



Energy & Water
Ombudsman NSW
Free, fair and independent

Rebates and concessions

The NSW 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/manager of a residential park, retirement village or strata scheme (**embedded network customers**).

Rebate	Who can apply?	How to apply
Low Income Household Rebate Retail customers: \$285 a year, credited quarterly to your bill. Embedded network customers: \$313.50 a year paid into your bank account.	Retail and on-supply customers who hold either a: - Pensioner Concession Card issued by Services Australia or Department of Veterans' Affairs, or - Health Care Card & Low-Income Health Care Card issued by Services Australia, or - All DVA Gold Cards.   	Retail customers: call your retailer. Your retailer will need your concession card number and the expiry date. Embedded network customers: complete online application form and re-apply each year. Apply in person or via: service.nsw.gov.au
Gas Rebate* Retail customers: \$110 a year, credited quarterly to your bill. Embedded network customers: \$121 a year paid into your bank account. * not available for small bottles for gas barbecues	 If you receive this rebate your retailer cannot charge you late payment or early termination fees (with some exceptions).	
Family Energy Rebate Retail customers: \$180 full credit or \$20 partial credit* a year to your bill. Embedded network customers: \$198 full credit or \$22 partial credit* a year paid into your bank account.	Customers who have received the Family Tax Benefit A or B in the last financial year. *Customers who also receive the Low Income Household Rebate will receive a partial credit.	Apply in person, online or download the application form at: service.nsw.gov.au You will need to re-apply before 15 June each year.
Seniors Energy Rebate Eligible customers: \$200 a year paid into your bank account.	Commonwealth Seniors Health Card holders  	Apply in person, online or download the application form at: service.nsw.gov.au You need to re-apply before 30 June each year.

Rebate	Who can apply?	How to apply
Life Support Rebate Different rates apply depending on the equipment type. Retail customers: up to \$1,638* a year credited quarterly to your bill. Embedded network customers: up to \$1,802* a year paid into your bank account. *If more than one piece of life support equipment is used rebates may be more than above.	Customers who use, or have a member of their household who uses, medical equipment at home that is necessary to sustain life. To see a list of approved life support equipment and to find the application form, visit in person or via: service.nsw.gov.au You cannot be disconnected if you have registered life support equipment in your home so make sure you advise your retailer and distributor. If you are eligible for this rebate and have a concession card you may also be eligible for the Essential Medical Equipment Payment.	Fill in and have your doctor sign the application form and return it to: Retail customers: your retailer Embedded network customers: Service NSW The medical forms are valid for four years, even if you change retailers.
Medical Energy Rebate Retail customers: \$285 a year, credited quarterly to your bill. Embedded network customers: \$313.50 a year paid into your bank account.	Customers (or those who have a member of their household) who cannot self-regulate their body temperature and hold either a: • Pensioner Concession Card issued by DHS or DVA • Health Care Card issued by DHS for some income payments • DVA Gold Card. See card samples on previous page. service.nsw.gov.au	Fill in and have your doctor sign the application form and return it to: Retail customers: your retailer Embedded network customers: Service NSW You must re-apply each year.
Essential Medical Equipment Payment Eligible customers: \$191 a year for each piece of essential medical equipment or for heating or cooling used for medical needs.	For medically required heating or cooling, and for each piece of essential medical equipment. Energy accounts holders who have: • Pensioner Concession Card issued by DHS or DVA, and • Proof that the heating, cooling or equipment used is medically required.	Apply in person or via: servicesaustralia.gov.au

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 Services Australia - 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: servicesaustralia.gov.au

Water rebates

Water rebates are usually 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. The NSW Private Water Scheme Pensioner Rebate is available for eligible residential customers of private water schemes.

For more information: service.nsw.gov.au

*Rates quoted are current as at 07/25. If you need forms or further rebate assistance, phone Service NSW on 137 788.