



Rebates and concessions

The State and Federal Government fund a number of rebate programs for electricity and gas customers in NSW. There are also some water rebates available through individual water providers.

Energy rebates are available to eligible consumers who have an account in their name (**retail customers**) or who pay their bill to an owner or manager of a residential park, retirement village or strata scheme (**on-supply customers**). The rates and processes for applying may be different depending on who bills the consumer.

| Rebate | How will it help? | Eligibility / who can apply? | How to apply |
|---|---|---|---|
| Low Income Household Rebate | <p>Retail customers: \$285 a year, credited quarterly to your bill.</p> <p>On-supply customers: \$313.50 a year paid into your bank account.</p> | <p>Retail and on-supply customers who hold either a:</p> <ul style="list-style-type: none"> • Pensioner Concession Card issued by Services Australia or the Department of Veterans' Affairs (DVA) • Health Care Card issued by Services Australia for some income payments • DVA Gold Card (marked War Widow or War Widow Pension, Totally and Permanently Incapacitated or Disability Pension). | <p>Retail customers: call your retailer.</p> <p>On-supply customers: complete the online application form and re-apply each year.</p> <p>service.nsw.gov.au</p> |
| <p>Gas Rebate</p> <p><small>* LPG customers need to purchase LPG gas cylinders of 45 kilograms or more for basic household needs such as cooking, heating and hot water (not available for small bottles for gas barbeques).</small></p> | <p>Natural gas retail customers: \$110 a year, credited quarterly to your bill.</p> <p>Retail customers who use LPG for basic household needs*: \$121 a year paid into your bank account.</p> <p>On-supply natural gas or LPG customers: \$121 a year paid into your bank account.</p> | <p>Retail and on-supply customers who hold either a:</p> <ul style="list-style-type: none"> • Pensioner Concession Card issued by Services Australia or DVA • Health Care Card issued by Services Australia for some income payments • DVA Gold Card (marked War Widow or War Widow Pension, Totally and Permanently Incapacitated or Disability Pension). | <p>Natural gas and retail customers: call your retailer.</p> <p>LPG and on-supply customers: complete the online application form and re-apply each year.</p> <p>service.nsw.gov.au</p> |
| Family Energy Rebate | <p>Retail customers: \$180 full credit or \$20 partial credit* to your bill.</p> <p>On-supply customers: \$198 full credit or \$22 partial credit* paid into your bank account.</p> | <p>Retail or on-supply customers who have received the Family Tax Benefit in the last financial year.</p> <p><small>*The partial payment is for customers who also receive the Low Income Household Rebate.</small></p> | <p>Apply online or download the application form.</p> <p>service.nsw.gov.au</p> <p>You need to re-apply each year.</p> |
| Seniors Energy Rebate | <p>\$200 per year paid into your bank account</p> | <p>Independent retirees and NSW residents who hold a valid Commonwealth Seniors Health Card and are the/one of the account holders named on the electricity bill.</p> | <p>Complete the online application form at service.nsw.gov.au</p> |

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| Life Support Rebate | <p>Different rates apply depending on the type of equipment and hours used. The daily rate varies from 11 cents to \$3.68.</p> <p>Retail customers: credited quarterly to your bill.</p> <p>On-supply customers: paid into your bank account.</p> | <p>Retail or on-supply customers who use, or have a member of their household who uses, medical equipment at home that is necessary to sustain life.</p> <p>To see a list of approved life support equipment visit: service.nsw.gov.au</p> | <p>Fill in and have your doctor sign the application form and return it to:</p> <ul style="list-style-type: none"> Retail customers: your retailer On-supply customers: Department of Industry Resources and Energy. <p>You must complete, sign and submit a new form every two years.</p> |
| <p>Disconnection is prohibited if you have registered life support equipment in your home so make sure you advise your retailer and distributor.</p> | | | |
| Medical Energy Rebate | <p>Retail customers: \$285* a year credited quarterly to your bill.</p> <p>On-supply customers: \$313.50* paid into your bank account.</p> | <p>Retail or on-supply customers (or those who have a member of their household) who cannot self-regulate their body temperature and hold either a:</p> <ul style="list-style-type: none"> Pensioner Concession Card issued by DHS or DVA Health Care Card issued by DHS for some income payments DVA Gold Card (marked War Widow or War Widow Pension, Totally and Permanently Incapacitated or Disability Pension). | <p>Fill in and have your doctor sign the application form and return it to:</p> <ul style="list-style-type: none"> Retail customers: your retailer On-supply customers: Department of Industry <p>service.nsw.gov.au</p> |
| <p>If you are eligible for this rebate you may also be eligible for the Essential Medical Equipment Payment</p> | | | |
| Essential Medical Equipment Payment | <p>\$160 a year for medically required heating or cooling, and for each piece of essential medical equipment.</p> | <p>Energy account holders who have a Pensioner Concession Card issued by DHS or DVA, who can provide proof that the heating, cooling or equipment used is medically required.</p> | <p>Get proof from your doctor or evidence that the equipment is covered by a NSW assistance scheme.</p> <p>servicesaustralia.gov.au</p> |

To make sure you continue to receive any rebate, tell your retailer about any changes to your concession details including your name, address or card details.

Other energy concessions

You can check with Department of Human Services Centrelink about other concessions you may be entitled to such as the pension supplement which includes a utilities allowance. You may be eligible for the Energy Supplement too. **Find out more:** humanservices.gov.au

Water rebates

Water rebates are administered by individual water providers who each have specific eligibility criteria. Contact your water provider to discuss your eligibility.

To be eligible for the pension rebate from Sydney Water, Shoalhaven Water and Hunter Water you must own and live in your home and hold either a Pensioner Concession Card issued by DHS or DVA, DVA Gold Card (marked War Widow or War Widow Pension, Totally and Permanently Incapacitated or Disability Pension).

If you own a property with someone who is not a pensioner, you may still get a rebate. This will depend on your relationship with the other owner and your eligibility for the rebate.

- hunterwater.com.au/Your-Account/Managing-Your-Account/Pension-Rebates
- sydneywater.com.au/sw/accounts-billing/paying-your-bill/pension-rebates
- shoalhaven.nsw.gov.au/My-Property/Rates-and-payments/Pensioner-rebates

*Rates quoted are current as at 28/05/19. If you need forms or further rebate assistance, phone Service NSW on 137 788.