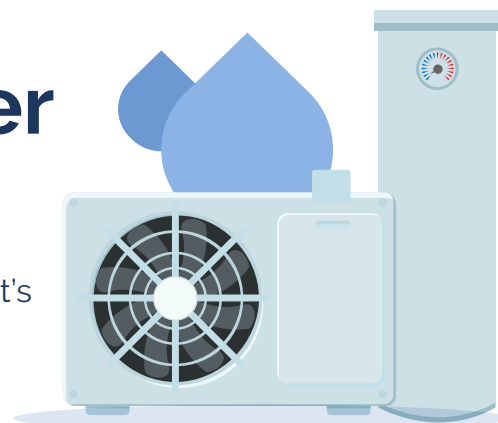


Thinking of installing a heat pump water heater for your business?



Businesses can get discounts through the NSW Government's Energy Savings Scheme (ESS) to replace old water heaters with efficient heat pumps. The ESS can lower the cost of upfront installation and ongoing electricity bills.

How does the scheme work?

Installers can give you a discount when they upgrade your system through the ESS.

Accredited Certificate Providers (ACPs) create certificates based on the energy savings made from the upgrade. ACPs will either work with a third-party installer or do the work themselves. ACPs will later sell the certificates to fund the discount.

Who is eligible?

Upgrades must be in NSW. Discounts are available for:

- business premises
- shared areas in strata or apartment buildings.

To be eligible, you must replace an existing electric or gas hot water system. A licensed installer must use an approved heat pump hot water heater under the ESS, and the old system cannot be reused.

Which heat pump is right for you?

Discuss your business needs with your installer before choosing a system.

A heat pump water heater draws heat from the surrounding air and uses it to heat water. Systems can be:

- integrated – tank, fan and compressor in one unit
- split – tank and compressor installed separately.

Energy savings

Heat pump water heaters use less energy, produce fewer emissions and cost less to run than traditional systems. Savings depend on your old system, electricity tariff, usage and local climate. In colder areas, an electric booster may be needed.

Size and location

Choose a tank size that meets your needs – too small and you may run out of hot water, too large and running costs increase. Installers should also consider airflow and local noise rules when choosing the location.



Cost

IPART doesn't set prices or the discount amount. Costs vary by system and installation complexity. Ask for quotes that include all expected and extra charges (such as valves, site preparation, electrical work and removing your old system).

Warranty

From 1 December 2025, systems installed under the ESS with a tank up to 700 litres must come with a 5-year warranty on the tank and heat pump. Check what's covered and choose a reputable supplier. If the supplier is overseas, they must provide an Australian contact.

How to get the discount

1. Find an ACP

Start by checking our [list of ACPs](#) offering large business heat pump upgrades. Make sure you're eligible and that they operate in your area. Compare quotes and products, then choose the option that best suits your business. The ACP will guide you through the next steps



You must make a [minimum payment](#) per heat pump, with costs varying by system and installation.

Note: Salespeople are not allowed to knock on your door uninvited to offer discounts under the ESS.

2. Sign a nomination form

Your chosen installer:

- should give you a quote that details the work and total costs. You can ask them to detail the discount.
- must provide you with a *nomination form*.



After you sign and return the *nomination form*, you'll get an upfront discount on the installation.

3. Arrange installation

Qualified tradespeople will safely remove your old system and install the new heat pump. After the work is done, you'll be asked to sign a *Post Implementation Declaration* to confirm the installation met your needs.



If you're not happy

1. Speak to your installer first.
2. If it's not resolved, contact the ACP. Their details are on the nomination form you signed.
3. If you still have problems, contact NSW Fair Trading or Building Commission NSW.
 - [NSW Fair Trading](#) investigates unfair practices and makes sure products sold in NSW are safe and meet regulations. Their website has information on consumer rights, dispute resolution and making a complaint.
 - [Building Commission NSW](#) licenses tradespeople (like electricians and plumbers) and ensures they follow the law. Contact them if you have concerns about the work.
4. If you believe the ACP or installer has not complied with ESS rules or has not responded, contact us through our [Report misconduct](#) page.



An auditor may contact you to confirm details of your installation. Inspectors from IPART or Building Commission NSW may visit to check the work. Your cooperation helps keep the ESS fair and reliable.

Where to learn more?



NSW Energy

[Business equipment upgrades](#)



IPART

IPART's [Things you should consider](#) and [Consumers](#) page.



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