

Government Agencies and how they can help

1. DCCEEW / NSW Climate and Energy Action

The NSW Department of Climate Change, Energy, the Environment and Water administers a range of energy rebates, financial assistance and household energy-saving programs.

Key support includes:

- Low Income Household Rebate – up to \$285 per year for eligible retail customers, or \$313.50 for eligible embedded-network customers.
- Family Energy Rebate
- Gas Rebate
- Seniors Energy Rebate
- Medical and Life Support Energy Rebates
- EAPA for people experiencing short-term financial crisis
- Home Energy Saver – incentives of up to \$4,000 or zero-interest loans of up to \$15,000 for eligible energy-saving upgrades such as insulation and batteries.
- Discounts for energy-efficient air conditioners and hot-water systems.

[NSW Department of Climate Change, Energy, the Environment and Water Overview](#)

2. Service NSW

Service NSW is probably the best first port of call for households because its Savings Finder can identify rebates, vouchers and discounts a person may be eligible for.

They can:

- identify available energy rebates
- help people apply
- compare energy plans through Energy Made Easy
- provide information about EAPA and other assistance
- arrange a free 45-minute appointment with a Savings Finder specialist to work through available savings.

There are currently more than 70 NSW Government rebates and vouchers in the Savings Finder.

3. EWON – Energy & Water Ombudsman NSW

EWON is particularly useful when someone is struggling with their energy retailer or can't afford their bill.

They can:

- negotiate with the retailer
- help arrange more time to pay
- assist with a payment plan
- explain hardship programs
- identify government rebates and assistance
- help resolve disputes with an energy provider.

Importantly, NSW energy retailers are required to have hardship policies and customer assistance programs. These can include flexible payment arrangements and protection from disconnection while someone is participating in the program.

You can contact the [Energy & Water Ombudsman NSW \(EWON\)](#) by calling **1800 246 545** or submitting an online [EWON Complaint Form](#).

4. Service NSW EAPA

For someone who is currently unable to pay an electricity or gas bill because of a short-term financial crisis, EAPA can provide assistance towards the bill. Circumstances can include loss of income, unexpected medical expenses, natural disaster or receiving a disconnection notice.

use our [Savings Finder](#) to find energy rebates and other savings.

If you need help to apply online, call Service NSW on [13 77 88](#).

DCCEEW = rebates and energy-saving programs

Service NSW = helps people find and access available savings

EWON = helps when there's a problem with the retailer or someone is struggling to pay

EAPA = immediate assistance with an unpaid bill during financial crisis