

CONNECTION PROCESS HANDBOOK

GAS DIVISION

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1. INTRODUCTION

The purpose of this document is to provide gasfitters and builders with a guide to connect customers to the reticulated Natural Gas and Liquefied Petroleum Gas (LPG) network (Albany) which is owned and operated by ATCO.

It has been developed in accordance with Atco's policies and procedures and the Australian Standards / NZ 4645 and the Australian Energy Market Operator (AEMO) Retail Market Rules.

For the latest version of this Handbook, please visit www.atco.com

Note:

- The service levels stated in this handbook are subject to the timely receipt of external approvals and documentation.
- The gasfitter must have lodged a request for gas form (RFG) with the nominated Retailer and a customer account must have been opened with the nominated Retailer.
- Delays in connection of a gas service to a property may occur if obstacles are encountered which hinder the installation of the gas service pipe.
- Meter boxes positioned in non-compliant locations may also cause delays in connection of the new gas service.
- Please refer to the Gas Meterbox Location Handbook for additional information.

2. CONFIRMING GAS AVAILABILITY FOR RESIDENTIAL DEVELOPMENTS

The first step, which is common to all gas connection requests, is to confirm if gas is available outside the property. This can be initiated by contacting a gas retailer.

If there is no gas main outside of the property, then if requested, a gas retailer will organise a quotation from ATCO to extend the gas main to the customer's property to enable a new gas service to be connected.

The gas retailer will receive a written quotation from ATCO within 4 weeks of their request. The gas retailer will then contact the gasfitter or end user to discuss this quotation.

Upon receipt of an acceptance for the quotation, ATCO will construct the gas main extension within 4 weeks of notification by the retailer. Additional time may be required if Main Roads approval or additional permits are required.

Note:

In a typical residential sub-division a pre laid gas service (PLS) is installed to the boundary line of a property during the gas main installation. It is the as fitter or builder's responsibility to enquire from the 1100 Dial before You Dig system to determine the location of the PLS on the lot being developed prior to the installation of the gas meter box.

ATCO will connect the gas service from the PLS to the meter box. The route from the PLS must be clear of obstruction and hazards to ensure the service can be installed safely and efficiently.

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Failure to ascertain the location of the PLS could cause costly rectification for the builder, and delays in the connection process if it is necessary to relocate the gas meter box.

3. NEW RESIDENTIAL SINGLE-TITLED DWELLING



3.1 Connecting a New Residential Single-titled Dwelling

3.1.1 Requesting a Gas Connection (RFG)

Customers, gasfitters or builders are required to register a connection request with their choice of gas retailer. The retailer will then lodge a request with ATCO. Each gas retailer is required to provide the same mandatory information. For a connection request this information may include:

Name, address, contact number, load details per hour (MJ/h), meter pressure (e.g. 1.25kPA, or 2.75kPA) and the gasfitter's licence number.

Each Retailer may have a different process or administrative procedure. Contact the gas retailer for further information.

Prior to registering a connection request with the gas retailer, the gasfitter or builder is required to have installed a meter box in a compliant position on the customer's property (see Section 9.2 for further information).

3.1.2 The Connection Process

If gas is available outside the property to be connected, ATCO will provide the customer with up to 20 metres of gas service pipe from the property boundary to the meter box free of charge. ATCO will also supply a gas meter at the same time that the gas service pipe is laid.

If the property is located in a designated boundary connection area, (e.g. the Perth Hills area) or a secondary service connection to the same lot / property (e.g. Units or House behind a house - HBH) then the 'up to 20 metres of gas service pipe free' rule does not apply (see Section 8 for further information). The customer's gasfitter or builder will be advised if this is the case when they first enquire about gas availability.

The gas meter supplied will be sized according to the MJ/hr load supplied by the requestor.

ATCO will install the gas service pipe connection (for a <u>new</u> property) within 15 business days of processing a connection request from the customer's gas retailer provided gas is available and a mains extension is not required.

- Gas service pipe exceeding 20 metres into the property will incur an additional charge to the customer (see Section 8 for further information).
- ATCO will not connect a gas service pipe to a meter box which is located in a non-compliant location (see Section 9.2 for further information).

The gasfitter then completes the consumer's installation pipework followed by installing and testing the appliances. The gasfitter can then test and commission the meter and customer supply and send through a Notice of Completion (NoC) (see Section 10 for further information).

4. ESTABLISHED RESIDENTIAL SINGLE-TITLED DWELLING

4.1 Connecting an Established Residential Single-titled Dwelling

4.1.1 Requesting a Gas Connection (RFG)

Customers, gasfitters or builders are required to register a connection request with their choice of gas retailer. The retailer will then lodge a request with ATCO. Each gas retailer is required to provide the same mandatory information. For a connection request this information may include:

Name, address, contact number, load details per hour (MJ/h), meter pressure (e.g. 1.25kPA, or 2.75kPA) and the gasfitter's licence number.

Each Retailer may have a different process or administrative procedure. Contact the gas retailer for further information.

Prior to registering a connection request with the gas retailer, the gasfitter or builder is required to have installed a meter box in a compliant position on the customer's property (see Section 9.2 for further information).

The gas meter supplied will be sized according to the MJ/hr load supplied by the requestor.

4.1.2 The Connection Process

If a source of gas is available outside the property to be connected, ATCO will provide the customer with up to 20 metres of gas service pipe from the property boundary to the meter box free of charge. ATCO will also supply a gas meter at the same time that the gas service pipe is installed.

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If the property is located in a designated boundary connection area, (e.g. the Perth Hills area) or a secondary service connection to the same lot / property (e.g. Units or House behind a house - HBH) then the 'up to 20 metres of gas service pipe free' rule does not apply (see Section 8 for further information). The customer's gasfitter or builder will be advised if this is the case when they first enquire about gas availability.

ATCO will install the gas service pipe connection for an <u>established</u> property within 5 business days of receiving a connection request from the customer's gas retailer provided gas is available and a mains extension is not required.

Note:

- Gas service pipe exceeding 20 metres will incur an additional charge to the customer (see Section 8 for further information).
- ATCO will not connect a gas service pipe to a meter box which is located in a non-compliant location (see Section 9.2 for further information).
- The gasfitter then completes the consumer's installation pipework followed by installing and testing the appliances. The gasfitter can then test and commission the meter and customer supply and send through a Notice of Completion (NoC) (see Section 10 for further information).

4.2 Additional Work for an Established Residential Single-titled Dwelling

The gasfitter is required to notify the customer's gas retailer of any additional work (installation of additional appliances) carried out at the customer's property as any additional gas load may require a meter upgrade (see Section 9.4 for further information).

Each gas retailer may have a different process or administrative procedure for additional work. Contact the customer's gas retailer for further information.

The NoC (refer Section 10) must be completed in full, signed and submitted to ATCO within 48 hours of completing the installation and can be sent using any of the methods described in Section 10.1.

5. NEW RESIDENTIAL STRATA-TITLED AND GROUPED DWELLINGS

5.1 Connecting a New Residential Strata-titled or Grouped Dwelling Development

5.1.1 Requesting a Gas Connection

Gasfitters, builders, or developers are required to register a connection request with their choice of gas retailer. The retailer will then lodge a request with ATCO. The rest of the process is as described in Section 4.1.1.

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5.1.2 The Connection Process

5.1.2.1 Low-Rise Multi Unit Developments

The developer is responsible for producing a legible and detailed site plan of the entire stratatitled property which clearly identifies all unit numbers (e.g., Unit 1/2/3, or Unit A/B/C) and highlighted proposed compliant meter box location/s. This site plan is to be provided to the Retailer, along with the Request for Gas (RFG), for all new residential strata-titled development properties with 2 or more residential dwellings (even if only one unit will initially be connected to gas). This site plan will then be forwarded to ATCO with the new connection service order request.

If a source of gas is available outside the property to be connected, ATCO will provide the developer with a gas service pipe from the property boundary to each meter box free of charge on the condition that a compliant open trench is provided by the developer and is of sufficient width to enable safe working space around the gas pipe. See <u>NCN GL0006 Residential Unit</u> <u>Development Handbook</u> for further details.

ATCO will not connect a gas service pipe to a meter box in a non-compliant location (see Section 9.2 for further information).

• The gasfitter then completes the consumer's installation pipework followed by installing and testing the appliances. The gasfitter can then test and commission the meter and customer supply and send through a Notice of Completion (NoC) (see Section 10 for further information).

For additional information refer to <u>NCN GL0006 Residential Unit Development Handbook</u>.

5.1.2.2 High-Rise Developments

Contact ATCO's Customer Engagement team on **13 13 56** to discuss possibilities on a case by case basis, as there are various metering solutions available.

6. ESTABLISHED RESIDENTIAL STRATA-TITLED AND GROUPED DWELLINGS

6.1 Connecting an Established Residential Strata-titled or Grouped Dwelling

Established properties (dwellings) with a prefix or suffix to the street number (e.g., Unit 20, 6 Smith Street or 21A Smith Street) are often strata-titled, or common ground, properties.

6.1.1 Requesting a Gas Connection

Prior to registering a connection request with their choice of gas retailer, the customer must seek written approval from the strata company (body corporate) (see Section 6.1.2 for further information).

Once written approval has been obtained from the body corporate, the customer (or the customer's gasfitter) can register a connection request with their choice of gas retailer who will lodge a request with ATCO. ATCO will then arrange a site visit within 14 days of the request, and provide a written quotation to the gas retailer. The retailer will advise the customer of the cost of connecting the property and subsequent dwellings to gas.

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The rest of the process is similar to that described in Section 4.1.1.

6.1.2 The Connection Process

6.1.2.1 Low-Rise Developments

The connection process for a strata-titled dwelling and a single-title dwelling is different. In the case of a strata-titled development, the customer might not be the owner of the land where the gas service pipe needs to be laid. This land may be owned by the body corporate. In order to proceed with the connection process, ATCO requires the customer to gain written permission from the body corporate prior to the commencement of any work. The gas retailer administers this process on behalf of the customer.

To connect reticulated Natural Gas or LP Gas to an established strata-titled dwelling, the following criteria will need to be met by the body corporate.

The body corporate will:

- Provide written permission (approval) for gas to be connected to the dwelling(s).
- Provide the names and addresses of all customers wishing to connect to gas.
- Provide a plan of the strata-titled property showing buildings and underground services.
- Accept all responsibility for any reinstatement costs to paths, driveways, gardens, etc., within the property boundary. Reinstatement refers to returning the site to its previous condition.

The customer requesting gas is responsible for producing a legible and detailed site plan of the entire strata-titled property which clearly identifies all unit numbers (e.g., Unit 1/2/3, or Unit A/B/C) and highlighted proposed compliant meter box location/s. This site plan is to be provided to the Retailer, along with the Request for Gas, <u>even if only one</u> customer is requesting gas. This site plan will then be forwarded to ATCO with the new connection service order request.

The gas retailer must provide to ATCO the required information for a strata-titled connection even if the strata-titled dwelling has street frontage and other dwellings in the strata-titled property may not be affected by the connection process.

• If a source of gas is available outside the property to be connected, ATCO will provide up to 20 metres of gas service pipe free of charge.

Additional charges to the customer will apply for services over 20 metres in length.

• ATCO will not connect a gas service pipe to a meter box which is located in a non-compliant location (see Section 9.2 for further information).

For additional information refer to NCN GL0006 Residential Unit Development Handbook.

• The gasfitter then completes the consumer's installation pipework followed by installing and testing the appliances. The gasfitter can then test and commission the meter and customer supply and send through a Notice of Completion (NoC) (see Section 10 for further information).

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6.1.2.2 High-Rise Developments

Contact ATCO Customer Engagement team on **13 13 56** to discuss possibilities on a case by case basis, as there are various metering solutions available.

6.2 Additional Work for an Established Strata-titled Dwelling

The gasfitter is required to notify the customer's gas retailer of any additional work (installation of additional appliances) carried out at the customer's property as any additional gas load may require a meter upgrade (see Section 9.4 for further information).

Each gas retailer may have a different process or administrative procedure for additional work. Contact the customer's gas retailer for further information.

The NoC (refer Section 10) must be completed in full, signed and submitted to ATCO within 48 hours of completing the installation and can be sent using any of the methods described in Section 10.1.

7. NEW COMMERCIAL OR INDUSTRIAL CUSTOMERS

7.1 Gas Availability

To confirm if gas is available outside the property, contact a gas retailer.

If there is no gas main outside of the property, then if requested, a gas retailer will organise a quotation from ATCO to extend the gas main to the customer's property to enable a new gas service to be connected. The gas retailer will receive a written quotation from ATCO within 4 weeks of their request.

7.2 Requesting a Commercial Gas Estimate



For commercial gas connections, the customer may request a Commercial Gas Estimate. ATCO will provide enquirers with an informal estimate / price indication for establishing a Commercial Gas Connection.

Commercial Gas Estimates are indicative only, and are useful at the planning or investigative stage of a project to provide an estimated price, and to determine gas supply feasibility.

Commercial Gas connection estimates must be submitted via the ATCO online portal:

http://www.atco.com/Business/Connecting-to-Our-Network/

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ATCO will assess enquiries and, once completed, provide the customer with a letter outlining the estimated costs. In order to proceed with a connection or formal quotation (offer), a Commercial Gas Request must still be submitted via a Retailer.

7.3 Requesting a Gas Connection



ATCO will provide Retailers with a formal priced quotation (offer) for works to establish a Commercial Gas Connection. This process also applies to change to an existing commercial gas service, pulse head installation and change to supply pressure.

- Commercial Gas Requests must be submitted via a Retailer through the ATCO online portal. Retailers will receive an immediate automated confirmation of the information they have provided.
- ATCO will model the network capabilities including pressure and supply as well as cost any user specific equipment such as a meter set, service line, telemetry. ATCO will also evaluate any capital contribution to help offset any costs to mains extensions and/or any network infrastructure.

Comprehensive assessment can take up to 20 working days.

- Retailers will receive a detailed, formal quote (offer) valid for 30 days.
- Allow 8 weeks for simpler installations and up to 12 weeks for more complex installations.

All Commercial Gas connection requests must be submitted via the ATCO online portal, by a Gas Retailer:

http://www.atco.com/Business/Connecting-to-Our-Network/

7.4 The Connection Process

Once a retailer has formally requested a gas connection, ATCO will liaise direct with the gas fitter or property owner (or other nominated person) to progress the connection.

Please note the following requirements:

- The position of AL8, AL10, AL12 & AL18 gas meters for commercial properties is subject to conditions detailed in ATCO's Gas Meter Box Location Handbook which is available on the ATCO's website (please visit <u>www.atco.com</u>) Approval for commercial gas meter box locations will be subject to site inspection and assessment by an ATCO Construction Supervisor. Contact ATCO Scheduling on **13 13 56** with any enquiries.
- The siting of larger meter-sets (larger than AL18) is subject to design and approval by ATCO Engineering Services and may require site inspection by an ATCO Representative.

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- Where possible, gas meter boxes and meter-sets for commercial properties should be mounted / located on the street frontage boundary in a protected location.
- Where a gas meter box is not located on the boundary, an open trench may be required.
- If the premises to be connected is a Strata-Titled development (new or established), approval for the works must be obtained from the Strata Company (Body Corporate).

7.5 Commercial / Industrial Guide to Gas Meter Loads

The following table provides a guide to assist in identifying the appropriate meter set for a commercial gas connection.

Commercial / Industrial Gas Meter Type ⁴	Diversified load meter capacity ¹ where 1.25kPa pressure is available	Diversified load meter capacity ¹ where 2.75kPa pressure is available	Space Requirements (metres)
AL12 ²	12 m³/hr	25.4 m³/hr	0.6W x 0.35D x 0.6H
	445 MJ/hr	940 MJ/hr	(in box)
AL18 ²	17.8 m ³ /hr	37.4 m ³ /hr	0.6W x 0.35D x 0.6H
	660 MJ/hr	1385 MJ/hr	(in box)
AL30 Compact	28.3 m ³ /hr 1050 MJ/hr	62.8 m ³ /hr 2320 MJ/hr	1.8W x 0.7D ³ x 1.5H
Large "Standard" Gas	142 m³/hr	405 m³/hr	3.5W x 1.0D ³ x 2.0H
Meter Set	5250 MJ/hr	15,000 MJ/hr	
Large "Non Standard" Gas Meter Set	N/A	Greater than 405 m ³ /hr Greater than 15,000 MJhr	Job Specific

1. Meter capacities are based on 37 $\rm MJ/m^3$ Natural Gas currently available within the ATCO $\,$ gas distribution network.

2. For domestic installations (and smaller commercial installations) please refer to the ATCO Technical Notice "*Domestic Natural Gas Meter Diversity*" available at <u>www.atcogas.com.au</u>.

3. Space requirement depth dimension 'D' assumes full access to the front of the gas meter set through full width opening doors. If this is not achievable the depth dimension 'D' will need to be increased.

4. Gas Meter Size and Type will be chosen by ATCO on the submission of a Commercial Gas Request.

8. EXCEPTIONS TO THE FREE 20 METRE GAS SERVICE PIPE RULE

A residential connection that requires gas service pipe in excess of 20 metres within the property will incur an additional charge to the customer. This additional charge is referred to as an overlength service. The customer's gas retailer will advise of the cost per metre for an over-length service as part of their connection process. For any over length pipe installed, the customer's gas retailer will invoice them directly.

If a source of gas is available outside the property to be connected, ATCO will provide the customer up to 20 metres of gas service pipe from the property boundary to the meter box free of charge, with the exception of the following:

- Commercial and Industrial
- Designated Boundary Connection Areas (i.e. Perth Hills)
- HBH Secondary Connection Box on boundary or open trench to be provided.
- Existing or new unit connection Box on boundary or open trench to be provided.
- Other Circumstances e.g. Strata blocks.

8.1 Commercial and Industrial

The free 20 metre rule does not apply to commercial and industrial connections, an open trench is to be provided by the builder / gas fitter. Applications are to be made through a gas retailer, in accordance with Section 7.

8.2 Designated Boundary Connection Areas

Some areas are designated as boundary connection areas by ATCO. In these areas, the standard meter box must be located on the main fronting boundary of the customer's property and the owner's gas supply run to this point by their appointed gas fitter.

Should the customer wish for the meter to be installed further in from the boundary, then a suitable trench must be provided from the boundary to the meter location by the customer at their expense. The following conditions apply:

- The route shall, as far as practicable, be at right angles to the gas main.
- The bed of the trench shall be soil that is free from rock and/or other sharp material to prevent damage to gas infrastructure.
- The minimum depth of cover shall be 600 mm to the top of the pipe.
- The maximum length of service inside the property shall be determined by ATCO.

8.3 Other Circumstances

There are other considerations **outside designated boundary connection areas** that the gasfitter must take into account when installing a meter box.

Gasfitters should be aware that meter boxes should not be located on the house or living unit if the route of the gas service pipe to the meter box includes any of the following:

- Steep site levels
- Soil conditions that may include limestone or rock
- Tiered or terraced gardens
- Trees or dense vegetation
- Retaining walls
- Footings below meter box

The gasfitter must inform the owner of the premises that reinstatement of any brick paving, concrete, bitumen, or other finished surfaces within the property boundary, disturbed during installation of the gas service pipe is the responsibility of the owner.

9. GENERAL INFORMATION

9.1 Offline Services

In older suburbs where gas mains were laid retrospectively, many services were laid at right angles from the gas main to the meter box. If they were not laid at right angles they were termed off line, and a drawing of the service run was either directly recorded into the natural gas information system (NGIS) as a line drawing, or an off line (OLS) symbol was inserted into the NGIS with a record of the service drawing. These gas drawings are available through the 1100 – Dial Before You Dig System if available.

In new subdivisions gas services are installed up to each Lot boundary at the time of subdivision construction and laid in a straight line from the gas main across the road reserve to the inside of the boundary. Dial Before You Dig plans will show these services as a PLS / PLST / PLSSsymbol (pre-laid service). When the gas fitter applies for a gas connection, a gas service line is laid from the pre-laid service to the gas meter box. These services can run diagonally from the pre-laid service to the gas meter box, but although not at right angles to the gas main, are not termed off line services. An approximate drawing of the service line will be placed in the gas meter box on completion of the installation of the service.

9.2 Meter Box Positions

ATCO will not connect a gas service to a meter box which is located in non-compliant location. The meter box is usually located at the front of the customer's property. However, special conditions apply to the location of a meter box if the property is in a designated boundary connection area (see Section 8.2 for further information).

For more information on gas meter box locations, visit<u>www.atco.com</u> and look under: For Business> then select the quick link option entitled Gas Meter Box Location Handbook (You may also need to select 'Multi Dwelling Developments' which leads you to a copy of <u>NCN GL0006</u> <u>Residential Unit Development Handbook</u>.

9.2.1 Placing a Meter Box over Paving or Concrete

If the customer requests a gas connection at an established property, the gas fitter is responsible for informing the owner of the premises that ATCO will have to remove the paving, concrete or other obstructions at the meter location and along the service route. Reinstatement of that paving or concrete is the responsibility of the owner.

A written notice of acceptance of these terms must be provided prior to commencement of the installation. **This acceptance note may be left in the gas meter box**. Failure to provide proof of acceptance will cause delay in the connection until acceptance is given.

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9.2.2 Altering an Established Meter Box Location

If the customer requests a relocation of an established meter box location, the gasfitter must comply with *Gas Standards* [*Gasfitting and Consumer Gas Installations*] *Regulations 1999* and the *Australian Standard Gas Installations AS5601*, in addition to the 'Gas Meter Box Location Handbook'.

The gasfitter or owner should contact ATCO directly on **13 13 56** to establish costs associated with altering a meter box position, or relocating a service line.

9.3 Elevated Supply Pressure

Once gas availability has been established, the gasfitter is required to confirm with the gas retailer the delivery / supply pressure (e.g. 1.25 kPa or 2.75 kPa) required for the customer's gas appliances.

Elevated supply pressure refers to natural gas being supplied to appliances at (for example) 2.75 kPa – i.e. a higher pressure than the normal (e.g. 1.25 kPa).

Elevated supply pressure will make no difference to the operation of gas appliances, as the appliances will be installed to operate at the pressure specified by the appliance manufacturer.

Elevated supply pressure is only available if medium or higher pressure gas mains are in the area.

9.3.1 Pressure Increase on Existing Premise

If a customer proposes to install new / additional appliances on an established premise they may need a higher supply pressure (i.e. pressure upgrade) to satisfy all appliances. This can be achieved by undertaking the following:

- Gas fitter to confirm that sufficient pressure is available to the customer's property through their gas retailer.
- Gas fitter advises customer's gas retailer of additional work and requests the supply pressure to be upgraded through the RFG process.
- Gas retailer, on behalf of the gasfitter, requests pressure upgrade from ATCO.
- ATCO checks NGIS to ascertain that the gas service is connected to the correct pressure gas main.
- ATCO contacts the gasfitter and makes an appointment to attend the site, with the gas fitter in attendance, to install a 2.75 kPa regulator (for example).
- Gas fitter performs additional work on the customer's property.
- Gas fitter submits NoC to ATCO.
- Gas Retailer charges customer for pressure upgrade.

9.4 Meter Capacity Upgrades: Established Customers

Meter capacity upgrades apply to established commercial or residential customers who require a greater volume of gas (which is beyond the range of the current meter) to adequately supply their gas appliances.

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If a customer requires a larger meter at an established residential or commercial property, the gasfitter must request a meter capacity upgrade from the customer's gas retailer. An upgrade to an AL10 or AL12 meter and above may incur charges.

10. NOTICE OF COMPLETION (NOC)

The NoC is submitted by the gasfitter, providing confirmation that all gas appliances within the customer's property have been connected to the consumer's gas installation pipework and installed according to regulations.

The NoC must be completed in full, signed and submitted to ATCO within 48 hours of completing the installation, and can be sent in by the method described in Section 10.1.

Some new gas installations will be subject to a safety inspection conducted by the ATCO inspection team prior to a permanent gas supply being established.

10.1 NOC Contact Details

The NoC can be transmitted to ATCO by:

eNotice

https://www.commerce.wa.gov.au/energysafety/gas-enotice

(or refer to the Department of Mines, Industry Regulation and Safety website)

11. DOCUMENT APPROVAL

	Title	Name	Date
Owner: Manager New Mains and Services Program		P Harney	03/12/2019
Reviewer:	Supervisor New Mains & Services	L During	03/12/2019
Approver:	Senior Manager Construction	J Lilly	03/12/2019

12. DOCUMENT HISTORY

Rev	Date	Amended By	Reason for Change
0	03/11/2009	M Marshall	New Document Created
1	17/08/2011	L D'Costa	Merged onto new ATCO Gas Australia business approved controlled document template. Replaced all reference of WA Gas Networks with ATCO Gas Australia. The intention of this document has not changed therefore automatic preapproval applies.
2	N/A	N/A	No Information
3	20/1/2012	N/A	No Information

Rev	Date	Amended By	Reason for Change
4	15/09/2017	R Ollerhead	General update to reflect current practice.
5	05/12/2019	S Dale	Rebranded and Renumbered

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