

# Connections Guide

A guide for residential customers in NSW with detached houses that want to get a new Natural Gas connection or currently have Natural Gas connected. This guide does not cover townhouses, villas, low-rise or high-rise apartments.



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# Turn it on

No matter what area of your house you are thinking of, Natural Gas is the smart choice for powering your home.

## Hot water

There are many benefits of Natural Gas hot water. Instantaneous systems offer instant and continuous hot water on-demand, while storage systems can service hot water in multiple bathrooms simultaneously. A gas boosted solar system will ensure your hot water is always delivered to you at your desired temperature.

## Outdoors

Make the most of the outdoors with Natural Gas. When the temperature drops, you can extend the time you spend outdoors – whether out in the alfresco area or enjoying a quick dip in the pool - installing a Natural Gas outdoor heating system or a Natural Gas pool/spa heating system will considerably enhance any outdoor living area.

## Heating

Natural Gas heating delivers fast, powerful heat throughout your home. It's a great option on colder nights as it heats a room to the temperature you want and keeps it there, no matter how cold it gets outside. It also fills a room more quickly and completely, so you don't have to sit right beside the heat source to get warm.

## Cooking

Cooking with Natural Gas comes with many advantages. Not only does it offer instant heat and faster cooking, but also complete control to adjust and change temperatures quickly. And it's also available for cooking outdoors. A Natural Gas BBQ in built-in, portable or freestanding options might be the best choice for you. Never run out of gas again, so last minute decisions to cook outdoors won't be a problem.



Visit [gonaturalgas.com.au](http://gonaturalgas.com.au) for more information on the benefits of Natural Gas, cash back offers, and gas appliances for your home.

# Connecting with you

## Jemena

As a gas distributor, Jemena brings Natural Gas to homes and businesses across much of NSW. Jemena also installs and maintains the gas meter attached to your home and reads the gas meter for billing purposes.

## Property owner

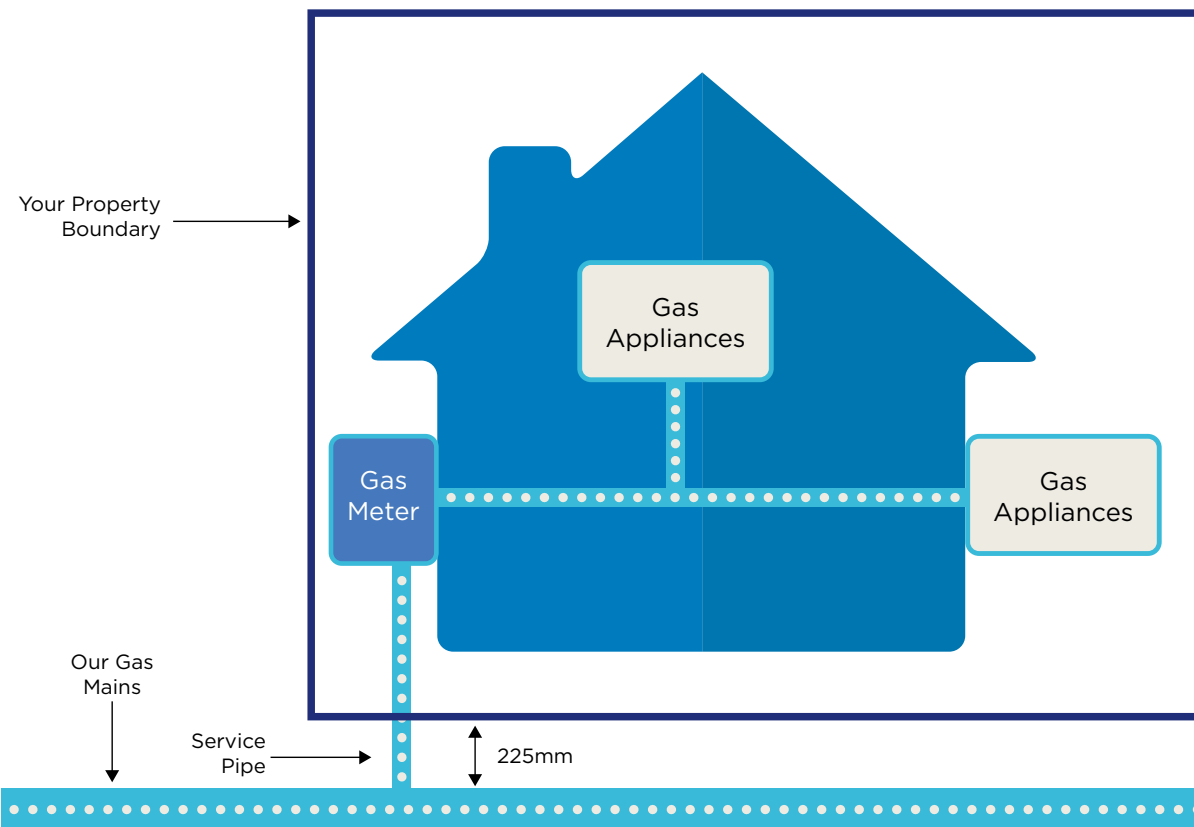
As the property owner, you are responsible for the service pipe. The service pipe starts from 225mm outside your property boundary and up to the gas meter, as well as from the outlet of the gas meter to the gas appliances in your property. We also recommend you maintain and service your gas appliances as per their instruction manuals and with a licensed repairer.

## Gas fitter or plumber

Your nominated gas fitter or plumber will install your gas appliances and complete the compliance certification associated ([click here](#) for more information on compliance certification). They can also assist you with the pipework inside your home and complete any repairs in the event of a fault.

## Gas retailer

Your gas retailer is responsible for managing your gas account and issuing your gas bill based on the meter readings we obtain from the gas meter. You can select your preferred gas retailer or Jemena can nominate a gas retailer on your behalf during the gas connection process.



# Our Connection Products

## New Connections

If you would like to connect your home to Natural Gas and your property is within our gas network area, you can apply for a new gas connection with us.

## Additions & Alterations

If you currently have Natural Gas connected to your property and are considering changes to your gas appliances including additional appliances, you may need to upgrade your existing connection and will need to contact us.

If you wish to relocate the gas meter to another location on your premises, you will need to engage a licensed gas fitter or plumber to complete the relocation with the assistance of Jemena.

## Decommissioning

If you are knocking down your home, conducting significant renovations of an existing home or completing any landscaping work that may interfere with the gas pipes attached to your property, you will need to contact us so we can give you information on how to carry out this work safely, and without damaging the gas pipes.



# New Connections

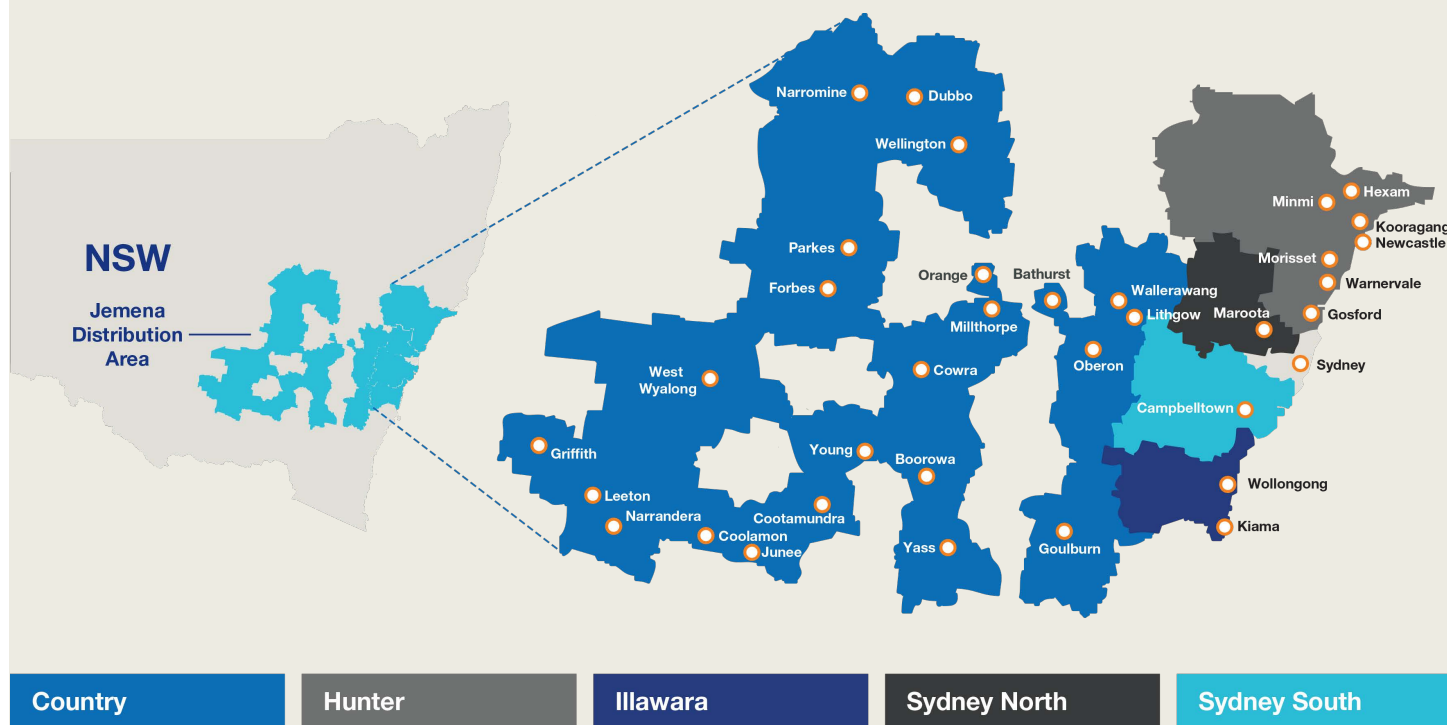
## Can I get Natural Gas?

The Jemena Gas Network is one of several gas distribution networks in NSW. We are the sole distributor of Natural Gas in Sydney, Newcastle, the Central Coast, Wollongong, and more than 20 regional centres.

If you would like to connect your home to Natural Gas, you can visit [canigetgas.jemena.com.au](http://canigetgas.jemena.com.au) and enter your postcode and street name to see if you are able to connect to our network.

If you are unable to connect to our gas network, [click here](#) to determine who the gas distributor is for your postcode.

## Our Network Area



## Ready to connect?

Should you wish to connect to Jemena's Natural Gas network, there are two ways to apply:

1. If you have a preferred gas retailer, you can contact them and they will arrange the connection on your behalf.
2. Alternatively you can apply directly online via our [self-service portal](#), and we will allocate you to a gas retailer who will contact you to confirm your new account.

## Your offer from Jemena

### How do I accept my offer from Jemena?

If you lodged your connection application directly through our [self-service portal](#), then you will need to log in to the portal and accept our offer. We will send you an email to notify you that your offer is available in the portal.


Once you have accepted our offer, we will send the request to your gas retailer who will get in contact with you to set-up your account and raise a service order.

If your connection application was done through your gas retailer, they will contact you to discuss the Jemena offer and confirm it is acceptable with you.

## Self-service portal

Connect and manage my gas

Help



Log in | Register

### Connect and manage my gas

This self-service portal allows you to request, pay for and track connection services.

- **New connection:** Request a new gas connection.
- **Additions and alterations:** Request changes to your existing gas supply.
- **Abolishment:** Request decommissioning and meter removal.

#### Can I get natural gas?

- **Check if gas is available** to your home or business by simply entering your postcode and street name.

#### If you're already connected

- **Locate gas outages** that may be affecting your gas supply, and report faults or emergencies.
- **Give feedback** to let us know what we're doing right, or how we can improve.

*We deliver gas to more than 1.3 million homes and businesses Sydney, Newcastle, the Central Coast, Wollongong and in regional NSW.*

*Jemena separately provides asset management services in respect of the gas network owned by ActewAGL Distribution in the ACT and surrounding areas including Shoalhaven.* ⓘ

Email address

Email address

Password

Password

Forgot password?

Log in

Don't have an account? Registration and access is free.

Register now

Want to know more? Start simplifying your gas connections today.

Watch the video

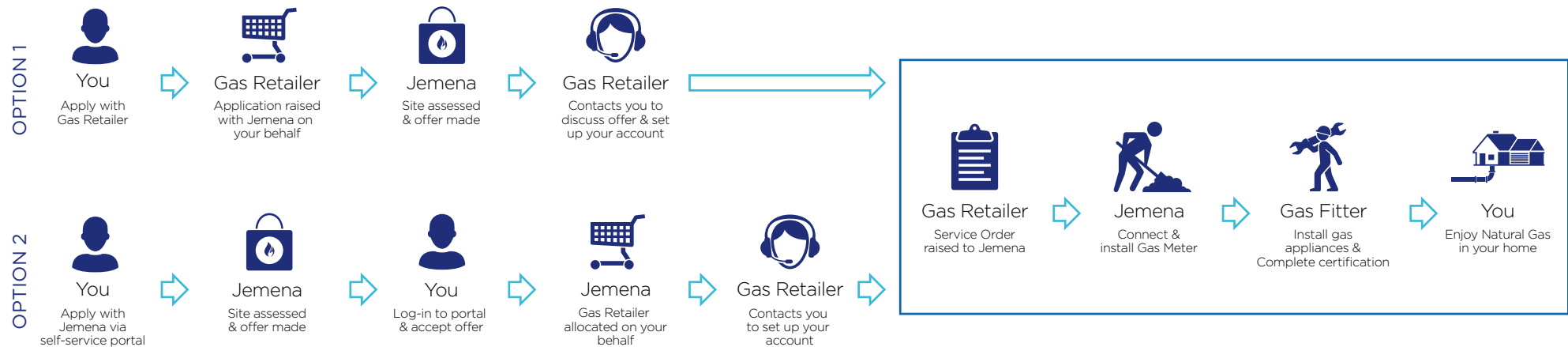
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## New Connection Process

To apply for a new connection, there are two options available to you:

OPTION 1: You nominate a gas retailer and apply directly with them, or

OPTION 2: You apply directly with Jemena and we allocate you a gas retailer



When accepting our offer, you will need to confirm that you've read and accepted our terms and conditions. This is important as the contract between you and Jemena for the agreed work will become binding once we have accepted your service order from your gas retailer. Please note, the work will only commence once the relevant service orders are received.

### How long will it take to receive an offer?

Whether you apply directly with Jemena or via your preferred gas retailer, we will endeavour to provide an offer within 10 business days.

In some circumstances, we may need a little longer to provide you with an offer e.g. we need to extend our gas main, your property is located on a busy road or there are [site conditions](#). The terms of our offer and any charges will depend on the site conditions.

### Property ownership

If you choose to accept our offer, unless you have advised us otherwise, we will assume that:

- You own the premises where we'll be working or the owner has given their consent.
- The service pipe will not be laid across land belonging to others and work will only take place on land belonging to the owner of the premises.

## Your application

During the application process, we will ask a number of questions to ensure we provide you with the correct service that you require.

### Dwelling type

One of the first things required to determine the most suitable connection type is whether your home is an existing home or a new build:

1. Existing residential premises:  
This connection type is for established homes that want to connect to our gas network.
2. New builds:  
This connection type is for homes that are in the process of being built.

Townhouses, villas, low-rise or high-rise apartments require a different connection product. For more information, please contact us.

### Gas meter

When lodging your application, you will be required to clarify the gas appliances that you will be having installed in your home. The gas meter you require will depend on the appliances you wish to install in your home.

If you need assistance, your gas fitter or plumber can advise you on this, or you can [contact us](#) to discuss your requirements.

### Example of a gas meter

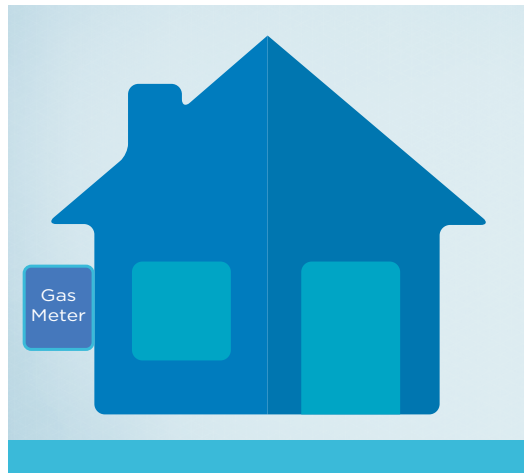


## Gas meter location

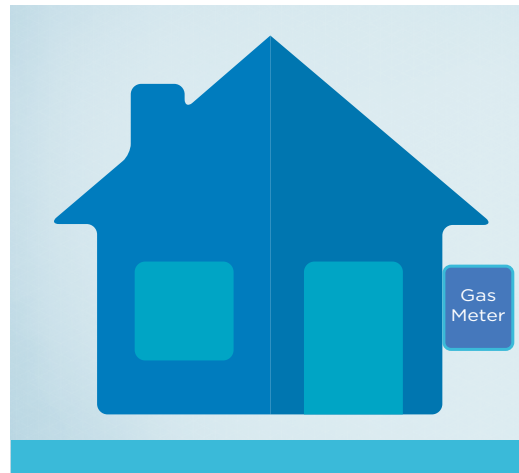
You will need to provide your preferred gas meter location in your application.

For your preferred gas meter location, stand on the street facing your house and determine if you would like your meter located on the left or right hand side as indicated in the diagram.

### Left hand side



### Right hand side



Be sure to consider other services such as electricity, water, and air conditioning units when deciding your location. It is our preference that the meter is not installed behind any locked fencing so that we may access the gas meter easily for maintenance and meter reading. Please note that we cannot install the meter any further than 2 metres back from the front corner of your house.

## Site Ready Date

We will ask you to identify when the site will be ready for us to connect the gas based on [site preparation](#) guidelines. The 'Site Ready Date' that you identify will help us plan for the work and schedule an appropriate date for the work to commence. Please note, our [standard lead-times](#) do apply.

## Connection type

The connection type will be determined from your application and will be outlined in the offer we provide you. The type of connection you require will depend on your site conditions as well as the gas appliances you have chosen to install in your home.

The following details the types of new connections products we offer:

### Full service connection

Our full service connection involves us:

- installing the service pipe,
- installing the gas meter, and
- connecting your property to our gas main.

We can usually provide you with a full service connection if:

- your property is a [detached single dwelling](#), and
- your street has [access to our gas network](#).

## Residential path valve connection

Your gas fitter or plumber may recommend that a path valve should be installed. In this instance, your gas fitter or plumber will first install the path valve, as well as lay the service pipe from the path valve to the gas meter.

Jemena will then connect the path valve to our gas main once your gas fitter or plumber has provided the Leak Test Certificate to Jemena. This certificate confirms that the path valve and service is compliant with the network standards.

Depending on your requirements, either your gas fitter or plumber or Jemena will then install the gas meter and connect this to your service pipe.

Once connected, as the property owner you are responsible for maintaining the path valve as well as your service pipe. The path valve location will be marked by a path valve cover, similar to the illustration shown below.

### Example of a path valve cover



## Residential Meter Kit connection

In some instances, we will provide a meter kit for your gas fitter or plumber to install, instead of providing a full service connection. This usually applies if there are multiple dwellings on the one property without a subdivision (such as a 'granny flat') and there is already an existing gas connection to one of the dwellings. A meter kit enables separate meter readings.

Your gas fitter or plumber will arrange for the meter kit to be installed in conjunction with the Jemena Meter Delivery Centre. They will also lay the service pipe to the gas meter.

## Connection with site conditions

You will need to let us know if you have any of the following site conditions when lodging your application as they will affect whether you will be required to make a contribution to our costs of connecting your home:

- Your property is on a battle-axe block (a block of land behind another, with access from the street through a narrow drive).
- Your property is on shared land and / or accessed via a shared driveway.
- The gas meter position is not located externally to your dwelling nor within 2 metres from the front of your dwelling.
- You have an obstruction such as a cliff wall / tiered garden / steps higher than 3 metres from your property boundary to the meter position.
- There is a distance of 25 metres or more from your property boundary to your preferred meter location.
- Your property is located on a road for which NSW Roads and Maritime Services is responsible for, or on a road subject to heavy traffic conditions which requires traffic controls to be put in place so that the connection work may be undertaken.
- The gas appliances you are installing in your home require a larger than [standard gas meter](#).

If any of these site conditions apply, your offer may require a customer contribution and / or it may take us longer to complete the connection. We may also be required to obtain permits from your local council or authorities such as Roads & Maritime Services to work on public land and roadways. You do not need to arrange this; we arrange this as part of our planning process.

## Connection & installation

### Do I need to be there on the day?

You do not need to be home on the day unless you need to provide us with access to your premises to complete the work, such as a locked gate or fence. If access is required to your premises, please ensure you stipulate this in your application.

### Do I need to prepare the site in any way?

Your home needs to be ready for us to connect the gas:

- For an existing home, we need unobstructed access between the location of the gas meter and its' direct line to the street.
- For a new build, it needs to be at lock up stage or the wall at the gas meter location is complete, the internal plumbing is complete, scaffolding removed from site or not impacting access to trench and there is cleared access between the gas meter location and the street (e.g. no rubbish, porta-loo, bricks, fence).

In some instances you may be asked to remove shrubs or break the concrete to make way for the gas pipe. If required, this will be specified in your offer.

If we arrive to begin work and find any scaffolding or other obstructions in place, we will need to reschedule the connection.

### When will any trenches or open work be filled in?

To the extent reasonably practicable, we will endeavour to minimise disturbance to gardens and driveways while carrying out the connection work.

If restoration work is required, this is usually a temporary restoration. The full restoration is the responsibility of the landowner (you or the local council), however the process can vary between council areas.

Please arrange to relocate or protect growing plants or specialist surfaces such as mosaic, coloured tarmac or tiles likely to be affected by our digging, as we won't be able to replace them if they get damaged.

For more information on restoration, please refer to the terms and conditions included with your offer.

### Can I cancel the connection after I have accepted the offer?

You can cancel your contract through your gas retailer at any time before we commence installation work on site.

### How much will the connection cost?

Every job is different and costs incurred are dependent on your specific requirements. We will advise you of any contribution required to the costs of connecting your home, in our offer to you.

There are no fees or charges payable to us for lodging an application, nor if your premises meet the requirements for a [full connection service](#) and there are [no site conditions](#). Please note, we require safe and unhindered access to connect and install and will not be able to proceed with the connection if we are not provided with this access.

A contribution may be required by you where there are site conditions, or if we need to extend our gas main to your house. If applicable, a contribution can vary from less than one thousand to several thousand dollars.

If a contribution is required, payment is made via your gas retailer. We do not invoice your gas retailer until connection and installation is completed. Please contact your gas retailer for more information regarding payments.

### How long will it take?

For existing dwellings, we aim to start the work within 20 business days from the time the service order is received from your gas retailer. This can take longer, particularly where approvals are required from statutory authorities such as the local council. We recommend submitting your application 6-8 weeks ahead of time to avoid disappointment.

For new builds, the connection timeframe will depend on building construction progress at your site and your builder's requirements.

We endeavour to complete the connection within 2 business days of commencing the work. Please note, this work is weather dependent.

### Changes to your application

After we have issued your offer, any changes to your application, such as additional gas appliances, may require a new offer. This may cause delays in us commencing the connection and may also require a contribution by you.

# Additions & Alterations

## Meter upgrade

If you upgrade any of your gas appliances, or wish to install additional gas appliances, you may require an upgrade of your gas meter. If your meter is upgraded, you may also need to upgrade your service pipe. Your gas fitter or plumber will advise you if this is required.

Our offer will include details of any charges payable to us for the supply of the new meter and upgrade of the service pipe.

## Meter relocation

If you want to move the gas meter on your premises from one location to another, you need to arrange this through your gas fitter or plumber.

We will work with your gas fitter or plumber to assist with the relocation by isolating gas supply as well as ensuring that the relocation meets our safety standards.

## How do I apply for an addition or alteration?

You can make an application directly with us via our [self-service portal](#). Alternatively, you can arrange the request through your gas retailer, or gas fitter or plumber.

## How much does it cost?

Any costs for our part of the work will be included in the offer you receive. Costs incurred are dependent on your specific requirements. Please [contact Jemena](#) or your gas retailer to determine the cost associated.

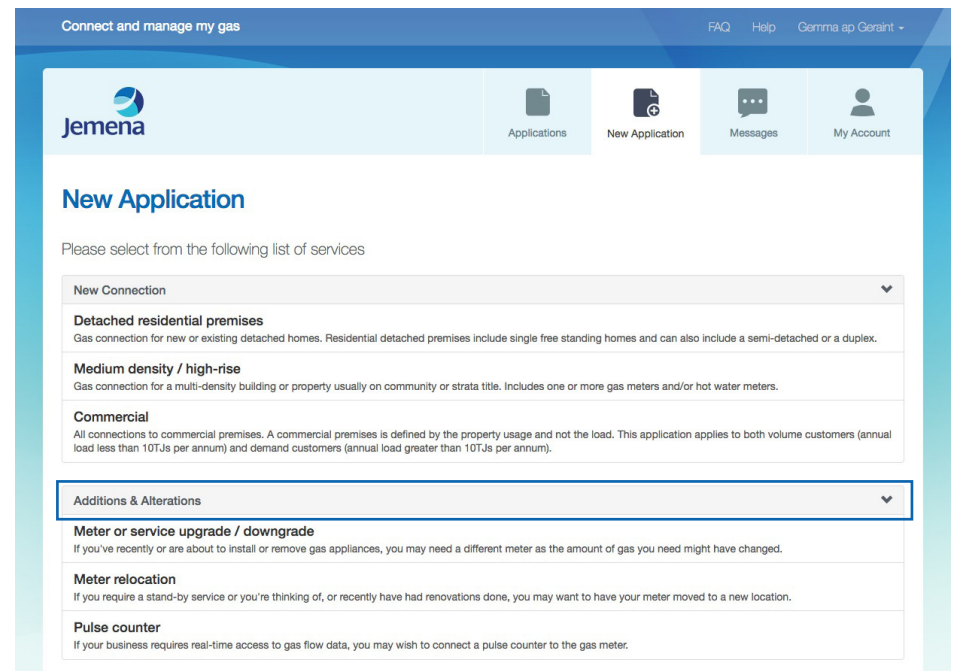
You will also incur costs from your gas fitter or plumber to complete the work, including digging trenches and moving the gas meter.

## How long will it take?

Once we have a completed application, we will make you an offer for the work to be done and let you know about any associated charges.

We will do our best to work with your gas fitter or plumber to complete the work at an agreed time. Please note, this work is weather dependent.

## Self-service portal



The screenshot shows the Jemena self-service portal interface. At the top, there's a navigation bar with the text 'Connect and manage my gas' and links for 'FAQ', 'Help', and 'Gamma ap Gerant'. Below this is a header section with the Jemena logo and four icons: 'Applications', 'New Application', 'Messages', and 'My Account'. The main content area is titled 'New Application' and prompts the user to 'Please select from the following list of services'. There are two dropdown menus. The first dropdown, 'New Connection', is expanded, showing three options: 'Detached residential premises' (with a description), 'Medium density / high-rise' (with a description), and 'Commercial' (with a detailed description). The second dropdown, 'Additions & Alterations', is also expanded, showing three options: 'Meter or service upgrade / downgrade' (with a description), 'Meter relocation' (with a description), and 'Pulse counter' (with a description). The 'Additions & Alterations' dropdown is highlighted with a blue border.

# Decommissioning

Decommissioning and meter removal (also referred to as 'Abolishment') is the disconnection of the gas supply at our gas main and the removal of any metering equipment we have supplied. Please note, we do not remove your service pipes.

## How do I apply?

Anyone with an existing gas service in our network can apply for an abolishment. You will need to lodge your request with your gas retailer. If you do not have a gas retailer you may be able to lodge the request using our [self-service portal](#).

## How much does it cost?

The cost incurred is based on the capacity of the gas meter and ranges from \$1,155 to \$2,406.80. Please [contact Jemena](#) or your gas retailer to determine the cost associated.

## How long will it take?

Once we have received a completed application, we will do our best to schedule the works on the date you have indicated. Our standard time frame for decommissioning is 20 business days. Please note, this work is weather dependent.

Once the work has been finalised, we will send you confirmation of the decommissioning and meter removal. Please note that under the [demolition work code of practice](#), this confirmation is required prior to commencement of demolition work.

## Self-service portal

The screenshot shows the 'New Application' page of the Jemena self-service portal. The header includes the Jemena logo and navigation links for Applications, New Application, Messages, and My Account. The main content area is titled 'New Application' and prompts the user to select from a list of services. The services are categorized into three sections: 'New Connection', 'Additions & Alterations', and 'Abolishment'. The 'Abolishment' section is highlighted with a blue border, indicating it is the selected option. The 'Abolishment' section includes a sub-section titled 'Decommissioning and meter removal' with a brief description of the service.

Connect and manage my gas

FAQ Help Gemma.ap Geraint

Jemena

Applications New Application Messages My Account

### New Application

Please select from the following list of services

**New Connection**

**Detached residential premises**  
Gas connection for new or existing detached homes. Residential detached premises include single free standing homes and can also include a semi-detached or a duplex.

**Medium density / high-rise**  
Gas connection for a multi-density building or property usually on community or strata title. Includes one or more gas meters and/or hot water meters.

**Commercial**  
All connections to commercial premises. A commercial premises is defined by the property usage and not the load. This application applies to both volume customers (annual load less than 10TJs per annum) and demand customers (annual load greater than 10TJs per annum).

**Additions & Alterations**

**Meter or service upgrade / downgrade**  
If you've recently or are about to install or remove gas appliances, you may need a different meter as the amount of gas you need might have changed.

**Meter relocation**  
If you require a stand-by service or you're thinking of, or recently have had renovations done, you may want to have your meter moved to a new location.

**Pulse counter**  
If your business requires real-time access to gas flow data, you may wish to connect a pulse counter to the gas meter.

**Abolishment**

**Decommissioning and meter removal**  
Decommissioning and meter removal is the disconnection of the gas supply at the gas main and the removal of any metering equipment we've supplied. We don't remove the pipes between the gas main and the meter.

# Your Rights & Obligations

## What are your rights as a gas distribution customer?

As your gas distributor, you can count on us to:

- Maintain a safe and reliable gas network.
- Install and maintain the gas service line to your property boundary.
- Supply and maintain a gas meter set at your premises.

By the way:

- We will let you know in advance if your gas supply is likely to be affected by any planned works in your area.
- Jemena employees and contractors who visit your premises will always provide identification.

## What are your obligations?

We ask that you:

- Keep our equipment on your property secure.
- Give us access to your property to read and maintain your gas meter, including notification of any dogs or pets.
- Ensure you keep the gas equipment on your property in a safe condition to connect and disconnect your gas supply.

For more information, please refer to our [connection service guide](#).

# Getting in touch

We work 24 hours a day, 365 days a year to keep you connected to Natural Gas.

If you have any questions after reading this booklet, please get in touch with our Customer Service team.

## Customer Service:

**Phone:** 1300 137 078

**Email:** [customerrelationsnsw@jemena.com.au](mailto:customerrelationsnsw@jemena.com.au)

Your feedback helps us deliver exceptional service every day.

Please get in touch with us if we can assist in resolving a matter as soon as possible, or if any of our team have delivered great customer service.

## Useful links:

**Natural Gas:** [www.gonaturalgas.com.au](http://www.gonaturalgas.com.au)

**Jemena:** [www.jemena.com.au](http://www.jemena.com.au)

**Self-Service Portal:** <https://mygasservices.jemena.com.au>

**Twitter:** @JemenaLtd



If you smell gas at any time, call our Faults and Emergency line on 131 909.