

Terms & Conditions (for the Customer)

2017 Appliance Rebate Campaign

1. Under the 2017 Appliance Rebate Campaign (“Campaign”), Australian Gas Networks (“AGN”) is offering a limited number of \$500 Appliance Rebates for the installation of new (not replacement) natural gas hot water, ducted central heating (or hydronic heating), or flued space heating. In addition, AGN is offering \$100 Appliance Rebates for the installation of additional (not replacement) natural gas appliances (e.g. barbecues, cooktops, outdoor heating, fire pits, pool, or spa heaters).
2. A further \$500 Connection Bonus is available to AGN customers who connect their homes to natural gas for the first time during the Campaign AND who install at least one of the following natural gas appliances: hot water, central or hydronic heating, flued space heating. This \$500 Connection Bonus is not available to customers who are already connected to natural gas, nor to customers who connect to natural gas for the first time but only install a minor natural gas appliance.
3. The Campaign offer is only extended to existing properties (not new builds) covered by the natural gas reticulation network owned by AGN in South Australia, Victoria, or New South Wales. Some postcode areas may be excluded due to gas supply limitations, and there are some postcodes in Victoria and New South Wales that are not covered by AGN. You can verify whether your address is valid by contacting the Natural Gas Rebate Team on (08) 8115 4441 or (08) 8115 4443.
4. Appliance Rebates are subject to availability and consent from AGN or its Operator, APA Group. A limited number (“Quota”) of \$500 Appliance Rebates and \$100 Appliance Rebates are available to eligible customers: the Campaign starts 1 January 2017 and will run until the Quotas have been exhausted (or until 31 December 2017, whichever occurs first). There is no Quota for the \$500 Connection Bonus: this incentive will be available as long as the Campaign is open.
5. A total of 3500 x \$500 Appliance Rebates and 500 x \$100 Appliance Rebates were available at the start of the Campaign. There will be a separate Quota for the \$500 Appliance Rebates and a separate Quota for the \$100 Appliance Rebates, however both Quotas will be shared amongst the three participating states: South Australia, Victoria, and New South Wales. Once a Quota has been reached, no further rebates will be payable.
6. Appliances for which an Appliance Rebate is being claimed must be installed on or after 1 January 2017, and must be installed in an existing home (not a new home build) to be eligible. For the purpose of this Campaign, a home is considered to be an established dwelling 1 month/4 weeks post-handover.

7. Rental properties are eligible for the Appliance Rebate/s, as long as all other Terms and Conditions are met.
8. An Appliance Rebate is payable only for an appliance purchased and installed through a Participating Supplier; these Participating Suppliers are responsible for lodging the claim paperwork required for AGN to process and approve an Appliance Rebate.
9. A directory of Participating Suppliers can be found on the 'Find a gas appliance fitter' page of the AGN website. URL: <https://www.australiangasnetworks.com.au/gas-connections/the-process/find-a-gas-appliance-fitter>. If your preferred/selected gas fitter is not a Participating Supplier, they can contact naturalgasrebates@apa.com.au to register for the program (at no charge).
10. Australian Gas Networks does not endorse any particular form or brand of appliance, nor does it regulate the price at which Participating Suppliers sell appliances. You, the Customer, should contact several Suppliers for a quote, to ensure that you are making an informed decision.
11. Appliance Rebates apply only to appliances that are fuelled solely by natural gas. However, if you are installing a gas-boosted solar natural gas hot water unit, you may claim a \$100 Appliance Rebate for this type of installation.
12. Appliance Rebates are claimable only for fully connected appliances; no Appliance Rebate is payable for bayonet points, or gas points for future connections.
13. Conversion of a non-natural gas appliance TO natural gas qualifies for an Appliance Rebate.
14. A maximum of 1 x \$500 hot water Appliance Rebate, 1 x \$500 ducted central heating or hydronic heating Appliance Rebate, and 1 x \$500 flued space heating Appliance Rebate can be claimed per property. However, an unlimited number of \$100 Appliance Rebates can be claimed per property, as long as the appliance is fully connected and operates on natural gas.
15. If a property is installing a supplementary/secondary hot water or indoor heating appliance, a \$100 Appliance Rebate can be claimed for each appliance.
16. A hydronic heating rebate will only apply to new (not replacement) dedicated natural gas systems that heat multiple areas of the home, not just a single room or space.
17. If a hydronic heating system provides both central heating of the home and hot water heating, only one Appliance Rebate will be payable for its purchase and installation.
18. No Appliance Rebate is payable for un-flued natural gas space heaters, gas log fires, wall furnaces, or

patio heaters (unless these heaters are installed in an outdoor application that negates the requirement for a flue).

19. Upgrading from a flued space heater to a natural gas central heater or hydronic heating system qualifies for a \$500 Appliance Rebate, as does installing a natural gas central heater or hydronic heating system in addition to an existing flued space heater, wall furnace, or gas log fire. However, no Appliance Rebate will be payable if a natural gas central heater is downgraded to a flued room heater (such as a space heater or a gas log fire).

20. Appliance Rebates will not be paid if the type appliance being installed has already received an Appliance Rebate from a previous Campaign run by AGN.

21. As the Customer, you must be made aware by your chosen Supplier the total amount of the Appliance Rebate you are entitled to; your chosen Supplier must also provide you a copy of the Privacy Act Statement. You can request a copy of the Privacy Act Statement by contacting the Natural Gas Rebate Team on (08) 8115 4442 or emailing naturalgasrebates@apa.com.au.

22. The Appliance Rebate claim lodged by your chosen Supplier will include customer details such as name, installation address, contact phone number, a copy of the customer invoice for the purchase and installation of appliance/s and a copy of the gas compliance certificate for the installation of said appliance/s.

23. AGN or APA Group may use your personal information or may contact you to verify the Appliance Rebate claim made on your behalf; you may also be requested to provide a gas meter number, a Meter Identification Reference Number (MIRN), or a Delivery Point Indicator (DPI) to assist with claim and/or installation address verification.

24. AGN may cease the 2017 Appliance Rebate Campaign (or vary any of the conditions it considers fit) by providing Participating Suppliers with 7 days' written notice.