

2024 Australian Gas Networks Natural Gas Rebate Promotion: Terms and Conditions

Australian Gas Networks Limited (AGN) is offering a range of rebates to encourage its customers (in eligible properties within its distribution network) to connect to natural gas and install energy efficient natural gas appliances.

The following Terms and Conditions (T&Cs) apply to the 2024 Natural Gas Rebate Promotion. Subject to the T&Cs set out in this document, eligible Customers will be eligible for a range of monetary incentives from AGN for connecting their property to natural gas and/or installing natural gas appliances that are energy efficient (as determined by minimum Gas Energy Ratings).

AGN offers two ways for eligible customers to claim the monetary incentives offered: as a rebate or as a cashback.

- **'Rebate'** refers to situations where incentives are provided to eligible customers by a participating Rebate Supplier as a point-of-sale discount from price or as a refund post-sale (with 'Rebate Supplier' referring to gasfitting businesses and appliance stores who have registered with AGN to facilitate rebate payment to eligible customers); and
- **'Cashback'** refers to situations where incentives are claimed directly by the customer via AGN's cashback website (found at www.agnpromotions.com.au) and paid by AGN to the customer directly.

Eligible customers are only entitled to claim once for the relevant installation or connection, as either a rebate or a cashback, and the same eligibility and exclusion criteria apply to both rebate and cashback claims.

These T&Cs apply to Rebates. Customers are also advised that Rebate Suppliers who participate in AGN's Trade Rewards Program may (subject to the relevant terms and conditions) also receive additional benefits in the form of reward points that can be accumulated and redeemed for a cashback from AGN.

Please use the links below to navigate this current T&Cs document:

[Section A: Terms and Conditions – General \(applies to all offers\)](#)

- [Table 1 – Promotion Schedule: Offers Available to AGN Existing Homes](#)
- [Table 2 – Promotion Schedule: Offers Available to AGN New Build Homes](#)
- [Table 3 – Claim Deadline for Rebate Claims](#)

[Section B: Terms and Conditions – Connection Bonus](#)

[Section C: Terms and Conditions – Hot Water Rebates](#)

[Section D: Terms and Conditions – Home Heating Rebates](#)

[Section E: Terms and Conditions – \\$250 Appliance Rebates \(New Builds\)](#)

For eligible customers who prefer to claim cashbacks, please see T&Cs at: <https://agnpromotions.com.au/terms-and-conditions/>

Any questions relating to these T&C can be directed to AGN's Natural Gas Marketing Team.

T: 1300 001 001 (option 7; Monday-Friday, 9am to 5pm ACST) | **E:** agnpromotions@agig.com.au

Document current as at 27 May 2024.

SECTION A: TERMS AND CONDITIONS - GENERAL

The following T&Cs are general to the 2024 AGN Natural Gas Rebate Promotion. Further T&Cs apply to specific offers (i.e. Appliance Rebates, Connection Bonus), and are set out under Section B through to Section E.

1. The 2024 AGN Natural Gas Rebate Promotion (2024 AGN Rebate Promotion, Rebate Promotion) is being offered by Australian Gas Networks Limited ABN 19 078 551 685 (AGN), Level 6, 400 King William Street, Adelaide SA 5000. AGN is the owner of the natural gas distribution network in South Australia and Northern Territory, as well as in parts of Victoria, New South Wales, and Queensland (however, the 2024 AGN Rebate Promotion is not currently available to AGN customers in Victoria).
2. For the purposes of the Rebate Promotion and these T&Cs, the use of "We" and "Us" collectively refers to AGN as well as our agents and subcontractors. The use of "Customer", "Applicant" and "You" refers to the end customer who receives the rebate.
3. Subject to T&Cs set out in this document, eligible Customers will be eligible to claim a range of monetary incentives (Rebate) from AGN for connecting their property to natural gas and/or installing natural gas appliances that are energy efficient.
4. The availability of and value of these Rebates varies, depending on the property type, the state that the property is located, and the appliance that is installed. The Gas Energy Rating of an appliance also determines Rebate value. Refer to [Clause 7 \(Promotion Schedules, Tables 1 and 2\)](#) for a summary of offers available under the 2024 AGN Rebate Promotion.
5. For the purposes of this Promotion, the following definitions are used to categorise property types (i.e. 'home types'):
 - a. **Existing Dwelling:** an established dwelling (including homes that have had a major renovation or extension projects carried out by builders).
 - b. **New Build:** a newly constructed dwelling (including knock-down to rebuild projects), or a demountable/transportable home (since in these instances, a new dwelling is added to land). QLD properties that are part of a knockdown rebuild may be eligible for other incentives outside of the 2024 AGN Rebate Campaign (contact the [Natural Gas Marketing Team](#) to determine eligibility).
 - c. **AGN** will consider a new build to be an existing dwelling twelve months after the date listed on the Occupancy Permit/Handover Permit.
6. Rebates will only be paid to installations/connections that satisfy all T&Cs laid out in this document. Claims will be rejected if they fail to comply with any of the specified T&Cs. All gas works must be completed by a licensed gasfitter, and a Gas Certificate of Compliance (also called a 'Gas Compliance Certificate', terminology may vary across states) is mandatory to support installation of each appliance for which a Rebate is being claimed. Claims may also be put on hold pending provision of additional information or documentation.
7. The following Promotion Schedules provide a summary of offers under the 2024 AGN Rebate Promotion. We recommend you read the full T&Cs and eligibility criteria pertaining to the appliance or contact the Natural Gas Marketing Team to determine eligibility. The 2024 AGN Rebate Promotion Period is 1 April 2024 to 31 December 2024, which is when offers are available. A two-month Grace Period from 1 January 2025 to 28 February 2025 will follow the end of the Promotion Period, to allow time to finalise appliance installation and claim lodgement (note: the same claim deadlines apply regardless of whether a claim is being made through a Rebate Supplier or direct by the customer). Collectively, the Promotion Period and the Grace Period are referred to as the "Campaign Period". Refer to [Table 3 \(Page 5\)](#) for Claim Deadlines.

Table 1 – Promotion Schedule: Offers Available to AGN Existing Dwellings (SA, NT, QLD, NSW)

An **existing dwelling** refers to an established dwelling (including major renovation and extension projects via builders). For the purposes of the 2024 AGN Rebate Promotion, AGN will consider a new build to be an existing dwelling twelve months after the date listed on the Occupancy Permit/Handover Permit.

Existing Dwelling Offer – Promotion Period: 1 April 2024 to 31 December 2024		
Category	Minimum Gas Energy Rating¹	Available Incentives³
Natural gas hot water	6 stars	<p>Natural gas hot water systems that meet the minimum Gas Energy Rating (6 stars) may qualify for the following Rebate offers:</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 may apply 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	4.5 stars	<p>Natural gas flued room heaters that meet the minimum Gas Energy Rating (4.5 stars) may qualify for the following Rebate offers:</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. 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 ducted 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 may qualify for the following Rebate offers:</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. <p>Rebates are not available to gas ducted heating systems that do not meet the minimum Gas Energy Rating.</p>
New Connection Bonus	6 stars for hot water appliances / 4.5 stars for flued room heating appliances / 5.8 stars OR 5 stars with zoning for ducted heating	<p>A limit of 1 x Connection Bonus to the maximum 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 eligible 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>Eligible natural gas appliances: hot water, heating, cooking, bbq.</p> <p>Provided at least one gas appliance is installed during the Campaign Period, the Connection Bonus can be claimed incrementally or in entirety within the first 12 months of the gas meter installation date (even if that date is outside of the Campaign Period), so that customers can maximise the Connection Bonus offer.</p> <p>Re-connecting properties are not eligible for this bonus. However, properties disconnected for more than two years will be considered on individual merit (contact AGN’s Natural Gas Marketing Team to determine eligibility).</p>

¹ Per the Gas Energy Rating label. ² Zoning for gas ducted heating systems involves dividing a property into two or more sectors. This allows for independent control of heating in different areas of the house, optimising comfort and energy efficiency. Zoning minimises energy wastage and can lead to significant cost savings. ³ Rebate will only be paid if all T&Cs of the 2024 AGN Rebate Promotion are met. General T&C are listed in [Section A](#) of this document. T&Cs specific to appliance/category can be found in [Section B](#) (Connection Bonus), [Section C](#) (Hot Water) and [Section D](#) (Home Heating).

Table 2 – Promotion Schedule: Offers Available to AGN New Build Homes (SA, NT, QLD, NSW)

This offer is open to **New Builds** specifically situated in AGN’s natural gas networks in SA, NT, QLD, and NSW.

A New Build is defined as a newly constructed dwelling (including knock-down to rebuild projects), or a demountable/transportable home (since in these instances, a new dwelling is added to land). For the purpose of the 2024 AGN Rebate Promotion, AGN will consider a newbuild to be an existing dwelling twelve months after the date listed on the Occupancy Permit/Handover Permit.

New Build Offer – Promotion Period: 1 April 2024 to 31 December 2024		
Category	Minimum Gas Energy Star Rating¹	Available Incentives³
Natural gas flued room heating (e.g. space heater, gas log fire, wall furnace)	4.5 stars	<p>Natural gas flued room heaters that meet the minimum Gas Energy Star Rating (4.5 stars) may qualify for the following Rebate offer:</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 ducted heating	5.8 stars <u>OR</u> 5 stars with zoning ²	<p>Natural gas ducted heating systems that meet the minimum Gas Energy Star Rating (5.8 stars OR 5 stars with zoning), or hydronic heating systems with a high efficiency condensing boiler may qualify for the following Rebate offer:</p> <ul style="list-style-type: none"> \$750 when a new or additional (not replacement) system is installed. <p>No rebate can be offered to gas ducted heating systems that do not meet the minimum Gas Energy Star 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 available 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 involves dividing a property into two or more sectors. This allows for independent control of heating in different areas of the house, optimising comfort and energy efficiency. Zoning minimises energy wastage and can lead to significant cost savings. ³ Rebate will only be paid if all T&Cs of the 2024 AGN Rebate Promotion are met. General T&Cs are listed in [Section A](#) of this document. T&Cs specific to appliance/category can be found in [Section D](#) (Home Heating) and [Section E](#) (\$250 Rebates – New Builds).

8. The Rebate Promotion is only offered to residential customers, and to small businesses (provided no other financial support has been received by this business via AGN’s Industrial and Commercial Division). All applicants must be aged 18 years or over to participate in this offer.
 - a. A customer may claim Rebates for multiple properties that they own, provided all other T&C are met and they have legitimate authority to do so.
 - b. For the purpose of 2024 AGN Rebate Campaign, a “small business” is defined as an enterprise employing fewer than 20 employees.

9. Limits apply per metered property. If there are several dwellings on a property served by a single meter, this is classed as a single metered property.

10. Rebates will only be offered and approved in relation to new gas connections and/or to natural gas appliances installed in eligible properties that are connected to the natural gas distribution network owned by AGN. While AGN has natural gas distribution networks in Victoria, the 2024 AGN Rebate Promotion is currently not extended to these networks.
 - a. Eligible postcodes are listed in Attachment 1 at the end of this document. AGN is not the sole distributor in Queensland and New South, so only properties situated in AGN’s network areas are eligible for the 2024 AGN Rebate Promotion. There are a small number of postcodes in Queensland

where there are multiple distributors so customers should contact the Natural Gas Marketing Team to verify eligibility for these postcodes.

- b. AGN is the sole owner of the reticulated natural gas distribution network in South Australia and the Northern Territory, so no postcode review is necessary to determine eligibility if the property is connected to a natural gas main. AGN’s natural gas network in the NT is concentrated around the town of Alice Springs.

- 11. Properties connected to LNG (liquid natural gas) or LPG (liquefied petroleum gas) are not eligible for the Rebate Promotion, unless they are connecting to natural gas and replacing (or converting) their LNG or LPG appliances to natural gas.
- 12. A Rebate will not be approved if we deem the application has been falsified in any way. Any misrepresentation or provision of fraudulent information by the customer disqualifies claim of this Rebate Promotion.
- 13. There will be a set Claim Deadline by which appliance installation must be finalised and all relevant claim paperwork lodged. Rebate claims that do not meet the Claim Deadlines set out in [Table 3](#) will not be approved for payment (unless the claim is specifically in relation to the Connection Bonus, which may be claimed within the first 12 months of the gas meter installation date). Per Clause 7, these same Claim Deadlines apply when a Customer chooses to claim a rebate direct via AGN’s Cashback website.

Table 3 – Claim Deadline for Rebate Claims

2024 AGN Rebate Promotion – Claim Deadline		
Rebate Promotion	Promotion Period	Claim Deadline Details ¹
All AGN Rebate offers for existing homes and new builds (refer Tables 1-2)	The Promotion Period is 1 April 2024 to 31 December 2024. Appliance purchase must be made by the end of the Promotion Period to be considered eligible.	Eligible appliances purchased by the Purchase Deadline (which is the same as the date as the Promotion Period ends) must be installed by the end of the Grace Period, which is two-months after the end of the Promotion Period. i.e. installation must be by 28 February 2025. The Connection Bonus must be claimed within 12 months of the gas meter being installed. Appliance Rebates and the Connection Bonus will not be paid to appliances installed (or to connections completed) prior to 1 April 2024, unless they meet the T&Cs set out in the 2023 AGN Rebate Promotion. Call the Natural Gas Marketing Team on 1300 001 001 (Option 7) for verification.

¹ Rebate will only be paid if all T&Cs of the 2024 AGN Rebate Promotion are met. E.g. a new build cannot claim a Connection Bonus.

- 14. To participate in the 2024 AGN Rebate Promotion and claim a Rebate offer, a customer must meet the purchase deadline and claim deadline as listed in Table 3.
- 15. A Rebate will not be approved if a ‘cashback’ has been redeemed through AGN’s Cashback website for the same installation (and the reverse applies).
- 16. Similarly, a Rebate claim will not be approved if it is deemed that a Rebate claim has been lodged for the same installation. If multiple Rebate claims with the same appliance information is received, we reserve the right to investigate and amend or refuse payment as necessary.
- 17. Rebates will only be approved and paid for eligible natural gas appliances purchased by the end of the Promotion Period (by 31 December 2024) and installed by the Claim Deadline (by 28 February 2025, which is the end of the Grace Period). The installation date will be determined by the installation date on the Gas Certificate of Compliance, although we reserve the right to investigate this date if there is reasonable proof to

suggest it is inaccurate. No Rebate will be paid for bayonet points or gas points for future connections until an appliance is connected.

- 18.** AGN may request a gas meter number or Meter Installation Registration Number (commonly referred to as a 'MIRN') from Customers in order to validate a Rebate claim. The gas meter number is sometimes listed on the gas bill, otherwise, it is found on the front of the gas meter itself.
- 19.** The Rebate value for eligible natural gas appliances varies depending on appliance type and whether the appliance is 'new load' (this means the new appliance introduces a new source of gas usage to the home, i.e. a new not replacement appliance) or a 'replacement' (this means the new appliance is replacing a natural gas appliance of the same type). Re-connecting (re-installing) pre-existing appliances at the same address does not qualify for Rebate payment (e.g. re-connection after property vacancy or renovations).
- 20.** We will collect personal information to conduct the 2024 AGN Rebate Promotion and we may disclose such information to third parties assisting with the execution of this promotion, any future promotions or campaigns and providers of data analysis and in accordance with our Privacy Policy. Rebate claims are conditional on this information being provided. We are bound by the Australian Privacy Principles in the *Privacy Act 1988 (Cth)*. Customers can opt out of receiving further communications, and can access and correct their personal information, by contacting us (AGN's Natural Gas Marketing Team) at agnpromotions@agig.com.au. The full Privacy Policy for this promotion can be found here: <https://www.australiangasnetworks.com.au/privacy-policy>
- 21.** Nothing in these T&C is intended to exclude, restrict, or modify any consumer rights under the *Competition and Consumer Act 2010 (Cth)* or any other legislation which may not be excluded, restricted, or modified by agreement.
- 22.** AGN reserves the right to cease the 2024 AGN Rebate Promotion or vary any Promotion T&C and Promotion Dates at our discretion, provided 7 days' prior written notice is given on the Promotions page of AGN's website (www.australiangasnetworks.com.au/rebates) and on AGN's Cashback website (www.agnpromotions.com.au). If we conclude the 2024 AGN Rebate Promotion early or change the Appliance Rebate offers, all eligible appliances purchased within the notified revised Promotion Period will be eligible for a Rebate per the values stated in the Promotion Schedules, provided they are installed by (and a Rebate claim is lodged by) the new Claim Deadline (this will be no less than two months from the revised end date).
- 23.** Customers are advised that Rebate Suppliers who participate in AGN's Trade Rewards Program may (subject to the relevant terms and conditions, which are available on AGN's website) receive additional benefits in the form of reward points that can be accumulated and redeemed for a cashback from AGN.

SECTION B: TERMS AND CONDITIONS - CONNECTION BONUS

Further to the T&Cs set out under '[Section A: General T&Cs](#)' (refer Page 2), the following also apply specifically to the Connection Bonus of the 2024 AGN Rebate Campaign:

- 24.** Depending on appliance installation, a Connection Bonus of up to \$750 is available to existing dwellings connecting to natural gas for the first time during the 2024 Promotion Period, in conjunction with the installation of any of the following natural gas appliance types: hot water, heating, cooking or bbq. New build homes and properties re-connecting to natural gas are ineligible for this bonus.

- 25.** No more than \$750 in total will be paid per eligible metered address for the Connection Bonus. Provided at least one natural gas appliance is connected during the Campaign Period, the Connection Bonus can be claimed incrementally or in entirety, depending on the number of eligible natural gas appliances connected within the first 12 months of the gas meter being installed. i.e.
- 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 maximum Connection Bonus amount of \$750 is payable.
- 26.** If a dwelling is re-connecting to natural gas (e.g. after a renovation, or after the gas meter is 'turned back on'), this is not classed as a first-time connection and it will be ineligible for the Connection Bonus. Exceptions may be approved for properties where the gas has been disconnected for more than two years, depending on circumstances and only if prior approval is acquired from the [Natural Gas Marketing Team](#).
- 27.** The Connection Bonus must be claimed within 12 months of the gas meter installation date (even if that date is after the Campaign Period). The Connection Bonus cannot be claimed for new connections completed prior to 1 April 2024, unless the installation date is within the Grace Period set out in the 2023 Rebate Promotion (contact the [Natural Gas Marketing Team](#) to double-check). An exception is offered to properties where the gas meter was installed prior to the start of the Promotion Period and no appliances have been connected. To verify eligibility, contact the [Natural Gas Marketing Team](#) for clarification.

SECTION C: TERMS AND CONDITIONS – HOT WATER REBATES

Further to the T&Cs set out under '[Section A: General T&Cs](#)' (refer Page 2), the following also apply specifically to the Hot Water Rebate offer of the 2024 AGN Rebate Promotion:

- 28.** Only hot water systems installed in an existing dwelling will qualify for a Rebate, provided all other T&C are met. Hot water systems installed in new builds are ineligible for Rebate payment.
- 29.** A \$500 Rebate is available to existing dwelling properties for an eligible installation of a dedicated natural gas hot water system. To be eligible, the new appliance must be:
- An upgrade of a non-natural gas hot water system (e.g. replacing electric, or conversion of an LPG system); or
 - An additional eligible hot water system (e.g. for a new ensuite); and
 - Not a replacement of a natural gas hot water system (see Clause 30); and
 - Has 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 is applicable).
- 30.** If a natural gas hot water system replaces a pre-existing natural gas hot water system, a \$150 replacement Rebate can be offered, provided that the new system has a Gas Energy Rating of at least 6 stars (if the replacement has a Gas Energy Rating of 7 stars, an additional \$250 bonus applies).
- 31.** Gas-boosted solar hot water systems qualify for an additional \$250 bonus. This means a new installation (not a gas-to-gas replacement installation) of a gas-boosted solar hot water system qualifies for a total Rebate of \$750. 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 Rebate of \$400 applies.

SECTION D: TERMS AND CONDITIONS – HOME HEATING REBATES

Further to the T&Cs set out under [‘Section A: General T&Cs’](#) (refer Page 2), the following also apply specifically to the Home Heating Rebate offer of the 2024 AGN Rebate Promotion:

- 32.** Rebates for indoor heating appliances are open to both existing homes and new builds across AGN’s networks in SA, NT, QLD and NSW; these are referred to as **‘eligible properties’** in this section.
- 33.** A \$600 Rebate is available to eligible properties for an eligible installation of a natural gas flued room heater (i.e. space heater, log fire, wall furnace). To be eligible, the new appliance must:

 - a. Not replace another form of gas heating in the home, unless it is a portable unflued natural gas room heater is being replaced (see Clause 34);
 - b. Be ‘new load’ (this means the appliance introduces another source of gas usage to the property, which includes both a first-time installation of a gas heating appliance or an installation of an additional heater); and
 - c. Has a Gas Energy Rating of at least 4.5 stars.
- 34.** If a flued room heater replaces a pre-existing gas heating appliance in the home, a \$350 replacement Rebate can be claimed 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; therefore, only a \$350 replacement Rebate applies.
- 35.** A \$750 Rebate is available to eligible properties for an eligible installation of a natural gas ducted heating system. To be eligible, the new appliance must:

 - a. Not replace a pre-existing gas ducted heating system (see Clause 36). Note: upgrading from, or in addition to, flued room heating or unflued room heating to a gas ducted heating system is permitted;
 - b. Be ‘new load’ (this means the appliance introduces another source of gas usage to the property which includes both a first-time installation of gas ducted heating OR an additional gas ducted heater); and
 - c. Has either a Gas Energy Rating of 5.8 stars OR a minimum Gas Energy Rating of 5 stars and is zoned.
- 36.** If a gas ducted heating system replaces a pre-existing gas ducted heating system (or a hydronic heating system), a \$500 replacement Rebate can be claimed 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.
- 37.** ‘Zoning’ for gas ducted heating systems involves dividing a property into two or more sectors, to allow for independent control of heating in different areas of the house (optimising comfort and energy efficiency, while minimising energy wastage, potentially leading to cost savings). Where zoning applies, this must be clearly stated on the claim paperwork. 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).
- 38.** A Rebate of \$750 is also available to eligible properties that install a new (not replacement) natural gas hydronic heating system, or \$500 for a gas-to-gas replacement system, provided that the new hydronic heating system has a high-efficiency condensing boiler.

39. If a hydronic heating system is installed that provides both heating of the home and hot water heating, this system is considered a single appliance and the Rebate values will be the same as on offer for hydronic heating (i.e. \$750 for 'new load' or \$500 for gas-to-gas replacement).

SECTION E: TERMS AND CONDITIONS - \$250 APPLIANCE REBATES (SPECIFIC TO NEW BUILDS)

Further to the T&Cs set out under '[Section A: General T&Cs](#)' (see Page 2), the following also apply specifically to the \$250 Appliance Rebate Offer (New Builds) listed in Section E below of the 2024 AGN Rebate Promotion:

40. A \$250 Appliance Rebate is available to new builds covered by AGN's network in SA, NT, QLD and NSW for the installation of each natural gas outdoor appliance (e.g. BBQ, alfresco cookers, and radiant patio heating). These appliances must be fully connected to qualify for payment.
41. No Rebate is payable for hot water and indoor cooking appliances installed for this property type. Similarly, the Connection Bonus does not apply.
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Any questions relating to these T&C can be directed to AGN's Natural Gas Marketing Team.

T: 1300 001 001 (option 7; Monday-Friday, 9am to 5pm ACST) | **E:** agnpromotions@agig.com.au