

Washing machine replacement trial extended to eligible social housing residents

Helping social housing tenants replace inefficient washing machines to boost water and energy efficiency and reduce cost of living.

Background

This NSW Government pilot program is about saving water at the household level, a priority of the NSW Water Strategy which was launched last year.

The program also supports low-income residents to reduce their living costs while also boosting water and energy efficiency. Following the success of the initial trial, the second program stage has been extended to all eligible social housing tenants across the state.

The program encourages eligible social housing households to purchase a discounted energy and water efficient washing machine to replace an old top loader washing machine, reducing water and power use. This is great for the environment and also for the hip pockets of those who need it most.

The program is being delivered by the Department of Planning and Environment in collaboration with Sydney Water and Hunter Water. The Good Guys have won the contract to supply the washing machines following a competitive tender.

Replacement washing machines will save more than 25,000 litres (25 kilolitres) of water each year per machine, while reducing annual household water, electricity and detergent costs by \$200 - \$245 on average.



How many top loading washing machines will the program replace?

- Around 5,500 top-loading washing machines will be replaced.
- Eligible social housing residents who apply after all the machines have been allocated are welcome to register their email address at washingmachines@dpie.nsw.gov.au to receive updates about any future programs.

Who is eligible to apply?

The program is open to eligible social housing residents who:

- are a NSW resident and over 18 years old
- hold a valid Pensioner Concession Card, Health Care Card* or Low-income Health Care Card from Centrelink (A Commonwealth Seniors Health Card is not sufficient for this offer)
- have an existing top loading washing machine to replace.

How much will this cost tenants?

Successful social housing applicants can choose between three different size machines and will pay a contribution payment which covers delivery and installation for \$150, \$200 or \$250, depending on the chosen machine. We will remove and recycle your old top loader washing machine.

Why are only front-loading washing machines eligible for replacement?

Replacing front-loading washing machines offers the greatest potential water, energy and detergent savings.

When do applications open and close?

Applications opened 16 June 2022 and will close 30 September 2022, or before then if all machines are allocated.

How long does it take to process applications?

It will take about 5 to 10 minutes to lodge an application online. Applications should be processed within 3 to 5 business days. Once an applicant's eligibility is confirmed, and if their application is approved, the applicant will receive an approval code via email to be used to place their order on our website.

How do eligible social housing residents apply?

Scan the QR code or visit the department's website at water.nsw.gov.au/washingmachine

To complete an application, tenants will need an image of their concession card to confirm it is valid and up to date.



For more information

Contact us: washingmachines@dpie.nsw.gov.au