

Alinta Sales' Connection Guide



Alinta



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INTRODUCTION

This guide has been designed by Alinta Sales to provide gasfitters and builders with a simple and quick reference point for connecting Alinta Sales' customers to the reticulated Natural Gas and LP Gas network.

This guide should be read in conjunction with the Network Operator's Connection Handbook.

The content of this guide was correct at the time of printing but may be subject to change. For the latest version, please visit www.Alinta.net.au

1

NEW RESIDENTIAL SINGLE-TITLED DWELLING | HOME

Check gas availability.
Call 9210 2004.



Install meter box.



Submit RFG form [with valid customer account]
and fax to 1800 677 949.



Network Operator performs gas connection.




Submit Completion Notice to the Network Operator
[fax to 1800 643 369] and turn on the gas.

1.0 CONNECTING A NEW RESIDENTIAL SINGLE-TITLED DWELLING | HOME

1.1 CHECK GAS AVAILABILITY

Gasfitter or customer to confirm gas availability and pressure by contacting Alinta Sales on 9201 2004.

Yes, gas is available.

 Proceed to Step 1.2.

No, gas is not available.

- Customer to contact Alinta Sales to arrange for a quotation to extend the gas mains to the property.
- Alinta Sales will request a quotation from the Network Operator on the customer's behalf [please allow a maximum of four weeks].
- Customer must provide Alinta Sales with written approval accepting cost and payment for works before proceeding to Step 1.2.

1.2 INSTALL METER BOX

Gasfitter to install the meter box in an approved position on the customer's property.

1.3 REQUEST A CONNECTION

Gasfitter to register a connection request by lodging an *Alinta Sales Request for Gas [RFG]* form [fax to 1800 677 949].

[See *7.0 Alinta Sales Request for Gas [RFG] form for Gasfitters* for more information.]

Important

A customer account must be opened for each property connecting to gas. If an account has not been opened, then the connection process will not proceed. See below for more information.

- If 'section A and/or B' is blank or incomplete on the *RFG* form, Alinta Sales will check to see if an account has been opened for the property. Please ensure the customer's details in the *RFG* form, such as lot and street numbers, are accurate and consistent with the customer's account details. It may be difficult to validate through the lot number if an account has been opened for the property but the *RFG* form states the street number.

Please note: *RFG* forms for new properties must supply a lot number.

- A customer can open an account by:
 - a. Calling Alinta Sales on 13 13 58. The customer will receive an 'account number' which is to be quoted to the gasfitter. The gasfitter should record this 'account number' in 'section A' when submitting the *RFG* form.
- OR
- b. Completing and signing 'section B' of the *RFG* form.
- OR
- c. Completing and submitting [fax to 1800 677 949] a *Builders Request for Account* form at the pre-start phase of the building process. If this option is used, then 'section A and B' of the *RFG* form can be left blank.

To ensure that the connection process is completed in an accurate and timely manner, it is recommended that 'section A' [account number] or 'section B' [account details] of the *RFG* form is completed.

No customer for the property?

If the property is being developed without an end customer, the developer or responsible party will be required to open a gas account. The developer or responsible party will therefore be responsible for any connection charges, supply charges and gas use charges until a customer opens a gas account for the property.

Larger meter required?

See 9.3 *Metre upgrade* on page 24 for more information.

1.4 THE CONNECTION PROCESS

- Within five [5] working days of receiving a completed *RFG* form [including a valid customer account being opened], and once all details are verified, Alinta Sales will register a connection request with the Network Operator.
- The Network Operator will install a gas service pipe and meter within 15 working days of receiving a connection request from Alinta Sales [total of 20 working days service standard from request to connection].
- The Network Operator will provide up to the first 20 metres of gas service pipe free of charge. This is not applicable if the property is in a designated boundary connection area. Please refer to 9.1.0 *Designated boundary connection areas* on page 12 of the *Network Operator's Connection Handbook* for more information.
- Gas service pipes over 20 meters will incur an additional charge. Please call Alinta Sales on 9210 2004 for current costings. For more information on over-length services, please refer to 9.1.1 *Over-length services* on page 13 of the *Network Operator's Connection Handbook*.

1.5 THE COMPLETION NOTICE

- The gasfitter completes internal pipe work and installs and tests appliances.
- If the gasfitter is authorised by the Network Operator, they are required to commission the meter and submit a *Completion Notice* within 48 hours of commissioning the meter [fax to 1800 643 369].
- If the gasfitter is not authorised by the Network Operator, they are required to submit a *Completion Notice* within 48 hours of completing the installation [fax to 1800 643 369]. The customer or gasfitter must then contact the Network Operator on 13 13 56 to schedule an appointment to commission [turn on] the gas supply. A charge will be applied to the customer in these cases.

Please note: The *Completion Notice* must be received by the Network Operator before they will arrange a site visit.

- The gas connection is now complete.

2

EXISTING RESIDENTIAL SINGLE-TITLED DWELLING | HOME

Check gas availability.
Call 9210 2004.



Install meter box.



Submit RFG form [with valid customer account]
and fax to 1800 677 949.



Network Operator performs gas connection.



Submit Completion Notice to the Network Operator
[fax to 1800 643 369] and turn on the gas.

2.0 CONNECTING AN EXISTING RESIDENTIAL SINGLE-TITLED DWELLING | HOME

2.1 CHECK GAS AVAILABILITY

Gasfitter or customer to confirm gas availability and pressure by contacting Alinta Sales on 9210 2004.

Yes, gas is available.

 Proceed to Step 2.2.

No, gas is not available.

- Customer to contact Alinta Sales to arrange for a quotation to extend the gas mains to the property.
- Alinta Sales will request a quotation from the Network Operator on the customer's behalf [please allow a maximum of four weeks].
- Customer must provide Alinta Sales with written approval accepting cost and payment for works before proceeding to Step 2.2.

2.2 INSTALL METER BOX

Gasfitter to install the meter box in an approved position on the customer's property.

2.3 REQUEST A CONNECTION

Gasfitter to register a connection request by lodging an *Alinta Sales Request for Gas [RFG]* form [fax to 1800 677 949].

[See 7.0 *Alinta Sales Request for Gas [RFG]* form for Gasfitters for more information.]

Important

A customer account must be opened for each property or dwelling connecting to gas. If an account has not been opened, then the connection process will not proceed. See below for more information.

- If 'section A and/or B' is blank or incomplete on the *RFG* form, Alinta Sales will check to see if an account has been opened for the property. Please ensure that customer's details in the *RFG* form, such as lot and street numbers, are accurate and consistent with the customer's account details. It may be difficult to validate through the lot number if an account has been opened for the property but the *RFG* form states the street number.
- A customer can open an account by:
 - a. Calling Alinta Sales on 13 13 58. The customer will receive an 'account number', which is to be quoted to the gasfitter. The gasfitter should record this 'account number' in 'section A' when submitting the *RFG* form.OR
 - b. Completing and signing 'section B' of the *RFG* form.

2.4 THE CONNECTION PROCESS

- Within five [5] days of receiving a completed *RFG* form [including a valid customer account being opened], and once all details are verified, Alinta Sales will register a connection request with the Network Operator.
- The Network Operator will install a gas service pipe and meter within five [5] working days of receiving a connection request from Alinta Sales [total of 10 working days service standard from request to connection].
- The Network Operator will provide up to the first 20 metres of gas service pipe free of charge. This is not applicable if the property is in a designated boundary connection area. Please refer to *9.1.0 Designated boundary connection areas* on page 12 of the *Network Operator's Connection Handbook* for more information.
- Gas service pipes over 20 meters will incur an additional charge. Please call Alinta Sales on 9210 2004 for current costings. For more information on over-length services, please refer to *9.1.1 Over-length services* on page 13 of the *Network Operator's Connection Handbook*.

2.5 THE COMPLETION NOTICE

- The gasfitter completes internal pipe work and installs and tests appliances.
- If the gasfitter is authorised by the Network Operator, they are required to commission the meter and submit a *Completion Notice* within 48 hours of commissioning the meter [fax to 1800 643 369].
- If the gasfitter is not authorised by the Network Operator, they are required to submit a *Completion Notice* within 48 hours of completing the installation [fax 1800 643 369]. The customer or gasfitter must then contact the Network Operator on 13 13 56 to schedule an appointment to commission [turn on] the gas supply. A charge will be applied to the customer in these cases.

Please note: The *Completion Notice* must be received by the Network Operator before they will arrange a site visit.

- The gas connection is now complete.

3

EMERGENCY CHANGEOVER [ECO] FOR HOT WATER IN AN EXISTING RESIDENTIAL SINGLE-TITLE DWELLING | HOME

3.0 EMERGENCY CHANGEOVER FOR HOT WATER IN AN EXISTING RESIDENTIAL SINGLE-TITLE DWELLING THAT HAS ACCESS TO A GAS MAIN IN THE STREET

Emergency Changeovers [ECO] are only available for customers who are converting from a non-gas hot water system to a gas unit. ECOs are not available in designated boundary connections areas or for strata-titled and common ground properties. For more information, please refer to *4.0 Emergency Changeover [ECO] for hot water in an existing residential single-titled dwelling* on page 4 of the *Network Operator's Connection Handbook*.

4

NEW RESIDENTIAL STRATA-TITLED DWELLING | DEVELOPMENT

Check gas availability.
Call 9210 2004.



Request a quotation from the Network Operator.



Install meter box[es].



Submit RFG form [with valid customer account] for each dwelling or common area and fax to 1800 677 949.



Network Operator performs gas connection.



Submit Completion Notice to the Network Operator [fax to 1800 643 369] and turn on the gas.

4.0 CONNECTING A NEW RESIDENTIAL STRATA-TITLED DWELLING | DEVELOPMENT

4.1 CHECK GAS AVAILABILITY

Gasfitter, developer or responsible party to confirm gas availability and pressure by contacting Alinta Sales on 9210 2004.

Yes, gas is available.



Proceed to Step 4.2.

No, gas is not available.

- Developer or responsible party to contact Alinta Sales to arrange for a quotation to extend the gas mains to the property.
- Alinta Sales will request a quotation from the Network Operator on the developer's behalf [please allow a maximum of four weeks].
- Developer or responsible party to provide Alinta Sales with written approval accepting cost and payment for works before proceeding to Step 4.2.

Please note: Written authority from the owner of the property is required for Alinta Sales to deal with other third parties [builders, consultants or gasfitters] in relation to quotations.

4.2 REQUEST A QUOTATION

New strata-titled developments require a quotation from the Network Operator to establish connection charges [if applicable].

In order to receive a quotation, the developer or authorised representative is required to submit the following information to the Network Operator:

- Plan of the property including meter positions.
- Total MJ load for the property and for each individual dwelling [unit] including any common areas e.g. laundry.

The Network Operator will liaise directly with the developer or authorised representative in relation to the conditions and charges for connection [if applicable].

The developer or authorised representative is to provide written approval from the owner of the property to the Network Operator prior to Step 4.3.

4.2.1 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:

- The developer provides common trenching.
- Each unit connected to gas has a gas hot water system.

Written confirmation of the above is required from the developer to the Network Operator prior to laying of the gas service pipe. Charges from the Network Operator will apply if these conditions are not met. Please refer to *5.1.2.1 Low rise developments* on page 6 of the *Network Operator's Connection Handbook*.

4.2.2 High-rise developments

If gas is available outside the property to be connected, the Network Operator will connect gas to the development. Please refer to *5.1.2.2 High-rise developments* on page 6 of the *Network Operator's Connection Handbook* for more information.

4.3 INSTALL METER BOX[ES]

Gasfitter to install meter box[es] in approved positions on the developer's property, where applicable.

4.4 REQUEST A CONNECTION

Gasfitter to register a connection request by lodging an *Alinta Sales Request for Gas [RFG]* form for each dwelling [unit] connecting to gas [fax to 1800 677 949].

[See *7.0 Alinta Sales Request for Gas [RFG] form for Gasfitters* for more information.]

Important

A customer account must be opened for each dwelling [unit] connecting to gas. If an account has not been opened, then the connection process will not proceed.

- If 'section A and/or B' is blank or incomplete on the *RFG* form, Alinta Sales will check to see if an account has been opened for each dwelling [unit]. Please ensure that details such as lot and street numbers in the *RFG* form are accurate and consistent with the customer's account details. It may be difficult to validate if an account has been opened for the dwelling [unit] if the developer or authorised representative opens an account with the lot number but the *RFG* form states the street number.

- The developer or authorised representative can open an account by:
 - a. Calling Alinta Sales on 13 13 58. The developer or authorised representative will receive an 'account number' for each dwelling [unit], which is to be quoted to the gasfitter. The gasfitter should record this 'account number' in 'section A' when submitting each *RFG* form.OR
 - b. Completing and signing 'section B' of each *RFG* form.OR
 - c. Completing and submitting [fax to 1800 677 949] a *Builders Request for Account* form at the pre-start phase of the building process. If this option is used, then 'section A and B' of the *RFG* form can be left blank.

To ensure that the connection process is completed in an accurate and timely manner, it is recommended that 'section A' [account number] of each *RFG* form is completed.

No customer for the property?

If the property or dwelling is being developed without an end customer, the developer or responsible party will be required to open a gas account. The developer or responsible party will therefore be responsible for any connection charges, supply charges and gas use charges until a customer opens a gas account for the property or dwelling.

4.5 THE CONNECTION PROCESS

- Within five [5] days of receiving a completed *RFG* form [including a valid customer account being opened], and once all details are verified, Alinta Sales will register a connection request with the Network Operator.
- The Network Operator will install gas service pipe and a meter for each dwelling [unit] within 15 working days of receiving a connection request from Alinta Sales [total of 20 working days service standard from request to connection].

4.6 THE COMPLETION NOTICE

- The gasfitter completes internal pipe work and installs and tests appliances.
- In a multiple master meter situation:
 - a. If the gasfitter is authorised by the Network Operator, they are required to commission the meters and submit a *Completion Notice* within 48 hours of each meter being commissioned [fax to 1800 643 369].
 - b. If the gasfitter is not authorised by the Network Operator, they are required to submit a *Completion Notice* within 48 hours of completing the installation [fax to 1800 643 369]. The developer, responsible party or gasfitter must then contact the Network Operator on 13 13 56 to schedule an appointment to commission [turn on] the gas supply. A charge will be applied to the customer in these cases.

Please note: The *Completion Notice* must be received by the Network Operator before they will arrange a site visit.

- In high-rise developments supplied through a master and sub-meters, the Network Operator is required to commission the master meter on receipt of a *Completion Notice* from the gasfitter. The developer, responsible party or gasfitter must then contact the Network Operator on 13 13 56 to schedule an appointment to commission [turn on] the gas supply. Charges apply.

Please note: The *Completion Notice* must be received by the Network Operator before they will arrange a site visit.

- The gas connection is now complete.

5

EXISTING RESIDENTIAL STRATA-TITLED DWELLING | COMMON AREA HOME

Check gas availability.
Call 9210 2004.



Open customer account and complete
Notice of Acceptance.



Install meter box[es].



Submit RFG form [with valid customer account] for each
dwelling or common area and fax to 1800 677 949.



Network Operator performs gas connection.



Submit Completion Notice to the Network Operator
[fax to 1800 643 369] and turn on the gas.

5.0 CONNECTING AN EXISTING RESIDENTIAL STRATA-TITLED DWELLING | COMMON AREA HOME

Existing properties [dwellings] with a prefix or suffix to the street number [e.g. Unit 20, 6 Smith Street or 21A Smith Street] are designated as strata-titled or common ground properties by the Network Operator.

All existing strata connections are subject to a connection charge.

5.1 NOTICE OF ACCEPTANCE PROCESS

With a strata-titled property the customer applying to connect their dwelling [unit] to gas does not own the property that the gas service pipe will pass through. The body corporate controls this, and as such, the Network Operator requires written permission from the body corporate to proceed with the connection of a dwelling.

The Network Operator will connect an existing strata-titled [common ground] dwelling if the body corporate:

- Provides written approval to have gas connected to the dwelling[s].
- Accepts responsibility for any reinstatement costs.
- Provides the names and addresses of all customers willing to connect to gas.
- Provides a map or plan of the strata-titled property showing buildings and underground services.
- Accepts responsibility for damage to any underground services not identified in plans provided to the Network Operator.

These requirements are met by Alinta Sales through a *Notice of Acceptance*, outlining the above requirements, being forwarded to and signed by the body corporate and owners connecting to gas. This process is also required by the Network Operator for properties that share common ground such as duplexes [see page 7 of the *Network Operator's Connection Handbook* for more information].

5.2 CHECK GAS AVAILABILITY

Gasfitter or customer to confirm gas availability and pressure by contacting Alinta Sales on 9210 2004.

Yes, gas is available.  Proceed to Step 5.3.

- No, gas is not available. ■ Customer to contact Alinta Sales to arrange for a quotation to extend the gas mains to the property.
- Alinta Sales will request a quotation from the Network Operator on the Customer's behalf [please allow a maximum four weeks].

- Customer must provide Alinta Sales with written approval accepting cost and payment for works before proceeding to Step 5.3.

5.3 OPEN AN ACCOUNT AND NOTICE OF ACCEPTANCE

- a. Customer to contact Alinta Sales on 13 13 58 and open an account. Alinta Sales will advise the customer of the Network Operator requirements in relation to a strata-titled | common ground connection [outlined in 5.1 *Notice of Acceptance Process*] and forward a letter and *Notice of Acceptance* to the customer.
- b. The customer through the body corporate completes the *Notice of Acceptance* and returns completed paperwork to Alinta Sales.

Please note: Delays to the connection process will occur if all mandatory information is not provided.

- c. Within five [5] working days of receiving a completed *Notice of Acceptance*, Alinta Sales will request an assessment from the Network Operator to establish any connection and reinstatement charges. Please allow 10 working days for a site visit and up to 20 working days for a quotation.
- d. Alinta Sales will advise the customer of the outcome of the assessment in writing.

5.4 INSTALL METER BOX AND REGISTER A CONNECTION

On receipt of written approval [acceptance by the customer for cost and payment of works], the gasfitter is required to fit a meter box in an approved position and submit an *RFG* form to Alinta Sales. An *RFG* form is required for each dwelling or area e.g. common laundry connecting to gas.

5.5 THE CONNECTION PROCESS

- Within five [5] days of receiving a completed *RFG* form [including a valid customer account being opened] and once all details are verified, Alinta Sales will register a connection request with the Network Operator.
- The Network Operator will install the gas service pipe and meter[s].
- Low-rise developments
If gas is available outside the property to be connected, the Network Operator will provide the developer with up to 20 meters of gas service pipe per development [they will also supply a gas meter at the same time the gas service pipe is laid] free of charge on the following conditions:

- a. The property is not in a designated boundary connection area. Please refer to 9.1.0 *Designated boundary connection areas* on page 12 of the *Network Operator's Connection Handbook* for more information.
- b. None of the existing strata-titled dwellings [units] are already connected to gas.

■ **High-rise developments**

If gas is available outside the property to be connected, the Network Operator will connect gas to the development. Please refer to 6.1.2.2 *High-rise developments* on page 9 of the *Network Operator's Connection Handbook* for more information.

- Gas service pipe over 20 meters will incur an additional charge [please refer to 9.1.1 *Over-length services* on page 13 of the *Network Operator's Connection Handbook* for more information]. For the charge per metre of an over-length service, please contact Alinta Sales on 9210 2004.

5.6 THE COMPLETION NOTICE

The gasfitter completes internal pipe work and installs and tests appliances.

In a multiple master meter situation:

- If the gasfitter is authorised by the Network Operator, they are required to commission the meters and submit a *Completion Notice* within 48 hours of each meter being commissioned [fax to 1800 643 369].
- If the gasfitter is not authorised by the Network Operator, they are required to submit a *Completion Notice* within 48 hours of completing the installation [fax to 1800 643 369]. The developer, responsible party or gasfitter must then contact the Network Operator on 13 13 56 to schedule an appointment to commission [turn on] the gas supply. A charge will be applied to the customer in these cases.

Please note: The *Completion Notice* must be received by the Network Operator before they will arrange a site visit.

In a master and sub-meter situation:

- In high-rise developments supplied through a master and sub-meters, the Network Operator is required to commission the master meter on receipt of a *Completion Notice* from the gasfitter. The developer, responsible party or gasfitter must then contact the Network Operator on 13 13 56 to schedule an appointment to commission [turn on] the gas supply.

Please note: The *Completion Notice* must be received by the Network Operator before they will arrange a site visit.

- The gas connection is now complete.

6

NEW COMMERCIAL OR INDUSTRIAL CUSTOMERS

Check gas availability.
Call 9210 2004.



Advise Alinta Sales of maximum gas load.



Install meter box.



Submit RFG form [with valid customer account] for each dwelling or common area and fax to 1800 677 949.



Network Operator performs gas connection.



Submit Completion Notice to the Network Operator [fax to 1800 643 369] and turn on the gas.

6.0 CONNECTING NEW COMMERCIAL OR INDUSTRIAL CUSTOMERS

6.1 CHECK GAS AVAILABILITY

Gasfitter or customer to confirm gas availability and pressure by contacting Alinta Sales on 9210 2004.

Yes, gas is available.



Proceed to Step 6.2.

No, gas is not available.

- Customer to contact Alinta Sales to arrange for a quotation to extend the gas mains to the property.
- Alinta Sales will request a quotation from the Network Operator on the Customer's behalf [please allow a maximum four weeks].
- Customer must provide Alinta Sales with written approval accepting cost and payment for works, unless a gas supply agreement has been signed, before proceeding to Step 6.2.

6.2 GAS LOAD

Gasfitter to advise Alinta Sales of the customer's gas load.

- If the customer's maximum load is less than 1000MJ, then the gasfitter must complete and submit an *RFG* form.
- If the customer' maximum load is more than 1000MJ, the customer's details will be recorded and then a quotation will be provided from the Alinta Sales Commercial Sales Team for a meter set and connection charges.
- Upon acceptance of a gas supply contract by the customer, the gasfitter is required to proceed to Step 6.3.
- Customers may also be eligible for a range of gas supply contracts. Gas supply options will be discussed with the customer directly. The Alinta Sales Commercial Sales Team will also liaise with the customer or gasfitter to coordinate the gas connection.

6.3 INSTALL METER BOX

Gasfitter to install a meter box in an approved position on the customer's property except where a meter set is required. Please refer to *10.2 Meter box positions* on page 13 of the *Network Operator's Connection Handbook* for more information.

6.4 REQUEST A CONNECTION

Gasfitter to register a connection request by lodging an *Alinta Sales Request for Gas [RFG]* form [fax to 1800 677 949].

[See *7.0 Alinta Sales Request for Gas [RFG] form for Gasfitters* for more information.]

6.5 THE CONNECTION PROCESS

- Within five [5] days of receiving a completed *RFG* form [including a valid customer account being opened] and once all details are verified, Alinta Sales will register a connection request with the Network Operator.
- The Network Operator will install a gas service pipe and meter.
- The Network Operator will provide up to the first 20 metres of gas service pipe free of charge. This is not applicable if the property is in a designated boundary connection area. Please refer to *9.1.0 Designated boundary connection areas* on page 12 of the *Network Operator's Connection Handbook* for more information.
- Gas service pipe over 20 meters will incur an additional charge. Please call Alinta Sales on 9210 2004 for current costings. For more information on over-length services, please refer to *9.1.1 Over-length services* on page 13 of the *Network Operator's Connection Handbook*.

6.6 THE COMPLETION NOTICE

- The gasfitter completes internal pipe work and installs and tests appliances.
- If the gasfitter is authorised by the Network Operator and the meter is no larger than a residential meter [AL6], they are required to commission the meter and submit a *Completion Notice* within 48 hours of the meter being commissioned [fax to 1800 643 369].
- If the gasfitter is authorised by the Network Operator and the meter is larger than an AL6, it must be commissioned by the Network Operator. The customer or gasfitter must then contact the Network Operator on 13 13 56 to schedule an appointment to commission [turn on] the gas supply. A charge will be applied to the customer [where applicable].

Please note: The *Completion Notice* must be received by the Network Operator before they will arrange a site visit.

- If the gasfitter is not authorised by Alinta, they are required to send through a *Completion Notice* within 48 hours of completing the installation [fax to 1800 643 369]. The customer or gasfitter must then contact the Network Operator on 13 13 56 to schedule an appointment to commission [turn on] the gas supply. A charge will be applied to the customer [where applicable].

Please note: The *Completion Notice* must be received by the Network Operator before they will arrange a site visit.

- The gas connection is now complete.

8

ALINTA SALES REQUEST FOR ACCOUNT FORM FOR BUILDERS

8.0 ALINTA SALES REQUEST FOR ACCOUNT FORM FOR BUILDERS

Once the builder has established gas availability, they can complete and submit a *Request for Account* form, which is used to supply customer's details to Alinta Sales in order for an account to be established as part of the connection process.

When completed, the builder should send their *Request for Account* form by fax to 1800 677 949.

On receipt of a complete *Request for Account* form, Alinta Sales will create a customer 'account number'. Alinta Sales will match the customer's account details with the *RFG* once it is received from the gasfitter.

Please ensure that the customer's details in the *RFG* form [submitted by the gasfitter] such as lot and street numbers are accurate and consistent with the customer's account via the *Request for Account* form.

It may be difficult to validate through the lot number if an account has been opened for the property but the *RFG* form states the street number.

Request for Account forms can be submitted using any of the following methods:

By Fax

Fax to: 1800 677 949.

By Post

Post to: Request for Account,
GPO Box W2030, PERTH WA 6846.

Need more Request for Account forms?

Online

The *Request for Account* form is available in PDF format at www.Alinta.net.au
This PDF can be printed and used as an original form.

BUILDERS REQUEST FOR ACCOUNT		Alinta
From _____		
Phone _____		
Date connection required _____		
SERVICE DETAILS		
Lot Number	Unit Number	House Number
Street Name _____	Suburb _____ Postcode _____	
*Is gas available to this property? <input type="checkbox"/> Yes <input type="checkbox"/> No		
To confirm call 13 13 58 Monday to Friday 8.00am to 5.00pm		
ACCOUNT DETAILS		
<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Other		
First Name _____	Initial _____	
Family Name _____		
Date of Birth _____	Driver's Licence Number _____	
The customer is the <input type="checkbox"/> Owner <input type="checkbox"/> Tenant [If tenant please complete the agent/owner details]		
Agent/Landlord Name _____		
Contact Telephone Number _____		
Spouse/Co-tenant		
First Name _____	Initial _____	
Family Name _____		
Mailing address [if different from service address] _____		
Street Name _____		
Suburb _____	Postcode _____	
Telephone (New Home) _____	(Work) _____	(Mobile) _____
AUTHORITY TO PERFORM WORK		
I hereby authorise Alinta Sales Pty Ltd to carry out the connection to Natural Gas/Liquidated LPG at the above Property Address and agree to pay Alinta Sales Pty Ltd under the standard terms and conditions for gas supply.		
Customer Signature _____	Date _____	
FAX REQUEST FOR GAS CONNECTION TO ALINTA SALES ON FAX NUMBER 1800 677 949		

9.1 ADDITIONAL WORK

If performing additional work on a customer's property, the gasfitter must complete 'Section C' of the *RFG* form and tick the 'additional work' box.

Gasfitters do not have to complete 'sections A and B' when submitting an *RFG* form for additional work.

The *Completion Notice* must be completed in full, signed and faxed to 1800 643 369 within 48 hours of completing the installation.

9.2 PRESSURE UPGRADE

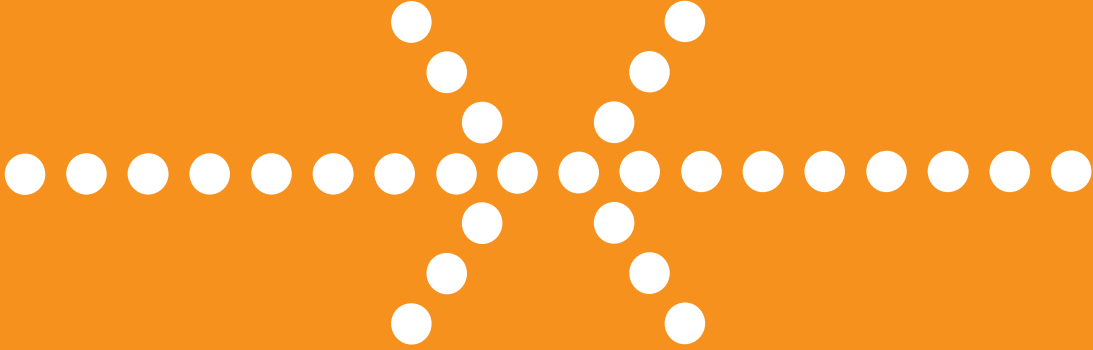
The Network Operator manages this process. For more information, please refer to *10.4 Pressure Upgrades* on page 14 of the *Network Operator's Connection Handbook*.

9.3 METER UPGRADE

If a customer requires a meter upgrade, the gasfitter can request this by marking 'larger meter required' on the top right hand side of the *RFG* form. The gasfitter must also advise Alinta Sales:

- The address.
- The distance from the meter box to the boundary.
- Your gasfitter's license number and fax number.
- The total MJ rating required in 'section C' of the *RFG* form.





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