Australian Gas Networks
Part of Australian Gas Infrastructure Group

Gas connections

South Australia Builders Information Pack

Version 1. 14 March 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 South Australia, noting there are procedural differences from state to state.

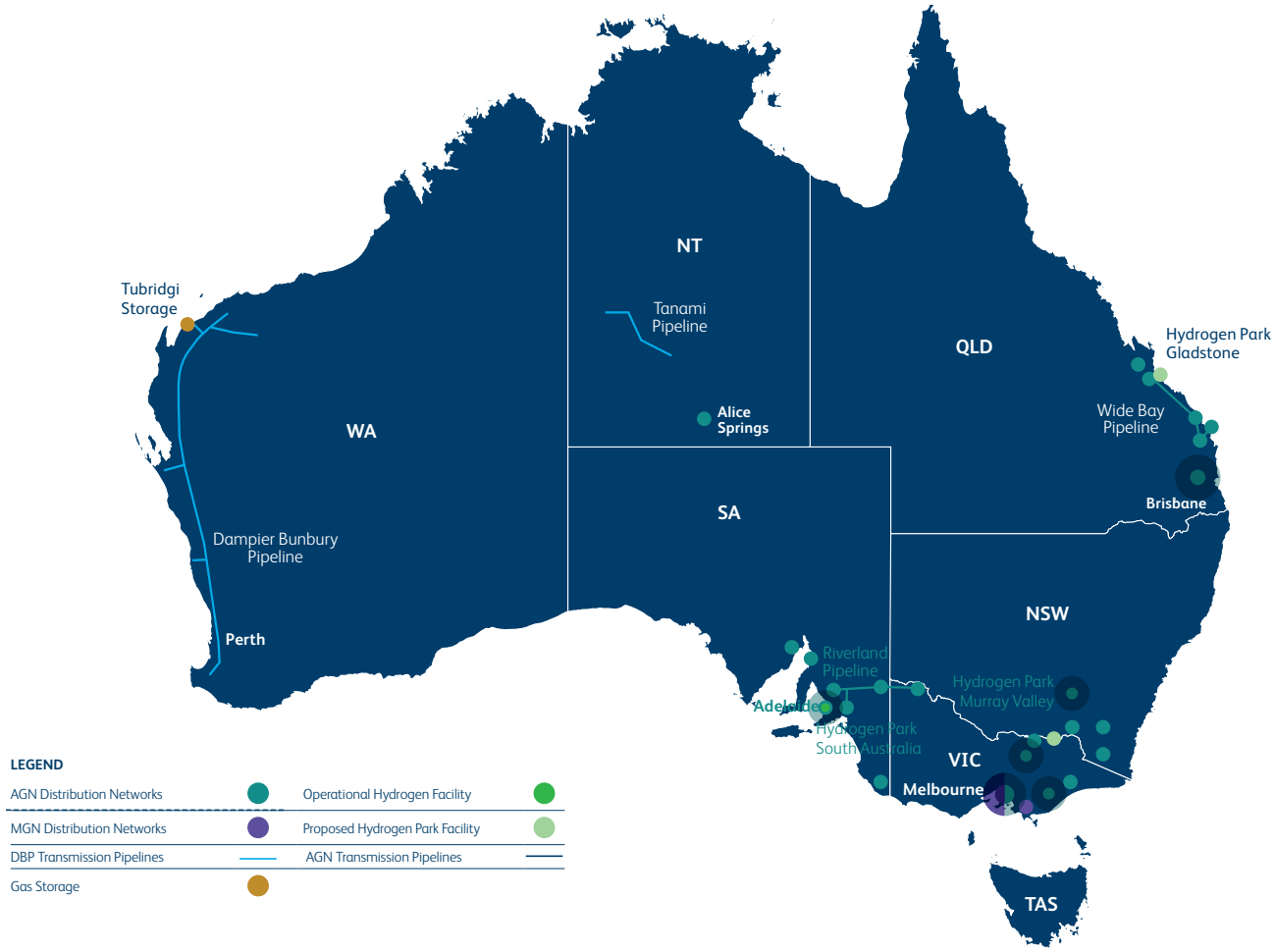
Contents

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



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.

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.

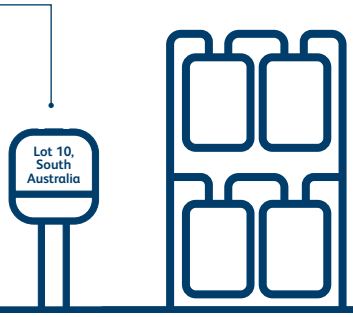
The meter must be in a compliant position in accordance with AS/NZS 5601 and AS/NZS 4645.

Gas Meter Minimum Clearances

500mm Electricity meter box
500mm 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
3000mm Mechanical air inlet

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 labeled with the unit number for ease of identification for meter installation, isolation, reading and maintenance.

Confirmation

Upon receiving your request for a new gas connection, APA will raise a work order and email a "gas confirmation letter" to the account holder. Please note that further steps are necessary to arrange your connection.

- To schedule your connection, kindly fill out the application form included within the gas confirmation letter and submit it to the designated contractor. Please ensure you provide a minimum of 3 weeks' notice for the gas-required date.
- The designated contractor will schedule a site inspection to verify your site is prepared for the installation of the gas service line.
- Meeting the criteria for site readiness is crucial to ensure the safety and efficiency of our crews while minimising delays for your connection as well as others who have scheduled work.

The details provided on this sheet serve as a general guideline. If you require additional information or specific advice, please reach out to your AGN or APA representative, or call APA New Connections on 1300 001 001.

Requesting 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 6 for further direction.

3. Request a new gas connection (SCR) through the AGN Connection Portal or by calling APA New Connections on 1300 001 001 [line 2].
Lodge the SCR application as early in the build process as possible. A minimum of 6 weeks' notice for the gas-required date is recommended however 3 to 6 months' notice is preferred. To create a new user account for the Connections Portal call 1300 001 001 for a referral.

**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.

Subsequently, a Gas Confirmation Letter is emailed to the Builder. This document is crucial to schedule your gas service line installation date upon site readiness (see step 5); so if you haven't received a confirmation email within 7 days, please check your junk mail or contact us at 1300 001 001.

Note: step 4 does not initiate construction of the service line, step 5 must be actioned before scheduling occurs.

5. Fill in the application form on your gas confirmation letter and return to the allocated contractor to schedule your gas service line installation.
You must provide a minimum of 3 weeks' notice. The site must be deemed ready before works can commence (see page 7 for more information regarding site preparation).

6. A site readiness assessment will be completed by the allocated contractor.
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 contractor will confirm the schedule installation date for the gas service line. You can liaise with them to determine, or change the time line if required.

7. Once the gas service line has been installed, the site is ready for a gas meter
See page 11 "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 location marked on a site plan**
  See meter location clearance guidelines on Page 10.
  Additional information may be required for multi-dwellings. See page 14.

Gas Abolishment
Eliminating gas supply

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

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.

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?

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.

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.

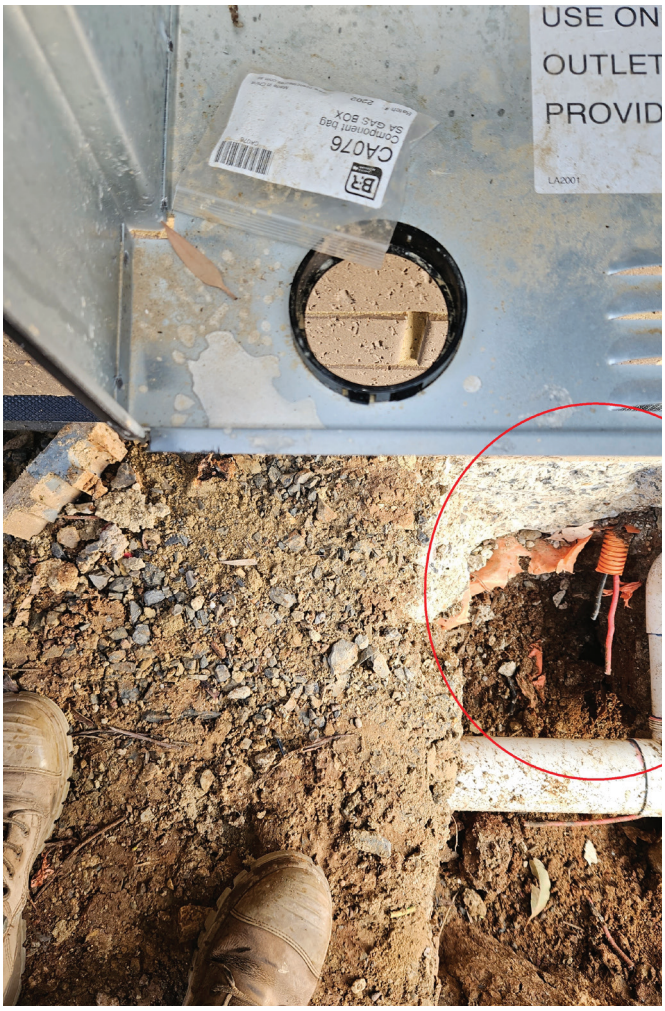
Site acceptable
Clean, clear and compliant

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 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.



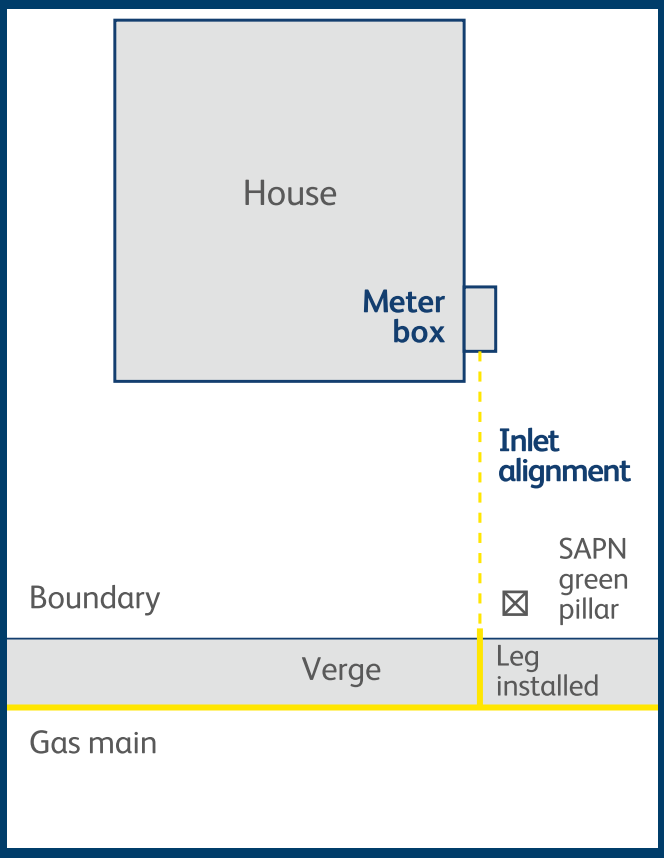
Site unacceptable
Concrete overspill and storm water pipes in the way

Gas Service Line
New residential estates

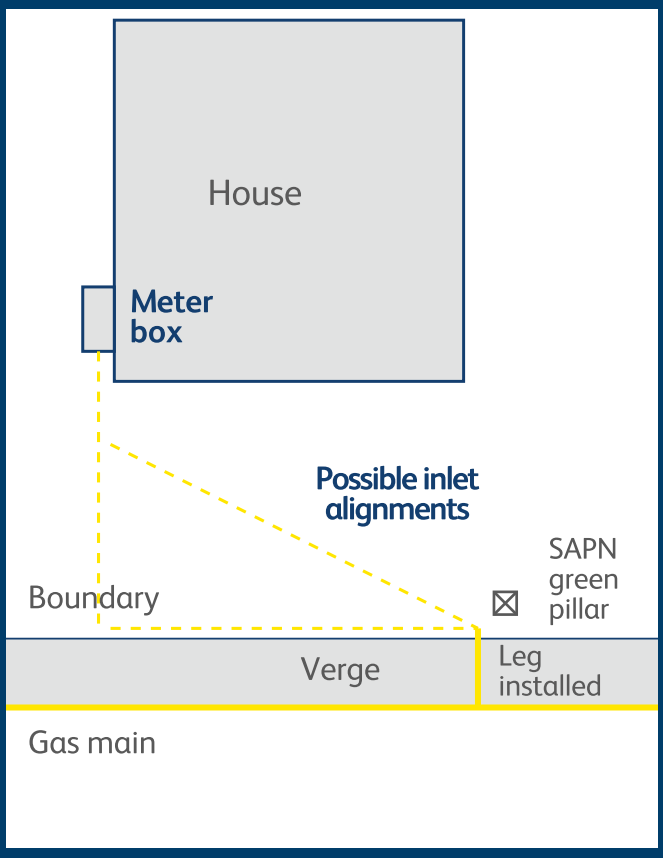
Sample location (diagram) based on new residential estates

- The gas main and a service leg to each residential lot, will be installed during civil works required to develop the new estate. The service leg is installed at this time to prevent unnecessary disturbance of road and footpath surfaces as each lot is subsequently connected.
- Predominately the gas leg will be installed in close proximity to the electrical feed as per approved Common Service Trench (CST) specifications.
- If compliant and within construction parameters, the gas service line will be typically 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.
- 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).

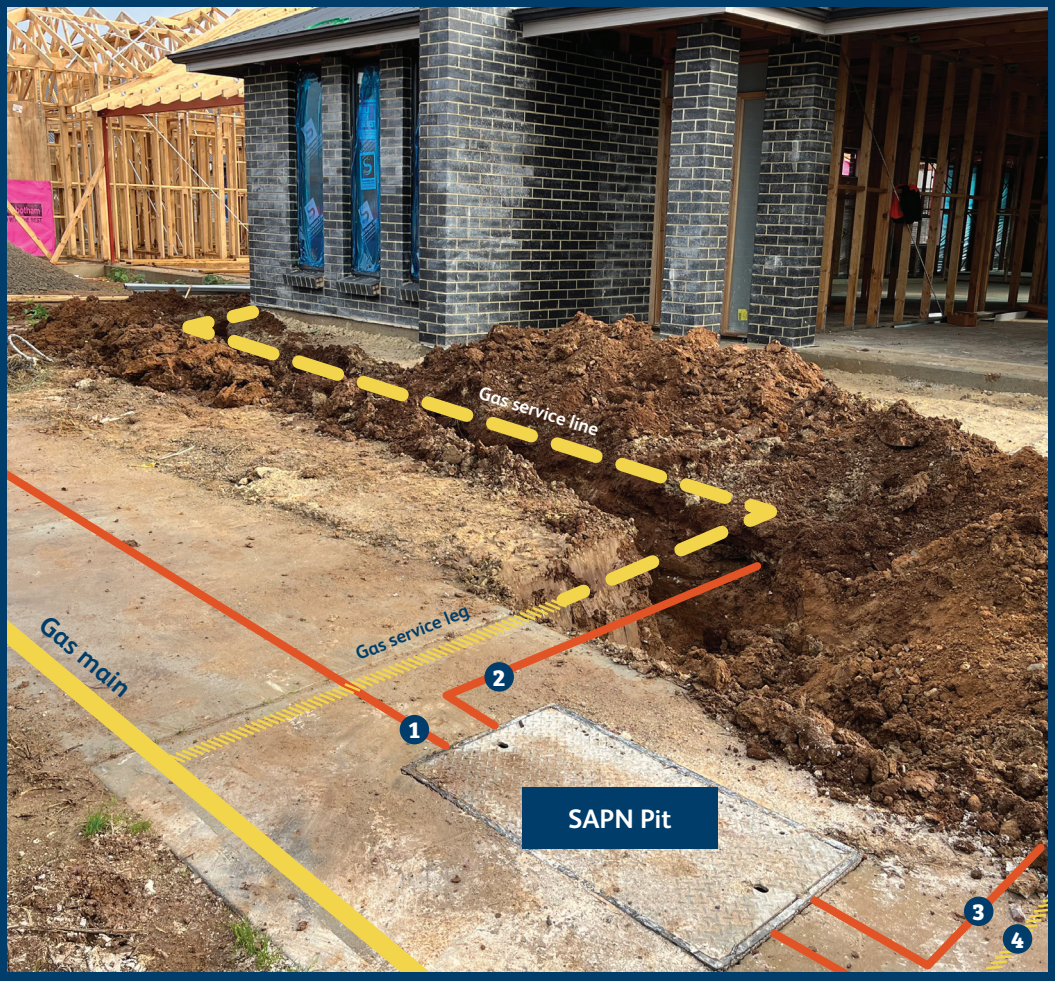
Option A
Leg installed on same side of the gas meter



Option B
Leg installed on opposite side of the gas meter



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.



Power Supply (electricity)

Gas main line

Gas service leg

Gas service line

1. Electricity
2. Electricity feed - Lot 1
3. Electricity feed - Lot 2
4. Gas service leg to feed neighbouring property

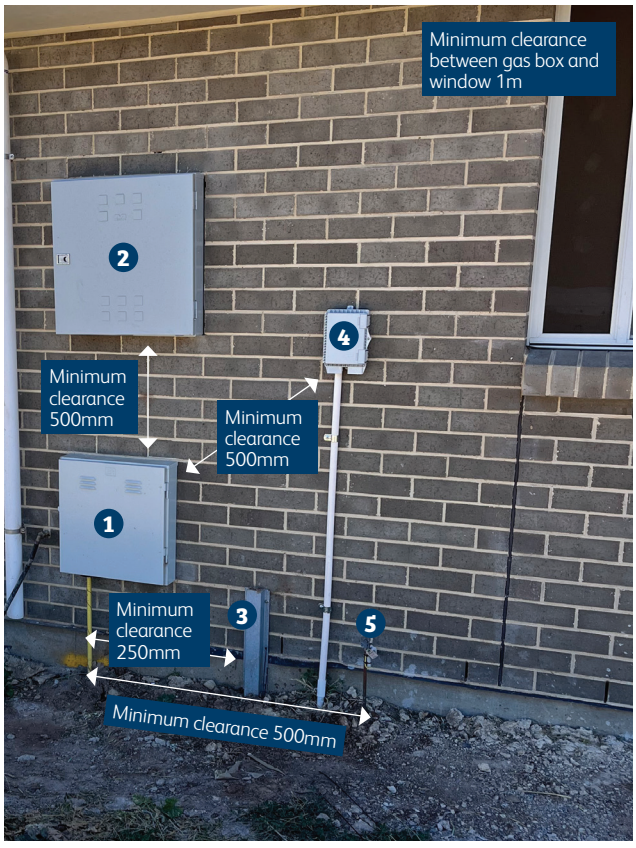
It's typical to find one SAPN pit or pillar positioned between two residential lots, with electrical feeds supplying power to each lot. Additionally, a gas service leg is installed on both sides of the SAPN pit or pillar, granting individual access to natural gas for each lot. If you require any additional 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.

Gas wall box clearance guide



1. Gas meter box
2. Electrical meter box (500mm clearance)
3. Electrical inlet (250mm clearance)
4. Comms (500mm clearance)
5. Earth stake (500mm clearance)

Site considerations

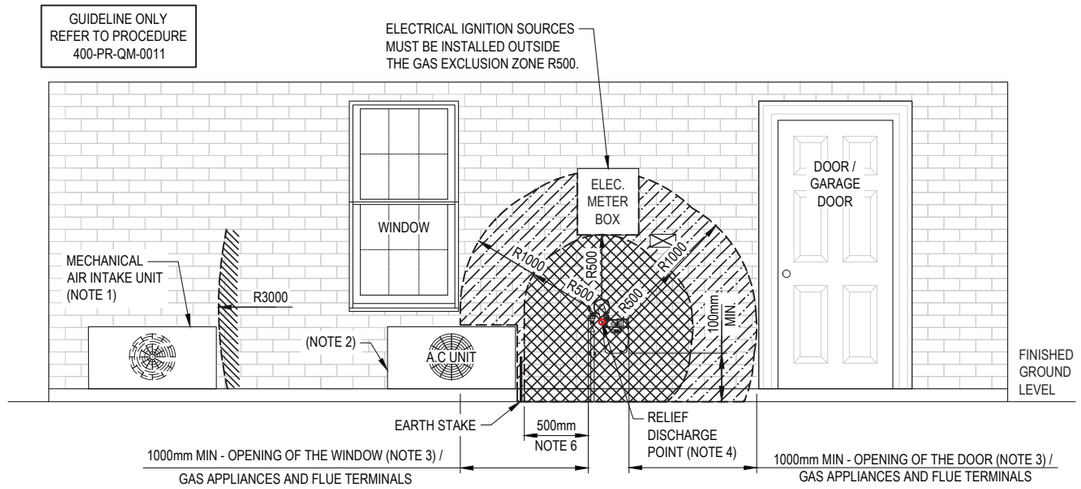
The following must be taken into account when selecting a gas meter location.
A detailed list of site considerations is tabled in the APA National Meter Assembly Location Procedure 400_PR-QM-0011 (which can be requested from your AGN Representative).

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 12.

Gas Metering Clearance Guideline

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



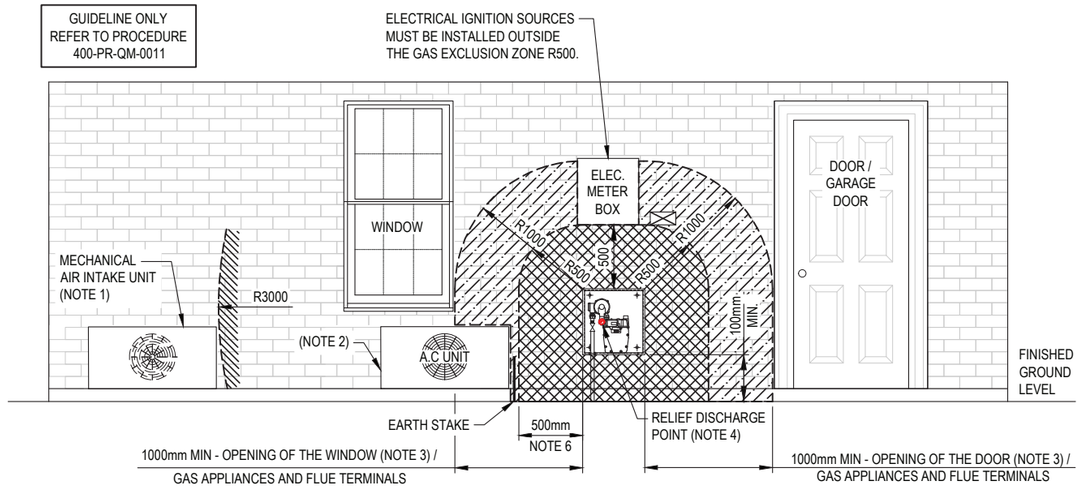
GAS METER EXCLUSION ZONE WITHOUT METER BOX

ISSUED FOR USE

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 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. However, it is important to note the meter should not be ordered until the service line connection is complete. There is no requirement for consumer pipework or appliances to be installed at this time.

How to apply for a gas meter

The resident (home owner or tenant) contacts their preferred energy retailer to set up a gas billing account and applies for installation of a gas meter (commonly referred to as a meter fix). Importantly, only a small portion of energy retailers can facilitate a first-time natural gas connection. To find out who can help, we have a list of energy retailers by area on our website 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?

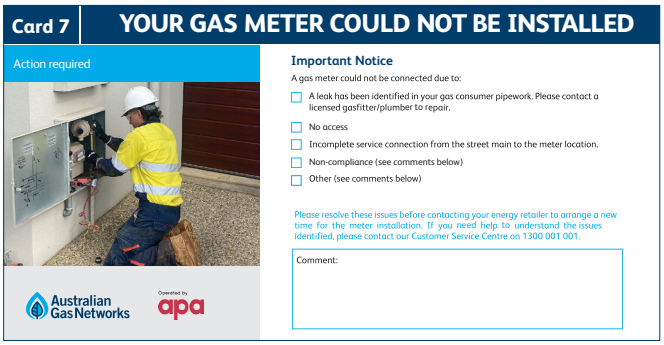
The customer's energy retailer issues a work order to APA Group to install the gas meter.

- 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.

After the gas meter is installed, the Builder has one final step to arrange:

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), 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 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 AGIG contractors. Gas outlets (consumer pipework) installed to the manifold location need to be clearly labeled to ensure the correct outlet is connected to the correct meter.
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 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:

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).

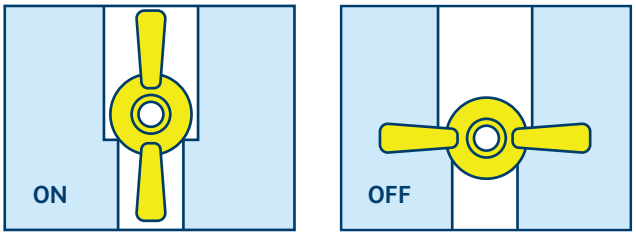
Gas leaks and emergencies

What to do if you smell gas

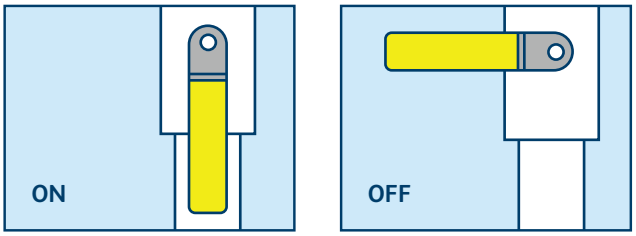
- If you smell gas in the street or on your property, you should cawll the **Gas Leaks and Emergency Hotline on 1800 GAS LEAK (1800 427 532)** to locate and repair the leak.
- If the leak is on your property or on the appliance itself, you should turn off your gas supply at the meter (see diagram below).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

australiangasnetworks.com.au
agig.com.au

Post

AGN
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Adelaide SA 5000

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Australian Gas Networks
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