

NORTH SYDNEY COUNCIL

Sustainability Rebates Program



Guidelines Terms and Conditions

Find out more: 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

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

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
Rooftop solar	<ul style="list-style-type: none">• Household: 20% up to \$1,000• Apartment Block: 20% up to \$5,000• Business: 25% up to \$2,000
Rooftop solar health check	<ul style="list-style-type: none">• Household: 50% up to \$100• Apartment Block: 50% up to \$200• Business: 50% up to \$200
Solar battery	<ul style="list-style-type: none">• Household: 10% up to \$2,000• Apartment Block: 20% up to \$5,000• Business: 20% up to \$5,000
Electric vehicle charger	<ul style="list-style-type: none">• Household: 25% up to \$250• Apartment Block: 25% up to \$5,000• Business: 25% up to \$1,000
Switchboard upgrade for EV charging and solar PV	<ul style="list-style-type: none">• Apartment Block: 25% up to \$5,000

Rebate Item	Rebate Amounts
Hot water heat pumps	<ul style="list-style-type: none"> • Household: 50% up to \$250 • Apartment Block: 25% up to \$5,000 • Business: 25% up to \$1,000
Pool pump	<ul style="list-style-type: none"> • Household: 25% up to \$500 • Apartment Block: 50% up to \$250 • Business: 50% up to \$250
Reverse cycle air conditioners for heating	<ul style="list-style-type: none"> • Household: 30% to \$500 • Apartment unit: 30% up to \$500 • Business: 30% up to \$1,000
Induction cook top	<ul style="list-style-type: none"> • Household: 25% up to \$250
Insulation	<ul style="list-style-type: none"> • Household: 25% up to \$500 • Apartment Block: 25% up to \$2,000 • Business: 25% up to \$1,000
Water fix program	<ul style="list-style-type: none"> • Household: 25% up to \$250 • Apartment Block: 25% up to \$2,000 • Business: 25% up to \$2,000
Lighting	<ul style="list-style-type: none"> • Household: 25% up to \$250 • Apartment Block: 25% up to \$5,000 • Business: 25% up to \$1,000
Windows	<ul style="list-style-type: none"> • Household: 50% up to \$500 • Apartment Block: 50% up to \$5,000
Rainwater tanks	<ul style="list-style-type: none"> • Household: 25% up to \$250 • Apartment Block: 25% up to \$2,000 • Business: 25% up to \$1,000

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
- applications for common area rebates will only be accepted for strata buildings with a minimum of three units.
- 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 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

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
Completion of Work Certificate	A completion of work certificate issued by the installer of the rebate item at the site
Tax Invoices	A tax invoice issued by a provider and installer of a rebate item once the product has been installed at the site
Landlord approval	A signed letter from a landlord which approves the installation of the rebate item at the tenanted site
Photo Proof	The photo taken by the applicant to show that the rebate item has been installed at the site
Proof of Purchase	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
Small-Scale Technology Certificate (STC)	The STC Assignment Form provided by installers of rooftop solar panels after an installation has been completed

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

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