

## **3.2. North Sydney Sustainability Rebates Program**

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### **ATTACHMENTS:**

1. North Sydney Sustainability Rebates Community Survey 2023 [**3.2.1** - 8 pages]
2. Sustainability Rebate Guidelines [**3.2.2** - 15 pages]

### **PURPOSE:**

The purpose of this report is to provide an overview of the North Sydney Sustainability Rebates program.

### **EXECUTIVE SUMMARY:**

- The Sustainability Rebates Program will support properties in North Sydney to implement energy and water saving initiatives. The program includes households, strata and businesses.
- Rebates will assist in overcoming barriers such as cost and dwelling type with stronger incentives for those with larger upfront costs such as apartment complexes and businesses.
- There are fourteen rebates available that have been chosen to achieve the highest emission reductions and to best meet community need.
- The program will help North Sydney become a more resilient, environmentally and socially sustainable community. It will incentivise the adoption of clean and low emission technology and renewable energies and support home and business electrification.

### **FINANCIAL IMPLICATIONS:**

This project is funded through Council's Environment Levy.

### **RECOMMENDATION:**

1. **THAT** the North Sydney Sustainability Rebates Program report be received.

## **LINK TO COMMUNITY STRATEGIC PLAN**

The relationship with the Community Strategic Plan is as follows:

### **BACKGROUND**

North Sydney Council has set ambitious greenhouse gas emission and water conservation targets for its community as detailed in the North Sydney Environmental Sustainability Strategy 2030.

Council has set a community carbon footprint target of 65% reduction in greenhouse gas emissions (from 1996 levels) and a water conservation target of 10% reduction in potable water use (from 2001/02 baseline data) before 2030.

To assist our community in achieving these targets, Council has developed a number of education programs aimed at both residents and businesses. Such programs include the Futureproofing Apartments program, the Green Events Program of seminars and educational workshops, the Sustainable Business Programs, the Better Business Partnership and City Switch. Whilst these programs impact community emissions and water conservation efforts, an accelerated uptake of renewable energy technologies and the transition away from fossil fuels, will be required to achieve our 2030 targets.

Feedback from participants in Council's Futureproofing Apartments Program highlighted the upfront cost of transitioning to renewable energies and the benefits of a rebate scheme to incentivise residents. Such programs have been developed and implemented by other Sydney Councils with great success, and as such the North Sydney Sustainability Rebates Program was put forward and approved as a project funded through Councils environment levy.

In developing the program, a short community survey (Attachment 1) was undertaken from March-June 2023 to gain a better understanding of preferred rebate items and any correlation with dwelling types. A total of 89 responses were received from the community with approximately half of the respondents living in apartments and with most owning the property.

The top 5 preferred items for rebate included solar PV, window glazing retrofit, heat pump hot water, electric vehicle (EV) chargers and induction cooktops. The results from this survey, as well as the learnings from other Councils including Ku-ring-gai, Randwick, and Lane Cove, were used to inform the 14 rebate items chosen as part of this program.

### **CONSULTATION REQUIREMENTS**

Community engagement has occurred in accordance with Council's *Community Engagement Protocol*. The detail of this report provides the outcomes from the engagement for Council to consider prior to adoption.

## DETAIL

The rebate program is designed to cater for both residents and businesses. There are three applicant property types in the sustainability rebates program which include:

1. **Household:** a detached or semi-detached dwelling, or the lot area of an apartment. Examples of 'household' rebates would include a solar pv system in a freestanding home or an induction cooktop in a single unit apartment.
2. **Apartment Block:** the common area of an apartment, or the grouping of all individual lot areas. Examples of 'apartment block' rebates would include a rainwater tank for a common area or electric vehicle charging infrastructure for all tenants of an apartment block.
3. **Business:** a commercial space where business is registered. Examples of 'business' rebates would include commercial kitchen equipment to replace gas appliances or a solar health check of a business' rooftop solar system.

### Sustainability Rebates

The following sustainability rebates are available for properties in the North Sydney Local Government Area. Further details including the specific eligibility criteria can be found on [Rebately](#).

Rebate Item	Rebate Amounts
<b>Rooftop solar</b>	<ul style="list-style-type: none"><li>• Household: 20% up to \$1000</li><li>• Apartment Block: 20% up to \$5,000</li><li>• Business: 25% up to \$2,000</li></ul>
<b>Rooftop solar health check</b>	<ul style="list-style-type: none"><li>• Household: 50% up to \$100</li><li>• Apartment Block: 50% up to \$200</li><li>• Business: 50% up to \$200</li></ul>
<b>Solar battery</b>	<ul style="list-style-type: none"><li>• Household: 10% up to \$2,000</li><li>• Apartment Block: 20% up to \$5,000</li><li>• Business: 20% up to \$5,000</li></ul>
<b>Electric vehicle charger</b>	<ul style="list-style-type: none"><li>• Household: 25% up to \$250</li><li>• Apartment Block: 25% up to \$5,000</li><li>• Business: 25% up to \$1,000</li></ul>
<b>Hot water heat pumps</b>	<ul style="list-style-type: none"><li>• Household: 50% up to \$250</li><li>• Apartment Block: 25% up to \$5,000</li><li>• Business: 25% up to \$1,000</li></ul>

Rebate Item	Rebate Amounts
<b>Pool pump</b>	<ul style="list-style-type: none"> <li>• Household: 25% up to \$500</li> <li>• Apartment Block: 50% up to \$250</li> <li>• Business: 50% up to \$250</li> </ul>
<b>Reverse cycle air conditioners for heating</b>	<ul style="list-style-type: none"> <li>• Household: 30% to \$1000</li> <li>• Apartment unit: 30% up to \$1,000</li> <li>• Business: 30% up to \$2,000</li> </ul>
<b>Induction cook top</b>	<ul style="list-style-type: none"> <li>• Household: 25% up to \$250</li> </ul>
<b>Business kitchen electrification</b>	<ul style="list-style-type: none"> <li>• Businesses: 25% up to \$5000</li> </ul>
<b>Insulation</b>	<ul style="list-style-type: none"> <li>• Household: 25% up to \$500</li> <li>• Apartment Block: 25% up to \$2,000</li> <li>• Business: 25% up to \$1,000</li> </ul>
<b>Water fix program</b>	<ul style="list-style-type: none"> <li>• Household: 25% up to \$250</li> <li>• Apartment Block: 25% up to \$2,000</li> <li>• Business: 25% up to \$2,000</li> </ul>
<b>Level 2 energy audit</b>	<ul style="list-style-type: none"> <li>• Business: 50% up to \$2,000</li> </ul>
<b>Lighting</b>	<ul style="list-style-type: none"> <li>• Household: 25% up to \$250</li> <li>• Apartment Block: 25% up to \$5,000</li> <li>• Business: 25% up to \$1,000</li> </ul>
<b>Rainwater tanks</b>	<ul style="list-style-type: none"> <li>• Household: 25% up to \$250</li> <li>• Apartment Block: 25% up to \$2,000</li> <li>• Business: 25% up to \$1,000</li> </ul>

## Application Process

The sustainability rebate application process is as follows:

### 1. Check the Eligibility Criteria, Guidelines and Terms and Conditions (Attachment 2)

Review the full Guidelines and Eligibility Criteria for a chosen rebate item and the Terms and Conditions for participation in the Sustainability Rebates Program. To be eligible to receive a sustainability rebate, the rebate item must be installed or undertaken in the past 12 months from the date of the rebate application.

### 2. Purchase Rebate Item

Purchase the rebate item from a chosen provider or installer. Ensure that the purchase meets the Eligibility Criteria for the chosen rebate item.

### 3. Submit an Application Form

Submit an application form via [Rebately](#) and attach a recent electricity bill, a photo of the rebate item (if applicable) and a copy of the invoice from a rebate item provider. Click 'Apply Now' to submit an application form.

### 4. Receive a Sustainability Rebate

If your applications are approved by Council, you will receive your rebate via electronic bank transfer. You will receive notification of successful application via email.

## **Council Approval**

Council has installed several safeguards in the program to ensure that the approval process is fair and equitable for all applicants and to ensure the rebate items are kept in North Sydney and directly benefit the area and community.

Approval for each rebate application will be made after review of all the information submitted and each applicant must include specific attachments, such as photos of site, invoice and receipt, completion of work certificate and all relevant building approvals.

It is expected that the Sustainability Rebates Program will be well received by the community and that the program budget will be expended each year. The program has built-in flexibility to adapt and change, to add or remove rebate items and to lower and raise rebate funding based on community demand. The program will be reviewed every 6 months to ensure it is meeting community expectations.

# Project Report

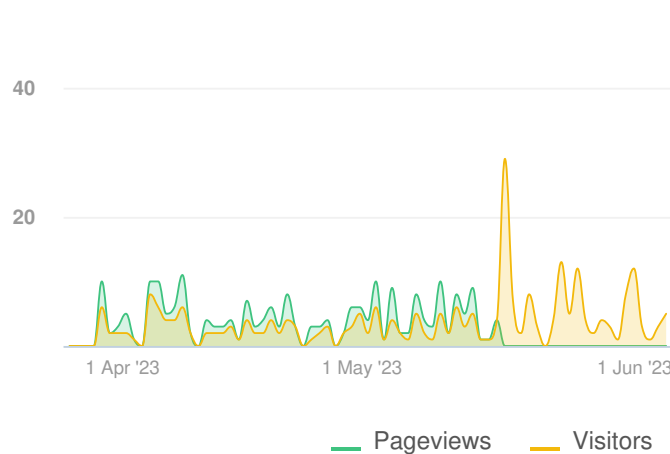
07 March 2016 - 05 June 2023

## Your Say North Sydney

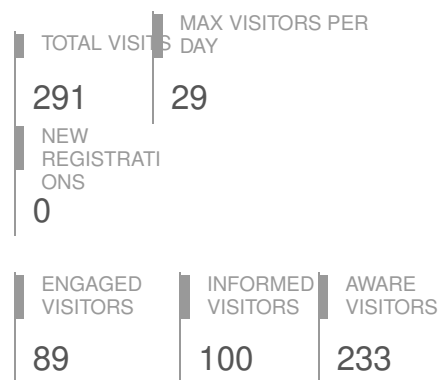
### North Sydney Sustainability Rebates



#### Visitors Summary

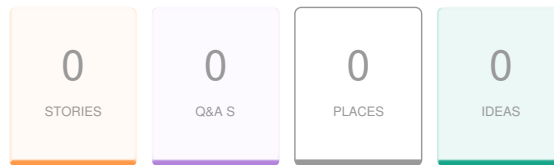
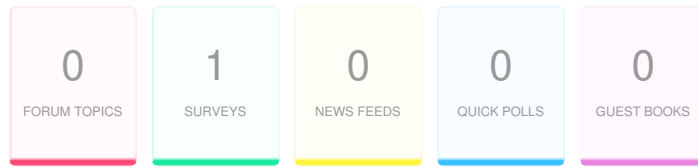


#### Highlights



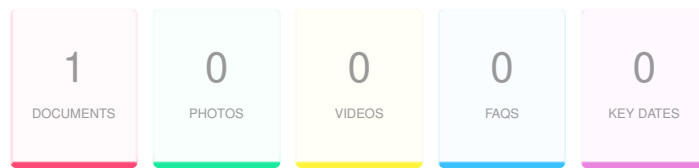
<b>Aware Participants</b>	<b>233</b>	<b>Engaged Participants</b>	<b>89</b>		
<b>Aware Actions Performed</b>	<b>Participants</b>	<b>Engaged Actions Performed</b>	<b>Registered</b>	<b>Unverified</b>	<b>Anonymous</b>
Visited a Project or Tool Page	233	Contributed on Forums	0	0	0
<b>Informed Participants</b>	<b>100</b>	Participated in Surveys	0	0	89
<b>Informed Actions Performed</b>	<b>Participants</b>	Contributed to Newsfeeds	0	0	0
Viewed a video	0	Participated in Quick Polls	0	0	0
Viewed a photo	0	Posted on Guestbooks	0	0	0
Downloaded a document	4	Contributed to Stories	0	0	0
Visited the Key Dates page	0	Asked Questions	0	0	0
Visited an FAQ list Page	0	Placed Pins on Places	0	0	0
Visited Instagram Page	0	Contributed to Ideas	0	0	0
Visited Multiple Project Pages	11				
Contributed to a tool (engaged)	89				

## ENGAGEMENT TOOLS SUMMARY



Tool Type	Engagement Tool Name	Tool Status	Visitors	Contributors		
				Registered	Unverified	Anonymous
Survey Tool	North Sydney Sustainability Rebates	Published	97	0	0	89

## INFORMATION WIDGET SUMMARY



Widget Type	Engagement Tool Name	Visitors	Views/Downloads
Document	deleted document from	3	4
Document	Extended Sustainability Rebates Survey Giveaway Terms and Condition...	1	1

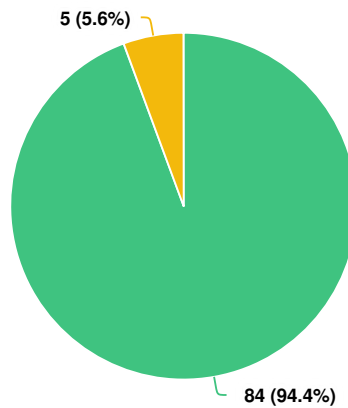


## ENGAGEMENT TOOL: SURVEY TOOL

### North Sydney Sustainability Rebates

Visitors <b>97</b>	Contributors <b>89</b>	CONTRIBUTIONS <b>92</b>
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Do you live in North Sydney?

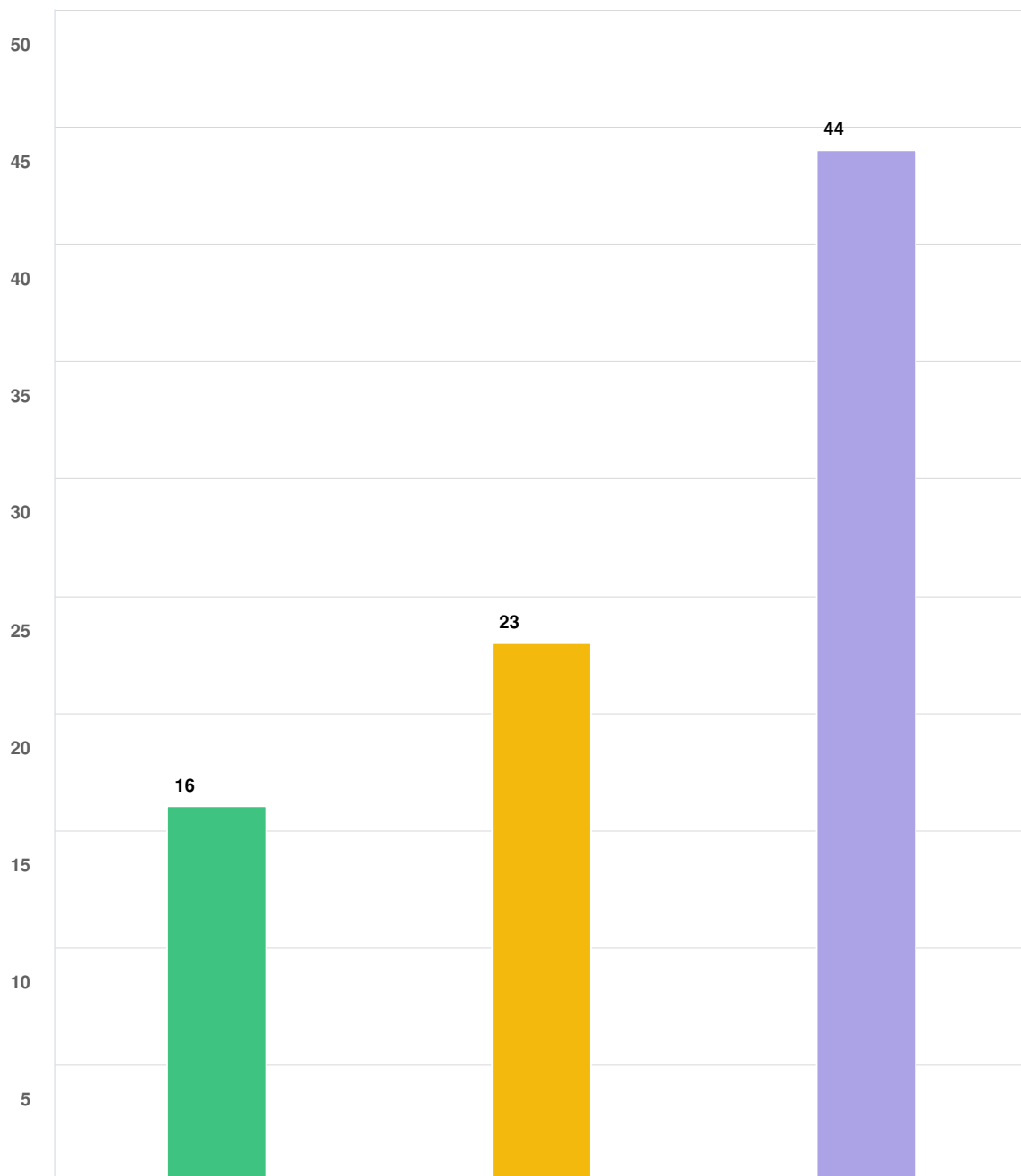


**Question options**

- Yes
- No

Optional question (89 response(s), 3 skipped)

Question type: Dropdown Question

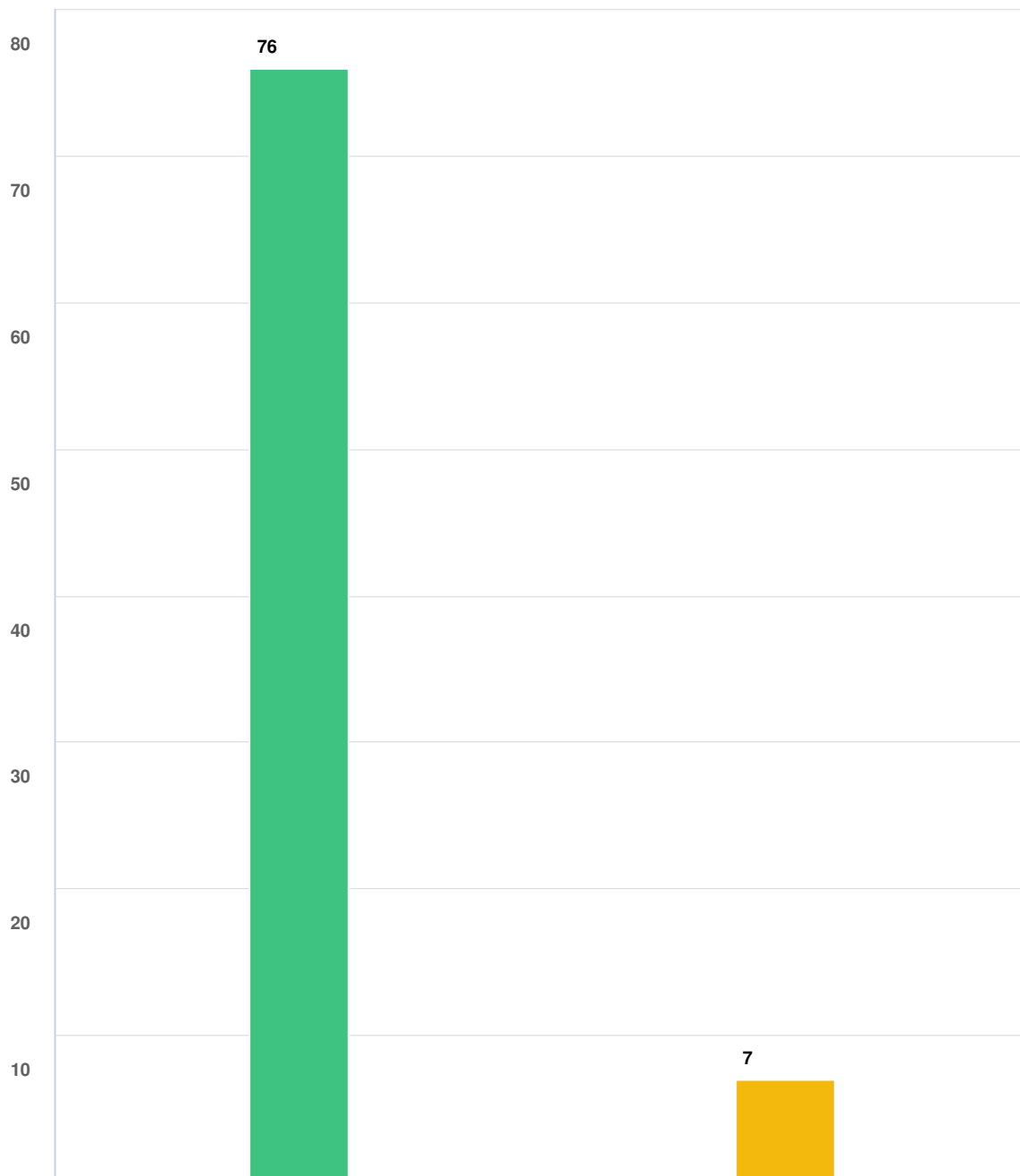
**If yes, advise your dwelling type****Question options**

● Single Dwelling   ● Townhouse/Terrace   ● Apartment/Unit (strata)

*Optional question (83 response(s), 9 skipped)*

*Question type: Checkbox Question*

If yes, do you own or rent?



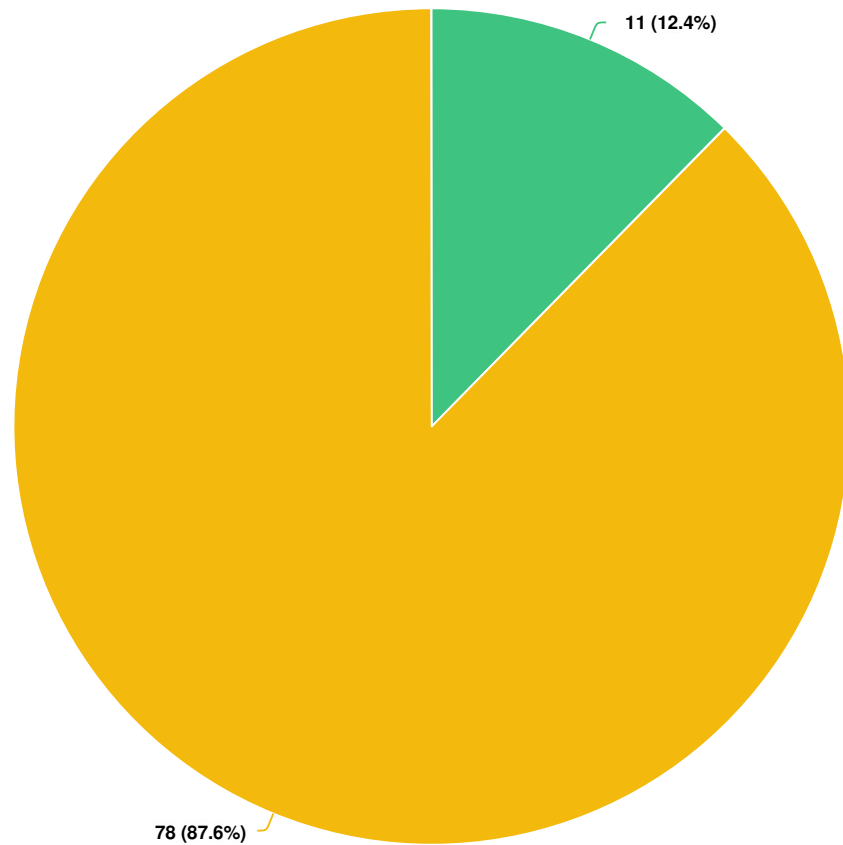
**Question options**

- Own
- Rent

Optional question (83 response(s), 9 skipped)

Question type: Checkbox Question

### Do you own a business in North Sydney?



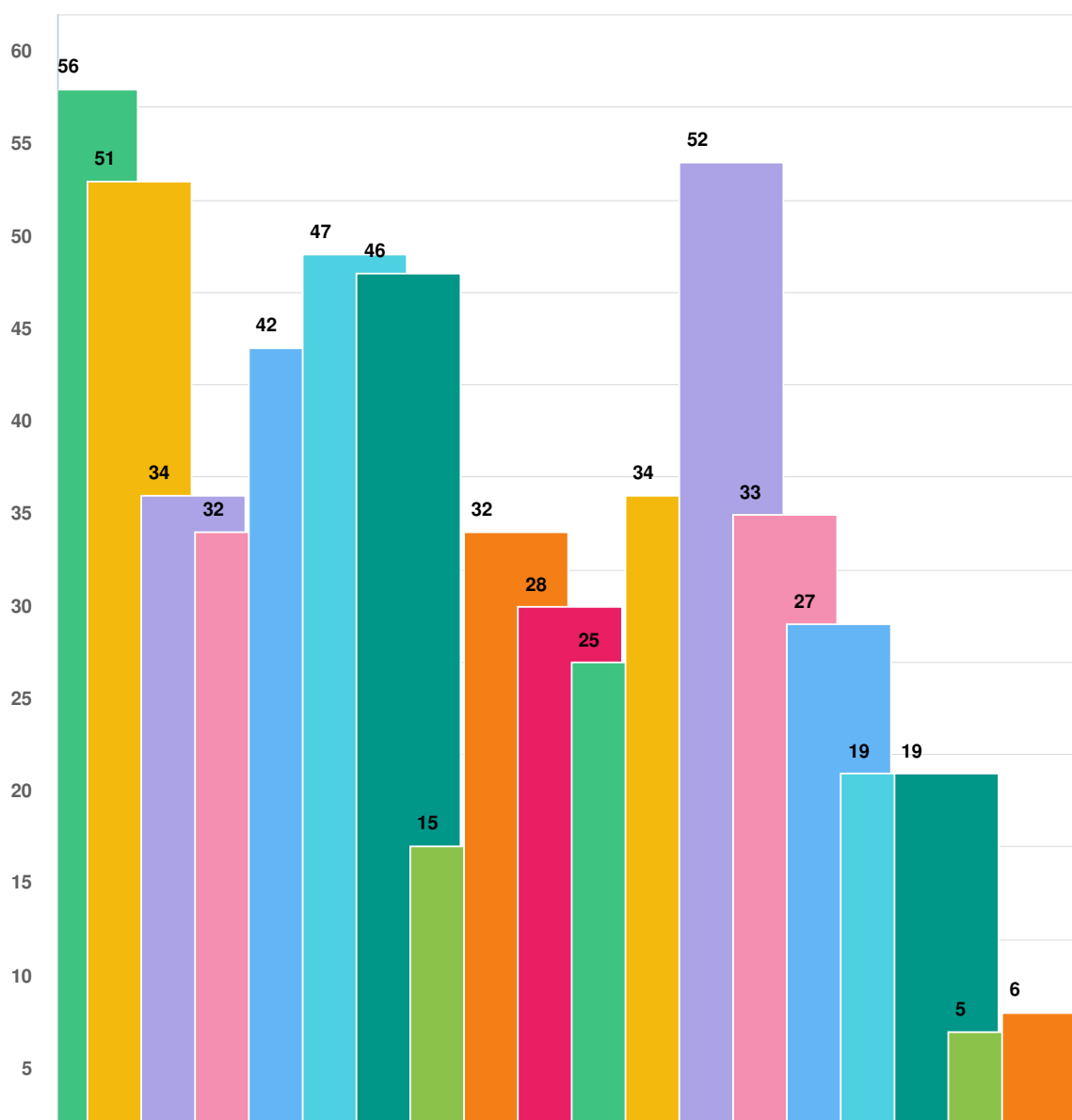
**Question options**

- Yes
- No

*Optional question (89 response(s), 3 skipped)*

*Question type: Dropdown Question*

Please choose the rebate types that would be of interest to you (tick all that apply)



**Question options**

- Solar PV
 ● Solar Batteries
 ● Appliance electrification
 ● Reverse Cycle Air Conditioning
 ● Induction cooking
- Heat Pump Hot Water System
 ● Electric Vehicle chargers (car and bike)
 ● Electric Vehicle Demand Management
- Energy Assessments
 ● Energy Monitoring
 ● Contribution to purchase of Greenpower
 ● Insulation
- Window glazing retrofit
 ● Lighting Upgrades
 ● Water tanks
 ● Water efficient shower heads
- Water efficient toilets
 ● Swimming Pool Pumps
 ● Other (please specify)

Optional question (91 response(s), 1 skipped)

Question type: Checkbox Question

NORTH SYDNEY COUNCIL

# Sustainability Rebates Program



## Guidelines Terms and Conditions

Find out more: [www.northsydney.nsw.gov.au/sustainabilityrebates](http://www.northsydney.nsw.gov.au/sustainabilityrebates)

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# Sustainability Rebates Program Guidelines

## 1. Introduction ---

### Purpose

The Sustainability Rebates Program aims to further accelerate emission reductions in North Sydney by incentivising the uptake of renewable energy, batteries, energy efficient technology and to assist the community to eliminate the use of fossil fuel technology.

The rebates are designed for residents and business to overcome barriers such as cost, return on investment and dwelling type, with stronger incentives for those with larger barriers such as apartment complexes and businesses.

The Sustainability Rebate Program will foster an environmentally sustainable community and provide a more cohesive pathway to achieve Council's emission reduction targets of (65% greenhouse gas reduction of 1996 community emissions levels before 2030).

In delivering these sustainability rebates, North Sydney Council aims to:

- increase community awareness and knowledge on pathways to reduce emissions
- increase community participation and capacity in sustainability
- build greater resilience within the North Sydney community to mitigate the impact of climate change by reducing their emissions and water use
- streamline the adoption of technologies that are aimed at achieving the highest emission reductions and to measure and report on these
- show strong sustainability leadership to protect the environment and community for future generations



## 2. How To Use This Guide ---

This document outlines the Terms and Conditions associated with each of the sustainability rebates available to properties located within the North Sydney Council Local Government Area and provides guidance on how to apply for each of the available rebates.

The document is broken up into four main sections including:

- program background and purpose
- a summary of available rebates
- general eligibility criteria and conditions
- program guidance for rebates that outline:
  - rebate specific eligibility criteria and conditions
  - details of whether pre-commitments are available or required for that rebate and any specific conditions surrounding that pre-commitment
  - the supporting documentation you will require to be able to successfully submit your application
  - details on how to check if Development Approval (DA) is required for your proposed project
  - further information and applications can be made via the North Sydney Council's sustainability rebates page at [www.northsydney.nsw.gov.au/sustainabilityrebates](http://www.northsydney.nsw.gov.au/sustainabilityrebates)

**Before you apply, please read and understand all the relevant sections of this document and note the supporting documentation required for your application.**

You can use the Table of Contents and the Summary of Available Rebates on the following pages to skip to the relevant sections for specific rebates you wish to apply for. If after reading through this guide you have any further questions or concerns regarding the North Sydney Council Sustainability Rebates, please contact North Sydney Council on (02) 9936 1800 or at [sustainabilityeducation@northsydney.com.au](mailto:sustainabilityeducation@northsydney.com.au)

### 3. Summary of Sustainability Rebates

Sustainability rebate amounts vary by applicant property type. The three applicant property types in the sustainability rebates program are:

1. **Household:** a detached or semi-detached dwelling, or the lot area of an apartment. Examples of 'household' rebates would include rooftop solar in a freestanding home or an induction cooktop in a single unit apartment.
2. **Apartment Block:** the common area of an apartment, or the grouping of all individual lot areas. Examples of 'apartment block' rebates would include a rainwater tank for a common area or electric vehicle charging infrastructure for all tenants of an apartment block.
3. **Business:** a commercial space where a business is registered. Examples of 'business' rebates would include commercial kitchen equipment to replace gas appliances or a solar health check of a business' rooftop solar system.

#### Sustainability Rebates

The following sustainability rebates are available for properties in the North Sydney Local Government Area. Further details including the specific eligibility criteria can be found on the sustainability rebates website (link to page once live).

Rebate Item	Rebate Amounts
<b>Rooftop solar</b>	<ul style="list-style-type: none"> <li>• Household: 20% up to \$1,000</li> <li>• Apartment Block: 20% up to \$5,000</li> <li>• Business: 25% up to \$2,000</li> </ul>
<b>Rooftop solar health check</b>	<ul style="list-style-type: none"> <li>• Household: 50% up to \$100</li> <li>• Apartment Block: 50% up to \$200</li> <li>• Business: 50% up to \$200</li> </ul>
<b>Solar battery</b>	<ul style="list-style-type: none"> <li>• Household: 10% up to \$2,000</li> <li>• Apartment Block: 20% up to \$5,000</li> <li>• Business: 20% up to \$5,000</li> </ul>
<b>Electric vehicle charger</b>	<ul style="list-style-type: none"> <li>• Household: 25% up to \$250</li> <li>• Apartment Block: 25% up to \$5,000</li> <li>• Business: 25% up to \$1,000</li> </ul>
<b>Hot water heat pumps</b>	<ul style="list-style-type: none"> <li>• Household: 50% up to \$250</li> <li>• Apartment Block: 25% up to \$5,000</li> <li>• Business: 25% up to \$1,000</li> </ul>

Rebate Item	Rebate Amounts
<b>Pool pump</b>	<ul style="list-style-type: none"> <li>Household: 25% up to \$500</li> <li>Apartment Block: 50% up to \$250</li> <li>Business: 50% up to \$250</li> </ul>
<b>Reverse cycle air conditioners for heating</b>	<ul style="list-style-type: none"> <li>Household: 30% to \$1,000</li> <li>Apartment unit: 30% up to \$1,000</li> <li>Business: 30% up to \$2,000</li> </ul>
<b>Induction cook top</b>	<ul style="list-style-type: none"> <li>Household: 25% up to \$250</li> </ul>
<b>Business kitchen electrification</b>	<ul style="list-style-type: none"> <li>Businesses: 25% up to \$5,000</li> </ul>
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<b>Water fix program</b>	<ul style="list-style-type: none"> <li>Household: 25% up to \$250</li> <li>Apartment Block: 25% up to \$2,000</li> <li>Business: 25% up to \$2,000</li> </ul>
<b>Level 2 energy audit</b>	<ul style="list-style-type: none"> <li>Business: 50% up to \$2,000</li> </ul>
<b>Lighting</b>	<ul style="list-style-type: none"> <li>Household: 25% up to \$250</li> <li>Apartment Block: 25% up to \$5,000</li> <li>Business: 25% up to \$1,000</li> </ul>
<b>Rainwater tanks</b>	<ul style="list-style-type: none"> <li>Household: 25% up to \$250</li> <li>Apartment Block: 25% up to \$2,000</li> <li>Business: 25% up to \$1,000</li> </ul>

## 4. Application Process

### 1. Check the Eligibility Criteria, Guidelines and Terms and Conditions

Review the full Eligibility Criteria for your chosen rebate item and the Terms and Conditions for participation in the Sustainability Rebates Program. Applications must be submitted within **12 months from the date listed on the final invoice.**

### 2. Purchase your Rebate Item

Purchase your rebate item from your chosen provider or installer. Ensure that your purchase meets the Eligibility Criteria for your chosen rebate item.

### 3. Submit an Application Form

Submit an application form via [Rebately](#) and attach a recent electricity bill, a photo of your rebate item (if applicable), a copy of the invoice from your rebate item provider and a receipt indicating the invoice has been paid in full. Click 'Apply Now' to submit an application form.

### 4. Receive your Sustainability Rebate

If your applications are approved by Council, you will receive your rebate via electronic bank transfer. You will receive notification of successful application via email.

## 5. Assessment Process ---

### General Eligibility Criteria

Council will approve or decline an application based on the Eligibility Criteria applicable for each sustainable product and the general eligibility criteria listed below.

#### General

- only available for properties in the **North Sydney Government Local Government Area**
- applications must be submitted within **12 months from the date listed on the final invoice**
- applicant properties can receive multiple sustainability rebates up until the maximum rebate has been reached. **The maximum rebate is \$5,000 per property per financial year**
- new applications for sustainability rebates will **not be accepted once the program budget has been fully allocated**. When the program budget has been reached it will be listed on both Council's website and Rebately and applicants will be unable to make a rebate claim until the next financial year
- the rebate item must be implemented at the applicant property
- the applicant must agree to have read and understood the Eligibility Criteria and Sustainability Rebates Program Guidelines
- the application must be submitted via Rebately [www.rebately.co/northsydney](http://www.rebately.co/northsydney) and include all required attachments

- the applicant must agree to give permission for Council staff to visit the applicant property to undertake on-site verifications if requested
- the applicant acknowledges and agrees that North Sydney Council accepts no liability in respect of any claim, cause of actions, loss or damage arising out of, or in relation to, any product purchased, or service procured under the rebate program
- the applicable works must be carried out by a licensed tradesperson and meet all the necessary installation standards. For rooftop solar and battery installations, this includes Clean Energy Council accreditation

## Approvals

- the applicant must be either the owner, landlord, tenant, or the strata committee of the site
- if the applicant is a tenant, a letter of consent is required from the landlord. If the application relates to a unit a letter of consent is required from the strata committee
- if the rebate item requires installation on common property of a multi-unit dwelling, then strata committee approval must be provided
- if the rebate item requires development approval, then a development approval must be provided

## Sustainable Products

- the rebate item must be implemented at the applicant property
- the rebate item cannot be included as part of any BASIX or development application conditions for compliance purposes
- the rebate item must meet the Eligibility Criteria and comply with the Sustainability Rebates Program Guidelines
- if the rebate item is second-hand, alternative attachments will be required in the application, including a listing of the sustainable product for sale and a transaction record

## Attachments

- the applicant must include all the attachments and required information as outlined for each rebate item

## Funding

- the sustainability rebate cannot exceed 50% of the cost paid by the applicant for the rebate item as listed on the final invoice. The sustainability rebate only applies to charges for the rebate item or service, installation and disposal of old products (if applicable). All associated rebate costs must be listed as separate line items on the final invoice
- any rebate payable will be calculated on the final invoice amount, less any State or Federal rebate scheme or concession
- the applicant property must not have already received the maximum rebate within the current financial year of \$5,000

## 6 Attachments

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Attachments are the documents, images and other information attached to the application to verify that the sustainable product/s meets the eligibility and approval criteria and have been installed.

Attachment	Description
<b>Completion of Work Certificate</b>	A completion of work certificate issued by the installer of the rebate item at the site
<b>Tax Invoices</b>	A tax invoice issued by a provider and installer of a rebate item once the product has been installed at the site
<b>Landlord approval</b>	A signed letter from a landlord which approves the installation of the rebate item at the tenanted site
<b>Photo Proof</b>	The photo taken by the applicant to show that the rebate item has been installed at the site
<b>Proof of Purchase</b>	For second-hand products, proof of purchase includes the listing of the sustainability product for sale and the transaction record of the product purchased. A tax invoice from the installer of the sustainability product at the site is also required
<b>Small-Scale Technology Certificate (STC)</b>	The STC Assignment Form provided by installers of rooftop solar panels after an installation has been completed

Attachment	Description
<b>Strata Committee Approval</b>	The signed letter from a strata committee which approves the installation of a sustainability product at the site
<b>Quote</b>	A document from the provider of a rebate item that details the cost of the products that are intended to be purchased and installed at the site
<b>Receipt</b>	The receipt issued by a provider of the rebate items once the product has been installed at the site which proves that the invoice has been paid

## Definitions

Term	Definition
<b>Agreement</b>	The agreement engaging in the program, comprising the application form, these guidelines and the terms and conditions
<b>Applicant</b>	The legal entity being the owner, landlord, tenant, or strata committee who submits the application and includes your agents
<b>Application Attachments</b>	The documentation to be attached to the application as outlined for each sustainable product
<b>Application Form</b>	The submission by an applicant to take part in the program. This includes the application via Rebately, as specified
<b>Council</b>	Refers to North Sydney Council
<b>Eligibility Criteria</b>	All and any criteria set out in the terms and conditions and included in the Sustainability Rebates Program Guidelines
<b>House</b>	A detached or semi-detached dwelling
<b>Maximum Rebate</b>	The maximum rebate each site can be granted, being \$5,000 per property per financial year
<b>Rebate Approval</b>	An approval issued by Council in response to the final claim application, which in essence grants the applicant eligibility for a rebate

Term	Definition
<b>Rebate Approval Date</b>	The date on which Council notifies you that you have been granted rebate approval in response to your application
<b>Site</b>	The property nominated within the application to have the sustainability product installed
<b>Rebate Item</b>	The sustainability product elected by the applicant for installation as part of the sustainability rebates program
<b>Unit (lot)</b>	The lot area of an apartment building
<b>Block (common area)</b>	The common area of an apartment building

## 7. Terms and Conditions

The Sustainability Rebate Program has been introduced by Council to incentivise emission reduction and water saving actions. The program offers rebates, subject to the eligibility requirements and terms and conditions, for the purpose of assisting residents and business to overcome barriers for engaging in sustainable practices.

The following terms and conditions apply for the Sustainability Rebates Program:

### General

- Council reserves the right to make changes to the Sustainability Rebates Program at any time, including (but not limited to), the available budget, the application opening and closing dates, and the sustainable products' rebates and criteria
- rebate items which require installation must remain installed at the applicant property for at least five years. The application must be completed as required in the Rebately application form. This includes all mandatory attachments
- a property cannot receive both the Household and Apartment Block rebate for the same rebate item



## Sustainability Rebate Payment

- if an application is approved by Council, the applicant will receive payment of their respective sustainability rebate via electronic bank transfer to the applicant's preferred bank account within 14 days of final approval
- sustainability rebates will be prioritised in application date order
- payment of sustainability rebate is not guaranteed and is subject to the approval process. Payment of the sustainability rebate is only confirmed once final approval has been granted
- if an applicant is found to have breached these guidelines in the first 24 months after the application was approved, then the applicant must repay the rebate and cannot submit an application for a further 24 months from the date of the initial application
- the sustainability rebate amount cannot exceed 50% of the cost paid by the applicant for the sustainable product. If this does occur, the sustainability rebate will be matched to 50% of the cost paid by the applicant for the sustainable product (as shown on the final invoice)

## Maximum Rebate

- the maximum rebate is the total financial amount that an applicant property can receive from the Sustainability Rebates Program each financial year
- applicant properties can receive multiple sustainability rebates up until the maximum rebate has been reached. The maximum rebate is \$5,000 per property per financial year

## Warranties and Faulty Products

- the applicant acknowledges and agrees that Council accepts no liability in respect of any claim, cause of action or loss or damage arising out of, or in relation to any sustainable product procured under the rebate program, or the consumption or use of any electricity, gas or water that is the subject of the rebate item
- any issues which occur due to the purchasing of any rebate item must be resolved between the applicant and the provider of the rebate item based on the advertised warranties and standard service provisions of the rebate items involved

- all rebate items must be provided and/or installed by licenced professionals
- the applicant is solely responsible for ensuring that the rebate items are maintained in a working condition

## Data and Reporting

- any financial, energy, water and greenhouse gas emission savings mentioned as part of the sustainability rebates program are estimates only and are based on industry averages. The savings should only be used as a guide and do not apply specifically to each applicant property. Applicants should refer to the information provided by their provider for more accurate information about their rebate item benefits
- applicants of the sustainability rebates must agree to be contacted by Council throughout and following the application process for purposes of surveys and reporting
- any program case studies which are prepared by Council will require permission from the applicant before any specific information related to individuals or properties is made public
- Council will not share applicant information with any other organisation other than for the purposes of directly administering the application, assessment and awarding of the grants and rebates
- Council makes use of a managed service provider to provide the rebate administration platform which is provided by Our Community P/L trading as Rebately
- Rebately is committed to securely storing, managing and protecting all personal information collected as part of the rebate program unless otherwise stated in their Privacy Policy
- for rebate programs applicant details are not disclosed to the public as a matter of public record

All Council held information is subject to Council's Privacy Management Plan and Access to Information Policy and the Government Information (Public Access) Act 2009, the Privacy and Personal Information Protection Act 1998 and associated regulations. If you wish to make an enquiry regarding information held by Council, please email [council@northsydney.nsw.gov.au](mailto:council@northsydney.nsw.gov.au) or contact Customer Service on 02 9936 8100.

## On-Site Verification

- Council reserves the right to undertake on-site verifications for some of the rebate items implemented in the community
- during an on-site verification, a Council officer will enter an applicant property to verify that a rebate item has been installed in accordance with its relevant eligibility criteria
- a suitable time for an on-site verification will be arranged with applicants before the visit. All applicants of the sustainability rebates program must agree to give permission for Council staff to enter the applicant property for the purpose of an on-site verification

## Sustainability Rebates Program Budget

- the Sustainability Rebates Program is funded by Council's Environmental Levy
- new applications for sustainability rebates will not be accepted once the program budget has been expended
- notification that the program budget has been reached will be listed on Council's website and Rebately

## Council Staff Applications

- Council staff are eligible to receive sustainability rebates if they meet the eligibility criteria as per the Eligibility Criteria and Terms and Conditions
- applicants who are also Council staff will be required to disclose this in their application
- applicants who are also Council staff cannot be involved in the assessment of their application

## Dispute Resolution

- Council, applicants and sustainable product providers will attempt in good faith to resolve via negotiations any dispute or claim arising out of or in relation to the sustainable rebates, terms and conditions and eligibility criteria

## Disposal of Old Products

- old products such as used hot water systems or shower heads should be disposed of responsibly by either the sustainable product installer or the applicant
- visit the Community Recycling Centre (CRC) website to see if your old products can be recycled. The CRC is located at 8 Waltham Street, Artarmon