

New Meter Connections (Trade)

Gas – Victoria



EnergyAustralia
LIGHT THE WAY

Step 1

Important checklist

There are two parts to your gas connection.

Part 1 – Service line installation

To begin your application, you will require the following:

- Site details
- Estimated lock up date
(no more than 30 days in advance)
- Appliance details including type
(cooking, hot water, heating)
- Plumber's details
(name, phone number and licence number)

Part 2 – Meter installation

To begin your application, you will require the following:

- Service line installed
- Site details
- Estimated lock up date
(no more than 30 days in advance)
- Appliance details including type
(cooking, hot water, heating)
- Plumber's details
(name, phone number and licence number)
- Certificate of Compliance (CoC)
- Nominated account holder details
(name, DOB, mobile number and form of ID)

To make the process simpler for you, we recommend that you complete both the service line installation and the meter installation through EnergyAustralia.

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 gasnewconnections@energyaustralia.com.au

Service line installation timeline[#]

- Day 1:** Submit application to EnergyAustralia
- Day 3:** EnergyAustralia will confirm the application has been completed correctly
- Day 5:** EnergyAustralia will send your order to the distributor and request the service line installation

*Once the planner from the distributor attends the site post lock-up and provides approval, the service line will be installed within six weeks.

Meter installation timeline[#]

- Day 1:** Submit application to EnergyAustralia
- Day 3:** EnergyAustralia will confirm the application has been completed correctly
- Day 5:** EnergyAustralia will contact the nominated account holder to set up an account
- Day 6:** EnergyAustralia will send your order to the distributor and request a meter installation
- Day 9:** If the load is less than 500MJ, the meter will be installed
- Day 16:** If the load is greater than 500MJ, the meter will be installed

[#] This timeline is based on business days. A standard connection requires the following: application completed correctly, successful contact made with the nominated account holder, no distributor delays, no defects or access restrictions and that the site is clean, clear and safe. We will contact you if the installation is found to be non-standard and we will request a quotation from the distributor on your behalf.

Step 3

Keep your job on track

Please remember to

- Prepare the site for the service line and meter 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.
- If bollards are required, ensure these are installed.
- Have any building plans handy if the site involves multiple connections.

Tip 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 if the site is not ready by the advised lock-up date?

The planner from the distributor will inspect the site post lock-up date and the distributor needs the site to be clear and safe for the gas service line to be installed. If the site isn't ready, this will cause delays to timeline.

What happens after the service line is installed?

The plumber will prepare the fitting lines and install the gas appliances. Once this has been completed, the plumber will submit a Certificate of Compliance (CoC).

What is the next step for the meter installation?

If the service line installation was processed through EnergyAustralia, we only require the CoC number to install the meter. Please give the CoC number to the owner of the property and advise them to contact us on 1800 818 378 to arrange the meter installation.

If EnergyAustralia didn't organise the service line installation, please complete the Application for a new gas connection (energyaustralia.com.au/home/electricity-and-gas/new-meters-and-installations) and provide the CoC number on the form.

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

What does a quotation include?

If the job requires a quotation (this includes work considered as non-standard), we'll get in touch with the applicant and request a quotation from the distributor on your behalf. This could take approximately 20 business days. The quotation will include costs and timeframe to complete the works, which won't start until the quotation is accepted by the applicant.

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.

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.