



Concession Rebates in Embedded Networks

New South Wales

FACT SHEET 4

Energy NSW offers a variety of concessions and benefits to eligible cardholders to assist low-income NSW residential customers residing in Embedded Networks with energy bills. If you have a relevant concession card, you may be eligible for one of these concessions:

[Low Income Household Rebate](#) | [NSW Gas Rebate](#) | [Family Energy Rebate](#)
[Life Support Rebate](#) | [Medical Energy Rebate](#)

Applications can be submitted by a simple online form through Energy NSW with the option to download the application form. A household can only receive the Rebates each financial year deposited into the customer's bank account.

Low Income Household Rebate helps people who hold eligible concession cards issued by the Commonwealth Department of Human Services or the Department of Veterans' Affairs pay their electricity bill - \$313.50.

[Click here for more >>](#)

NSW Gas Rebate helps people who hold eligible concession cards issued by the Commonwealth Department of Human Services or the Department of Veterans' Affairs pay their natural gas or residential LPG bills - \$121.

[Click here for more >>](#)

Family Energy Rebate helps eligible households pay their electricity bill if they have dependent children and received the Family Tax Benefit payment from the Commonwealth Department of Human Services – up to \$198.

[Click here for more >>](#)

Life Support Rebate helps people pay their electricity bills if they are required or have someone living with them who is required to use approved energy-intensive equipment at home – see website for further details

[Click here for more >>](#)

Medical Energy Rebate helps people who hold eligible concession cards issued by the Commonwealth Department of Human Services or the Department of Veterans' Affairs pay their electricity bill if either they or someone living with them has an inability to self-regulate body temperature when exposed to extremes of environmental temperatures (hot or cold) - \$313.50.

[Click here for more >>](#)



Important Information About your Electricity Bill

When submitting your application you must include a copy of your most recent electricity bill. The bill must include your name, address and site/unit number. The meter reading on your electricity bill must have been taken after 1 July of the current financial year AND be less than three months old. Contact us if you need a copy of your electricity bill.

Eligibility Criteria

To be eligible for the rebates, a person must

- be a resident in New South Wales; and
- is an on-supplied customer named on the bill of an energy retailer
- holds one of the following concession cards:
 - Pensioner Concession Card issued by the Department of Veterans' Affairs (DVA) or Services Australia;
 - Health Care Card issued by Services Australia; or
 - DVA Gold Card.

How to apply

The Energy NSW website allows you to either apply [online](#) with a step by step guide to assist you, or you can download the form. Alternatively, you can contact us to email the form to you.

FOR MORE INFORMATION



Energy NSW

02 8275 1935 or visit the website at

<https://energysaver.nsw.gov.au/households/rebates-and-discounts/energy-rebates>

Support Services:

- National Relay Service: 1300 555 727
- TTY Users: 133 677
- Translation & Interpreter Services: 131 450
- Dept. of Human Services (Centrelink): 132 300
- Dept. of Veterans' Affairs (DVA): 133 254

Energy Intelligence

1300 277 233 business days between 9 am to 5 pm

email support@energyintel.com.au