

10 February 2025

2025 Natural Gas Appliance Efficiency and Connection Campaign

Letter of Offer

Australian Gas Networks ("**AGN**") (ABN 19 078 551 685) invites your business to register for the 2025 Natural Gas Appliance Efficiency and Connection Campaign ("**2025 Appliance Efficiency Campaign**" or "**Campaign**").

The 2025 Appliance Efficiency Campaign is the flagship activity of AGN's Trade Partnerships Program. This year's campaign emphasises the promotion of energy-efficient natural gas appliances.

To participate in the 2025 Appliance Efficiency Campaign, please review this Letter of Offer, along with the Terms and Conditions ("**T&Cs**") included herein ("**Agreement**"). To confirm your understanding and participation in the Campaign, return the completed Acceptance Agreement, located on the last page.

1 INTRODUCTION OF OFFERS

Participating businesses ("**Suppliers**") will be authorised to claim monetary incentives ("**Appliance Rebates**") from AGN on behalf of their customers who install eligible natural gas appliances during the Campaign Period (see [Section 2](#) for dates), subject to the T&Cs. A special connection incentive ("**Connection Bonus**") is also available to customers who connect an existing dwelling to natural gas for the first time. Alternatively, Suppliers can simply refer customers to AGN's cashback website, where they can claim incentives directly ("**Cashback**"). Eligibility criteria, T&Cs, and the monetary value of Appliance Rebates and Connection Bonus are outlined within this Agreement.

Appliance Rebates and Connection Bonus are available to customers who are connected (or are in the process of connecting) to the natural gas reticulation system ("**Network**") owned by AGN in South Australia, New South Wales, Queensland, and the Northern Territory. Due to State Government restrictions in Victoria, this Campaign does not extend to our Victorian customers. The availability and value of incentives depend on various criteria, including appliance type, property type (existing, new build, commercial), and appliance efficiency ("**Gas Energy Rating**").

As part of the 2025 Appliance Efficiency Campaign, Suppliers who facilitate Appliance Rebates and the Connection Bonus for customers will be eligible to earn Trade Rewards. Further details of this offer are outlined in [Section 3](#).

2 SCOPE – 2025 APPLIANCE EFFICIENCY CAMPAIGN

The 2025 Appliance Efficiency Campaign runs from 1 January 2025 to 31 December 2025 ("**Promotion Period**"). Appliances purchased by the end of the Promotion Period will have a two-month grace period from 1 January 2026 to 28 February 2026 ("**Grace Period**"), providing time to finalise the installation of the appliance and submit the rebate application. In this Agreement, the Promotion Period and the Grace Period are collectively referred to as the "**Campaign Period**".

For the purposes of this Agreement (see [Glossary](#) for additional definitions):

- A "**new build**" and "**new home**" refers to a newly constructed dwelling (including knock-down and rebuild projects), or a demountable/transportable home or building (since in these cases, a new dwelling is added to land).
- AGN will consider a new build to be an existing dwelling twelve months after the date listed on the Occupancy Permit/Handover Permit.
- An "**existing home**" refers to an established dwelling, occupied for a minimum of four weeks (including homes or buildings that have undergone major renovation or extension projects carried out by builders).
- While the Campaign primarily targets the residential market, Appliance Rebates and the Connection Bonus may also be offered to small businesses that have not received financial support through AGN's Industrial and Commercial (I&C) division, subject to all T&Cs being met. To determine if a business has received prior I&C financial support, please contact our Trade Partnerships Team (see [Contact Details](#) on Page 14).

Refer to [Table 1](#) for a summary of offers available to existing dwellings. Refer to [Table 2](#) for a summary of offers available to residential new builds. Full eligibility criteria are set out in the [T&Cs](#) (commencing Page 8). [Table 3](#) summarises Trade Points by appliance type. Suppliers are welcome to contact the Trade Partnerships Team for further clarification at any point during the Campaign.

Suppliers can choose how they participate in the 2025 Appliance Efficiency Campaign:

- **Option 1:** Participate by claiming the Appliance Rebate from AGN on their customer's behalf and offering it to customers either as an upfront discount from the price (preferred method), or as a post-claim refund.
- **Option 2:** Participate by directing eligible customers to AGN's cashback website to submit an online application. Customers should be made aware that T&Cs and deadlines apply. The cashback website can be accessed via this link: www.agnpromotions.com.au. Approved payments are issued to the customer as an Electronic Funds Transfer to a nominated account.

If you are a Supplier who elects to discount Appliance Rebates or the Connection Bonus for your customer and seek reimbursement from AGN, requirements pertaining to claim reimbursement are outlined in the [Claims Administration](#) section of this Agreement (commencing Page 12).

If you are a Supplier who opts to refer customers to claim via AGN's cashback website (www.agnpromotions.com.au), please advise your customers that claim deadlines apply. Customers can contact [AGN for further assistance](#).

Table 1: Summary of 2025 Appliance Efficiency Rebate offer for Existing Dwellings

The following table summarises offers available in 2025 for existing dwelling customers (excluding new builds). It is intended as a guide only. Suppliers should familiarise themselves with the full [T&Cs of the 2025 Appliance Efficiency Campaign](#) (commencing Page 8). It is recommended that Suppliers engage with the Trade Partnerships Team when offering heating rebates to ensure the correct rate is pre-approved.

Existing Dwelling Offer – Promotion Period: 1 January 2025 to 31 December 2025		
Category	Minimum Gas Energy Rating ¹	Available Incentives ³
Natural gas hot water	6 stars	<p>Natural gas hot water systems that meet the minimum Gas Energy Rating (6 stars) can be offered the following Appliance Rebate:</p> <ul style="list-style-type: none"> \$500 when a new or additional (not replacement) system is installed. \$150 when a gas-to-gas replacement system is installed. <p>An additional \$250 bonus can be offered if:</p> <ul style="list-style-type: none"> A gas-boosted solar hot water system is installed; or A 7-star hot water system is installed. <p>Rebates are not available to appliances that do not meet the minimum Gas Energy Rating.</p>
Natural gas flued room heating (i.e. space heater, gas log fire, wall furnace)	4.5 stars	<p>Natural gas flued room heaters that meet the minimum Gas Energy Rating (4.5 stars) can be offered the following Appliance Rebate:</p> <ul style="list-style-type: none"> \$600 when a new or additional (not replacement) unit or additional system is installed. \$350 when a gas-to-gas replacement system is installed.⁴ Note: removing an existing room heater from one part of the property and installing a new heater in a different part is classified as a replacement. <p>Rebates are not available to appliances that do not meet the minimum Gas Energy Rating.</p>
Natural gas central heating	5.8 stars <u>OR</u> 5 stars with zoning ²	<p>Natural gas ducted heating systems that meet the minimum Gas Energy Rating (5.8 stars OR 5 stars with zoning), or hydronic heating systems with a high-efficiency condensing boiler can be offered the following Appliance Rebates:</p> <ul style="list-style-type: none"> \$750 when a new or additional (not replacement) system is installed. \$500 when a gas-to-gas replacement system is installed.⁵ <p>Rebates are not available to gas ducted heating systems that do not meet the minimum Gas Energy Rating.</p>
Connection Bonus	Hot water and heating appliances must meet minimum Gas Energy Rating as listed above	<p>A limit of 1 x Connection Bonus to the <u>maximum</u> value of \$750 is available when an established dwelling (not a new build) connects to gas for the first time during the Campaign Period.</p> <p>The amount payable depends on the number of natural gas appliances connected within the first 12 months of the gas meter being installed. i.e.</p> <ul style="list-style-type: none"> If only one gas appliance is connected, the Connection Bonus payable is \$250. If two gas appliances are connected, the Connection Bonus payable is \$500. If three or more gas appliances are connected, the Connection Bonus payable is \$750. <p>Provided at least one gas appliance is installed during the Campaign Period, the Connection Bonus can be claimed incrementally or in full within the first 12 months of the gas meter installation date (even if the meter was installed outside of the Campaign Period), so that customers can maximise the Connection Bonus offer.</p> <p>Re-connecting properties are <u>not eligible for this bonus</u>. However, properties disconnected for more than two years will be considered on an individual basis. In these situations, Suppliers should contact the Trade Partnerships Team for approval before offering the bonus.</p>

¹ Per the Gas Energy Rating label. ² Zoning for gas ducted heating systems refers to dividing a property into two or more sectors to minimise energy wastage resulting in potential cost savings. ³ Limits as specified apply per metered address. Rebate must be claimed per the timelines set out in the T&Cs of this Agreement; all claims subject to full T&Cs (see Page 8). ^{4, 5} If a supplier believes a pre-existing heater to be defunct for the last calendar year (excluding non-usage due to vacancy or renovations), they are encouraged to contact the Trade Partnerships Team to verify the rebate amount that can be offered.

Table 2: Summary of 2025 Appliance Efficiency Rebate offer for New Builds

The following table summarises the current rebate offer for new builds. It is intended as a guide only. Suppliers should familiarise themselves with the full [T&Cs of the 2025 Appliance Efficiency Campaign](#) (commencing Page 8).

For the purpose of this Campaign, a new build property is classified as a 'new build' for up to 12 months from the gas meter installation date.

New homes do not qualify for a Connection Bonus, or for Appliance Rebates for natural gas appliances other than those listed in Table 2 below (e.g. no rebate is available for hot water systems installed in a new build).

New Build Appliance Rebate Offer – Promotion Period: 1 January 2025 to 31 December 2025		
Category	Minimum Gas Energy Rating ¹	Available Incentives ³
Natural gas flued room heating (i.e. space heater, gas log fire, wall furnace)	4.5 stars	<p>Natural gas flued room heaters that meet the minimum Gas Energy Rating (4.5 stars) can be offered the following Appliance Rebate:</p> <ul style="list-style-type: none"> \$600 when a new or additional unit or additional system is installed. <p>Rebates are not available to appliances that do not meet the minimum Gas Energy Rating.</p>
Natural gas central heating	5.8 stars <u>OR</u> 5 stars with zoning ²	<p>Natural gas ducted heating systems that meet the minimum Gas Energy Rating (5.8 stars OR 5 stars with zoning), or hydronic heating systems with a high-efficiency condensing boiler can be offered the following Appliance Rebate:</p> <ul style="list-style-type: none"> \$750 when a new or additional (not replacement) system is installed. <p>Rebates are not available to gas ducted heating systems that do not meet the minimum Gas Energy Rating.</p>
Natural gas outdoor living	n/a	<p>A \$250 rebate for each eligible installed appliance can be claimed. No limits apply.</p> <p>Eligible natural gas appliances: bbq, alfresco cooking appliances, alfresco heating appliances (e.g. radiant patio heaters, fire pit or fire table)</p> <p>Appliance must be fully installed and commissioned (this means no rebate is payable for a bayonet point). LPG appliances do not qualify unless an eligible appliance type is converted from LPG to natural gas.</p>

¹ Per the Gas Energy Rating label. ² Zoning for gas ducted heating systems refers to dividing a property into two or more sectors to minimise energy wastage resulting in potential cost savings. ³ Limits as specified apply per metered address. Rebate must be claimed per the timelines set out in the T&Cs of this Agreement; all claims subject to full T&Cs (see Page 8).

3 SCOPE - TRADE REWARDS

By registering for the 2025 Appliance Efficiency Campaign, Suppliers automatically qualify to earn **"Trade Points"** for facilitating Appliance Rebates and the Connection Bonus for eligible customers during the Campaign Period. Each Trade Point is equivalent to a \$20 cash reward (**"Trade Rewards"**). Suppliers can register for Trade Rewards either as a single entity claiming Trade Points on behalf of the business or as an individual. The latter option is well-suited to appliance retail stores where salespeople are rewarded individually.

Trade Points are primarily assigned based on facilitating the 'supply and installation' of appliances or new gas connections. However, if a Supplier sells an eligible appliance but does not facilitate the installation (or the first-time gas connection for new connections), they will not be able to claim the associated Trade Points. In these cases (where the basis is 'supply only'), the installer will be assigned the Trade Points, since an appliance is only eligible for AGN promotions once it is installed.

The number of Trade Points per eligible appliance depends on the appliance type and whether it is a replacement appliance or a new load appliance (i.e. an appliance that adds a supplementary source of gas usage to the property). Additional bonus points apply to gas hot water and ducted heating appliances with a premium Gas Energy Rating. Refer to [Section 5: Terms and Conditions – Trade Rewards](#) and Table 3 for more details.

AGN will manage Trade Points as part of its administration of the Campaign. For example, when processing rebate claims from Rebate Suppliers and Cashback claims from customers, Trade Points for each qualifying appliance or new connection will be recorded against the registered Supplier.

Redemption opportunities will be available at designated times during the Promotion Period and may require a minimum points balance, as determined by AGN. Redemption can be made via an online application on AGN's Trade Rewards Portal (found here: www.agnpromotions.com.au/trade-rewards). The Trade Rewards Portal is facilitated by DMC Advertising Group (ABN 61 074 595 887).

To successfully claim Trade Rewards, Suppliers must meet the following criteria:

- Be aged 16 years or older and have an active Australian bank account suitable for electronic funds transfer; and either be:
 - The individual (e.g. salesperson or gasfitter) responsible for facilitating the 'supply and installation' of an eligible appliance and/or connection bonus, as set out in Table 1 or Table 2; or
 - The installer of an eligible appliance or service (typically when a customer has sourced their own appliance), as set out in Table 1 or Table 2; or
 - The elected employee representative, in cases where a business nominates to participate as a single entity.

Table 3: Trade Rewards – Trade Point Allocation

The table below summarises how Trade Points are allocated. This is intended as a guide only. Suppliers should familiarise themselves with the full [T&Cs of the 2025 Appliance Efficiency Campaign](#), as Trade Points can only be claimed for installations that comply with those T&Cs. For further information or clarification, Suppliers can contact AGN's Trade Partnerships Team (see Page 14 for [Contact Details](#)).

Trade Rewards – Trade Point Allocation		
Category	Explanation	Points
Natural Gas (NG) Hot Water. Appliance must have a minimum 6-star Gas Energy Rating. Offer only valid for existing homes.	New load NG appliance e.g. electric to gas changeover, LPG conversion to NG, or an additional appliance (new, not replacement).	2 points
	Replacement NG hot water appliance e.g. NG storage hot water changeover to NG continuous flow.	1 point
	Bonus points will apply if: <ul style="list-style-type: none"> A gas-boosted solar NG hot water system is installed; or A 7-star NG hot water system is installed. 	3 points
Natural Gas (NG) Flued Room Heater e.g. gas log fire, wall furnace, space heater. Appliance must have a minimum 4.5-star Gas Energy Rating.	New load NG appliance e.g. a first-time NG heating appliance, an additional NG heating appliance, or conversion of an LPG flued heater to NG (new, not replacement), upgrading from flueless room heating to flued NG room heating.	2 points
	Replacement NG flued room heater appliance e.g. remove or decommission one NG flued room heater within a residence and install another NG flued room heater (may be a different model or location).	1 point
Natural Gas (NG) Central Heating e.g. gas ducted heating. Appliance must have a minimum 5.8-star Gas Energy Rating OR 5-stars with zoning, or in the case of hydronic heating, have a high-efficiency boiler.	New natural gas NG load appliance e.g. a first-time NG heating appliance, an additional NG heating appliance, or conversion of an LPG heater to NG, upgrade from a flued or flueless NG heater to a NG central heating system.	3 points
	Replacement NG central heater appliance e.g. remove or decommission one NG central heater within a residence and install another NG central heater (may be a different model or location).	2 points
	Bonus points will apply if: <ul style="list-style-type: none"> A NG ducted heater with a minimum 6.8-star Gas Energy Rating is installed. 	3 points
New NG Gas Connection. Offer only valid for existing homes	The new connection must meet criteria of 2025 Appliance Efficiency Campaign for Trade Points to be eligible. Trade Points are only claimable by the business or individual who installs the outlet.	5 points
Natural Gas (NG) Outdoor Living. Offer only valid for new homes.	Eligible NG appliances: bbq, alfresco cooking appliances, alfresco heating appliances (e.g. radiant patio heaters, fire pit or fire table). Appliance must be fully installed and commissioned.	2 points

4 GLOSSARY OF KEY WORDS

For the purpose of this Agreement, the following definitions apply:

- **"Agreement"** refers to this Letter of Offer, including the T&Cs and all attachments.
- **"Appliance Rebate"** refers to the monetary incentive received as part of a payment for a good or service, provided prescribed conditions are met. **"Cashback"** is equivalent to an **"Appliance Rebate"**, with the main difference being that **"Cashbacks"** are claimed directly by customers from AGN via the cashback system/website (instead of being provided as a discount through a Supplier).
- **"Audit"** refers to the checks performed by AGN or external auditors to ensure rebate claims are legitimate and comply with the Campaign T&Cs.
- **"Campaign Period"** refers to the entire duration of the 2025 Appliance Efficiency Campaign, which consists of both the Promotion Period and the Grace Period. The Campaign Period runs from 1 January 2025 to 28 February 2026 (inclusive).
- **"Connection Bonus"** refers to the monetary incentive available for first-time connections to natural gas, provided at least one natural gas appliance is fully connected in an existing home. This bonus does not apply to properties re-connecting to natural gas or new build properties. However, if a property has been disconnected from natural gas for more than two years, approval may be granted (subject to circumstances) if applied for and approved in advance by the Trade Partnerships Team.
- **"Grace Period"** refers to the two months following the end of the Promotion Period. This period allows additional time for Suppliers to finalise installations and for Suppliers or customers to submit claim paperwork for eligible rebates. The Grace Period starts on 1 January 2026 and ends on 28 February 2026 (inclusive).
- **"Network"** refers to the natural gas assets (e.g. pipework and meters) owned by a company (known as the 'Distributor') that are used to transport and supply natural gas to end consumers.
- **"Occupancy Permit"** refers to the 'Certificate of Occupancy' in South Australia and Queensland, and the 'Occupation Certificate' in New South Wales.
- **"Participating Business", "Participating Supplier", "Supplier", or "You"**, refers to a business that registers for the 2025 Appliance Efficiency Campaign and is subsequently accepted into the program by AGN. This allows the business to offer Appliance Rebates and the Connection Bonus to eligible customers (subject to the Campaign's T&Cs) and automatically qualifies the business to redeem Trade Rewards.
- **"Promotion Period"** refers to the period during which the offers under the 2025 Appliance Efficiency Campaign can be applied to eligible appliances or new connections. The Promotion Period runs from 1 January 2025 to 31 December 2025 (inclusive).
- **"Property Type"** refers to the classification of a property for the purpose of this Campaign.
 - An "existing home" refers to a dwelling that has been occupied for at least four weeks, including homes that have undergone major renovations or extensions carried out by builders.
 - A "new build" or "new home" refers to a newly constructed dwelling (including knock-down and rebuild projects) or a demountable/transportable home, where a new dwelling is added to land. AGN will consider a new build to be an existing dwelling twelve months after the date listed on the Occupancy Permit/Handover Permit.
- **"Trade Points"** are incentives awarded to Suppliers for facilitating eligible appliances or new connections that comply with the T&Cs of the 2025 Appliance Efficiency Campaign. Each Trade Point is equivalent to a \$20 cash reward (**"Trade Rewards"**).
- **"Zoning"** for gas ducted heating systems refers to dividing a property into two or more sectors to minimise energy wastage resulting in potential cost savings.

5 TERMS AND CONDITIONS (T&Cs), 2025 APPLIANCE EFFICIENCY CAMPAIGN

AGN reserves the right to vary these Terms and Conditions and the Campaign Period, provided that 7 days' notice is given to participating Suppliers.

The explanation of the campaign offer and how to claim an Appliance Rebate form part of these T&Cs. By returning a signed Acceptance Agreement to AGN, Suppliers acknowledge that they will participate in the 2025 Appliance Efficiency Campaign in accordance with these T&Cs. Therefore, Suppliers should familiarise themselves with the T&Cs outlined in Sections A-F. If Suppliers are unsure about any of these T&Cs, they can contact the Trade Partnerships Team for clarification (see [Contact Details](#) on Page 14).

Section A: Terms and Conditions – General

The following T&Cs apply generally to the 2025 Appliance Efficiency Campaign. Further T&Cs apply to specific rebate offers, and suppliers should read the T&Cs set out under Section B through F to ensure Appliance Rebates and/or Connection Bonuses are correctly applied. Suppliers should also read Section G to understand Trade Rewards.

1. Nothing in the 2025 Appliance Efficiency Campaign relieves you of any legal obligations to ensure the appliances you sell comply with all applicable laws, or your obligations to comply with consumer protection laws.
2. The price at which you sell appliances is entirely up to you, and nothing in the 2025 Appliance Efficiency Campaign regulates the price at which you choose to sell and/or install appliances.
3. The 2025 Appliance Efficiency Campaign is based on the 'supply and install' of appliances. In cases where the customer has purchased the appliance and you are undertaking an installation-only job, a purchase receipt, photo of the installed appliance, or appliance serial number should be included with the claim paperwork.
4. Appliance Rebates and/or the Connection Bonus are only extended to customers who are connected to (or are connecting to) the natural gas reticulation system (network) owned by AGN. To check if AGN is the distributor for a particular area, please refer to the list of eligible postcodes on Page 14. Sections B-E of this Agreement details T&Cs for existing dwelling customers, while Section F details T&Cs for new build customers (note: new homes are ineligible for the Connection Bonus).
5. Eligible appliances installed during the Promotion Period qualify for an Appliance Rebate. Appliances purchased by the end of the Promotion Period have until 28 February 2026 (i.e. the end of the **"Grace Period"**) to complete installation and submit the rebate application. Similarly, claim paperwork must be lodged with AGN by no later than the end of the Grace Period. If the Supplier elects to facilitate rebate payment for the customer (e.g. by offering the rebate as a point-of-sale discount and invoicing AGN for reimbursement), the Supplier must adhere to these claim deadlines.
6. If the Supplier advises customers to claim rebates directly from AGN, the Supplier should refer customers to AGN's cashback website for the Campaign T&Cs and inform them that claim deadlines apply.
7. The appliance must be fully installed to be eligible for payment. This means bayonet points are ineligible, as are appliance installations occurring outside of the Campaign Period.
8. Conversion of an LPG appliance to natural gas may be eligible for an Appliance Rebate, provided all other T&Cs are met.
9. A customer may claim an Appliance Rebate for multiple properties, provided they have legitimate authority to do so and all T&Cs are satisfied.
10. It is the Supplier's responsibility to ensure that customers (on whose behalf the Supplier intends to claim the Appliance Rebate and/or Connection Bonus) are aware of the rebate amount and that it is being offered by AGN.
11. The Supplier is responsible for submitting rebate claims in the correct format. If the information provided is insufficient for processing (as determined at AGN's sole discretion), the claim may be delayed or rejected. The [Claims Administration](#) section of this Agreement outlines the specific requirements.

12. AGN reserves the right to review additional information from Suppliers (or their customer) to ensure that rebates paid are consistent with these T&Cs. Payment of a claim may be delayed until AGN verifies that all T&Cs have been satisfied.
13. Appliance Rebates and/or Connection Bonus claims are subject to AGN's final approval. Suppliers are responsible for ensuring that rebates offered as point-of-sale discounts are only provided for eligible installations or customers. If there is uncertainty regarding rebate eligibility or applicable rates, Suppliers should consult the Trade Partnerships Team for clarification.
14. You should inform each customer for whom you intend to claim an Appliance Rebate or Connection Bonus that their personal details (i.e. name, address, contact number and/or email address) will be passed onto AGN, and that AGN may contact them to verify details pertaining to their claim. Customers' details will be managed per AGN's Privacy Policy, available online at www.australiangasnetworks.com.au/privacy-policy
15. Once registered for the 2025 Appliance Efficiency Campaign, your business details will be listed publicly on www.australiangasnetworks.com.au/gasfitters
16. Nothing in the 2025 Appliance Efficiency Campaign prevents or restricts AGN from promoting the sale of natural gas appliances in any other way, including but not limited to participating in other incentive schemes with other retailers, gas fitters, plumbers, or tradespersons (which may or may not include you).
17. AGN may withdraw the 2025 Appliance Efficiency Campaign or modify any of its conditions as it sees fit, by providing you with 7 days' written notice to the postal or email address you provided in the Acceptance Agreement (Page 15). If any changes to rebate offers occur, any appliance sale or installation made during the Promotion Period (including the date the change is to apply) will receive a new Grace Period of no less than two months to finalise installation of the appliance and/or rebate application as per the values offered in the original Agreement.

Section B: Terms and Conditions – Connection Bonus

Further to the T&Cs set out under '[Section A: General T&Cs](#)' (see Page 8), the following apply specifically to the Connection Bonus offer of the 2025 Appliance Efficiency Campaign:

18. A limit of 1 Connection Bonus is payable per metered address (up to a maximum of \$750).
19. The Connection Bonus applies exclusively to existing dwellings that connect to natural gas for the first time. At least one natural gas appliance must also be connected. To qualify, the gas meter must be installed either during the Promotion Period, or within the preceding 12 months. For example, a property with a gas meter installed on 25 August 2024 will remain eligible to claim the Connection Bonus, or any remaining portion of it, until 25 July 2025.
20. The Connection Bonus can be claimed incrementally and the amount payable depends on the number of natural gas appliances connected within the first 12 months of the gas meter being installed:
 - If only one gas appliance is connected, the Connection Bonus payable is \$250.
 - If two gas appliances are connected, the Connection Bonus payable is \$500.
 - If three or more gas appliances are connected, the Connection Bonus payable is \$750 (maximum).
21. Properties that connected to natural gas before the start of the 2025 Campaign Period are not eligible to claim the Connection Bonus, unless they are still within the 12-month new connection period.
22. New build properties (including transportable or demountable homes) are ineligible for the Connection Bonus.
23. Existing dwellings re-connecting to natural gas are ineligible for this bonus. Exceptions may be approved where gas has been disconnected for more than two years and will be considered on an individual basis (e.g. if consumer pipework needs to be replaced) and only if prior approval is acquired from the [Trade Partnerships Team](#).
24. The gasfitter who installs the consumer pipework (i.e. the pipework from the gas meter to appliances) should claim the Connection Bonus on behalf of their customer, provided all other T&Cs are met. If an alternate gasfitter installs an appliance that qualifies for an incremental Connection Bonus, you can either offer the incentive as a point-of-sale discount or direct your customer to claim it through AGN's cashback portal. If there is any uncertainty, Suppliers or their customers should contact the Trade Partnerships Team for further guidance.

Section C: Terms and Conditions – Hot Water Rebates

Further to the T&Cs set out under '[Section A: General T&Cs](#)' (see Page 8), the following apply specifically to the Hot Water Rebate offer of the 2025 Appliance Efficiency Campaign:

- 25.** Existing dwelling properties may be eligible for a \$500 Appliance Rebate for the installation of a dedicated natural gas hot water system. To be eligible, the new appliance must:
 - a. be an upgrade of a non-natural gas hot water system (e.g. replacing electric, or converting an LPG system); or
 - b. be an additional eligible hot water system (e.g. for a new ensuite); and
 - c. not be a replacement of a natural gas hot water system (see Clause 26); and
 - d. have a Gas Energy Rating of at least 6 stars (if the new system has a Gas Energy Rating of 7 stars, an additional \$250 bonus can be offered).
- 26.** If a natural gas hot water system replaces an existing natural gas system, a \$150 replacement rebate can be offered, provided the new system has a Gas Energy Rating of at least 6 stars (if the replacement system has a Gas Energy Rating of 7 stars, an additional \$250 bonus can be offered).
- 27.** Gas-boosted solar hot water systems qualify for an additional \$250 bonus. This means a new installation (not a replacement installation) of a gas-boosted solar hot water system can receive a total Appliance Rebate of up to \$750 (representing a \$500 hot water rebate and the \$250 bonus). If a natural gas hot water system is replaced with a gas-boosted solar hot water system (or if a gas-boosted solar hot water system is replaced with another gas-boosted solar hot water system), a total Appliance Rebate of \$400 can be offered (representing a \$150 replacement rebate and the \$250 bonus).

Section D: Terms and Conditions – Flued Room Heating

Further to the T&Cs set out under '[Section A: General T&Cs](#)' (see Page 8), the following apply specifically to the Flued Room Heating offer of the 2025 Appliance Efficiency Campaign:

- 28.** Existing dwelling properties may be eligible for a \$600 Appliance Rebate for the installation of a flued room heater. To be eligible, the new appliance must:
 - a. not replace another form of gas heating in the dwelling, unless it is a portable unflued natural gas room heater being replaced (see Clause 29);
 - b. be 'new load' (i.e. the appliance introduces another source of gas usage to the property, including a first-time installation of a gas heating appliance or the installation of an additional heater); and
 - c. have a Gas Energy Rating of at least 4.5 stars.
- 29.** If a flued room heater replaces a pre-existing gas heating appliance in the dwelling, a \$350 replacement rebate can be offered, provided the new unit has a Gas Energy Rating of at least 4.5 stars. Removing a flued room heater from one part of the property and installing a new room heater in another part of the property is classified as a replacement, so only a \$350 replacement rebate can be offered.
- 30.** Suppliers are encouraged to contact the Trade Partnerships Team if they believe a flued room heater has been defunct for a minimum of the last calendar year (excluding non-usage due to renovations or property vacancy), as the full \$600 Appliance Rebate may apply in this situation.

Section E: Terms and Conditions – Central Heating

Further to the T&Cs set out under '[Section A: General T&Cs](#)' (see Page 8), the following apply specifically to the Central Heating offer of the 2025 Appliance Efficiency Campaign:

- 31.** Existing dwelling properties may be eligible to claim a \$750 Appliance Rebate for an eligible installation of a gas ducted heating system. To be eligible, the new system must:

- a. not replace a pre-existing gas ducted heating system (see Clause 32). Note: upgrading from, or adding to, flued room heating or unflued room heating with a gas ducted heating system is permitted;
 - b. be 'new load' (i.e. the appliance introduces another source of gas usage to the property, which includes both the first-time installation of a gas ducted heater or the addition of an extra gas ducted heater); and
 - c. have either a Gas Energy Rating of 5.8 stars, OR a minimum Gas Energy Rating of 5 stars and be zoned.
- 32.** If a gas ducted heating system replaces a pre-existing gas ducted heating system (or a hydronic heating system), a \$500 replacement rebate may be offered, provided the new unit has either a Gas Energy Rating of 5.8 stars OR a minimum Gas Energy Rating of 5 stars and is zoned.
- 33.** Where zoning applies, it must be itemised on the customer's invoice. AGN reserves the right to request proof of zoning if the gas ducted heating system has a Gas Energy Rating of less than 5.8 stars (but has a minimum Gas Energy Rating of 5 stars).
- 34.** Hydronic heating systems must have a high-efficiency condensing boiler to be eligible for an Appliance Rebate (\$750 for a new system, not replacement; and \$500 for a gas-to-gas replacement).
- 35.** Suppliers are encouraged to contact the Trade Partnerships Team if they believe a gas ducted heating system has been defunct for a minimum of the last calendar year (excluding non-usage to renovations or property vacancy), as the full \$750 Appliance Rebate may be offered in this situation.

Section F: Terms and Conditions – New Home Appliance Rebate Offer

Further to the T&Cs set out under '[Section A: General T&Cs](#)' (see Page 8), the following apply specifically to the New Home Appliance Rebate offer of the 2025 Appliance Efficiency Campaign:

- 36.** A \$600 Appliance Rebate is available for each natural gas flued room heater installed in a new home. Flued room heaters (gas log fire, space heater or wall furnace) must have a Gas Energy Rating of at least 4.5 stars to be eligible for the Appliance Rebate.
- 37.** A \$750 Appliance Rebate is available for central heating systems installed (whether it is a natural gas ducted heating system or a natural gas hydronic heating system). Gas ducted heating systems must have a Gas Energy Rating of at least 5.8 stars, OR a minimum of 5 stars with zoning, to be eligible for the Appliance Rebate. Hydronic heating systems must have a high-efficiency condensing boiler to be eligible for the Appliance Rebate.
- 38.** A \$250 Appliance Rebate is available for the installation of each natural gas outdoor appliance (e.g. BBQ, alfresco cookers and radiant heating) in new builds.
- 39.** No rebate is payable for hot water or indoor cooking appliances installed as part of a new build, even if connection of the appliance is delayed by four weeks after the occupancy of the home. Similarly, new builds are not eligible to claim the Connection Bonus.

Section G: Terms and Conditions – Trade Points

- 40.** To qualify, Suppliers must be registered for the 2025 Appliance Efficiency Campaign.
- 41.** The number of Trade Points that can be claimed per eligible appliance will vary depending on the appliance type, and whether it is a replacement appliance or a "new load" appliance (a "new load" refers to an appliance that introduces another source of gas usage to the property, including both first-time installation of a particular appliance type or additional installations of the same appliance type). Bonus points may apply for 'premium efficiency' appliances (those with the highest Gas Energy Rating for that appliance type); these bonus points currently apply only to natural gas hot water and natural gas ducted heating appliances. See [Table 3](#) on Page 6 for a summary.
- 42.** Suppliers will earn Trade Points for any natural gas appliance installation or new connection that meets the terms and conditions of the 2025 Appliance Efficiency Campaign. This also includes valid installations since 1 November 2024 that were not ready to claim in Quarter 4 of the 2024 Trade Rewards Program.

- 43.** AGN will manage the Trade Points as part of its administration of the 2025 Appliance Efficiency Campaign. At designated times during the Campaign, AGN will generate reports and distribute a Trade Rewards Claim Form to Suppliers who have accumulated a minimum of five Trade Points from Rebate Claims or customer Cashback applications. This form will serve as the sole supporting document required when redeeming Trade Rewards.
- a. If a Supplier installs an eligible appliance but the customer has not submitted a Cashback Application, the Supplier can contact the Trade Partnerships Team for further guidance.
- 44.** Trade Points must be redeemed via AGN's Trade Rewards Portal, www.agnpromotions.com.au/trade-rewards within two months of the Promotion Period ending (this period represents the "**Grace Period**"). To avoid ambiguity, claims must be made by no later than 11.59pm (AEDT) on 28 February 2026. Trade Points that remain unclaimed after this deadline will expire.
- a. It is the Supplier's responsibility to apply for Trade Rewards within the timeframes set out in Clause 44. AGN reserves the right to delay payment if additional information or documentation is required to validate the Trade Rewards Claim.
 - b. AGN will determine the validity of the Trade Points for a Trade Rewards Claim and reserves the right to delay or reject payment if evidence shows the claim is in breach of T&Cs.
 - c. Payment of a Trade Rewards Claim will usually be made within 28 business days from lodgement.
 - d. AGN is not responsible for any errors if payment of a Trade Rewards Claim is made to the wrong bank account or person due to the Supplier providing incorrect details.
 - e. AGN is not liable for payment delays caused by factors outside our reasonable control, such as technical outages impacting electronic banking systems.
- 45.** Trade Points for a single appliance or service installation can only be claimed by one Supplier. As outlined in [Section 3: Scope - Trade Rewards](#), Trade Points are primarily assigned based on 'supply and installation'. However, if a Supplier sells an eligible appliance but does not facilitate the appliance installation (or the first-time gas connection in the case of a new connection), that Supplier will not be able to claim the associated Trade Points. In these cases, where the basis is 'supply only', the installer will be the one approved to claim those Trade Points, since an appliance is only valid for AGN promotions once installed.
- 46.** Trade Points cannot be:
- a. Transferred to another party, even if the other party is a Supplier; and/or
 - b. Redeemed by another party, including another Supplier; and/or
 - c. Pooled with another Supplier's Trade Points for combined credit.

6 CLAIMS ADMINISTRATION – REBATE REIMBURSEMENT

For Suppliers who choose to facilitate Appliance Rebates and/or the Connection Bonus on behalf of their customer, a rebate claim must be submitted to AGN within the Campaign Period (by the end of the Grace Period). The Supplier is responsible for ensuring that claims are submitted in the correct format and meet all relevant requirements. AGN may delay or reject a claim in its sole discretion, if the Supplier has not provided sufficient information for claim processing.

To successfully lodge a rebate claim, the Supplier must:

- 1. Issue a tax invoice** made out to **Australian Gas Networks (ABN 19 078 551 685)**. This invoice should reflect the total of all incentives being claimed and include GST (unless your business is not registered for GST, in which case, please clearly mark "**Not registered for GST**" on your invoice). Invoices made out to any other entity cannot be processed.
- 2. Provide AGN with a copy of the customer's Gas Certificate of Compliance (COC)**. The COC should accurately detail the customer's name, installation address, appliance/s installed, and installation date.
- 3. Provide AGN a copy of the customer's invoice.** It must match the invoice given to the customer and include enough information for AGN to verify:

- a. The appliance type, including the model, to confirm the Gas Energy Rating, and/or new connection work;
 - b. The rebate value, and how the customer has/will receive the incentive (e.g. show an itemised discount from the invoice total, or clearly indicate a refund will be issued to customer once you have been reimbursed by AGN);
 - c. A point of contact for the customer (phone or email), for audit purposes. All refund customers and a sample of point-of-sale discount customers will be audited to verify claims comply with terms and conditions.
4. For install-only jobs, a 'proof of purchase' (e.g. appliance receipt, a photo of the installed appliance, or a serial number) will be required to support your claim.

In addition to the above, Suppliers are encouraged to include the gas meter number or a Meter Installation Registration Number ('MIRN') with each claim submitted. Without this information, your claim may be put 'on hold' if AGN encounters an address issue during processing. AGN may ask you to obtain a gas meter number or MIRN to resolve the address mismatch (or we may contact your customer for assistance, in accordance with our Privacy Policy). Examples of property types where address verification is problematic include shops, housing within a caravan park or lifestyle village, and subdivided blocks.

For tracking purposes, rebate claims should be lodged via email to agnpromotions@agiq.com.au. If claims cannot be emailed, you may post them to **C/- Trade Partnerships Team, PO Box 171 Findon SA 5023**, however, this will delay receipt by the Trade Partnerships Team and subsequently delay payment to the Supplier.

Payment Timeframes

AGN will use its best endeavours to pay eligible claims within 14 days of receipt. However, the following common instances may cause a delay in payment:

- Insufficient claim information (e.g. missing COC, insufficient address details, insufficient appliance model information to determine Gas Star Energy Rating).
- Business closure over the Christmas period and/or other Public Holidays.
- Properties that have not completed the connection process (i.e. where the gas service has not been fully commissioned).
- Changes to your company name, ABN and/or banking details.
- Failure to return a signed copy of the Acceptance Agreement for the current campaign.
- If you are a New Rebate Supplier (or are a Rebate Supplier re-registering who hasn't submitted a rebate claim since 1 February 2020), as the New Vendor process may take 2-3 weeks to complete.

It is recommended that you contact the Trade Partnerships Team if payment has not been received within 3 weeks to confirm receipt and/or status of your claim.

Verifying Claim Eligibility

AGN may verify claims through an audit process. Your customers may be contacted to confirm that the Appliance Rebate and/or Connection Bonus claim made on their behalf complies with the T&Cs of the Rebate Campaign and/or to confirm receipt of Appliance Rebate funds. We may also cross-reference previous gas usage to help authenticate the validity of the claim.

Any Supplier found to have falsified a claim may, without warning, be excluded from the 2025 Appliance Efficiency Campaign and any other current or future programs with AGN. Suppliers excluded from the Campaign will not receive reimbursement for any open claims relating to an Appliance Rebate or Connection Bonus and will forfeit payment of any unclaimed Trade Rewards. The Supplier will be responsible and liable for any claims made by customers relating to, or as a result of, any exclusion. In addition, AGN reserves the right to take any action it considers appropriate in relation to any false claims.

7 ELIGIBLE POSTCODES

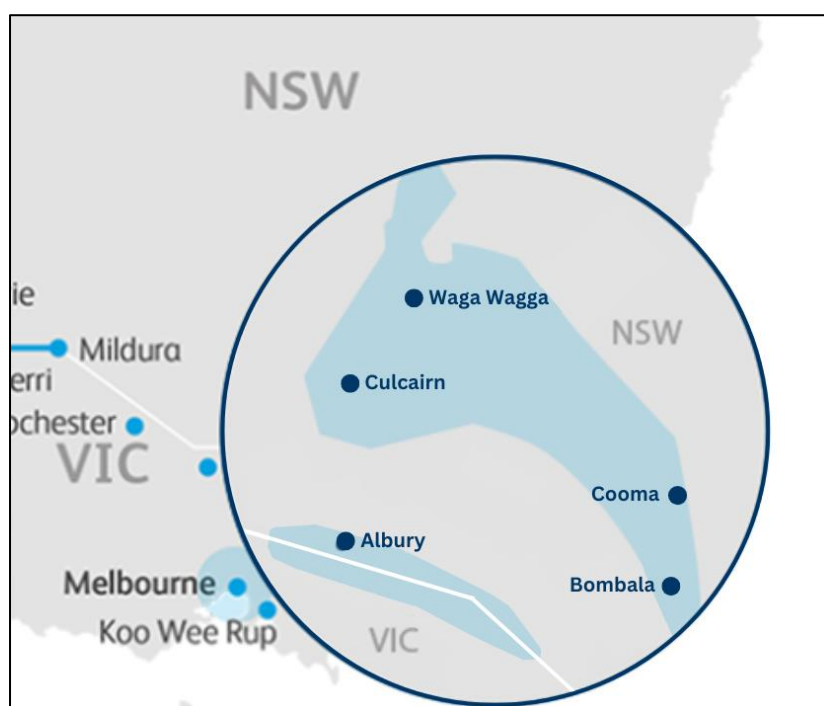
South Australia and Northern Territory

AGN is the sole owner of the natural gas distribution network in South Australia and the Northern Territory (Alice Springs township) so no postcode review is necessary for this state/territory, as long as the property is connected to natural gas and not connected to other fuel sources such as LPG/liquefied petroleum gas or LNG/liquid natural gas.

New South Wales

In New South Wales, AGN operates the natural gas network in Wagga Wagga and in towns south of Wagga Wagga. AGN also operates the natural gas network in Albury and around other Riverina towns, including Finley and Moama. Rebates/cashbacks are available to customers in the following postcode areas:

2630	2632	2640	2641	2642	2643	2644	2646	2647	2650	2651
2652	2658	2659	2660	2666	2713	2720	2722	2729	2731	



8 CONTACT DETAILS

If you require any further information, please do not hesitate to contact us. We are also available for general assistance with gas-related matters, including queries relating to new gas connections.

Trade Partnerships Team:

- Team hotline - 1300 001 001 (Option 7)
- Natasha Rossi (Stakeholder Marketing Administrator) – 0447 953 816
- Rochelle Colon (Stakeholder Marketing Representative) – 0447 930 657
- Nicole Butler (Stakeholder Marketing Manager) – 0428 188 149
- Kent Harper (Gas Connections Representative) – 0418 856 672
- Team email: agnpromotions@agig.com.au

We look forward to your support in 2025!

Acceptance Agreement

2025 Natural Gas Appliance Efficiency Campaign

Important information about this form

You only need to complete either **Section A** or **Section B**

You can complete this form electronically. Alternatively, you can also call our team to complete your registration over the phone. Team Hotline: **1300 001 001** (Option 7).

Once completed, email this Registration Form to AGN's Trade Partnerships Team at: **agnpromotions@agig.com.au**

I understand AGN may email general industry updates or information to me/to our company, and that I can opt out of correspondence at any time.

Section A: Renew Registration

Complete Section A if you are a Trade Partner who registered for both the Natural Gas Rebate Campaign and Trade Rewards Program in 2024. You can check your registration history by contacting our Team.

Acceptance Acknowledgment

I hereby confirm that I have read and understand the content of the **2025 Natural Gas Appliance Efficiency Campaign** offered by Australian Gas Networks, and by participating in this Campaign I accept and agree to all Terms and Conditions as set out in this Letter of Offer. I confirm my details remain unchanged from my most recent registration forms (however, I am aware I can contact AGN to check and advise of any updates during the 2025 Campaign).

Accepted by (full name) _____

Date _____

On behalf of (company name) _____

Section B: 2025 Registration (section continues next page)

Complete Section B if you are a Trade Partner who did not register for the Natural Gas Rebate Campaign and Trade Rewards Program in 2024. Where prompted, please provide contact details best suitable for updates and correspondence. List multiple contacts if appropriate.

Company Details

Business name

Showroom address

(for businesses without a showroom, the postal address suburb will serve as your business location on our website's Supplier Directory)

Postal address

Contact name/s

Phone number/s

(list office and/or mobile contacts. The first number will serve as your business contact on our website's Supplier Directory)

Email address/es

Digital listing

(eg. company website, official Facebook page, Instagram; the first listing provided will be used on our website's Supplier Directory)

Plumbing License No.

ABN

Expertise

Tick the boxes below to indicate which of the following natural gas appliances you install

Hot Water System	Natural Gas BBQ
Ducted Heating	Pool/Spa Heating
Hydronic Heating	Clothes Dryer
Flued Room Heating	Outdoor Heating
Cooktop & Oven	

Tick the boxes below to indicate which of the following natural gas services you offer

Appliance Installation
LPG to Natural Gas Conversions
Service & Repair
Commercial Gas Works

Participation

How will you offer Appliance Rebates to customers? Select one or both options as relevant to you

As a rebate (i.e. I will manage Appliance Rebates on behalf of my customers and offer a discount from price)

As a cashback (i.e. I will refer my customers to AGN's cashback portal to self-claim)

How will you participate in Trade Rewards and claim Trade Points? Only select one option

Option 1: As a single entity (i.e. assign Trade Points to the business as a whole)

If you have selected Option 1, please nominate an Authorised Company Representative.

Name of Authorised Company Representative

Email address

Contact number

Option 2: Individually (i.e. assign Trade Points to individual salespeople / team members)

If you have selected Option 2, please complete details below for as many Team Members who wish to participate. To assist AGN accurately assign Trade Points, ensure the individual Participant is clearly listed on the rebate or cashback claim paperwork that is submitted. Ensure all Team Members participating in Trade Rewards are aware of the T&C of the Campaign, particularly Section G: Trade Points.

Team Member 1

Full name

Email address

Team Member 3

Full name

Email address

Team Member 2

Full name

Email address

Team Member 4

Full Name

Email address

If you have more than four (4) Team Members who wish to participate in Trade Rewards, please send us an email containing their details. Email our Team at agnpromotions@agig.com.au

Acceptance Acknowledgment

I hereby confirm that I have read and understand the content of the **2025 Natural Gas Appliance Efficiency Campaign** offered by Australian Gas Networks, and by participating in this Campaign I accept and agree to all Terms and Conditions as set out in this Letter of Offer.

Accepted by (full name)

Date

On behalf of (company name)

Thank you for your interest in participating as a Trade Partner in AGN's 2025 Natural Gas Appliance Efficiency Campaign.