

# NSW Consumer Energy Strategy

This is the NSW Government's new plan to help households and small businesses benefit from our transition to a renewable energy future.

This summary outlines the practical resources, incentives and reforms we're rolling out to help you make the switch to more affordable sustainable energy. Some of these are available now, and others are under development.

## Our goals



### Equity

Ensure everyone can benefit from and participate in the energy transition



### Affordability

Keep energy bills as low as we can



### Reliability

Maintain a stable and reliable energy system



### Sustainability

Help achieve net zero emissions

## How we're helping you make the transition

### Programs and incentives to cut energy bills and improve efficiency

#### Solar for apartment residents

We're launching a new \$30 million program with the Australian Government to help apartment residents reduce their bills by investing in solar systems.

#### Energy bill rebates and debt relief

We're providing \$435.4 million in 2024-25 for annual energy bill rebates and debt relief. This will reduce financial distress for low-income households.

#### Social housing energy performance initiative

We're partnering with the Australian Government to invest \$175 million in energy efficiency upgrades to 24,000 social housing homes by 2027. We will also trial virtual power plants and home electrification at select social housing premises. This will ensure everyone can benefit from energy saving upgrades.

#### Appliances and equipment upgrades

We're providing a range of financial incentives for households and small businesses to install energy-efficient equipment and appliances. This includes lighting, air conditioning, water heating, pool pumps, as well as motors, pumps, fans and furnaces.

#### Electric vehicle (EV) charging

We're investing \$200 million to support the roll-out of public EV charging stations across the state, improving infrastructure for current and future EV drivers.

#### Setting ambitious targets

We want to make sure we can meet our goals. We are setting a range of targets to help drive uptake in energy saving technologies, home energy efficiency and electrification and more, and will publicly report on progress.

#### Battery incentives Now available

From 1 November 2024, we're offering incentives for purchasing solar batteries and a \$250 incentive to sign up to a virtual power plant.

#### Home energy saver Coming soon

We've dedicated \$238.9 million to design and deliver a new Home Energy Saver program, to launch in mid-2025 to help lower energy bills and emissions across NSW. We will consult with the community on the design of the program.

#### Community energy projects Coming soon

We're developing a new \$5 million program to support community energy projects. This will help communities participate in the energy transition, lowering bills and emissions.



## Giving you the practical information you need

We are:

- delivering new resources and outreach to help educate communities and small businesses on the energy transition
- making it easier to get a home energy performance rating, so renters and buyers can make more informed choices about energy performance when choosing a home
- improving our website, resources and tools to make it easier for you to find the services and advice you need.

## Boosting consumer rights to enable progress

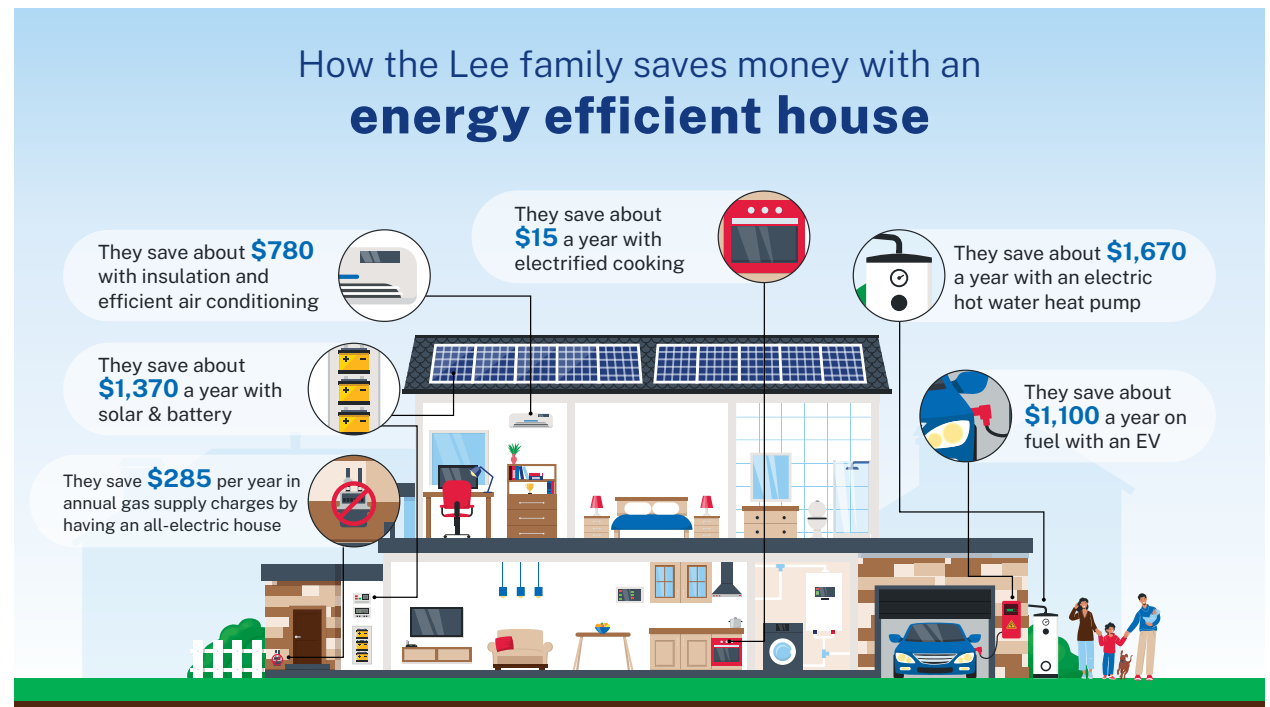
To ensure there is a strong foundation in place for developing our programs and incentives, we are:

- devoting \$15.8 million to tightening safety and compliance for energy saving technologies
- introducing rights for apartment residents to install EV chargers, so owners' corporations cannot unreasonably refuse them
- prohibiting retailers from automatically putting customers on certain plans without their consent, to reduce confusion and bill shock.

# What NSW Consumer Energy Strategy looks like in action

## Meet the Lee family

The Lee family live in a 30-year-old, 4-bedroom house in Dubbo. They decided to investigate how they could save money on their energy bills. They upgraded old appliances to more energy-efficient options, installed a solar battery and purchased an EV. With these upgrades, the Lees are now **saving \$4,125 a year** on their home energy bills and this doesn't include the fuel savings from their EV!



Source: Common Capital modelling for NSW Department of Climate Change, Energy, the Environment and Water, 2024

For more information on NSW Consumer Energy Strategy, visit: [energy.nsw.gov.au/energy-strategy](https://energy.nsw.gov.au/energy-strategy)