



Meter Removal Safety Announcement

Did you know that Jemena owns and is responsible for the gas meters in our network? As a result, Jemena takes the tampering and/or removal of meters very seriously when conducted without our consent.

The safety, wellbeing and security of our customers, community and of the network is at the heart of everything we do, and the illegal alteration or removal of meters can have major safety implications. That's why Jemena manages the process of removing meters for you.

Importantly, when a meter is removed illegally, the gas service to the property will remain "live", meaning there is a risk of injury or damage to people and property.

Whether you're a residential customer, commercial customer, builder or developer it's important to arrange for us to remove unwanted meters and isolate the service line to ensure no safety issues arise and that you, customers and workers on sites remain safe.

Jemena is committed to performing meter abolishments to meet your timeframe wherever possible. We understand that our current timeframes are not always ideal, but rest assured, we are currently reviewing how to improve this for our customers and ensure a quicker and more streamlined response time.

If you have any further questions regarding the abolishment process, please contact **1300 137 078** or visit **jemena.com.au**



The process is easy and ensures everyone's safety.

1

Call the energy retailer for your property to request an abolishment of the meter and service to your property. If you don't know who the energy retailer is, call us and we can advise you which retailer is recorded as the retailer for the property. Please have your meter number handy when you call.

2

The Energy Retailer will raise a service order for us to abolish the gas meter and service.

3

One of our field technicians will perform a 'mains disconnect' – this involves safely removing the meter and isolating the gas service at the main. In certain situations, another solution may be implemented.

4

We then return the meter to our meter centre and update the market systems to remove the address from the market (this is called "homing the meter").

⚠ Don't take the risk

Under the NSW Gas Supply Act, it is illegal to tamper with and/or remove a gas meter. A person must not alter or otherwise interfere with a meter that is connected to Jemena's distribution network unless authorised to do so by Jemena.

A penalty may be imposed of up to \$22,000 (200 penalty units) in the case of a corporation and \$5,500 (50 penalty units) in any other case.



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