

# Model Standing Offer for connection of residential premises to Jemena NSW gas distribution network

## **BASIC CONNECTION SERVICES**

- NEW HOME
- EXISTING HOME
- RESIDENTIAL METER KIT
- RESIDENTIAL PATH VALVE

APPROVED BY AUSTRALIAN ENERGY REGULATOR: 29<sup>th</sup> April 2016

## INTRODUCTION

This Model Standing Offer is established under Part 12A of the National Gas Rules and comprises:

- this Introduction;
- **Part A:** An explanation of the offer process;
- **Part B:** Terms and conditions of providing the *basic connection services*;
- **Annexure A:** Site condition requirements; and
- **Annexure B:** Template confirmations and offers.

### Commencement

This Model Standing Offer applies to *applications* lodged on or after 2 May 2016.

Where:

- an *application* was lodged with us prior to 2 May 2016 under our model standing offer dated 26 June 2015, and
- we had not made an *offer* in relation to that *application* as at 2 May 2016,

this Model Standing Offer will apply as if the *application* had been lodged under this Model Standing Offer.

### What does this document apply to?

This document applies to any *application* for the following services to establish a new connection of a residential property to our NSW gas distribution network. There are four *basic connection services* available under this Model Standing Offer (*basic connection services*):

- a) **Basic Connection Service: New Home;** or
- b) **Basic Connection Service: Existing Home;** or
- c) **Basic Connection Service: Residential Meter Kit;** or,
- d) **Basic Connection Service: Residential Path Valve.**

These *basic connection services* are available where the *site condition requirements* in Annexure A are satisfied, being connections where Jemena believes that the capital expenditure will conform with the National Gas Rules and estimates that the present value of the expected incremental revenue to be generated as a result of the capital expenditure for the relevant connection will exceed the present value of that capital expenditure.

If the *site condition requirements* are not satisfied and none of these *basic connection services* is available, we will offer a negotiated *service*.

### Making an application

*Applications* can be made by builders, plumbers, *real estate developers* and *residential customers* (or by someone else who is acting on behalf of a *residential customer*) (collectively referred to as **non-retailer applicants**) and by *retailers*.

*Retailers* and *non-retailer applicants* (except *retail customers*) can submit *applications* through our *electronic business system*<sup>1</sup>. *Non-retailer applicants* (including *retail customers*) can also submit *applications* using the form published on our website [www.jemena.com.au](http://www.jemena.com.au) or using a paper copy of the form which can be obtained by contacting our New Connections Team (see page 3 for contact details).

### Note in relation to non-retailer applicants:

A *non-retailer applicant*, except a *real estate developer*, can only lodge an *application* (or have someone lodge an *application* on your behalf) if:

- a) you are a *retail customer* – that is, you already have an agreement in place with a *retailer* for the supply of gas to the *supply address*<sup>2</sup>; or,
- b) you agree that we will nominate a *retailer* to sell gas to the *supply address* (see clause 4 for further details).

<sup>1</sup> *Retail customers* (that is, customers who already have an agreement with a retailer for supply of gas to the *supply address*) will not be able to submit *applications* for a new connection through our *electronic business system* (including the portal) and will need to submit a paper *application*. Alternatively, *retail customers* may request their *retailer* to make the *application* on their behalf.

<sup>2</sup> If you are a *retail customer*, we recommend that you request your *retailer* to arrange the connection.

The nomination of a *retailer* does not restrict or prevent *you* or the *client* (if *you* are not the owner or occupier of the *supply address*) from subsequently choosing a different *retailer* at any time after the connection has been established at the *supply address*. We recommend that *you* request *your* preferred *retailer* to lodge the *application* as this will ensure that gas is supplied by the preferred *retailer* from the commencement of supply.

### **Incomplete applications**

If an *application* is incomplete in a material respect, we will advise *you* of the deficiency and may require *you* to complete the *application* and re-submit it. This applies even if *you* have requested an expedited connection.

### **Additional information required to assess application**

We may require *you* to provide us with any additional information we reasonably require to assess the *application*.

### **Charges**

There are no fees or charges payable to us for lodging the *application* or for the *connection work* where the *supply address* meets the *site condition requirements* for a *basic connection service* and we are given safe and unhindered access to the *supply address*.

Costs may be payable by *you* to us where there is a *change in circumstances* (see clause 8.4) or where a *basic connection service* is not available and we offer *you* a negotiated connection.

*You* may also incur costs under clauses 5.2, 5.3, 6.2, 6.3, 10.1, 11 and 12.

### **What does Part A of this document do?**

Part A details the offer and acceptance process where:

- a) *you* have requested an expedited connection (clause 1); or
- b) *you* have not requested an expedited connection offer (clause 2).

It also sets out the next steps that both *you* and *we* are required to undertake so that the new connection can be undertaken.

### **What does Part B of this document do?**

Part B sets out the terms and conditions that apply to *you* and *us* in establishing the new connection.

### **Privacy Policy**

Our Privacy Policy is available on our website [www.jemena.com.au](http://www.jemena.com.au).

### **Understanding this document**

Italicised words in this document have the meaning given to them in the Dictionary in clause 15.

Please ensure *you* read this document. If *you* have any queries in relation to this document then please visit our website [www.jemena.com.au](http://www.jemena.com.au) or contact our New Connections Team as follows:

New Connections Department  
Jemena Gas Networks (NSW) Ltd  
PO Box 1220  
North Sydney NSW 2059  
Phone: 1300 137 078  
Fax: 02 9867 7453  
Email: [newhomeconnections@jemena.com.au](mailto:newhomeconnections@jemena.com.au)

## PART A: EXPLANATION OF THE OFFER PROCESS

### 1. Expedited connections

#### 1.1 Offer and acceptance of an expedited connection

Where:

- a) *you* have submitted a properly completed *application* for an expedited connection; and
- b) *we* are satisfied that the *site condition requirements* are met for the *service you* requested; and
- c) clause 4.2(b) does not apply;

then

- d) in accordance with the *NGR* an *offer*:
  - i) in the form of *our* standard form *offer* for that *service*<sup>3</sup>; and
  - ii) incorporating the terms and conditions set out in this document and the information in *your application*,

is taken to have been made by *us* and accepted by *you* on the day *we* received the *application*.

#### 1.2 How will you be notified of an expedited connection?

As soon as practicable after an expedited connection *offer* is taken to have been made and accepted, *we* will issue a confirmation to *you*.

The confirmation will be provided:

- a) where the *application* was submitted electronically through *our electronic business system* - electronically through that system (that is all of the information required for a confirmation as set out above will be provided electronically through that system); or
- b) where the *application* was submitted otherwise - in writing or by email, or as otherwise agreed between *us* and *you*.

#### 1.3 Where site conditions are not met

If *we* are not satisfied under clause 1.1(b) above, *we* will notify *you* why the *site condition requirements* have not been met and that a negotiated connection will be offered.

#### 1.4 Timing of assessment and notification

*We* will assess the *application* and provide *you* with a confirmation under clause 1.2 or notification under clause 1.3 within 10 *business days* of receiving a completed *application*. Where *we* required additional information to assess the *application*, *we* will provide the confirmation or notification within 10 *business days* after receipt of that information.

### 2. Explanation of non-expedited connections

#### 2.1 Offer for non-expedited connection

Where:

- a) *you* have submitted a properly completed *application* for a connection that is not an expedited connection; and
- b) *we* are satisfied that the *site condition requirements* are met for the *service you* requested; and
- c) clause 4.2(b) does not apply;

then

- d) *we* will make an *offer*:
  - i) in the form of *our* standard form offer for that *service*<sup>4</sup>; and
  - ii) incorporating the terms and conditions set out in this document and the information in *your application*.

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<sup>3</sup> The current template offers are set out in Annexures B1 and B2. The form and language of the template may be updated from time to time. If updates to the template are material, amendments to this MSO will be lodged with the Australian Energy Regulator for approval.

<sup>4</sup> The current template offers are set out in Annexures B3 and B4. The form and language of the template may be updated from time to time. If updates to the template are material, amendments to this MSO will be lodged with the Australian Energy Regulator for approval.

## **2.2 Where site conditions are not met**

If we are not satisfied under clause 2.1(b) above, we will notify you why the *site condition requirements* have not been met and that a negotiated connection will be offered.

## **2.3 Timing of assessment and notification**

We will assess the *application* and provide you with an *offer* under clause 2.1 or notification under clause 2.2 within 10 *business days* of receiving a completed *application*. Where we required additional information to assess the *application*, we will provide the *offer* or notification within 10 *business days* after receipt of that information.

## **2.4 How to accept the offer?**

Where the *application* was submitted through *our electronic business system* – you must accept the *offer* electronically through that system. Where the *application* was submitted otherwise than through *our electronic business system* – you must accept the *offer* in accordance with the instructions set out in the *offer*.

Alternatively, where agreed by us, you may accept the *offer* by issuing a purchase order to us.

## **2.5 How long is an offer for a non-expedited connection open?**

The *offer* remains open for acceptance for 45 *business days* from the date of the *offer*, or such longer period specified by us in the *offer* or otherwise agreed by us.

If you do not accept the *offer* within the applicable period the *offer* will lapse.

## PART B: TERMS AND CONDITIONS OF PROVIDING THE CONNECTION

### 3. Formation of Agreement

Upon acceptance of the *offer* by *you* under clause 1 or 2, *you* are taken to have entered into an *agreement* with *us* to carry out the *connection work* on the terms and conditions set out in the *offer* (*agreement*).

### 4. Retail gas agreement for supply address

#### 4.1 Where retail gas agreement is in place at time of application

If a *retail gas agreement* is in place when *you* make the *application*, then *you* must notify *us* of the identity of the *retailer* at the time of making the *application*.

*You* must also provide the customer number allocated by the *retailer*.

If a *retail gas agreement* is in place but *you* do not notify *us* of this when making the *application*, clause 4.2 will apply.

This clause 4.1 does not apply where *you* are a *retailer*.

#### 4.2 Where no retail gas agreement is in place at time of application

Where there is no *retail gas agreement* in place when *you* make the *application*, or *you* do not notify *us* of the *retailer* under clause 4.1, *you* agree that:

- a) If *we* have an appropriate arrangement in place with one or more *retailers* (whereby those *retailer(s)* have agreed to be nominated as *retailer* for the *supply address*), *we* will (unless *we* agree otherwise with *you*) nominate a *retailer* to sell gas to the *supply address*; or
- b) If *we* do not have such arrangements, *we* will be entitled to reject the *application*, to not proceed with the *application* until a *retail gas agreement* is in place, or to establish the connection and leave the meter wadded or locked.

If *we* nominate a *retailer* under clause 4.2(a), that *retailer* is deemed to be *your retailer* for all purposes under this document.

#### 4.3 Information regarding retail gas agreement

*You* confirm that any *retail gas agreement* described by *you* is in place with the *retailer* identified by *you* and *you* acknowledge that *we* rely on that confirmation.

*You* must provide such further information as *we* reasonably require, verifying the accuracy of any information given to *us* under the *application* or this clause 4.

#### 4.4 Commencement of gas delivery

*We* will not be obliged to commence the delivery of gas to the *supply address* until:

- a) the relevant *retailer* has confirmed to *us* that a *retail gas agreement* is in place or *we* have confirmed the agreement with the *retailer*; and
- b) the *retailer* has entered into a transportation agreement with *us* under *our access arrangement* for the delivery of gas to the *supply address*.

#### 4.5 Applications lodged by retailers

Clauses 4.1 – 4.4 do not apply if *you* are a *retailer*.

### 5. Description of the connection work

#### 5.1 Basic Connection Service: New Home and Basic Connection Service: Existing Home

The *connection work* comprises the connection of the *supply address* to *our* natural gas network and includes providing and installing:

- a) a client service pipe from *our* gas main to the meter location;
- b) a meter set at the meter location; and,
- c) such other metering equipment as determined by *us*.

The meter location will be reasonably determined by *us* having regard to the *safety and technical requirements*.

The client service pipe will terminate at the meter location unless *we* agree otherwise.

## 5.2 Basic Connection Service: Residential Meter Kit

The *connection work* comprises the provision by *us* of a meter kit for installation at the *supply address*. *You* are responsible for all other work required to connect the *supply address* to *our* gas network, including installation of the meter set.

*You* must ensure that all such work is carried out by a *licensed gasfitter* in accordance with the *safety and technical requirements* and all other legislative or regulatory obligations applying to the work.

A subsequent request for *us* to undertake the work will be treated as a *change in circumstances* and clause 8.4 will apply.

## 5.3 Basic Connection Service: Residential Path Valve

The *connection work* comprises:

- a) providing and installing a client service pipe from *our* gas main to a path valve installed by *you*, which must be located approximately 225mm outside the property boundary of the *supply address*; and
- b) providing a meter kit for installation at the *supply address*.

*You* are responsible for all other work required to connect the *supply address* to *our* gas network, including installing the meter set, installing the client service pipe from the meter to the path valve and fitting the path valve (*service line work*).

*You* must ensure that the *service line work* is carried out by a *licensed gasfitter* in accordance with the *safety and technical requirements* and all other legislative or regulatory obligations applying to the *service line work*.

A subsequent request for *us* to undertake the *service line work* will be treated as a *change in circumstances* and clause 8.4 will apply.

## 6. Gardens, driveways and other hard surfaces – Basic Connection Service: New Home, Basic Connection Service: Existing Home and Basic Connection Service: Residential Path Valve

- 6.1 To the extent reasonably practicable, *we* will endeavour to minimise disturbance to gardens and driveways while carrying out the *connection work*.
- 6.2 The *connection work* does not include the reinstatement of gardens, and *you* will be responsible for having any existing turf re-laid and top soil spread upon completion of the *connection work*.
- 6.3 Where the *connection work* causes damage or destruction to hard surfaces such as driveways or paths, *we* will provide a temporary repair in the form of a black top mix. However, the *connection work* does not include full restoration of hard surfaces to the original condition, which is *your* responsibility.

## 7. Timing of connection work

7.1 For a **Basic Connection Service: Existing Home**, *we* will endeavour to commence and complete the *connection work* within 20 *business days* after:

- a) *you* have accepted the *offer* and provided any information required under clause 4; and
- b) the *B2B transactions* have been raised by *you* (if *you* are a *retailer*) or by *your retailer* (if *you* are not a *retailer*),

or a later time agreed with *you*.

7.2 For a **Basic Connection Service: New Home** or a **Basic Connection Service: Residential Meter Kit**, *we* will undertake the *connection work* at a time agreed with *you*, which will be after:

- a) *you* have accepted the *offer* and provided any information required under clause 4; and
- b) the *B2B transactions* have been raised by *you* (if *you* are a *retailer*) or by *your retailer* (if *you* are not a *retailer*).

7.3 For a **Basic Connection Service: Residential Path Valve**, *we* will endeavour to commence and complete the *connection work* within 20 *business days* after:

- a) *you* have accepted the *offer* and provided any information required under clause 4; and
- b) the path valve is fitted; and
- c) *you* provide *us* with a certificate of compliance for the *service line work*; and
- d) the *B2B transactions* have been raised by *you* (if *you* are a *retailer*) or by *your retailer* (if *you* are not a *retailer*),

or a later time agreed with *you*.

- 7.4 Factors that may cause a delay to, or prevent the commencement or completion of, the *connection work* include, but are not limited to:
- a) inclement weather;
  - b) unforeseen ground conditions;
  - c) the conduct of other works at or in the vicinity of the *supply address*;
  - d) *your* failing to comply with *your* obligations under this document (including the site access requirements in clause 9 and approvals requirements in clause 10); and
  - e) delays in raising the *B2B transactions*.

## 8 Site information and compliance with site condition requirements

- 8.1 *You* must provide *us* with:
- a) all information about any risks, hazards or other actual or potential issues known to *you* that could reasonably be expected to affect the nature, cost or timing of the *connection work* as early as possible before commencement of those works;
  - b) all other information *we* reasonably require at any time relating to the rights and obligations of *you* and *us* under this agreement.
- 8.2 *You* must also notify *us* immediately if:
- a) any information previously provided by *you* is no longer accurate; or
  - b) *you* become aware of any matter or thing that might reasonably be expected to affect the nature, cost or timing of the *connection work*.
- 8.3 *You* acknowledge and agree that *we* rely on the accuracy of all information *you* provide to *us*, including the *site information*:
- a) to determine whether the property at the *supply address* meets the *site condition requirements* for the *service*; and
  - b) in carrying out the *connection work*.
- 8.4 *You* accordingly confirm the accuracy of that information and that the *supply address* satisfies the applicable *site condition requirements*. If that information is found to be inaccurate, or the *site condition requirements* cease to be satisfied, or *you* fail to comply with clause 9, or *you* request a variation to the connection at the *supply address* ("*change in circumstances*"), then *we* will re-assess the suitability of the *supply address* for the *service* and may:
- a) if the *offer* has not been accepted by *you*, withdraw the *offer* and issue an *offer* for a negotiated connection; or
  - b) if the *offer* has been accepted by *you*:
    - i) terminate the agreement and take no further action to perform the *connection work*, or
    - ii) terminate the agreement and provide an *offer* for a negotiated connection.

Any connection charges payable under an *offer* for a negotiated connection will be set out in that *offer*, together with the manner in which those charges are to be paid.

## 9 Site Access

- 9.1 *You* must:
- a) ensure that *we* and all *our* authorised representatives are provided with safe and unhindered access to the *supply address* to enable *us* to carry out the *connection work*; and
  - b) comply with all reasonable requests made by *us* and *our* authorised representatives in relation to *supply address* access.
- 9.2 Failure by *you* to comply with this clause 9 will be treated as a *change in circumstances* and clause 8.4 will apply.



## 10 Approval of affected parties

10.1 You are responsible for obtaining at *your* own cost written approval from all affected parties and relevant statutory authorities for *us* to carry out the *connection work*, including the consents referred to in clauses 10.2 and 10.3. We will not be obliged to commence the *connection work* until such approvals are provided.

10.2 Without limiting clause 10.1, the consent of the *land owner* at the *supply address* must be obtained where:

- a) *you* are a *residential customer* and *you* are not the *land owner*, or
- b) *you* are not a *residential customer* and neither *you* or the *client* is the *land owner*.

10.3 Where *you* are not a *residential customer*, or where *you* are a *residential customer* and clause 10.4 applies, *you* must also ensure that *you* have obtained the written consent of any individual whose *personal information* will be provided to *us* for that individual's *personal information* to be provided to *us* and other parties (such as a *retailer*), and for *us* and those recipients to collect, use and disclose the information:

- a) for the purposes of the *connection work*, for the supply of gas to the *supply address*, and for related or ancillary purposes and any other purposes identified in *our* privacy policy from time to time; and
- b) in compliance with all applicable laws, including the Privacy Act 1988 (Cth).

As part of this, *you* must ensure that the individual is aware of the matters identified in Australian Privacy Principle 1.4 when *you* collect the *personal information*, including the matters set out in *our* privacy policy.

10.4 Where *you* are a *residential customer*, *you* acknowledge that by signing the *application* *you* consent to the provision of *your personal information* to *us* and other parties (such as a *retailer*), and for *us* and those recipients to collect, use and disclose the information:

- a) for the purposes of the *connection work*, for the supply of gas to the *supply address*, and for related or ancillary purposes and any other purposes identified in *our* privacy policy from time to time; and
- b) in compliance with all applicable laws, including the Privacy Act 1988 (Cth).

As part of this, *you* acknowledge that *you* are aware of the matters set out in *our* privacy policy.

Where *you* are a *residential customer* and *you* have provided *personal information* of another person, then *you* must comply with clause 10.3 in relation to that person's information and details.

## 11 Gas Installation Compliance Certification

You must ensure a certificate of compliance for each new *gas installation* at the *supply address* is provided to *us* by a *licensed gasfitter* promptly after the *gas installation* is completed.

Note: The law requires that work in relation to a *gas installation* at the *supply address* must be carried out by or under the immediate supervision of a *licensed gasfitter* and in accordance with all relevant legislation and statutory instruments.

## 12 Use of gas at the premises

You must ensure that all gas appliances (including customer installation pipework) located at the *supply address* are installed in accordance with applicable laws and standards and by an appropriately qualified person.

You and the *client* (if any) accept all risks in respect of the control and use of gas at the premises located at the *supply address*.

## 13 Termination

If, other than as a result of a breach of the agreement by *us*, the *connection work* is not completed within 90 days of the *B2B transactions* being raised, or such later date agreed by *us*, we may terminate the agreement on written notice to *you*.

We may also terminate the connection contract if the *B2B transactions* have not been raised within 45 *business days* of the date of acceptance of the *offer*.

In both of these cases, on *your* request, we will provide *you* with a new *offer* to connect the *supply address*, which *you* may accept in accordance with the terms of that revised *offer*.

We may also terminate the agreement pursuant to clause 8.4 or where agreed with *you*.

## 14 Limitation of Liability

If any law or consumer guarantee applies to any goods or services we supply in providing the *connection work* under this agreement, then *our* liability (if any) for any failure to comply with that law or consumer guarantee is limited, as far as the law permits and at *our* option, to resupplying the goods or services, or paying for their resupply.

To the extent permitted by law, we give no condition, warranty or undertaking, and make no representation to *you* or the *client* (if any) about the condition or suitability of energy, the *connection work*, its quality, fitness for purpose or safety.

## 15 General

15.1 The agreement comprises the entire understanding of the parties. Any previous representations are superseded by the agreement and will have no legal effect.

15.2 If for any reason any of the terms of the agreement are held to be invalid, illegal or unenforceable by any court or administrative body, all other terms of the agreement will remain in force.

15.3 Any reference in this document to legislation, regulations, rules and other statutory instruments is a reference to the relevant document as amended or replaced from time to time. References to a “clause” are to clauses in this document.

15.4 The agreement will be governed by the law applicable in New South Wales.

15.5 Clauses 8 and 14, and *your* obligations in clauses 4.3, 8, 10.3, 10.4, 11 and 12 survive termination of the agreement.

15.6 The terms set out below have the following meanings in this document.

**access arrangement** means *our* access arrangement for *our* NSW gas distribution network, as in force from time to time under the National Gas Law.

**agreement** has the meaning given to that term in clause 3.

**applicant** means the person who lodged the *application*.

**application** means, as applicable, the application form for a *service* at the *supply address* in the form published on *our* website, or the completed form lodged by *you* (including through *our electronic business system*) requesting a *service* at the *supply address*.

**B2B transactions** means the service order transactions required to be raised by a *retailer* under the applicable retail market procedures to initiate a new gas connection to *our* network.

**basic connection service** means each of the services described in the introduction.

**business day** has the meaning given to it in section 2 of the National Energy Retail Law.

**change in circumstances** has the meaning given in clause 8.4.

**client** means the owner or occupant of the *supply address*.

**connection work** means the work described in clause 5.

**electronic business system** means *our* electronic business system used by *us* for gas market business transactions with *retailers* and *our* electronic portal.

**gas installation** means the installation of equipment beyond the point of termination of the *connection work* required to provide a supply of gas to the premises at the *supply address*.

**land owner** means the owner of the *supply address*.

**licensed gasfitter** means a gasfitter appropriately licensed by under the Home Building Act 1989 (NSW), Home Building Regulation 2004 (NSW) and the Gas Supply (Consumer Safety) Regulation 2012 (NSW).

**NGR** means the National Gas Rules.

**offer** means the offer to connect the *supply address* to *our* natural gas distribution network made by *us* to *you* in the form of:

- a) an offer letter (including an Offer Acceptance Sheet) which incorporates these terms by reference or to which this document is attached;
- b) an electronic *offer* made through *our electronic business system*; or
- c) an expedited connection *offer* under clause 1,

and which incorporates the terms and conditions set out in this document, in each case subject to any variations made pursuant to clause 8.

**our, we, us** or **Jemena** means Jemena Gas Networks (NSW) Limited ABN 87 003 004 322.

**personal information** has the meaning given to it under the Privacy Act (1988) (that is information or an opinion, whether true or not, and whether recorded in a material form or not, about an identified individual, or an individual who is reasonably identifiable e.g. an individual's name, signature, address, telephone number).

**real estate developer** means a real estate developer as defined in Part 12A of the *NGR* (that is, a person who carries out real estate development).

**residential customer** has the meaning given to it in the National Energy Retail Law (that is, a customer who purchases energy principally for personal, household or domestic use at premises).

**retail customer** has the meaning given to it in section 2 of the National Gas Law (that is, a person to whom natural gas is sold for premises by a *retailer*).

**retail gas agreement** an agreement with a *retailer* for the sale of natural gas to the *supply address*.

**retailer** means a *retailer* as defined in the National Gas Law (that is, a person who is the holder of a *retailer* authorisation issued under the National Energy Retail Law in respect of the sale of gas).

**safety and technical requirements** means all relevant gas industry rules and standards, including:

- a) the Jemena Network Operator Rules which can be found on *our* website;
- b) AS/NZS 4645 Gas distribution networks (series comprising AS 4645.1 Network Management, AS 4645.2 Steel Pipe Systems and AS 4645.3 Plastic Pipe Systems); and
- c) AS 5601 Gas installations, which provides limiting conditions for copper tube, fittings and jointing.

Note: We may accept an operating limit of 400kPa for Type A and B Copper Tube. Composite pipe cannot be used. AS 5601 also applies in relation to venting of pressure reduction equipment and/or pressure limiting devices.

**service** means a *basic connection service*.

**service line work** has the meaning given to that expression in clause 5.3.

**site condition requirements** means the conditions set out in Annexure A in relation to the relevant service.

**site information** means the site plans and information provided by *you* prior to commencement of the *connection work*, including information set out in the *application*.

**supply address** means the address specified in the *application*.

**you** and **your** means the *applicant*.

## ANNEXURE A: SITE CONDITION REQUIREMENTS

### Site condition requirements for Basic Connection Service: New Home and Basic Connection Service: Existing Home

The *supply address* must satisfy each of the following requirements:

- a) the home is a detached single dwelling (not medium density or unit site) and:
  - i) for a **Basic Connection Service: New Home** - is a newly built dwelling; and
  - ii) for a **Basic Connection Service: Existing Home** - is an existing home;
- b) a suitable gas main covers the frontage of the *supply address*;
- c) the meter position is located external to the dwelling, and no further than 2 metres from the front of the dwelling;
- d) one or more gas appliances will be installed in at the *supply address*;
- e) the *supply address* requires no more than a gas cook-top, room heater and a hot water system (or equivalent), and the hourly gas consumption will be no more than 320MJ;
- f) the distance between the point of entry of the service to the property and the meter location is less than 25 metres;
- g) the line from the property boundary to the meter position is free of any obstruction, such as a cliff, wall or steps greater than 3 metres;
- h) the property is not located on a road for which NSW Roads and Maritime Services is responsible, or on another road subject to heavy traffic conditions which require traffic controls to be put in place so that the *connection work* may be undertaken (i.e. no traffic management is required as part of the *connection work*); and,
- i) the property does not have, and is not accessed via, a shared driveway.

### Site condition requirements for Basic Connection Service: Residential Meter Kit

The *supply address* must satisfy each of the following requirements:

- a) the home is a detached single dwelling ;
- b) a suitable gas main covers the frontage of the *supply address*;
- c) one or more gas appliances will be installed in at the *supply address*; and,
- d) the *supply address* requires no more than a gas cook-top, room heater and a hot water system (or equivalent), and the hourly gas consumption will be no more than 320MJ.

### Site condition requirements for Basic Connection Service: Residential Path Valve

The *supply address* must satisfy each of the following requirements:

- a) the home is a detached single dwelling or located on a shared driveway servicing no more than 2 dwellings;
- b) a suitable gas main covers the frontage of the *supply address*;
- c) one or more gas appliances will be installed in at the *supply address*;
- d) the *supply address* requires no more than a gas cook-top, room heater and a hot water system (or equivalent), and the hourly gas consumption will be no more than 320MJ; and
- e) the property is not located on a road for which NSW Roads and Maritime Services is responsible, or on another road subject to heavy traffic conditions which require traffic controls to be put in place so that the *connection work* may be undertaken (i.e. no traffic management is required as part of the *connection work*);.

## ANNEXURE B: TEMPLATE CONFIRMATION & OFFER LETTER FOR BASIC CONNECTION SERVICES

B1	Confirmation of expedited connection offer - non-electronic application	(Pages 14 - 15)
B2	Confirmation of expedited connection offer - electronic application	(Page 16)
B3	Non-expedited connection offer - non-electronic application	(Pages 17 - 19)
B4	Non-expedited connection offer - electronic application	(Page 20)

## ANNEXURE B1: CONFIRMATION OF EXPEDITED CONNECTION OFFER – NON-ELECTRONIC APPLICATION

[JemenaLetterhead]

[LetterDate]

[ConnectionApplicantName]

[ConnectionApplicantAddress]

Connection Service

Supply Address: [SupplyAddress]

Thank you for your application to connect the above supply address to our natural gas distribution network.

We are pleased to advise that your application has been successful. As you requested an expedited connection, you are taken to have accepted an offer in terms of our Model Standing Offer for the service. The offer is deemed to have been made and accepted on the date we received your application, as specified in the connection details below (“offer acceptance date”).

The service will be provided on the terms set out in:

- this letter, including the connection details below;
- our Model Standing Offer for connection of residential premises (published on our website at the offer acceptance date).

For your convenience, we have highlighted in the connection details several key points from the Model Standing Offer, but it is important that you read the Model Standing Offer in full so that you understand your and our rights and obligations in relation to the service we are providing.

Please contact us if you would like a hard-copy of the Model Standing Offer, and we will mail you a copy.

Thank you for choosing Jemena. We look forward to having you as a customer on our network.

Yours sincerely,

New Connections Team  
Jemena Gas Networks (NSW) Ltd

## CONNECTION DETAILS

Applicant	[NameOfApplicant]
Applicant ABN	[ApplicantABN] (if applicable)
Supply Address	[SupplyAddress]
Connection Service	(As applicable) [NewHome] [ExistingHome] [ResidentialMeterKit] [Residential Path Valve]
Offer acceptance date	[ApplicationReceivedDate]
Charges	There is no charge by us for the connection if the site conditions at the supply address are as set out in the application and we are given safe and unhindered access to the supply address. Costs may be incurred by you as set out in clauses 5.2, 5.3, 6.2, 6.3, 8.4, 10.1, 11 and 12 of the Model Standing Offer.
Time for performance of service	Please see clause 7 of the Model Standing Offer. We will not commence the connection work until we have details of your plumber/gasfitter. If you did not include those details on the application, please advise us as soon as possible.
Gas retail arrangements	(As applicable) [Your application stated that you have a gas retail agreement with [RetailerName]. We will notify the retailer that we are connecting the supply address and that you have nominated them as your retailer.] - or - [As <i>your</i> application did not include the name and applicable customer number for a retailer, we have allocated the supply address to a gas retailer. That retailer will be in contact with you in relation to gas supply arrangements for the supply address. The allocation of the supply address to this retailer does not restrict or prevent you or the client (if any) from subsequently choosing a different retailer at any time after the connection has been established at the supply address.] - or - [As agreed with you, we have established the connection and left the meter wadded/locked. We will energise the meter when a retail gas agreement for the supply address has been confirmed.]
Job specific details	[Details specific to the connection work - e.g. meter location.]

## ANNEXURE B2: CONFIRMATION OF EXPEDITED CONNECTION OFFER - ELECTRONIC APPLICATION

### EMAIL SENT TO CUSTOMER

You're on your way to getting gas connected

Application #[ApplicationId]

We've assessed your application for a new connection and are please to advise that it's been successful. As you requested an expedited connection, you are taken to have accepted an offer on [ApplicationSubmittedDate] (which is the date you submitted the application to us).

You're welcome to log in and view the offer [link to portal].

We've passed on your details to the retailer allocated to supply gas to the address and we'll only commence the work when they request us to.

If you have any questions or concerns send us a message [link to portal] or call us on 1300 137 078.



## ANNEXURE B3: NON-EXPEDITED CONNECTION OFFER - NON-ELECTRONIC APPLICATION

[JemenaLetterhead]

[OfferDate]

[ConnectionApplicantName]

[ConnectionApplicantAddress]

Connection Service

Supply Address: [SupplyAddress]

Thank you for your application to connect the above supply address to our natural gas distribution network.

We are pleased to advise that your application has been successful, and to offer the service described in the connection details below.

The service will be provided on the terms set out in:

- this letter, including the connection details below;
- our Model Standing Offer for connection of residential premises (published on our website at the date of this letter); and,
- the attached Offer Acceptance Sheet.

To accept this offer, please complete the Offer Acceptance Sheet and return it to us within the validity period set out in the connection details.

For your convenience, we have highlighted in the connection details several key points from the Model Standing Offer, but it is important that you read the Model Standing Offer in full so that you understand your and our rights and obligations in relation to the service we are offering.

Please contact us if you would like a hard-copy of the Model Standing Offer, and we will post it to you.

Thank you for choosing Jemena. We look forward to having you as a customer on our network.

Yours sincerely,

New Connections Team  
Jemena Gas Networks (NSW) Ltd

## CONNECTION DETAILS

Applicant	[NameOfApplicant]
Applicant ABN	[ApplicantABN] (if applicable)
Supply Address	[SupplyAddress]
Connection Service	(As applicable) [NewHome] [ExistingHome] [ResidentialMeterKit] [Residential Path Valve]
Date of Application	[ApplicationReceivedDate]
Supply Address	[SupplyAddress]
Validity Period	45 business days from the date of this letter unless we agree to a longer period.
Charges	There is no charge by us for the connection if the site conditions at the supply address are as set out in the application and we are given safe and unhindered access to the supply address. Costs may be incurred by you as set out in clauses 5.2, 5.3, 6.2, 6.3, 8.4, 10.1, 11 and 12 of the Model Standing Offer.
Time for performance of service	Please see clause 7 of the Model Standing Offer. We will not commence the connection work until we have details of your plumber/gasfitter. If you did not include those details on the application, please provide those details when returning your acceptance of this offer.
Gas retail arrangements	(As applicable) [Your application stated that you have a gas retail agreement with [RetailerName]. We will notify the retailer that we are connecting the supply address and that you have nominated them as your retailer.] - or - [As your application did not include the name and applicable customer number for a retailer, we have allocated the supply address to a gas retailer. That retailer will be in contact with you in relation to gas supply arrangements for the supply address. The allocation of the supply address to this retailer does not restrict or prevent you or the client (if any) from subsequently choosing a different retailer at any time after the connection has been established at the supply address.] - or - [As agreed with you, we have established the connection and left the meter wadded/locked. We will energise the meter when a retail gas agreement for the supply address has been confirmed.]
Job specific details	[Details specific to the connection work - e.g. meter location.]

**OFFER ACCEPTANCE SHEET**

**Basic Connection Service**

Reference: [OfferReferenceNumber]  
Applicant: [ApplicantName], [ApplicantAddress]  
Applicant ABN: [ApplicantABN] (if applicable)  
Supply Address: [SupplyAddress]

Acceptance - The applicant accepts Jemena's offer dated [OfferDate] for connection of the supply address to the gas distribution network.

Signature of applicant or authorised representative

Signature: \_\_\_\_\_

Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Phone: \_\_\_\_\_

Mobile: \_\_\_\_\_

Where signed by an authorised representative on behalf of the applicant, please advise:

Name of authorised representative: \_\_\_\_\_

Position of authorised representative: \_\_\_\_\_

**Plumber/Gasfitter Contact Details**

Name: \_\_\_\_\_ Licence#: \_\_\_\_\_

Mobile: \_\_\_\_\_

Please return this signed Offer Acceptance Sheet to:

New Connections Department,  
Jemena Gas Networks (NSW) Ltd  
PO Box 1220, North Sydney NSW 2059

Email: [newhomeconnections@jemena.com.au](mailto:newhomeconnections@jemena.com.au)  
Fax: (02) 9867 7453

## ANNEXURE B4: NON-EXPEDITED CONNECTION OFFER - ELECTRONIC APPLICATION

[ApplicationNumber]- New Connection - Detached residential premises  
[ApplicantName] - [ApplicantAddress] – [RetailerID]

### Offer

Offer date: [OfferDate]

We have reviewed your application [application number] for the provision of a new detached residential connection at [SupplyAddress] and we are pleased to make this offer to undertake and complete this work.

[UserMessages (if applicable)]

[ScopeOfWork (if applicable)]

[WorkExclusions (if applicable)]

[WorkSchedule (if applicable)]

The offer number is [OfferReferenceNumber] and it will expire on [OfferExpiryDate].

The offer incorporates the terms and conditions set out in the Model Standing Offer. [LinktoMSO].

Should you have any further enquiries regarding this offer, please do not hesitate to contact the Network Connections Team via portal messages or by calling 1300 137 078.

Regards,  
Network Connections Team