

## 2023 Multinet Gas Networks Natural Gas Rebate Campaign Letter of Offer

We are pleased to invite your business to register in the 2023 Multinet Gas Networks Natural Gas Rebate Campaign ("**2023 MGN Rebate Campaign**") offered by Multinet Gas (DB No.1) Pty Ltd and Multinet Gas (DB No.2) Pty Ltd trading as Multinet Gas Distribution Partnership ("**Multinet Gas Networks or MGN**") (ABN 53 634 214 009). MGN is part of the Australian Gas Infrastructure Group (AGIG) family of companies.

To participate in the 2023 MGN Rebate Campaign, please read this Letter of Offer ("**Agreement**") in full and return a signed copy of the **Acceptance Agreement** as found at the end of this document. The 2023 MGN Rebate Campaign will run from 1 January 2023 to 31 December 2023 ("**Campaign Period**"). There is no cost to register.

### OVERVIEW

Subject to the [Terms and Conditions](#) ("**T&C**") set out in this Agreement, participating businesses ("**Suppliers**") will be entitled to claim monetary incentives from MGN on behalf of their customers who connect eligible natural gas appliances ("**Appliance Rebate**"); plus if the property type qualifies, a further \$500 incentive for dwellings connecting to natural gas for the first time ("**Connection Bonus**"). The value and availability of incentives varies, depending on the appliance being installed, the property type, and the gas connection type. Appliances must be installed at an eligible address to qualify for this offer.

Full eligibility criteria, promotion period and claim deadlines for incentives are set out in the [Terms and Conditions](#) section of this document (starting on Page 6). Suppliers are welcome to contact the Natural Gas Rebate Team to confirm rebate eligibility before offering a discount to their customers (see [Contact Details](#) on Page 12). Participating businesses may also choose to direct their customers to MGN's cashback website to claim incentives direct, to alleviate their involvement.

The 2023 MGN Rebate Promotion is an amalgamation of 3 sub-campaigns, namely:

- 1. MGN's 2023 Existing Home Rebate Campaign.** This Campaign specifically covers existing homes in Victoria that are connected (or connecting) to the gas distribution network owned by MGN.
- 2. MGN's 2023 New Estate Rebate Campaign.** This Campaign covers new build dwellings and specifically relates to projects within a New Estate development in MGN's gas distribution area.
- 3. MGN's 2023 Infill Redevelopment Rebate Campaign.** This Campaign covers new build dwellings in an established residential area within MGN's gas distribution area which is vacant, or has been demolished or subdivided for redevelopment e.g. a knock-down rebuild.

Offers relating to each of these sub-campaigns are summarised in [Table 1](#), [Table 2](#) and [Table 3](#) respectively (pages 3 to 4).

The 2023 MGN Rebate Campaign is only available to customers who are connected to (or are connecting to) the natural gas reticulation system ("**Network**") owned by MGN. Please note that there is more than one natural gas distributor operating in Victoria, and so it is therefore important to confirm that your customer's connection address is covered by MGN's Network before offering an Appliance Rebate or Connection Bonus. [Attachment 1](#) (Page 13) can be used to determine which postcodes are in MGN's Network.

- MGN's sister company, Australian Gas Networks ("**AGN**") offers a similar promotion to homes within their natural gas network (which includes part of the Melbourne CBD, the Mornington Peninsula, and regional centres such as Shepparton, Wodonga, Mildura, Bairnsdale). There is a map included in [Attachment 1](#) that provides a visual overview of AGN's footprint in Victoria and New South Wales. If you install appliances in these areas and want more information, please call 1300 001 001 (Option 7).

The 2023 MGN Rebate Campaign aims to increase penetration and household consumption by incentivising customers to install additional natural gas appliances. The Connection Bonus is intended to assist customers connect to natural gas by reducing the cost of the consumer pipework. While these monetary incentives are for the customer, key benefits to registering your business to the 2023 MGN Rebate Campaign are:

- You can use Appliance Rebates and the Connection Bonus to offer a more competitive price to eligible customers;
- You will have access to marketing materials (e.g. flyers, brochures, vehicle magnets, counter stands, pull up banners and digital tiles for social advertising);
- You will be eligible to apply for advertising subsidies from MGN when they are available, to further promote natural gas installations;
- You may be invited to exclusive networking events throughout the year; and
- You will have a point of contact in MGN to assist you with gas-related enquiries.

## **SCOPE OF CAMPAIGN**

While this campaign primarily focusses on residential dwellings, the promotion may also be extended to small businesses (e.g. a hairdressing salon, café), provided no other marketing incentive has been offered to the business by MGN (e.g. a conversion subsidy via MGN's Industrial/Commercial division). Should you need to determine if a business has been offered other financial support, please contact our Natural Gas Rebate Team (see section [Contact Details](#), Page 12).

### **Promotion Period**

The Promotion Period for the 2023 MGN Rebate Campaign is 1 January 2023 to 31 December 2023. Appliance Rebates can be offered for eligible appliances sold up to (and including) the end of the Promotion Period.

### **Claim Deadline**

The Promotion Period for the Queensland Existing Home Rebate Promotion 2023 is 1 January 2023 to 31 December 2023. Appliance Rebates can be offered for appliances sold up to (and including) the end the Campaign Period.

Suppliers who facilitate payment of Appliance Rebates for their customers (e.g. by offering post-of-sale discounts) need to adhere to the following timeline for successful claim reimbursement:

- Any eligible natural gas appliance installed between 1 January 2023 and 31 October 2023 must be claimed by 31 December 2023.
- Any eligible natural gas appliance installed between 1 November 2023 and 31 December 2023 will have a 2 month grace period, and must be claimed by 28 February 2024.

Suppliers should keep these timelines in mind when they are referring customers to claim rebates direct from MGN as a cashback (Suppliers can simply advise deadlines apply, then refer customers to MGN's website for this information).

Specific requirements pertaining to claim reimbursement are outlined on page 10 – [Claims Administration](#).

## Summary of Offers

Appliance Rebate and Connection Bonus offers are summarised in the following 3 tables, by property type.

**Table 1: Summary of 2023 MGN Rebate Offer for Existing Homes**

**Existing home** (or dwelling) is defined as an established building or structure. This category includes major renovation and extension projects being undertaken by a builder.

Table 1. Existing Home Offer – Promotion Period: 1 January 2023 to 31 December 2023	
Valid Natural Gas Appliances	Rebate Value <sup>1</sup>
Natural gas hot water	<p>1 x \$500 rebate is payable when a new (not replacement) dedicated natural gas hot water system is installed in an existing home. i.e. excludes gas-booster solar hot water (this appliance only qualifies for a \$250 rebate; no rebate is payable if a dedicated natural gas hot water system is downgraded to a gas-booster solar hot water system).</p> <p>However, only a \$100 rebate applies when:</p> <ul style="list-style-type: none"> <li>The property already has a natural gas hot water system installed and subsequent units are installed (regardless if the first hot water system received any rebates in the past)</li> </ul> <p>No rebate will be paid if a dedicated natural gas hot water system is replaced with another dedicated natural gas hot water system (i.e. like-for-like replacement).</p>
Natural gas flued room heating (e.g. space heaters, gas log fire, wall furnace)	<p>1 x \$500 rebate is payable when a new (not replacement) natural gas flued room heater is installed in an existing home.</p> <p>However, only a \$250 heating rebate applies when:</p> <ul style="list-style-type: none"> <li>The new flued room heater replaces a pre-existing flued room heater (regardless of location in the home). If a Supplier believes the pre-existing heater to be defunct for more than 12 months, they should contact the Natural Gas Rebate Team. In these circumstances MGN may approve a \$500 rebate; or</li> <li>Additional gas heating is installed (e.g. multiple gas heaters are installed or if there is already a form of gas heating in the home).</li> </ul> <p>Upgrading from unflued/portable heating to a flued room heater qualifies for a \$500 rebate, however, Suppliers are advised to contact the Natural Gas Rebate Team for pre-approval (photo proof may be required).</p> <ul style="list-style-type: none"> <li>No rebate is payable if natural gas flued room heating is downgraded to unflued/portable room heating.</li> </ul>
Natural gas whole of home heating (e.g. ducted or hydronic heating systems)	<p>1 x \$500 rebate is payable when a new (not replacement) natural gas whole of home heating is installed (e.g. ducted or hydronic heating systems).</p> <p>Upgrading from flued room heating or unflued/portable heating to whole of home heating will qualify for a \$500 rebate.</p> <p>However, only a \$250 heating rebate applies when:</p> <ul style="list-style-type: none"> <li>The new whole of home heating system replaces a pre-existing whole of home heating system. If a Supplier believes a pre-existing whole of home heating system has been defunct for more than 12 months, they should contact the Natural Gas Rebate Team. In these circumstances MGN may approve a \$500 rebate.</li> </ul> <p>No rebate is payable if a whole of home heating system is downgraded to flued or unflued/portable room heating.</p>
Natural gas pool or spa heating	<p>A \$500 rebate is payable when a natural gas pool or spa heater is installed.</p> <p>A \$500 rebate applies for additional or replacement units that are installed. Note: if the system heats a combined pool and spa, only 1 x \$500 rebate is payable.</p>
Any other natural gas appliance fully connected	<p>A \$250 rebate for each eligible appliance installed can be claimed. No limit applies.</p> <p>Appliances include but are not limited to: barbeque, cooktop, oven, clothes dryer, gas-booster solar hot water, radiant patio heaters, pizza oven, grill.</p> <p>Note: this offer excludes additional hot water systems and unflued/portable gas heaters – for these appliance types, the offer is \$100, only.</p>
New Connection Bonus	<p>A once-off \$500 bonus is payable when an established home connects to natural gas for the first time.</p> <p>A gas meter must be installed and/or commissioned in conjunction with at least one natural gas appliance during the Promotion Period for the Connection Bonus to be payable.</p> <p>Re-connections DO NOT comply. However, properties disconnected for more than 3 years may be considered on individual merit (contact the Natural Gas Rebate Team for approval <b>prior</b> to offering this bonus to customers).</p>

<sup>1</sup> Limits as specified apply per metered address. Rebate must be claimed per the timelines set out in the T&C of this Agreement; all claims subject to full T&C (starting page 6).

**Table 2: Summary of 2023 MGN Rebate Offer for New Builds (specifically within New Estates)**

**New Estate** is defined as a parcel of land divided into numerous blocks for residential development.

<b>Table 2. New Build Offer (New Estates) – Promotion Period: 1 January 2023 to 31 December 2023</b>	
<b>Valid Natural gas Appliances</b>	<b>Rebate Value<sup>1</sup></b>
Flued room heating (e.g. space heaters, gas log fire, wall furnace)	1 x \$500 rebate is payable when a natural gas flued room heater is installed in an existing home. A \$250 rebate is payable for each additional natural gas flued room heater installed.
Whole of home heating (e.g. ducted or hydronic heating systems)	A \$500 rebate is payable for each natural gas whole of home heating system installed (e.g. ducted or hydronic heating). It is recognised that at times, multiple systems may be required to adequately heat a large or multi-storey home.
Unflued portable heating	A \$100 rebate is payable for each natural gas unflued portable heating appliance installed.
Pool or spa heating	A \$500 rebate is payable for each natural gas pool or spa heater installed. Note: if the system heats a combined pool and spa, only 1 x \$500 rebate is payable.
Outdoor living	A \$250 rebate is payable for each alfresco cooking appliance e.g. barbeque, gas hob, pizza oven, grill.  A \$250 rebate is payable for each outdoor natural gas heating appliance e.g. radiant patio heater, fire pit, fire table.
Clothes Dryer	A \$250 rebate is payable for each natural gas clothes dryer.
<b>Important: Connection bonus, hot water and indoor cooking Appliance Rebates are excluded from this promotion for New Builds within New Estates.</b>	

<sup>1</sup> Limits as specified apply per metered address. Rebate must be claimed per the timelines set out in the T&C of this Agreement; all claims subject to full T&C (starting [Page 6](#)).

**Table 3: Summary of 2023 MGN Rebate Offer for New Builds (specifically within Infill Redevelopments)**

**Infill Redevelopment** is defined as a block in an established residential housing area which is vacant, or has been demolished or subdivided for redevelopment e.g. a knock-down rebuild project.

<b>Table 3. New Build Offer (Infill Redevelopment) – Promotion Period: 1 January 2023 to 31 December 2023</b>	
<b>Valid Natural Gas Appliances</b>	<b>Rebate Value<sup>1</sup></b>
Natural gas hot water	1 x \$500 rebate is payable when a dedicated natural gas hot water system is installed in an infill redevelopment new build i.e. excludes gas-boosted solar hot water (this qualifies for a \$250 rebate). A \$100 rebate is payable for each additional natural gas hot water system installed.
Flued room heating (e.g. space heaters, gas log fire, wall furnace)	1 x \$500 rebate is payable when a natural gas flued room heater is installed in an existing home. A \$250 rebate is payable for each additional natural gas flued room heater installed.
Whole of home heating (e.g. ducted or hydronic heating systems)	A \$500 rebate is payable for each natural gas whole of home heating system installed (e.g. ducted or hydronic heating). It is recognised that at times, multiple systems may be required to adequately heat a large or multi-storey home.
Unflued portable heating	A \$100 rebate is payable for each natural gas unflued portable heating appliance installed.
Pool or spa heating	A \$500 rebate is payable for each natural gas pool or spa heater installed. Note: if the system heats a combined pool and spa, only 1 x \$500 rebate is payable.
Any other natural gas appliance fully connected	A \$250 rebate for each eligible appliance installed can be claimed. No limit applies.  Appliances include but are not limited to: barbeque, cooktop, oven, clothes dryer, radiant patio heaters, pizza oven, grill.  Note: this offer excludes additional hot water systems and unflued/portable gas heaters – for these appliance types, the offer is \$100, only.
New Connection Bonus	A once-off \$500 bonus is payable when an infill redevelopment build connects to natural gas for the first time.  A gas meter must be installed and/or commissioned in conjunction with at least one natural gas appliance during the Promotion Period for the Connection Bonus to be payable.

<sup>1</sup> Limits as specified apply per metered address. Rebate must be claimed per the timelines set out in the T&C of this Agreement; all claims subject to full T&C (starting [Page 6](#)).



## GLOSSARY OF KEY WORDS

For the purposes of the current document (including T&C below and all attachments), the following definitions apply:

- **"Agreement"** refers to this Letter of Offer and includes T&C and all attachments.
- **"Appliance Rebate"** defines the monetary incentive received as part of a payment for a good or service, if set conditions are met. **"Cashback"** is equivalent to **"Appliance Rebate"**, the main difference being that **"Cashbacks"** generally refer to appliance rebates that are claimed by customers direct from MGN through the cashback system/website.
- **"Audit"** refers to the checks performed by MGN to ensure submitted rebate claims are legitimate, in accordance with Campaign T&C.
- **"Campaign Period"** or **"Promotion Period"** refers to the defined period of time in which the 2023 MGN Rebate Campaign will run. Appliance Rebates will only be approved for eligible appliances purchased no later than the end date of the Campaign Period. Appliance installation and a rebate claim must be finalised by the Claim Deadline to be payable.
- **"Claim Deadline"** refers to the date Appliance Rebates, Connection Bonus and Cashback claims are required to be lodged with MGN for processing. The Claim Deadline will be 8 weeks after the Promotion Period has concluded, unless otherwise agreed with an applicant.
- **"Connection Type"** refers to the gas connection classification of a property, at the time a rebate is offered and the appliance is installed.
  - An **existing gas connection** denotes a property where the gas service has been connected for greater than 6 months. Properties re-connecting to natural gas (e.g. after renovations or debt recovery) fall under this category.
  - A **new gas connection** denotes a property where the gas service has been connected for less than 6 months. Unless prior approval has been sought, an existing home re-connecting a gas service is classified as an **existing gas connection** (and a connection bonus will not apply).
- **"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.
- **"New Connection Bonus"** refers to the monetary incentive offered when a customer connects an eligible property to natural gas for the first time. However, if a property has been disconnected from gas for more than 3 years, a special approval may be granted if applied and approved in advance by the [Natural Gas Rebate Team](#).
- **"Occupancy Permit"** refers to the document issued by your building surveyor to confirm that the building is suitable for occupation.
- **"Participating Business"**, **"Participating Supplier"**, **"Supplier"**, or **"You"**, refers to a business who registers for the 2023 MGN Rebate Campaign and is subsequently accepted into the program by MGN, which enables them to offer Appliance Rebates and the Connection Bonus to eligible customers (subject to all T&C of the Campaign being met).
- **"Property Type"** refers to three classifications of a property for the purpose of this Campaign:
  - **Existing home** (or dwelling) means an established building or structure. This category includes major renovation and extension projects via builders. For the purpose of the 2023 MGN Rebate Promotion, a new build property is considered an existing home on the day that falls 1 month after the date of the Occupancy Permit/handover.
  - **New Estate build** denotes a new construction within a parcel of land divided into numerous blocks for residential development.
  - **Infill Redevelopment build** denotes a new construction on a block in an established residential area which is vacant, or has been demolished or subdivided for redevelopment (e.g. a knock-down rebuild project).

## TERMS AND CONDITIONS, 2023 MGN REBATE CAMPAIGN

Explanation of the campaign offer and how to claim an Appliance Rebate/Connection Bonus form part of these T&C, and participation in the 2023 MGN Rebate Campaign is deemed acceptance of these same T&C. Suppliers should familiarise themselves with the T&C set out under Sections A-G. If Suppliers are unsure about any of these T&C, they can contact the Natural Gas Rebate Team for clarification (see [Contact Details](#) on Page 12).

### Section A: Terms and Conditions – General

The following T&C are general to the 2023 MGN Rebate Campaign. Further T&C apply to specific rebate offers, and Suppliers should make sure to read the T&C set out under Section B through to Section G to ensure Appliance Rebates and/or Connection Bonuses are correctly offered.

1. Nothing in the 2023 MGN Rebate Campaign relieves you of any obligations you have by law to ensure appliances you sell comply with all applicable laws, or your obligations to comply with the requirements of consumer protection laws.
2. The price at which you sell appliances is entirely a matter for you and nothing in the 2023 MGN Rebate Campaign regulates the price at which you choose to sell appliances.
3. Appliance Rebates and/or Connection Bonus are only extended to customers who are connected (or are connecting) to the natural gas reticulation system owned by MGN. See [Attachment 1 \(Page 13\)](#).
4. To qualify for an Appliance Rebate, the appliance must be acquired by the end date of the Promotion Period. If the Supplier elects to facilitate rebate payment for the customer (e.g. by offering the rebate to the customer as a point-of-sale discount then invoicing MGN for reimbursement), the Supplier must lodge the claim paperwork no later than 31 October 2023 (i.e. by the Claim Deadline), unless an extension is agreed with MGN. MGN will email registered Suppliers a reminder as Claim Deadline approaches (using contact details provided in the Acceptance Agreement).
5. Appliances installed before the 2023 MGN Rebate Promotion Period commences will not qualify for an Appliance Rebate.
6. Conversion of an LPG appliance to natural gas will be eligible for an Appliance Rebate (subject to all other T&C being met).
7. Where limits are specified for Appliance Rebates and the Connection Bonus, limits apply “per connection” or “per metered address”, i.e. if there are several dwellings on a property with a single meter (e.g. a granny flat), they are classed as a “single connection” (single property).
8. A customer may claim an Appliance Rebate for multiple properties, provided they have legitimate authority to do so.
9. Availability of rebates for replacement appliances varies by appliance type.
  - a) Rebates are offered to installations of new or replacement indoor heating, and to new or replacement pool and spa heating appliances. Refer to Sections D and E for more detail, noting values for replacement appliances may vary compared with a first-time installation.
  - b) For all other appliances, no rebate is payable if the natural gas appliance is replacing another natural gas appliance of the same general type (like-for-like replacements); e.g. replacing a natural gas storage hot water system with a natural gas instantaneous hot water system.
10. Appliance Rebates do not apply to downgrade installations. Common examples of downgrades include: replacing a natural gas whole of home heating system (e.g. ducted heating) with a flued room heater, or replacing a dedicated natural gas hot water system with a gas-boosted solar model.
11. Ensure that customers (for whom you intend to claim the Appliance Rebate and/or Connection Bonus for) are aware of the quantum of the rebate amount, and of the fact it is being paid by MGN.
12. The 2023 MGN Rebate Campaign is based on ‘supply and install’ of appliances. In cases where the customer has supplied the appliance and you are undertaking an install-only job, a purchase receipt, serial number, or photo of the installed appliance (preferably showing the serial number), should be included with the claim paperwork.



- 13.** It is the Supplier's responsibility to submit rebate claims in the correct format. Where the Supplier has not provided sufficient information for a claim to be processed (which will be determined at the discretion of MGN) it may result in delay or rejection. Claim requirements are set out in the [Claims Administration](#) section of this Agreement.
- 14.** MGN reserves the right to request additional information from Suppliers (or their customer) to support a rebate claim. We may also review the natural gas history (including gas consumption) of a customer's property to verify all T&C are satisfied, and we reserve the right to delay or reject payment of a claim if information indicates the claim is in breach of these T&C.
- 15.** All Appliance Rebate and/or Connection Bonus claims are subject to final approval from MGN. It is the Supplier's responsibility to ensure they only offer rebates to eligible installations/customers, and to ask customers what other natural gas appliances are already installed at their property to help ascertain validity of a rebate. If Suppliers are unsure whether a rebate is valid, they are advised to contact the Natural Gas Rebate Team for confirmation, or direct their customer to apply for a cashback.
- 16.** To assist the Campaign to meet obligations under the Privacy Laws, you should provide a copy of the Privacy Act Statement (Privacy Policy; refer [Attachment 2, Page 15](#)) to each customer for whom you intend to claim an Appliance Rebate for, and also inform your customer that MGN may contact them to verify details pertaining to their claim. An electronic version of the Privacy Act Statement is available from the Natural Gas Rebate Team, or online at [www.multinetgas.com.au](http://www.multinetgas.com.au)
- 17.** If the Supplier elects to advise customers to claim rebates direct from MGN, the Supplier should refer their customer to MGN's website for the Campaign T&C, and the deadline for lodging their application.
- 18.** MGN may withdraw the 2023 MGN Rebate Campaign or vary any of the conditions in any way it considers fit, by providing you with 7 days' written notice to the postal or email address you provide in the Acceptance Agreement (Attachment 3, Page 16).
- 19.** Nothing in the 2023 MGN Rebate Campaign prevents or restricts MGN from promoting sales of natural gas appliances in any other way they think fit, including but not limited to, promoting, or participating in other incentive schemes (which may or may not include you), or by offering incentives to other retailers, gas fitters, plumbers or tradespersons.

## **Section B: Terms and Conditions – Connection Bonus**

Further to the T&C set out under ['Section A: General T&C'](#) (see Page 6), the following also apply specifically to the Connection Bonus offer of the 2023 MGN Rebate Campaign:

- 20.** A once-off \$500 connection bonus is available only to eligible properties connecting to natural gas for the first time. The gas meter must be installed and/or commissioned in conjunction with at least one natural gas appliance for the connection to be considered complete, and for the Connection Bonus to be payable. Eligible properties include:
  - a) Existing properties connecting to natural gas for the first time; and
  - b) Infill Redevelopment projects - defined as a block in an established housing area which is vacant, or has been demolished or subdivided for redevelopment e.g. a knock-down rebuild project. Note: New Estate builds are excluded from this offer. Refer to [Table 2](#) and [Table 3](#).
- 21.** A limit of 1 x Connection Bonus is payable per eligible metered address.
- 22.** Properties re-connecting to natural gas are not considered a new gas connection unless special approval from the Natural Gas Rebate Team has been obtained. Properties disconnected for more than 3 years will be considered on individual merit, e.g. if consumer pipework needs to be replaced.
- 23.** The Connection Bonus must be claimed by the [Claim Deadline](#).
- 24.** The Connection Bonus cannot be claimed for new connections completed prior to 1 January 2023 unless the installation date is within the Grace Period set out in the 2022 MGN Rebate Campaign.
- 25.** If a gas meter was installed at a property prior to the Promotion Period and no appliances were connected at that time, a Connection Bonus may apply. Contact the Natural Gas Rebate Team to verify eligibility.



## Section C: Terms and Conditions – Hot Water Rebates

Further to the T&C set out under [‘Section A: General T&C’](#) (see Page 6), the following also apply specifically to the Hot Water Rebate offer of the 2023 MGN Rebate Campaign:

- 26.** The promotion period is 1 January 2023 to 31 December 2023.
- 27.** Hot water Appliance Rebates and all T&C in Section C apply only to the following eligible property types:
  - Existing properties; and
  - Infill Redevelopment projects - defined as a block in an established housing area which is vacant, or has been demolished or subdivided for redevelopment e.g. a knock-down rebuild project.
- 28.** New Estate builds are excluded from this offer.
- 29.** 1 x \$500 Appliance Rebate is available to eligible properties for installation of a dedicated natural gas hot water system, provided that:
  - The new system is an upgrade of a non-natural gas hot water system (e.g. replacing electric, or conversion of an LPG system, not a replacement of a natural gas hot water system);
  - No natural gas hot water systems are already installed at the property (additional units receive a \$100 rebate); and
  - No hot water rebates have been paid to the address in the past.
- 30.** If a gas-boosted solar hot water system is installed in place of a non-natural gas hot water system, the Appliance Rebate payable is \$250, provided it is the only hot water service connected to natural gas.
- 31.** A \$500 Appliance Rebate is available if a customer upgrades their main hot water system from a gas-boosted solar model by replacing it with a dedicated natural gas hot water system. However:
  - No rebate is payable if a dedicated natural gas hot water system is replaced with a gas-boosted solar hot water system (this installation is a ‘downgrade’ under the 2023 MGN Rebate Campaign).
  - If there is another natural gas hot water system at the property, the maximum rebate payable is \$100 (additional hot water classification).

## Section D: Terms and Conditions – Heating

Further to the T&C set out under [‘Section A: General T&C’](#) (see Page 6), the following also apply specifically to the Heating Rebate offer of the 2023 MGN Rebate Campaign:

- 32.** The promotion period is 1 January 2023 to 31 December 2023.
- 33.** A property can qualify for 1 x \$500 Appliance Rebate for the first flued heater installed plus 1 x \$500 Appliance Rebate for the first whole of home heater installed subject to other T&C being met.
- 34.** In cases where there is already a natural gas flued heater in use at the property and a new (not replacement) natural gas flued room heater type is added during the 2023 MGN Rebate Campaign, the rebate payable is \$250 (irrespective of whether the previous heater has already received a rebate from MGN prior).
- 35.** In cases where there is natural gas flued room heating already in use at an existing property and a new natural gas whole of home system (e.g. ducted heating) is added during the 2023 MGN Rebate Campaign (or is an upgrade of the natural gas flued room heater), the rebate payable is \$500.
- 36.** Replacement natural gas flued room heaters and natural gas whole of home heating systems can qualify for an Appliance Rebate of \$250. If the heater being replaced is defunct and has been non-operational for a minimum of the last calendar year (excluding non-usage due to renovations or property vacancy) and it is the only natural gas heater at the property, an Appliance Rebate at the full rate of \$500 may be offered (provided no heating rebates have been paid to the address previously). In these circumstances, Suppliers should contact the Natural Gas Rebate Team for pre-approval.
- 37.** No Appliance Rebate will be paid if the new heater is a downgrade of the previous heater. Specifically, Appliance Rebates cannot be offered if: a natural gas whole of home heating system is replaced with either natural gas flued or unflued portable room heating, or if a natural gas flued room heater is replaced with an unflued portable room heater.
- 38.** In cases where there is a natural gas whole of home heating system already in use at an existing property and a new (not replacement) natural gas whole of home heating system is added during the 2023 MGN

Rebate Campaign to heat a separate or additional section of the home, the rebate payable is \$500. In such cases, MGN reserves the right to request proof to support the installation applies.

- 39.** Upgrading from unflued portable heating by replacing it with a flued or whole of home heating system will qualify for a \$500 rebate (provided there is no other natural gas heating in the home). MGN reserves the right to request proof that the previous heater was unflued or portable.
- 40.** If a hydronic heating system is installed that provides both heating of the home and hot water heating, the customer will be eligible for one Appliance Rebate, only (i.e. a claim for both the hot water and whole of home heating Appliance Rebate will not be approved for this type of installation).

### **Section E: Terms and Conditions – Pool and Spa Heating**

Further to the T&C set out under '[Section A: General T&C](#)' (see Page 6), the following also apply specifically to the Pool and Spa Heating Rebate offer of the 2023 MGN Rebate Campaign:

- 41.** The promotion period is 1 January 2023 to 31 December 2023.
- 42.** A \$500 Appliance Rebate is available for the installation of a natural gas pool heater or a natural gas spa heater. Additional units of either will also qualify for a separate \$500 Appliance Rebate, however, only a single \$500 rebate will apply if the natural gas heating system is for a combined pool/spa.
- 43.** Replacement natural gas pool or spa heating will be offered an Appliance Rebate of \$500.

### **Section F: Terms and Conditions – \$250 Appliance Rebate Offer (specific to Existing Homes and Infill Redevelopment)**

Further to T&C set out under '[Section A: General T&C](#)' (see Page 6), the following T&C also apply to the \$250 Appliance Rebate Offer (specific to Existing Homes and Infill Redevelopment) of 2023 MGN Rebate Campaign:

- 44.** The promotion period is valid from 1 January 2023 to 31 December 2023.
- 45.** The Appliance Rebates and T&C in Section F apply only apply to the following property types:
- Existing properties; and
  - Infill Redevelopment projects - defined as a block in an established housing area which is vacant, or has been demolished or subdivided for redevelopment e.g. a knock-down rebuild project. Note: these offers exclude New Estate builds. Refer to Section G for offers permitted to New Estate builds.
- 46.** A \$250 Appliance Rebate is available for the installation of each new (not replacement) natural gas appliance not covered by Sections C-E, installed in an eligible property. Some examples of natural gas appliances qualifying for the \$250 offer include cooktops (indoor or alfresco installations), barbeque, outdoor radiant heating, gas clothes dryer. Reminder: additional natural gas hot water and unflued portable gas heating only qualify for a \$100 rebate.
- 47.** If a natural gas cooking appliance is a combined cooktop and oven appliance, this is classed as a single appliance and only a \$250 Appliance Rebate applies.
- 48.** There is no limit to the number of \$250 rebates that a property can claim, provided that all T&C are met and that the appliance receiving the rebate has been fully installed. Bayonet points (or provisions for future connections) will not receive a rebate payment until the appliance has been fully connected.

### **Section G: Terms and Conditions – \$250 Appliance Rebates (specific to New Estate Builds)**

Further to the T&C set out under '[Section A: General T&C](#)' (see Page 6), the following T&C also apply to the \$250 Appliance Rebates (specific to New Estate Builds) of the 2023 MGN Rebate Campaign:

- 49.** The promotion period is valid from 1 January 2023 to 31 December 2023.
- 50.** A \$250 Appliance Rebate is available to New Estate builds for the installation of each natural gas outdoor appliance (e.g. barbeque, alfresco cookers, radiant patio heating and fire pits).
- 51.** A \$250 Appliance Rebate is payable for each natural gas clothes dryer installed.
- 52.** No rebate is payable for hot water and indoor cooking appliances installed for this property type. Similarly, the Connection Bonus does not apply.

## CLAIMS ADMINISTRATION

Suppliers have a choice in how they participate in the 2023 MGN Rebate Campaign, and can apply either option depending on individual customer needs:

- **Option 1:** Claiming the Appliance Rebate on their customer's behalf and offering it to them either as a discount from price (preferred method), or as a post-claim refund.
- **Option 2:** Alternatively, by directing their eligible customers to MGN's website to submit an online application at [www.mgnpromotions.com.au](http://www.mgnpromotions.com.au). Customers should be made aware that T&C and deadlines apply. Approved payments are issued to the customer as an Electronic Funds Transfer.

### Claim Requirements

**For Suppliers who choose to claim Appliance Rebates and/or the Connection Bonus on behalf of their customer**, a rebate claim must be submitted to MGN for payment. It is the responsibility of the Supplier to submit claims in the correct format and ensure all requirements are met. A claim may be rejected by MGN, at its sole discretion, if the Supplier has not provided sufficient information for claim processing.

To make a successful claim, the Supplier must:

1. Provide a tax invoice made out to MGN (addressed to **Multinet Gas Distribution Partnerships**) reflecting claim value (more detailed information provided under section heading "[Tax Invoice](#)").
2. Provide MGN a copy of the customer's Compliance Certificate (COC) that accurately details the installation date and work undertaken.
3. Provide MGN a copy of the customer's invoice for the sale and/or installation of the appliance for which an Appliance Rebate and/or Connection Bonus is being claimed, in a format that clearly shows:
  - a. The type of appliance and/or installation work supplied;
  - b. Provision for the Appliance Rebate and/or Connection Bonus including the dollar value and method of application (i.e. either discounted from the GST-inclusive invoice total, or written confirmation that the rebate will be refunded to the customer, subject to you receiving the funds from MGN. Note: customers will be audited to confirm receipt of funds if refund method is selected); and
  - c. A contact detail for the customer, to enable MGN to facilitate audits. A phone number is preferred; however, an email address is also acceptable.
4. In cases where the customer has supplied the appliance and you are undertaking an install-only job, you may be asked to provide proof of the appliance e.g. a receipt, serial number or photo of the installed appliance.
5. Adhere to timeline for claim reimbursement (refer to [T&C](#), Clause 4).

Further to the above, Suppliers are encouraged to include a gas meter number or a Meter Installation Registration Number ('MIRN') for each property. If this information is not provided and MGN encounters an addressing issue during claims processing, your claim will be put 'on hold'; MGN may ask you to obtain a gas meter number or MIRN to help resolve the addressing mismatch, or we may contact your customer (in accordance with the Privacy Policy) for assistance. Examples of property types where a meter number or MIRN should be provided include shops, housing within a caravan park or lifestyle village, and subdivided blocks.

### Goods and Services Tax (GST)

The Appliance Rebate or Connection Bonus paid by MGN to a Supplier will be consideration paid to the Supplier for performing its obligations (including set out within this Letter of Offer) under the 2023 MGN Rebate Campaign in respect of an eligible appliance sale and installation. Under GST legislation, a Supplier who carries on an enterprise and is registered for GST (or required to be registered) is liable to pay GST every time they make a "supply" as part of their enterprise, for which they receive consideration.

## **Tax Invoice**

A tax invoice made out to **Multinet Gas Distribution Partnership** (ABN 53 634 214 009) is to be included with each claim. Invoices made out to any other business name cannot be paid. Claims for multiple addresses can be lodged on a single invoice. The tax invoice needs to reflect the total of all incentives being claimed. 10% GST should be added, and the GST value should be clearly stated on your tax invoice. If your business is not registered for GST, do not apply 10% GST; simply ensure **"Not registered for GST"** is clearly marked on your invoice.

For tracking purposes, tax invoices should be lodged electronically via email to [multinetpromos@agig.com.au](mailto:multinetpromos@agig.com.au) and include the relevant supporting documentation (as specified in ["Claim Requirements"](#), Page 12) for each Appliance Rebate. If claims cannot be lodged electronically, you may post to the address listed below, however, this will delay receipt by the Natural Gas Rebate Team and subsequently delay payment to the Supplier.

### Postal address:

Australian Gas Networks  
Attention: Natural Gas Rebate Team  
PO Box 171  
Findon SA 5023

**Please note:** the Natural Gas Rebate Team is based at AGN and will be administering the 2023 MGN Rebate Campaign since MGN and AGN are sister companies, both belonging to the group of companies owned by Australian Gas Infrastructure Group.

## **Accounts Payable Timeframes**

MGN will use best endeavours to pay invoices within 14 days of receipt of your claim. However, instances which may cause a delay in payment include:

- Insufficient claim information (e.g. missing 'proof of purchase' in instances where your customer has supplied their own appliance, missing Gas Compliance Certificate).
- Properties with questionable gas consumption.
- Business closure over the Christmas period and/or other Public Holidays.
- Properties which have not completed the connection process i.e. where the gas service has not been fully commissioned.
- If your company name, ABN and/or your company's banking details have changed.
- If you have not returned a signed copy of the Acceptance Agreement for the current campaign.

It is recommended you phone the Natural Gas Rebate Team if payment has not been received within 3 weeks, to confirm receipt and/or status of your claim.

**Please note:** if it is the first time that you are registering, there may also be a delay in paying your first invoice since we will need to establish your company as a vendor in our payment systems and MGN has a comprehensive new vendor set-up process in place (as part of this process, MGN's Accounts Payable officer will phone you to verify your business banking details, so it is important to return their call ASAP if you should miss this call; failure to do so may ultimately further delay payment to you). Subsequent invoices after set-up will be paid within standard timeframes.

## **Claims Verification**

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

Any Supplier found to have falsified a claim may, without warning, be excluded from the 2023 MGN Rebate Campaign and any other current or future programs with MGN. No Appliance Rebates or Connection Bonuses will be payable to the Supplier after they have been excluded as a result of a false claim and the Supplier will be responsible and liable for any claims made by customers relating to, or as a result of, any exclusion. In addition, MGN reserves the right to take any action they consider fit in relation to any false claims.

## **CONTACT DETAILS**

If you require any further information, please do not hesitate to contact us.

### **VIC MGN Representative**

- Michael Rusic – 0488 552 336

Or email: [michael.rusic@agig.com.au](mailto:michael.rusic@agig.com.au)

### **Natural Gas Rebate Team (for invoice and campaign administration enquiries)**

- Team Hotline – 03 8840 3880
- Natasha Rossi – 08 8418 1146 or 0447 953 816
- Rochelle Colon – 08 8418 1120 or 0447 930 657
- Nicole Butler – 0428 188 149

Or email: [multinetpromos@agig.com.au](mailto:multinetpromos@agig.com.au)

We look forward to your support in 2023!



## Attachment 1

# Postcodes for Multinet Gas Networks

## Eligible Postcodes – Multinet Gas Networks

Financial incentives through the Multinet Gas Networks (MGN) 2023 Natural Gas Rebate Campaign are only available to eligible properties that are connected (or are in the process of connecting to) the natural gas distribution network owned by MGN. The table below can be used to determine postcode eligibility for this promotion. The maps provide a visual reference of MGN's network coverage.

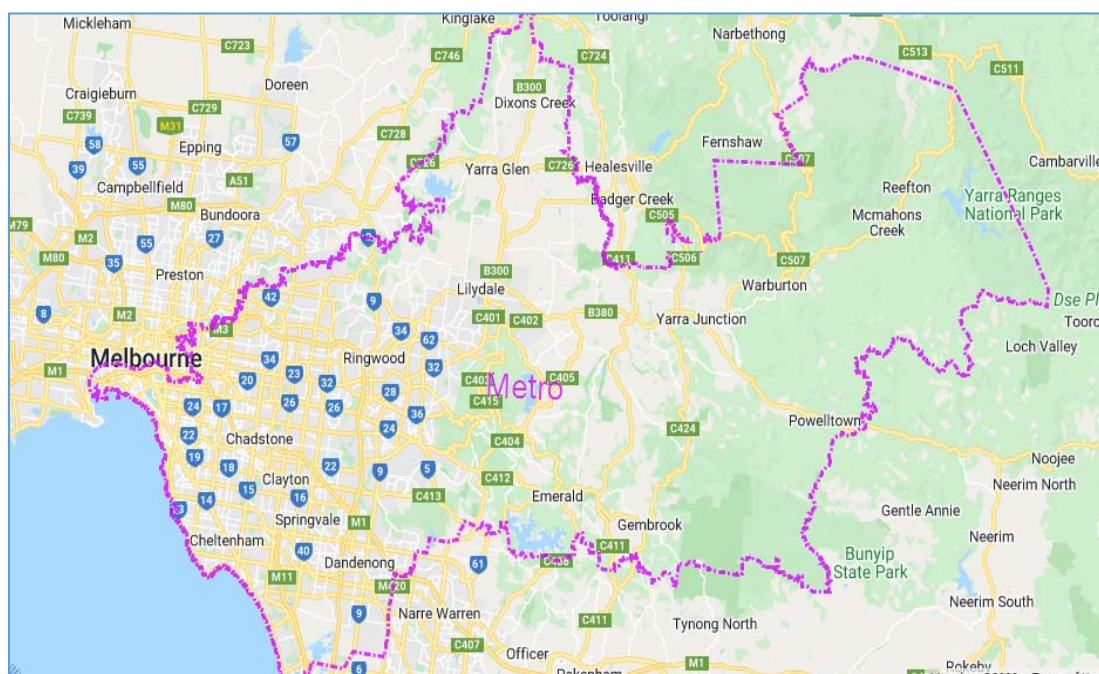
3004	3006	3008*	3097	3101	3102	3103	3104	3105	3106	3107	3108	3109
3111	3113	3114	3115	3116	3122	3123	3124	3125	3126	3127	3128	3129
3130	3131	3132	3133	3134	3135	3136	3137	3138	3139	3140	3141	3142
3143	3144	3145	3146	3147	3148	3149	3150	3151	3152	3153	3154	3155
3156	3158	3159	3160	3161	3162	3163	3165	3166	3167	3168	3169	3170
3171	3172	3173	3174	3175	3177	3178	3179	3180	3181	3182	3183	3184
3185	3186	3187	3188	3189	3190	3191	3192	3193	3194	3195	3196	3197
3202	3204	3205	3206	3207	3765	3766	3767	3770	3775	3781	3782	3783
3785	3786	3787	3788	3789	3791	3792	3793	3795	3796	3797	3799	3802
				3950	3953	3984	3995	3996				

## \*Postcode Partially Owned by MGN – further check required

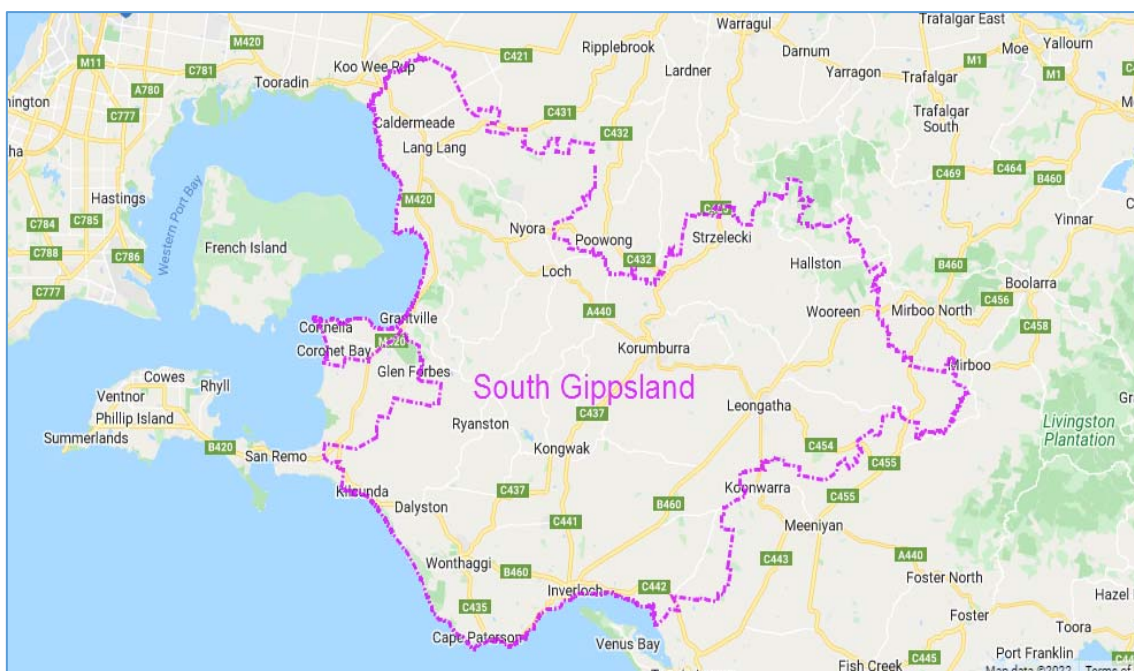
Docklands, postcode **3008**, is in a shared zone, so a property within these postcodes **may not** be eligible for an incentive. Address verification is required before rebate eligibility can be determined. Please call the Natural Gas Rebate Team on 03 8840 3880 for more information.

## Multinet Gas Networks – visual footprint

The following two maps represent a visual footprint of MGN. There are two separate regions: Metro and South Gippsland.

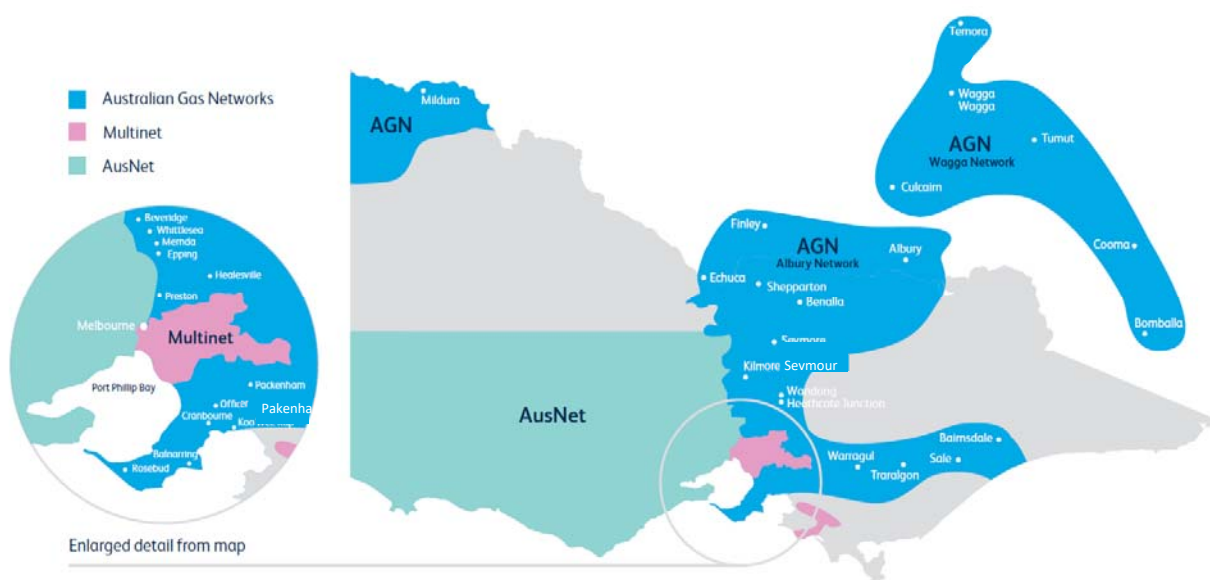






## Overview of Gas Distribution Networks in Victoria and Southern NSW

In Victoria, there are three major gas distributors: Australian Gas Networks (AGN), Multinet Gas Networks (MGN), and AusNet. The map below highlights the areas each of these distributors operate. MGN's sister company, AGN, has gas infrastructure in Victoria and Southern NSW as marked in blue on the map below. AGN runs a similar natural gas rebate campaign, however some offers may vary. For more information call 1300 001 001 (option 7). AusNet has no known gas promotions running however, they can be contacted on 1300 360 795 for enquiries.



## Attachment 2

To assist the Campaign meet obligations under the Privacy Laws, you must provide a copy of the Privacy Act Statement (Privacy Policy) to each customer who purchases an appliance for which you claim the Appliance Rebate and also inform each customer that MGN may contact them to verify details pertaining to their Appliance Rebate claim. Suppliers can obtain Privacy Act Statements from the Natural Gas Rebate team or direct customers to the **'Rebates and Promotions'** page of [www.multinetgas.com.au](http://www.multinetgas.com.au)

### Privacy Policy: Multinet Natural Gas Rebate Promotion

**Background.** Multinet Gas Distribution Partnership (Multinet Gas; MGN), part of the Australian Gas Infrastructure Group (AGIG) family of companies, is the owner of the natural gas distribution network in parts of Victoria, concentrated around Melbourne CBD and South Gippsland. MGN is conducting a marketing promotion (2023 MGN Rebate Promotion) to encourage approved natural gas appliances to be installed in eligible dwellings that are covered by its natural gas reticulation network. Participating appliance retailers/plumbers (Participating Suppliers) are eligible to claim a rebate from MGN to be passed onto their customers purchasing and installing eligible natural gas appliances, along with a special connection bonus available to eligible property types that are also connecting to natural gas for the first time. Customers of Participating Suppliers may also choose to claim a rebate direct from MGN. Full terms and conditions of the 2023 MGN Rebate Promotion are available on our website, [www.multinetgas.com.au](http://www.multinetgas.com.au).

**Application and Review of Policy.** This policy is current as of January 2023 and applies to persons participating in the 2023 MGN Rebate Promotion. This policy may be reviewed following the conclusion of the 2023 MGN Rebate Promotion, or otherwise at any time during the 2023 MGN Rebate Promotion if required by law.

**Collection of Personal Information.** MGN collects personal information lawfully and as reasonably necessary for, or directly related to one or more of its business activities. MGN is committed to compliance with privacy laws. In order for a person to participate in the 2023 MGN Rebate Promotion, MGN will collect certain personal information (as defined by the Privacy Act) about participants including (but not limited to) participants' name, address, phone number, email and details relating to the appliance purchased and its installation (which may include photos of the appliance following installation to support the rebate claimed on the participants behalf). Where it is impractical for MGN to collect personal information directly from the participant, MGN may collect such personal information from a Participating Supplier.

**Handling and Use of Personal Information.** MGN handles personal information in accordance with this policy, the Australian Privacy Principles and any other applicable laws, regulations and codes. MGN may use personal information for the purposes of conducting the 2023 MGN Rebate Promotion, including verification of compliance with the requirements of the said promotion and may contact participants for this purpose. MGN may disclose such personal information to its suppliers, contractors, agents and any relevant government and regulatory bodies in connection with the 2023 MGN Rebate Promotion, or as required by law.

MGN may also use personal information to:

- manage our relationship with you and improve the services MGN provides;
- provide you with our products and services;
- provide you with information in relation to our business that you request;
- provide you with information on our products and services that MGN think you may be interested in;
- provide you with information about promotions, monthly specials and competitions;
- notify you of proposed appliance and connection rebates;
- provide advice and information on outages, meter reads and other activities and alerts;
- collect information and feedback relating to our websites and marketing campaigns;
- end periodic emails, for example, to respond to questions and/or other requests;
- analyse data including in relation to gas usage, purchasing patterns, gathering customer insights or to inform or conduct future marketing campaigns and promotions; and
- enhance and personalise your experience with us by, among other things, understanding how you use our websites and services and the resources provided.

MGN may also use your personal information for a secondary purpose that is related to a purpose for which MGN collected it, where you would

reasonably expect us to use your personal information for that secondary purpose.

**Disclosure of Personal Information.** MGN will only disclose personal information for the purpose for which it was collected or in the following circumstances:

- to companies within the Australian Gas Infrastructure Group (specifically, AGN, who are involved in administering the 2023 MGN Rebate Promotion);
- to digital agencies who provide website hosting, website administration, analytical and promotional services to us;
- to other third parties, including other contractors, business partners, agents, suppliers, service providers and retailers who assist us in servicing you or communicating with you;
- where required or authorised by law or otherwise as permitted under the Privacy Act;
- where you consent or have authorised the disclosure; and
- in the event of a business transition such as a merger, acquisition by another company or sale of all or a portion of our assets, your personal information that MGN have collected may be sold or otherwise transferred. However, this will only happen if the party acquiring the information agrees to be bound by the terms of this Privacy Policy and the notice provided to you when the information was collected.

**Cross-Border Disclosure.** MGN is unlikely to disclose your personal information to overseas recipients. Should MGN be required to disclose your personal information to overseas recipients, MGN will do so in accordance with this policy and the Privacy Act.

**Security of Personal Information.** MGN will take reasonable steps to ensure that all personal information we hold is:

- accurate, complete, up-to-date, relevant and not misleading;
- stored in a secure environment; and
- protected from misuse, interference and loss as well as unauthorised access, modification or disclosure.

These steps will include appropriate levels of security for our systems and providing training for our staff who have access to personal information. MGN takes reasonable steps to de-identify or securely destroy personal information that is no longer required by us.

MGN take these precautions in an effort to protect your personal information against security breaches. However, this is not a guarantee that such information may not be accessed, disclosed, altered or destroyed by a breach of such security controls. By using our services and participating in the 2023 MGN Rebate Promotion, you acknowledge that you understand and assume these risks.

**Access and Correction.** If any of your contact details change, please let us know as soon as possible so we can maintain the accuracy of your personal information. Also, on request, you may have access to your personal information held by MGN, except in circumstances where access may be denied under the Privacy Act 1988 (Cth) or other laws. To make a request, to update your details, or to opt out of MGN's marketing communications, email MGN's Natural Gas Marketing Team via [multinetpromos@agig.com.au](mailto:multinetpromos@agig.com.au) or call 03 8840 3880.

**Privacy Officer.** If you have any questions or complaints about how MGN handles your personal information, you can contact our Privacy Officer by email ([privacy@agig.com.au](mailto:privacy@agig.com.au)), mail (Level 6, 400 King William Street, Adelaide SA 5000) or by telephone on 08 8418 1130. If you are not satisfied with the way in which we handle your enquiry or complaint, you can contact the Office of the Australian Information Commissioner by telephone on 1300 363 992 or email [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au).

**General Queries.** You can contact the Natural Gas Marketing Team with any general queries regarding the 2023 MGN Rebate Promotion. Contact this team by emailing [multinetpromos@agig.com.au](mailto:multinetpromos@agig.com.au) or by telephone on 03 8840 3880.