

APPLICATION FOR NATURAL GAS REBATE

2017 Australian Gas Networks (AGN) Queensland Existing Home Natural Gas Rebate Campaign

This Campaign is designed to increase gas consumption in the network owned by Australian Gas Networks in Queensland, by incentivising existing homes to connect to natural gas, and by encouraging homes already connected to natural gas to install additional appliances. Appliances installed in new home builds are not eligible for rebates under this promotion, and natural gas appliance replacements do not comply. See full Terms and Conditions (T&C) on Page 4-8. Under the Campaign, the following rebate offers are available:

- \$500 for natural gas hot water (limit one per household)
- \$500 for natural gas flued space heating (limit one per household)
- \$500 for natural gas central heating (limit one per household)
- \$100 for any other natural gas appliance fully connected (uncapped)
- A one-off \$500 connection bonus (for properties connecting to gas for the first time and installing a major natural gas appliance; i.e. hot water or flued space heating or ducted central heating)

Rebates and connection bonuses will only be paid to the claimant if all requirements of the Campaign T&C are met, and supporting documentation in an eligible format have been supplied as part of the application. Information provided to AGN or its operator, APA Group (who is the administrator of this Campaign), will be treated in accordance with current Privacy Act laws.

Please complete all sections of this form to apply for your cash rebates. In order to verify your application, you will be required to submit a copy of your natural gas Certificate of Compliance, a copy of all associated invoices (e.g. for purchase and/or installation of appliance/s for which rebates are being claimed), and a gas meter number or Meter Identification Registration Number (commonly referred to as a 'MIRN').

**Completed applications and supporting documentation must be received by 5.00pm (UST), 31 January 2018.
Appliances must be installed by time of lodgement, and purchased during the Campaign Period.**

SECTION 1: CUSTOMER DETAILS (Claimant)

First Name

Surname

Contact phone number (mobile OR landline)

State

Postcode

Email address

SECTION 2: CONNECTION DETAILS

(Address where connection and/or appliance installation has occurred)

Unit/Street No.	Street name	Street Type (ie: Street, Road, Lane)

City/Suburb	State	Postcode

Gas Meter or Meter Identification Registration Number (MIRN)

TIP: The gas meter number can be found on the front of your gas meter. The MIRN will be displayed on the gas account from your energy retailer (e.g. AGL, Origin). A MIRN is typically 10-11 digits in length, beginning with 54 - - - - -

Did your property recently connect to natural gas for the first time? Yes No

TIP: Tick 'YES' if gas meter was installed on or after 15 February 2017. Tick 'NO' if gas meter was installed prior to this date range.

What appliance/s did you install? (tick all options that are applicable to the current rebate claim)

Natural gas hot water <input type="checkbox"/>	Natural gas barbecue <input type="checkbox"/>	Natural gas ducted central heating <input type="checkbox"/>	Natural gas oven <input type="checkbox"/>	Natural gas cooktop <input type="checkbox"/>	Natural gas flued space heater/gas log fire <input type="checkbox"/>
Natural gas pool or heater <input type="checkbox"/>	Natural radiant heating <input type="checkbox"/>	Natural gas fire pit <input type="checkbox"/>	Natural gas pizza oven <input type="checkbox"/>	Natural gas clothes dryer <input type="checkbox"/>	

Other: (please specify) _____

How did you first hear about the 2017 QLD Existing Home Natural Gas Rebate Campaign?

Bus advertising <input type="checkbox"/>	Facebook advertising <input type="checkbox"/>	YouTube advertising <input type="checkbox"/>	General web browsing <input type="checkbox"/>	Press advertising <input type="checkbox"/>	Via the 1300 001 001 customer line <input type="checkbox"/>
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Other: (please specify) _____

SECTION 3: SUPPORTING DOCUMENTATION

Is a copy of the natural gas Certificate of Compliance (COC) attached? Yes No

TIP: This document would be provided by your gasfitter/plumber at the time your appliance/s was installed.

Are copies of associated invoices relating to your appliance installation attached? Yes No

TIP: Include invoice/s for appliance purchase, or gasfitter invoice for supply and installation of appliance.

SECTION 4: TERMS AND CONDITIONS

Please sign below to complete your rebate application. By signing, you are agreeing to the Campaign Terms and Conditions (as stated on Page 4-8).

Signature

Date

Australian Gas Networks or APA Group would like to use your contact details to provide you information on upcoming natural gas promotions or to help us manage and enhance future promotions and services.

If you do not want to receive such information, please tick this box to OPT OUT:

WHAT NEXT?

Submit your completed application and all supporting documentation via email, to: naturalgasrebates@apa.com.au

Alternatively, you can post (keeping a copy for your records) your completed application and supporting documentation to:

Australian Gas Networks Limited

Attention: Natural Gas Rebates Team
PO Box 6014
Halifax Street SA 5000

Enquiries relating to this Campaign can be directed to one of the following:

- QLD Natural Gas Marketing Representative: Robert Pearson (0409 335 235); or
- Natural Gas Rebates Team: Nicole (08 8115 4441) or Rochelle (08 8115 4443).

*****ALL APPLICATIONS ARE SUBJECT TO APPROVAL AND AVAILABILITY; REBATES WILL ONLY BE PAID TO CLAIMANTS WHOSE APPLICATIONS COMPLY WITH ALL TERMS AND CONDITIONS BEING MET*****

Terms and Conditions of the Australian Gas Networks 2017 Queensland Existing Home Natural Gas Rebate Campaign

GLOSSARY OF KEY WORDS

For the purpose of the current document, including the Terms and Conditions (T&C) and all attachments, the following definitions apply:

- “AGN” refers to Australian Gas Networks Limited (ABN 19 078 551 685).
- “APA” refers to APA Group (ABN 58 091 668 110), who is the Operator for AGN.
- “Agreement” refers to the Application for Natural Gas Rebate and includes the T&C and all attachments.
- “Appliance Rebate” defines the monetary incentive offered to a customer to incentivise the installation of a natural gas appliance to increase gas consumption, subject to other T&C of the Campaign being met. The value of this rebate is either \$500 (for the installation of Category A appliances - i.e. natural gas hot water, natural gas flue space heating, or natural gas ducted central heating; subject to a limit of 1 x \$500 rebate per Category A appliance per household), or \$100 (for the installation of Category B appliances - i.e. secondary Category A appliances, or any other appliance fully connected to natural gas). See Table 1, Page 7 for additional detail.
- “Audit” refers to the checks performed by AGN or APA Group (Operator for AGN) to ensure submitted rebate claims are legitimate, in accordance with Campaign T&C. Audits can involve a review of a household's previous gas history, and/or APA validating claims by contacting the gasfitter or place of purchase of the appliance.
- “Campaign” means this 2017 AGN Queensland Existing Home Natural Gas Rebate Campaign.
- “Campaign Period” refers to the defined period of time in which the 2017 Appliance Rebate Campaign will run, this period being 15 February 2017 to 31 December 2017 (inclusive).
- “Connection Bonus” defines the \$500 monetary rebate which a customer may be eligible for if they connect natural gas to their existing home during the Campaign Period and subsequently connects a Category A appliance, either at time of connection or within 6 months of the gas meter installation date, subject to compliance with Campaign T&C. Reconnections are not eligible for this bonus.
- “Existing Home” means an established dwelling, not a new home build. For the purpose of this campaign, a home is considered to become an established dwelling 1 month (4 weeks) post-occupancy. Installation of appliances after this date will be considered eligible for an Appliance Rebate and Connection Bonus (if applicable), so long as the installation is within the Campaign Period.
- “New Connection Appliance Rebates” refer to rebates claimed for an appliance installed at an existing property within 6 months of the gas meter installation date. This applies to first-time connections only; it excludes properties reconnecting to gas. New Connection Appliance Rebates are not subject to the Appliance Rebate Quota, however, the T&C and values for these rebates are no different to Appliance Rebates for properties already connected to natural gas.
- “Network” refers to the natural gas assets (e.g. pipework and meters) owned by a company (known as the ‘Distributor’) which are used to collectively transport and supply natural gas to the end consumer.
- “Quota” refers to the quantity of Appliance Rebates available to claim in the 2017 Appliance Rebate Campaign; it applies only to appliances being connected to properties already connected to natural gas (i.e. where the gas meter has been installed for longer than 6 months). Quotas for Category A appliance rebates and Category B appliance rebates are displayed on the website www.australiangasnetworks.com.au (under “Gas explained” > “Benefits of natural gas” > “Promotions”).

TERMS AND CONDITIONS

1. Explanation of the Campaign offer, application for natural gas rebate, glossary of key words, and Privacy Act Statement all form part of the T&C for the 2017 AGN Queensland Existing Home Natural Gas Rebate Campaign ("Campaign").
2. Pursuant to the Campaign, and subject to compliance with these T&C, AGN is offering a monetary incentive (referred to as "Appliance Rebates") for the installation of new, not replacement, natural gas appliances installed within the Campaign Period. AGN is also offering "free connection" from street main to boundary plus a Connection Bonus for the installation of a new gas connection to Existing Homes (T&C being met; refer Clauses 8 and 10). Table 1 defines the monetary incentive available for appliance types. AGN is the promoter of this Campaign and APA is the administrator of the Campaign.
3. The Campaign Period is 15 February 2017 to 31 December 2017 (inclusive). There will be a grace period post-Campaign for paperwork to be submitted (refer Clause 5). Rebates which are subject to availability ("Quota") may cease to be available before the end of the Campaign Period. The Quota will be displayed on our website www.australiangasnetworks.com.au, under "Gas explained" > "Promotions".
4. To be eligible for the Campaign, applicants must complete the application form and provide all information requested in these T&C, the explanation of the Campaign, and as set out in the form itself.
5. To be eligible for an Appliance Rebate or Connection Bonus, completed Application Forms must be received by post (or at the relevant email address) by 5.00pm (UST), 31 January 2018. Appliances must be installed by time of lodgement, and purchased during the Campaign Period.
6. The Campaign offer is only extended to appliance installation and gas connections relating to existing properties (not new home builds), covered by the natural gas reticulation network owned by AGN in Queensland. A map and postcode list defining the network coverage by AGN is included in Attachment A (see Page 9). Some postcode areas are not exclusively operated by AGN. In these instances, you can verify whether your address is eligible for this Campaign by contacting the Natural Gas Rebates Team on 08 8115 4441 or 08 8115 4443.
 - 6.1 For the purpose of this Campaign, a home is considered to be an established dwelling 1 month (4 weeks) post-occupancy date.
 - 6.2 Rental properties are eligible for the Appliance Rebate/s, as long as all T&C stated within this document are met.
 - 6.3 Small businesses are eligible for the Appliance Rebate/s, as long as all T&C stated within this document are met and no additional financial support has been provided by AGN or APA.
7. 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.
8. AGN's 'Free Connection' offer includes only the labour, materials, and pipework for a standard natural gas connection (includes up to 10m of pipe) to a residential home, from the gas main in the street up to, and including, the installation of the gas meter, in networks owned by AGN and where a gas main runs past the property, on the same side of the street.
 - 8.1 Where a gas main does not run past the property, a cost for a mains extension may apply, which will be assessed by APA Group (Operator for AGN).
9. All costs associated with pipework after the meter (including the appliance costs), will be the responsibility of the property owner.
10. A \$500 Connection Bonus is available to AGN customers who connect their homes to natural gas for the first time during the Campaign Period and who install at least one of the following Category A natural gas appliances: hot water, ducted heating, or flued space heating. This \$500 Connection Bonus is not available to customers who connected to natural gas prior to the Campaign Period, nor to reconnections, nor to customers who connect to natural gas for the first time but only install a minor Category B natural gas appliance. Refer Table 1.

11. Appliance Rebates may be subject to availability and consent from AGN or APA Group, after requirements to determine eligibility has been verified; they must comply with the T&C stated within this document. Claims may be subject to audits.
12. Rebates claimed for appliances installed in accordance with terms of this Campaign, in a property with a new gas connection during the Campaign Period, and within 6 months of a meter installation ("New Connection Appliances Rebates") will not be subject to a Quota. Rebates for these appliances will be considered "New Connection Appliance Rebates" and will be available until 31 December 2017. A New Connection Appliance Rebate (for an appliance installed during the Campaign Period) will be payable if an application complying with Campaign T&C is submitted to the Natural Gas Rebates Team by 30 January 2018.
13. Rebates claimed for appliances installed in accordance with terms of this Campaign, in a property with a natural gas supply connected prior to 15 February 2017, and more than 6 months after the supply of natural gas has been connected ("Additional Appliance Rebates"), will be subject to availability ("Quota"). Rebate values will be consistent with Table 1. The Quota will be displayed on our website www.australiangasnetworks.com.au under "Gas explained" > "Promotions". Any Quota not fulfilled by the end of the Campaign Period will be forfeited.
 - 13.1 A natural gas connection is deemed complete once a natural gas supply line (inlet) and a gas meter to register natural gas consumption are installed.
14. AGN does not endorse any particular form or brand of appliance.
15. Appliance energy ratings (such as star ratings) do not form part of the T&C of this Campaign.
16. Appliance Rebates in Category A of Table 1 apply only to appliances that are fuelled solely by natural gas.
17. Appliances that are boosted by natural gas (e.g. a gas-boosted solar natural gas hot water unit) will be eligible to claim a Category B appliance rebate at \$100.
18. Appliance Rebates are claimable only for fully connected appliances; no Appliance Rebate is payable for bayonet points, or gas points for future connections.
19. Conversion of a non-natural gas appliance to natural gas qualifies for an Appliance Rebate.
20. A maximum of 1 x \$500 hot water Appliance Rebate, 1 x \$500 central 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.
 - 20.1 If there are several dwellings on a property with a single meter, this is classed as a single property.
21. If a customer is installing supplementary hot water or indoor heating appliances in a property, a \$100 Appliance Rebate can be claimed for each supplementary appliance.
22. Un-flued natural gas space heaters, gas log fires, wall furnaces, will only qualify for a \$100 Category B appliance rebate.
23. 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).
24. AGN or APA Group may use your personal information or may contact you to verify the information supplied in order to apply for a Connection Bonus or Appliance Rebate claim.
25. AGN may cease the 2017 Appliance Rebate Campaign (or vary any of the conditions it considers fit) by providing 7 days' written notice on the AGN website (www.australiangasnetworks.com.au).
26. Any misrepresentation or fraudulent information by the applicant disqualifies claim of this offer.

27. 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 legislation which may not be excluded, restricted, or modified by agreement. Except for any liability that cannot be excluded by law, AGN and APA Group (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 Group); (e) any tax liability incurred by liability by an application; or (f) participating in the Campaign or use of an Appliance Rebate or Connection Bonus.
28. AGN and APA Group collects personal information in order to conduct the Campaign and may, for this purpose, disclose such information to third parties, including - but not limited to - suppliers and as required, to Australian regulatory authorities, or use such information to contact the applicant in relation to this Campaign. An application is conditional on providing this information. Unless the applicant marks the applicable box in the Application Form, the Promoter may use the applicant's personal information for the purposes specified at the time of collection. Claimants should direct any requests to access, update, or correct information, to AGN. All claims become the property of AGN. These T&C are deemed to incorporate AGN's privacy policy; by entering the Promotion, the applicant accepts the T&C of our privacy policy. For more information, please see the Privacy Act Statement at the end of this document.
29. AGN and APA Group's decision on all matters pertaining to this Campaign is final and binding; no correspondence will be entered into, except as otherwise stated in these T&C. Appliance Rebates and Connection Bonuses are not transferrable or assignable.

TABLE 1: Appliance Rebate Values and Quota Reference

Category	Rebate Value	Quota ¹	Claims per Household	Valid Appliances
A	\$500	50	1 x of each appliance	Hot water Flued space heating Central heating (ducted or hydronic)
B	\$100	50	Uncapped	Supplementary Category A Appliances; or any other natural gas appliance. e.g: barbeque, cooktop, oven, clothes dryer, pool heater, spa heater, radiant patio heater, fire pit, pizza oven etc.

¹ Quotas only apply to 'Additional Appliance Rebates' - i.e. rebates claimed by homes previously connected to gas (refer to Clause 13 for further detail). New Connection Appliance Rebates and Connection Bonuses are not subject to a Quota.

PRIVACY ACT STATEMENT

Australian Gas Networks (AGN) is the owner of the gas distribution network in selected areas of Queensland.

AGN, and its Operator APA Group, are conducting a marketing promotion to encourage established properties covered by its natural gas reticulation network in Queensland to connect to natural gas, and to install additional appliances (particularly in dwellings already connected to natural gas).

We are bound by the Australian Privacy Principles ('APPs') contained in the Privacy Act 1988 (Cth) ('Privacy Act') that require us to handle your personal information responsibly. 'Personal Information' is defined within the Privacy Act as information or an opinion about an individual, which can be used to identify that individual.

Subject to the Terms and Conditions of the Campaign being met, customers will be eligible to claim a monetary incentive (rebate) from AGN for the installation of new (not replacement) natural gas operated appliances, as well as for new natural gas connections completed within a set Campaign Period.

Personal details (including claimants name, contact details, address and dates pertaining to natural gas appliance installations and contractor details for said installations) will be required to verify validity of rebates being claimed. APA Group may contact you, or use your personal information, to confirm details associated with your rebate claim are in accordance with the terms of the promotion. Your personal information will not be disclosed by AGN other than to members of the APA Group, to government and regulatory bodies (only in connection with the rebate promotion) and as required by law.

AGN or APA Group may use your contact details to provide you information on upcoming natural gas promotions, or to help us manage and enhance future promotions and services. If you do not want to receive any future offers please tick the 'OPT OUT' box on Page 3.

On request, you may have access to your personal information held by Australian Gas Networks, except in circumstances where access may be denied under the Privacy Act 1988 (Cth) or other law. To make a request or to update your details please email: naturalgasrebates@apa.com.au

Attachment A: Eligible postcodes for 2017 Australian Gas Networks Queensland Existing Home Natural Gas Rebate Campaign

Per the Terms and Conditions of the 2017 Australian Gas Networks Queensland Existing Home Natural Gas Rebate Campaign, rebates are only available to customers who are installing eligible appliances in existing home properties that are connected to the natural gas distribution network owned by AGN in Queensland. The connection bonus is also only available to AGN customers. The tables below are designed to help determine eligibility, while the map provides an overview of AGN's presence in Queensland.

Table 1: Eligible postcodes

Appliance rebates are available to customers in the following postcode areas:

4000	4005	4006	4007	4008	4009	4010	4011	4012	4013	4014	4017	4018
4020	4021	4022	4030	4031	4032	4034	4035	4036	4051	4053	4054	4055
4059	4060	4061	4064	4065	4066	4067	4301	4304	4305	4306	4500	4501
4503	4505	4508	4509	4650	4655	4670	4680	4700	4701	4702	4711	

Table 2: Postcodes partially covered by AGN

Postcodes in this table represent areas only partially owned by AGN, so eligibility will need to be confirmed prior to lodging a claim. Eligibility can be checked by contacting our Customer Service Team on 1300 001 001, or by getting in touch with the Natural Gas Rebate Team: 08 8115 4443 or 08 8115 4441.

4068	4300	4303
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Map: AGN network area in Queensland

In Queensland, AGN operates the natural gas network north of the Brisbane River. For gas availability, speak to our Customer Service Team on 1300 001 001 (option 2).

