



Gas Connection FAQs



How do I apply for a new connection?

Never had gas before and need to arrange a new connection? You can apply:

- Via your preferred gas retailer
- Via your plumber or builder
- Yourself, via our Connect and manage my gas portal. Please note that if you choose this option we'll need to nominate a gas retailer on your behalf, though you can change providers once the work is complete.

Visit www.gonaturalgas.com.au or read our [Residential Connections Guide](#) to get started.

What's an expedited connection? How can I request one?

If you're applying to connect your household to gas you can choose to ask for an "expedited connection", which automates the process for entering into a contract for us to connect your premises.

If you select this option and we're satisfied the application is for a basic connection service that falls within the terms of our Model Standing Offer then on the date we received your application you are taken to have entered into a contract with us.

What happens once I've lodged a connection request?

Once we have a complete connection application then within 10 business days we'll make an offer to do the work, or let you know that we have more assessment to do before we can make you an offer.

The terms of our offer and any charges will depend on the site conditions and your intended gas usage. We might need to visit the site to fill in the details.

If you accept the offer within the specified time, we'll schedule and perform the connection as soon as possible, or later if requested by you.

If we've been given information that differs significantly from the conditions we find at the site, we might have to vary the offer, and you may incur additional cost.

How do I check progress on my new connection?

For progress updates on your new connection request you can visit the portal or call Jemena's customer contact centre on 1300 137 078. If your retailer applied on your behalf, please contact them for updates.

Who's looks after what when it comes to managing my gas?

Jemena - As your gas distributor, Jemena manages the network of pipelines that deliver natural gas to various homes and businesses across much of NSW. We also install and maintain the gas meter attached to your premise and read your meter for billing purposes.

Your plumber or gas fitter - Your gas fitter or plumber can help install any appliances and manage compliance and safety certifications. They can also help with the pipework inside your home or business and repairs if there's a fault.

Your retailer - Your gas retailer is responsible for managing your gas account and issuing your gas bill. You can choose your preferred retailer or Jemena can nominate one on your behalf during the connection process.

You - as a property owner or tenant, you're responsible for paying your gas bill and managing the maintenance and safety of the pipes, meters and gas appliances on your property, as well as the service pipe that connects your gas meter to the larger pipes on your street.

How much does it cost to connect?

Under our [Model Standing Offer](#) we do not charge for basic connection services.

For other services, the connection charge (if any) is generally determined based on the cost required to connect a site and these will vary from property to property. Depending on the service offered to you, this includes connection to the main or of a mains extension, the service pipe work, and the supply and installation of a meter set including the pressure regulator. It may also include the excavation and reinstatement of public foot paths and roads as well as any statutory notification required including traffic control.

If one of our team turns up to perform a service but finds the site conditions differ from what we were expecting, they will inform us before carrying out any work. We will then make a new connection offer, and won't proceed with the connection until that's been accepted.

What about supply service charges?

We're distributors - we don't supply bills to gas customers. Those come from the retailers. We do bill retailers for transporting gas to your premises, and you can view our [charges for our gas transportation services](#) to retailers (known as reference services) - including the charges to disconnect and reconnect a premise.

What type of connection do I need?

The type of new connection you'll need will depend on a few things: how much natural gas you use and the type of property you live in or operate. For residential and small business customers, we offer three different types of services: basic connections, non-basic connections or negotiated connections.

Type of connection	Basic connection service	Non-basic connection service	Negotiated connection service
New or existing home	✓	✓	✓
Residential meter kit	✓		
Residential path valve	✓	✓	✓
Multi-density / medium-density / high-density			✓
Commercial			✓

Basic connections

Basic connections are those where we can easily connect you to gas via an existing main running past your property. To do this, your gas meter also needs to be less than 25m from your property entrance and not obstructed in any way, accessed via a shared driveway or located on a major road.

For detached residential dwellings, we can provide a connection from our gas main to a gas meter on your premises. This includes installing a meter and the pipes from our mains to the meter.

We also provide a path valve and/or meter kit services. With these services, you are responsible for all other work required to connect your address to our gas network, including installing the meter and pipes.

For more information, visit www.gonaturalgas.com.au or read our [Residential Connections Guide](#).

With all connections, you will need to talk to your licenced gasfitter or plumber to get your appliances connected to your gas supply. For basic connection contract information, see our [Model Standing Offer](#).

Non-basic connections

If your property doesn't meet the requirements for a basic connection (for example, you live on a major road or your meter is more than 25m from the street) you may need a non-basic connection.

For more information see our [non-basic connection contracts](#). Importantly, once we have completed the connection and you have started using gas, you'll be covered by our [deemed standard connection contract](#) for the ongoing supply of gas to the premises. If you'd like a hard-copy of a contract, [contact us](#) and we'll mail it to you.

Negotiated connections

If your property doesn't meet basic or non-basic connection site conditions (for example, if we'll need to extend a gas main to run adjacent to your property to connect you to gas) we may need to arrange a negotiated (or tailored) connection with you.

If you live in an estate or operate a business and use less than 10TJ of gas per year, you can apply for a [medium density connection](#) or a [commercial connection](#).

For information on your right to negotiate the terms of a connection contract with us, see our [negotiated connection contract process](#).