

ATCO



RESIDENTIAL UNIT DEVELOPMENT HANDBOOK

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Date: 26/08/2019

Delivering safe, affordable and reliable energy
to Western Australia. **Always.**

****Please note key changes****

Document History

Revision	Date	Details of Amendment
0	06/05/2016	New Document
1	23/10/2017	Modification to sections: 3.4: Design Requirements 3.6: Open Trench Criteria 3.8.1: Open Trench Prerequisites 3.8.2: Open Trench Criteria 3.8.3: ATCO Gas Australia Installation Works 3.8.4: Backfilling Open Trench and other general updates
2	26/08/2019	Modification to sections: 3.6: Open trench service time 3.8.2: Open Trench Criteria

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1 Introduction

ATCO Gas Australia (AGA) owns and maintains the underground network of gas pipelines in Western Australia, bringing natural gas to over 740,000 homes and businesses.

This Handbook provides guidance for coordinating the installation of AGA's gas infrastructure at residential unit developments, for connection to AGA's gas distribution networks. The works covered by this Handbook include:

- Open trench booking process.
- The Developer's works, including open trench and backfilling conditions.
- Installation of gas infrastructure by AGA at a Development Site.

This Handbook does not specifically cover requirements for individual gas meter connections. For supply and connection of gas meters, the gasfitter must lodge a Request for Gas (RFG) form with the nominated Gas Retailer.

This Handbook outlines the installation procedures to streamline processes and help avoid delays or additional work and costs being incurred by the requestor.

This Handbook is a 'live' document and is therefore subject to change, and should be read in conjunction with the latest revision of [NCN RF08 Gas Meter Box Location Handbook](#).

The Feedback Form, (refer to Appendix D), can be used to provide improvement suggestions, relating to this document, to AGA.

1.1 Glossary

Term	Definition
AGA	ATCO Gas Australia.
Civil Works Contractor	The contractor appointed by the Developer to conduct the trenching and other civil works.
Designer	The consultant appointed by the Developer to prepare approved utility reticulation design drawings and documents.
Developer	The Responsible Person.
Development Site	The overall site being developed. In the case of an already strata titled subdivision, the Development Site includes all existing strata lots in the strata scheme.
Low Rise	For the purpose of this Handbook, Low Rise is considered a development of up to 2 storeys.
Multi-Storey	For the purpose of this Handbook, Multi-storey is considered a development of 3 storeys or greater.
Responsible Person	Includes the Developer, Builder, Gas Fitter, Owner, Customer or other person who has made the request for AGA to provide gas infrastructure for the new residential unit development.

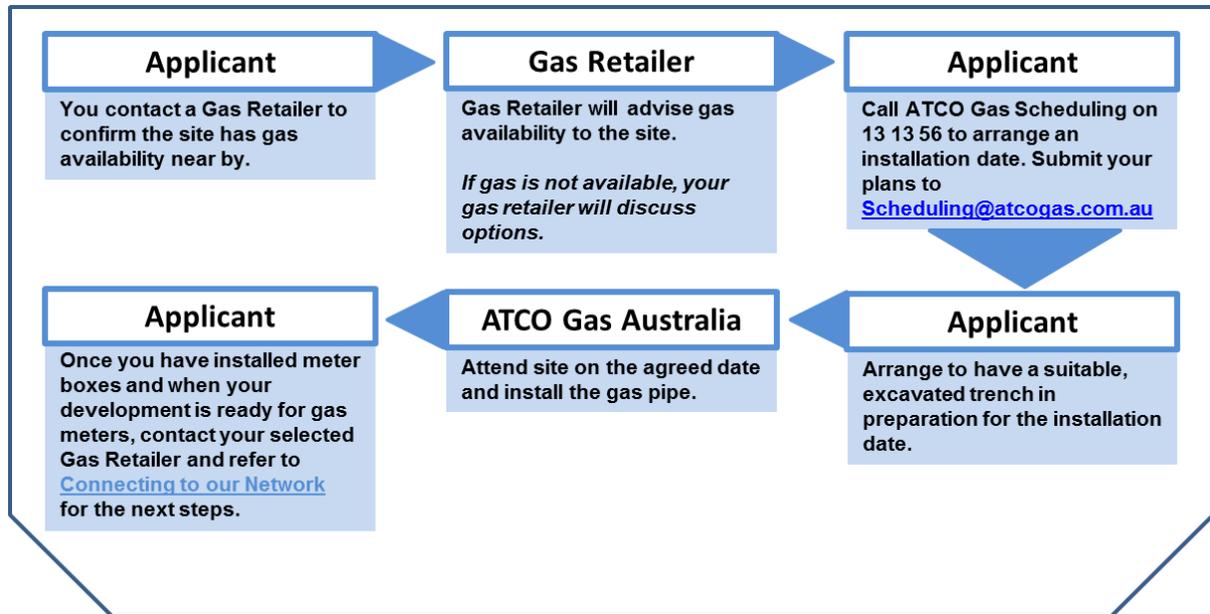
1.2 Contact Information

Contact Information	
AGA Faults and Emergencies:	Phone: 13 13 52
AGA Scheduling:	Phone: 13 13 56 , or scheduling@atcogas.com.au
AGA Business Development:	Phone: 13 13 56 , or business.development@atcogas.com.au
AGA Drawing Office:	Phone: 13 13 56 , or drawing.office@atcogas.com.au
AGA Engineering Services:	Phone: 13 13 56 , or engineering.services@atcogas.com.au
AGA Enquiries:	Phone: 13 13 56 , or enquiries@atcogas.com.au
AGA Website:	www.atcogas.com.au
Dial Before You Dig (DBYD):	Phone: 1100 , or www.1100.com.au

2 Connection Process

2.1 Residential Units – Less than 16 dwellings

This applies to a Low Rise development (up to 2 storeys) with individual gas meters. The following flowchart provides an overview of the process.

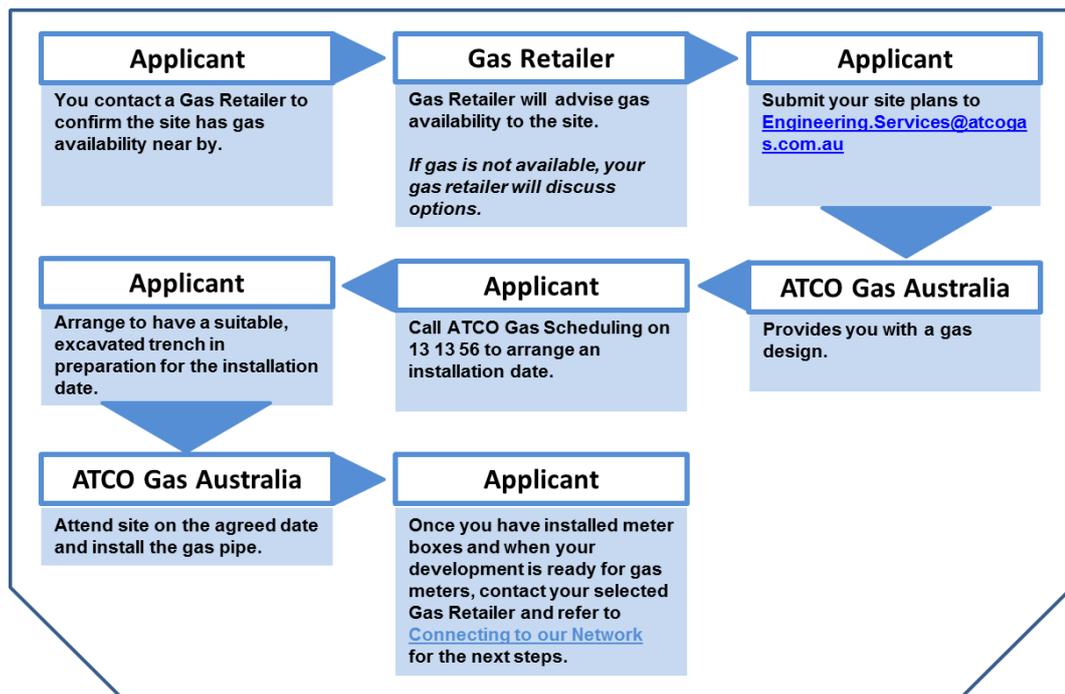


2.2 Residential Units – 16 dwellings and over

This applies to Low Rise and Multi-storey developments with individual gas meters.

Development of 16 units and over, or Multi-storey (3 or more storeys), requires a gas design solution to be developed by AGA Engineering Services, prior to gas infrastructure being installed. The following flowchart provides an overview of the process.

Note: A Notice of Intent (NOI) may also need to be submitted.



2.3 High Rise / Multi-Storey Solutions

2.3.1 Individual Gas Meters

- Customer solutions can be tailored for AGA to install individual domestic gas meters within the building, for each apartment and separate commercial gas meter-set(s) for centralised hot water systems or other common plant.
- Contact AGA's Residential Business Development team for further information and design guidelines.

Note: For **gas meter size AL12 or lower**, where a single gas meter is required, refer to the connection process outlined at Section 2 above.

Note: For **gas meter size AL18 or greater**, a Commercial Gas Connection request must be submitted via a Gas Retailer. Refer to the AGA website [Commercial Gas Connection](#) page for more information on the estimate and connection process.

3 Connections to New Residential Unit Developments

3.1 Overview

Gas must be available to the Development Site in accordance with Section 3.2, and the connection process carried out in accordance with Section 2.

Project plans must be provided by the Responsible Person. All High Rise installations are subject to consultation with AGA, the lodgement of a Notice of Intent form and when required, an AGA on-site assessment for gas meter locations.

3.2 Determining Gas Availability

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

If gas is not outside the property but in an adjoining street, or if there are no appropriate gas mains in the vicinity, then a mains extension may be required to bring gas to the property. If requested, a gas retailer will organise a quotation from AGA to extend the gas main to the Development Site.

Where a gas connection cannot readily be made because there is no direct street frontage to a gas main (e.g., a property on a rear laneway without gas mains), refer to NCN RF08 Gas Meter Box Location Handbook.

3.3 Roles and Responsibilities

3.3.1 Developer (Responsible Person)

The Developer must:

- Ensure that the Designer, the Civil Works Contractor and any other contractors appointed by the Developer, conduct works in accordance with this Handbook and any relevant Australian Standards or other applicable requirements.
- Provide AGA with suitable site plans for the Development Site clearly showing the proposed location of the required gas infrastructure.
- Provide an open trench for the installation of gas infrastructure to the gas meter box locations.
- Book the open trench via the Open Trench Booking Process.

3.3.2 Civil Works Contractor

The Civil Works Contractor is appointed by the Developer to:

- Exercise control over the construction site, and
- Conduct civil works on each site, including excavation, final backfill and reinstatement work as required.

3.3.3 ATCO Gas Australia (AGA)

- Refer to [Section 3.8.3, ATCO Gas Australia Installation Works](#).

3.4 Design Requirements

Unit Site (2-15 units)

- No specific gas design is required, however the developer must supply plans of the development indicating the location of the gas line installation, in accordance with Section 3.7. A review will be completed by AGA of the proposed design for the development. In certain instances this may require further information or changes to design prior to the open trench being completed. Proceed to Open Trench Booking Process below.

Unit Site (16 and over units)

- Contact AGA Engineering Services to confirm requirements via email. AGA Engineering Services will complete the gas infrastructure design and issue back to the applicant. Open trenches can then be booked through AGA Scheduling.

Note: The main gas into the site is generally installed within the common driveway area.

Multi-Storey / High Rise - Gas Master Meter

- Where a gas master meter or meter-set is required, a Commercial Gas Connection request must be submitted via a Gas Retailer.

Refer to the AGA website [Commercial Gas Connection](#) page for more information.

Multi-Storey / High Rise – Individual Gas Meters

- As per Section 2.3, customer solutions can be tailored for AGA to install individual domestic gas meters within the building, for each apartment.
- Provision must be made for technical and operational/maintenance reasons, such as ventilation and ongoing AGA access to network gas infrastructure within a building.
- For information and design guidelines, please contact AGA's Business Development team via email at Business.Development@atcogas.com.au

Note: Where a Strata Plan has been registered at Landgate, and dwellings are contained within existing strata lot boundaries, new gas infrastructure must not cross lot boundaries; except where easements have been provided. For additional information, refer to [NCN RF08 Gas Meter Box Location Handbook](#).

3.5 Gas Meter Boxes

3.5.1 Location

Refer to [NCN RF08 Gas Meter Box Location Handbook](#) for gas meter box location requirements.

Note: An open trench must be provided to all meter locations that are greater than **4m** from the road boundary. In the case of a bank of meters, the **4m** is measured from the meter-box closest to the road.

Note: A side-by-side two-unit development may in some cases be implemented as two standard service connections (or open trench depending on circumstances).

3.5.2 Multi-Unit Gas Meter Boxes

In addition to the standard combination and single meter boxes, Multi-Unit gas meter boxes have been designed as a simple and cost effective solution to position gas meters on unit sites. Refer to the [Multi-Unit Meter Box Information Sheet](#).

For further details, refer to [NCN RF08 Gas Meter Box Location Handbook](#).

3.6 Open Trench Booking Process

Contact AGA Scheduling on 13 13 56, and submit plans to AGA's requirements.

The open trench booking process requires the following criteria to be met:

- Suitable site plans must be submitted that meet AGA's minimum standards (refer to Section 3.7).
- Unit sites of 16 and over units must first be sent to AGA Engineering Services for assessment. Up to 15 unit developments must have their plans reviewed by AGA prior to installation. There must be a minimum of **10 working days' notice** given before the planned date of installation.
- The trench must be open for the time and date specified.
- The gas service installer will endeavour to attend site and complete the service within the two (2) hour time frame nominated with the booking.

Note: The two (2) hour time frame can be scheduled during normal business hours (Monday to Friday, 8am-4pm).

- State at time of booking, any occupational safety, health and environmental requirements to be met on-site (i.e., inductions, permit to dig).
- Provide the Builder or Developer's details as well as the on-site contact number of the Builder or Developer's supervisor as well as any other information requested by AGA.

Note: If a site plan is posted, emailed or faxed, the Responsible Person must still telephone AGA scheduling to make the booking. Plans are to be sent to AGA Scheduling via email on scheduling@atcogas.com.au.

3.7 AGA Minimum Plan Criteria

AGA requires that Plans must meet the following criteria:

- **House Behind House** – Submit clear and legible building site plan (minimum size **A4**) – dimensions to permanent landmarks or boundaries must be included.
- **Multi-Unit Site** – Submit clear and legible building site plan (minimum size **A3**) – dimensions to permanent landmarks or boundaries must be included.
- **Plans must:**
 - Clearly label unit numbers.
 - Clearly identify gas meter box locations.
 - Clearly identify potential ignition sources in the vicinity of the gas infrastructure, such as electrical equipment.
 - Indicate the intended line of service, where the trench will be provided.
 - Confirm that gas meter boxes are to be installed in a location not greater than **1m** behind the Building Frontage of a dwelling (refer to [NCN RF08 Gas Meter Box Location Handbook](#) for definition and examples of 'Building Frontage').
 - Confirm that gas meter boxes are a minimum of **750mm** away from an opening to a building.

Note: In some circumstances (at AGA's sole discretion) Site Plans may be required in GDA 94 projection format. A digital copy of the survey with recorded survey points is to be forwarded to AGA's Drawing Office via email. Any questions about specific requirements of the GDA 94 survey can be directed to the AGA Drawing Office via email.

3.8 Installation Works

3.8.1 Open Trench Prerequisites

AGA requires the following criteria be met to ensure compliance to all relevant Australian Standards, while striving to provide efficient connections to meet the requirements of the Responsible Person:

1. **Trenches must be provided with adequate width** to ensure the required minimum separation of all utilities is maintained;

and,

2. **Trenches must be of sufficient depth** to allow gas to be installed first at a depth of **750mm** below ground level as measured to the top of the gas pipe (refer Figure 1). The dimensions of the trench must allow the other services to be installed (but not directly above the gas, thus ensuring access is clear for maintenance and emergency purposes);

Note: Where the above **cannot** be guaranteed, a separate trench will be required to be installed to the required distribution standards.

and,

3. Provide AGA unrestricted and unobstructed access to the gas infrastructure for emergency and maintenance purposes for the lifetime of the asset.

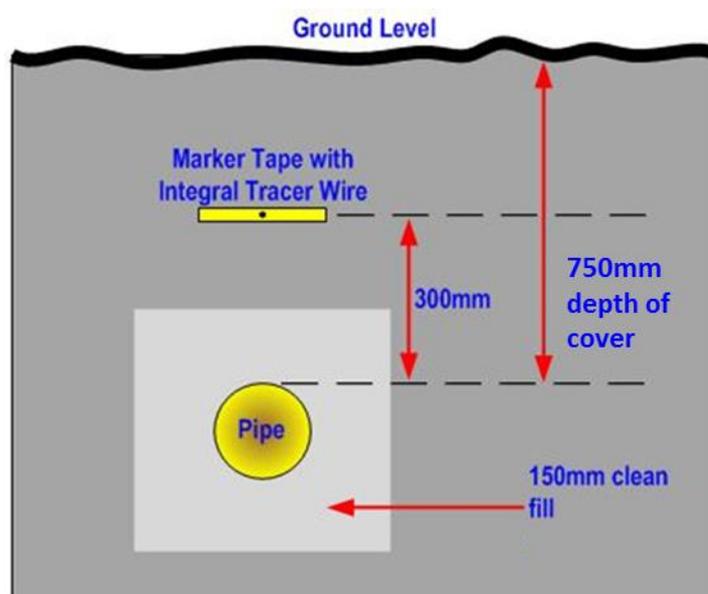


Figure 1 Typical Trench Configuration and Depth of Cover

3.8.2 Open Trench Criteria

It is not acceptable to use drainage trenches to install the gas service where the gas service may be required to deviate around pits.

Trenches must comply with the [Western Australia Excavation Code of Practice 2005](#), and as a minimum, comply with the following:

- The open trench must be open for the entire **2 hour** time period scheduled.
- A minimum depth of cover of **750mm** is required from finished level for AGA's gas line.
- A minimum lateral clearance of **150mm** is required from AGA's gas line to other services.

- No other services shall be laid directly above the gas line (perpendicular crossing is allowed). This is a safety requirement, to ensure the gas line is readily accessible in the case of emergency and for maintenance purposes.
- In hard dig areas (e.g. rock or clay), **150mm** of clean fill must be placed in the bottom of the trench prior to installation of the gas line.
- Excavation to be provided in a straight line at right angles to the box where possible or directed by AGA.
- If no open trench is provided, the gas meter connection will be installed on the front boundary line.
- Where finished ground level and/or alignments **cannot** be determined, AGA reserves the right to request survey pegs be installed to determine such levels.

Note: If the above open trench criteria cannot be satisfied, the project can be discussed with an AGA Supervisor on a case by case basis to determine an alternative solution.

Note: Refer to the following diagrams (Figure 2, Figure 3 and Figure 4) for examples of approved trench, trench design and gas meter locations.

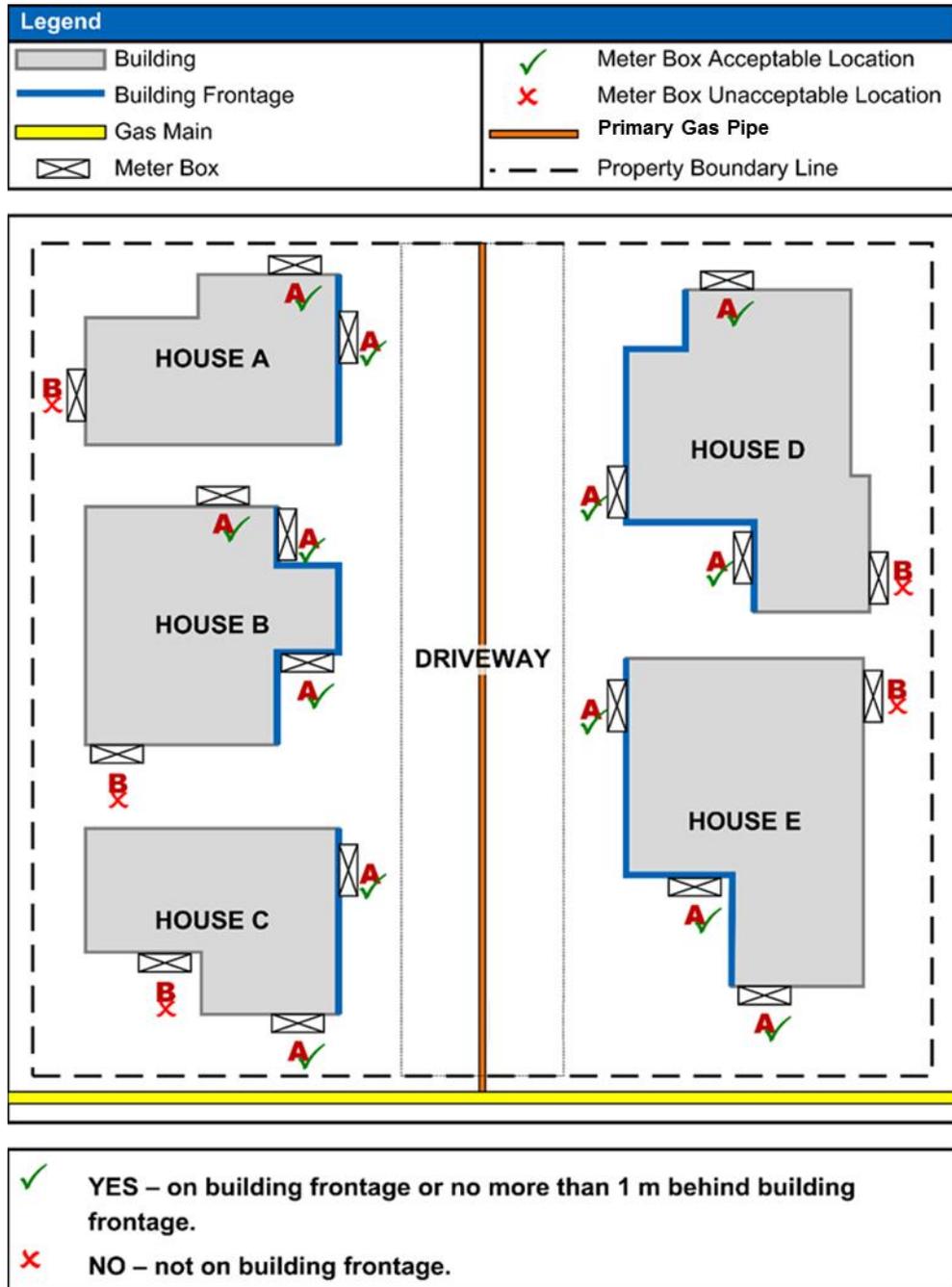


Figure 2 Connections to Residential Strata Titled Developments

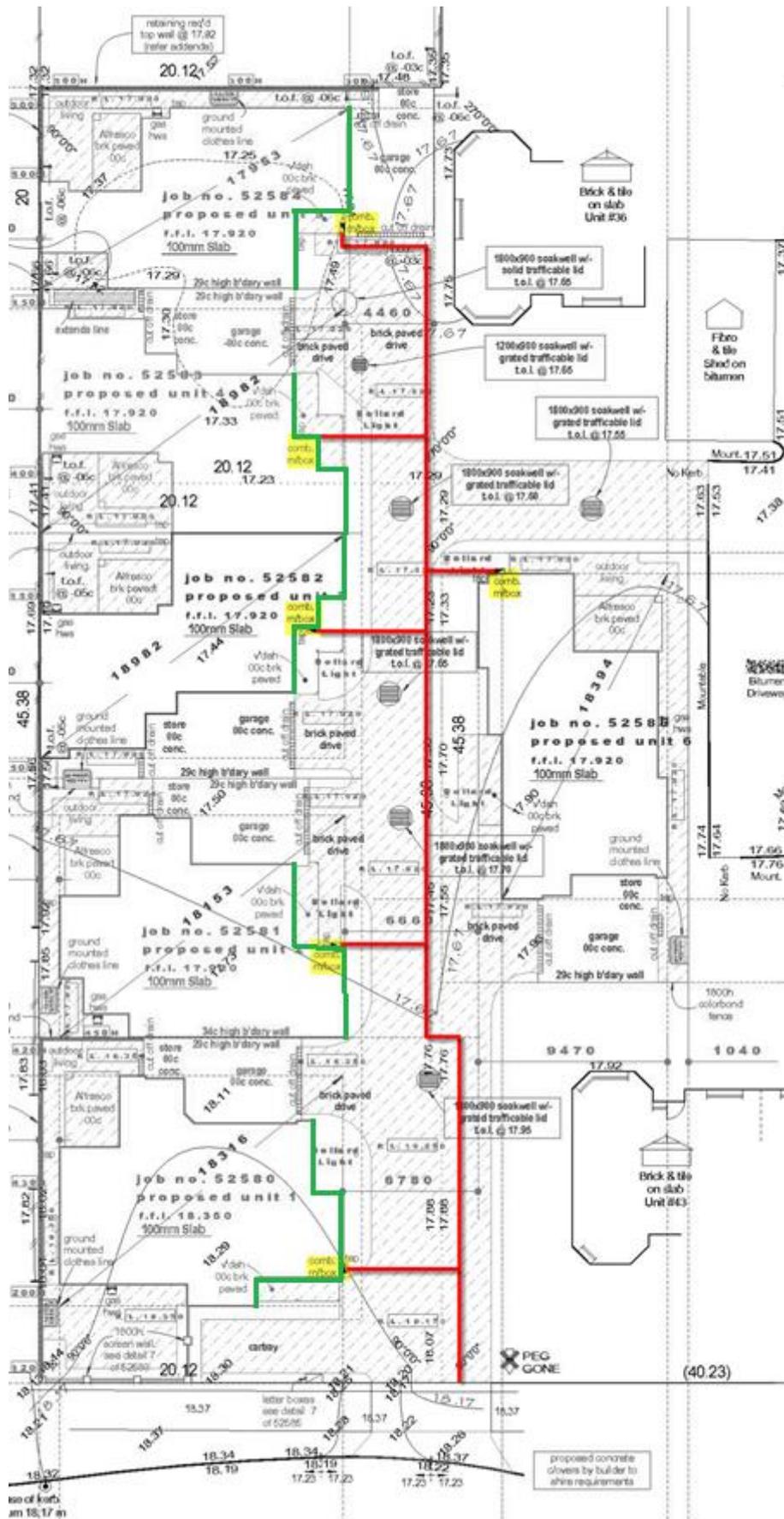


Figure 3 Example of Site Plan (showing gas lines and gas meter box locations)

3.8.3 ATCO Gas Australia Installation Works

- Provided that all requirements outlined in this Handbook are met to the satisfaction of AGA's supervisor, AGA's nominated contractor will install the relevant gas infrastructure in the open trench.
- AGA will arrange for the commissioning works once all the required testing is completed and after the installation meets the minimum criteria.
- Due to the size and or length of some gas line installations, a longer test period may be required. In this case AGA's nominated contractor will leave the gas line pressurised at the end of installation.
- If the service is unsuitable to be commissioned immediately following installation or requires a longer test period, AGA's nominated contractor will leave the gas line pressurised, and the site supervisor is required to witness and sign off on this test. This is to ensure any damage to the service prior to gas being introduced can be traced and reported. The developer will be responsible for any costs incurred to rectify damage caused to the gas line after installation and prior to commissioning.

3.8.4 Backfilling Open Trench

- It is the Responsibility of AGA contractors to backfill the open trench to a minimum of 300mm above the gas line to allow the installation of marker tape.
- AGA will install approved marker tape with integral tracer wire (or equivalent) **300mm** above the gas line.
- The remaining trench will be backfilled by the developer (responsible person) to ground level with clean fill once the other services have been installed ensuring there is no disturbance to the gas line or marker tape in the process.
- Ground level must not be altered to a degree that would render the gas line a non-conforming depth.
- AGA will only commission the works once the installation meets the minimum criteria. Refer to Figure 4 for an example of an acceptable open trench.



Figure 4 Acceptable Open Trench - Example

3.8.5 Sub-standard Open Trench

- Should any part of the open trench not conform to the outlined criteria, AGA will refuse to install the gas infrastructure until such time as the minimum standards are met.
- Should any part of the gas line not conform to the minimum standards following installation, AGA reserves the right to isolate the gas supply until provision has been made to correct any defect(s).

Figure 5 indicates an instance where other services have been placed on top of the gas line. **This is not acceptable.** AGA's service laying contractor will refuse to install the gas service if the trench is not wide enough to adequately separate the adjacent utility services. Figure 6 shows an example of a trench which is too deep.



**Figure 5 Unacceptable Open Trench
(encroaching utilities)**



**Figure 6 Unacceptable Open Trench
(trench too deep)**

3.8.6 Other Installation Requirements

- Provision of accurate measurement and alignment of gas lines shall be provided on site. This may require set-out pegs to be installed by the Responsible Person on site.
- Where a compliant trench cannot be provided, the gas meters may be installed at the property front boundary.
- The Responsible Person must ensure all gas pipework remains free from damage and ground levels do not significantly alter to affect the depth of cover of gas infrastructure. If any part of the gas line becomes uncovered the developer shall contact AGA to complete a review of the installation.
- This Handbook must be read in conjunction with [NCN RF08 Gas Meter Box Location Handbook](#).

3.9 Cost Requirements

3.9.1 Standard Domestic Connections

In the case of Standard Domestic Connections, up to and including an AL12 size gas meter, AGA will install the required gas infrastructure within the Development Site at no cost to the Developer, provided that:

- All requirements contained in this Handbook, and any other AGA documents, are met to the satisfaction of AGA, **and**;
- The unit development is residential where the total gas main and service length at the Development Site does not exceed an average of **20m** per gas connection. In cases where the average main and service length exceeds **20m**, a capital contribution towards the cost of installing gas infrastructure may be required by AGA from the Developer.

3.9.2 Gas Master-Meter Connection

These are typically Multi-storey or High Rise developments that require a single gas master-meter to supply the Development Site.

Where a gas master-meter or meter-set is required, of AL18 size and larger, a Commercial Gas Connection request must be submitted via a Gas Retailer. A quote can then be provided. For a gas master-meter of AL12 size, refer to the above Standard Domestic Connection information.

For residential gas connections requiring less than 1 TJ/year, comprising a standard delivery facility, AGA will install the gas meter and up to **20m** service pipe at no cost to the Developer. Larger connections will be quoted on a case by case basis, and assessed for AGA contributions in line with AGA's Capital Contribution Policy.

Refer to the AGA website [Commercial Gas Connection](#) page for more information.

3.9.3 Multi-Storey / High Rise – Individual Gas Meters

Customer solutions can be tailored for AGA to install individual domestic gas meters within the building, for each apartment, and separate commercial gas meter-set(s) for centralised hot water systems or other plant.

Cost will be determined on a case by case basis with assessment for AGA contributions in line with AGA's Capital Contribution Policy.

For further information, please contact AGA, via email at:

Business.Development@atcogas.com.au.

4 Related Documents

The following AGA documentation must be referred to when positioning gas meter boxes:

AGA Documents Referenced

- AGA Policies, Procedures, and Safe Work Instructions (available upon request)
- [Connection Process Handbook](#)
- [Multi-Unit Meter Box Information Sheet](#)
- [NCN RF08 Gas Meter Box Location Handbook](#)

The following standards and legislation must also be referred to when positioning gas meter boxes:

Standards and Legislation

- AS/NZS 4645.1 Gas Distribution Networks, Part 1 – Network Management
- AS/NZS 4645.1 Gas Distribution Networks, Appendix K – Consumer Billing Meters
- AS/NZS 4130 Polyethylene (PE) Pipes for Pressure Applications
- AS/NZS 5601.1 Gas Installations
- Energy Coordination Act 1994
- Environmental Protection Act 1986
- Gas Standard Act 1972
- Gas Standards [Gas Fitting and Consumer Gas Installations] Regulations 1999
- Occupational Safety and Health Act 1984
- Occupational Safety and Health Regulations 1996
- Utility Providers Code of Practice for Western Australia
- Western Australia Excavation Code of Practice 2005

5 Disclaimer

1. The diagrams provided in this document are not intended to be used as advice of any kind or a design for any construction or other purpose and must not be used or relied upon as such.
2. Information provided in this document relates only to installation of ATCO Gas Australia's infrastructure and does not relate to installation of other utility services.
3. The diagrams and drawings provided are not to scale.
4. Diagrams provided in this document cannot be used to ensure the stability, structural integrity, support, durability, performance, drainage, safety, quality, adequacy, fitness for purpose or compliance with any law, standard or code of any wall, pillar or other construction or its location, footings, foundations, protections, materials or any equipment, fittings, wires, cabling, pipes, conduits or apparatus (including any meter-box) used, applied or installed in relation to any construction.
5. Due care and caution should be exercised by anyone working on or near walls, pillars and other constructions. Safe work instructions and procedures should be followed at all times.
6. To the maximum extent allowed by law, no warranty or representation is given or made concerning the diagrams provided in this document (including as to quality, completeness, accuracy or fitness for any purpose or that it complies with any applicable laws, standards or codes).
7. You should conduct your own independent due diligence checks and verifications and obtain your own independent design and advice from relevant competent engineering experts and other professionals (including to ensure the stability, structural integrity, support, durability, performance, drainage, safety, quality, adequacy, fitness for any purpose and compliance with all relevant laws, standards and codes) for your own constructions (including for any wall or pillar), their location, footings, foundations, protections, materials and any equipment, fittings, wires, cabling, pipes, conduits or apparatus (including any meter-box) to be used, applied or installed in relation to those constructions; and for the maintenance, upkeep, repair, monitoring and checking on an ongoing basis of any such constructions.
8. To the maximum extent allowed by law, ATCO Gas Australia, its related bodies corporate and officers, employees, agents or contractors are not liable in any way whatsoever (including for negligence, recklessness or breach of any statutory duty) for any loss, liability, cost or claim of any kind whatsoever (including any direct loss, indirect loss, consequential loss, economic loss, loss of profit, loss of opportunity, death, illness, injury or damage to reputation or goodwill) arising from or in relation to the use of or reliance on diagrams in this document.
9. ATCO Gas Australia reserves the right at any time (without giving any notice) modify, supplement or withdraw diagrams or any other part of this document.
10. In this document, 'including' means 'including, but not limited to'. Reference to 'this diagram' includes any part of it (including any information or drawing in it).

This Important Notice may not be altered, omitted, hidden or removed, except by ATCO Gas Australia.

6 Appendices

The Appendices contains printable forms, checklists and other information referred to throughout this document.

List of Appendices	
Appendix A	Gas Connection Checklist
Appendix B	Gas Service Installation on Hold Form
Appendix C	Gas Safety – DOs and DON'Ts
Appendix D	Feedback Form



Gas Connection Checklist

Gas Connection Checklist		Yes	No
Have you referred to the ATCO Gas Australia Gas Meter Box Location Handbook?		<input type="checkbox"/>	<input type="checkbox"/>
Has gas availability been confirmed?		<input type="checkbox"/>	<input type="checkbox"/>
If Yes , where?	_____		
Is the correct gas meter box fitted?		<input type="checkbox"/>	<input type="checkbox"/>
Is gas meter box at the correct recess depth?		<input type="checkbox"/>	<input type="checkbox"/>
If not, has fully recessed box guide been followed?		<input type="checkbox"/>	<input type="checkbox"/>
Has gas meter box been positioned within 1,000mm of the Building Frontage?		<input type="checkbox"/>	<input type="checkbox"/>
Does the gas meter box require bollard protection?		<input type="checkbox"/>	<input type="checkbox"/>
Is the gas meter box 750mm from opening doors and windows?		<input type="checkbox"/>	<input type="checkbox"/>
Is the gas meter box 500mm from any source of ignition?		<input type="checkbox"/>	<input type="checkbox"/>
Have footings been cut?		<input type="checkbox"/>	<input type="checkbox"/>
Is site clear between gas meter box and gas connection (i.e., is sand, rubbish and/or building material blocking access?)		<input type="checkbox"/>	<input type="checkbox"/>
Is a temporary power pole obstructing access to the gas meter box?		<input type="checkbox"/>	<input type="checkbox"/>
Check to ensure that no reinstatement paving has been laid (i.e., driveway under gas meter box).		<input type="checkbox"/>	<input type="checkbox"/>
If a combination gas meter box – does the installation comply with electrical requirements?		<input type="checkbox"/>	<input type="checkbox"/>

Comments

Name (please print)

Signature

Date (dd/mm/yyyy)



Gas Service Installation on Hold Form

Your Gas Service Installation Has Been Put ON HOLD

An ATCO Gas Australia Service laying contractor visited this site to connect the new gas service.

ATCO Gas Australia Job Notification No.:		Date:	
Address:			

<input type="checkbox"/>	This service line is to be connected to the gas pre-laid service (adjacent to the water meter).
<input type="checkbox"/>	Connected in a straight line out to the boundary.
<input type="checkbox"/>	The gas service must be installed before the driveway and cross over is installed.
<input type="checkbox"/>	The gas pre-laid service (PLSS) is under the stairs, terminating at the top of the stairs.

Your gas service installation from the street to the gas meter box has been put on HOLD because:

<input type="checkbox"/>	This is a Designated Area: The gas meter box must be installed on boundary or an open trench provided.
<input type="checkbox"/>	There are building materials, etc., on the line of service.
<input type="checkbox"/>	Scaffolding is in the way.
<input type="checkbox"/>	The gas meter box is in non-complying position.
<input type="checkbox"/>	Gas meter box recessed too far.
<input type="checkbox"/>	Gas meter box set too high / low.
<input type="checkbox"/>	Footings protrude too far and need to be cut out from under gas meter box.
<input type="checkbox"/>	Permission is required to remove paving under the gas meter box. The section at the bottom of this form can be used to grant permission to lift paving or break out concrete. Please sign and leave in gas meter box. <i>Please note: it is the builder's or owner's responsibility to replace any paving under the gas meter box or driveway that may have to be lifted.</i>
<input type="checkbox"/>	Other: _____

When the above conditions have been rectified, and to reschedule the gas service installation:

Please contact _____ (contractor mobile phone) between **8 a.m.** and **4 p.m.** or the ATCO Gas Australia Call Centre on **13 13 56** between **7 a.m.** and **6 p.m.** and quote the address, job notification number and the reason (on this form) that was given for the service being put on hold.

Note: DBYD plans may need to be re-applied for. **Allow 7 to 10 days** for the installation of the gas service from the date of contact to re-schedule the gas service installation. Line of service route to remain free from obstruction for this period.

Permission to Remove Paved Surfaces under Gas Meter Box:

I (print name in full) _____ grant permission to the above request and take responsibility for repairs and reinstatements required in the installation of the gas service.

Signature:		Date: (dd/mm/yyyy)	
-------------------	--	---------------------------	--



**When you HEAR, SEE or SMELL Gas
or when you have DAMAGED a Gas Asset**

DOs

- Hear – See – Smell Gas – **STOP!**
Immediately move to a safe location upwind.
- Broken Gas Service or Gas Main – **STOP!**
Immediately move to a safe location upwind.
- If gas is smelled **inside** – STOP! **Open** doors and windows to allow gas to dissipate. Stay **outside**.
- If gas is smelled **outside** – **STOP! Close** doors and windows and turn off air conditioners to prevent gas entering the building. Stay **inside**.
- **Contact 13 13 52 immediately (from a safe location).**

DON'Ts

- Enter a gas cloud or gaseous atmosphere.
- Attempt to stop the gas.
- Turn on or off anything electrical.
- Allow anyone to smoke near the gas leak.
- Use a mobile phone in close vicinity to a gas leak.
- Delay in contacting **13 13 52**.

