

# New Meter Connections (Homeowner)

## 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](https://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](https://energyaustralia.com.au/home/electricity-and-gas/new-meters-and-installations) and email the completed form to [gasnewconnections@energyaustralia.com.au](mailto:gasnewconnections@energyaustralia.com.au)

#### Service line installation timeline<sup>#</sup>

- 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<sup>#</sup>

- 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

<sup>#</sup> 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

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

The planner 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.

### Can my service line or meter installation be fast-tracked?

We can't guarantee that a request will be fast-tracked as the timeframes are set by your distributor. 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 I can't provide clear access to the site?

If clear and safe access can't be provided, you will need to advise us so that we can notify the distributor. We can't guarantee that the distributor will contact you for access, so it's always best to ensure clear access to the site or it may result in additional fees and delays to the connection.

### 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 doesn't have 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.

### 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.

### 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](https://energyaustralia.com.au/home/electricity-and-gas/new-meters-and-installations) and provide the CoC number on the form.

### 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.