

New Meter Connections (Homeowner)

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 information:

- 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[^]

[^]**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

OR

Download and complete the Application for a new gas connection: energyaustralia.com.au/home/electricity-and-gas/new-meters-and-installations and email the completed form to jgs_portal_inbox@energyaustralia.com.au

Timeline[#]

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..

- 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

- Ensure that you have provided correct contact details on your application form or to your plumber if they are completing the application form.
- Liaise with your plumber and/or builder at all times regarding the progress of the installation.
- For billing purposes, an account will need to be established before the installation of the meter can occur. You can apply online or we will contact you once we receive the application form.

Tip for avoiding delays

- To complete your connection as soon as possible, please ensure you and your plumber respond to any contact made by us as we may need to discuss an issue regarding the connection.

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. Your 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. This will take 4 to 6 weeks.

What is a battle-axe block?

A block of land behind another, with access from the street through a narrow driveway.

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 your plumber as there will already be a connection or path valve installed. The plumber will need to have a Certificate of Compliance (CoC) available and contact the Meter Centre on 1300 722 914 to arrange an inspection of the site prior to making arrangements for meter delivery.

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.

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.

Can my new meter connection be fast-tracked?

As the timeframes are set by Jemena, we are unable to escalate requests to fast-track a new connection. To ensure we can process your application as soon as possible, please make sure your form is completed correctly and that your site is ready.

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

The planner will inspect the site post lock-up date, and Jemena needs the site to be clear and safe, 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.

What if the site is ready earlier than the advised lock-up date?

If you wish to change your lock-up date, Jemena will require photos to confirm the site is ready, before moving the date forward.

What happens if I don't know my appliance details?

It's important that your application includes accurate details about your appliances, including the pressure and amount of gas used. Incorrect information can result in delays and additional fees so please speak to your plumber before applying. Please ensure you respond to any contact made by us as we may need to discuss an issue regarding your application.

What are common problems that may affect the gas connection?

If Jemena doesn't know your building handover or completion date, or if the site is not ready by the advised lock-up date, this may affect your timeline. Additionally, site conditions may prevent Jemena's service providers completing the work if there is bad weather and or any gas emergencies.

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.

What if I don't have a mobile number?

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