

New Meter Connections (Homeowner)

Gas - South Australia

Step 1

Important checklist

There are two parts to your gas connection.

Part 1 – Service line installation

The service line installation is arranged directly through the distributor. The plumber will need to call the APA Group on 1300 001 001.

Note: The service line must be installed and the APA Group needs to have allocated a Meter Installation Registration Number (MIRN) before you can proceed to Part 2.

Part 2 – Meter installation

To begin your application, you will require the following:

- Site details
- Meter Installation Registration Number (MIRN)
- Your preferred appointment date (must give 48 hours' notice)
- Your preferred appointment time (morning 8am – 12pm or afternoon 12pm – 4pm)
- 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)

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

Important: This timeline outlines the process for EnergyAustralia to process the application on your behalf. You'll need to let us know what day and time someone will be at the property for the gas meter installation to take place.

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.

[#] This timeline applies after the APA Group have installed your service line and they require 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.

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.

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

How will I know when the new service line is complete?

APA Group will install the service line and will supply the applicant with a confirmation letter including the MIRN after completion.

What happens after the service line is installed?

The application for the meter installation can be submitted (including the MIRN) so that we can reference this in our order to the distributor.

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 meter installation be fast-tracked?

As the timeframes are set by your distributor and they require at least 48 hours' notice for an appointment, we can't guarantee that a request will be fast-tracked. 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 distributor finds the site to be in an unsatisfactory condition for the installation?

If the site is in an unsatisfactory condition this will mean that the distributor can't complete the work onsite and this may result in additional fees. When this happens, the distributor will send a response to our order detailing the issues, we will then contact you to discuss the next steps.

Can I request for the meter installation before the appliances have been installed?

If the plumber listed on the application is APA Group accredited, then we can request for a hang and wad installation. With this type of installation, APA Group will still attend the site on the appointment date to install the gas meter. Once your accredited gas fitter installs the gas appliances, they will remove the wad from the gas meter and light and test the appliances.

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 if I can't provide clear access to the site?

Someone will need to be onsite during the meter installation to provide access.

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.