Australian Gas Networks
Part of Australian Gas Infrastructure Group

Gas connections

Queensland Builders Information Pack

Version 1. 29 October 2024

This Builder's Information Pack is designed to help provide straight forward advice on applying for new natural gas service connections for residential properties.

It is recommended Builders thoroughly read the information provided to ensure applications are processed efficiently and proposed gas connections meet safety and compliance standards.

This guide applies to residential new build properties only (excludes commercial sites); and is specific to Queensland, noting there are procedural differences from state to state.

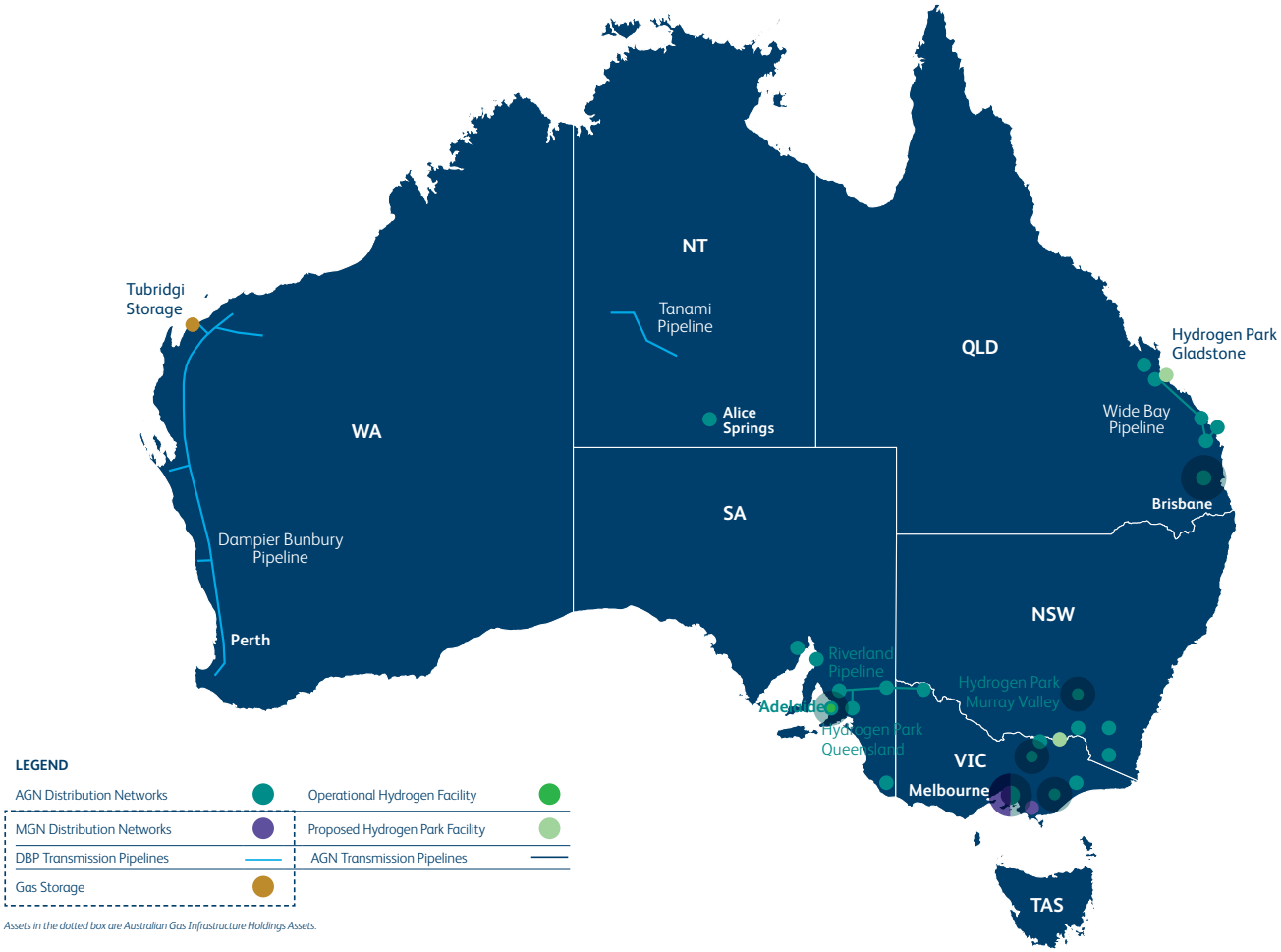
Contents

Introduction
Our gas network

Australian Gas Networks (AGN) owns and operates gas pipelines across Australia.

We are part of the Australian Gas Infrastructure Group. Our gas distribution networks deliver gas to over 1.3 million homes and businesses in Queensland, Victoria, Queensland, New South Wales and the Northern Territory.

Our contractor APA Group operates, maintains and extends the networks. You can find out more about our business at australiangasnetworks.com.au



Assets in the dotted box are Australian Gas Infrastructure Holdings Assets.

Contact Us

AGN and APA are committed to providing you with the best possible service and information.

If you require information in languages other than English, please call the Translating and Interpreter Services (TIS National) on 131 450.

New connections, customer service and general enquiries 1300 001 001

Gas Leaks and Emergencies
1800 GAS-LEAK (1800 427 532)

Email connectionsqld.com.au

Website australiangasnetworks.com.au

Site Readiness Guideline

Preparing your site for a new natural gas connection

Access

The site must allow clear access for field work crews to enter and exit safely to complete their work.

Clean & Clear

Proposed gas service line and meter location must be free from:

- Scaffolding
- Temporary fencing
- Bins and toilets
- Trip hazards
- Construction debris

Our preference is to avoid other trades on-site that may hinder the installation of the service.

Location

The gas meter location must be positioned externally to any building and freely ventilated, avoiding areas where escaping gas may become trapped. The meter location must be accessible at all times to enable isolation, reading and maintenance.

Gas wall meter enclosures to be mounted within the property boundary. Gas lines to be external from wall chases.

Avoid locations where the meter will be a trip hazard, and areas susceptible to interference, vandalism or damage from vehicles.

The meter must be in a compliant position in accordance with AS/NZS 5601 and AS/NZS 4645.

Gas Meter Minimum Clearances

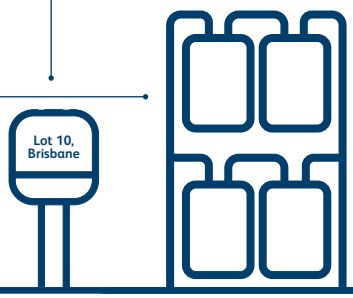
The following clearances must be maintained from any part of the gas meter assembly, including any part of the gas meter box enclosure:

500mm Electricity meter box and electricity poles
500mm Electrical ignition sources
500mm Electrical earthing stake
1000mm Egress, openings (e.g. window, door, garage and vents)
1000mm Stairways
1000mm Driveway where other safe locations are possible
600mm clearance to be maintained in front of the gas meter box for access

Markings

The site must be clearly labeled with the lot/house number, street and suburb all of which should be visible from the street. Furthermore, the final ground levels should be clearly indicated on-site so the depth of cover for gas lines can be achieved.

For multi-dwelling installations where a manifold (meter bracket) is used, each outlet must be clearly labelled with the unit number for ease of identification for meter installation, isolation, reading and maintenance.



Getting connected

Meeting the criteria for site readiness helps avoid delays, improves efficiency and fosters a safer working environment. It minimises the risk of delaying your gas connection as well as others scheduling work on site.

01.

Lodge your request for natural gas.

When building in a new estate, we recommend you provide a minimum of 6 weeks' notice from the gas required date.
When building in an established area, gas installations are subject to council permits, therefore we recommend you provide 3 to 6 months' notice.

02.

Site inspection and scheduling

A site readiness assessment will be completed by APA. As part of the assessment you may be required to send site-ready photos to the assigned APA Contractor. Once the site is deemed as ready, we aim to schedule the gas service line within 20 business days.

Initiating a natural gas Service Connection Request (SCR)

1. Verify natural gas is available to your location.
You can contact APA New Connections on 1300 001 001 (option 3) to confirm gas availability and gas pressure.

2. For knock down rebuild or redevelopment sites, ensure previous gas lines have been abolished.
See page 7 for further direction.

3. Initiate a gas Service Connection Request (SCR).
To initiate a gas Service Connection Request (SCR), you can either phone APA New Connections on 1300 001 001 or contact your preferred gas energy retailer. The gas service line connects natural gas from a gas main in the street to a delivery point on the property where the gas meter will be located.

Note: For a smoother process, we recommend delaying the request for a gas meter (Meter Fix) via the energy retailer until the build stage is ready (see step 6).

**See footnote for what information is needed when lodging an SCR.*

4. The SCR application undergoes processing:
- Standard installation jobs will be assigned to an APA Contractor along with a work order number; or
- If there is additional assessment or non-standard capital works required (e.g. a gas main extension), the builder will be notified and a quote will be provided if a financial contribution is required. In these instances payment will be required before work proceeds.

5. A site readiness assessment will be completed by the assigned contractor.
If there are matters preventing the installation of your gas service line you will be asked to rectify the issue and report completion. As part of the assessment you may be required to send site-ready photos to the assigned contractor. Once the site is deemed ready, we aim to schedule the work within 20 business days. You can liaise directly with the contractor if any changes to the time line are required.

6. Request a gas meter (Meter Fix).
A gas meter must be requested via an energy retailer and linked to a gas billing account. Ideally this step should be undertaken after the gas service line is installed and the site is ready for a gas meter.

Note: If you raise the SCR and Meter Fix simultaneously, the Meter Fix will be placed ON HOLD, since the site is not ready. It is the builders responsibility to call APA on 1300 001 001 to release the Meter Fix (allow 5 business days). See page 6 for FAQ.

Details needed for placing a gas order:

- **Site address**
  (ensure the site is clearly labeled and visible from the street so we can find you).
- **Builder Contact Details**
  Company name, contact name, phone number and email address for person administering the connection request. Homeowner details are optional.
- **Gas fitter details**
  Contact name, phone number and plumbing licence number.
- **Gas required date**
  (estimate if unsure).
- **Gas appliances being installed**
  (this helps us verify the gas meter size and capacity requirements).

Gas Meter Installation
Frequently Asked Questions

When to apply for a gas meter

The best time to order a gas meter (Meter Fix) is after the gas service line is installed by APA. Before placing the order ensure the site is ready for a meter to be connected (for example, make sure there are no open weep holes or expansion joints near the meter location and APA has clear site access to install the meter). There is no requirement for your consumer pipework or appliances to be installed at this time.

Pre-orders via energy retailer

Some builders raise a Meter Fix at the same time as the initial Service Connection Request (SCR). Since the site is not yet prepared for a gas meter at this time, APA will place the Meter Fix order ON HOLD. It is the builder's responsibility to phone APA on 1300 001 001 to confirm when the site is ready to install the gas meter (allow 5 business days' notice).

How to apply for a gas meter

A gas meter must be requested via an energy retailer and linked to a gas billing account. This can be arranged by the builder or resident (home owner or tenant). Importantly, only a small portion of energy retailers can facilitate a first-time natural gas connection. To find out who can help, visit: www.australiangasnetworks.com.au/energyretailer

How long does it take to get a gas meter?

The lead time required to schedule a gas meter installation appointment varies depending on the energy retailer, but typically ranges from 3 to 5 business days.

What occurs once the customer has placed a meter order?

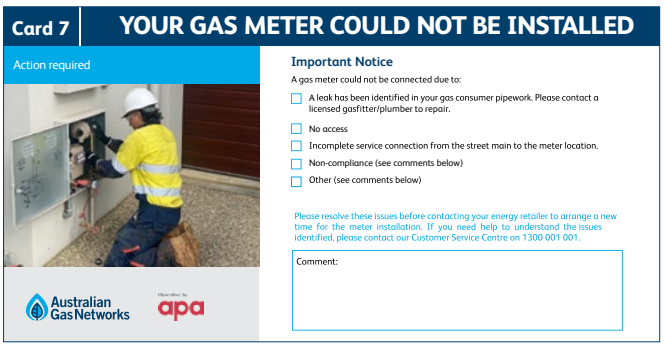
The customer's energy retailer issues a work order to APA Group to install the gas meter.

- If the site is ready, a meter will be installed and disabled with a wad.
- Occasionally, an issue may prevent the installation of the gas meter. Failure notes will be provided to the energy retailer to convey to their customer, and a notification card (as depicted below) will be left at the proposed meter location outlining the problem. Upon resolution of the issue, another appointment must be submitted through the energy retailer to initiate a subsequent site visit to install the meter.

What actions are required after the gas meter is installed?

Attention builders: Following the installation of the gas meter, you will need to arrange your gas fitter to attend site to connect outlet consumer pipework (from the meter to the appliances), remove the meter wad, pressure test consumer pipework and commission any installed gas appliances. The gas will now be connected ready for use.

Example: Card left on site if a meter installation appointment fails:



Gas Abolishment
Eliminating gas supply

To ensure the safety and well-being of contractors working on site and the public, it is important to abolish gas before commencing demolition or major site works such as excavation. Note: This is different from 'disconnection of supply' which can be requested when gas is not required for a period - for example a vacant property.

Abolishment of gas entails the physical removal of the gas meter and gas supply to a property by a technician authorised by Australian Gas Networks or APA Group.

Rupturing a live (operational) gas pipe is hazardous, and may endanger lives or potentially cause significant property damage. Key information is outlined below, and if you have questions we encourage you to get in touch.

In accordance with Workplace Health and Safety Queensland's "Demolition Work Code of Practice" one of the most important elements of pre-demolition planning is the location and disconnection of essential services.

For more information and site considerations when undertaking site demolition, refer to Worksafe Queensland website: https://www.worksafe.qld.gov.au/safety-and-prevention/incidents-and-notifications/demolition-notifications

1. Plan ahead

It is recommend you provide a minimum of eight weeks notice when requesting alteration or removal of gas assets to allow for receipt of council permits. Not sure if a property gas gas assets? Contact APA on 1300 001 001.

2. How to apply

The property owner is required to apply for abolishment of gas through their energy retailer (e.g. AGL, Origin etc). Completion of a form and proof of ownership may be required.

If there is no active gas account, the property owner or Builder can contact APA on 1300 001 001 for further direction.

3. How much will it cost?

Fees vary depending on the energy retailer and what work is required. Standard fees will be advised and administered by the energy retailer.

If any work required is considered non-standard, the energy retailer will initiate a request for APA to facilitate a site inspection, and issue a quote. In these circumstances, payment will be required before work commences.

4. Safety considerations

Make safety your first priority. Wait for the meter removal and gas abolishment to be completed before beginning demolition works.

5. Apply for a new gas connection

When you are prepared, you have the option to arrange a new natural gas connection to your property,

Simply follow the guidelines outlined on page 5.

Preparing your site for gas works

The site must allow clear access for field work crews to safely enter, exit and complete the installation of the gas service line, and the proposed meter location must be compliant.

Site requirements

Check your site is ready in accordance with the Site Readiness Guideline outlined on page 4 and as listed below. Contact the Contractor assigned to your connection if you require further advice.

The gas service line will be excavated from the gas main in street to proposed gas meter location, hence the gas service alignment must be clear of temporary fencing, bins, toilets, scaffolding, tripping hazards and construction debris.

Preparing your site for gas works (continued)

- Final ground levels shall be prepared prior to installation of the gas service line to ensure minimum depth of gas assets are achieved and height is suitable if a garden meter is required. APA will not be responsible for shallow gas pipes if retaining walls or removal of excess soil has occurred after the installation.
- If the gas meter is to be mounted on the wall, it is the builders responsibility to ensure there is no concrete over-pour present below the gas meter box hindering the gas service inlet.
- The gas service line sits 450mm below the final ground level, thus it's advisable to install the storm water system after the gas service line is in place.
- For access and safety reasons, scaffolding must be cleared from the vicinity of the proposed gas service by the agreed construction date.
- Weep holes and expansion joints above or alongside the proposed gas meter location must be sealed to prevent gas from accumulating in the cavity in the event of a future gas leak at the meter.
- Alternative arrangements and or provisions for cement rendered houses needs to be discussed with the gas service layer before installation. Only gas distribution trained representatives are authorised to work on, remove screws from walls supporting the gas infrastructure and or shift the gas asset. Tampering of the gas asset by others is prohibited.
- No part of the inlet service can be located outside the property boundary. If the wall housing the gas meter box is on the property boundary, the inlet service must run under the wall and be installed into the meter box from inside the property boundary. See page 12 for more detail.

Site unacceptable
Concrete overspill and storm water pipes obstructing gas service inlet

Site unacceptable
Expansion joint above meter location

Preparing your site for gas works (continued)

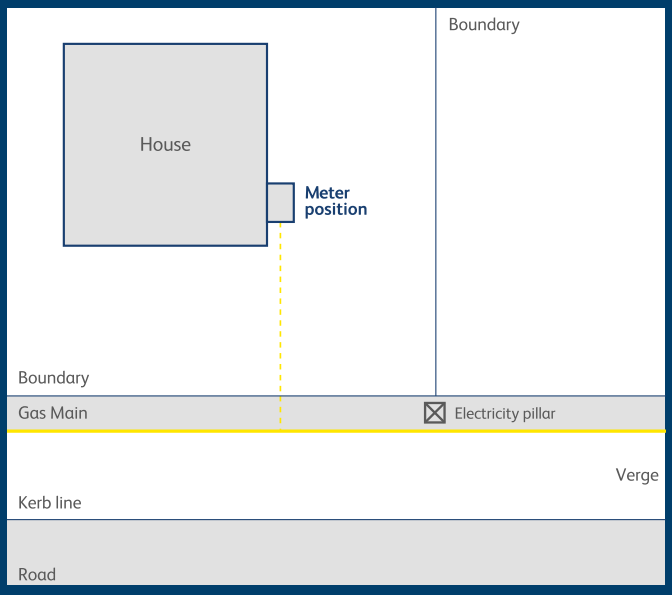
Site unacceptable
Obstructions hindering access and excavation

Site acceptable
Clean, clear and compliant

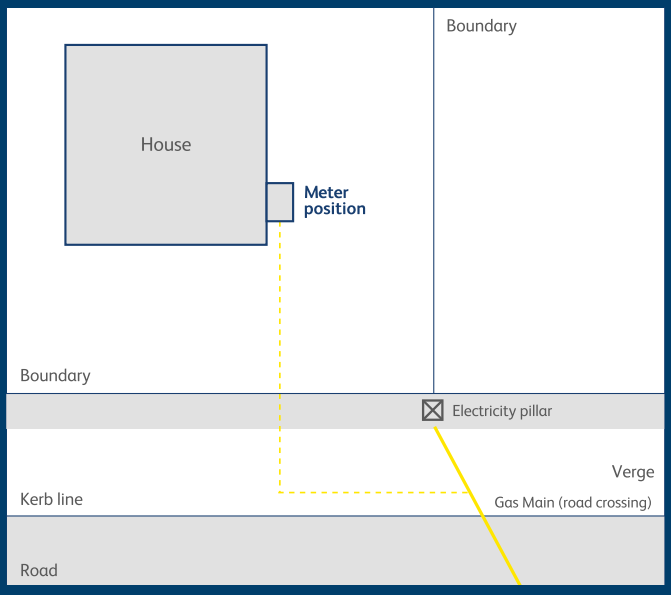
Gas Service Line
Inlet alignment

- If compliant and within construction parameters, the gas service line will be typically by installed along the shortest viable route. However, on occasion, it may run parallel to the boundary before being bought in to the meter location.
- Gas mains may be on either side of the street.
- It's common for the electrical pillar to be positioned between two residential lots. When services are located on the opposite site of the street, a common service trench for power, comms and gas will be installed to the electrical pillar, commonly positioned between two residential lots. The gas inlet will generally follow the curb line until aligned with the meter location.
- The gas service line must not be positioned beneath any structure, including carport or verandah. Additionally, other compliance standards outlined in AS/NZS 5601 are also relevant (of which your gas fitter should be aware).

Option A
Gas Main - same side



Option B
Gas Main - opposite side (road crossing)



Note: Once the gas service line has been installed, a diagram illustrating the route of the service line will be provided inside of the gas meter box for future reference.

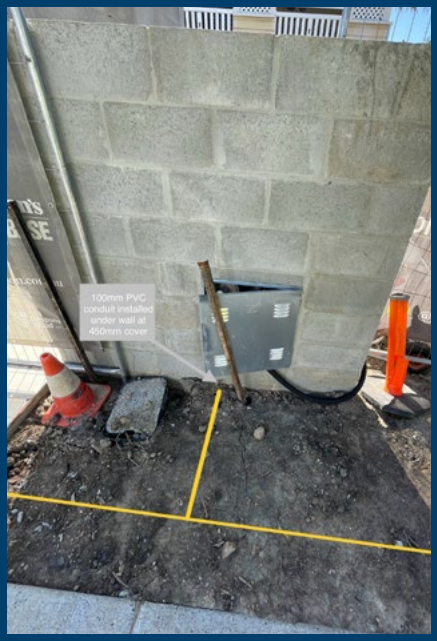
Gas Service Line
Boundary wall meter boxes

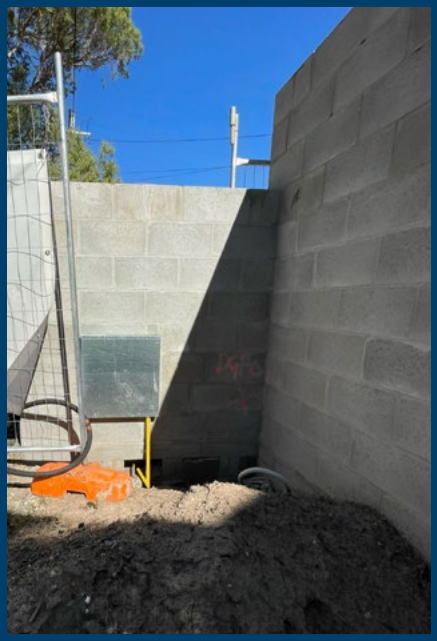
No part of the above-ground gas inlet service is permitted outside the property boundary e.g. in the verge area or inside the cavity of a wall.

For this reason, the gas inlet service needs to run under the wall and be installed into the meter box from the back, inside the property boundary.

100mm PVC conduits must be installed at 450mm cover of depth under the wall for the inlet service, and be accessible. All standard separation from ignition sources and driveways still apply.

Refer to the images below for an example.





Note: Once the gas service line has been installed, a diagram illustrating the route of the service line will be provided inside of the gas meter box for future reference.

Gas Main - Opposite Side (Road Crossing)

It's common for the electrical pillar to be positioned between two residential lots. When services are located on the opposite site of the street, a common service trench for power, comms and gas will be installed to the electrical pillar, commonly positioned between two residential lots. The gas inlet will generally follow the curb line until aligned with the meter location.

Power Supply (electricity)

Gas main line

Gas service line

Service Line Installation

Optional process improvement (gas conduit provision)

Purpose

This Initiative aims to improve control and flexibility for gas service line installations, enabling builders to meet demanding construction schedules while enhancing safety conditions for our contractors amidst multiple trades on site.

Scope

This process improvement is optional. It applies to new domestic dwellings (Class 1) being constructed in Queensland where the natural gas distribution networks in owned by Australian Gas Networks (AGN). Refer to AGN Queensland network map and postcode list [here].

3) Roles & Responsibilities

3.1 Builders

Service request to be submitted at the earliest opportunity (ie. slab stage) to co-ordinate AGN contractor attendance. Special instructions should be added to the order noting conduit is being provided.

Conduits to be laid by the builder during civil works.

Conduits to be white 100mm PVC SDR 11.

Conduit to be laid perpendicular to the property boundary, no elbows nor laid on an angle.

Conduits to be laid 450mm depth from final surface level, and gas warning tape 200mm depth from final surface level.

Minimum of 250mm lateral clearance from other services, and clear access at each end of the conduit to enable gas contractors to safely complete the gas service line installation.

Caps to be used to seal either end of the conduit.

Pegs to be provided on boundary, marked ‘gas conduit’, to notify an AGN contractor on the location of the conduit.

Concreting around the proposed meter location to be deferred until gas service line installation is completed.

Extend the conduit 1m into council property to prevent obstructions such as site toilets or bins from impeding access for AGN contractors.

The gas service installation date needs to be scheduled, ensuring clear access to the conduit and meter position.

Gas meter positioning requirements must still be adhered to (see figure 1 below).

Minimum of 500mm clearance required from any side boundary.

Builder must ensure personnel on site comply with exclusion zones when AGN contractors are commissioning the gas pipe.

When a builder opts to trial laying conduit for gas, builders are to advise APA via email at capitalworksqldnetworks@apa.com.au on the location including lot number and street address, to ensure the APA contractors are made aware of a conduit installation and eliminate the likelihood of it being missed.

For builders opting to introduce this process for the first time, it is recommended advise APA of your first few projects via email at capitalworksqldnetworks@apa.com.au providing the street address (including lot number), so we can ensure the contractor is made aware of a conduit installation and eliminate the likelihood of it being missed.

If conduit laid does not meet above specifications and the conduit is deemed

Service Line Installation

Optional process improvement (gas conduit provision)

3.2 AGN Contractor

Contractor will co-ordinate gas pipe insertion through conduit at brick stage to ensure the meter box is fully supported, or later if the meter is to be freestanding.

Contractor to assess the conduits for compliance to these specifications and assess the meter positioning for compliance.

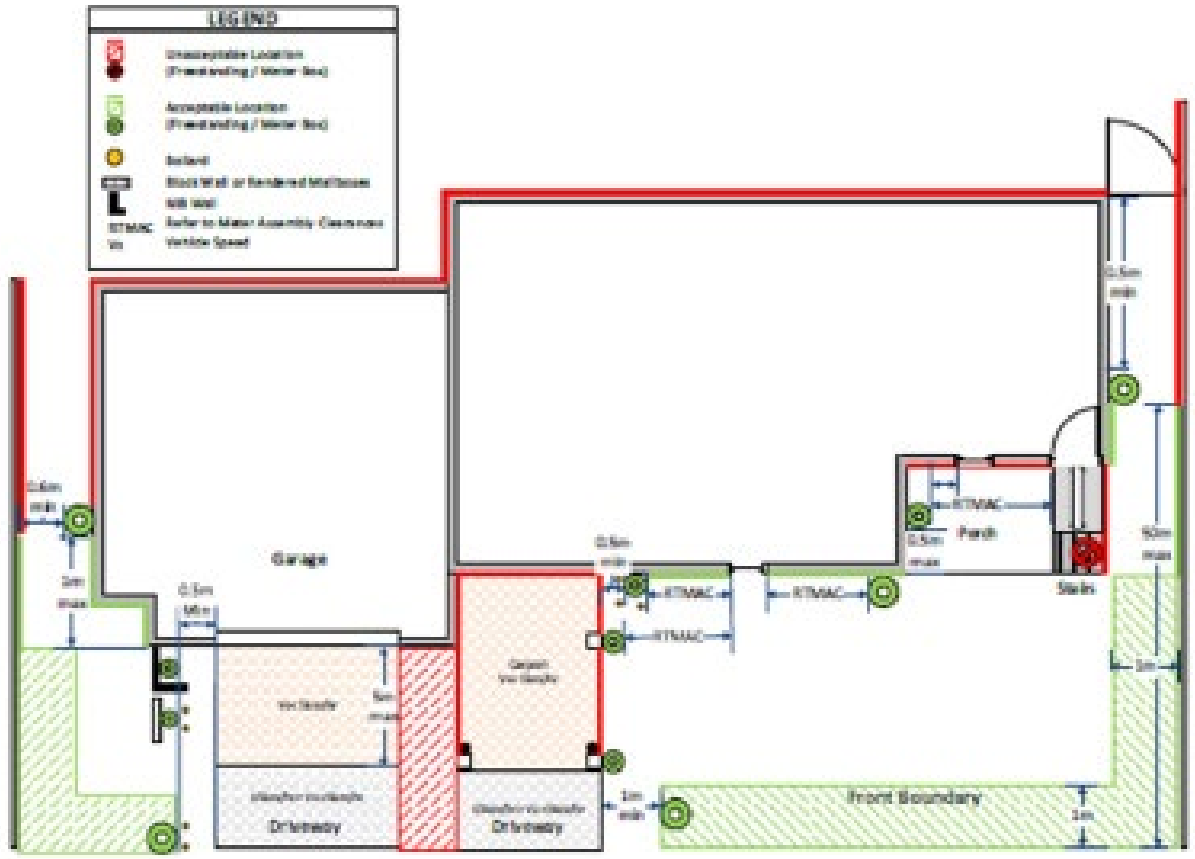
Contractor to insert the compliant conduit, test and prepare for commissioning.

Contractor to discuss with trades present the exclusion zones for the commissioning process.

Inform the trades on site when commissioning is complete.

If the conduit laid fails to meet the specifications or access to the conduit at either end is restricted the contractor is to contact the builder to inform them of the non-compliance and arrange an alternative date to complete the gas service installation.

Figure 1 Acceptable/Unacceptable Domestic Meter Locations

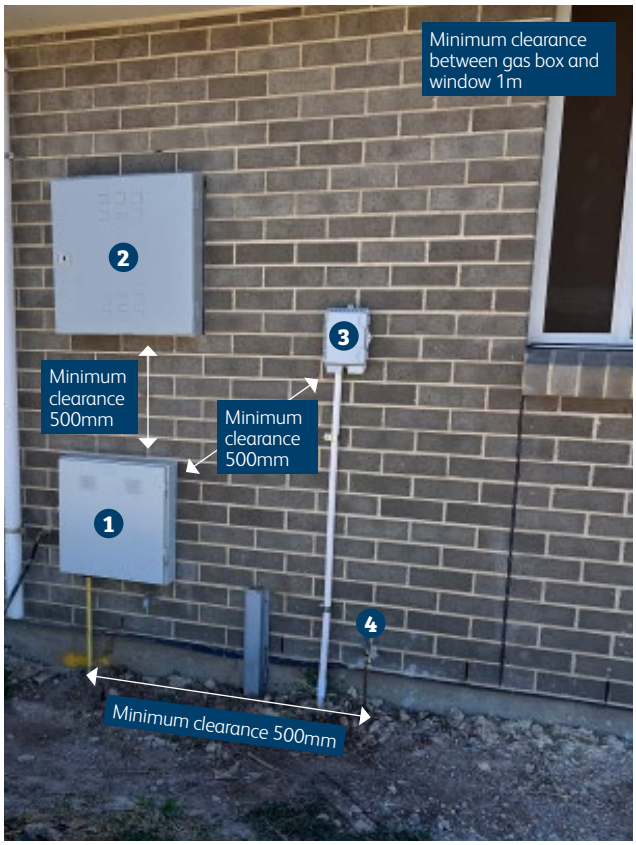


Gas Meter Location

When determining the gas meter location AGN will consider the customer's preference, along with safety regulations and procedures, meter compliance, applicable Standards and site conditions.

If you are unsure your preferred meter location satisfies required guidelines, please contact your AGN Representative or APA New Connections on 1300 001 001 for assistance.

Gas wall box clearance



1. Gas meter box
2. Electrical meter box (500mm clearance)
3. Comms (500mm clearance)
4. Earth stake (500mm clearance)

Site considerations

The following must be taken into account when selecting a gas meter location.
A detailed list of site considerations is tabled in the APA National Meter Assembly Location Procedure 400_PR-QM-0011 (which can be requested from your AGN Representative).

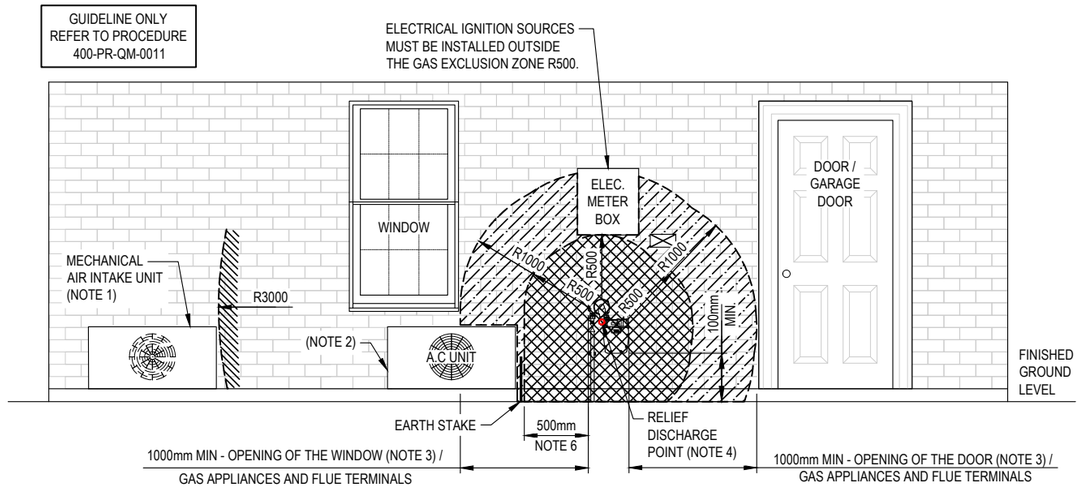
The meter must be:

- Located externally to a building and freely ventilated avoiding areas where escaping gas may become trapped and cannot disperse into the atmosphere in accordance with Australian Standard 4645.1:2018.
- Located where AGN and contractors can safely access the meter at any time to enable installation, isolation, reading and maintenance.
- Located where the meter won't become a trip hazard, and away from areas subject to interference, vandalism or vehicle damage.
- Meter location cannot be within 1000mm of an egress or opening (e.g. operational window, door, garage door, vents and weep-holes).
- Meter location cannot be within 1000mm of driveway where other safe locations are possible. Where this is unavoidable approved bollards must be installed.
- Meter location cannot be within 500mm of electrical ignition sources. Electrical ignition sources are and not limited to electricity meter box, intercom, Foxtel, NBN and similar junction boxes with minimum IP54, power points, photo voltaic (PV) inverters and isolation switch gear, electric motors for water pumps, air compressors, automatic gates, split cycle air conditioners, electrical water heaters and etc.;
- Electrical earthing electrode shall be a minimum 500mm away from inlet riser and gas service lines; Refer to Gas Meter Clearance Guideline on page 14.

Gas Metering Clearance Guideline

ISSUED FOR USE

GUIDELINE ONLY
REFER TO PROCEDURE
400-PR-QM-0011

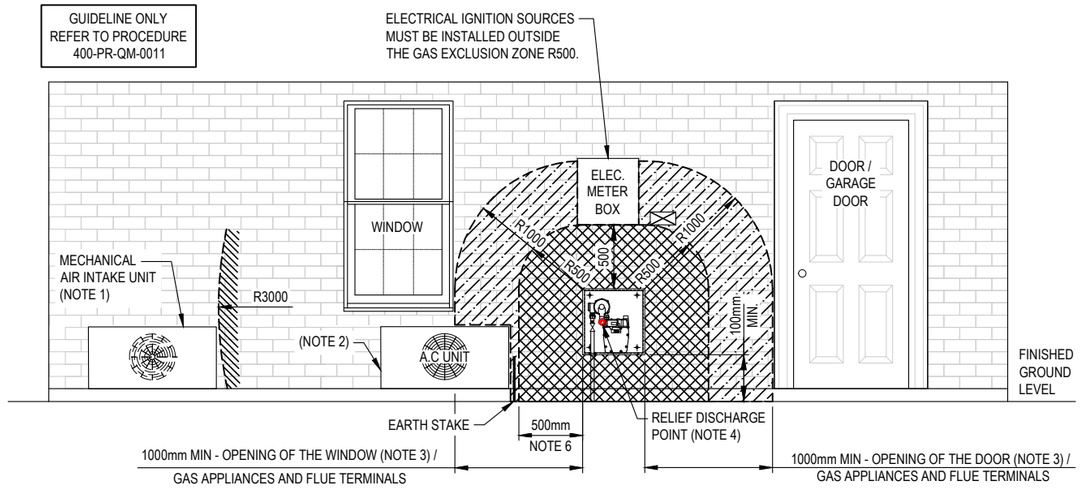


GAS METER EXCLUSION ZONE WITHOUT METER BOX

LEGEND:

- ZONE R500 - ELECTRICAL IGNITION SOURCE (NOTE 2)
- ZONE R1000 - OPENINGS (NOTE 3), GAS APPLIANCES AND FLUE TERMINALS
- ZONE R3000 - MECHANICAL AIR INTAKE (NOTE 1)
- NBN/FOXTEL/TELSTRA

GUIDELINE ONLY
REFER TO PROCEDURE
400-PR-QM-0011



GAS METER EXCLUSION ZONE WITH METER BOX

NOTES:

1. FOR MECHANICAL AIR INLET UNITS, 3.0m MINIMUM FROM RELIEF DISCHARGE POINT CLEARANCE REQUIRED.
2. ELECTRICAL IGNITION SOURCES ARE AND NOT LIMITED TO POWER POINTS, PHOTO VOLTAIC (PV) INVERTERS AND ISOLATION SWITCH GEAR, ELECTRIC MOTORS FOR WATER PUMPS, AIR COMPRESSORS, AUTOMATIC GATES ETC, SPLIT CYCLE AIR CONDITIONERS AND ELECTRICAL WATER HEATERS - ZONE R500.
3. OPENINGS INCLUDES DOORS, WINDOWS, VENTS, AIR INTAKES, SUBFLOORING OPENINGS AND WEEPHOLES OR ANY OTHER OPENING INTO A BUILDING WHERE GAS CAN ACCUMULATE - ZONE R1000. (5)
4. THE RELIEF / VENT POSITION & ORIENTATION MUST BE CONSIDERED PRIOR TO INSTALLATION, REFER TO PROCEDURE 400-PR-QM-0011 FOR CLEARANCE REQUIREMENTS.
5. 1.0m CLEARANCE FROM DRIVEWAYS UNLESS AUTHORISED BY AN APA REPRESENTATIVE.
6. ELECTRICAL EARTHING ELECTRODE SHALL BE A MINIMUM 500mm AWAY FROM INLET RISER, SERVICE LINES AND GAS METER BOX. SEPARATION DISTANCES ARE NOT REQUIRED WHERE GAS METER IS BONDED TO EARTH.
7. FOR HERITAGE LISTED LOCATIONS, METERS AND ASSOCIATED PROTECTION MUST ONLY BE INSTALLED IN ACCORDANCE WITH EITHER A HERITAGE APPROVAL OR HERITAGE EXEMPTION - NOTE AND COMPLY WITH ALL RELEVANT CONDITIONS.

REV	REVISION	DATE	DRW	DES	CHK	APP
5	NOTE 3 AMENDED. DWG NUMBER WAS 400-100-DWG-A-0001	28/04/22	D.S	A.E	A.P	M.G
4	ISSUED FOR USE - TITLEBLOCK & NOTES UPDATED	29/10/21	J.B	B.T	-	M.G
3	NOTES AND LEGEND AMENDED	12/04/24	J.B	S.F	-	M.G
2	REFER TO PROCEDURE 400-PR-QM-0011	21/08/18	J.B	S.F	-	S.S
1	PROCEDURE 5612 (ISSUE 6) AMENDED/SUPERSEDES SK-0079 E	12/07/17	J.B	S.F	-	S.S

Australian Gas Networks — operated by apa

	NAME	DATE
DRAWN	J.BAQUERO	12/07/17
DESIGNED	S.FARIVAR	12/07/17
CHECKED		
APPROVED	S.SLOBODIAN	12/07/17

APA NETWORKS NATIONAL STANDARD

DOMESTIC GAS METER
NATURAL GAS
INSTALLATION REQUIREMENTS

A3	SCALE	PROJECT No	MAXIMO No	SHEET	DRG No	REV
	NTS			1 OF 1	400-DWG-A-0001 (5)	5

Gas Meter Manifolds

Multi dwellings

Please email the connections team (connectionsqld@apa.com.au) when applying for new gas connections within Community title developments, a site plan with clearly marked meter locations is required to adequately assess proposed meter locations.

Gas meters for these developments are preferred to be located at the front boundary on manifolds supplied and installed by AGIG contractors, gas outlets installed to the manifold location need to be clearly labelled to ensure the correct outlet is connected to the correct meter.

If meters are approved to be installed on individual dwellings trenching will need to be supplied by the owner/builder.

Gas Meter Protection

Bollards

Bollards may be required to provide vehicular protection to the meter installation. They are to be utilised as a last resort option after all alternative locations have been investigated.

Gas Meter Protection

If gas meter assembly protection is necessary, requirements for bollard or railing shall be determined by APA or AGN based on site conditions, and in consultation with the person or company requesting the connection.

Meter protection shall be in place prior to the gas meter installation.

Example of meter compliance achieved with bollards:

Reinstatement of Property

While due care will be taken during the gas connection process, no reinstatement will be undertaken on private property with exception of backfilling trenches. All other surfaces will be reinstated as near as possible to the existing surface conditions unless otherwise agreed with the applicant / customer.

For reinstatements in road reserves the following applies:

Any surfaces that require excavation to facilitate the gas connection will be temporarily or permanently reinstated on the day. If Australian Gas Networks is responsible for the permanent reinstatement, a crew will return to perform the permanent reinstatement/s within the below time frames.

Temporary repairs

Temporary repairs to disrupted areas are generally completed immediately after works have concluded. Any debris and/or excess soil will be cleared from the site as soon as practically possible. All excavations will be filled and any hard surfaces (concrete, bitumen, paving, etc.) will be temporarily reinstated.

Soft surfaces

Our Service Provider will normally complete permanent reinstatement of soft surfaces (such as lawns and gardens) immediately after works have concluded. In instances where this is not possible, please allow 2 weeks for completion of outstanding reinstatement works.

Hard surfaces

Our Service Provider will return within 2 weeks of completing the gas service line to permanently reinstate any hard surfaces on public land of concrete, asphalt, etc. Please note that while all attempts will be made to reinstate hard surfaces to resemble the original product, there will usually be colour variations in the final surface (due to age).

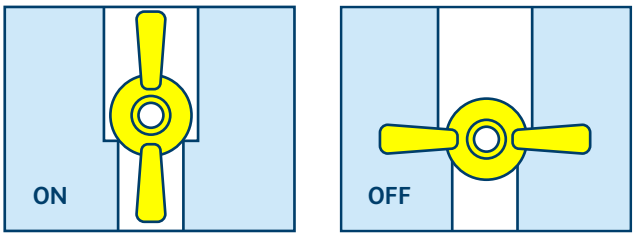
Gas leaks and emergencies

What to do if you smell gas

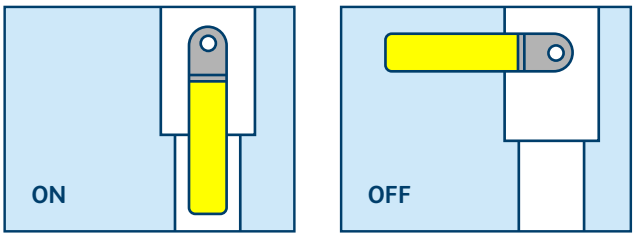
- If you smell gas in the street or on your property, you should cawll the **Gas Leaks and Emergency Hotline on 1800 GAS LEAK (1800 427 532)** to locate and repair the leak.
- If the leak is on your property or on the appliance itself, you should turn off your gas supply at the meter (see diagram below).
- Open all doors and windows to ventilate your home and contact a licensed gas fitter. Remember, any person undertaking work involving gas must be appropriately licensed.

Turn off gas supply at the meter

Butterfly valve



Handle



Before You Dig Australia

Before You Dig Australia (BYDA), formerly known as 'Dial Before you Dig' is a free national service that can assist you locate gas, electricity, water and communications infrastructure in your area.

Builders and trade professionals are strongly encouraged to consult with BYDA prior to starting excavation and building projects to avoid damage and disruption to essential services.

It is your responsibility to ensure all underground assets are located by hand or hydro excavation prior to machine excavation.

byda.com.au

We're here to help.

If you have further questions.

General Enquiries
Call: 1300 001 001

Gas Leaks & Emergencies
Call: 1800 427 532 anytime.

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Post

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Australian Gas Networks
Part of Australian Gas Infrastructure Group