

15 July 2025

# Natural Gas Free Heater Service Promotion 2025

## Terms and Conditions

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This promotion is 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.

By participating in this promotion, you agree to the following Terms and Conditions:

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## 1 PROMOTION OVERVIEW

This promotion entitles eligible participants to receive one free gas heater service per household, subject to the terms set out below. The offer is limited to the first 100 eligible bookings.

The initiative is part of MGN's commitment to help improve the **efficiency of gas home heating systems**. Regular servicing helps ensure appliances run safely, reliably, and more efficiently—potentially lowering energy use and costs.

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## 2 ELIGIBILITY CRITERIA

To be eligible for this offer, participants must:

- Be connected to the natural gas reticulation system in Victoria owned by Multinet Gas Networks (MGN); and
- Have a gas heater that has not been serviced/repared in the last 2 years; and
- Reside in one of the following eligible postcodes: 3136 (Croydon Vic) or 3156 (Ferntree Gully); and
- Be 18 years of age or older; and
- Be the owner-occupier of the residential property. Properties that are tenanted, leased, or used as rental accommodation are not eligible for this offer.
- Register for the offer via <https://multinetgas.com.au/customer-request-form>. Alternatively, you are welcome to call 03 8840 3880 or email [multinetpromos@agig.com.au](mailto:multinetpromos@agig.com.au) so one of our staff can assist with your registration; and
- Book their service appointment within the promotional period, or before allocated appointments are exhausted (whichever occurs earlier).

### 3 PROMOTIONAL PERIOD

The offer is valid for eligible bookings made between 1 July 2025 until either:

- All 100 free services have been claimed; or
- 30 September 2025, whichever occurs first. Once the appointment is booked, a grace period of one month for scheduling the service work will be honoured (e.g. 31 October 2025).

### 4 OFFER LIMITS

- The offer is strictly limited to the first 100 valid bookings received.
- Only one free service is available per household.
- Additional services, parts, or repairs outside the scope of the standard service will incur extra charges, which will be communicated to the participant by the tradesperson in advance. Any such extra charges must be paid by the participant directly to the tradesperson.
- The service must be completed by 31 October 2025.

### 5 SERVICE DELIVERY AND THIRD-PARTY ENGAGEMENT

- Multinet Gas Networks Limited (MGN) will engage an independent third-party contractor (Beachside Plumbing Group Pty Ltd ABN 91 606 840 840) (Service Provider) on behalf of the participant to perform the gas heater servicing (Work).
- Following the completion of the Work, the contractor will provide MGN with the Gas Safety Report and service details only.
- If the gas appliance is found to be not fit for service or requires replacement, MGN will not provide advice, recommendations, or have any involvement in the outcomes or decisions related to the appliance.
- The Service Provider will provide unbiased pricing and service estimates to customers independently.
- Customers are free to choose whether they wish to engage the Service Provider separately for any additional work or replacements.
- MGN will not be provided with any further information or reports regarding repair or replacement outcomes beyond the initial service report.

### 6 POST CAMPAIGN RESEARCH

- MGN may conduct a post-campaign research survey to evaluate the effectiveness of the offer and gather feedback on the service experience.
- Survey questions will be aimed only at the service provided
- Customers may wish to provide feedback regarding the outcomes post the service (such as repairs or replacements), however this information is entirely voluntary.

## 7 EXCLUSIONS

- This offer is not redeemable for cash or transferable to another individual or address.
- The offer applies only to owner-occupied residential properties; rental and commercial properties are excluded.
- The offer applies only to natural gas home-heating appliances. It excludes appliances fuelled by LPG, solar, wood or electricity.
- Heaters deemed unsafe or ineligible for servicing may be declined for servicing at the contractor's discretion.

## 8 RIGHT TO MODIFY OR CANCEL

MGN reserves the right to:

- Modify, suspend, or cancel the promotion at any time without prior notice due to operational, safety, or other unforeseen circumstances;
- Disqualify any participant found to be tampering with the entry process or violating these Terms and Conditions.

## 9 LIABILITY

MGN accepts no liability for:

- Loss, damage, or injury resulting from participation in this offer;
- Any decisions made by participants based on contractor advice;
- Missed or cancelled appointments due to an act or omission of the participant or the Service Provider.

## 10 Privacy

By registering for this offer, participants consent to the collection and use of their personal information by MGN and its appointed contractor for the purpose of administering the service. MGN's Privacy Policy, available at <https://www.multinetgas.com.au/privacy-policy> outlines how personal information is collected, handled and used by MGN.

The promoter is Multinet Gas (DB No.1) Pty Ltd (ABN 66 086 026 986) and Multinet Gas (DB No.2) Pty Ltd (ABN 57 086 230 122) trading as Multinet Gas Distribution Partnership (ABN 53 634 214 009).