

# NSW Low Income Household Rebate



Application form: On-supply households

This form is to be used by eligible households that are part of on-supplied residential communities, retirement villages or strata schemes.

\$313.50



The NSW Low Income Household Rebate helps eligible NSW households cover the costs of their energy bills.

**On-supplied** is the term used when a household receives an electricity bill/invoice issued by, or on behalf of, the owner/management of their residential community, retirement village or strata scheme, rather than a bill issued by an electricity retailer of the residents' choice.

If you receive an electricity bill from a retailer, please contact them to apply for your rebate or apply online at: [www.service.nsw.gov.au/transaction/apply-low-income-household-rebate-retail-customers](http://www.service.nsw.gov.au/transaction/apply-low-income-household-rebate-retail-customers).

Only one rebate will be paid per household each financial year, regardless of the number of eligible residents.

You'll receive the rebate from the NSW Department of Planning, Industry and Environment as a lump sum payment of \$313.50 deposited into your bank account.

**You can apply online at:** [www.service.nsw.gov.au/transaction/apply-low-income-household-rebate-supply-customers](http://www.service.nsw.gov.au/transaction/apply-low-income-household-rebate-supply-customers).

## Before you start

Before filling in this application please ensure you have:

- your customer reference number (CRN - issued by Services Australia) or your Department of Veterans' Affairs (DVA) number
- your personal and contact details
- your bank account details for electronic funds transfer
- a copy of your most recent energy bill (PDF format or clear photographs of the bill/invoice are acceptable). (See the 'Important information' section on page 2 for more bill requirement details)

## Checklist

### Eligibility criteria

To be eligible for this rebate you must:

- be a current NSW resident
- be a resident of an eligible on-supplied residential community (registered with NSW Fair Trading), retirement village (registered with NSW Fair Trading) or strata scheme (registered with NSW Land Registry Services)
- hold a Pensioner Concession Card issued by Services Australia/DVA; a Services Australia Health Care Card; or a DVA Gold Card marked with War Widow or War Widower Pension, Totally and Permanently Incapacitated, or Disability Pension; **and**
- be named on the electricity account for supply of electricity to your principal place of residence.

**Commonwealth Seniors Health Card (CSHC) holders are not eligible for this rebate.**

**If you hold a CSHC you can instead apply for the Seniors Energy Rebate online at:**  
<https://www.service.nsw.gov.au/transaction/apply-seniors-energy-rebate>

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## Important information

This rebate is paid once per household, per financial year to eligible applicants.

Applications will be processed according to the date they are received by the Department.

A new application and invoice must be submitted each financial year for the rebate to be claimed.

The application period runs from 1 July to 30 June each financial year. **Your application must be received by 30 June for it to be assessed for that financial year.**

**If you are submitting this application under a power of attorney you must** attach a certified copy of the power of attorney with this application.

You must include with your application a copy of an electricity bill issued by, or on behalf of, your eligible residential community, retirement village or strata scheme. Your bill must include the community or on-supplier's details, your name and address and site/unit number and confirm that you receive metered electricity. The meter reading or usage amount must be dated after 1 July in the current financial year **and** be less than 3 months old. Your invoice must be printed and not hand-written.

## More information

Visit the Service NSW website at: [www.service.nsw.gov.au/services/concessions-rebates-and-assistance](http://www.service.nsw.gov.au/services/concessions-rebates-and-assistance) or

Call the Energy NSW Energy Rebates Team: 02 8073 9255

## Privacy Notice

The Department of Planning, Industry and Environment (the Department), located at 4 Parramatta Square, 12 Darcy Street, Parramatta NSW 2150, is subject to the *Privacy and Personal Information Protection Act 1998* in managing your personal information.

The Department is collecting your personal information for the purposes of processing your application for an energy rebate (including assessing your eligibility), paying a rebate to you if you are eligible, administering the energy rebates scheme and auditing the rebate program which may include surveying customer experiences.

In completing this form you may provide the personal information of another person. Before you provide this information you must seek the consent of that person to disclose their information to the Department and for it to be used in accordance with this Privacy Notice.

The Department will disclose your CRN or DVA number to Services Australia to determine whether you qualify for the rebate. The Department may disclose your personal information to a third party engaged to carry out an audit of the rebate. The Department will not disclose your personal information to anybody else unless authorised by law.

Applying for this rebate is voluntary. However, if you decide to apply, unless otherwise noted, all personal information requested directly from you must be provided for the Department to process your application.

You have the right to access the personal information that the Department holds about you. You also have the right to request that the Department updates or amends this information. For further details, email: [rebates@energysaver.nsw.gov.au](mailto:rebates@energysaver.nsw.gov.au).

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## Filling in this form

- Please use CAPITAL letters.
- The applicant name must match the name printed on your electricity bill/invoice.
- The address included on the application must be the applicant's principal place of residence.
- The bank account to be paid must be in the applicant's name.

## Applicant details

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**CRN (Services Australia):**

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**DVA number:**

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**First name:**

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**Last name:**

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**Community/village name or strata plan number:**

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**Site/unit number:**

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**Street address:**

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**Suburb:**

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**Postcode:**

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**Contact phone number:**

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**Email address:**

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**Postal address (if different from above):**

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**Suburb:**

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**Postcode:**

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## Applicant bank details

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**Bank name:**

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**Account name (e.g. Mr S Smith):**

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**BSB number:**

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**Account number:**

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If you're eligible for the rebate, the Department will pay the amount into your nominated account.

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## Consent for person to act on your behalf (optional)

Only complete this section if you would like someone to act on your behalf in relation to this application.

I authorise \_\_\_\_\_, who can be contacted by phone on \_\_\_\_\_ to:

- speak to the Department on my behalf to assist with processing this application
- clarify any information provided in this form to assist with processing this application.

I have confirmed with the above nominated person that they agree to act on my behalf and advised them that their information will be collected and managed in accordance with the Privacy Notice in this form.

I understand that I can withdraw this consent at any time by contacting the Energy Rebates Team on 02 8073 9255 or at [rebates@energysaver.nsw.gov.au](mailto:rebates@energysaver.nsw.gov.au).

## Applicant declaration and authorisation statement

I (insert name), \_\_\_\_\_ of (insert principal place of residence)

- have read and understood all information in this application form, including the Checklist and Privacy Notice
- declare that all information provided in this application is, to the best of my knowledge, true and correct
- understand that it is my responsibility to notify the Department of any changes to the information I have provided in this form
- agree to provide additional information about my eligibility on request
- understand that this application, once signed, remains valid for the financial year that the application relates to unless I withdraw it by contacting the Department
- have included a copy of my most recent energy bill/invoice with this application
- understand that the Department will use Services Australia eServices to perform a Services Australia enquiry of my Services Australia customer details and concession card status to enable the Department to determine if I qualify for the rebate.

### Consent to contact (optional)

I consent for the Department to contact me about my experience in applying for the rebate.

### Power of attorney (when application signed under power of attorney)

I have attached the certified copy of the power of attorney with this application.

**Applicant signature:**

**Date:**

## Submitting this form

Email the completed form to: [rebates@energysaver.nsw.gov.au](mailto:rebates@energysaver.nsw.gov.au) or

Post the completed form to: NSW Low Income Household Rebate, PO Box 435, Parramatta NSW 2124.

If you are posting the form, **do not use staples or sticky tape on documents.**