

Energy Accounts Payment Assistance (EAPA) vouchers

If you're having difficulty paying your current household energy bill because of a short-term financial crisis or emergency, such as unexpected medical bills, or reduced income due to COVID-19, you could be eligible for Energy Accounts Payment Assistance (EAPA) \$50 vouchers.

EAPA vouchers are sent electronically to your energy retailer to help pay your home electricity or gas account. Applying for EAPA vouchers involves an eligibility assessment by a NSW Government representative or an approved non-government EAPA provider.

EAPA voucher limits apply and vouchers can't be used to put your energy account into credit, on closed accounts, or if your account has already been paid.

Eligibility

You must:

- have an electricity or natural gas account for a NSW residential address, which is your primary place of residence and the account must be active at the time of your assessment (all other accounts are not eligible)
- be the electricity or natural gas account holder (your account and bill must be in your name)
- be experiencing a short-term financial crisis or emergency that has caused you financial hardship and impacted your ability to pay your current residential energy bill (in part or in full).

You're **not eligible** if you:

- use liquid petroleum gas (LPG) bottles for your gas supply; however, you may be eligible for a gas rebate
- are residing in embedded networks (e.g., some strata plans, retirement villages and residential parks)
- have already paid your energy bill
- have a business account
- are not the account holder and the bill is in another person's name
- have closed your energy account.

What you need

To apply online, you'll need:

- a MyServiceNSW Account
- 2 proof of identity documents – the names on the 2 documents must match, and must also match the name on the supply address on the electricity or natural gas account
- your personal and contact details (name, date of birth, address, email, and phone number)
- a copy of your current electricity and/or gas bill, which includes your:
 - first and last name (your account and bill must be in your name)
 - energy retailer's name
 - energy account number
 - National Meter Identifier (NMI) number for electricity bills, or
 - Delivery Point Identifier (DPI)/Meter Installation Registration Number (MIRN) for gas bills
- confirmation that you're currently on a hardship plan with your retailer (if applicable)
- evidence of financial crisis, such as a termination notice or medical expenses (optional).

How to apply

You can apply for EAPA vouchers:

- online to be assessed by NSW Government representative, or
- by calling an approved non-government EAPA provider.

Apply online

1. Check the eligibility requirements.
2. https://api.service.nsw.gov.au/as/authorization.oauth2?client_id=apigee&response_type=code&scope=openid%20email%20profile&redirect_uri=https://connect.service.nsw.gov.au/v1/identity/oauth/callback&state=rrt-5470163229022778415-c-gsy1-2401-181516512-1&nonce=&code_challenge=9cL50sgTx0IYfsspsZQZAN4RYGQtcR2GBmmLwrNnSOj&code_challenge_method=plain#/email
3. Log in or create your MyServiceNSW Account.
4. Follow the prompts to submit your application.

After applying online:

1. You will receive an email confirming your application.
2. A NSW Government representative will call you within 2-4 weeks to assess your eligibility for EAPA vouchers. The assessment may involve a 3-way call with your energy retailer, including discussing energy hardship plans and further assistance.

Note: We aim to contact you within 10 business days, however due to very high interest and depending on demand, it may take up to 4 weeks for you to be contacted about your online application.

Apply through a non-government EAPA provider

You can apply to be assessed for EAPA vouchers by calling an approved non-government EAPA provider such as Anglicare, Salvation Army and Wesley Mission.

Contacting an EAPA provider may be more suitable if you:

- prefer an in-person assessment (offered by some providers)
- don't have an email address
- need other support, such as no-interest loans, financial counselling, and clothing or food assistance.

For more information visit

<https://www.service.nsw.gov.au/transaction/energy-accounts-payment-assistance-eapa-scheme>