



## Concessions, Rebates and Grants – NSW

As Pooled Energy customer in NSW, you may be eligible for a NSW Government-funded electricity concession, rebate or grant. Pooled Energy, on behalf of the NSW Government, administers a number of concession programs for electricity users under the Government's Social Programs for Energy Code.

The following information provides you an overview of these programs. For more information on these programs and your eligibility, you can contact us on 1300 364 703 or review the criteria on the NSW Department of Industry website at:

<http://www.resourcesandenergy.nsw.gov.au/energyconsumers/financial-assistance/rebates>. The website also contains application forms to apply for some programs.

### NSW Government Low Income Household Rebate

The NSW Government Low Income Household Rebate is intended to help consumers with their energy bills by providing a \$285 rebate paid on their electricity account per year. The rebate is paid in instalments on your Pooled Energy invoice throughout the year to a total rebate of \$285 (ex GST) per year.

To be eligible, you need to be a resident of NSW, be the account holder for electricity supplied to your principal place of residence and hold one of the following:

- Pensioner Concession Card issued by DHS/DVA
- DHS Health Care Card
- DVS Gold Card marked with – War Widow or War Widower Pension, Totally or Permanently Incapacitated (TPI), or Disability Pension (EDA)

### NSW Life Support Rebate

The Life Support Rebate provides electricity consumers with specific life support equipment or machines in their homes financial support for their increased electricity consumption. The Life Support Rebate can be claimed in addition to other concessions or rebates offered by NSW Government.

If you have more than one type of life support equipment being used in your home, you may be eligible to receive a Rebate for each, provided the eligibility criteria are satisfied. Eligibility is determined by the patient's doctor and customer application. Customers do not have to be a concession card holder to receive this rebate.

A full list of the eligible equipment and the daily rebate for that equipment can be found on the NSW Department of Industry website at:

<http://www.resourcesandenergy.nsw.gov.au/energyconsumers/financial-assistance/rebates>.

Application forms may also be obtained from the website. You can provide Pooled Energy your completed application form including your doctor's verification either via post to PO Box 652, Northbridge NSW 2063 or via email to [info@pooledenergy.com](mailto:info@pooledenergy.com).

It is also imperative that any Pooled Energy customer eligible for such a concession contact Pooled Energy on 1300 364 703 to ensure that their site is on the Life Support Registry.

## NSW Medical Energy Rebate

The Medical Energy Rebate is to assist people to pay their electricity bills if they, or someone living with them, have an inability to self-regulate body temperature when exposed to extreme (hot or cold) environmental temperatures. It is associated with certain medical conditions such as Parkinson's disease and Multiple Sclerosis. However, to be eligible for the Rebate a patient will require a separate diagnosis that they are unable to self-regulate their body temperature.

The rebate is paid in instalments on your Pooled Energy invoice throughout the year to a total rebate of \$285 per year.

To be eligible, you need to be a resident of NSW, be the account holder for electricity supplied to your principal place of residence and hold one of the following:

- Pensioner Concession Card issued by DHS/DVA
- DHS Health Care Card
- DVS Gold Card marked with – War Widow or War Widower Pension, Totally or Permanently Incapacitated (TPI), or Disability Pension (EDA)

Forms are available on the NSW Department of Industry at:

<http://www.resourcesandenergy.nsw.gov.au/energy-consumers/financial-assistance/rebates>

## NSW Family Energy Rebate

The NSW Family Energy Rebate is designed to assist NSW households to pay their electricity bills. Any electricity account holder residing in NSW who is eligible for Family Tax Benefit A or B at any time during the last financial year and have received a payment under Family Tax Benefit B in respect to that eligibility.

You must apply directly to the NSW Department of Industry, Resources and Energy Division for their assessment of your eligibility and your rebate. More information on the application process can be found at:

<http://www.resourcesandenergy.nsw.gov.au/energyconsumers/financialassistance/rebates/family-energy-rebate>.

You will need to supply a recent electricity invoice from Pooled Energy containing your relevant billing information as part of the application process. Energy Accounts Payment Assistance Scheme (EAPA). The EAPA scheme helps energy account holders with payment difficulties due to a crisis or emergency situation.