

New Connections FAQ's

Q. What is the impact of the new market procedures on new connection requests?

The new market procedures introduced by the Australian Energy Market Operator (AEMO) are designed to facilitate the interactions between network businesses like Jemena and energy retailers to support the efficient operation of the markets.

To comply with the new market procedures, Jemena has introduced an online new connections portal which enables you to request a new connection and accept Jemena's offer to connect your premises to its gas distribution network, if you don't want to arrange for the connection through your preferred energy retailer.

When you accept Jemena's offer via the portal, a message is sent to an energy retailer, requesting them to contact you to establish an account and raise the necessary market transactions to enable Jemena to complete the connection. If you are unable to or prefer not to use the portal, you can always lodge a new connection request directly with an energy retailer of your choice.

Q. I lodged a new connection request via Jemena's new connections portal. When will I receive a response from Jemena?

The time it takes for Jemena to make a connection offer depends on the type of premises being connected, as well as the unique requirements for the site. Generally speaking, if the connection is to a single home and a residential gas main is located at the front of the premises, you will receive an offer within 10 working days.

If however a gas main extension or onsite evaluation is required or the premises are a commercial site, block of units or townhouses, or on a high traffic road or has other unique characteristics, the time to make an offer will be longer.

Q. I accepted an offer for my connection via Jemena's new connections portal. When will my gas be connected?

Once Jemena receives the necessary market transactions from either the energy retailer of your choice or a Jemena selected retailer, the estimated timeframe for a connection to be completed is four to six weeks. The timing of these connection arrangements are subject to factors outside of the contractor's control including gas emergencies, inclement weather, unforeseen ground conditions, nearby works being carried out, site access and the issuing of any permits required to complete the work.

Q. I've been told my new connection request is currently with a retailer. What does this mean and do I need to contact them to follow up?

Under the new market procedures, where you apply directly to Jemena for a new connection, Jemena allocates your application to a selected or "Default" retailer. That retailer will contact you to establish an account and then will raise the necessary market transactions to allow Jemena to complete the physical connection work. Jemena recommends that you contact the retailer that your application has been sent to, in order to progress your gas connection quickly.

If you have accepted the connection offer made by Jemena, you can contact the retailer as specified in your portal offer, as follows:

EnergyAustralia can be contacted on 1800 109 508; or

Origin Energy can be contacted on 1300 132 480.

It is essential that you contact the correct retailer, to be able to discuss your connection request.

Once you have established an account with your retailer and the market transactions have been sent to Jemena by the retailer, you can track the status of your connection in the portal or contact Jemena on 1300 137 078.

Q. Do I have to go with the retailer that Jemena has selected as my energy provider?

If a connection request is lodged through Jemena directly, your application will be sent to a selected or “Default” retailer. Once your gas connection has been completed, you are free to switch to another energy retailer of your choosing.

If you have not yet lodged a connection request with Jemena, you can contact your preferred energy retailer directly to lodge your request and request further information about connection charges, fees and special offers, as per below:

Energy Retailer Contact Details

AGL

Ph: 131 245
agl.com.au

CovaU Energy

Ph: 1300 026 828
covau.com.au

Energy Australia

Ph: 136 102
energyaustralia.com.au

Dodo Power & Gas

Ph: 133 636
dodo.com.au

Lumo Energy

Ph: 1300 551 275
lumoenery.com.au

Origin Energy

Ph: 132 461
originenergy.com.au

Red Energy

Ph: 131 806
redenergy.com.au

Q. What is the status of my gas connection request?

If you lodged your connection request via Jemena’s new connections portal, you can track your request online by logging back into the portal and checking the status.

If the status reads ‘offer pending retailer initiation’, contact the retailer as specified in your portal offer to follow up your request. Your connection request has been provided to either:

EnergyAustralia, who can be contacted on 1800 109 508 or

Origin Energy, who can be contacted on 1300 132 480.

Check your connection offer to confirm which retailer your application has been sent to. It is essential that you contact the correct retailer, to be able to discuss your connection request.

Jemena is unable to complete the connection works until your retailer raises the necessary market transactions.

If the status reads ‘works dispatched to field’ or any of the other messages listed below, contact Jemena directly with your query on 1300 137 078.

Q. Will someone contact me to arrange a day and time for my new connection to be completed?

The Jemena contractor who is assigned to physically complete the connection may visit your premises prior to carrying out the work. This may involve contacting you directly or leaving a card to say they have completed the site assessment. If no one is home when the connection work is scheduled, the contractor will leave a card stating that the job has been completed.

The timing of these connection arrangements are subject to factors outside of Jemena’s control including gas emergencies, inclement weather, unforeseen ground conditions, nearby works being carried out, site access and the issuing of any permits required to complete the work.

Q. I need to arrange a regulator upgrade at an existing site. How do I go about this?

To request a regulator upgrade, please contact Select Solutions on (02) 9397 9256. For any urgent requests or to follow up on a previously lodged request for which you have a reference number, contact Jemena on 1300 137 078.

Q. I accepted my new connection offer but my gas has not been connected. What is the delay?

Connection timeframes indicated in these FAQ commence when Jemena receives the necessary market transactions from the relevant energy retailer. With the recent introduction of the new market procedures, some delays are being experienced in Jemena receiving these market transaction requests.

Factors such as bad weather and the issuing of permits for third parties to carry out work may also impact connection timeframes.

Q. What is the best way to escalate my new connection query?

If the connection was arranged through your preferred energy retailer you will need to contact them directly with your query.

If you lodged your request with Jemena's new connections portal directly, and you have not received an offer, please call Jemena on 1300 137 078.

If you lodged your request via Jemena's new connections portal and you have received and accepted a connection offer, please call the retailer specified on your portal offer:

EnergyAustralia can be contacted on 1800 109 508 or

Origin Energy can be contacted on 1300 132 480.

Q. My hot water system has broken down. How do I request an urgent connection?

A hot water breakdown request can be lodged via Jemena's new connections portal or you can contact your preferred energy retailer. If you lodge a request via the new connections portal, be sure to tick the 'hot water breakdown' box before submitting your new connection request. This will flag your request as a priority for processing and connection.

Approval of your hot water breakdown request is subject to site conditions and the default energy retailer will need to raise the necessary market transactions before the connection work can be completed.

Q. I've lodged a new connection request and my hot water system has since broken down. Can I change my request to an urgent connection?

To request an urgent connection for a new connection which you have already lodged via Jemena's new connections portal, please contact Jemena on 1300 137 078.

Q. How can I get help to lodge my new connection request via the portal?

Please use the message function on Jemena's new connections portal or contact Jemena on 1300 137 078.

Q. I don't have access to the internet. How do I lodge a new connection request?

If you don't have access to the internet, you can arrange a new connection request via the energy retailer of your choice. Alternatively, paper application forms are available on request by contacting Jemena on 1300 137 078. All requests lodged directly with Jemena will be assigned to a selected retailer.