

# Terms & Conditions (for the Customer)

## 2018 Additional Appliance Rebate Campaign

1. Under the 2018 Additional Appliance Rebate Campaign (“Campaign”), Australian Gas Networks (“AGN”) is offering for a limited period of time \$500 Appliance Rebates for the installation of new (not replacement) natural gas hot water, ducted central heating (or hydronic heating), and flued space heating.

1.1. APA Group (APA; operator for AGN) is the administrator of this Campaign.

2. The Campaign offer is extended to existing properties (not new builds) already connected to natural gas and 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 or which are only partially covered by AGN. You can verify whether your address is eligible for this Campaign by contacting the Natural Gas Rebate Team on (08) 8115 4441 or (08) 8115 4443.

2.1. For the purpose of this Campaign, a property will be deemed as already connected to natural gas if it has been 6 months or longer since the gas service was completed (including meter installation) and since natural gas appliances have been in use.

3. Appliance Rebates are available for limited periods, set as follows:

3.1. Heating appliance rebates (i.e. for flued space heating, ducted central heating or hydronic heating) will be available from 1 April 2018 until 31 July 2018.

3.2. Hot water appliance rebates (for dedicated natural gas hot water systems) will be available from 1 April 2018 until 30 September 2018.

4. 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 metered property.

4.1. These limits include Appliance Rebates paid during former rebate promotions run by AGN (formerly, Envestra Limited). This means that if an Appliance Rebate has been paid for the metered address in the past, a subsequent claim for the same appliance type will be rejected. Customers are welcome to contact the Natural Gas Rebate Team to verify and confirm rebate eligibility.

4.2. If there are several dwellings on a property with a single meter, this is classed as a single property and limits outlined above will apply across these dwellings as a whole.

4.3. Appliance Rebates are not transferrable or assignable.

5. Appliances for which an Appliance Rebate is being claimed must be installed on or after 1 April 2018, and must be installed in an existing home (not a new home build) with AGN’s network to be eligible. For the purpose of this Campaign, a home is considered to be an established dwelling 1 month/4 weeks post-handover.

6. Rental properties are eligible for the Appliance Rebate/s, as long as all other Terms and Conditions are met.

7. Small businesses are eligible for the Appliance Rebate/s, as long as all other Terms and Conditions are met, and provided no additional support has been received by this business from AGN or APA.

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](mailto: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, or any specific energy rating (such as star ratings). Furthermore, AGN does not 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. For example, no rebate will be payable for the installation of a gas-boosted solar hot water system.
12. Appliance Rebates are claimable only for fully connected appliances; no Appliance Rebate is payable for bayonet points, or gas points for future connections. Proof of purchase/appliance installation will be required to substantiate payment of monetary incentives offered under this Campaign.
13. Conversion of a non-natural gas appliance TO natural gas qualifies for an Appliance Rebate. For example, converting an LPG central heater to natural gas will qualify for the same \$500 appliance rebate that a new (not replacement) ducted natural gas central heater installation would have otherwise qualified.
14. 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.
  - 14.1. 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. A separate Appliance Rebate for hydronic heating and a separate Appliance Rebate for hot water for this kind of installation will not be approved.
15. No Appliance Rebate is payable for un-flued natural gas space heaters, gas log fires, wall furnaces, or patio heaters.
16. Downgrading from a natural gas central heater to a flued natural gas space heater will not qualify for an Appliance Rebate because this would act in complete opposition to the objective of this Campaign, which is to increase and grow natural gas load across AGN's existing home network.
17. 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](mailto:naturalgasrebates@apa.com.au).
18. 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.

**19.** All gas works must be completed by a licensed gasfitter, and a Natural Gas Certificate of Compliance must be provided to verify appliance installation details.

**20.** AGN will treat customer information in accordance with current Privacy Laws. 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 Installation Registration Number (MIRN), or a Delivery Point Indicator (DPI) to assist with claim and/or installation address verification.

**21.** Nothing in these T&C is intended to exclude, restrict or modify any consumer rights under the Competition and Consumer Act 2010 (Cth) or any other legislations which may not be excluded, restricted, or modified by agreement. Except for any liability that cannot be excluded by law, AGN and APA (including its officers, employees, and agents) excludes all liability (including negligence) for any personal injury; or any loss or damage (including loss of property); whether direct, indirect, special or consequential, arising in any way out of the Campaign, including – but not limited to – arising out of the following: (a) any technical difficulties or equipment malfunction (whether or not under the control of AGN or APA Group); (b) any theft, unauthorised access or third party interference; (c) any application, claim, or offer that is late, lost, altered, damaged or misdirected (whether or not after the receipt by AGN or APA); (e) any tax liability incurred by an application; or (f) participating in the Campaign or use of an Appliance Rebate.

**22.** AGN may cease this Campaign (or vary any of the conditions it considers fit) by providing 7 days' written notice on the AGN website ([www.australiangasnetworks.com.au](http://www.australiangasnetworks.com.au)) and to its network of Participating Suppliers.

For any questions about the Campaign, please contact the Natural Gas Marketing Team on one of the following numbers:

- 08 8115 4442
- 08 8115 4443
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