

# 2022 Multinet Gas Networks Natural Gas Rebate Promotion: **Terms and Conditions**

Multinet Gas Networks (MGN) is offering a range of rebates 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 2022 MGN Natural Gas Rebate Promotion. Please read in full as participation in this promotion is deemed acceptance of these T&C.

Any questions relating to these T&C can be directed to the **Natural Gas Marketing Team**.

T: (03) 8840 3880 (Monday-Friday, 9am to 5pm AEST).

E: [multinetpromos@agiq.com.au](mailto:multinetpromos@agiq.com.au)

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1. The 2022 MGN Natural Gas Rebate Promotion (Rebate Promotion) is being offered by Multinet Gas Networks Limited ABN 29 086 429 790 (MGN), 43-45 Centreway, Mount Waverley VIC 3149.
2. For the purpose of the Rebate Promotion and these T&C, the use of “We” and “Us” collectively refers to MGN as well as our agents and subcontractors. Rebate Promotion applicants are referred to in these T&C as “Customer” and “Applicant”.
3. Under the Rebate Promotion, a range of monetary incentives (Rebates) are available to eligible Applicants for the purchase and installation of select natural gas appliances. All Rebate applications are subject to final review and approval. Applicants should refer to Clause 6 for an understanding of the Rebate offers available under this Rebate Promotion. There is a Promotion Schedule (Table 1) included in Clause 6 outlining the various Rebates on offer and specifies key aspects such as Rebate amounts and eligibility criteria.
  - a. Customers may claim rebates in one of two ways, either:
    - i. As a ‘Rebate’ – received as a point-of-sale discount from the shop or tradesperson installing the appliance (these third parties known as “rebate partners”). If a rebate is received via this method, there is no further action or application required on the part of the Customer. It is the rebate partner’s responsibility to lodge a claim with MGN for reimbursement.
    - ii. As a ‘Cashback’ – received via Electronic Funds Transfer (i.e. bank deposit) from MGN direct. To receive a Cashback, the Customer applies directly for the rebate from MGN and lodges a claim to MGN via their cashback website: [www.mgnpromotions.com.au](http://www.mgnpromotions.com.au) It is the responsibility of the Customer to provide the necessary documents to MGN to validate their cashback claim.
  - b. Please note: ‘Rebate’ and ‘Cashback’ refer to the same monetary incentives and are subject to the same eligibility and exclusion criteria. For ease, ‘Rebate’ is used throughout the remainder of these T&C.
  - c. If you are a tradesperson (e.g. gasfitter) or appliance shop interested in participating as a rebate partner, please contact the Natural Gas Marketing Team for information on how to get involved.

4. Rebates will only be paid to Applicants that satisfy all Rebate T&C. Claims may be rejected if they fail to comply with any of the specified T&C. Claims may be put on hold pending provision of additional information or documentation.
  
5. To be eligible for this Rebate Promotion, the Rebate 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 are referred to as “Existing” or “Established”) 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 the installation of the relevant appliance has been considered part of the build. A demountable or transportable home is classified as a New Build under the 2022 MGN Rebate Promotion, in that it is a New Build dwelling added to land. New Builds are excluded from this Rebate Promotion.
  
6. Under the 2022 MGN Rebate Promotion, there are three categories of Rebates, each subject to further T&C:
  - a. **\$500 Rebates:** for eligible 'major' natural gas appliances, specifically: dedicated natural gas hot water, natural gas flued room heating (e.g. gas log fire, wall furnace, space heater), natural gas whole of home heating (e.g. natural gas ducted heating or natural gas hydronic heating), natural gas pool heating, and natural gas spa heating. No other appliances besides these qualify for the \$500 rate; limits and further eligibility criteria apply. The promotion period for heating appliances (“**Winter Heating Promotion**”) varies depending on the connection type. Refer to Table 1 - Promotion Schedule below for details.
  - b. **\$100 Rebates:** for eligible 'minor' natural gas appliances, such as natural gas BBQ, natural gas cooking appliances, natural gas outdoor heating appliances (e.g. firepit, radiant heating). When installed in established dwellings, a \$100 rebate will apply to any other natural gas appliance not qualifying for the \$500 rebate rate, subject to eligibility criteria outlined in Table 1 - Promotion Schedule.
  - c. **\$500 Connection Bonus:** this is a once-off payment, available to an existing property that connects to natural gas for the first time and completes installation of at least one natural gas appliance. The intention of this bonus is to help offset costs for consumer pipework. The Connection Bonus only applies to connection finalised during the current Rebate Promotion period. It does not apply to New Builds connecting to natural gas. The connection bonus also does not apply to re-connections (i.e. properties re-connecting to natural gas). Refer to Clause 16 for further details.

**Table 1 - Promotion Schedule for MGN's 2022 Rebate Promotion.**

The following Promotion Schedule outlines the various Rebate offers. This schedule only provides a high-level summary of these offers, and the Applicant should still read the full set of T&C for the Rebate Promotion. Clauses 16-26 contain additional information regarding the Connection Bonus and eligible appliance types. Customers are welcome to contact MGN's Natural Gas Marketing Team on (03) 8840 3880 for further clarification.

Rebate Promotion Offer, and Who Qualifies?	Rebate Amounts and Limits	Rebate Promotion Period <sup>2</sup>
<p><b>MGN rebate offer for new natural gas connection customers</b></p> <p>Offer is only open to existing homes/ dwellings connecting to MGN's natural gas network for the first time. Properties re-connecting to natural gas do not qualify for this rebate offer.</p>	<p>\$500 for natural gas hot water (limit 1)</p> <p>\$500 for natural gas flued room heating (e.g. gas log fire, wall furnace, space heater) (limit 1)</p> <p>\$500 for natural gas whole of home heating (e.g. natural gas ducted or hydronic heating) (limit 1)</p> <p>\$500 for natural gas pool heating (limit 1)</p> <p>\$500 for natural gas spa heating (limit 1)</p> <p>\$100 rebate for any other natural gas appliance fully connected (unlimited) - or to additional units of the above listed appliances.</p> <p>\$500 connection bonus with the full installation of at least one natural gas appliance (re-connecting properties do not qualify) (limit 1)</p> <p>For properties with long term disconnections, please contact the Natural Gas Marketing Team. Extenuating circumstances may warrant review of this clause.</p>	<p>1 April 2022 to 31 December 2022</p>
<p><b>MGN rebate offer for additional natural gas appliances</b></p> <p>Offer is only open to existing homes/dwellings already connected to the natural gas network owned by MGN.</p>	<p>\$500 for natural flued room heating (e.g. gas log fire, wall furnace, space heater) OR for natural gas whole of home heating (e.g. natural gas ducted heating, natural gas hydronic heating) (limit 1 - subject to further eligibility criteria)</p> <p>\$500 for natural gas hot water (limit 1)</p> <p>\$500 for natural gas pool heating (limit 1)</p> <p>\$500 for natural gas spa heating (limit 1)</p> <p>\$100 rebate for any other natural gas appliance fully connected (unlimited) - or to additional units of the above listed appliances.</p>	<p><b>Winter Heating Promotion period:</b> 1 April 2022 to 31 July 2022</p> <p>Other appliance offers are valid from 1 April 2022 to 31 December 2022</p>

**NOTE. 1.** Limits are per metered property. If there are multiple dwellings on a property sharing one gas meter, this will be considered a single-metered property. **2.** Appliances for which a Rebate is being claimed must be purchased by the end of the relevant Rebate Promotion Period. Claim Deadlines apply and are explained in **Table 2. Claim Deadlines for Rebate Claims.** No Rebate will be paid to

appliance installations (or new connections) prior to 1 April 2022 (i.e. the promotion commencement date).

**7.** 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 MGN'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.
- b.** Limits in the Promotion Schedule (Table 1; Appliance limits, Rebate 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 the Rebate Promotion, a "small business" is generally defined as an enterprise employing fewer than 20 employees (per the definition set by the Australian Bureau of Statistics).

**8.** 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 network owned by MGN.

- a.** MGN shares ownership of the gas distribution network in Victoria, so only properties situated in MGN's network region are eligible for this Rebate Promotion. Eligible postcodes are listed in this Attachment 1 (see Page 10). Postcode 3008 is only partially owned by MGN. Customers can contact the Natural Gas Marketing Team to verify eligibility for this postcode before they lodge an application.

**9.** Appliances connected to LNG (liquid natural gas) or LPG (liquefied petroleum gas) are not eligible for the Rebate Promotion. However, claims can be made in relation to appliances replacing (or converting) LNG or LPG to natural gas.

**10.** The Rebate Promotion is not valid in conjunction with any other MGN offers or promotions.

**11.** A Rebate will not be approved if we deem the appliance for which a Rebate is being claimed has been used as part of a previous Rebate claim. If multiple Rebate claims with the same appliance information is received, we reserve the right to delay Rebate payment pending investigation and refuse payment as necessary.

**12.** A Rebate will not be approved if a natural gas 'Cashback' has already been redeemed through MGN's cashback website ([www.mgnpromotions.com.au](http://www.mgnpromotions.com.au)), for the sale and/or installation of a natural gas appliance, or for the consumer pipework associated with a first-time natural gas connection to the property. As per Clause 3, 'Rebate' and 'Cashback' refer to the same monetary incentive.

**13.** 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.

**14.** Once a specific Rebate Promotion has reached its end date (as listed in Table 1 - Promotion Schedule), there will be a set Claiming Deadline given for Applicants to finalise appliance installation and lodge a Rebate claim, for eligible appliances installed within the relevant Rebate Promotion period. Claiming deadlines by individual Rebate Promotion are listed in Table 2 below. Rebate claims that do not meet the Claiming Deadlines set will not be approved for payment.

**Table 2. Claim Deadlines for Rebate Claims.**

Claims must be lodged by 5.00pm ACST of the Claim Deadline date.

Rebate Promotion	Appliance Purchase Deadline	Claim Deadlines
MGN Rebate Offer for New Natural Gas Connection Customers	<p>Appliance purchase must be made before 31 December 2022</p> <p>Existing home, new connection must be completed before 31 December 2022</p>	<p>Rebate claim must be lodged no later than 31 December 2022, with the exception of appliances which have been purchased and/or installed on or after 1 November 2022. In these cases, a 2-month grace period to finalise the installation and/or rebate claim will be extended until 28 February 2023. Specifically:</p> <p>Appliances installed between 1 April 2022 and 31 October 2022: <b>Claim deadline: 31 December 2022;</b></p> <p>Appliances purchased between 1 November and 31 December 2022; or installed after 1 November 2022. <b>Claim deadline: 28 February 2023</b></p> <p>Similarly, the Connection Bonus must be claimed by 31 December 2022 if the connection is completed between 1 April 2022 and 31 October 2022) or by 28 February 2023 if the connection is completed between 1 November 2022 and 31 December 2022.</p> <p>The Connection Bonus will not be paid to connections completed prior to 1 April 2022. This offer applies only to existing homes connecting to natural gas for the first time.</p>
MGN Rebate Offer for Existing Natural Gas Customers; <b>installing an eligible heating appliance</b>	Heating appliance must be purchased before 31 July 2022 (end of the Winter Heating Promotion period).	<p>Rebate claim must be lodged no later than 30 September 2022 (claim deadline).</p> <p>If the appliance has been purchased within the promotion period and there are circumstances which prevent the appliance being installed before the claim deadline of 30 September 2022 (e.g. appliance supply issues or major home renovations), please contact the Natural Gas Rebate Team <b>before 30 September 2022</b> to request an extension. The extension must be approved before the claim deadline has expired for a rebate to be eligible for payment.</p>
MGN Rebate Offer for Existing Natural Gas Customers; <b>installing any other eligible appliance</b>	Appliance must be purchased before 31 December 2022 (end of current promotion period).	<p>Rebate claim must be lodged no later than 31 December 2022, with the exception of appliances which have been purchased and/or installed on or after 1 November 2022. In these cases, a 2-month grace period to finalise the installation and/or rebate claim will be extended until 28 February 2023. Specifically:</p> <p>Appliances installed between 1 April 2022 and 31 October 2022: <b>Claim deadline: 31 December 2022</b></p> <p>Appliances purchased between 1 November and 31 December 2022; or installed after 1 November 2022. <b>Claim deadline: 28 February 2023</b></p>

- 15.** It is the responsibility of the Applicant to ensure they submit a complete application and by the relevant deadline.
- 16.** The once-off \$500 connection bonus is open only to existing home properties connecting to natural gas for the very first time, and will only be granted with the connection of at least one natural gas appliance (appliance must also be fully commissioned).
- a.** 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 **Rebate Offer for New Natural Gas Connection Customers** (which includes the \$500 connection bonus). Exceptions may be approved for long term disconnections depending on circumstances, and only if prior approval is acquired from the Natural Gas Marketing team.
  - b.** An existing 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 Rebate offers under the **Rebate Offer for New Natural Gas Connection Customers** (refer to Table 1 - Promotion Schedule). The Connection Bonus is available only while the property is classified as a 'new gas service' property and a claim for it must be made while the relevant Promotion Period is open, or by the Claim Deadline set out in Table 2. The Connection Bonus cannot be claimed for new connections completed prior to 1 April 2022.
- 17.** Rebates will only be approved and paid for fully connected natural gas appliances installed within the relevant Promotion Period, or by the end of the Claim Deadline (refer Table 1 - Promotion Schedule and Table 2 - Claim Deadlines for Rebate Claims). No Rebate 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.
- 18.** A Rebate claim can be made in relation to appliances converted from LPG to natural gas.
- 19.** We do not endorse any particular form, brand, model, or energy rating (such as 'star rating') of natural gas appliances, nor do these details form any specific term or condition of the promotion.
- 20.** No Rebate 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 room heater is installed in another part of the house, this is still considered to be a replacement and does not comply for a Rebate. Similarly, replacing a natural gas storage hot water system with a natural gas continuous flow hot water system would be classed as a direct replacement and would not qualify for a Rebate.
- 21.** 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.
- 22.** A \$500 Rebate is available for the installation of dedicated natural gas hot water systems (i.e. natural gas hot water systems fuelled only by natural gas). This offer is only open to existing homes, not New Builds. Per Clause 20, no Rebate is payable if the new hot water system replaces a previous natural gas hot water system. Further conditions apply, specifically:

- a. If the hot water Rebate is being claimed by an existing home property with an existing gas service and it is connected to MGN's network, the \$500 Rebate will only be approved if:
  - i. The new system is not a replacement of a previous natural gas hot water system;
  - ii. The new system is an upgrade of a non-natural gas hot water system (e.g. replacing electric, or conversion of an LPG system); and
  - iii. No natural gas hot water systems are already installed at the property.
  - iv. If any of these conditions have not been met, the maximum Rebate payable is \$100. E.g. if a second (or third, etc.) natural gas hot water system is added to an existing gas service property, only a \$100 Rebate will be approved for that installation.
- b. If the hot water Rebate is being claimed by an existing home property with a new gas service (i.e. first-time gas connection) and is connected to MGN's network, the \$500 Rebate will be approved as long as:
  - i. The new system is not a replacement of a previous natural gas hot water system; and
  - ii. The installation is within limits. A property can only claim 1 x \$500 Rebate for hot water, with any subsequent units only qualifying for a \$100 Rebate.
- c. Per Clause 6 of the Promotion Schedule (Table 1), a \$100 Rebate can be claimed for natural gas-boosted solar hot water appliances if it is a new (not replacement) installation in any existing home connected to MGN's network. If an existing home has a gas-boosted solar hot water appliance and this is replaced with a dedicated natural gas hot water system, a \$500 Rebate is available. However, if an existing home downgrades from a dedicated natural gas hot water system to a gas-boosted solar hot water appliance, there is no Rebate available.

**23.** A \$500 Rebate is available for the installation of new major natural gas heating appliances, specifically: natural gas flued room heating (e.g. log fire, wall furnace, space heater) and natural gas whole of home heating (e.g. natural gas ducted heating, natural gas hydronic heating). If an eligible natural gas hydronic heating is installed and it provides both whole of home heating and hot water heating, only one Rebate will be payable for its purchase and installation (a separate Rebate for heating and a separate Rebate for hot water will not be approved). Per Clause 20, no Rebate is payable if the new natural gas heater replaces a previous natural gas heater of the same general type. Further, no Rebate is payable if the new heater is a downgrade of a previous heater (per Clause 22). The availability of this Rebate depends on the connection type and property type. This means:

- a. An existing home with a new gas service (i.e. first-time gas connection) that is connected to MGN's network, can claim a \$500 Rebate for installing a natural gas flued room heater and a \$500 Rebate for installing a natural gas whole of home heating system, with subsequent units of either qualifying for a \$100 Rebate. This offer is available 1 April 2022 to 31 December 2022.
- b. An existing home with an existing gas service that is connected to MGN's network, can claim a \$500 Rebate for installing either a natural gas flued room heater or a natural gas whole of home heating system during the Winter Heating Promotion Period (see Table 2: for relevant purchase and installation deadlines); provided that the new heater is the first major natural gas heating appliance installed at the property. Subsequent units of either qualify for a \$100 Rebate rate. A \$100 Rebate is also available if the heating appliance is installed later than the dates outlined in Table 2 for the \$500 offer. Approval and payment of both the \$100 and \$500 Heating Rebate is subject to a range of other criteria being met. Customers should also be aware that if there is already natural gas heating at the property, the following conditions apply:
  - i. If there is natural gas flued room heating already installed/in use at the property and a new (not replacement) natural gas flued room heater type is added during the Winter Heating Promotion Period, the maximum Rebate payable is \$100.
  - ii. If there is a single natural gas flued room heater already installed/in use at the property and a new natural gas whole of home system (e.g. ducted heating) is added during the Winter Heating Promotion Period (or is an upgrade of the natural gas flued room heater), a \$500

Rebate applies. However, when a new natural gas whole of home system is added to a home with multiple natural gas flued room heaters, only a \$100 Rebate applies.

- iii. If there is a natural gas whole of home heating system already installed/in use at the property and a new (not replacement) natural gas whole of home heating system is added during the Winter Heating Promotion Period to heat a separate or additional section of the home a \$500 Rebate may apply, by exception. While rare, this may occur for multi-story dwellings or large extension projects; in such cases, MGN reserves the right to determine eligibility and may request proof to support the installation.
- iv. If there is a defunct natural gas heating appliance installed at the property and there is evidence to show that the appliance has not worked 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, a \$500 Rebate will be permitted for the installation of either a new natural gas flued room heater or a natural gas whole of home heating system. If an unflued/portable heater is installed, a \$100 Rebate will be permitted. In situations involving a defunct natural gas heating appliance, Customers are strongly advised to contact MGN's Natural Gas Marketing Team for pre-approval.
- v. If a single portable/unflued heater is upgraded by replacing it with a flued or whole of home heating system or with a flued room heater, a \$500 Rebate can apply (provided there is no other natural gas heating in the home). In such cases, MGN reserves the right to request proof that the previous heater was unflued or portable.
- vi. Downgrading from a natural gas whole of home heating system (e.g. natural gas ducted heating) to a natural gas room heater (flued or unflued) will not qualify for a Rebate. Similarly, downgrading from a flued natural gas room heater to an unflued heater will not qualify for a Rebate, nor will installations that replace multiple natural gas heaters.

**24.** A \$100 Rebate is available for the installation of new (not replacement) natural gas unflued/portable heating, or for subsequent units of major heating appliances. This offer is available from 1 April 2022 to 31 December 2022.

**25.** There is a \$500 Rebate on offer for installing a natural gas pool heater and a \$500 Rebate for installing a natural gas spa heater. However, if only a single natural gas heater is used for a combined pool and spa, only a single \$500 Rebate will apply. Per Clause 20, no Rebate is payable if the new natural gas pool or spa heater replaces a previous natural gas pool or spa heater.

**26.** For existing homes, there is a \$100 Rebate on offer for installing any other natural gas appliance type that does not qualify for the \$500 Rebate rate. Examples of natural gas appliances qualifying for this offer for existing homes include cooktops, BBQ, outdoor radiant heating, gas clothes dryer and gas-boosted solar hot water. If an eligible appliance serves a dual purpose, only a single Rebate will be permitted (e.g. if a cooking appliance is a combined gas cooktop and gas oven, only a single \$100 Rebate will apply). Per Clause 20, no Rebate is payable if the new natural gas appliance replaces a natural gas appliance of the same general type.

**27.** All gas works must be completed by a licensed gasfitter, and a Gas Compliance Certificate is required for each appliance for which a Rebate is being claimed. The Gas Compliance Certificate must sufficiently contain enough detail to support the Rebate/s being claimed, e.g. sufficient detail to confirm appliance installation.

**28.** A suitable proof of purchase (e.g. receipt) and installation invoice (or similar) or equivalent (i.e. a single 'supply and installation invoice') must also be provided for each appliance for which a Rebate 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 photo of appliance fully installed, or a letter (or similar) from that third-party outlining the scope of work completed.

**29.** A gas meter number or Meter Installation Registration Number (commonly referred to as a 'MIRN') must be provided as part of a Rebate claim in order to verify the location of the Customer's gas service. Failure to provide this information may delay review of a Rebate claim or result in rejection of this claim. Review of a Rebate claim may also be delayed if we are not able to verify recent natural gas consumption at the installation address.

**30.** We may contact you per the details provided on your Rebate claim in order to verify details of your claim. If required, we may also contact any other tradespeople (e.g. gasfitter) involved in the appliance installation or gas connection for verification purposes. All Rebates are subject to final approval, so we reserve the right to request additional information to support a Rebate claim. We may also review the natural gas history (including gas consumption) of the installation property to verify all T&C are satisfied.

**31.** We will collect personal information in order to conduct the 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. 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 at [multinetpromos@agiq.com.au](mailto:multinetpromos@agiq.com.au). The full Privacy Policy for this promotion can be found here: <https://www.multinetgas.com.au/privacy-policy>

**32.** 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, MGN (including its officers, employees, agents, and third-party service providers) 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 Rebate 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 MGN); (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 MGN); (e) any tax liability incurred by a Rebate Application or Payment; or (f) participating in the Rebate Promotion or use of a Rebate payment.

**33.** We may cease the Rebate 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 Multinet Gas Networks website and on the Cashback website ([www.mgnpromotions.com.au](http://www.mgnpromotions.com.au)). If we conclude the Rebate Promotion early, all eligible appliances purchased within the notified revised promotional period will be eligible for Rebate, provided they are installed and a Rebate application is lodged by the new Claiming Deadline (which will be no less than 6 weeks' from the revised end date date). All usual T&C still apply.

**34.** Our decision on all matters pertaining to this Rebate Promotion is final and binding. No correspondence will be entered.

**Attachment 1**

## Postcodes for Multinet Gas Networks

### Eligible Postcodes – Multinet Gas Networks

Financial incentives through the Multinet Gas Networks (MGN) 2022 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.

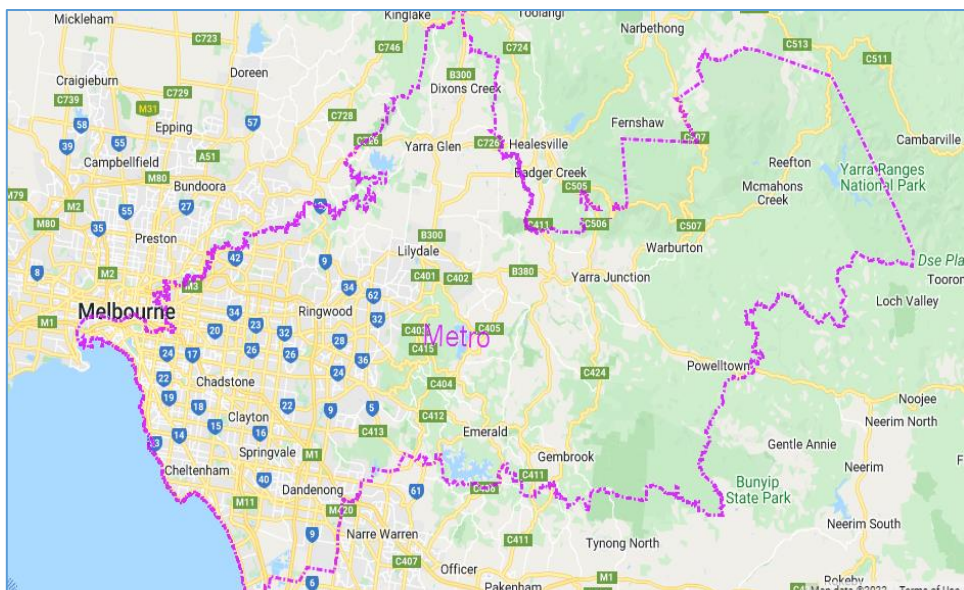
3004	3006	3008*	3097	3101	3102	3103	3104	3105	3106	3107	3108	3109
3111	3113	3114	3115	3116	3122	3123	3124	3125	3126	3127	3128	3129
3130	3131	3132	3133	3134	3135	3136	3137	3138	3139	3140	3141	3142
3143	3144	3145	3146	3147	3148	3149	3150	3151	3152	3153	3154	3155
3156	3158	3159	3160	3161	3162	3163	3165	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 Marketing 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. In New South Wales, AGN owns a small portion of the gas network (predominately around Southern NSW). The map below highlights the areas each of these distributors operate. AGN has a rebate offer available in 2022, so customers can be referred to the Natural Gas Rebate Team for more information – simply call 1300 001 001 (Option 7). At this stage, Ausnet has no promotion offers available, however, they can be contacted on 1300 360 795 if required.

