

# Thinking of upgrading to an energy-efficient product?

Households and small businesses can get discounts through the NSW Government's Energy Savings Scheme (ESS) to replace household equipment with energy efficient upgrades of:

- lighting
- water heating
- air conditioning
- draught proofing
- showerheads
- pool pumps
- ventilation and space heating



## How does the scheme work?

Installers can give you a discount when they upgrade different types of equipment through the ESS. Accredited Certificate Providers (ACPs) create certificates based on the energy savings made from the upgrade. ACPs will either work with a third-party installer or do the work themselves. ACPs will later sell the certificates to fund the discount.

## Who is eligible?

Discounts for these upgrades under the ESS are available in NSW for:

- households
- small to medium-sized business that use less than 100 MWh per year.

## How to get the discount?

### 1. Find installers and get quotes

The first step is choosing the right installer for your upgrade. You can do this in a few different ways:



- For air conditioners or hot water systems, visit NSW Energy's [Household Energy Savings Upgrades](#) page to find local installers offering discounts.
- For other upgrades, use the [Find an ACP](#) tool to see who offers your chosen upgrade.
- You can also contact local installers directly, or ask family and friends for recommendations.

#### When you speak to an installer:

- Ask if they offer discounts under the Energy Savings Scheme (ESS).
- Get more than one quote to compare.
- Check that all costs are included.

- For some types of equipment, you will need to make a minimum payment. Ask your installer for further details.

**Note:** IPART doesn't set prices or discounts — costs will vary depending on the type of upgrade and products chosen.

**Reminder:** Salespeople cannot knock on your door uninvited to offer discounts under the ESS.

### 2. Sign a nomination form

Your chosen installer:

- should give you a quote that details the work and total costs. You can ask them to detail the discount.
- must provide you with a *nomination form*.



After you sign and return the *nomination form*, you'll get an upfront discount on the installation. Keep a copy of the form for your records.

## Things to consider

### Warranty

Check what's covered and read the product information. Choose a reputable supplier. If the supplier is overseas, check if they have an Australian contact.

### Removal of equipment

Tradespeople will remove the old equipment and it cannot be reused.

### Installer details

Check the installer's licences and credentials. The installer should be able to provide detailed information about the upgrades, including the ACP they work with.



### If you're not happy

1. Speak to your installer first.
2. If it's not resolved, contact the ACP. Their details are on the nomination form you signed.
3. If you still have problems, contact NSW Fair Trading or Building Commission NSW.
  - [NSW Fair Trading](#) investigates unfair practices and makes sure products sold in NSW are safe and meet regulations. Their website has information on consumer rights, dispute resolution and making a complaint.



- [Building Commission NSW](#) licenses tradespeople (like electricians and plumbers) and makes sure they follow the law. Contact them if you have concerns about the work.
- 4. If you believe the ACP or installer has not complied with ESS rules or has not responded, contact us through our [Report misconduct](#) page.

**You might be contacted by an auditor or visited by inspectors from IPART or Building Commission NSW to check the work. This helps make sure the ESS stays fair and reliable for everyone.**

## Where to learn more?

### ✓ NSW Energy

[Household energy savings upgrades](#)  
[Frequently asked questions](#)

### ✓ IPART

[Find an Accredited Certificate Provider](#)  
[Things you should consider](#)  
[Consumers](#)

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