



EAPA and other NSW Government programs for low income and vulnerable customers

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NSW Government Energy Social Programs

- The NSW Government's six energy rebates and Energy Accounts Payment Assistance (EAPA) scheme support customers experiencing difficulty paying their energy bill and stay connected to an essential service.
 - Energy rebates provide ongoing support to vulnerable customers.
 - EAPA provides short-term support to customers experiencing a crisis.
- The programs are intended to complement each other and work in collaboration with energy retailer hardship policies and programs.



Energy
Social Programs

\$333.2 MILLION



Overview of the Energy Social Programs

Concession	Value per year	Eligibility criteria	Application process
Low Income Household Rebate	\$285 for retail customers.	An account holder with an eligible concession card.	Apply to the energy retailer, Service NSW or submit an application form to the Department of Planning and Environment (DPE).
Gas Rebate	\$110 for retail customers. \$121 for LPG customers.		
Life Support Rebate	Up to \$3.68 per day for retail customers.	People who use specific approved life support equipment.	
Medical Energy Rebate	\$285 for retail customers.	Must have an eligible medical condition and an eligible concession card.	
Family Energy Rebate	Full rate of \$180 for retail customers. Part rate of \$20 for retail customers.	An account holder who has received a Family Tax Benefit in the previous financial year. <ul style="list-style-type: none"> • Full rebate – customers who do not hold a Services Australia Concession Card or Health Care Card. • Part rate – when eligible for LIHR 	
Seniors Energy Rebate	\$200	Independent retirees who are energy account holders with a Commonwealth Seniors Health Care card.	
Energy Accounts Payment Assistance (EAPA) Scheme	Up to \$300 in vouchers per transaction for electricity and gas, up to twice per financial year.	An account holder experiencing a sudden emergency or financial crisis and having difficulty paying their current bill.	Apply through NGOs or the Service NSW website.

Energy Rebates application forms

- New forms make it easier for customers to edit and complete their applications online on a computer or mobile device - improves digitisation, useability and accessibility.
 - Applicants can nominate a person to act on their behalf.
 - Translated into 10 languages including Arabic, Chinese (Cantonese), Chinese (Mandarin), Bangla, French, Greek, Hindi, Spanish, Urdu and Vietnamese.
- One Form for Energy Rebates – simplifying over 20 customer journeys into 1 online application form.



NSW Low Income Household Rebate

Application form: On-supply households

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

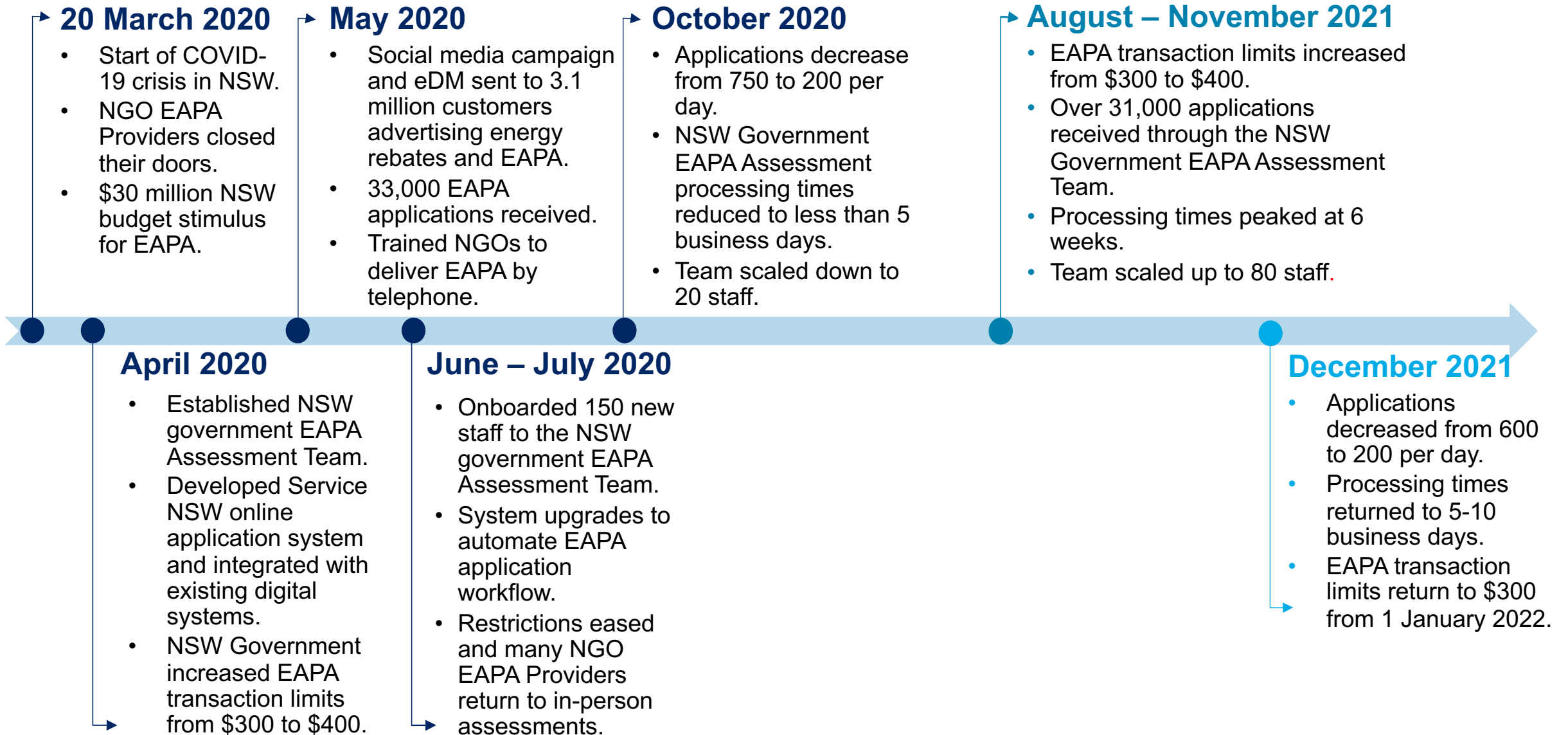
CRN (Services Australia):	
DVA number:	
First name:	
Last name:	
Community/village name or strata plan number:	
Site/unit number:	
Street address:	
Suburb:	
Postcode:	
Contact phone number:	
Email address:	
Postal address (if different from above):	
Suburb:	
Postcode:	

Delivery of the EAPA Scheme

- The EAPA Scheme provides financial support to NSW households who cannot pay their current electricity and/or gas bill due to a sudden financial crisis or emergency, including the COVID-19 crisis.
- The EAPA Scheme is delivered by over 200 approved non-government organisations (NGOs) and a NSW Government EAPA Assessment Team, known as EAPA Providers.
- Customers who are assessed for EAPA and deemed eligible can receive up to \$300 worth of digital vouchers. The vouchers are sent to the customers' energy retailer to help the current electricity and/or gas bill and avoid disconnection.

Maximum assistance per financial year	
ELECTRICITY	NATURAL GAS
Maximum number of applications 2	Maximum number of applications 2
up to \$300 Maximum amount per application (i.e. 6 vouchers)	up to \$300 Maximum amount per application (i.e. 6 vouchers)
Note: these maximums apply for each fuel type separately. This means a customer with an electricity and gas supply could receive up to \$1,200 per financial year, subject to eligibility.	

Energy response to the COVID crisis



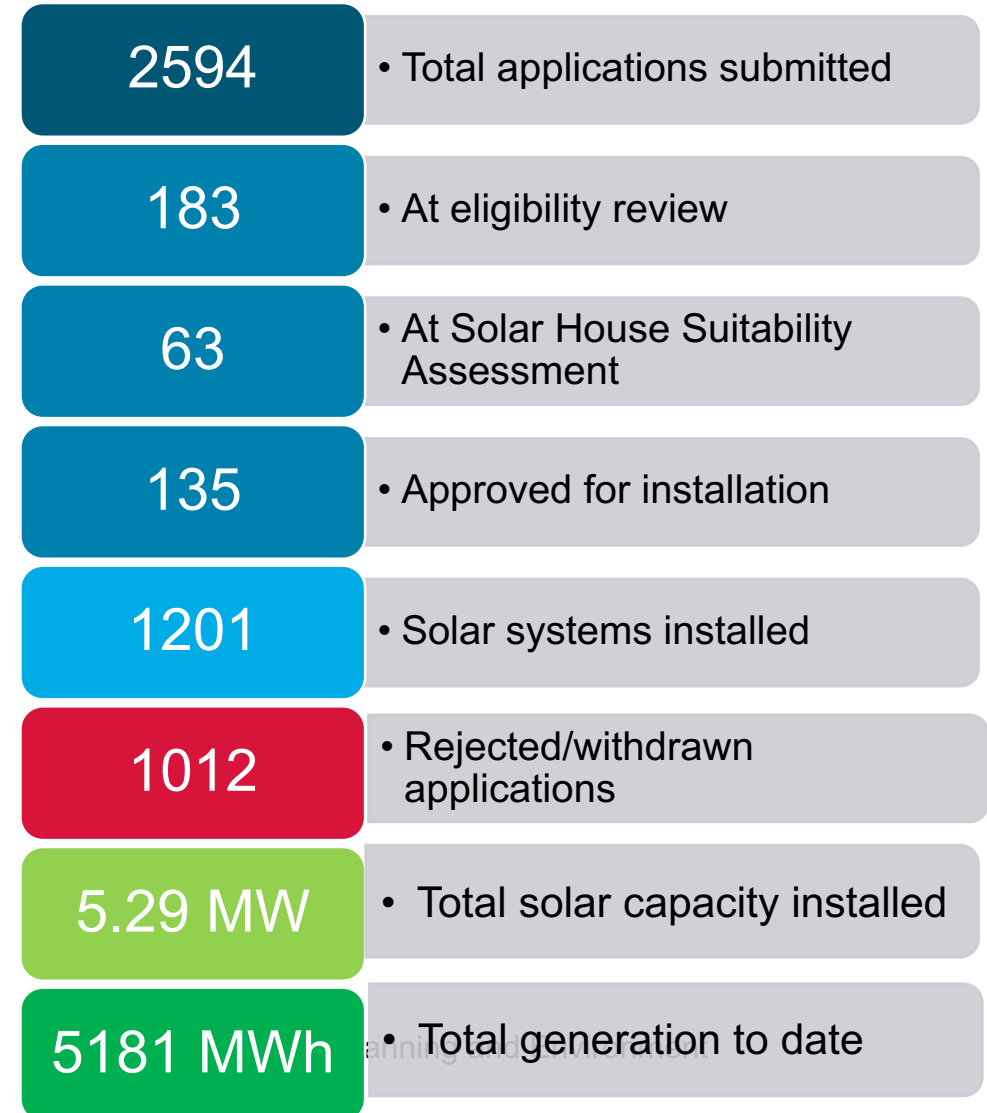
Future considerations for EAPA

- **Onboarding new EAPA Providers** operating in high population areas, CALD communities, Aboriginal communities and regional areas.
- **Review of the EAPA Scheme** commencing in 2022 will consider:
 - Evaluating the intent of the EAPA Scheme as a short-term assistance scheme.
 - Mechanisms to support customers in long-term financial hardship and debt.
 - Ease of access to the scheme by vulnerable customers including people impacted by the COVID-19 pandemic, Aboriginal and Torres Strait Islander communities, culturally and linguistically diverse communities, regional communities, victims of domestic violence and embedded network customers.
 - Identifying improvements and simplifying the online customer journey and non-digital journeys.
 - Assessing the EAPA delivery model and alternative options.

Solar for Low Income Households (SLIH) - Program Overview

- The Solar for Low Income Households (SLIH) program has been trialling a new way to help people on low incomes reduce their electricity bills by installing a 3 kilowatt solar system on their homes.
- Participants can save up to \$600 annually on their energy bills, depending on their system size and consumption.
- The initial trial commenced in 2019 and has been available for eligible households across five regions - North Coast, Central Coast, Sydney South, Illawarra Shoalhaven and South Coast

*As at 11 January 2022**



SLIH Expansion

- On 21 October 2021, the expansion of the SLIH program was announced as part of the NSW Government's COVID-19 Economic Recovery Strategy.
- The Government has allocated \$50 million to expand the program across the State.
- On 17 December 2021, the program was expanded to eligible homeowners across an additional twelve LGAs in Greater Sydney.
- The program will be expanded across the rest of NSW over the course of 2022.
- Collaboration with existing installers, retailers, consumer groups and local champions will be key to the successful expansion of this program



COVID-19 Economic
Recovery Strategy



A BRIGHTER *future*
FOR NSW

Department of Planning and Environment

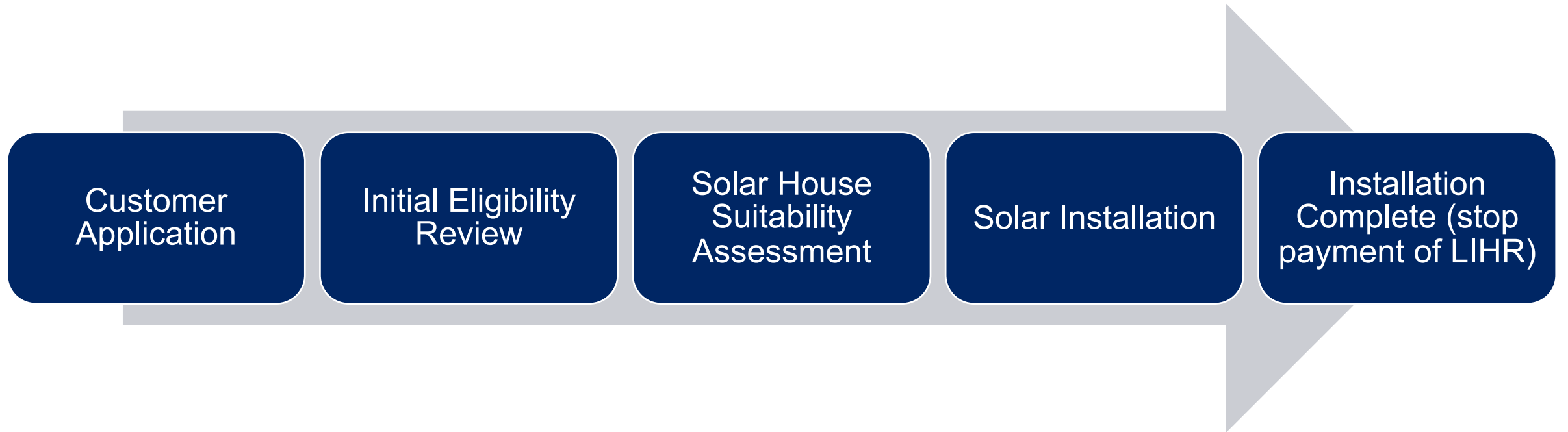
Eligibility Criteria

To be eligible for the program, applicants must:

- currently receive the \$285/year [Low Income Household Rebate](#)
- agree not to receive the rebate for ten years
- hold a valid Pensioner Concession Card or Department of Veterans' Affairs Gold Card
- own their own house
- not already have a solar PV system
- live in one of the following NSW locations:
 - Regional NSW (eligible postcodes in the Central Coast, North Coast, Illawarra – Shoalhaven and South Coast)
 - Greater Sydney (eligible local government areas)
- If a potential applicant is not the registered homeowner but their spouse is, their household may be eligible.



Application Process





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Department of Planning and Environment