



Connection Process Handbook

OCTOBER 2009

INTRODUCTION

This handbook has been designed to provide gasfitters and builders with a step-by-step guide to connecting customers to the Network Operator's reticulated Natural Gas and LP Gas network.

It has been developed in accordance with the *Gas Standard [Gasfitting and Consumer Gas Installation] Regulations 1999* and the *REMCO Retail Market Rules*.

WA Gas Networks is the owner and operator of the gas network. WestNet Energy Services Pty Ltd manages the assets on behalf of the Network Operator.

The content of this handbook was correct at the time of printing but may be subject to change.

For the latest version, please visit www.wagn.com.au

Please note:

- The service levels stated in this handbook are subject to the timely receipt of external approvals and documentation.
- The gasfitter must have lodged a request for gas form with the nominated Retailer and a customer account must have been opened with the nominated Retailer.
- Delays in connection of a new home may occur if outside obstacles are encountered which are in the path of the gas service pipe.
- Incorrectly located gas meter boxes will also cause delays in connection.

1.0 Connecting a new residential single-titled dwelling

1.1.0 Gas availability

1.1.1 Requesting a connection

1.1.2 The connection process

1.1.3 Meter Box Locations – See 8.1.1

1.1.4 The Notice of Completion

2.0 Connecting an existing residential single-titled dwelling

2.1.0 Gas availability

2.1.1 Requesting a connection

2.1.2 The connection process

2.1.3 The Notice of Completion

3.0 Additional work for an existing residential single-titled dwelling

4.0 Connecting a new residential strata-titled development

4.1.0 Gas availability

4.1.1 Requesting a connection

4.1.2 The connection process

4.1.2.1 Low-rise developments

4.1.2.2 High-rise developments

4.1.3 The Notice of Completion

5.0 Connecting an existing residential strata-titled dwelling

5.1.0 Gas availability

5.1.1 Requesting a connection

5.1.2 The connection process

5.1.2.1 Low-rise developments

5.1.2.2 High-rise developments

5.1.3 The Notice of Completion

6.0 Additional work for an existing strata-titled dwelling

7.0 Connecting new commercial or industrial customers

7.1.0 Gas availability

7.1.1 Requesting a connection

7.1.2 Small use commercial connection fee

8.0 Exceptions to the free 20 metre gas service pipe rule

8.1.0 Designated boundary connection areas

8.1.1 Other Circumstances that require a meter box location not on the dwelling wall.

8.1.2 Over-length services

9.0 General information

9.1 Offline services

9.2 Meter box positions

9.2.1 Altering an existing meter box location

9.3 Elevated pressure

9.4 Pressure upgrades

9.5 Meter capacity upgrades: existing new residential and commercial customers

NEW RESIDENTIAL SINGLE-TITLED DWELLING

1.0 Connecting a new residential single-titled dwelling

1.1.0 GAS AVAILABILITY

To confirm gas is available outside the property, contact a gas retailer.

Please note: in the majority of new subdivisions a pre-laid gas service (PLS) is installed to the boundary line of a property.

Where retaining walls on the road frontage exist the PLS may be in a rear laneway.

IT IS THE GAS FITTER OR BUILDER'S RESPONSIBILITY TO INQUIRE FROM THE 1100 DIAL BEFORE YOU DIG SYSTEM FOR THE LOCATION OF THE PLS ON THE LOT BEING DEVELOPED BEFORE INSTALLING THE GAS METER BOX.

The Network Operator will connect the gas service from the PLS to the meter box and the route from that PLS must be clear of obstruction so that the service can be installed. This will often run diagonally across the lot.

Failure to ascertain the location of the PLS could cause costly rectification for the builder, and delays in the connection process if the gas meter box has to be relocated.

If gas is not outside the property but in an adjoining street, or if gas is not outside the property and there are no gas mains in the vicinity, then if requested, a gas retailer will organise a quotation from the Network Operator to extend the gas main to the customer's property.

The gas retailer will receive a written quotation from the Gas Network Operator within four weeks of their request. The gas retailer will then contact the gasfitter or customer to discuss this quotation.

On receipt of an acceptance for the quotation, the Network Operator will construct the gas main extension within 4 weeks of notification by the retailer.

1.1.1 REQUESTING A GAS SERVICE CONNECTION

Customers, gasfitters or builders will need to register a connection request with their gas retailer. The retailer, upon receipt of all the required information, will then lodge a request with the Network Operator. Each gas retailer is required to provide the same mandatory information[#] for a connection request but may have a different process or administrative procedure. Please contact the customer's gas retailer for more information.

Prior to registering a connection request with the gas retailer, **THE GASFITTER IS REQUIRED TO HAVE INSTALLED A METER BOX IN AN APPROVED POSITION ON THE CUSTOMER'S PROPERTY** [see *9.2 Meter box positions* for more information].

Mandatory information to be supplied to the retailer includes the following: customer name, address, contact number, load details per hour (MJ/h), meter pressure [1.25kPA or 2.75kPA] and the gasfitter's licence number.

1.1.2 THE CONNECTION PROCESS

If gas is available outside the property to be connected, the Network Operator will provide the customer with up to 20 metres of gas service pipe from the property boundary to the meter box free of charge⁺. The Network Operator will also supply a gas meter at the same time that the gas service pipe is laid.

Note: the gas meter supplied will be sized according to the MJ/hr load supplied by the requestor.

The Network Operator will lay the gas service pipe within 15 working days of processing a connection request from the customer's gas retailer provided gas is available and a mains extension is not required.

⁺If the property is located in a designated boundary connection area, (e.g. the Perth Hills area) then the 'up to 20 metres of gas service pipe free' rule does not apply [see *8.1.0 Designated boundary connection areas* for more information]. The customer's gasfitter or builder will be advised if this is the case when they first enquire about gas availability.

- Gas service pipe over 20 metres into the property will incur an additional charge [see *8.1.1 Over-length services* for more information].
- The Network Operator cannot connect a gas service pipe to an incorrectly located meter box [see *9.2 Meter box positions* for more information].

The gasfitter then completes the internal pipework and installs and tests the appliances. If the gasfitter is authorised by the Network Operator, they are to commission the meter, and customer supply and send through a Notice of Completion [see information on the *Notice of Completion* below].

If the gasfitter is not authorised by the Network Operator, then commissioning of the meter cannot be undertaken until a *Notice of Completion* is received by the Network Operator. The gasfitter or customer must then contact the Network Operator on 13 13 56 to schedule an appointment with the gasfitter in attendance, to commission the meter [charges apply].

1.1.3 METER BOX LOCATIONS – See 8.1.1 and 9.2

1.1.4 THE NOTICE OF COMPLETION

The *Notice of Completion* is the final ticket submitted by the gasfitter, confirming that all the appliances within the customer's property have been connected to the internal gas pipework and installed according to regulations.

The *Notice of Completion* must be completed in full, signed and submitted to the Network Operator within 48 hours of completing the installation and can be sent using any of the following methods:

By Fax

Fax to: 1800 643 369.

By Post

Post to: WA Gas Networks, PO BOX 3006, SUCCESS, WA 6964.

Please note:

Some new gas installations will be subject to a safety audit conducted by the Network Operator prior to a permanent gas supply being established.

Note: In these instances a tag will be affixed to the service alerting the gas fitter that the installation has been selected for audit. The instructions noted on the tag describe the steps that the gas fitter must follow.

EXISTING RESIDENTIAL SINGLE-TITLED DWELLING

2.0 Connecting an existing residential single-titled dwelling

2.1.0 GAS AVAILABILITY

To confirm gas is available outside the property, contact a gas retailer.

If gas is not outside the property but in an adjoining street, or if gas is not outside the property and there are no gas mains in the vicinity, then if requested, a gas retailer will organise a quotation from the Network Operator to extend the gas main to the customer's property.

The gas retailer will receive a written quotation from the Network Operator within four weeks of their request. The gas retailer will then contact the gasfitter or customer to discuss this quotation.

On receipt of an acceptance for the quotation, the Network Operator will construct the gas main extension within 4 weeks of notification by the retailer

2.1.1 REQUESTING A Gas Service CONNECTION

Customers, gasfitters or builders will need to register a connection request with their gas retailer. The retailer, upon receipt of all required information, will then lodge a request with the Network Operator. Each gas retailer is required to provide the same mandatory information[#] for a connection request but may have a different process or administrative procedure. Please contact the customer's gas retailer for more information.

Prior to registering a connection request with the gas retailer, THE GASFITTER IS REQUIRED TO HAVE INSTALLED A METER BOX IN AN APPROVED POSITION ON THE CUSTOMER'S PROPERTY [see 9.2 *Meter box positions* for more information].

#Mandatory information includes the following: customer name, address, contact number, load details per hour (MJ/h), meter pressure [1.25kPA or 2.75kPA] and the gasfitter's licence number.

Note: the gas meter supplied will be sized according to the MJ/hr load supplied by the requestor.

2.1.2 THE CONNECTION PROCESS

If gas is available outside the property to be connected, the Network Operator will provide the customer with up to 20 metres of gas service pipe from the property boundary to the meter box free of charge⁺. The Network Operator will also supply a gas meter at the same time that the gas service pipe is laid.

The Network Operator will lay the gas service pipe within five [5] working days of receiving a connection request from the customer's gas retailer provided gas is available and a mains extension is not required.

⁺If the property is located in a designated boundary connection area, (e.g. The Perth Hills area, then the 'up to 20 metres of gas service pipe free' rule does not apply [see *8.1.0 Designated boundary connection areas* for more information]. The customer's gasfitter or builder will be advised if this is the case when they first enquire about gas availability.

- Gas service pipe over 20 metres will incur an additional charge [see *8.1.2 Over length services* for more information].
- The Network Operator cannot connect a gas service pipe to an incorrectly located meter box [see *9.2 Meter box positions* for more information].

The gasfitter then completes the internal pipework and installs and tests the appliances. If the gasfitter is authorised by the Network Operator, they are to commission the meter and customer supply, and send through a *Notice of Completion* [see information on the *Notice of Completion* below].

If the gasfitter is not authorised by the Network Operator, then commissioning of the meter cannot be undertaken until a *Notice of Completion* is received by the Network Operator. The gasfitter or customer must then contact the Network Operator on 13 13 56 to schedule an appointment with the gasfitter to commission the meter [charges apply].

2.1.3 THE NOTICE OF COMPLETION

The *Notice of Completion* is the final ticket submitted by the gasfitter confirming that all the appliances within the customer's property have been connected to the internal gas pipework and installed according to regulations.

The *Notice of Completion* must be completed in full, signed and submitted to the Network Operator within 48 hours of completing the installation and can be sent using any of the following methods:

By Fax

Fax to: 1800 643 369.

By Post

Post to: WA Gas Networks, PO BOX 3006, SUCCESS, WA 6964.

Please note:

Some new gas installations will be subject to a safety audit conducted by the Network Operator prior to a permanent gas supply being established.

Note: In these instances a tag will be affixed to the service alerting the gas fitter that the installation has been selected for audit. The instructions noted on the tag describe the steps that the gas fitter must follow.

ADDITIONAL WORK FOR AN EXISTING RESIDENTIAL SINGLE-TITLED DWELLING

3.0 Additional work for an existing residential single-titled dwelling

The gasfitter will need to notify the customer's gas retailer of any additional work [installation of additional appliances] carried out at the customer's property as any additional gas load may require a meter upgrade [see *9.5 Meter capacity upgrades* for more information].

Each gas retailer may have a different process or administrative procedure for additional work. Please contact the customer's gas retailer for more information.

The *Notice of Completion* must be completed in full, signed and submitted to the Network Operator within 48 hours of completing the installation and can be sent using any of the following methods:

By Fax

Fax to: 1800 643 369.

By Post

Post to: WA Gas Networks, PO BOX 3006, SUCCESS, WA 6964.

Please note:

Some new gas installations will be subject to a safety audit conducted by the Network Operator prior to a permanent gas supply being established.

Note: In these instances a tag will be affixed to the service alerting the gas fitter that the installation has been selected for audit. The instructions noted on the tag describe the steps that the gas fitter must follow.

NEW RESIDENTIAL STRATA-TITLED DEVELOPMENT

4.0 Connecting a new residential strata-titled development

4.1.0 GAS AVAILABILITY

To confirm gas is available outside the property, contact a gas retailer.

If gas is not outside the property but in an adjoining street, or if gas is not outside the property and there are no gas mains in the vicinity, then if requested, a gas retailer will organise a quotation from the Network Operator to extend the gas main to the developer's property.

The gas retailer will receive a written quotation from the Network Operator within four weeks of their request. The gas retailer will then contact the gasfitter or developer to discuss this quotation.

On receipt of an acceptance for the quotation, the Network Operator will construct the gas main extension within 4 weeks of notification by the retailer.

4.1.1 REQUESTING A GAS CONNECTION

Gasfitters, builders or developers will need to consult with their gas retailer to register a connection request. The retailer will then lodge a request with the Network Operator. Each gas retailer is required to provide the same mandatory information[#] for a connection request but may have a different process or administrative procedure for new strata-titled developments. Please contact the developer's gas retailer for more information.

Prior to registering a connection request with the gas retailer, the gasfitter is required to have installed a meter box in an approved position on the developer's property [see *9.2 Meter box positions* for more information].

[#]Mandatory information includes the following: customer name, address, contact number, load details per hour (MJ/h), meter pressure [1.25kPA or 2.75kPA] and the gasfitter's licence number.

Note: the gas meter supplied will be sized according to the MJ/hr load supplied by the requestor.

4.1.2 THE CONNECTION PROCESS

4.1.2.1 LOW-RISE DEVELOPMENTS

If gas is available outside the property to be connected, the Network Operator will provide the developer with gas service pipe from the property boundary to each meter box free of charge on the following conditions:

1. An open trench is provided by the developer that is of sufficient width to allow working space around the gas pipe.

2. All units connected to gas have a gas hot water system.

Written confirmation of the above is required from the developer prior to laying the gas service pipe.

If the above conditions are not met, charges will apply.

The Network Operator cannot connect a gas service pipe to an incorrectly located meter box [see *9.2 Meter box positions* for more information].

The gasfitter then completes the internal pipework and installs and tests the appliances. If the gasfitter is authorised by the Network Operator, they are to commission each meter and send through the Notice of Completion [see information on the *Notice of Completion* below].

If the gasfitter is not authorised by the Network Operator, then commissioning of the meter cannot be undertaken until a *Notice of Completion* is received by the Network Operator. The gasfitter or developer must then contact the Network Operator on 13 13 56 to schedule an appointment with the gasfitter to commission each meter [charges apply].

Please note:

Some new gas installations will be subject to a safety audit conducted by the Network Operator prior to a permanent gas supply being established.

Note: In these instances a tag will be affixed to the service alerting the gas fitter that the installation has been selected for audit. The instructions noted on the tag describe the steps that the gas fitter must follow.

4.1.2.2 HIGH-RISE DEVELOPMENTS

If gas is available outside the property to be connected, the Network Operator will connect gas to the development under the following conditions:

1. Multiple master meters

Should the developer require each unit to be supplied with gas through an individual master meter, then the following conditions apply:

- **All master meters must be located on the main-fronting property boundary at ground level.** Should the boundary meter location be impractical, the Network Operator will determine a suitable location.
- Connection charges apply and will be quoted on a project-by-project basis by the Network Operator.

2. Master and sub-meters

Should the developer require the premises to be supplied with gas through one master meter, and subsequently through sub-meters located on each unit, then the following conditions apply:

- **The master meter must be located on the main-fronting property boundary at ground level.** Should the boundary meter location be impractical, the Network Operator will determine a suitable location.
- All sub-meters to be supplied by, and remain the property of, the developer. Please note: The Network Operator does not read sub-meters.
- Connection charges apply and will be quoted on a project-by-project basis by the Network Operator.

The Network Operator cannot connect a gas service pipe to an incorrectly located meter box [see 9.2 *Meter box positions* for more information].

The gasfitter then completes the internal pipework and installs and tests the appliances and sends through the *Notice of Completion*. The gasfitter must then contact the Network Operator on 13 13 56 to schedule an appointment with the developer to commission the master meter [charges apply].

4.1.3 THE NOTICE OF COMPLETION

The *Notice of Completion* is the final ticket submitted by the gasfitter, confirming that all the appliances within the customer's property have been connected to the internal gas pipework and installed according to regulations.

The *Notice of Completion* must be completed in full, signed and submitted to the Network Operator within 48 hours of completing the installation and can be sent using any of the following methods:

By Fax

Fax to: 1800 643 369.

By Post

Post to: WA Gas Networks, PO BOX 3006, SUCCESS, WA 6964.

Please note:

Some new gas installations will be subject to a safety audit conducted by the Network Operator prior to a permanent gas supply being established.

Note: In these instances a tag will be affixed to the service alerting the gas fitter that the installation has been selected for audit. The instructions noted on the tag describe the steps that the gas fitter must follow.

EXISTING RESIDENTIAL STRATA-TITLED DWELLING

5.0 Connecting an existing residential strata-titled dwelling

5.1.0 GAS AVAILABILITY

To confirm gas is available outside the property, contact a gas retailer.

If gas is not outside the property but in an adjoining street, or if gas is not outside the property and there are no gas mains in the vicinity, then if requested, the gas retailer will organise a quotation from the Network Operator to extend the gas main to the customer's property.

The gas retailer will receive a written quotation from the Network Operator within four weeks of their request. The gas retailer will then contact the gasfitter or customer to discuss this quotation.

On receipt of an acceptance for the quotation, the Network Operator will construct the gas main extension within 4 weeks of notification by the retailer.

5.1.1 REQUESTING A CONNECTION

Prior to registering a connection request with a gas retailer, the customer must seek written approval from the Strata Company (body corporate) [see *5.1.2 and 5.1.2.1, The connection process* for more information].

Once written approval has been obtained from the body corporate, the customer [or the customer's gasfitter] can register a connection request with their gas retailer who will lodge a request with the Network Operator. The Network Operator will then schedule a site visit within 14 days of the request, and provide a written quotation to the gas retailer. The retailer will advise the customer of the cost of connecting the property and subsequent dwellings to gas.

Each gas retailer is required to provide the same mandatory information[#] for a connection request but may have a different process or administrative procedure for existing strata-titled developments. Please contact the customer's gas retailer for more information.

Before registering a connection request with the gas retailer, the gasfitter is required to have installed a meter box in an approved position on the property [see *9.2 Meter box positions* for more information].

[#]Mandatory information includes the following: customer name, address, contact number, load details per hour (MJ/h), meter pressure [1.25kPA or 2.75kPA] and the gasfitter's licence number.

Note: the gas meter supplied will be sized according to the MJ/hr load supplied by the requestor.

5.1.2 THE CONNECTION PROCESS

5.1.2.1 LOW-RISE DEVELOPMENTS

The connection process for a strata-titled dwelling and a single-title dwelling is different. In the case of a strata-titled development, the customer may not be the owner of the land where the gas service pipe needs to be laid. If the land is common property, then it is effectively owned by the Strata Company. In order to proceed with the connection process, the Network Operator requires the customer to gain written permission from the body corporate prior to the commencement of any work. The gas retailer administers this process on behalf of the customer.

To connect reticulated Natural Gas or LP Gas to a strata-titled dwelling, the following criteria will need to be met by the body corporate.

The body corporate will:

1. Provide written permission [approval] for gas to be connected to the dwelling[s].
2. Provide the names and addresses of all customers wishing to connect to gas.
3. Provide a plan of the strata-titled property showing buildings and underground services.
4. Accept all responsibility for any reinstatement costs to paths, driveways, gardens etc. Reinstatement refers to returning the site to its previous condition.
5. Accept all responsibility for damage to any underground services not identified in the plans provided to the Network Operator.

The gas retailer must provide to the Network Operator the required information for a strata-titled connection even if the strata-titled dwelling has street frontage and other dwellings in the strata-titled property may not be affected by the connection process.

- If gas is available outside the property to be connected, the Network Operator will provide up to 20 metres of gas service pipe **per development** free of charge. Gas service pipe over 20 metres will incur an additional charge [see 8.1.2 *Over length services* for more information]. They will also supply a gas meter at the same time that the gas service pipe is laid. If one or more strata-titled dwelling(s) in the development are already connected to gas, the 'free 20 metres of gas service pipe' has already been laid and therefore cannot be claimed and charges will apply for subsequent connections.
- The Network Operator cannot connect a gas service pipe to an incorrectly located meter box [see 9.2 *Meter box positions* for more information].

The gasfitter then completes the internal pipework and installs and tests the appliances. If the gasfitter is authorised by the Network Operator, they are to commission each meter and send through the Notice of Completion [see information on the *Notice of Completion* below].

If the gasfitter is not authorised by the Network Operator then commissioning of the meter cannot be undertaken until a *Notice of Completion* is received by the Network Operator. The gasfitter or customer must then contact the Network Operator on 13 13 56 to schedule an appointment with the gasfitter to commission each meter [charges apply].

5.1.2.2 HIGH-RISE DEVELOPMENTS

The connection process for a strata-titled dwelling and a single-title dwelling is different. In the case of a strata-titled development, the customer may not be the owner of the land where the gas service pipe is to be laid. If the land is common property, then it is effectively owned by the Strata Company. In order to proceed with the connection process, the Network Operator requires the customer to gain written permission from the body corporate prior to the commencement of any work. The gas retailer administers this process on behalf of the customer.

To connect reticulated Natural Gas or LP Gas to a strata-titled dwelling, the following criteria will need to be met by the body corporate.

The body corporate will:

- Provide written permission [approval] for gas to be connected to the dwelling[s].
- Provide the names and addresses of all customers wishing to connect to gas.
- Provide a plan of the strata-titled property showing buildings and underground services.
- Accept all responsibility for any reinstatement costs to paths, driveways, gardens etc. Reinstatement refers to returning the site to its previous condition.
- Accept all responsibility for damage to any underground services not identified in the plans provided to the Network Operator.

The gas retailer must provide to the Network Operator the required information for a strata-titled connection, even if the strata-titled dwelling has street frontage and other dwellings in the strata-titled property may not be affected by the connection process.

If gas is available outside the property to be connected, the Network Operator will connect gas to the development under the following conditions:

1. Multiple master meters

Should the developer require each unit to be supplied with gas through an individual master meter, then the following conditions apply:

- **All master meters must be located on the main-fronting property boundary at ground level.** Should the boundary meter location be impractical, the Network Operator will determine a suitable location.
- Connection charges apply and will be quoted on a project-by-project basis by the Network Operator.

2. Master and sub-meters

Should the developer require the premises to be supplied with gas through one master meter, and subsequently through sub-meters located on each unit, then the following conditions apply:

- The master meter must be located on the main-fronting property boundary at ground level. Should the boundary meter location be impractical, the Network Operator will determine a suitable location.
- All sub-meters to be supplied by, and remain the property of, the developer. Please note: The Network Operator does not read sub-meters.
- Connection charges apply and will be quoted on a project-by-project basis by the Network Operator.
- The Network Operator cannot connect a gas service pipe to an incorrectly located meter box [see *9.2 Meter box positions* for more information].

The gasfitter then completes the internal pipework and installs and tests the appliances and sends through the *Notice of Completion*. The gasfitter or customer must then contact the Network Operator on 13 13 56 to schedule an appointment with the gasfitter to commission the master meter [charges apply].

5.1.3 THE NOTICE OF COMPLETION

The *Notice of Completion* is the final ticket submitted by the gasfitter confirming that all the appliances within the customer's dwelling are connected to the internal gas pipework and installed according to regulations.

The *Notice of Completion* must be completed in full, signed and submitted to the Network Operator within 48 hours of completing the installation and can be sent using any of the following methods:

By Fax

Fax to: 1800 643 369.

By Post

Post to: WA Gas Networks, PO BOX 3006, SUCCESS, WA 6964.

Please note:

Some new gas installations will be subject to a safety audit conducted by the Network Operator prior to a permanent gas supply being established.

Note: In these instances a tag will be affixed to the service alerting the gas fitter that the installation has been selected for audit. The instructions noted on the tag describe the steps that the gas fitter must follow.

ADDITIONAL WORK FOR AN EXISTING STRATA-TITLED DWELLING

6.0 Additional work for an existing strata-titled dwelling

The gasfitter will need to notify the customer's gas retailer of any additional work [installation of additional appliances] carried out at the dwelling as any additional gas load may require a meter upgrade [see *9.5 Meter capacity upgrades* for more information].

Each gas retailer may have a different process or administrative procedure for additional work. Please contact the customer's gas retailer for more information.

The *Notice of Completion* must be completed in full, signed and submitted to the Network Operator within 48 hours of completing the installation and can be sent using any of the following methods:

By Fax

Fax to: 1800 643 369.

By Post

Post to: WA Gas Networks, PO BOX 3006, SUCCESS, WA 6964.

Please note:

Some new gas installations will be subject to a safety audit conducted by the Network Operator prior to a permanent gas supply being established.

NEW COMMERCIAL OR INDUSTRIAL CUSTOMERS

7.0 Connecting new commercial or industrial customers

7.1.0 GAS AVAILABILITY

To confirm gas is available outside the property, contact a gas retailer.

If gas is not outside the property but in an adjoining street, or if gas is not outside the property and there are no gas mains in the vicinity, then if requested, a gas retailer will organise a quotation from the Network Operator to extend the gas main to the customer's property.

The gas retailer will receive a written quotation from the Network Operator within four weeks of their request. The gas retailer will then contact the gasfitter or customer to discuss this quotation.

On receipt of an acceptance for the quotation, the Network Operator will construct the gas main extension within 4 weeks of notification by the retailer.

7.1.1 REQUESTING A CONNECTION

Customers, gasfitters or builders will need to register a connection request with their gas retailer. The retailer will then lodge a request with the Network Operator. Each gas retailer is required to provide the same mandatory information[#] for a connection request but may have a different process or administrative procedure. Please contact the customer's gas retailer for more information.

Prior to registering a connection request with the gas retailer, the gasfitter is required to have installed a meter box in an approved position on the customer's property [see *9.2 Meter box positions* for more information] except where a meter set is required.

[#]Mandatory information includes the following: customer name, address, contact number, load details per hour (MJ/h), meter pressure [1.25kPA or 2.75kPA] and the gasfitter's licence number.

Note: the gas meter supplied will be sized according to the MJ/hr load supplied by the requestor.

Please note:

- A meter set may be required for large gas loads. Meter sets are custom-made [to suit the individual requirements of the customer] by the Network Operator at the gas retailer's request. For more information regarding meter sets and associated costs, please contact the customer's gas retailer.
- Meter sets must be commissioned by the Network Operator.
- If the premises to be connected is a Strata-Titled development (new or existing), approval for the works must be obtained from the Strata Company (Body Corporate).

7.1.2 SMALL USE COMMERCIAL CONNECTION FEE.

A connection fee will apply to all non-residential connections that do not require a meter set (customers that require AL6 to AL12 meters).

EXCEPTIONS TO THE FREE 20 METRE GAS SERVICE PIPE RULE

8.0 Exceptions to the free 20 metre gas service pipe rule

If gas is available outside the property to be connected, the Network Operator will provide the customer up to 20 metres of gas service pipe from the property boundary to the meter box free of charge, with the exception of the following:

- Connecting an existing residential strata-titled dwelling
- Connecting a new and existing high-rise residential development
- Connecting a commercial and [or] industrial customer
- Designated boundary connection areas

8.1.0 DESIGNATED BOUNDARY CONNECTION AREAS

For a number of reasons, some areas are designated as boundary connection areas. In these areas, the standard meter box must be located on the main fronting boundary of the customer's property.

Should the customer wish for the meter to be installed further in from the boundary, then a suitable trench must be provided from the boundary to the meter location by the customer at their expense. The following conditions apply:

- The route shall, as far as practicable, be at right angles to the gas main.
- The bed of the trench shall be soil that is free from rock or other hard formation.
- The minimum depth of cover shall be 600mm.
- The maximum length of service inside the property shall be determined by the Network Operator

8.1.1 OTHER CIRCUMSTANCES THAT REQUIRE A METER BOX LOCATION TO BE LOCATED OTHER THAN ON THE DWELLING WALL

There are other considerations **outside designated boundary connection areas** that the gasfitter must take into account when installing a meter box.

Gasfitters should be aware that meter boxes should not be located on the house or living unit if the route of the gas service pipe to the meter box includes any of the following:

- Steep site levels
- Soil conditions that may include limestone or rock
- Tiered or terraced gardens
- Trees or dense vegetation
- Retaining Walls

THE GASFITTER MUST INFORM THE OWNER OF THE PREMISES that reinstatement of any brick paving, concrete, bitumen, or other finished surfaces disturbed during installation of the gas service pipe is the responsibility of the owner.

Placing a meter box over paving or concrete

The gas fitter is responsible for informing the owner of the premises that the Network Operator will have to remove the paving or concrete under the meter box and the reinstatement of that paving or concrete will be the responsibility of the owner.

A written notice of acceptance of these terms must be provided prior to commencement of the installation. **This acceptance note may be left in the gas meter box.** Failure to provide proof of acceptance will cause delay in the connection until acceptance is given.

8.1.2 OVER-LENGTH SERVICES

A connection that requires gas service pipe over 20 metres will incur an additional charge. This additional charge is referred to as an over-length service. The customer's gas retailer will advise of the cost per metre for an over-length service as part of their connection process.

When the gas service pipe is laid by the Network Operator, a card will be left in the meter box advising how much over-length service pipe has been laid. The customer's gas retailer will invoice them directly for any over-length service charges.

The maximum length of service inside the property shall be determined by the Network Operator

GENERAL INFORMATION

9.0 General information

9.1 OFFLINE SERVICES

In older suburbs where gas mains were laid retrospectively, many services were laid at right angles from the gas main to the meter box. If they were not laid at right angles they were termed off line, and a drawing of the service run was either directly recorded into the graphical information system (GIS) as a line drawing, or an off line (OLS) symbol was inserted into the GIS with a record of the service drawing. These gas drawings are available through the 1100 – Dial Before you Dig System.

In new subdivisions gas services are installed up to each Lot boundary at the time of subdivision construction and laid in a straight line from the gas main across the road reserve to the inside of the boundary. Dial Before you Dig plans will show these services as a PLS symbol (pre-laid service). When the gas fitter applies for a gas connection, a gas service line is laid from the pre-laid service to the gas meter box. These services can run diagonally from the pre-laid service to the gas meter box, but although not at right angles to the gas main, are not termed off line services. An approximate drawing of the service line will be placed in the gas meter box on completion of the installation of the service.

9.2 METER BOX POSITIONS

The Network Operator cannot connect a gas service pipe to an incorrectly located meter box. The meter box is usually located at the front of the customer's property. However, special conditions apply to the location of a meter box if the property is in a designated boundary connection area [see *8.1.0 Designated boundary connection areas*].

For information on meter box locations, please visit www.wagn.com.au and look under: *Home> then select the quick link option entitled Meter Box Location Guide.*

9.2.1 ALTERING AN EXISTING METER BOX LOCATION

If the customer requests a relocation of an existing meter box location, the gasfitter must comply with *Gas Standards [Gasfitting and Consumer Gas Installations] Regulations 1999* and the *Australian Standard Gas Installations AS5601*, in addition to the 'Meter Box Location Guide' brochure.

To obtain a copy of the Meter Box Location Guide, please visit www.wagn.com.au and look under: *Home> then select the quick link option entitled Meter Box Location Guide.*

The gasfitter or owner should contact the Network Operator directly on 13 13 56 to establish costs associated with altering a meter box position.

9.3 ELEVATED PRESSURE

Once gas availability has been established, the gasfitter will need to confirm with the gas retailer the level of pressure [1.25kPA or 2.75kPA] required for the customer's gas appliances.

Elevated pressure refers to natural gas being supplied to appliances at 2.75 kPA - a higher pressure than prescribed pressure [1.25 kPA].

Elevated pressure will make no difference to the operation of gas appliances, as the appliances will be installed to operate under the pressure specified by the appliance manufacturer.

Elevated pressure is only available if medium or higher pressure gas mains are in the area.

9.4 PRESSURE UPGRADES

Application for a pressure upgrade on existing premises to 2.75kPa

- Gas fitter to confirm that elevated pressure is available to the customer's property through their gas retailer.
- Gasfitter advises customer's gas retailer of additional work and requests the pressure to be upgraded through the RFG process.
- Gas retailer, on behalf of the gasfitter, requests pressure upgrade from the Network Operator.
- Network Operator carries out further visual check of graphical information system (GIS) to ascertain that the gas service is connected to the correct pressure gas main.
- The Network Operator contacts the gasfitter and makes an appointment to attend the site, with the gas fitter in attendance, to install a 2.75kPa regulator.
- Gas fitter performs additional work on the customer's property.
- Gas fitter submits Notice of Completion to Network Operator.
- Gas Retailer charges customer for pressure upgrade.

9.5 METER CAPACITY UPGRADES: EXISTING RESIDENTIAL AND COMMERCIAL CUSTOMERS

Meter capacity upgrades apply to commercial or residential customers who require a greater volume of gas [than is normally provided] to adequately supply their natural gas appliances.

- Existing residential or commercial meter capacity upgrade

If a customer requires an AL12 or larger meter at an established residential or commercial property, the gasfitter must request a meter capacity upgrade from the customer's gas retailer [charges apply].