Australian Gas Networks
Part of Australian Gas Infrastructure Group

Gas connections

Victoria Builders Information Pack

Version 1.1 March 2025

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 Victoria, noting there are procedural differences from state to state.

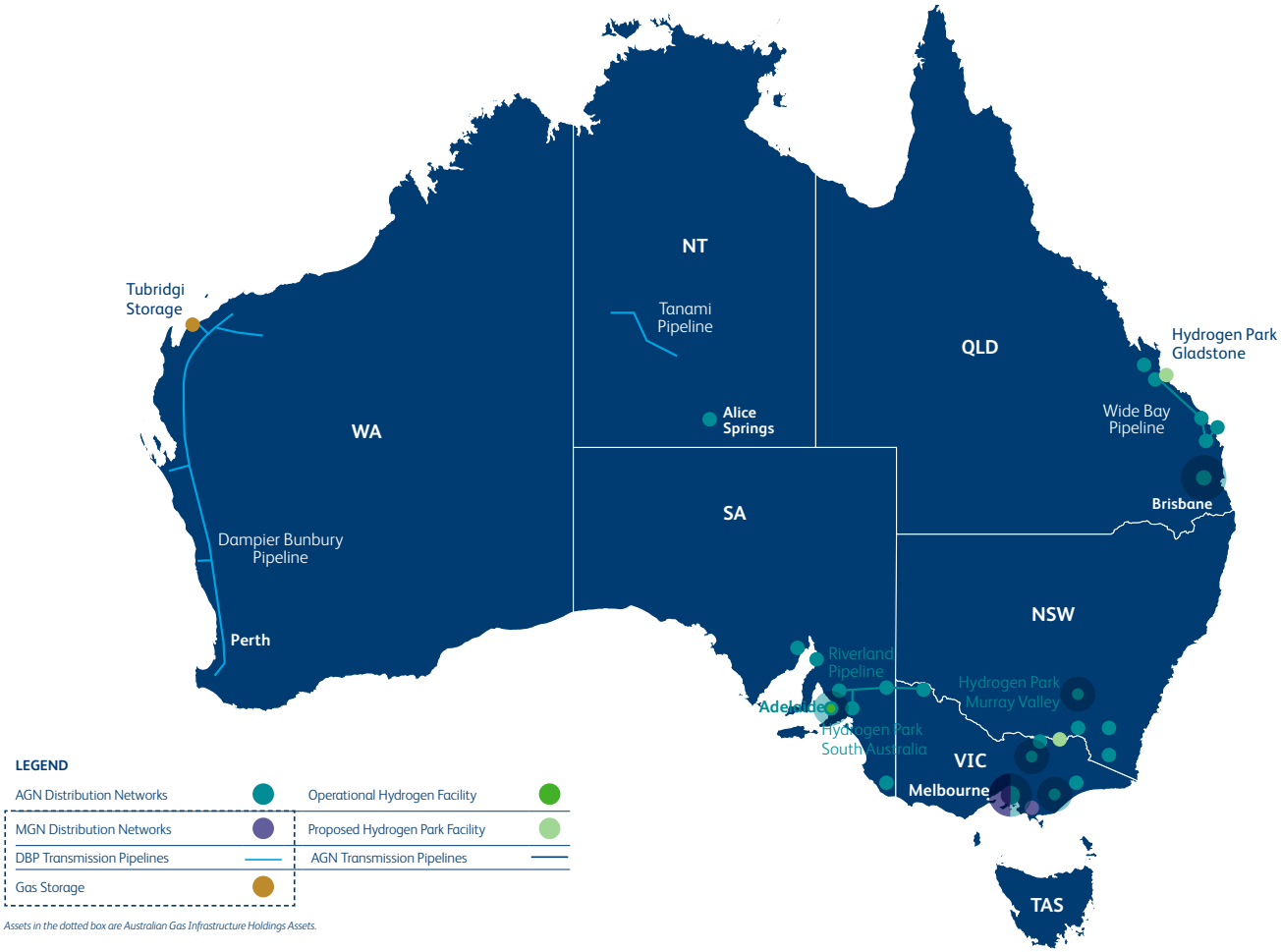
Contents

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 South Australia, 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 connectionssa@apa.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:

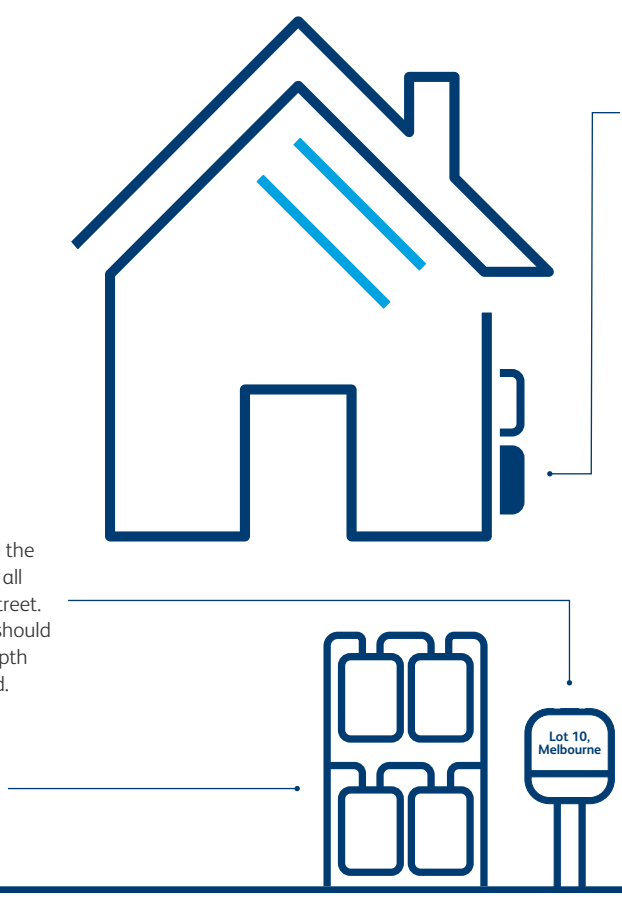
- Scaffolding
- Temporary fencing
- Bins and toilets
- Trip hazards
- Construction debris

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

Markings

The site must be clearly labelled 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, a metal tag with the unit/house number engraved on it must be permanently attached to the fitting line using a secure metal wire.



Location

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

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

500mm Electricity meter box
500mm Electricity poles
500mm Electrical ignition sources
500mm Electrical earthing stake
1000mm Egress, openings (e.g. window, door, garage and vents)
1000mm Driveway where other safe locations are possible
1000mm Stairways
3000mm Mechanical air inlet

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. Once the site is ready:

1. Lodge your request for natural gas

When building in a new estate or a standard domestic connection, we recommend you provide a minimum of 4 weeks' notice from the gas required date. For more complex connections, including but not limited to commercial sites and blocks on arterial or major roads, we recommend you provide 3 to 6 months' notice.

2. Site Inspection and scheduling

Once we receive your gas connection request, we will schedule a site inspection to verify your site is ready for the service line installation. Once the site is deemed ready, we aim to complete the service installation within 20 business days. However, if the installation crew finds that the site conditions have changed and no longer meet the required standards, the connection will be rescheduled for 20 business days after the site is confirmed as ready.

Natural Gas Service Connection Request (SCR)

Gas connection Charge Notice:

Effective 1 January 2025, a gas connection charge in Victoria (approx. $1700) will apply to new connections. This fee is subject to change and may vary depending on site-specific conditions. For further details visit australiangasnetworks.com.au/scr-new

1. Verify natural gas is available to your location.
In Victoria, if a new construction project requires a Planning Permit and the permit was not secured before 1 January 2024, the property will not be eligible for a natural gas connection. This restriction does not apply if your project only requires a Building Permit (and not a Planning Permit), meaning you can still access natural gas in that case.
If you're unsure, please phone 1300 001 001. We're happy to assist in verifying whether your property has access to natural gas and to confirm the gas pressure for your specific location.

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

3. Submit a new gas service connection request (SCR)
A gas service connection request (SCR) must be lodged via an energy retailer. Importantly, only a small portion of energy retailers can facilitate a first-time natural gas connection. For a list of energy retailers in your area, visit australiangasnetworks.com.au/energyretailer
Lodge the SCR application with sufficient lead time.
For a standard domestic connection we recommend a minimum of 4 weeks' notice from the gas required date.
For more complex connections, including but not limited to commercial sites and blocks on arterial or major roads, we recommend you provide 3 to 6 months' notice.

**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; or
- If there is additional assessment or non-standard capital works required (e.g. a gas main extension), the builder will be notified and if a financial contribution is required a quote will be provided. In these instances payment will be required before work proceeds.

5. A site readiness assessment will be completed
If your site is deemed as ready (refer to site readiness checklist on page 3), we aim to lay your service within 20 business days. If there are matters preventing the installation of your gas service line you will be asked to rectify the issue and report completion. Once the site is deemed ready, the assigned APA Contractor will schedule the work.

6. Once the gas service line has been installed, the site is ready for a gas meter
See page 6 "Gas Meter Installation".

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

Once the gas service line is installed, the site is ready for a meter to be connected. The preference is to apply for a gas meter after the gas service line has been installed. There is no requirement for consumer pipework or appliances to be installed at this time.

How to apply for a gas meter

To apply for a gas meter (commonly referred to as a meter fix) the request must be lodged with a gas energy retailer*, and linked to a gas billing account. While homeowners (or tenants in rental properties) often handle complete the application, the plumber or builder can also manage this and transfer it to the resident on handover.

When requesting a meter fix, the plumber's licence number and a gas Compliance Certificate number (commonly referred to as a C.O.C.) must be provided to the energy retailer.

*Important Note: Only a limited number of energy retailers can facilitate first-time natural gas connections. For more information, visit our website to view a list of energy retailers by location:
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?

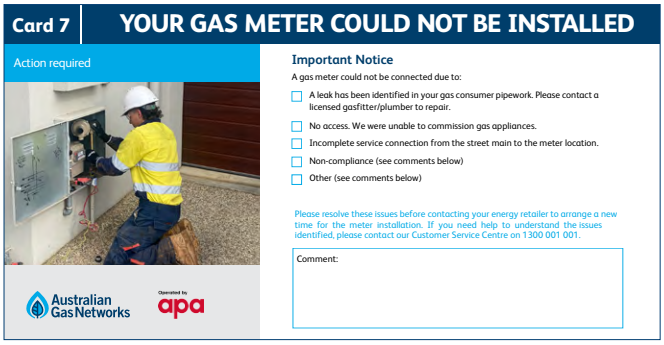
The customer's energy retailer issues a work order to APA Group to install the gas meter.

- 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: After the gas meter has been installed, you must arrange for your plumber or gas fitter to visit the site to connect the outlet consumer pipework (from the meter to the appliances), remove the wad and commission any installed gas appliances. Once this is completed, the gas appliances will be ready to 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.

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 Victoria, once gas is abolished from a site, and the new construction project requires a Planning Permit which was not secured before 1 January 2024, the property will not be eligible for reconnection of a natural gas supply. This restriction does not apply if your project only requires a Building Permit (which is different to a Planning Permit), and the property would be eligible to reconnect natural gas. If in doubt, please phone **1300 001 001**. We're happy to verify if your property has access to natural gas and confirm the gas pressure at that location.

1. Plan ahead

It is recommended you provide a minimum of 4 weeks notice when requesting alteration or removal of gas assets. Not sure if a property has 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?

While the fee for a standard disconnection is approximately $220 as at October 2024, the fees can vary depending on the energy retailer involved. 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.

Trenching 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 finished surface level for the site must be determined prior to work commencing to ensure the required trench depth is achieved.

- Minimum depth of cover should be 450mm inside private property.
- Minimum horizontal clearance when running parallel to other assets is 250mm.
- No other assets shall be installed above or below the gas service without APA approval.
- APA reserves the right to request open trenches to be provided by the owner or builder along the gas service alignment if machinery access for trenching is unavailable, such as is steep terrain, rocky areas, or where significant flora exists.

Site acceptable
Clean, clear and compliant

Site unacceptable
Obstructions hindering access and excavation

Site requirements

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.

- 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 location 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.

Site unacceptable
Concrete overspill and storm water pipes in the way

Gas Service Line
New residential estates

Service Line Guideline

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

The gas meter location must be determined before the service line (inlet) route can be planned. The gas meter location will be determined by APA during site visits, with consideration to the following:

- Site layout, ground conditions, and property boundary
- Accessibility of meter location
- Meter clearance requirements e.g. distance from driveway, doors, windows. See page 1 for detailed list and drawing

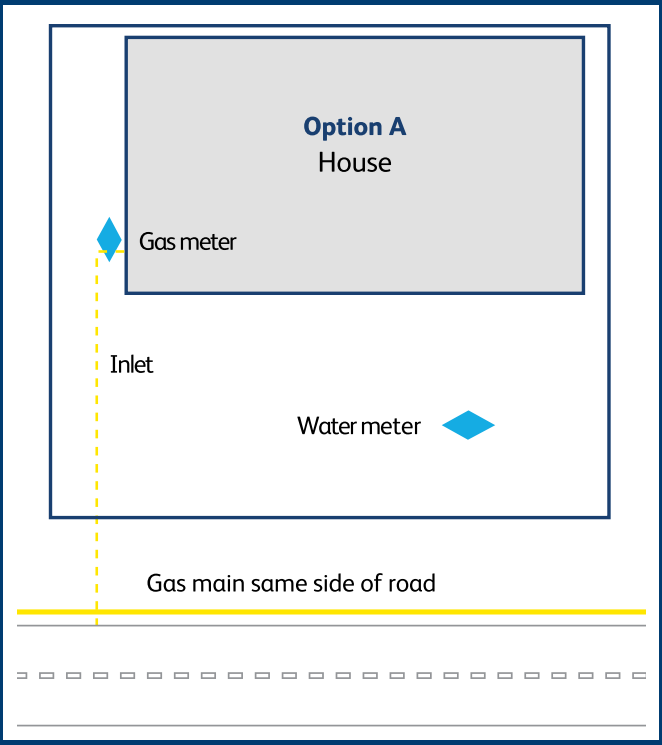
Where practicable, the gas meter will be located within one (1) meter of the corner of the building, as shown in illustration Option A. The service line route to be established as a straight line between the tapping point and the meter.

Where this is not practicable, in some instances, the service line may be laid as shown in Option B. Note: The service shall only be offset at approximately 45 degrees from midway point of the block width. Where ground conditions do not allow, the meter location will be at the property boundary.

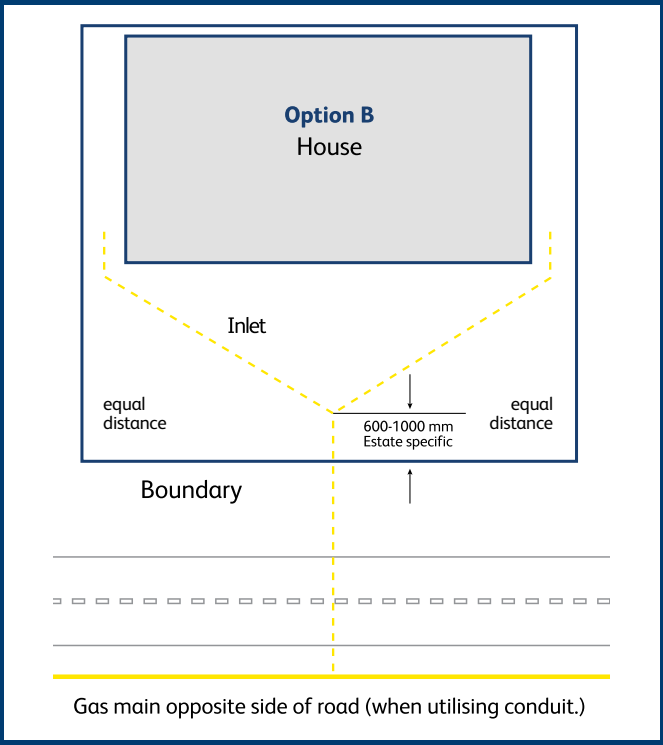
The gas meter must be readily accessible for ease of maintenance, meter reading and emergencies. The meter will need to be located at the front boundary if access to property is restricted.

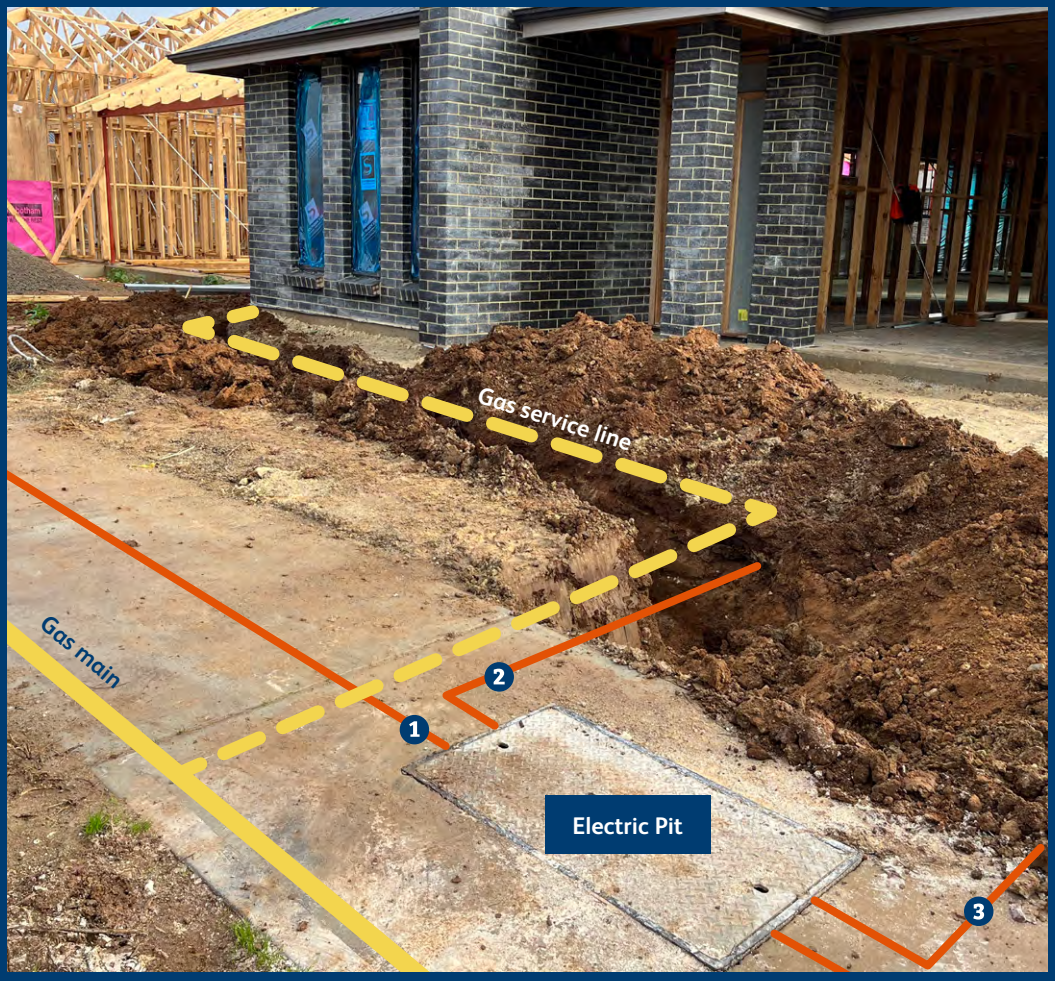
The gas service line must not be positioned beneath any structure, including carport or verandah. Additionally, other compliance standards outlined in AS/NZS 5601 are also relevant (of which your gas fitter should be aware). Where meter location is along or near driveway, bollards may be required. Bollards are to be installed only as a last resort after all alternative meter locations have been investigated.

Option A
Leg installed on same side of the gas meter



Option B
Leg installed on opposite side of the gas meter





Power Supply (electricity)

Gas main line

Gas service line

① Electricity

② Electricity feed - Lot 1

③ Electricity feed - Lot 2

If you require any additional information or advice, please contact your APA or AGN representative or APA New Connections on **1300 001 001** (option 2).

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.

National Meter Assembly Location Procedure

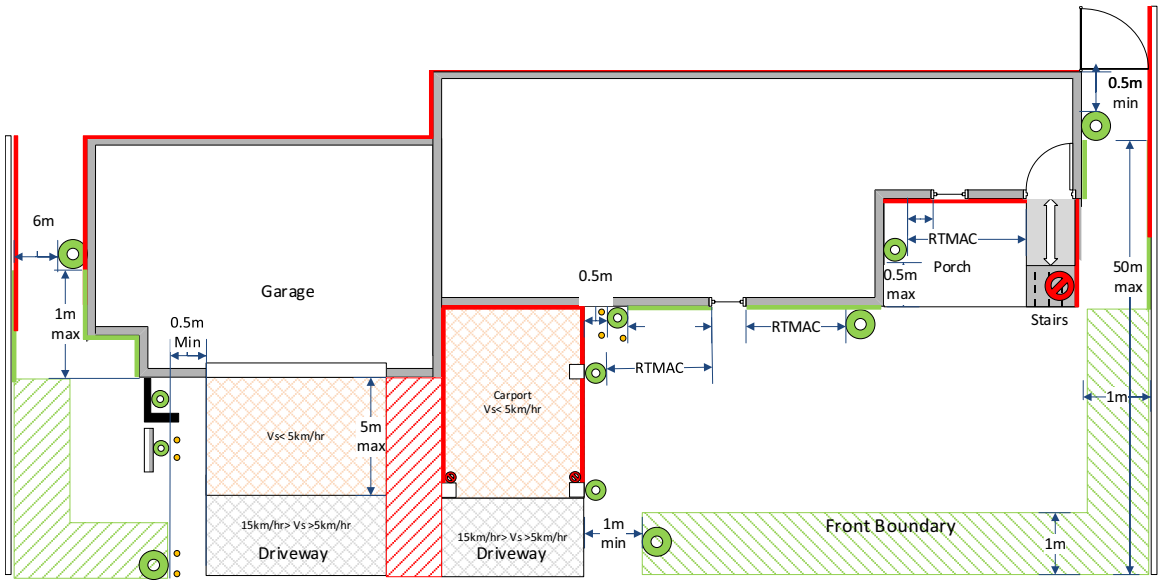
- Unacceptable Location (Freestanding/Meter Box)
- Acceptable Location (Freestanding/Meter Box)
- Bollard
- Block Wall or Rendered Mailboxes
- NIB Wall
- RTMAC Vs — Refer to Meter Assembly Clearances Vehicle Speed

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 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 13.

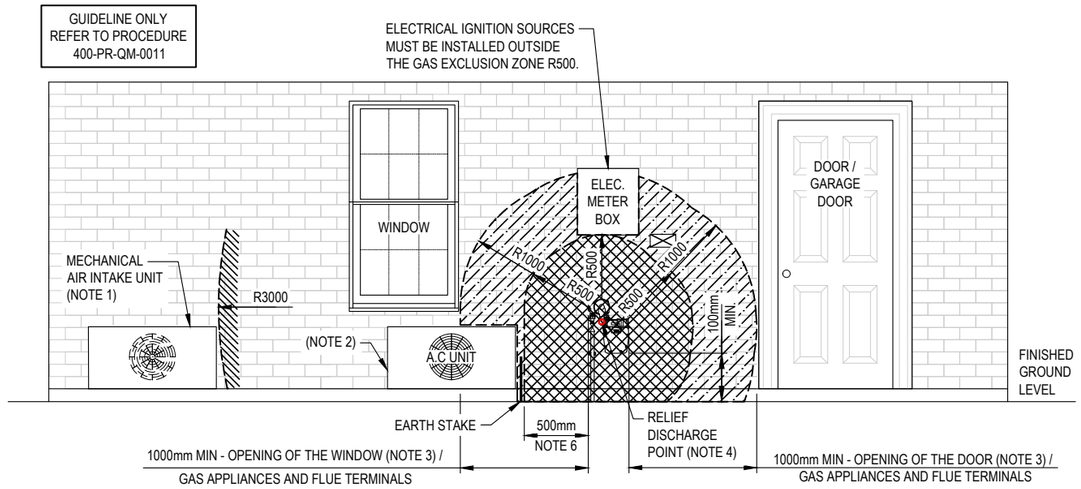


Acceptable / Unacceptable Domestic Meter Locations

Gas Metering Clearance Guideline

ISSUED FOR USE

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

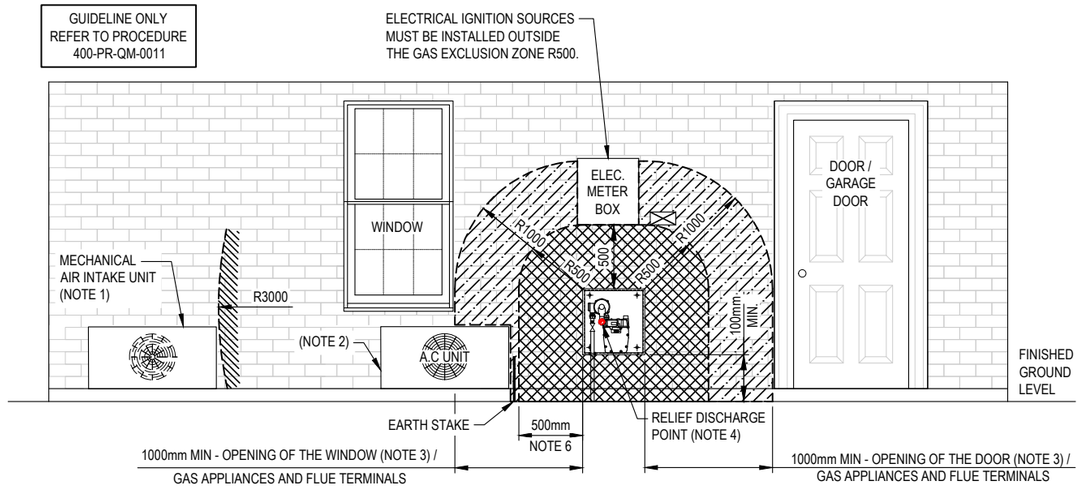


GAS METER EXCLUSION ZONE WITHOUT METER BOX

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

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 APA contractors. For multi-dwelling installations, a meter tag with the unit/house number engraved on it must be permanently attached to the fitting line using a secure meter wire.

If meters are requested for individual dwellings, a site plan clearly marking both the meter location and the proposed trenching to site boundary is required for assessment by APA. If approved, the 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.

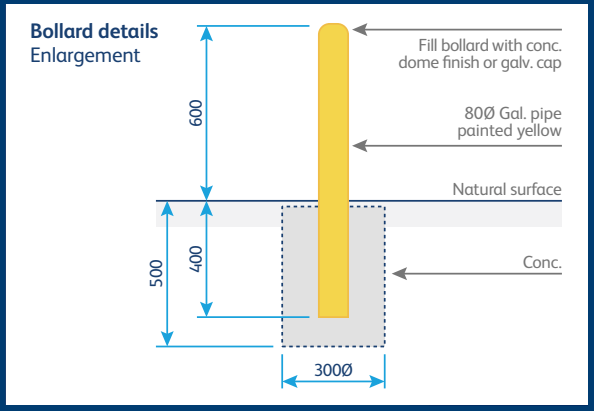
Gas Meter Protection

If gas meter clearance requirements cannot be achieved and protection for the gas meter assembly is necessary, the requirements for bollard or railing shall be determined by APA or AGN based on site conditions, in consultation with the person or company requesting the connection. This option should only be considered as a last resort after all alternative meter locations have been explored.

For residential properties, the typical bollard requirements are detailed below. However, unique property conditions - such as the presence of commercial vehicles - may necessitate more robust protection.

- Post dimensions: 80mm (outside diameter), 5mm (wall thickness) x 1000mm (length)
- Composition: Galv zinc coated mild steel filled with concrete
- Weight: 11kg
- Installation: Sub-surface mounted, concrete footing
    - 1000mm (length) (600mm above ground, 400mm in ground)
    - 300mm diameter bore, 500mm deep

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



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).

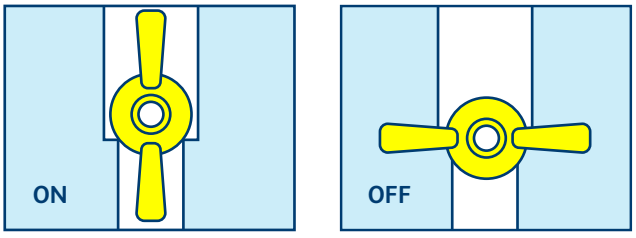
Gas leaks and emergencies

What to do if you smell gas

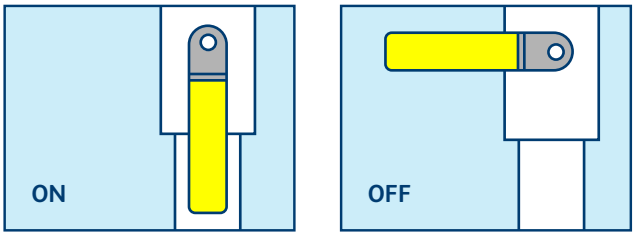
- If you smell gas in the street or on your property, you should call the Gas Leaks and Emergency Hotline on 1800 GAS LEAK (1800 427 532) to locate and repair the leak.
- If the leak is on your property or on the appliance itself, you should turn off your gas supply at the meter (see diagram below).
- 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.

australiangasnetworks.com.au
agig.com.au

Post

AGN
Level 6, 400 King William Street,
Adelaide SA 5000

australiangasnetworks.com.au

Australian Gas Networks
Part of Australian Gas Infrastructure Group