to the approved delivery items or schedule require our approval. For more details on funding deed variations, please refer to the variations section on page 20.

We will send you a reminder and request a progress update at the midway point of your project, followed by additional reminders as it nears completion.

Milestone 2: promote metering and monitoring benefits

The funding deed will outline the promotional items which must be implemented during the project. You will propose these items at the application stage, and we will assess them as part of the application assessment process.

Step 6: submit project documentation

Once the above activities are complete, you must use our grant management system to submit:

- all required information in the final submission forms within the system
- metering commissioning report for grant-funded items. This report must be completed
 using the provided template, without modifications, and all required information must be
 filled out
- calibration certificates and contractor-supplied commissioning reports
- itemised invoices from suppliers and installers confirming actual final costs
- before and after photos of the installed equipment. These photos must clearly show the location of the installation and serial numbers of the new meters
- screenshots of data platforms displaying trending data, if applicable
- evidence of promotional activities outlined in the funding deed.

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 7: we review project deliverables

We will assess deliverables based on the items approved for grant funding in the funding deed and the requirements outlined in these funding guidelines. We may be supported by independent external technical advisors. The review process can take up to 20 business days after submission⁵.

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 the project incomplete or your obligations unmet, which could affect your grant payment. The time we spend waiting for responses to information requests will be added to the total review time and will extend in the final assessment period accordingly.

Grantees that fulfil all deliverable requirements will receive an email confirming successful completion. Incomplete deliverables may affect the final payment.

Once the project deliverables are accepted and the final eligible project costs confirmed, we will request that you use the grant management system to submit an invoice to the NSW Department of Climate Change, Energy, the Environment and Water. Grant funds will be paid in one instalment once the project is complete.

Metering Plan Implementation Grant funding guidelines

⁵ 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 <u>website</u> 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 and underlying evidence.

You must notify us as soon as reasonably possible if you become aware of a delay or change to the project scope. This should happen at least 2 weeks before the milestone delivery due date.

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

Variation requests may include changes to:

- milestone due dates, due to unforeseen exceptional circumstances
- approved delivery items, where they are consistent with the approved project objectives.

If you have any questions, please contact us at 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
- 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.

Providing 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 submissions

Please note that, apart from any extension published by us, applications will not be accepted following the published cut-off date.

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.

Publication 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 <u>NSW</u> <u>Government's Grants and Funding Finder</u> as required under law. We will publish any other information as required by law, including project status if withdrawn or terminated.

We reserve the right to announce successful grantees. Grantees must not publicly announce their successful application until we have 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 an interview. This may happen at the start of the funded project, immediately after implementation and several months later.

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 Metering Plan Implementation Grant, the Business Decarbonisation Program, the Net Zero Plan or the NSW Climate Change Fund.

Complaints

Complaints concerning the round should be emailed to 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.

Conflicts 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.

Probity

We appointed Procure Group Pty Ltd (ABN 22 130 908 824) as the independent probity advisor for this 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 attention of Senior Probity Advisor, Daemoni Bishop (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 contained in these 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.

Glossary

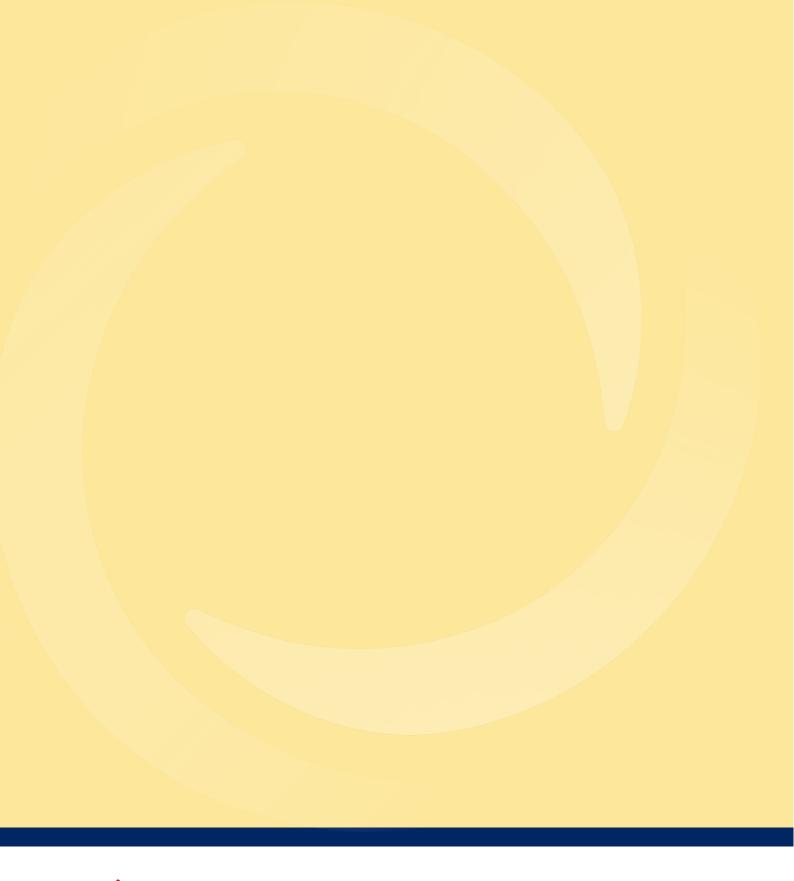
Table 5: glossary

Term	Definition
Site	A specific physical location with a designated address where business operations are conducted. A single site may encompass a series of locations that share borders and are directly adjacent, regardless of having different directly adjacent addresses.

Appendix

Table 6: energy conversion factors

Energy source	Standard units	Conversion to GJ	Comments
Electricity	kWh	x 0.0036 GJ/kWh	Not applicable
Diesel	L	x 0.0386 GJ/L	Not applicable
Natural gas	MJ	× 0.001 GJ/MJ	Not applicable
LPG	MJ	× 0.001 GJ/MJ	Not applicable
LPG Propane	L	x 0.0253 GJ/L	Not applicable
LPG Butane	L	x 0.0277 GJ/L	Not applicable
Other	Not applicable	Not applicable	Contact us for guidance





For more information

For more information about the Metering Plan Implementation Grant and other initiatives, visit our <u>website</u> or <u>email us</u>.

 $\underline{\text{www.energy.nsw.gov.au}} \mid \underline{\text{energyefficiency.program@environment.nsw.gov.au}}$