

APPLICATION FOR NATURAL GAS REBATE

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 natural gas 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. **You can complete this form on-screen (simply type your responses in the marked fields, making sure to 'Save' once complete)**, or you can print out this form to complete. In order to verify your application, you will be required to submit a copy of your Gas System Compliance Certificate, 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 Installation Registration Number (commonly referred to as a 'MIRN') to verify the location of your natural gas service.

Refer to Page 3 of this application form for details on how/where to lodge your completed application.

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

SECTION 1: CUSTOMER DETAILS (Claimant)

First Name

Surname

Contact phone number (mobile OR landline)

Email address

Name/s to be presented on rebate cheque

Postal address for rebate cheque

SECTION 2: CONNECTION DETAILS (Address where connection and/or appliance installation has occurred)

Unit/Street No.	Street name	Street Type (e.g. Street, Road, Lane)
City/Suburb	State	Postcode

Gas Meter or Meter Installation 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 1 January 2018. Tick 'NO' if gas meter was installed prior to this date range.

What appliance/s did you install? (select 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 gas fire pit <input type="checkbox"/>	Natural gas radiant heating <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 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 (Ensure all are included before submitting application)

Is a copy of the Gas System Compliance Certificate 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, including this Campaign's Privacy Policy (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 would like to receive these communications/information, please tick this box to OPT IN:

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:

- 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 Queensland Existing Home Natural Gas Rebate Campaign

Updated 1 January 2018

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 flued 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 AGN Queensland Existing Home Natural Gas Rebate Campaign.
- “Campaign Period” refers to the defined period of time in which the QLD Natural Gas Rebate Campaign will run, this period being 1 January 2018 to 30 September 2018 (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.
- “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.
- “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.

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 AGN Queensland Existing Home Natural Gas Rebate Campaign ("Campaign"). AGN is the promoter of this Campaign and APA is the administrator of the Campaign.
2. The Campaign Period is 1 January 2018 to 30 September 2018 (inclusive). A grace period post-Campaign for paperwork to be submitted applies (refer Clause 5). Rebates are available only while the Campaign Period is open.
3. 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 Clause 10 for conditions of AGN's "Free Connection Offer", and Clause 3.2 for conditions of AGN's Connection Bonus). Table 1 (page 7) further defines the monetary incentives available for appliance types and relevant qualifying conditions
 - 3.1 Major natural gas appliances (referred to as 'Category A' appliances i.e. dedicated natural gas hot water systems, flued natural gas space heating systems, ducted natural gas central heating or hydronic heating systems) will qualify for a \$500 Appliance Rebate. Minor natural gas appliances (referred to as 'Category B' appliances – e.g. natural gas cooktop, bbq; refer to Table 1, page 7, for other examples) qualify for a \$100 Appliance Rebate.
 - 3.2 A \$500 Connection Bonus is also available to AGN customers who connect their homes to natural gas for the first time during the Campaign Period and install at least one Category A natural gas appliance. This \$500 Connection Bonus is not available to customers who connected to natural gas prior to the Campaign Period, nor to customers who connect to natural gas for the first time but only install a minor Category B natural gas appliance.
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 October 2018. Appliances must be installed by time of lodgement, and purchased during the Campaign Period.
 - 5.1 An Application Form for an appliance rebate must be received by AGN within 3 months of the installation date of the appliance that the rebate claim is being lodged for. Applications for appliances received outside of this timeframe will be reviewed on a case-by-case basis.
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. In Queensland, this certificate is referred to as a "Gas System Compliance Certificate".

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.
9. All costs associated with pipework after the meter (including the appliance costs), will be the responsibility of the property owner.
10. Appliance Rebates may be subject to availability and consent from AGN or APA, 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.
11. 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, will be considered "New Connection Appliance Rebates". These properties are classified as a "New Gas Service Property", and are eligible for the once-off \$500 connection bonus, provided that at least one Category A appliance is also installed.
12. Rebates claimed for appliances installed in accordance with terms of this Campaign, in a property with a natural gas supply connected prior to 1 January 2018, and more than 6 months after the supply of natural gas has been connected, will be considered "Additional Appliance Rebates". These properties are classified as an "Existing Gas Service Property" and the once-off \$500 connection bonus does not apply to such properties.
 - 12.1 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.
13. AGN does not endorse any particular form or brand of appliance.
14. Appliance energy ratings (such as star ratings) do not form part of the T&C of this Campaign.
15. Appliance Rebates in Category A of Table 1 (page 7) apply only to appliances that are fuelled solely by natural gas.
16. 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.
17. Appliance Rebates are claimable only for fully connected appliances; no Appliance Rebate is payable for bayonet points, or gas points for future connections.
18. Conversion of a non-natural gas appliance to natural gas qualifies for an Appliance Rebate.
19. 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.
 - 19.1 If there are several dwellings on a property with a single meter, this is classed as a single property.
20. 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.
21. Un-flued natural gas space heaters, gas log fires, wall furnaces, will only qualify for a \$100 Category B appliance rebate.
22. 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).

23. AGN or APA 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.
24. AGN may cease the QLD Existing Home Natural Gas 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).
25. Any misrepresentation or provision of fraudulent information by the applicant disqualifies claim of this offer.
26. 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 (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); (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 liability by an application; or (f) participating in the Campaign or use of an Appliance Rebate or Connection Bonus.
27. AGN and APA 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.
28. AGN and APA'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: AGN QLD Existing Home Natural Gas Rebate Campaign – Summary of Rebate Offers

Rebate offer	Rebate Value	Claims per Household ¹	Valid Appliances/Conditions
Category A Appliance Rebate	\$500	Limit 1 x \$500 Appliance Rebate per appliance type	Hot water Flued space heating Central heating (ducted or hydronic)
Category B Appliance Rebate	\$100	Uncapped ²	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
Connection Bonus	\$500	Limit 1 x Connection Bonus per household	Connection Bonus is a once-off payment that is only available to 'New Service Gas Connection Customers' (refer Clause 12 of T&C), subject to at least 1 x Category A appliance being installed

¹ Limits apply per metered dwelling, to existing build properties within AGN's distribution network in QLD.

² Natural gas appliances must be fully connected; no appliance rebates will be paid for bayonet points.

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 wish to receive these communications, please tick the 'OPT IN' 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 the Australian Gas Networks Queensland Existing Home Natural Gas Rebate Campaign

Per the Terms and Conditions of the 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 (subject to other T&C being met). 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 Rebates 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).

