

# New Meter Connections (Trade)

## Gas – New South Wales



**EnergyAustralia**

LIGHT THE WAY

### Step 1

#### Important checklist

Note: If your connection request is on a state border, please call us on 1800 818 378 as this process may not apply to you.

To begin your application, you will require the following:

- Site details
- Estimated lock up date
- Appliance details including type (cooking, hot water, heating)
- Plumber's details (name, phone number and licence number)
- Nominated account holder details (name, DOB, mobile number and form of ID)
- A list of the site conditions<sup>^</sup>

<sup>^</sup>For example: Roads and Maritime Services (RMS), split or elevated road, shared driveway, main road, cliff wall or steep steps, laneway supply, locked gates, battle-axe block, adjacent street, boundary greater than 25 metres, granny flat or duplex.

### Step 2

#### Organising your connection

- Apply online: [energyaustralia.com.au/home/electricity-and-gas/new-meters-and-installations](https://energyaustralia.com.au/home/electricity-and-gas/new-meters-and-installations)
- OR
- Download and complete the application for a new gas connection: [energyaustralia.com.au/home/electricity-and-gas/new-meters-and-installations](https://energyaustralia.com.au/home/electricity-and-gas/new-meters-and-installations) and email the completed form to [jgs\\_portal\\_inbox@energyaustralia.com.au](mailto:jgs_portal_inbox@energyaustralia.com.au)

**Important:** This timeline outlines the process for EnergyAustralia to submit the application on your behalf. Jemena (your distributor), will assess your application and provide us with an estimated timeframe for the completion of works. We will then discuss this with the nominated account holder.

#### Timeline<sup>#</sup>

- Day 1:** Submit application to EnergyAustralia
- Day 3:** EnergyAustralia will confirm the application has been completed correctly and upload to the Jemena portal
- Day 4:** EnergyAustralia will notify you that your application is now under assessment with Jemena
- Day 24:** Jemena will provide EnergyAustralia with a quotation
- Day 25:** EnergyAustralia will contact the nominated account holder to discuss the expected timeframes, costs involved and request your acceptance
- Day 26:** EnergyAustralia will send your order to Jemena and request the connection for post lock-up date.

# Step 3

## Keep your job on track

### Please remember to

- Prepare the site for the connection.
- Make sure it's safe, clean and clear of rubbish and building materials.
- Unlock gates for clear access.
- Ensure the site is clearly marked and tagged.
- Have any building plans handy if the site involves multiple connections.

### Tips for avoiding delays

- Confirm all fields are completed on the application form including required signatures.
- To complete your connection as soon as possible, please ensure you respond to any contact made by us as we may need to discuss an issue regarding the connection.
- Ensure the plumber has a valid gas fitting licence.

**Note: additional fees may apply if the distributor is unable to complete the work onsite.**

## Frequently asked questions

### What is a full connection?

This type of connection is for detached, residential homes (new and existing). Jemena completes a full connection which includes the connection from gas mains to meter. For a new home it will take 6 to 8 weeks and for an existing home it will take 4 to 6 weeks

### What is a path valve connection?

This type of connection is for a high-rise (new build), commercial, shared driveways and battle-axe blocks. The plumber will install the path valve, service line and meter. A leak test needs to be provided to Jemena to make the connection from the gas mains to the path valve. A path valve connection will take 4 to 6 weeks.

### What is a meter kit connection?

This connection is for existing high-rise buildings, existing commercial sites and granny flats. The meter is connected by the plumber as there will already be a connection or path valve installed. The plumber will need to have a Certificate of Compliance (CoC) available.

### What can delay these timeframes?

Mains extension and or traffic control may be required based on the site conditions. When these are required the connection can take 8 to 12 weeks.

### What happens when the plumber is responsible for installing the meter?

We'll ask the plumber to contact Meter Centre on 1300 722 914 to arrange an inspection of the site prior to making arrangements for meter delivery.

### What if the site is not ready on the advised lock-up date?

The planner will inspect the site post lock-up date, Jemena needs the site to be all clear and safe, and ready for the gas connection. If it's not ready, this will cause delays to the connection timeframe and Jemena will require photos to confirm the site is ready, before reattending.

### Who should be the nominated account holder?

The nominated account holder is the person who will be taking responsibility of the ongoing usage and supply to the site.

### Is the process different if I'm completing 50 or more builds/connections a year?

Yes. Please contact our Major Partners Team

**Call:** 1800 754 313 (Monday to Friday, 7am–5pm AEST)

**Email:** [eamajorpartners@energyaustralia.com.au](mailto:eamajorpartners@energyaustralia.com.au)

### What if the account holder hasn't provided a mobile number?

If the account holder doesn't have a mobile number we can accept a landline number, however, a mobile number will make the process simpler as we can send SMS notifications regarding the application.

### What's a distributor?

Gas distributors own and manage the pipelines which deliver gas to homes and businesses across the state. Your gas distributor depends on where you live - you cannot choose your distribution company.