

## PIPELINE SERVICES

The following tables list the Pipeline services available on the Mid-West and South-West Gas Distribution Systems (excludes ATCO's Albany and Kalgoorlie networks). Additional detail on ATCO's reference services is available in ATCO's Access Arrangement and [Template service agreement](#).

### Haulage reference services

SERVICE	DESCRIPTION
A1	Major industrial customers using > 35 TJ of gas per year
A2	Large customers using between 10 and 35 TJ of gas per year
B1	Medium sized customers using < 10 TJ of gas per year, at medium or low pressures
B2	Small-use customers with a standard meter with capacity from 12 m <sup>3</sup> /h to less than 18 m <sup>3</sup> /h, typically commercial or large residential, supplied at medium or low pressures
B3	Small-use customers with a standard meter capacity less than 12 m <sup>3</sup> /h, typically residential or small business customers, supplied at medium or low pressures

### Ancillary reference services

SERVICE	DESCRIPTION
<b>DISCONNECTIONS FOR RETAILER CREDIT CONTROL</b>	
Applying a Meter Lock	Attaching a lock to the valve that comprises part of the standard delivery facilities to prevent gas from being received at the delivery point.  This service is available at delivery points receiving the B2 or B3 haulage service subject to the suitability of the meter control valve.
Remove regulator	Physically disconnecting a delivery point to prevent gas from being delivered to the delivery point.  This service is available at delivery points receiving the B2 or B3 haulage service.
<b>RECONNECTIONS FOR RETAILER CREDIT CONTROL</b>	
Removing a Meter Lock	Removing the lock that was applied to a valve comprising part of the standard delivery facilities to prevent gas from being received at the delivery point.  This service is available at delivery points receiving the B2 or B3 haulage service.
Re-install regulator	Reconnecting a delivery point to allow gas to be delivered to the delivery point.  This service is available at delivery points receiving the B2 or B3 haulage service.
<b>Deregistration</b>	

SERVICE	DESCRIPTION
Deregistering a delivery point	<p>A delivery point is permanently deregistered by: i) removing the delivery point (as per the Retail Market Procedures), ii) removing the delivery point from the Delivery Point Register and iii) for delivery points receiving the B2 or B3 haulage service, removing the meter (where ATCO considers necessary).</p> <p>For delivery points receiving the A1, A2 or B1 haulage service, removal of the meter set is a separate service (refer to the "Remove meter set and make safe" service below).</p>
<b>METER READING SERVICES</b>	
Special read	An out-of-cycle meter reading of a manually read meter additional to meter readings mandated under the Retail Market Procedures. This service is available at delivery points receiving the B1, B2 or B3 haulage service.

## Ancillary non-reference services

SERVICE	DESCRIPTION
<b>DISCONNECTIONS FOR RETAILER CREDIT CONTROL</b>	
Applying a TAC Isolation Device	Attaching an isolation device to the valve that comprises part of the standard delivery facilities to prevent gas from being received at the delivery point. This service is available at delivery points receiving the B3 haulage service subject to suitability of meter control valve to fit the isolation device.
Disconnect Service in Street	Used to initiate a disconnection of supply when access to the meter is not possible, or endangers the safety of the field personnel, and disconnection of supply can only be effected by disconnecting the service pipe in the street (or closing isolation valve).
<b>RECONNECTIONS FOR RETAILER CREDIT CONTROL</b>	
Removing a TAC Isolation Device	Removing the isolation device that was applied to a valve comprising part of the standard delivery facilities to prevent gas from being received at the delivery point. This service is available at delivery points receiving the B3 haulage service.
Remove meter lock same day business hours	Removing the lock that was applied to a valve comprising part of the standard delivery facilities to prevent gas from being received at the delivery point during normal business hours. This service is available at delivery points receiving the B2 or B3 haulage service.
Remove meter lock same day after hours	Removing the lock that was applied to a valve comprising part of the standard delivery facilities to prevent gas from being received at the delivery point outside of normal business hours. This service is available at delivery points receiving the B2 or B3 haulage services.
Reconnect service in street	Used to request reconnection of gas supply, previously disconnected in the street.
Priority re-install regulator – business hours only	Reconnecting a delivery point to allow gas to be delivered to the delivery point during normal business hours. This service is available at delivery points receiving the B2 or B3 haulage services.
Priority remove TAC Isolation Device – business hours only	Removing the isolation device that was applied to a valve comprising part of the standard delivery facilities to prevent gas from being received at the delivery point during normal business hours. This service is available at delivery points receiving the B3 haulage service.

SERVICE	DESCRIPTION
<b>DISCONNECTIONS</b>	
Cut and cap service pipe at the main (Previously Demolition)	<p>Following the successful deregistration and meter removal, this service is for the capping of the service pipe at the main to make safe under standard site conditions.</p> <p>This service is available only at delivery points that previously received the B2 or B3 haulage service and have also sought the "Deregistering a delivery point" service.</p>
<b>METER READING SERVICES</b>	
Special read at appointed time	<p>Request to perform a special read on a basic meter at a time agreed by ATCO with the customer based on contact details and indicative appointment details provided by the User.</p> <p>This service is available at delivery points receiving the B1, B2 or B3 haulage service.</p>
<b>OTHER METER SERVICES</b>	
Meter Retake and Test	Used to initiate a meter test to see if falls within allowable limits.
Remove meter set and make safe	<p>By quotation removal of non-standard meter or meter set <math>\geq 18 \text{ m}^3/\text{hr}</math></p> <p>This service is available at delivery points receiving the A1, A2 or B1 haulage service.</p>
Additional metering information - install telemetry or pulse head	Services for meter set including the installation of telemetry device and pulse application.
<b>ALTER DELIVERY SERVICES</b>	
Alter meter position and/or gas service pipe	Alter the position of an existing meter and or gas service pipe on a property at the request of a customer.
Upgrade meter pressure $\leq 2.75\text{Kpa}$	<p>Regulator change over:</p> <ul style="list-style-type: none"> <li>Residential B3 - 1.25 kPa to 2.75 kPa</li> <li>Commercial B2 - 1.25 kPa to 2.75 kPa</li> </ul> <p>This service is available at delivery points receiving the B2 or B3 haulage service.</p>
Upgrade meter pressure $> 2.75\text{Kpa}$	<p>Commercial B2 - 2.75 kPa to 5.00 kPa</p> <p>This service is available at delivery points receiving the B2 haulage service.</p>
Upgrade meter up to M18AL	<p>Upgrading of existing meter:</p> <ul style="list-style-type: none"> <li>Upgrading meter B3 to B2 to M12AL</li> <li>Upgrading meter to M18AL for domestic use</li> </ul>
Upgrade to non-standard meter	Replace existing meter with a new meter of higher capacity.
Emergency change over	<p>Used to initiate an urgent new line of main connection to facilitate a customer switching from an electric to a gas hot water system for residential customers.</p> <p>This service is available at delivery points receiving the B3 haulage service.</p>
Mains extension - single	Mains extensions for a single customer.
<b>OTHER SERVICES THAT THE SERVICE PROVIDER AGREES TO PROVIDE</b>	
Other which the Service Provider agrees to provide	Any other service requested by a retailer or customer that may arise.

**Notes**

ATCO has published this list of Pipeline Services in accordance with the requirements of NGR 112D (3).

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