

FAQs

Home Energy Saver loans

About the program

What is the Home Energy Saver loan?

Home Energy Saver loans are zero-interest, no-fee loans that help eligible NSW households install approved energy saving upgrades. Eligible households can borrow up to \$15,000 and repay the loan over up to 10 years. The loan helps make upgrades such as solar paired with a battery, efficient heating and cooling, hot water systems and insulation more financially accessible. Home Energy Saver loans are funded by the Energy Security Corporation (ESC), a NSW Government agency.

Why was the program created?

Home Energy Saver is a key initiative under the NSW Government's Consumer Energy Strategy that puts households at the centre of the energy transition. Many households want to invest in energy saving technologies but face upfront cost barriers. The program reduces those barriers by combining:

A Home Energy Saver discount and zero-interest loan finance.

Home Energy Saver aims to:

- lower household energy bills
- ease cost-of-living pressures
- reduce greenhouse gas emissions
- improve reliability across the energy grid.

Is this a rebate or a loan?

Home Energy Saver loans are zero-interest loans, not rebates. Eligible households may also access a Home Energy Saver discount of up to \$4,000 for approved upgrades. Where eligible for both a discount and loan, the discount is applied first. The loan helps cover the remaining cost up to \$15,000. Households can check eligibility and apply for the discount first at energy.nsw.gov.au/home-energy-saver

How long will the program run?

The program will continue while funding remains available.

Eligibility and approved upgrades

Who can apply?

The loan is available to NSW households with a total annual taxable income of up to \$210,000. It is open to homeowners and landlords. Renters are not eligible for a loan. The property must be in NSW and the borrower must be a NSW resident or a landlord who is an Australian citizen or permanent resident. All loans are subject to lender approval.

What upgrades are eligible?

Eligible NSW households can use Home Energy Saver loans for a range of approved energy saving upgrades for houses or apartments, whether for their home or an investment property, including:

Solar and storage

- Rooftop solar system (when installed with a household battery)
- Residential battery
- Switchboard upgrade

Hot water

- Heat pump water heater
- Solar water heater

Heating and cooling

- Reverse cycle air conditioning
- DC ceiling fan
- Draught-proofing
- Ceiling insulation
- Double glazing

Appliances and electrical

- Induction cooktop
- EV level 2 charger

Assessments

- NatHERS assessment

All products must meet program requirements and be installed by accredited installers.

Can multiple upgrades be included?

Yes. Multiple eligible upgrades can be bundled into one loan, provided the total does not exceed \$15,000. If total project costs exceed the loan limit, the household must pay the remaining amount.

Do upgrades need to meet specific standards?

Yes. Upgrades must:

- be installed by appropriately licensed and accredited installers
- comply with relevant Australian Standards, codes and industry best practice
- use approved products that meet minimum performance and safety requirements
- meet program-specific technical criteria.

Applying for a loan

How does the process work?

1. The customer confirms their household meets eligibility criteria.
2. The customer selects the energy saving upgrades that suit their home, using the NSW Government's **Energy Savings Calculator**.
3. The customer compares participating lenders and chooses the most suitable.
4. The customer sources quotes from accredited installers for their chosen upgrades, and selects one.
5. The customer finalises their loan application (started for them by their chosen installer).
6. Once the loan is approved, the installer completes the work.
7. The installer is paid by the lender upon satisfactory completion of the work.
8. The household repays the loan over the agreed term.

Where can independent advice be obtained?

Applicants may:

- speak with a licensed financial adviser
- seek advice from a community legal or consumer advice service
- visit energy.nsw.gov.au/home-energy-saver for tools and information to explore available programs, compare energy saving options and estimate energy bills savings through upgrades.

Installers and customer protections

Can households choose their installer?

Yes. Installers must be accredited and listed with participating lenders under the program.

How are installers vetted?

Installers must meet program requirements and relevant industry standards. Households are encouraged to:

- check licence and accreditation details
- request references
- compare multiple quotes
- confirm product and installation warranties.

What protections are in place?

The program includes the following protections:

- Work is completed by accredited installers only.
- Only approved products are used.
- Loans are subject to responsible lending obligations under Australian consumer credit laws.
- Loan terms are clearly disclosed before any agreement is entered into.

What happens if there is a problem with installation?

The installer should be contacted first. If unresolved, households may:

- contact their lender
- contact NSW Fair Trading
- lodge a complaint with the Australian Financial Complaints Authority.

Loan terms and repayments

How much can be borrowed?

Eligible households can borrow up to \$15,000.

What are the interest rate and fees?

Home Energy Saver loans are zero-interest loans with no fees. Households repay only the amount borrowed, over up to 10 years, subject to lender approval. Participating lenders provide full details of repayment terms before any agreement is entered into.

When do repayments start?

The repayment schedule, including the first payment date, is confirmed by the participating lender.

Roles and responsibilities

What does the Energy Security Corporation do?

The ESC:

- provides wholesale loan funding to enable zero-interest finance
- sets requirements and oversees participating lenders
- does not assess individual loan applications or manage customer relationships.

What is the role of participating lenders?

Participating lenders:

- assess applications
- conduct credit checks
- approve or decline applications
- provide loan contracts and repayment schedules
- manage repayments and customer service
- work with accredited installers to ensure upgrades meet program requirements.

What is the role of the NSW Government?

The NSW Government established Home Energy Saver as part of its Consumer Energy Strategy and provides funding for both the discount and zero-interest loans.

Does the ESC provide loans directly?

No. The ESC does not lend directly to households. Applicants must apply through a participating lender.

Who should customers contact for more information?

This depends on the nature of the enquiry:

- For loan applications, approval status or repayments, contact the participating lender directly.
- For product or installation questions, contact the installer or product manufacturer.
- For program information or participating lenders, visit escorp.com.au
- For general Home Energy Saver enquiries, visit energy.nsw.gov.au/home-energy-saver