



Residential Gas Installation Rebate Frequently Asked Questions

What is the Queensland Residential Gas Installation Rebate?

Householders installing gas appliances to replace electric, and some non-electric appliances, in **existing** homes can apply for a Queensland Government rebate.

The Queensland Residential Gas Installation Rebate provides up to \$500 for the installation of a gas appliance or appliances.

What is an eligible gas appliance and how much will I receive?

There are two categories of eligible gas appliances.

Category 1

- A \$300 rebate for a gas hot water system, with a minimum 5 Star energy efficiency rating; and/or

Category 2

- A \$200 rebate if you buy one or more of the following cooking appliances - a (minimum) 4 burner gas cooktop, gas oven or gas stove;
- A \$200 rebate for a 4 Star (minimum) energy efficient internal gas space heater with an external flue, which complies with Australian Standard 4553;
- A \$200 rebate for a gas clothes dryer with an external flue.

To receive a rebate for appliances listed in Category 2 only, you must already have an installed gas hot water system.

What is the maximum rebate I can claim/receive?

The maximum rebate per installation address is \$500.

To be eligible for the maximum \$500 rebate you will need to show that, either:

- more than one of the above appliances has been installed at the installation address, one of which is a gas hot water system; or
- three appliances in Category 2 have been installed at the installation address (subject to the requirement for existing gas hot water).

How will I receive my rebate?

You will receive your rebate as a credit on your gas bill.

Rebates will only be paid by cheque if a rental property owner does not hold an account with the gas retailer.

When can I claim the rebate?

You can apply for the rebate once you have installed an eligible gas appliance purchased on or after 7 September 2006 and installed before the scheme's end. Generally, the new appliance must replace an existing electric appliance.

Consideration may be given to applications for the replacement of non-electric appliances. However, this does not include replacing a gas appliance with another gas appliance, or replacing a solar hot water system, or a heat pump system, with gas. Enquiries regarding replacing non-electric appliances should be made to the Department of Mines and Energy.

When will the Rebate Scheme end?

The scheme is scheduled to end on 31 August 2009 or when all the allocated rebate funding has been claimed.

Who can apply for the rebate?

You can apply for the rebate if you own a property in which a gas appliance has been installed. Homeowners or landlords of rental properties are eligible to apply for the rebate.

The rebate applies to existing residential premises and is limited to detached houses and some attached dwellings such as town houses, terrace houses and villa units. It is not available for installations in flats or units in multi-storey buildings.

The rebate is not available when installing gas appliances in new homes.

How long will I have to wait for my rebate?

Your gas retailer will process rebate applications as soon as possible and notification will generally come on your next or subsequent gas account.

Cheque payments may take a little longer to process.

Will I be told if I am unsuccessful in gaining the rebate?

Yes. Your gas retailer will advise you if your application has been unsuccessful.

Is the rebate available for any type of gas supply?

Yes. Installations using reticulated (piped) natural gas, or liquefied petroleum gas (LPG); and LPG cylinders are eligible.

How do I apply for a rebate?

To apply for the rebate, complete and sign the **rebate application form**, attach a **copy** of the **proof of purchase** for the gas appliance, a **copy** of the **gas compliance certificate** and submit these documents to the gas retailer supplying or proposed to supply the installation address.

It is important that you read the scheme's terms and conditions, which are printed on the reverse of the application form, before completing and signing the application form.

How do I find out who my gas retailer is?

If you are already a gas customer, the name and the contact details of your retailer will appear on your gas bill.

If you are not a gas customer, you can find a list of gas retailers on the Department of Mines and Energy website (www.dme.qld.gov.au/gasrebate) or phone (07) 3247 3254.

How do I get an application form?

You can download the application form from the Department of Mines and Energy website (www.dme.qld.gov.au/gasrebate). If you contact the Department, an application form and related information can also be mailed out.

You can also get application forms from gasfitters, gas retailers and some gas appliance stores.

What is a gas system compliance certificate and where do I get it from?

Only licensed gasfitters holding a Queensland Government *Gas Work Licence* can install domestic gas appliances. Gasfitters are required to issue you with a *Gas System Compliance Certificate* (Form PGA734) to show your appliance has been installed safely.

How do I find a gasfitter?

Gasfitters may be found under 'Plumbers and Gasfitters' in the Yellow Pages. While licensed gasfitters may also be plumbers, not all plumbers are licensed gasfitters, so you will need to find a plumber who can install gas appliances.

You can also search for a gasfitter via the **Plumber Fast Find** facility on the Master Plumbers Association of Queensland website – www.mpaq.com.au

Where can I get a list of gas hot water systems (that are at least 5 star) sold in Queensland?

A list of available models is provided on the Department of Mines and Energy website (www.dme.qld.gov.au/gasrebate).

Why is the Queensland Government offering a Gas Installation Rebate?

The rebate supports gas as an efficient and reliable energy option for Queensland homes and, importantly, Queenslanders using gas are helping the environment. Changing from electricity to gas for heating water and cooking will reduce a household's greenhouse gas emissions by approximately two tonnes a year.

Where can I get more information about the rebate?

You can obtain more information about the rebate on the Department of Mines and Energy website (www.dme.qld.gov.au/gasrebate) or by contacting your gas retailer.

You can also email the Department of Mines and Energy at gasrebate@dme.qld.gov.au or call the department's Residential Gas Installation Rebate Enquiries line on (07) 3247 3254.