

2020 Australian Gas Networks Natural Gas Cashback Terms and Conditions

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

The following Terms and Conditions (T&C) apply to the 2020 AGN Natural Gas Cashback Promotion. Please read in full as participation in this promotion is deemed acceptance of these T&C, which also includes all instructions and information about how to claim a cashback.

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

1. The 2020 AGN Natural Gas Cashback Promotion (Cashback 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. The Cashback Promotion is administered with support from DMC Advertising Group ABN 61 074 595 887.
2. For the purpose of the Cashback Promotion and these T&C, the use of "We" and "Us" collectively refers to AGN, and DMC as well as our agents and subcontractors. The use of "Customer" and "Applicant" refers to Cashback Promotion applicants.
3. Under the Cashback Promotion, a range of monetary incentives (Cashback) are available to eligible applicants for the purchase and installation of select natural gas appliances. All Cashback applications are subject to final review and approval. Customers should refer to Clause 6 for an understanding of the Cashback offers available under this Cashback Promotion. There is a Promotion Schedule (Table 1) included in Clause 6 outlining the various Cashbacks on offer and specifies key aspects such as Cashback amounts and eligibility criteria.
4. Cashbacks will only be paid to applicants that satisfy all Cashback T&C. Claims will be rejected if they fail to comply with any of the specified T&C.
5. To be eligible for this Cashback Promotion, the Cashback application must relate to a pre-existing dwelling where construction handover has occurred at least one month prior to the date of installation of the relevant appliance (such dwellings referred to as "Existing Build") and which otherwise complies with these T&C. Conversely, a "New Build" refers to a dwelling that is still under construction or which has been recently constructed and where handover has occurred less than one month prior to the date of the installation of the relevant appliance. New Builds are excluded from this Cashback Promotion, with the exception of New Build dwellings in South Australia, which may be eligible for specific Cashbacks on natural gas heating and natural gas bbq appliances (refer to Clause 6, Table 1 – Promotion Schedule) below.

6. For the purpose of the 2020 AGN Cashback Promotion, the following classifications apply:
- a. **Appliances qualifying for the \$500 Cashback rate are classified as Category A appliances.** Category A appliances are eligible ‘major’ natural gas appliances, specifically: dedicated natural gas hot water, flued natural gas space heating, ducted natural gas central heating, and natural gas hydronic heating. No other appliances besides these are classified as a Category A appliance and only one Category A Cashback applies to each kind of appliance type (‘central heating’ and ‘hydronic heating’ are considered the same appliance ‘type’; e.g. a person purchasing two eligible gas hot water units may receive one Category A Cashback, but may also be eligible for a Category B Cashback for the second unit; see next sub-clause). Limits apply (refer to Table 1 – Promotion Schedule below).
 - b. **Appliances qualifying for the \$100 Cashback rate are classified as Category B appliances.** Category B appliances are ‘minor’ natural gas appliances, such as natural gas bbq, natural gas spa or pool heating, natural gas cooking appliances, natural gas outdoor heating appliances (e.g. firepit, radiant heating). Category B appliances are any other natural gas appliance not classified as a Category A appliance. If an additional Category A appliance is installed (e.g. additional hot water or additional heating), this additional appliance also qualifies for the \$100 Cashback rate.
 - c. **A \$500 connection bonus may also be claimed if an Existing Build property connects to natural gas for the first time and completes installation of at least one natural gas appliance.** This connection bonus is a once-off payment and is intended to help offset costs for consumer pipework. The connection bonus does not apply to New Builds connecting to natural gas.

Table 1 - Promotion Schedule for AGN’s 2020 Cashback Promotion.

The following Promotion Schedule outlines the various Cashback offers currently available. This schedule only provides a high-level summary of these offers, and the customer should still read the full set of T&C for the Cashback Promotion. Clauses 17-25 contain additional information regarding the connection bonus and eligible appliance types.

Cashback promotion – who qualifies?	Cashback amounts ¹	Cashback promotion period ²
<p>AGN cashback for new natural gas connection customers</p> <p>Offer is only open to Existing Builds connecting to AGN’s natural gas network for the first time.</p> <p>Properties re-connecting to natural gas do not qualify for this cashback offer.</p> <p>This offer excludes customers in QLD, Mildura, Bairnsdale, Paynesville, Eagle Point and southern NSW – see specific sections below for details on what Cashback offer is available to these customers.</p>	<ul style="list-style-type: none"> • \$500 for natural gas hot water (limit 1) • \$500 for natural gas flued space heating (limit 1) • \$500 for natural gas ducted central heating or hydronic heating (limit 1) • \$100 cashback for any other natural gas appliance fully connected (unlimited) - offer applies to Category B appliances • \$500 connection bonus with the full installation of at least one natural gas appliance (limit 1) 	1 January 2020 to 13 December 2020

<p>AGN cashback for additional natural gas appliances</p> <p>Offer is only open to Existing Builds already connected to the natural gas network owned by AGN.</p> <p>This offer excludes customers in Mildura, QLD and southern NSW – see specific sections below for details on what Cashback offer is available to these customers.</p>	<ul style="list-style-type: none"> • \$500 for natural gas hot water (limit 1) • \$500 for natural gas flued space heating (limit 1) - offer not yet available • \$500 for natural gas ducted central heating or hydronic heating (limit 1) - offer not yet available • \$100 cashback for any other natural gas appliance fully connected (unlimited) - offer applies to Category B appliances 	<p>Cashback promotion period for hot water is 1 January 2020 to 13 December 2020</p> <p>Cashback promotion period for \$100 cashback is 1 January 2020 to 13 December 2020</p> <p>Please note. The cashback promotion period for flued heating and for ducted central heating/hydronic heating is not yet open.</p>
<p>AGN cashback for Mildura natural gas customers</p> <p>Offer is only open to Existing Builds within AGN's Mildura natural gas network. Eligible postcodes: 3496, 3498, 3500, 3501.</p> <p>AGN cashback for Bairnsdale, Eagle Point and Paynesville natural gas customers</p> <p>Offer is only open to Existing Builds within AGN's natural gas network. Eligible postcodes: 3875, 3878, 3880.</p>	<ul style="list-style-type: none"> • \$500 for natural gas hot water (limit 1) • \$500 for natural gas flued space heating (limit 1) • \$500 for natural gas ducted central heating or hydronic heating (limit 1) • \$100 cashback for any other natural gas appliance fully connected (unlimited) - offer applies to Category B appliances • \$500 connection bonus with the full installation of at least one natural gas appliance - open only to properties connecting to natural gas for the first time (re-connecting properties do not qualify; limit 1) 	<p>1 January 2020 to 31 July 2020</p>
<p>AGN cashback for southern NSW natural gas customers</p> <p>Offer is only open to Existing Builds within AGN's southern NSW natural gas network. Eligible postcodes: 2630, 2632, 2644, 2650, 2651, 2652, 2658, 2659, 2660, 2666, 2720, 2722, 2729.</p>	<ul style="list-style-type: none"> • \$500 for natural gas flued space heating (limit 1) • \$500 for natural gas ducted central heating or hydronic heating (limit 1) • \$100 cashback for any other natural gas appliance fully connected (unlimited) - offer applies to Category B appliances • \$500 connection bonus with the full installation of at least one natural gas appliance - open only to properties connecting to natural gas for the first time (re-connecting properties do not qualify; limit 1) 	<p>1 January 2020 to 31 July 2020</p>

<p>AGN cashback for QLD natural gas customers</p> <p>Offer is only open to Existing Builds within AGN's QLD natural gas network. Eligible postcodes: 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.</p> <p>Postcodes 4068, 4300, 4303 may be eligible, subject to review (these postcodes are shared by another natural gas distributor, Allgas).</p>	<ul style="list-style-type: none"> • \$500 for natural gas hot water (limit 1) • \$500 for natural gas flued space heating (limit 1) • \$500 for natural gas ducted central heating or hydronic heating (limit 1) • \$100 cashback for any other natural gas appliance fully connected (unlimited) - offer applies to Category B appliances • \$500 connection bonus with the full installation of at least one natural gas appliance - open only to properties connecting to natural gas for the first time (re-connecting properties do not qualify; limit 1) 	<p>1 January 2020 to 13 December 2020</p>
<p>AGN cashback for SA new home heating</p> <p>Offer is only open to new builds in South Australia connecting to AGN's natural gas network</p>	<ul style="list-style-type: none"> • \$500 for natural gas flued space heating (limit 1) • \$500 for natural gas ducted central heating or hydronic heating (limit 1) • \$100 cashback for any other Category B natural gas heating appliance or natural gas bbq, fully connected (unlimited). 	<p>1 January 2020 to 13 December 2020</p>

NOTE. 1. Limits are per metered property. If there are multiple dwellings on a property sharing one gas meter, this will be considered single-metered property. **2.** Appliances for which a Cashback is being claimed must be purchased within the Cashback Promotion period.

7. To participate in the Cashback Promotion and claim a Cashback offer, a customer must:
 - a. Purchase an eligible natural gas appliance within the relevant Cashback Promotion Period and have it installed by the end of the Grace Period (refer to Clause 15).
 - i. If the customer is lodging a claim under the **Cashback offer for new natural gas customers**, they must also complete their gas connection by the Grace Period (this includes the gas meter installation).
 - b. Complete in full the online claim form (access here: agnpromotions.com.au), which will include uploading supporting documentation such as a Gas Certificate of Compliance, purchase receipt, and installation invoice (or equivalent, such as a photo of the appliance for which the Cashback is being claimed and its serial number).
 - i. A customer may also submit a hardcopy claim application. These can be posted to the customer by request (please contact the Natural Gas Marketing Team for this).
 - c. Submitted claims will be reviewed and verified by us. Claims that meet all T&C set out on this page will be approved and Cashback payment will be made, usually within 28 business days from claim lodgement.
 - i. Approved Cashbacks are offered to customers as a direct Electronic Fund Transfer (EFT) payment, facilitated by DMC.
 - ii. Cashbacks are not transferrable or assignable.
 - iii. Cashback by EFT will only be paid to Australian bank accounts.
 - iv. We do not accept responsibility if a Cashback payment (whether by EFT or cheque) is made to the wrong bank account or person, as a result of incorrect details being provided by the customer.
 - v. We are not responsible for any payment delays if due to factors outside our reasonable control. E.g. if payment is delayed due to a technical outage impacting electronic banking systems.
8. The Cashback 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 Cashbacks for multiple properties that they own, provided all other T&C are met.
 - b. Limits in the Promotion Schedule (Table 1; appliance limits, Cashback limits) apply per metered property. If there are several dwellings on a property served by a single meter, this is classed as a single property and the limits outlined in the Promotion Schedule apply to these dwellings as a whole.
 - c. For the purpose of Cashback Application, a "small business" is generally defined as an enterprise employing fewer than 20 employees (per the definition set by the Australian Bureau of Statistics).
9. Cashbacks 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 network owned by AGN.
 - a. AGN shares ownership of the gas distribution network in Victoria, New South Wales, and Queensland, so only properties situated in AGN's network region are eligible for this Cashback Promotion. Eligible postcodes are listed in this attachment. A small number of postcodes are only partially owned by AGN (separated for easy identification), and customers should contact the Natural Gas Marketing Team to verify eligibility for these postcodes. E.g. Postcode 3064 Mickleham is AGN-owned, however, postcode 3064 Roxburgh Park is owned by another natural gas distributor (Ausnet) and is therefore ineligible for AGN's Cashback Promotion.
 - 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.

10. Properties connected to LNG (liquid natural gas) or LPG (liquefied petroleum gas) are not eligible for the Cashback Promotion, unless they are connecting to natural gas and replacing (or converting) their LNG or LPG appliances to natural gas.
11. The Cashback Promotion is not valid in conjunction with any other AGN offers or promotions.
12. A Cashback will not be approved if we deem the appliance for which a Cashback is being claimed has been used as part of a previous Cashback claim. If multiple Cashback claims with the same appliance information is received, we reserve the right to delay Cashback payment pending investigation and refuse payment as necessary.
13. A Cashback will not be approved if a natural gas ‘rebate’ (financial discount) has been offered or redeemed by a third party, for the sale and/or installation of a natural gas appliance, or if offered for the installation of consumer pipework associated with a natural gas connection. The Cashback Promotion is a restructured version of the Appliance Rebate Campaigns run by AGN (the main difference being the Cashback Promotion allows customers to claim direct, rather than through third parties, such as gasfitters and appliance retail stores that have signed up to AGN’s Appliance Rebate Campaign), so we acknowledge some overlap between the two programs may occur.
14. A Cashback 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 Cashback Promotion.
15. Once a specific Cashback Promotion has reached its end date (as listed in Table 1 - Promotion Schedule), there will be a 2 month grace period (“Grace Period”) given for customers to finalise appliance installation and lodge a Cashback claim, for eligible appliances purchased within the relevant Cashback Promotion period. Grace Periods for claim lodgement by individual Cashback Promotion are listed in Table 2 below.

Table 2. Grace Periods for Cashback Claims.

Claims must be lodged by 5.00pm ACST on the last day of the Grace Period.

Cashback promotion	Cashback promotion period	Grace Period end date
AGN cashback for new natural gas connection customers	1 January 2020 to 13 December 2020	13 February 2021
AGN cashback for additional natural gas appliances	<p>Cashback promotion period for hot water is 1 January 2020 to 13 December 2020</p> <p>Cashback promotion period for \$100 cashback is 1 January 2020 to 13 December 2020</p> <p>Please note. The cashback promotion period for flued heating and for ducted central heating/hydronic heating is not yet open.</p>	<p>13 February 2021 (hot water cashback claims)</p> <p>13 February 2021 (for \$100 cashbacks for Category B appliances)</p> <p>The Grace Period for \$500 heating cashbacks under this Cashback Promotion will be announced once this promotion commences (this offer is currently closed).</p>
AGN cashback for Mildura natural gas customers	1 January 2020 to 31 July 2020	30 September 2020
AGN cashback for southern NSW natural gas customers	1 January 2020 to 31 July 2020	30 September 2020
AGN cashback for QLD natural gas customers	1 January 2020 to 13 December 2020	13 February 2021
AGN cashback for SA new home heating	1 January 2020 to 13 December 2020	13 February 2021

16. It is the responsibility of the customer to ensure they submit a complete application. If the claim is sent by post, the customer is responsible to ensure it is received by AGN's Natural Gas Marketing Team by the end of the Grace Period for claim lodgement. Any costs associated with claiming a Cashback is the responsibility of the customer.
17. The once-off \$500 connection bonus is open only to Existing Build properties that are connecting to natural gas for the very first time, and will only be granted with the connection of at least one natural gas appliance.
- If a dwelling is re-connecting to natural gas (e.g. after a renovation, or its gas meter is being 'turned back on'), this is not classed as a first time connection and it will not be eligible for the Cashback offer for new gas connection customers (which includes the \$500 connection bonus). The only exception will be if gas has been disconnected for 3 years or more, and only if prior approval is acquired from the Natural Gas Marketing team.
 - An Existing Build property that has connected to natural gas for the first time will be considered a 'new gas service' property for up to 6 months after the meter installation date. Once this period has lapsed, the property will be considered an 'existing service' property and will no longer qualify for the Cashback offers under the **Cashback for new natural gas connection customers** (refer to Table 1 - Promotion Schedule).
18. Cashbacks will only be approved and paid for fully connected natural gas appliances installed within the relevant Promotion Period, or by the end of the Grace Period (refer Table 1 - Promotion Schedule and Table 2 - Grace Periods for Cashback Claims). No Cashback will be paid for bayonet points or gas points for future connections. The installation date will be determined as provided 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.
19. A Cashback claim can be made in relation to appliances converted from LPG to natural gas.
20. We do not endorse any particular form, brand, model, or energy rating (such as 'star rating') of natural gas appliances.
21. The \$500 Cashback for natural gas hot water can only be claimed for natural gas hot water systems that are fuelled solely by natural gas, and which replace a non-natural gas hot water system (e.g. electric hot water system, solar hot water system). No Cashback will be paid for natural gas hot water if that appliance is a replacement of a previous natural gas hot water system. Per Clause 6 and the Promotion Schedule (Table 1), a \$100 cashback can be claimed for natural gas-boosted solar hot water appliances if installed in an Existing Build connected to AGN's network. New Builds are excluded from any natural gas hot water Cashback offer.
22. Only flued natural gas space heaters (e.g. decorative log fire, wall furnace, space heater) qualifies for the \$500 Cashback amount. However, per Clause 6 and the Promotion Schedule (Table 1), a \$100 Cashback can be claimed for unflued portable natural gas heaters if this appliance is installed in an Existing Build connected to AGN's network (or in a New Build connected to AGN's network in SA).
23. No Cashback is claimable for replacing a natural gas appliance with another natural gas appliance of the same general type, even if the installation is in a different location of the property. E.g. if a space heater is removed from one room and a new space heater is installed in another part of the house, this is still considered to be a replacement and does not comply for a Cashback. Similarly, replacing a natural gas storage hot water system with a natural gas instantaneous hot water system would be classed as a direct replacement, and this would not qualify for a Cashback.
24. Downgrading from a natural gas central heater or a natural gas hydronic heating system to a natural gas room heater (e.g. gas log fire) will not qualify for a Cashback.
25. If a hydronic heating system provides both central heating of the home and hot water heating, only one Cashback will be payable for its purchase and installation. A separate Cashback for hydronic heating and a separate Cashback for hot water for

this kind of installation will not be approved.

26. All gas works must be completed by a licensed gasfitter, and a Gas Certificate of Compliance (also called 'Gas Compliance Certificate', 'Gas System Compliance Certificate', etc. depending on the issuing state or territory; 'Gas Certificate of Compliance' is used interchangeably with these other names in this set of T&C) is required for each appliance for which a Cashback is being claimed.
27. A proof of purchase (e.g. receipt) and installation invoice (or similar) must also be provided for each appliance for which a Cashback is being claimed. In situations where natural gas has been connected and/or appliances have been installed as part of a significant renovation job by a third-party, we will accept a letter (or similar) from that third-party outlining the scope of work completed.
28. A gas meter number or Meter Installation Registration Number (commonly referred to as a 'MIRN') must be provided as part of a Cashback claim in order to verify the location of the customer's gas service. Failure to provide this information may delay review of a Cashback claim or result in rejection of this claim. Review of a Cashback claim may also be delayed if we are not able to verify that the customer's gas service has registered recent natural gas consumption.
29. We may use a customer's personal information or may contact them to verify details of a Cashback claim. All Cashbacks are subject to final approval, so we reserve the right to request additional information from the customer to support a Cashback claim. We may also review the natural gas history (including gas consumption) of a customer's property to verify all T&C are satisfied.
30. We will collect personal information in order to conduct the Cashback 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. Cashback 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 at (cashback@agnpromotions.com.au). The full Privacy Policy for this promotion can be found here: <https://www.australiangasnetworks.com.au/privacy-policy>
31. Nothing in these T&C are 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 (including its officers, employees, agents, and third-party service providers such as DMC) 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 Cashback Promotion, 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); (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); (e) any tax liability incurred by a Cashback Application or Payment; or (f) participating in the Cashback Promotion or use of a Cashback payment.
32. We may cease the Cashback Promotion (or vary any of the T&C) at our discretion, provided 7 days' prior written notice is given on the Promotions page of the Australian Gas Networks website and on the Cashback website (www.agnpromotions.com.au). If we conclude the Cashback Promotion early, all eligible appliances purchased within the revised promotional period will be eligible for Cashback, provided they are installed and an application lodged within 2 months of the conclusion of the promotion. All usual T&C still apply.
33. Our decision on all matters pertaining to this Cashback Promotion is final and binding. No correspondence will be entered into.