



Participant Guidelines

These Guidelines give an overview of the financial support available through the Access to Electric Program (the Program). The Guidelines contain information about who is eligible and what to expect if you participate in the Program.

About the program

The Program is part of the ACT Government's suite of programs providing support for households experiencing financial hardship. The Program aims to help homeowners who most need support to switch their appliances from gas to electric. Making this switch can improve energy efficiency, reduce energy costs, and increase thermal comfort for households.

The Program will fully fund electrification and energy efficiency upgrades in eligible households, including:

- Replacing gas appliances with like-for-like efficient electric appliances (heating and cooling, water heating, cooktops).
- Installing ceiling insulation (where required).

The ACT Government has committed \$5.2 million in Program funding over 2 years until June 2026. It is being delivered by the ACT Government's Environment, Planning and Sustainable Development Directorate (EPSDD).

Note: The goal of the Program is to support the full electrification of eligible households. Participants must be willing to upgrade all their gas appliances to electric alternatives and to have their property permanently disconnected from the gas network.

Participant eligibility

Participation in the Program is by referral only. The ACT Government is working with a range of community partners to identify households that may be eligible.

The ACT Government has engaged Care Financial, as a trusted community partner with financial counselling experience, to conduct eligibility assessments for the Program.

To be eligible for the Program, you must:

- Own and occupy the home where the upgrades will occur (and not own any additional properties in the ACT or interstate).
- Meet the [National Rental Affordability Scheme \(NRAS\) income limits](#).

A household's eligibility will be further determined through a financial capability assessment conducted by Care Financial. Exceptional circumstances may be considered to determine extreme financial hardship.

Property eligibility

Your property is eligible if:

- it is located within the ACT (including Hall, Tharwa and Oaks Estate but not Jervis Bay Territory)
- it is a standalone house, non-unit or standalone unit titled dwelling
- it is an existing residence and not a new build (a property that has not yet been occupied)
- the Unimproved Value (UV) is at or below a defined threshold.

Documents to assess eligibility

For your eligibility to be assessed, you will need to provide the following documents (issued in the name of the household owner occupier):

- rates notice from the last 12 months
- photo identification
- most recent gas and electricity bills
- recent income statement from Centrelink/Pay slip/Superannuation/Business Activity Statement (BAS)/other (if applicable)
- most recent 60-days bank transaction history for all accounts of working adults in the household.

Note: Additional documents may be requested by Care Financial to determine eligibility.

How the upgrades happen

Step 1: Confirm you are eligible

- a. With your consent, a community organisation will refer you to Care Financial as a potential participant in the Program. This is mandatory to ensure that upgrades are provided to those in most need. Your name and contact details will be shared with Care Financial for them to conduct an eligibility assessment with you.
- b. Care Financial will contact you to assess your eligibility. You will need to provide documents to Care Financial for them to do this assessment. The assessment will take up to 10 working days to process once Care Financial has received all required documents (listed on page 2).
- c. If you are eligible, Care Financial will ask you to sign a consent form to participate in the Program.
- d. Your name and contact details will be securely shared with EPSDD to coordinate the upgrades.

Note: Even if you are not eligible for the Program, Care Financial can put in you touch with other relevant support.

Step 2: Start the upgrade process

- a. EPSDD will contact you via phone within 3 working days of receiving your details from Care Financial. Program staff will give you an introduction to the Program and ask you a few questions to understand your current experience of your home in terms of thermal comfort and energy use.
- b. Your contact details will be securely shared with the ACT Government's contractor who has been engaged to do the upgrades. The contractor will contact you directly to arrange a date and time to do an inspection of your home so they can prepare a quote to remove your gas appliances and replace them with electric alternatives. The contractor may also inspect the condition of your home's ceiling insulation.

- c. The contractor will provide EPSDD with a report and quote for the proposed upgrades. The Program team will assess the quote and then contact you to advise what upgrades have been approved.
- d. You will be asked to sign a consent form before the upgrades commence. You will need to return the signed consent form to EPSDD within 5 working days.
- e. The contractor will contact you to organise a date and time to complete the upgrades. Depending on the type of upgrades, you may be contacted by several contractors to complete the works.

Step 3: After the upgrade process

- a. The contractor will advise EPSDD that the upgrades have been completed.
- b. EPSDD will send you a short online survey so we can understand your experience of receiving the upgrades.
- c. With your consent, EPSDD can connect you with St Vincent de Paul (Vinnies) who deliver the [Home Energy Efficiency Program](#) on behalf of the ACT Government. St Vincent de Paul can visit your home to help you get the most from your new electric appliances and assist with draught-proofing your home.
- d. EPSDD will arrange to have your property permanently disconnected from the gas network. Aside from providing your consent for the gas disconnection, there is no further action required from you. Following the disconnection, you will no longer have to pay gas supply charges.
- e. EPSDD will contact you 12 months after your upgrades have been completed. They will request copies of your latest electricity bills and send you a short online survey to complete about any changes you have experienced following the upgrades.

Roles and responsibilities

Your role (if eligible)

- Provide documents to Care Financial to confirm your eligibility.
- Agree to the Program Terms and Conditions and sign the participant consent forms. This includes providing your consent for the gas service at your property to be permanently disconnected.
- Agree to the ACT Government contractor's Terms and Conditions, including warranty period and product maintenance requirements.
- Work with EPSDD and contractors to confirm which upgrades will be completed in your home and allow access to your home for the upgrades to take place.
- Agree to participate in program evaluation activities such as online surveys, a case study and providing copies of electricity and gas bills prior to the upgrades, and electricity bills again 12 months after the upgrades. Data will be used to understand the impacts and benefits of the upgrades. Data will be kept confidential and secure, and only used by the ACT Government.

ACT Government's role

- Manage the overall delivery of the Program.
- Communicate with you to coordinate the upgrades.
- Communicate with the contractor to arrange the upgrades.
- Arrange for the permanent disconnection of your property from the gas network once all gas appliances have been removed.
- Conduct monitoring and evaluation of the Program. This includes sending you short online surveys to complete.

Care Financial's role

- Receive referrals from community partners.
- Assess your eligibility for the Program.
- Share your details with EPSDD if you are eligible for the Program.
- Direct you to other supports that may be relevant to you.

ACT Government contractor's role

- Arrange an onsite inspection of the property with you to determine the proposed upgrades.
- Provide EPSDD with a quote for the upgrades.
- Schedule a date with you for installation of the upgrades.
- Demonstrate to you how to use the new appliances and provide warranty and maintenance information.

How to find out more

Please read the 'Questions and Answers' document for more information about the Program and what is involved.

You can also contact EPSDD's Access to Electric team:

Email: accesstoelectric@act.gov.au

Phone: 1300 141 777



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