

MEDIA RELEASE

January 9, 2026

AUSTRALIAN GOVERNMENT 2025 ENERGY BILL RELIEF FUND NOW CONCLUDED

Eligible residential customers and small businesses on Norfolk Island have received further, but final, support to reduce their energy bills with the completion of the Commonwealth Energy Bill Fund. Following a six-month extension of the Fund in the 2025-26 Australian Government budget, eligible Norfolk Island account holders were provided a \$75 Energy Bill Relief rebate on their 30 September 2025 quarter bills and an additional \$75 will be credited to bills for the quarter ending 31 December 2025.

This latest rebate extended upon the Australian Government energy bill relief rebates established in 2023-24. Norfolk Island Regional Council thanks the Australian Government for providing much needed cost-of-living relief to the Norfolk Island community. The Retailer Energy Bill Relief Fund rebate has been made available for eligible:

- households with an active electricity account and embedded network customers (connected to the grid)
- small businesses with small customer contracts.

Eligible customers will be able to reference their final Australian Government rebates in their September 2025 and December 2025 quarterly bills within 'Supply Charges' in the 'Account Summary', after page one. Customers with multiple services attached to one account, will see the rebate applied to one of their services, as, per Australian Government direction, rebates are applied on a one-per-account basis. More information about the Energy Bill Relief Fund can be referenced at: <https://www.energy.gov.au/energy-bill-relief-fund>.

With the completion of the Australian Government rebate program, customers are reminded that Norfolk Island electricity bills include charges for the amount of electricity consumed. Reducing the amount of electricity used, or timing peak usage during favourable tariff periods (sunlight hours), where possible and practical, will reduce consumption-related charges.

The community are also reminded that Norfolk Island Regional Council provides \$27.75 per quarter electricity rebates for pensioners 65 years of age and above, on a one rebate per residence basis. Eligible customers who do not yet receive this support, are welcome to make an application through our Customer Care team.

Council appreciates the contribution of the Norfolk Island community during consultation on electricity tariffs, and work on the electricity service review will continue in 2026, supported by a special purpose resident committee. Council will provide ongoing community updates across the year.

ENDS