

# 2023 Multinet Gas Networks Natural Gas Rebate Promotion: **Terms and Conditions**

The 2023 Multinet Gas Networks Rebate Promotion is offered by Multinet Gas Pty Ltd (ABN 29 086 429 790). MGN is part of the Australian Gas Infrastructure Group (AGIG) family of companies.

This Promotion aims to increase natural gas penetration and overall consumption by incentivising customers to connect their property to gas and/or install additional natural gas appliances.

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## TERMS AND CONDITIONS, 2023 MULTINET GAS NETWORKS REBATE PROMOTION

The following Terms and Conditions (T&C) apply to the 2023 MGN Natural Gas Rebate Promotion (2023 MGN Rebate Promotion / Promotion). Please read in full as participation in this promotion is deemed acceptance of these T&C. 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@agig.com.au](mailto:multinetpromos@agig.com.au)

### Section A: Terms and Conditions – General

The following T&C are general to the 2023 MGN Rebate Promotion. Further T&C apply to specific Appliance Rebates and Connection Bonus, as set out under Section B through to Section G.

- 1.** For the purpose of the 2023 MGN Rebate Promotion and these T&C, the use of “We” and “Us” collectively refers to MGN as well as our agents and subcontractors. Applicants are referred to in these T&C as “You”, “Customer” and “Applicant”.
- 2.** Subject to T&C set out in this document, eligible Customers will be entitled to claim monetary incentives from MGN for connecting their property to natural gas and/or installing natural gas appliances. The availability of these incentives varies, depending on the property type. Refer to Clause 4 (Promotion Schedule – Tables 1 to 3) for a summary of offers available by property type.
  - a.** Customers may claim rebates in one of two ways, either:
    - 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.
    - As a ‘Cashback’ – received via Electronic Funds Transfer (i.e. bank deposit) from MGN direct. To receive a Cashback, the Customer must lodge a claim via the MGN cashback portal: [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 (see Clauses 13 and 14).
  - b.** ‘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 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.
- 3.** Rebates will only be paid to Applicants that satisfy all Promotion 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.

4. The 2023 MGN Rebate Promotion is an amalgamation of 3 sub-campaigns
  - a. MGN Existing Home Promotion – (refer Table 1, page 2)
  - b. MGN New Build Promotion (New Estates) – (refer Table 2, page 3)
  - c. MGN New Build Promotion (Infill Redevelopment) – (refer Table 3, page 4)

The following Promotion Schedules provide a summary of offers, and we recommend you read the full T&C and eligibility criteria pertaining to the appliance; or contact the Natural Gas Marketing Team to determine eligibility. Where limits are noted, a maximum of 1 x \$500 rebate is available per metered property for each appliance type, subject to all other T&C being met. Refer to Table 4 ([page 5](#)) for Claim Deadlines.

**Table 1 – Promotion Schedule: Offers Available to MGN Existing Homes**

Existing Home Promotion. Promotion Period: 1 January 2023 to 31 August 2023	
Property Type	Rebate values
<p><b>Offer is only open to existing homes</b> connected (or connecting) to MGN's natural gas network in Victoria.</p> <p>An <b>existing home</b> refers to an established dwelling (including major renovation and extension projects via builders). For the purpose of the 2023 Rebate Promotion, a new build may be considered<sup>1</sup> an existing home on the day that falls 1 month after the date of the Occupancy Permit/handover.</p>	<p><b><u>HOT WATER</u></b></p> <p>\$500 for dedicated natural gas hot water (limit 1)</p> <p>\$250 for gas boosted solar hot water (limit 1)</p> <p>\$100 for additional hot water units any either type (unlimited)</p>
	<p><b><u>HEATING</u></b></p> <p>\$500 for new, not replacement natural gas flued room heating e.g. gas log fire, wall furnace, space heater (limit 1)</p> <p>\$500 for new, not replacement natural gas whole of home heating e.g. ducted or hydronic heating (limit 1)</p> <p>\$250 for replacement, or additional flued heating e.g. if multiple natural gas flued room heaters are installed in one property (unlimited)</p> <p>\$250 for natural gas radiant heating, fire pits or fire tables (unlimited)</p> <p>\$100 for unflued portable heating (unlimited)</p>
	<p><b><u>COOKING</u></b></p> <p>\$250 for indoor and outdoor cooking appliances including but not limited to cooktop, oven, barbeque, pizza oven (unlimited)</p>
	<p><b><u>POOL, SPA and CLOTHES DRYER</u></b></p> <p>\$500 for natural gas pool heating (unlimited)</p> <p>\$500 for natural gas spa heating (unlimited)</p> <p>\$250 for natural gas clothes dryer (unlimited)</p>
	<p><b><u>CONNECTION BONUS</u></b></p> <p>A once-off \$500 bonus is available when an established home connects to 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.</p>

The following Promotion Schedules summarise the rebate offers specifically available to new build customers. It is important to note that new builds are separated into two distinct offers:

- **Table 2 - New Estates.** Defined as a parcel of land divided into numerous blocks for residential development
- **Table 3 - Infill Redevelopments.** Defined as a block in an established area which has been demolished or subdivided for redevelopment e.g. a knock-down rebuild project.

**Table 2 – Promotion Schedule: Offers available to New Builds (specifically within New Estates)**

The following Promotion Schedules provide a summary of offers, and we recommend you read the full T&C and eligibility criteria pertaining to the appliance; or contact the Natural Gas Marketing Team to determine eligibility. Where limits are noted, a maximum of 1 x \$500 rebate is available per metered property for each appliance type, subject to all other T&C being met. Refer to Table 4 ([page 5](#)) for Claim Deadlines.

<b>New Build Offers (New Estates).</b> Promotion Period: 1 January 2023 to 31 August 2023	
Property Type	Rebate values
<p>This offer is open to <b>New Builds</b> and specifically relates to projects within a <b>New Estate</b> situated in MGN’s natural gas network area.</p> <p>A <b>New Estate</b> is defined as a parcel of land divided into numerous blocks for residential development.</p>	<p><b><u>HEATING</u></b></p> <p>\$500 for natural gas flued room heating e.g. gas log fire, wall furnace, space heater including internal and external applications (limit 1)</p> <p>\$500 for natural gas whole of home heating e.g. natural gas ducted or hydronic heating (limit 1)</p> <p>\$250 for additional flued or whole of home heating systems e.g. if two natural gas flued room heaters are installed in one property (unlimited)</p> <p>\$250 for natural gas radiant heating, fire pits or fire tables (unlimited)</p> <p>\$100 for unflued portable heating (unlimited)</p>
	<p><b><u>COOKING</u></b></p> <p>\$250 for <b>outdoor</b> alfresco cooking appliances e.g. barbeque, gas hob, pizza oven (unlimited). Note indoor cooking appliances are excluded from this promotion.</p>
	<p><b><u>POOL, SPA and CLOTHES DRYER</u></b></p> <p>\$500 for natural gas pool heating (unlimited)</p> <p>\$500 for natural gas spa heating (unlimited)</p> <p>\$250 for natural gas clothes dryer (unlimited)</p>
	<p><b><u>EXCLUSIONS</u></b></p> <p>Connection bonus, hot water and indoor cooking appliances are excluded from this promotion; they do not apply to New Builds within a New Estate.</p>

**Table 3 – Promotion Schedule: Offers available to New Builds (specifically within Infill Redevelopments).** Property Type is defined within table below.

The following Promotion Schedules provide a summary of offers, and we recommend you read the full T&C and eligibility criteria pertaining to the appliance; or contact the Natural Gas Marketing Team to determine eligibility. Where limits are noted, a maximum of 1 x \$500 rebate is available per metered property for each appliance type, subject to all other T&C being met. Refer to Table 4 ([page 5](#)) for Claim Deadlines.

New Build Offers (Infill). Promotion period: 1 January 2023 to 31 August 2023	
Property Type	Appliance Type and Rebate Values
<p>This offer is open to <b>New Builds</b> and specifically relates to <b>Infill Redevelopment</b> projects connecting to the natural gas network owned by MGN.</p> <p>An <b>Infill Redevelopment</b> is 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.</p>	<p><b><u>HOT WATER</u></b></p> <p>\$500 for dedicated natural gas hot water (limit 1)</p> <p>\$250 for gas boosted solar hot water (limit 1)</p> <p>\$100 for additional hot water units any either type (unlimited)</p>
	<p><b><u>HEATING</u></b></p> <p>\$500 for natural gas flued room heating e.g. gas log fire, wall furnace, space heater including internal and external applications (limit 1)</p> <p>\$500 for natural gas whole of home heating e.g. natural gas ducted or hydronic heating (limit 1)</p> <p>\$250 for additional flued or whole of home heating systems e.g. if two natural gas flued room heaters are installed in one property (unlimited)</p> <p>\$250 for natural gas radiant heating, fire pits or fire tables (unlimited)</p> <p>\$100 for unflued portable heating (unlimited)</p>
	<p><b><u>COOKING</u></b></p> <p>\$250 for indoor and outdoor cooking appliances including but not limited to, cooktop, oven, barbeque, pizza oven (unlimited)</p>
	<p><b><u>POOL, SPA and CLOTHES DRYER</u></b></p> <p>\$500 for natural gas pool heating (unlimited)</p> <p>\$500 for natural gas spa heating (unlimited)</p> <p>\$250 for natural gas clothes dryer (unlimited)</p>
	<p><b><u>CONNECTION BONUS</u></b></p> <p>A once-off \$500 bonus is available when an eligible Infill Redevelopment property connects to natural gas. A gas meter must be installed and/or commissioned in conjunction with at least one natural gas appliance during the Promotion Period. If there are multiple dwellings on a property sharing one gas meter, this will be considered a single-metered property and only one connection bonus applies.</p>

5. The 2023 MGN 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, provided all other T&C are met.
  - b. For the purpose of the 2023 MGN Rebate Promotion, a "small business" is defined as an enterprise employing fewer than 20 employees (per definition set by the Australian Bureau of Statistics).
  
6. Limits noted in the Promotion Schedule (Tables 1 to 3) apply:
  - per metered property. If there are several dwellings on a property served by a single meter, this is classed as a single metered property.
  - to the specific appliance only, e.g. a property may claim 1 x \$500 rebate for hot water and 1 x \$500 rebate for a flued heater, subject to other T&C being met.
  - across Campaigns i.e. if an Appliance Rebate has been claimed for the same appliance type in a MGN Promotion from a previous year, no Appliance Rebate at the fullest rate will be paid.
 If in doubt, please contact the Natural Gas Marketing Team to clarify.
  
7. Rebates will only be available to properties that are connected to the natural gas network owned by MGN. MGN shares ownership of the gas distribution network in Victoria, meaning **some postcodes in Victoria will not be valid for this promotion**. Eligible postcodes are listed in [Attachment 1 \(see Page 11\)](#). 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.
  
8. 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) from LNG or LPG to reticulated natural gas.
  
9. A Rebate will not be approved if we deem the application has been falsified in any way. Any misrepresentation or provision of fraudulent information disqualifies claim.
  
10. There will be a set Claim Deadline for Applicants to finalise appliance installation and lodge a Rebate claim, for eligible appliances purchased by the end of a Rebate Promotion period. Rebate claims that do not meet the Claim Deadlines set will not be approved for payment.

**Table 4. 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
All MGN Rebate Promotions for new builds and existing homes	Appliance purchase must be made before 31 August 2023	<p>Appliances installed between 1 January 2023 and 31 August 2023: <b>Claim deadline: 31 October 2023;</b></p> <p>Similarly, the Connection Bonus must be claimed by 31 October 2023 if the connection is completed between 1 January 2023 and 31 August 2023).</p> <p>Appliance Rebates and the Connection Bonus will not be paid to connections completed prior to 1 January 2023, unless the installation date is within the Claim Deadline set out in the 2022 Promotion. Call the Natural Gas Marketing Team on 03 88440 3880 for verification.</p>

11. It is the responsibility of the Applicant to ensure they submit a complete application and by the relevant deadline.

- 12.** All gas works must be completed by a licensed gasfitter, and a Gas Compliance Certificate is mandatory to support installation of each appliance for which a Rebate is being claimed.
- 13.** An appliance receipt or appliance installation invoice must also be provided for each appliance for which a Rebate is being claimed. In situations where at least one of these is not available (e.g. the installation is part of a renovation project and not itemised), a photo of the installed appliance with a serial number or a document from builder outlining the scope of work completed can be provided in lieu. MGN reserves the right to request additional information to support a rebate claim. We may also review the natural gas history (including gas consumption), and reserve the right to delay or reject payment of a claim based if results indicate the claim may be in breach of these T&C.
- 14.** 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 same installation, and visa-versa. As per Clause 2, 'Rebate' and 'Cashback' refer to the same monetary incentive.
- 15.** Rebates will only be approved and paid for fully connected natural gas appliances installed within the relevant Promotion Period, and by the end of the Claim Deadline ([refer Table 4 - Claim Deadlines](#)). The installation date will be determined as provided on the Gas Compliance Certificate, although we reserve the right to investigate this date if there is reasonable proof to suggest it is inaccurate. No Rebate will be paid for bayonet points or gas points for future connections until an appliance is connected.
- 16.** A gas meter number or Meter Installation Registration Number (commonly referred to as a 'MIRN') should be provided when applying for an Appliance Rebate. A MIRN is listed on the Customer gas bill or connection paperwork. Failure to provide this information may delay processing the claim.
- 17.** We may contact the Applicant or installer per the details provided on a Rebate claim to verify the installation meets T&C for an incentive.
- 18.** 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.
- 19.** Availability of Rebates for replacement appliances varies by appliance type.
  - a.** Rebates are offered to installations of new **or** replacement indoor heating, pool and/or 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.
- 20.** 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.
- 21.** We will collect personal information to conduct the 2023 MGN 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>
- 22.** 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.

**23.** MGN reserves the right to cease the 2023 MGN Rebate Promotion or vary Promotion T&C and promotion dates at our discretion, provided 7 days' prior written notice is given on the Promotions page of MGN's website and on the Cashback website ([www.mgnpromotions.com.au](http://www.mgnpromotions.com.au)). If we conclude the 2023 MGN 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 Claim Deadline (which will be no less than 6 weeks' from the revised end date date).

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

Further to the T&C set out under 'Section A: General T&C' (refer Page 1), the following also apply specifically to the Connection Bonus offer of the MGN 2023 Rebate Campaign:

**24.** The promotion period is 1 January 2023 to 31 August 2023.

**25.** 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:

- Existing properties connecting to natural gas for the first time; 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: New Estate builds are excluded from this offer. Refer to Tables 2 and 3.

**26.** A limit of 1 x Connection Bonus is payable per eligible metered address.

**28.** 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 \$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.

**29.** 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 Marketing team to verify eligibility.

**29.** The Connection Bonus must be claimed by the Claim Deadline set out in Table 4 ([page 5](#)). 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 Promotion.

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

Further to the T&C set out under 'Section A: General T&C' ([refer Page 1](#)), the following also apply specifically to the Hot Water Rebate offer of the MGN 2023 Rebate Campaign:

**30.** The promotion period is 1 January 2023 to 31 August 2023.

**31.** 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.

**32.** New Estate builds are excluded from this offer.

- 33.** 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.
- 34.** If a natural 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.
- 35.** 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 Rebate Campaign).
  - If the gas-boosted solar model that is being upgraded to a dedicated natural gas hot water system is not the only hot water system for the property, the maximum rebate payable is \$100 (additional hot water classification).
- AGN reserves the right to request proof that the previous system was gas-boosted solar.

## **Section D: Terms and Conditions – Home Heating**

Further to the T&C set out under 'Section A: General T&C' ([refer Page 1](#)), the following also apply specifically to the Heating Rebate offer of the MGN 2023 Rebate Campaign:

- 36.** The promotion period is 1 January 2023 to 31 August 2023.
- 37.** Heating Appliance Rebates and all T&C in Section D apply across all property types as referenced in this document.
- 38.** 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.
- 39.** 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 Rebate Campaign, the rebate payable is \$250 (irrespective of whether the previous heater has already received a rebate from AGN prior).
- 40.** 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 Rebate Campaign (or is an upgrade of the natural gas flued room heater), the rebate payable is \$500.
- 41.** 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, Customers should contact the Natural Gas Marketing Team for pre-approval.
- 42.** 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.



**43.** 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 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.

**44.** 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. Where there is already other natural gas heating in the home, the maximum rebate payable is only \$250.

**45.** 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' ([refer Page 1](#)), the following also apply specifically to the Pool and Spa Heating Rebate offer of the MGN 2023 Rebate Campaign:

**46.** The promotion period is 1 January 2023 to 31 August 2023.

**47.** 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.

**48.** An exemption will be offered in the 2023 Rebate Campaign under which replacement natural gas pool or spa heating will be offered an Appliance Rebate of \$500.

### **Section F: Terms and Conditions – \$250 Appliance Rebates (specific to Existing Homes and Infill New Build Projects)**

Further to the T&C set out under 'Section A: General T&C' ([refer Page 1](#)), the following also apply specifically to Appliance Rebates listed in Section F below of the MGN 2023 Rebate Campaign:

**49.** The promotion period is valid from 1 January 2023 to 31 August 2023.

**50.** The Appliance Rebates and T&C in Section F apply only 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. Note: these offers exclude New Estate builds. Refer to Section G for offers permitted to New Estate builds.

**51.** 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, BBQ, outdoor radiant heating, gas clothes dryer. Reminder: additional natural gas hot water and unflued portable gas heating will only qualify for a \$100 rebate.

**52.** 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.

**53.** 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 1](#)), the following also apply specifically to Appliance Rebates listed in Section G below of the MGN 2023 Rebate Campaign:

**54.** The promotion period is valid from 1 January 2023 to 31 August 2023.

**55.** A \$250 Appliance Rebate is available to New Estate builds for the installation of each natural gas outdoor appliance (e.g. BBQ, alfresco cookers and radiant heating).

**56.** A \$250 Appliance Rebate is payable for each natural gas clothes dryer installed.

**57.** No rebate is payable for hot water and indoor cooking appliances installed for this property type. Similarly, the Connection Bonus does not apply.

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@agig.com.au](mailto:multinetpromos@agig.com.au)

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.

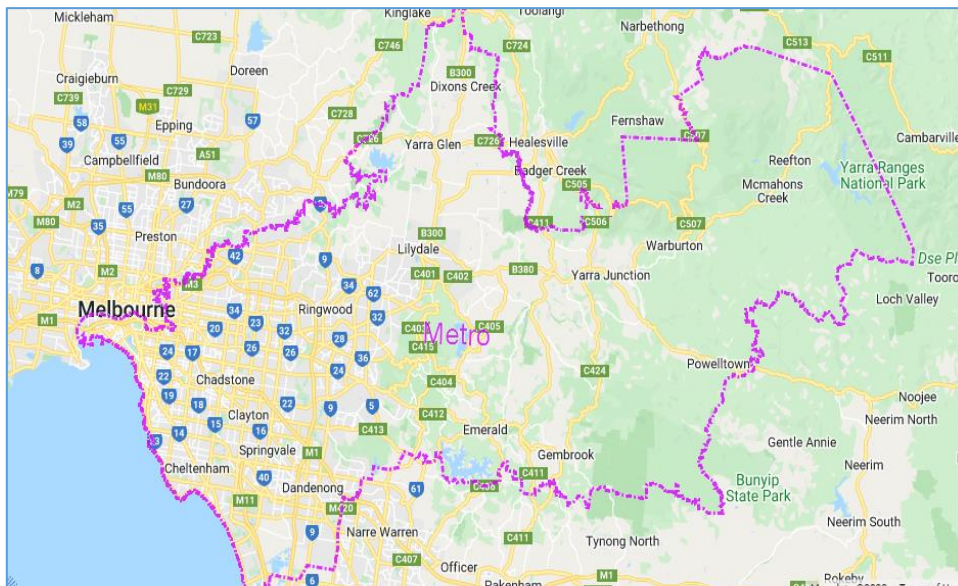
3004	3006	3008*	3097	3101	3102	3103	3104	3105	3106	3107	3108	3109
3111	3113	3114	3115	3116	3122	3123	3124	3125	3126	3127	3128	3129
3130	3131	3132	3133	3134	3135	3136	3137	3138	3139	3140	3141	3142
3143	3144	3145	3146	3147	3148	3149	3150	3151	3152	3153	3154	3155
3156	3158	3159	3160	3161	3162	3163	3165	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 this postcode area **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 2023 so Customers can contact the Natural Gas Marketing 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.

