



# Electrify Your Home Ballarat

## Introduction

Electrify Your Home is a new initiative from the City of Ballarat designed to increase your home comfort and reduce your energy bills.

This initiative unites expertise and innovative programs to empower our community to transition to more cost effective, cleaner living. A key to this initiative is bringing Geelong Sustainability's high successful Electric Homes Program to Ballarat.

Developed by Geelong Sustainability, the Electric Homes Program connects residents with trusted businesses by offering quality products and services, including the purchase and installation of:

- Solar systems
- Battery systems
- Heating and cooling split systems
- Hot water heat pumps
- Draught proofing
- Home insulation
- Home energy audits

To further support Ballarat residents with reducing their cost of living, the City of Ballarat will offer rebates to those who take action to improve the energy efficiency of their homes.

## How To Use This Guide

This document outlines the available rebates associated with the Electrify Your Home Ballarat Initiative along with the Terms and Conditions associated with the rebates. This document also provides guidance on how to apply for the available rebates.

The document is broken up into three main sections including:

1. Summary of available rebates
2. Application and Assessment Process
3. Terms and Conditions

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

If, after reading through this guide, you have any further questions or concerns regarding the Electrify Your Home Ballarat Initiative please contact [SustainableEnvironment@ballarat.vic.gov.au](mailto:SustainableEnvironment@ballarat.vic.gov.au).



## Summary of Available Rebates

### Electrification

#### **Appliance Electrification – all residential**

50% up to \$1,000 for residential replacement of gas or wood-burning appliance with an electric or solar powered appliance.

Can include:

- Heating and cooling
- Cooking
- Hot water

#### **Energy Storage – all residential**

50% up to \$1,000 for energy storage systems (batteries).

#### **Residential Solar PV – all residents**

30% up to \$1,000 for solar systems based on size – concession card holders.

30% up to \$500 for solar systems based on size – non concession card holders.

### Climate Ready

#### **Insulation – all residential**

50% up to \$1,000 for the purchase and installation or upgrade of insulation in a ceiling space, under floor space or wall.

#### **External Shading Devices – all residential**

50% up to \$1,000 for the purchase and installation of north facing fixed outdoor shading devices or adjustable east and west for shading glass windows or doors.

#### **Internal Shading Devices – all residential**

Internal and thermal blinds – honeycomb shaped.

50% up to \$500 for the purchase and installation of thermal blinds for glass windows.

#### **Small Energy Efficiency Actions – all residential**

50% up to \$150 for a Residential Efficiency Scorecard assessment via a government-accredited scorecard assessor.

50% up to \$150 for the purchase and installation of internal ceiling fans.

50% up to \$150 for the purchase and installation of draught proofing.

### Human Comfort

#### **Efficient Rebate for Eligible Items – health care card holders and renters**

50% up to \$100 for the purchase of a portable fan or electric throw rug. Maximum three per household.



## Application Process

1. **Check Eligibility:** Review the eligibility criteria, guidelines, and terms and conditions. Applications must be submitted between 16 March 2025 and 16 September 2025.
2. **Purchase and Install (where applicable) the Rebate Item:** Purchase and install your item from a provider or installer. Ensure it meets the eligibility criteria.
3. **Submit Application:** Complete the online application form on the City of Ballarat Rebately website and attach all required supporting documents. (One application per household, per rebate item excluding Human Comfort, with one per individual with a maximum of three per household).
4. **Receive Rebate:** If your application is approved, you will receive the rebate via electronic bank transfer. Notification will be sent via email within 30 days of approval.

## Required Documents

Applicants are required to upload the following documents to be eligible for a rebate:

### 1. Proof of purchase(s):

Either:

#### Receipt(s) of proof of purchase(s) which includes:

- Company name and/or ABN of the company the items were purchased from
- Name of the customer and/or invoice number
- Item name(s) (underline/highlight if multiple items on receipt)
- Cost
- Purchase date (must be on or after 16 March 2025)

AND

### 2. Proof of residence in the form of one of the following:

- Rates notice from the past 12 months
- A current driver's license

(AND if claiming the concession rebate)

### 3. Must provide evidence of a valid concession in the form of one of the following:

- Commonwealth-issued Health Care Card
- Pensioner Concession Card



## Assessment Process

### General Eligibility Criteria and Conditions

Applications for the rebate will be assessed based on the following criteria and conditions:

- This program is only available for properties located within the City of Ballarat Local Government Area (LGA) for people who reside or own properties within the LGA at the time of approval and payment.
- The rebate is applicable for purchase and installations made from the 16 March 2025 to the 16 September 2025. This is a pilot rebate program.
- Items must be purchased, installed and application submitted within the timeframe listed above.
- Once the program's budget has been fully allocated, new rebate applications will not be accepted. The status of the program budget will be posted on the [Rebately](#) platform and Council's website.
- The rebate item must be installed at the applicant's property and the address at which it was applied for.
- The applicant must confirm that they have read and understood the Terms and Conditions.
- Applications must be submitted via the City of Ballarat Rebately website, with all required attachments included.
- The applicant must agree to allow City of Ballarat staff to visit the property for on-site verification if requested and/or other forms of verification of address and eligibility.
- The applicant acknowledges that the City of Ballarat will not be liable for any claims, damages, or losses arising from products purchased or services procured under this rebate program.
- Any necessary installation work must be performed by a licensed tradesperson and comply with the necessary installation standards. For solar and battery installations, this includes accreditation by the Clean Energy Council. The Certificate of Electrical Safety for the electrical equipment installation, where required, must be submitted.
- The rebate is available for the following types of properties:
  - Houses (Owner Occupied)
  - Houses (Tenanted)
  - Residential Strata/Community/Body Corporate Buildings, including shared areas or individual tenants.
- Limits per item:
  - Residential – Maximum of one application per rateable, rate-exempt, or rate-rebated property.
  - Landlords and body corporates – Maximum one application per site record.
  - Residential – Human Comfort – One application per eligible resident.



## Approval Requirements

- The applicant must be the owner, landlord, tenant, or strata committee member for the property (except for Human Comfort, the applicant must be living at the address).
- If the applicant is a tenant, a letter of consent from the landlord is required for works to the building. If the property is part of a strata scheme, a letter of consent from the strata committee is also needed (except for Human Comfort).
- If the rebate item requires installation on common property of a multi-unit building, approval from the strata committee must be provided.
- If development approval is required for the installation, the applicant must provide the relevant development approval.

## Rebate Items

- The rebate item must be implemented at the property detailed in the application.
- The rebate item must meet the Eligibility Criteria and adhere to the program guidelines.

## Required Attachments

- The applicant must provide all necessary attachments and information as specified for each rebate item.

## Funding

- The rebate cannot exceed 50% of the cost paid by the applicant for the rebate item as shown on the final invoice. The rebate applies only to charges for the rebate item, services, installation, delivery and disposal of old products (if applicable). All rebate-related costs must be listed separately on the final invoice.
- The rebate amount will be calculated based on the final invoice, excluding any State or Federal rebate or concession amounts.

## Specific Rebate Item Eligibility Criteria

### 1. Appliance Electrification (All Residential)

- Must be a Clean Energy Council Accredited where applicable.
- Must be installed by a licensed electrician.
- The appliance must replace a gas or wood-burning appliance with either an all-electric or solar-powered appliance.

### 2. Energy Storage (All Residential)

- Must be installed by a Clean Energy Council (CEC) or New Energy Tech Consumer Code (NETCC) Accredited Installer.
- Maximum of one application per retail electricity meter (National Meter Identifier – NMI).



- The system must be installed by a licensed electrical installer, complying with relevant regulations, standards, and current CEC guidelines, including Grid-Connect Accreditation with Battery Endorsement or Stand-Alone Power Systems.
- The system must be designed to optimise internal electricity consumption of solar, not just serve as a mains electricity backup system.
- The rebate applies only to the energy storage system equipment and installation, excluding additional costs like switchboard upgrades.
- Energy storage systems purchased via lease or power purchase agreements are eligible if the property owner or tenant owns the system outright at the end of the term.

### 3. Residential Solar PV (All Residential)

- Must be installed by a Clean Energy Council or NETCC Accredited Installer.
- Maximum of one application per retail electricity meter (National Meter Identifier – NMI).
- The system must be installed by a licensed electrical installer, complying with relevant regulations, standards, and current CEC guidelines.
- Solar PV systems purchased via solar lease or power purchase agreements are eligible if the property owner or tenant owns the system outright at the end of the contracted term.

### 4. Insulation (All Residential)

- Must be installed by a professional installer.
- Ceiling insulation must have a minimum R value of 3.5.
- Sub-floor insulation must have a minimum R value of 1.4.
- Insulation products must comply with the National Construction Code BCA Section.

### 5. External and Internal Shading Devices (All Residential)

- Shading devices can include shutters, blinds, and vertical or horizontal screens with blades, battens, or slats.
- External shading devices must be fixed to the building and must shade windows and doors.
- If automated, external shading devices must meet Australian Standard: AS/NZS 60335.2.97.
- Shading devices must come with a warranty of at least five years.



## Terms and Conditions

### General

These terms and conditions apply to the Electrify Your Home Ballarat Initiative rebates.

Applicants participate in the City of Ballarat Rebates Program of their own volition and at their own risk.

To apply for a rebate, residents must complete an online application form via Rebately and read through the terms and conditions of this program.

By submitting an application for a rebate, you agree to be bound by these terms and conditions. If your application does not comply with these terms and conditions, it will not be valid and will not be accepted or assessed.

It is important to read these terms and conditions in conjunction with any relevant information provided by City of Ballarat in relation to the Electrify Your Home Ballarat Initiative rebates.

The City of Ballarat reserves the right to make changes to the Electrify Your Home Ballarat rebates terms and conditions or to cancel, terminate, modify or suspend the Electrify Your Home Ballarat Initiative rebate at any time.

Decisions made on a rebate are at the sole discretion of the City of Ballarat and are final, not subject to appeal or review.

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.

### Rebate Payment

The City of Ballarat will review each application to determine eligibility for a rebate. Successful applications will be reimbursed.

- Payment of successful rebate applications will be made via electronic transfer to the applicant's nominated bank account. Payment will be made within 30 days of notification of a successful application.
- Rebates will be assessed based on their date of application (applications submitted first will be assessed first).
- Once funding for the City of Ballarat Rebates Program is exhausted, the City of Ballarat will not provide any further rebates.

Payment of a rebate is not guaranteed and is subject to the approval process and 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 any further applications for that property or under their name.

The 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 Electrify Your Home Ballarat Initiative.

Applicant properties can receive multiple rebates subject to rebate limit, up until the maximum rebate has been reached. The maximum rebate is \$5,000.

## Warranties and Faulty Products

The applicant acknowledges and agrees that the City of Ballarat 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 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

The City of Ballarat partners with Rebately Pty Ltd, a managed service provider, to administer the rebate program. Information is shared between the organisations for the purpose of processing, evaluating, and awarding rebates. No other organisations will receive applicant information.

By submitting an application, applicants consent to the use of their personal information for the purposes of the Electrify Your Home Ballarat rebate program.

Applicants also agree to the collection of data regarding the products for which rebates are granted. This data will be used for reporting and assessing the performance of the City of Ballarat's rebate program. Any data shared will be anonymised, ensuring no personal or identifying information is included in the reports.

All information held by the City of Ballarat will be stored in the City's electronic records management system, and will comply with the Privacy and Data Protection Act 2014, and other related legislation.





You may request access to and correction of this information. For more details, please refer to the [Privacy Policy](#) or contact 5320 5500.

The City of Ballarat does not store financial data but may retain survey responses and contact information for the purpose of gathering feedback on the program.

Rebately is committed to securely handling and protecting all personal information collected as part of the rebate program, in line with their Privacy Policy. For more information on how your data is managed, please refer to Rebately's Privacy Policy and Terms of Use.

Any estimated savings related to financial, energy, water, or greenhouse gas emissions provided as part of the sustainability rebates program are based on industry averages. These figures serve only as general guides and may not apply to each individual property. For more accurate information on the benefits of specific rebate items, applicants should consult their provider.

If any case studies related to the program are created by City of Ballarat, permission from the applicant will be sought before disclosing any property-specific details or identifying information.

The City of Ballarat will not disclose applicant information to any third parties, except as required for the direct administration, assessment, and awarding of grants and rebates or as required by law.

Finally, applicant details will not be made available to the public as part of public records for rebate programs.

## 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.

## Electrify Your Home Ballarat Rebate Budget

New applications for rebates will not be accepted once the program budget has been expended or the rebate time period has lapsed.

Notification that the program budget has been reached will be listed on Council's website and Rebately.

## City of Ballarat Staff Applications

City of Ballarat staff, contractors and Councillors 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 City of Ballarat staff will be required to disclose this in their application.

Applicants who are also City of Ballarat staff cannot be involved in the assessment of their application.

## Dispute Resolution

City of Ballarat, initiative partners, 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 should be disposed of responsibly by either the sustainable product installer or the applicant.

## Glossary of Terms

|                                     |  |
|-------------------------------------|--|
| 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 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.                      |
| Block (common area)                 | The common area of an apartment building.  |
| Certificate of Compliance           | A document provided by a Regulator certifying that work has been performed in accordance with a relevant regulation, standard or guidance. |
| City of Ballarat Municipal Area     | The municipal boundary of the City of Ballarat can be found <a href="#">here</a> .   |
| Clean Energy Council F(CEC)         | The peak body for the clean energy industry in Australia.  |
| Commonwealth Concession Card Holder | An individual who has a Commonwealth-issued Health Care Card or Pensioner Concession Card.   |
| Development Approval                | The process of acquiring the necessary consents to proceed with development of land, buildings and infrastructure.                         |



|                                 |   |
|---------------------------------|---|
| Electrification                 | The transition from fuel burning appliances to all-electric or solar powered appliances.  |
| Eligibility Criteria            | All and any criteria set out in the terms and conditions and are included in the rebate guidelines.                                       |
| Energy Efficiency               | The use of less energy to perform the same task or produce the same result.   |
| Energy Efficient                | Above average energy efficiency compared to equivalent equipment available.   |
| House                           | A detached or semi-detached dwelling.   |
| Innovative                      | A new or uncommon technology, or a new application of a proven technology.  |
| Maximum Rebate                  | The maximum rebate each site can be granted, being \$5,000 per property per financial year.   |
| National Meter Identifier (NMI) | A unique 10 or 11-digit number used to identify every electricity network connection point in Australia.                                  |
| Rebate Approval                 | An approval issued by Council in response to the final claim application, which in essence grants the applicant eligibility for a rebate. |
| Rebate Approval Date            | The date on which Council notifies you that you have been granted rebate approval in response to your application.                        |
| Rebate Item                     | An item that is eligible for a partial refund through the program. The rebate is intended to act as an incentive.                         |
| Site                            | The property nominated within the application to have the sustainability product installed.   |
| Unit (lot)                      | The lot area of an apartment building.  |