

## Tasmanian Natural Gas Application Form Residential Customers



### Natural Gas Residential Application Form

OFFICE USE ONLY

Confirmation Number \_\_\_\_\_

Approved (Name & Date) \_\_\_\_\_

#### Customer Information

Title \_\_\_\_\_ Surname \_\_\_\_\_

First Name(s) \_\_\_\_\_

Date of birth \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Driver's licence number \_\_\_\_\_

Mailing address \_\_\_\_\_  
\_\_\_\_\_

Suburb \_\_\_\_\_

State \_\_\_\_\_ Postcode \_\_\_\_\_

Home phone (\_\_\_\_\_) \_\_\_\_\_

Work phone (\_\_\_\_\_) \_\_\_\_\_

Mobile \_\_\_\_\_

Email \_\_\_\_\_

Are you the (please tick box)

Tenant  Owner  Builder  Agent

#### Installation Address Information

Property Identification Number (P.I.D.) (This can be found on your Rates Notice)

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Street number \_\_\_\_\_

Street name \_\_\_\_\_

Suburb \_\_\_\_\_ Postcode \_\_\_\_\_

Is the residential dwelling a (tick box):

Existing home  New home (under construction)

Heritage listed  Multiple dwelling

A site inspection will be completed of your property to ascertain where the meter will be located. On completion of the site inspection a 'Meter Location Card' will be placed in your letterbox. This card will contain a diagram of where the meter will be installed on your property (refer to clause 7.1 in Tas Gas Networks Residential Connection – Terms and Conditions, overleaf).

#### Connection Information

Nominated connection date \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

(minimum 4 weeks from application date)

Right-of-way consent required?

Yes  No

Description of any obstructions to service pipes or environmental issues (e.g. retaining walls, underground cables / water pipes, steep banks, chemical contamination, etc).\*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\* Additional charges may apply if it is necessary to incur additional costs in connecting you to natural gas due to obstructions such as those outlined above. See clause 4 and 5 overleaf (Tas Gas Networks Residential Connection – Terms and Conditions).

#### Connection Information

Appliance details / connection fee (tick applicable box):

- Ducted heating or hot water and a flued heater  
= \$0.00 free connection
- Hot water only or a flued heater only  
= \$1,500 connection fee
- Customers not meeting the requirements of options 1 or 2  
= \$3,000 connection fee

Appliances to be installed/converted (type; make; model).

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

Have you applied for finance with B&E Ltd? Yes  No

If the premises being connected is in the Glenorchy City Council (GCC) Municipality it will be necessary for the customer to pay the GCC \$150 for a "Road Opening Permit". This cost is additional to any other charges that may be necessary.

#### Gasfitter Details

Name \_\_\_\_\_

Phone/mobile no \_\_\_\_\_

#### Standard Residential Tariff, Current at 01/01/12

2.59 cents per MJ applies to all energy consumption for residential customers. This equates to 9.35 cents / kWh. Plus a fixed fee of 19.48 cents per day.

#### Standard Terms and Conditions

The standard terms and conditions under which you can purchase natural gas on this tariff are contained in Tas Gas Retail's Customer Charter.

#### Service Charges

A list of service charges is provided in our Customer Charter.

#### Variation of Tariff and Service Charges

Tas Gas Retail may vary these tariffs and service charges. Notification of any change will be published in Tasmania's three major newspapers on three successive days. Notice will be given 30 days prior to changes taking effect.

All prices listed on this form include GST.

#### Account Agreement

As the customer, I agree to abide by the terms and conditions detailed in Tas Gas Retail's Gas Supply Agreement, which is summarised in its Customer Charter (as provided). I also agree to abide by associated Tasmanian law. I consent to Tas Gas Retail providing information to Tas Gas Networks, who may contact me directly in relation to the connection process. The applicant(s) and guarantor(s) authorise Tas Gas Retail to disclose information contained herein to a credit reporting agency and to obtain consumer and commercial information permitted by the Privacy Act from a credit reporting agency and to use such information in order to assess this application for credit. Subject to provision of the Privacy Act, the applicant (and other parties named in this application) authorises Tas Gas Retail to seek and obtain information from other credit providers for approving this application or managing this account. These authorisations shall remain in force for the duration of the credit contract.

I authorise Tas Gas Networks to carry out the service connection and the necessary works to the property stated in the installation information section of this application form and agree to the Tas Gas Networks Residential Connection – Terms and Conditions, as stated on the rear of this application form and I acknowledge and agree that the terms and conditions form part of this application.

Customer's name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Return details: Tas Gas Retail, Level 2, 87 George Street, Launceston TAS 7250  
info@tasgas.com.au

RETAIL

## Tas Gas Networks Residential Connection Terms and Conditions

### 1. Introduction

1.1 In these terms and conditions:

**Application** means the application form submitted by you to the Retailer in relation to your request for a natural gas connection to your house;

**Retailer** means your natural gas retailer;

**Tas Gas Networks** or **TGN** means Tas Gas Networks Pty Limited, ACN 104 499 569, being a gas distributor under the *Gas Act 2000* (Tas) and includes a reference to 'we' and 'us'; and

1.2 These terms and conditions:

- (a) provide information to residential customers relating to the natural gas connection process of TGN;
- (b) form part of the contract between TGN and yourself, as a customer and consumer, whose Application has been approved by TGN and the Retailer;
- (c) include and incorporate your Application and the contents of your Application; and
- (d) do not relate to the supply of gas by an energy retailer to customers.

### 2. Your Application

We will proceed with your connection and the necessary works upon the basis of:

- (a) your Application; and
- (b) these Terms and Conditions.

### 3. Appliances, Conversion and Gasfitter

- 3.1 It is your responsibility as a gas consumer to ensure that your appliances are approved for use with natural gas and are installed or converted by a registered tradesman gasfitter, certified and kept in a safe condition.
- 3.2 You should not complete the conversion from your pre-existing fuel source (i.e. disconnect your pre-existing appliances) until advised by TGN that your service is commissioned and available for your use.
- 3.3 You will need to indicate the gasfitter who will be installing or converting your appliances listed on your Application. Should your gasfitter not be the person listed on your Application, you will need to inform your Retailer.
- 3.4 Once TGN has made gas available at your meter it is expected that your appliances will be connected within 30 business days, unless otherwise arranged.
- 3.5 TGN must be supplied with a gasfitting notice by the gasfitter for your installation confirming the installation is compliant and complete to avoid additional connection charges (See clause 3.6).
- 3.6 If you have not installed the gas appliances specified in your Application within 30 days of connection to the gas network, you may be required to pay the applicable connection charges, which recover the full costs of the connection as specified in clause 4 of these conditions and in the Application.

### 4. Standard Connection Charges

The Retailer will charge you the standard connection fees and charges specified in your Application. Additional connection charges may also apply as provided in clause 5 of these conditions.

### 5. Additional Connection Charges

- 5.1 In addition to the standard connection charges provided for in clause 4 of these conditions, you will also be liable for additional charges in the following circumstances:
  - (a) if access from the road to your house is difficult, e.g: due to a cliff-face, steep bank or retaining wall, etc; and/or
  - (b) the gas main in the street is installed and nearby but not immediately outside your land (and so a mains extension is required); and/or
  - (c) your gas usage is in our view such that it is uneconomic for us to invest in the necessary infrastructure to connect your service. This will be calculated based on the appliances specified in the Application; and/or
  - (d) your connection service is of a long length due to the location of your house with respect to the road or in any event greater than 25 metres from the boundary of your land to your meter location; and/or
  - (e) other circumstances make our investment in the necessary infrastructure to connect you uneconomic or unviable; and/or
  - (f) if there are any errors contained in or variations to your statements contained in your Application, such as your site is not ready for connection on the specified connection date and/or costs are incurred for additional contractor site visits to undertake the gas connection installation when the site is not ready and TGN was not advised prior to the installation date; and/or
  - (g) other costs, fees, charges or significant obstacles arise in relation to the construction and/or connection process that increase the cost of the installation.
- 5.2 Where any of the events under clause 5.1 of these conditions arises, TGN will, where possible, seek your written confirmation of the variation charges together with the associated connection costs before commencing with the connection or gas meter installation. In this situation TGN will require your written acceptance of these notified charges before installation of your gas connection and meter can commence. These additional connection charges must be paid before the commencement of works.

5.3 Where works have already commenced and any of the events under clause 5.1 of these conditions arises, TGN will, where possible, advise you in writing of the additional connection charges that will apply to your application. TGN reserves the full right to suspend further works until you have agreed to meet the additional connection charges that will apply to your Application.

5.4 Your acceptance for the installation of a gas service to the address specified in your Application means that you agree to meet, if required, any and all such additional charges referred to and arising under clause 5 of these conditions. All charges must be paid prior to the connection of your service or in the case of you being notified by TGN of any additional charges under clause 5.3 of these conditions, prior to the continuation of any further works.

5.5 In the event that works have commenced and TGN has notified you of any additional charges arising under clause 5.3 of these conditions and:

- (a) you have notified TGN that you do not wish to proceed with the connection; or
- (b) you have failed to pay the additional charges notified by TGN within 15 business days from being notified;

then TGN may cancel your Application immediately by providing written notice to you and in that event all costs incurred by TGN in relation to the works must be paid by you within 5 business days.

### 6. Disconnection

TGN may disconnect your service at any time if:

- (a) requested by you, your Retailer or the Director of Gas Safety; or
- (b) required by law or if determined by good industry practice to do so.

### 7. Gas Meter Location and Access

- 7.1 Your gas meter can only be located in certain positions. TGN will determine an appropriate, safe position for the meter on your land and will advise you prior to connecting. If no such location is available, TGN may require you to pay for the costs associated with locating the meter elsewhere, including any protection needed to ensure the safety of the meter.
- 7.2 You are also required to maintain safe and unobstructed access to the meter for meter reading and maintenance purposes to TGN and its agents and contractors at all times.

### 8. Connection Time Frame

- 8.1 Once TGN has agreed to provide you with a gas connection, TGN will use best endeavours to have your installation connected within 20 business days, unless otherwise arranged.
- 8.2 TGN will endeavour to keep you informed of its progress during the connection and installation works process.

### 9. Right of Access and Easements

- 9.1 You agree to provide and to ensure ongoing access to and from your land and the meter, to enable TGN to comply with its obligations and for the protection of the installation and future management of the service and the meter. TGN reserves the right to require you at any time to provide TGN with a formal, legal right granting such access, such as an easement, at your cost.
- 9.2 Where your service is required to pass over any land other than your own from the road reserve in which the gas main is located, TGN will require you to obtain, at your cost, an easement over the title of the land other than your own to ensure our access rights are protected in the future. We will advise any requirements in this regard in writing.

### 10. Trenching

TGN may need to install a small trench on your land for the installation of your service. TGN will take all reasonable care to minimise any inconvenience and damage and will reinstate the land to pre-existing conditions. TGN will lay the gas service to the nominated meter position on your land in the most direct and expedient manner possible, but having regard to safety and other requirements.

### 11. Release and Indemnity

To the fullest extent permitted by law, you indemnify and release TGN from and against all costs, claims and demands whatsoever arising (including to or in respect of third parties) from any damage or injury to any person or property caused as a result of any occurrence or state of affairs in or upon your land, or caused by the service connection or the service provided to your land. This release does not extend to any damage or injury to person or property that was caused by the negligence of TGN.

### 12. Ownership of Assets, etc

TGN owns and will at all times retain ownership of all the equipment associated with your service up to and including the outlet of your meter. You must take all reasonable care that the network pipe (service) and meter located on your land are not damaged. You must not interfere with the service and gas meter and not permit others to interfere with it.

You must also notify TGN and obtain TGN's prior consent (which cannot be unreasonably withheld) where you wish to carry out any activities that may affect the future integrity of our assets or may impede our access (such as building extensions, the provision of decking, landscaping, etc).