



NSW Family Energy Rebate

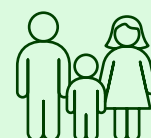


Application form: Embedded network (on-supply) households

This form is to be used by eligible households in an embedded network (on-supply) such as a retirement village, caravan park or strata scheme.

Rebate amount

\$198 / \$22*



How to complete this form

- The applicant's name must match the name on the:
 - electricity bill or invoice
 - 2024-2025 Family Tax Benefit correspondence
 - Services Australia Customer Reference Number (CRN)
 - bank account.
- The address must be the applicant's principal place of residence.
- Use CAPITAL letters.
- Complete all pages.

Submitting this form

Before you send this application have you:

- Verified all details you have supplied are correct?
- Filled out all sections of this form?
- Signed and agreed to all the conditions listed in the declaration?
- Attached a copy of all pages of your most recent energy bill?

Post the signed completed form and a copy of your most recent electricity bill to:

NSW Family Energy Rebate (On-Supply), PO Box 435, Parramatta NSW 2124.

Do not use staples or sticky tape on documents.

*The Family Energy Rebate is \$22 for households that also receive the NSW Low Income Household Rebate.

Applicant details

The applicant must be the primary account holder of the electricity account at the applicant’s primary place of residence.

Services Australia CRN:	
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:	

Applicant bank details

Bank name:	
Account name (e.g. Mr S Smith):	
BSB number:	
Account number:	

If you’re eligible for the rebate, the NSW Department of Climate Change, Energy, the Environment and Water (DCCEEW) will pay the rebate into the account you have provided above. Please ensure that the bank details are correct. If you provide us incorrect bank details, we may pay the rebate into that account. This means you may not receive a rebate payment unless the funds are returned. This may affect your eligibility for other rebates. It is entirely your responsibility to ensure the bank details you provide on this form are correct.

Applicant declaration and authorisation statement

I, the applicant, authorise:

- DCCEEW to use Centrelink Confirmation eServices to perform a Centrelink enquiry of my Centrelink customer details and concession card status to enable the business to determine if I qualify for a concession, rebate or service.
- Services Australia to provide the results of that enquiry to DCCEEW.

I understand that:

- Services Australia will disclose personal information to DCCEEW including my name, address, payment type, payment status and concession card type and status to confirm my eligibility for the NSW Family Energy Rebate.
- This consent, once signed, remains valid while I am a customer of DCCEEW unless I withdraw it by contacting DCCEEW or Services Australia. I can get proof of my circumstances or details from Services Australia and provide it to DCCEEW so they can determine my eligibility for the NSW Family Energy Rebate.
- If I withdraw my consent or don't alternatively provide proof of my circumstances or details, I may not be eligible for the NSW Family Energy Rebate provided by DCCEEW.
- I must include a copy of my most recent energy bill/invoice with this application.
- It is my responsibility to ensure that all the information provided in this application is, to the best of my knowledge, true and correct and I will notify DCCEEW in a timely manner, of any changes to my information.
- I may be required to provide additional information about my eligibility.
- I can only receive the NSW Family Energy Rebate once per financial year.
- By signing this document, I confirm that I have read and understood the attached Privacy Collection Notice (also available at www.energy.nsw.gov.au/privacy-collection-notice).
- It is a criminal offence under the *Crimes Act 1900* to provide false or misleading information.

Applicant signature:

Date:

Consent for person to act on the applicant’s 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

or via email at

to communicate with DCCEEW on my behalf about this application.

I understand that I can withdraw this consent at any time by contacting DCCEEW on (02) 8073 9255.

Consent to contact (optional)

☐ I consent to DCCEEW to contact me about my experience applying for the rebate.

Energy rebates and National Energy Bill Relief data collection



Privacy notice

The role of the Department of Climate Change, Energy, the Environment and Water

The Department of Climate Change, Energy, the Environment and Water (DCCEEW) delivers 5 energy rebates across NSW:

- Gas Rebate
- Low Income Household Rebate
- Medical Energy Rebate
- Life Support Rebate
- Family Energy Rebate.

We also deliver the National Energy Bill Relief payments, a joint initiative between the Australian and NSW Governments that aims to help eligible households and small businesses pay their electricity bills in the 2025–26 financial year.

General information

We value your privacy and are committed to protecting your personal details securely, in accordance with the *Privacy and Personal Information Protection Act 1998*, (PPIP Act), which regulates the collection, storage, use and disclosure of personal information. Any health information you provide will be handled in accordance with the *Health Records and Information Privacy Act 2002*, (HRIP Act), which outlines how NSW public sector agencies manage health information.

This Privacy Statement should be read together with our Privacy Management Plan (www.nsw.gov.au/departments-and-agencies/dcceew/information-access-governance-and-feedback/policies-and-protocols), and any location-specific notices.

The information you provide in your application is collected and stored by the Department of Climate Change, Energy, the Environment and Water. This Privacy Notice describes how the Department of Climate Change, Energy, the Environment and Water will handle the personal and health information you provide.

Queries or complaints regarding privacy are handled by the Department of Climate Change, Energy, the Environment and Water (DCCEEW) Information Access & Privacy unit.

Personal, business and health information collected by the Department of Climate Change, Energy, the Environment and Water

We collect relevant personal information that you provide in your application to assess your eligibility. This information could include, but is not limited to your:

- name
- post address
- contact information
- energy account and bill details
- bank details (for payment).

We also collect relevant business information that you provide in your application to assess eligibility. This information could include, but is not limited to:

- business name
- entity type
- business location(s)
- authorised person(s) and their contact details
- bank details including bank statements and bank letterheads
- energy account and bill details.

We also collect relevant health information that you provide in your rebate application to assess your eligibility. This information could include, but is not limited to your:

- qualified medical practitioner's name and provider details
- the medical equipment you use
- information on any medical conditions that make you eligible for an energy rebate.

You may submit an application on behalf of a family member, your partner, or people living in your household, however you must obtain and confirm you have their consent prior to providing this information to us.

The purpose of collecting personal information

We are collecting your personal information to administer, evaluate and audit Energy Rebates. We will only use personal information collected in a way that is consistent with these purposes. We may use your personal information to:

1. Help us deliver our services, including but not limited to:
 - assessing and processing your rebate application
 - contacting you if we have any difficulties with your application
 - responding to requests or enquiries you have made
 - providing you with services you have requested
 - for the 2025–26 financial year only, assessing your eligibility for a payment to be made to you under the National Energy Bill Relief Payment.
2. Undertake observations and analysis of audience choices, preferences, behaviour and characteristics both individually and in aggregate.
3. For system administration, protection and maintenance including auditing, identifying, and controlling system abuse and preventing cyber-attacks.

The purpose of collecting business information

We are collecting your business information to administer, evaluate, and audit the 2025–26 National Energy Bill Relief Small Business Payment. We will only use business information collected in a way that is consistent with these purposes. We may use your business information to:

1. Help us deliver our services, including but not limited to:
 - assessing your eligibility for a payment to be made to you under the National Energy Bill Relief Payment
 - contacting you if we have any difficulties with your application
 - responding to requests or enquiries you have made
 - providing you with services you have requested.
2. Undertake observations and analysis of audience choices, preferences, behaviour and characteristics both individually and in aggregate.
3. For system administration, protection and maintenance including auditing, identifying, and controlling system abuse and preventing cyber-attacks.

The purpose of collecting health information

We are collecting your health information to administer, evaluate, and audit your Life Support Rebate application and your Medical Energy Rebate application (when applicable). We will only use health information collected in a way that is consistent with these purposes. We may use your health information to:

1. Help us deliver our services, including but not limited to:
 - assessing and processing your Life Support Rebate or Medical Energy Rebate application
 - for the 2025–26 financial year only, assessing your eligibility for a payment to be made to you under the National Energy Bill Relief Payment.

Sharing and securing your personal, business and health information

We may share some of your details such as name, address and CRN with your energy provider, Services Australia, other government agencies such as Service NSW or third-party audit service providers. We will only share your information when necessary and only to assess your eligibility for a rebate, or for audit purposes.

For customers living in an embedded network, we may share your details such as name, address and CRN with your energy retailer or exempt seller. We will only share your information if your energy retailer or exempt seller is responsible for delivering the energy rebates to you.

Otherwise, the Department of Climate Change, Energy, the Environment and Water (DCCEEW) will not share your information unless you have given consent or to meet a requirement under law.

DCCEEW uses a third-party system called Microsoft Azure to collect and store your personal information.

Compulsory personal, business and health information

Applying for Rebates and providing your information is voluntary. You are not required by law to provide us your information. However, if you choose not to provide the required information, we may not be able to process your application and determine whether you are eligible for one or more rebates.

Access to your information

You have the right to access, or request updates to, the personal, business and health information that the NSW Government holds about you.

Disposal of your information

Your personal information will be held no longer than necessary and disposed of appropriately in compliance with applicable privacy and state records legislation and in accordance with DCCEEW's Privacy Management Plan.

Contact

For more information about privacy at the department, please contact:

Information Access & Privacy Unit

Locked Bag 5022 Parramatta NSW 2124

Phone: 02 8275 1095

Email: privacy@dcceew.nsw.gov.au

If you would like to update or amend your information, or if you would like more information about Energy Rebates, you can contact:

Energy Rebates

Social Impact Programs, Department of Climate Change, Energy, the Environment and Water

PO Box 435 Parramatta NSW 2124

Phone: 02 8073 9255

Email: rebates@energysaver.nsw.gov.au

Website: energy.nsw.gov.au/households/rebates-grants-and-schemes