

Connection Guidelines

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Connection Guidelines

Document History

Version number	Published date	Description of change
1.0	July 2010	New document
2.0	Oct 2010	Updated information
3.0	December 2012	Updated information
4.0	Feb 2015	Update brand from TGN to Brookfield TGN Holdings Pty Ltd (Tas Gas). Insert Works' Manual table and properties and update definitions table. Update St. Leonards address.
5.0	March 2016	Transfer to new Brookfield template.

References

Cited References: Directives referred to in this document.

Additional Reading: Information relevant to this document but not cited.

All works shall be carried out in accordance with the latest editions and subsequent amendments of all relevant standards and codes, as well as federal, state and local legislation, including the following:

Cited References

Title	Document ID
Consumer Initiated Work Investment Policy	BMSDOC-18-523
Emergency Response Plan	BMSDOC-18-676
Ownership Policy	BMSDOC-18-489

Additional Reading

Title	Document ID
Agreement to Grant Easements	BMSDOC-18-585
Easement and Land Acquisition Check Sheet	BMSDOC-18-601
Easement and Land Procedure	BMSDOC-18-526

Note: Drawings and plans of the distribution network are available through the Tas Gas drawing office via the GIS system. These plans are continually updated when new network infrastructure is installed or additional/corrective information is obtained about the location of the existing asset.

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Connection Guidelines

1. GENERAL

1.1. Scope

This procedure applies to Tas Gas Networks, a subsidiary of Brookfield TGN Holdings Pty Ltd.

This procedure covers information relating to the natural gas new connection process for both residential and commercial/industrial consumers.

1.2. Objective

The objective of this procedure is to provide information and assistance to Gas Retailers and their customers considering a new physical connection to the Tas Gas natural gas network.

1.3. Definitions

Term	Description
Brookfield	Brookfield TGN Holdings Pty Ltd includes but is not limited to the following subsidiaries: <ul style="list-style-type: none"> Tas Gas Networks (TGN) Tas Gas Retail (TGR) Brookfield Energy Australia (BEA) Brookfield Regional Networks (BRN) Brookfield Regional Energy (BRE) Brookfield District Energy (BDE)
CCR or Consumer Connection Request	The application form for a party requesting a connection to the Tas Gas network or for notification of a capacity change for an existing connection.
CIWIP	Consumer Initiated Work Investment Policy
Gas Measurement System or GMS	Gas meters and ancillary equipment including filters, isolation valves, pressure relief equipment, pressure regulation equipment, over/under pressure protection devices and enclosures.
Gas Pipeline or Gas Mains	For the purpose of this document means any natural gas distribution pipeline or main and includes other gas distribution equipment such as isolation valves and pressure reduction stations connected to and required for the operation of that pipeline.
Gas Retailer	A licensed gas retailer under the Gas Act 2000.
Retailer	A natural gas retailer licensed under the Gas Act 2000 (Tasmania) and who has entered into a Use of System Agreement with Tas Gas.
Service Pipe	Any part of the Tas Gas network supplying a consumer from a distribution main and in most cases located in part on the consumer's premise.
TJ or Terra Joule	Equal to 1,000 GJ or 1,000,000 MJ.
Works	Generally means gas pipeline, gas main, GMS and other gas asset that is owned, maintained and operated by Tas Gas.

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2. STANDARD

2.1. The Easy Steps to Connect

The following are the key steps to arrange a connection:

- Check with Tas Gas that natural gas is available (or is shortly to be available) in your street or at your location. You can write to us, ring us or contact us through our website at www.tasgasnetworks.com.au.
- You will need to choose a gas retailer and enter into a gas supply contract with them. These are the people who sell gas and who will look after you for all gas matters following connection. Tas Gas has a list of licensed retailers who have entered into access arrangements with Tas Gas on its website at www.tasgasnetworks.com.au.
- You will need to choose your gas appliances. In your application for a connection Tas Gas requires that you advise the number, load rating and type of appliances being installed. Approved natural gas appliances are available from a number of retail outlets throughout Tasmania and your gas retailer will be happy to advise you of the options available to you.
- You will need to choose a qualified gas fitter to install your appliances and connect to the Gas Measurement System (GMS) that we will install on your premise. Your retailer will be happy to assist you in finding a gas fitter.
- Complete a Consumer Connection Request (CCR) and send it to your gas retailer by fax, mail or email. Your natural gas retailer will have application forms for you to complete.
- Your gas retailer will forward us your CCR, which we will then process and indicate to you any charges applicable and the date your meter and service pipe (connecting your meter to the network in the street) will be installed.
- Once your application is accepted and we have your acceptance of any applicable charges, you may proceed with arranging the purchase and installation of your gas appliances. We will organise our contractor to install and commission the service pipe and meter unit to your premise.
- Your gas fitter will connect your installation to our meter and commission any fixed appliances. Your gas fitter will be required to advise us of this and send us a copy of the compliance certificate for your installation within 48 hours of commissioning of your installation or we will be required to arrange disconnection on safety grounds.
- For connection enquires, during normal working hours, contact Tas Gas on 1800 770 018.

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2.2. Connection/Application Charges

In some circumstances additional connection and application charges will apply.

Connection Charges are payable directly from the Owner of the premise to Tas Gas. Connection charges are applicable where Tas Gas believes the level of ongoing revenue from a consumer will not provide a reasonable return on the capital cost required to connect that consumer, nor will that revenue contribute to the costs associated with the common network out in the street. Generally additional connection charges will be applicable where:

- Access from the road to the location of the GMS is difficult, e.g. due to a physical or structural obstruction such as steep bank or retaining wall, or there is a river or creek to cross, or
- The gas mains in the street are installed and nearby but not outside your property (and so a mains extension is required), or
- Your load, as indicated in the *Consumer Initiated Work Investment Policy* (BMSDOC-18-523) (CIWIP), in our view is uneconomic for us to invest in the necessary infrastructure to connect you and may require consumer charges, or
- Your request for service connection likely to be of excessive length (as per CIWIP) due to the location of your premise with respect to the road, or
- Other circumstances make the investment of the necessary infrastructure to connect to you uneconomic.

Further information on the level of investment we are prepared to make in regard to your connection and the contribution we may require of you by way of a connection charge is contained in our Consumer Initiated Works Investment Policy and available from our web site on www.tasgasnetworks.com.au.

We will advise you in writing of any charges applicable to you and will require your written acceptance of these charges before installation of your service pipe and meter unit can commence.

Additional connection charges will also be applicable should our contractor arrive at your site to connect the service pipe and meter unit and find the arrangements different than those detailed by you on the submitted CCR form, or there are significant physical or other obstructions not advised by you at the time your connection charges were assessed.

Failure to pay connection charges within the prescribed time frame will result in your installation being disconnected from the network and you will incur further fees to have your installation reconnected.

Application Charges are applicable for premises where the load in our view is likely to be outside of the guidelines within the CIWIP and thus Tas Gas requires a recovery of a portion of the administrative charges in coordinating and arranging a connection. If applicable, this charge would be from Tas Gas to the retailer, and it would be at that retailer's discretion as to whether they on-charged it to you.

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2.3. Gas Appliances/Equipment

It is your responsibility as a gas consumer to ensure the natural gas appliances/equipment installed in your residence/business are compliant with legislative standards. Your appliances/equipment should be installed by a registered gas fitter. We suggest you discuss the compliance of the appliances/equipment you intend to install with your gas fitter and/or gas retailer before making a purchase.

We require you to inform us of the number and type of appliances you intend to install on your CCR form. This is to enable us to ensure that we install a service pipe and GMS of sufficient capacity to supply your load at the standard metering pressure.

Commercial consumers will also be required to advise of their total connected load and individual maximum flow rates (capacity) of appliances. We suggest you discuss metering pressure requirements with your gas fitter and gas retailer as Tas Gas will only supply metering pressure necessary to accommodate your nominated load requirement unless other specific approval has been given by the Distribution Manager.

For all connections (residential and commercial) Tas Gas will advise in writing the supply pressure and maximum available flow rate (capacity) to be available to you at the outlet of the GMS.

2.4. Ownership and Right of Way Consent

Tas Gas will own all the equipment associated with your connection up to the outlet of the GMS.

You are also required to maintain safe and unobstructed access to the meter for meter reading and maintenance purposes to Tas Gas and its agents and contractors at all times. Failure to provide such access may involve the withdrawal of your gas supply until such times as appropriate access is reinstated.

You agree to provide and to ensure ongoing access to and from your land and the meter, to enable Tas Gas to comply with its obligations and for the protection of the installation and future management of the service and the meter. Tas Gas reserves the right to require you at any time to provide Tas Gas with a formal legal right granting such access, such as an easement, at your cost.

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, Tas Gas 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

For further information refer to *Ownership Policy* (BMSDOC-18-489) on www.tasgasnetworks.com.au.

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2.5. Trenching

Tas Gas, or its contractor, may need to install a small trench on your land for the installation of your service.

Tas Gas will take all reasonable care to minimise any inconvenience and disturbance to your property and will reinstate the land, as reasonably practicable, to pre-existing conditions.

Tas Gas 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.

Tas Gas will complete temporary restorations to paved areas, driveways and footpaths, but it is the customer's responsibility and cost to complete any permanent concrete, stone, tiled or paved restorations.

You will also be required on the CCR form to indicate any impediments or obstructions along the proposed route of the Service Pipe that may impact on the cost of the Service Pipe installation, e.g. steep banks or retaining walls, cliff faces, culverts or creeks, large concrete areas or presence of rock.

2.6. Gas Measurement Systems Unit

Gas Measurement Systems (GMS's) are usually located on the front or side of a building in residential situations or, in the case of a large commercial/industrial customer, in a separate purpose built compound or enclosure.

Regulatory and safety constraints mean the GMS located on the front or side of buildings may only be installed in certain positions. Tas Gas procedures and policies detail the specific requirements for meter locations.

For residential premises, the required GMS location is usually on the front of the building, or at the side if it is no more than 2 metres from a front corner. This may also be subject to some adjustment to ensure the following specific distances and installation information are maintained:

- 1 m from any opening window.
- 0.5 m from any permanently connected electrical appliance or switchboard or metering board.
- 0.6 m from any earthing stake.
- 1 m from any door.
- Cannot be installed in contravention of the Building Code of Australia. Areas of concern include fire exits, under stairwells, within enclosed unventilated area etc.
- Cannot be located in an area that inhibits 24 hour access by Tas Gas for means of safe operation and maintenance (i.e. behind locked gates or fences).
- The **maximum gas service pipe length** is 25 m (unless as otherwise agreed as per the CIWIP).

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- Any enclosure utilised to secure GMS units must be of a type approved by Tas Gas Asset Manager. Charges for these units are indicated in the CIWIP. No unapproved Tas Gas lock may be used to secure a meter enclosure installation.
- Cannot be located in hazardous areas.
- Cannot be installed with internal meters.
- Specific height above ground level.

In addition, Tas Gas will not install GMS's in any inaccessible location, or behind any fence that is locked or installed to contain animals.

Tas Gas prefers to position the GMS in the most cost effective location to meet the above constraints and provide unrestricted access for future meter reading.

Tas Gas will register the location of the meter and its details on the job completion form and gas meter service information for future use by meter readers and other authorised personnel.

2.7. Safety and Maintenance

As with any form of energy, gas needs to be treated with respect to prevent accidents. Please refer to Tas Gas publications on gas safety for further details.

Registered gas fitters must always install gas appliances. The gas fitter on completion of the work should supply both you the customer and Tas Gas with a statutory compliance certificate for the installation. Tas Gas will without notice disconnect any installation whereby a compliance certificate has not been received within 48 hours from the time your installation gas supply was commissioned.

For natural gas emergencies phone **180 2111**.

Tas Gas has a right to access its equipment, without notice, in order to inspect, maintain or alter its configuration. Tas Gas may access the equipment at any time in order to safeguard life, property or the integrity of supply.

2.8. Load Shedding

Load shedding may be required when gas supplies are reduced, curtailed or threatened under emergency conditions

Non-residential consumers are to be classified by the applicant on the CCR form in accordance with the following requirements:

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Load Shedding Classifications

Classification	Description
A	Consumers on interruptible supply contracts
B	Other non-domestic consumers with alternative fuelling facilities
C	Non-essential industrial and commercial consumers where curtailment of gas supply will not affect plant or product
D	Consumers where curtailment of supply could cause product loss
E	Consumers where curtailment of supply could cause plant damage as well as product loss. (Note: In these cases written knowledge of the "shutdown profile", whereby gas supply is gradually reduced, is essential and must accompany the CCR form.)
F	Hospitals, schools, Nursing Homes and important processes such as food processors
G	Small commercial consumers including residential customers.

Note: All residential consumers will be classification G.

Processes and procedures for load shedding under emergencies are contained in *Emergency Response Plan* (BMSDOC-18-676). This plan is available on request for viewing from Tas Gas Launceston office.

2.9. Frequently Asked Questions

Why do I need a gas retailer?

Tas Gas is purely a gas distributor and provides a delivery service transporting natural gas across its networks. Gas retailers purchase the gas and on-sell to customers like you.

Gas retailers are required by legislation to be licensed and must have entered into a Use of System Agreement with Tas Gas before they may supply consumers across Tas Gas' network.

For consumers of less than 5 TJ per annum, Tas Gas will directly contract with and charge gas retailers for use of its network and gas retailers will include the cost of this service in their charges to you the end consumer. In such cases you will receive only one account for your gas supply and your contractual relationship will be with the retailer with whom you have a gas supply agreement.

For consumers above 5 TJ per annum, both Tas Gas and a gas retailer will have separate contracts with you - for further details refer www.tasgasnetworks.com.au.

Should I apply to a Retailer or Tas Gas for a connection?

Tas Gas manages the physical gas connections to its network and requires interaction with the owner of the premises in making connection arrangements.

Before you can be connected however you will need to choose a retailer and enter into a gas supply agreement with them.

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Your retailer can act as your agent in arranging connection with Tas Gas but the CCR application must be signed by you, and you are directly responsible for payment of any connection charges applicable to the connection.

How much will my gas appliances/equipment cost to run?

This will depend of a number of issues such as the MJ/hr rating of the appliance and the amount of time it is operational. We suggest you discuss this aspect with your gas retailer or the appliance supplier/retailer from whom you intend to purchase your appliances/equipment.

How much will it cost to get connected to gas?

Tas Gas requires that ongoing revenue from consumers will provide a commercial return on Tas Gas' connection asset investment and the common network. Where this is not the case Tas Gas may require the consumer to make a contribution to the cost of connection; we will detail any costs in writing once we receive your consumer connection request.

How long will it take to get connected?

This is dependent on the location of your premises relative to the commissioned distribution network but is expected to be 20 business days from application acceptance.

Who will own what on my property?

Tas Gas will own the Service Pipe and the GMS located on your property, and will take maintenance responsibility for these assets. You will be responsible for all equipment past this point (your installation).

2.10. How to Contact Us

Tas Gas Networks
5 Kiln Court
St Leonards TAS 7250

Phone: (03) 6336 9350
1800 770 018 (toll free during normal business hours)

Fax: (03) 6336 9355

Email: connections@tasgas.com.au
www.tasgasnetworks.com.au