

Connection Process

Handbook

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Alinta

Alinta**Gas** Networks

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*.

AlintaGas Networks is the owner and operator of the gas network. Alinta Network Services 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.Alinta.net.au

Please note:

- The service levels stated in this handbook are subject to the timely receipt of external approvals and documentation.
- 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.

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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, first contact a gas retailer or visit www.Alinta.net.au and look under 'Gas Availability Maps'.

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.

1.1.1 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 *10.2 Meter box positions* for more information].

[#]Mandatory information includes the following: customer name, address, contact number, load details per hour, 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.

The Network Operator will lay the gas service pipe within 15 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, then the 'up to 20 metres of gas service pipe free' rule does not apply [see *9.1.0 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 *9.1.1 Over-length services* for more information].
- The Network Operator cannot connect a gas service pipe to an incorrectly located meter box [see *10.2 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 send through a *Completion Notice* [see information on the *Completion Notice* below].

If the gasfitter is not authorised by the Network Operator, then commissioning of the meter cannot be undertaken until a *Completion Notice* 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].

1.1.3 THE COMPLETION NOTICE

The *Completion Notice* [formerly known as a *Notice of Compliance*] 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 *Completion Notice* 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: Alinta Networks, PO BOX 3006, SUCCESS, WA 6964.

Please note: A *Notice of Compliance* form will no longer be accepted.

A gasfitter who is authorised by the Network Operator may be subject to a work audit.

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, first contact a gas retailer or visit www.Alinta.net.au and look under 'Gas Availability Maps'.

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.

2.1.1 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 *10.2 Meter box positions* for more information].

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

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, then the 'up to 20 metres of gas service pipe free' rule does not apply [see *9.1.0 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 *9.1.1 Over-length services* for more information].
- The Network Operator cannot connect a gas service pipe to an incorrectly located meter box [see *10.2 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 send through a *Completion Notice* [see information on the *Completion Notice* below].

If the gasfitter is not authorised by the Network Operator, then commissioning of the meter cannot be undertaken until a *Completion Notice* 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 COMPLETION NOTICE

The *Completion Notice* [formerly known as a *Notice of Compliance*] 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 *Completion Notice* 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: Alinta Networks, PO BOX 3006, SUCCESS, WA 6964.

Please note: A *Notice of Compliance* form will no longer be accepted.

A gasfitter who is authorised by the Network Operator may be subject to a work audit.

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 *10.5 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 *Completion Notice* 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: Alinta Networks, PO BOX 3006, SUCCESS, WA 6964.

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EMERGENCY CHANGEOVER [ECO] FOR HOT WATER IN AN EXISTING RESIDENTIAL SINGLE-TITLED DWELLING

4.0 Emergency changeover for hot water in an existing residential single-titled dwelling that has access to a gas main in the street

An Emergency Changeover [ECO] is a priority service request for a customer to connect to natural gas for hot water when their existing non-gas hot water system breaks down.

Important

An ECO is only available for existing residential single-dwelling homes and is **not available in designated boundary connection areas and strata-titled common ground properties.**

A customer or gasfitter will need to register an ECO with their gas retailer. The retailer will then lodge an ECO request with the Network Operator.

Each gas retailer is required to provide the same mandatory information[#] for an ECO but may have a different process or administrative procedure. Please contact the customer's gas retailer for more information.

Upon receipt of a connection request from the customer's gas retailer, the Network Operator will lay the gas service pipe within 1 – 2 working days if the gas main is on the same side of the road as the customer's property. If the gas main is on the opposite side of the road, the gas service pipe will be laid within 2 – 3 working days.

Prior to registering an ECO with the gas retailer, the gasfitter is required to have installed a meter box in an approved position on the customer's property [see *10.2 Meter box positions* for more information].

The Network Operator will provide the ECO 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 service pipe is laid.

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

- Gas service pipe over 20 metres will incur an additional charge [see 9.1.1 *Over-length services* for more information].
- The Network Operator cannot connect a gas service pipe to an incorrectly located meter box [see *10.2 Meter box positions* for more information].

NEW RESIDENTIAL STRATA-TITLED DEVELOPMENT

5.0 Connecting a new residential strata-titled development

5.1.0 GAS AVAILABILITY

To confirm gas is available outside the property, first contact a gas retailer or visit www.Alinta.net.au and look under 'Gas Availability Maps'.

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 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.

5.1.1 REQUESTING A 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 *10.2 Meter box positions* for more information].

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

5.1.2 THE CONNECTION PROCESS

5.1.2.1 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. Common trenching is provided by the developer.
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 *10.2 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 *Completion Notice* [see information on the *Completion Notice* below].

If the gasfitter is not authorised by the Network Operator, then commissioning of the meter cannot be undertaken until a *Completion Notice* 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].

5.1.2.2 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 10.2 *Meter box positions* for more information].

The gasfitter then completes the internal pipework and installs and tests the appliances and sends through the *Completion Notice*. 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].

5.1.3 THE COMPLETION NOTICE

The *Completion Notice* [formerly known as a *Notice of Compliance*] 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 *Completion Notice* 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: Alinta Networks, PO BOX 3006, SUCCESS, WA 6964.

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A gasfitter who is authorised by the Network Operator may be subject to a work audit.

EXISTING RESIDENTIAL STRATA-TITLED DWELLING

6.0 Connecting an existing residential strata-titled dwelling

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.

6.1.0 GAS AVAILABILITY

To confirm gas is available outside the property, contact a gas retailer or visit www.Alinta.net.au and look under 'Gas Availability Maps'.

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.

6.1.1 REQUESTING A CONNECTION

Prior to registering a connection request with a gas retailer, the customer must seek written approval from the body corporate [see 6.1.2 *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 10.2 *Meter box positions* for more information].

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

6.1.2 THE CONNECTION PROCESS

6.1.2.1 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 is not the owner of the land where the gas service pipe needs to be laid. This land is owned by the body corporate. 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 customer 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 the customer with up to 20 metres of gas service pipe per development free of charge. They will also supply a gas meter at the same time that the gas service pipe is laid. If a strata-titled dwelling is already connected to gas, the 'free 20 metres of gas service pipe' has already been laid and therefore cannot be claimed.

- Gas service pipe over 20 metres will incur an additional charge [see 9.1.1 *Over-length services* for more information].
- The Network Operator cannot connect a gas service pipe to an incorrectly located meter box [see 10.2 *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 *Completion Notice* [see information on the *Completion Notice* below].

If the gasfitter is not authorised by the Network Operator then commissioning of the meter cannot be undertaken until a *Completion Notice* 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].

6.1.2.2 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 is not the owner of the land where the gas service pipe is to be laid. This land is owned by the body corporate. 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 customer 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 *10.2 Meter box positions* for more information].

The gasfitter then completes the internal pipework and installs and tests the appliances and sends through the *Completion Notice*. 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].

6.1.3 THE COMPLETION NOTICE

The *Completion Notice* [formerly known as a *Notice of Compliance*] 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 *Completion Notice* 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: Alinta Networks, PO BOX 3006, SUCCESS, WA 6964.

Please note: A *Notice of Compliance* form will no longer be accepted.

A gasfitter who is authorised by the Network Operator may be subject to a work audit.

ADDITIONAL WORK FOR AN EXISTING STRATA-TITLED DWELLING

7.0 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 *10.5 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 *Completion Notice* 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: Alinta Networks, PO BOX 3006, SUCCESS, WA 6964.

Please note: A *Notice of Compliance* form will no longer be accepted.

A gasfitter who is authorised by the Network Operator may be subject to a work audit.

NEW COMMERCIAL OR INDUSTRIAL CUSTOMERS

8.0 Connecting new commercial or industrial customers

8.1.0 GAS AVAILABILITY

To confirm gas is available outside the property, first contact a gas retailer or visit www.Alinta.net.au and look under 'Gas Availability Maps'.

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.

8.1.1 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 *10.2 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, meter pressure [1.25kPA or 2.75kPA] and the gasfitter's licence number.

Please note:

- A meter set is required for large gas loads [usually over 1000MJ/H]. 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 larger than AL6 [6 cubic meters] must be commissioned by the Network Operator.

EXCEPTIONS TO THE FREE 20 METRE GAS SERVICE PIPE RULE

9.0 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
- Over-length services

9.1.0 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:

1. The route shall, as far as practicable, be at right angles to the gas main.
2. The bed of the trench shall be soil that is free from rock or other hard formation.
3. The minimum depth of cover shall be 600mm.

Please note:

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 be 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

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. 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 meter box.

9.1.1 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.

GENERAL INFORMATION

10.0 General information

10.1 OFFLINE SERVICES

The gas service pipe often runs at right angles from the meter box to the street. If the gas service pipe is not at a right angle, then it is considered an offline service. If this is the case, a diagram of the route of the gas service pipe from the boundary to the meter box will be placed in the meter box once it has been laid.

10.2 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 9.1.0 *Designated boundary connection areas*].

For information on meter box locations, please visit www.Alinta.net.au and look under 'Alinta Meter Box Locations'.

10.2.1 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 'Alinta Meter Box Location' brochure.

To obtain a copy of the 'Alinta Meter Box Location' brochure, please visit www.Alinta.net.au

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

The Network Operator will connect the customer within five [5] working days of any additional cost for this service.

The Network Operator cannot connect a gas service pipe to an incorrectly located meter box.

10.3 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 normal [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 high pressure gas mains are in the area. Most new sub-divisions have medium pressure gas mains.

10.4 PRESSURE UPGRADES

Requesting a pressure upgrade is divided into two processes, depending on whether or not the gasfitter is authorised by the Network Operator to apply elevated pressure.

A gasfitter who is authorised by the Network Operator

- Gasfitter confirms that elevated pressure is available to the customer's property through their gas retailer.
- Gasfitter visits designated trade supplier[s] and purchases the approved 2.75kPA regulator.
- Gasfitter provides their gasfitter licence number, the *Completion Notice* number and details of the customer's property [where the upgrade is to be carried out] to the trade supplier, who takes a copy on behalf of the Network Operator.
- Gasfitter advises customer's gas retailer of additional work and that the pressure has been upgraded.
- Gasfitter fits regulator and performs additional work on customer's property.
- Gasfitter submits a *Completion Notice* to the Network Operator once work has been completed.

A gasfitter who is not authorised by the Network Operator

- 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.
- Gas retailer, on behalf of the gasfitter, requests pressure upgrade from the Network Operator.
- Gasfitter performs additional work on the customer's property.
- Gasfitter submits *Completion Notice* to the Network Operator.
- The Network Operator contacts the gasfitter and makes an appointment to attend the site and install a new regulator.
- Gasfitter is charged for a pressure upgrade. For current charges, please contact the Network Operator.

10.5 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].



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