

## Connections, Augmentation & Interruption

The Essential Services Commission's (ESC) Gas Distribution Code of Practice (Code) outlines your rights and obligations regarding your connection to the Victorian gas distribution system. It includes requirements for:

- the operation of the gas distribution system
- connection, disconnection, reconnection and augmentation
- meter installation, testing, reading and data
- customer dispute resolution
- minimum service standards and guaranteed service level (GSL) scheme.

The information provided here relates specifically to your rights and obligations with respect to a new connection and/or augmentation of the network for your supply.

### Connections & Augmentation

- We must connect a customer's gas installation if it complies with regulatory requirements and is technically feasible.
- Connection must involve minimal extension, or no extension to or augmentation of distribution pipelines and customers must agree to pay applicable charges.
- Customers must provide to us, upon request, a notice of installation or completion of gas installation work given by a gas installer in accordance with the relevant regulatory requirements.
- We are not required to energise a new connection unless a request to energise the new connection is submitted by a retailer, or that we are otherwise satisfied that:
  - (a) you have a relevant contract with a retailer in relation to the premises; or
  - (b) you have a contract with us for the haulage of gas.
- We must use best endeavors to connect within one business day for existing supply addresses.

- For new supply addresses, connection must be made within 20 business days of the request or within the timeframe agreed with the customer. Where the site is not ready during the 20-business day period, our usual practice is to use best endeavors, to make the connection within 20 business days of site readiness or agree a reasonable timeframe with the customer once the site is deemed ready.
- Connection alterations must be made within a reasonable time upon customer request.
- Connection charges must be determined according to Schedule 2 Guidance in the Code until 2025, then based on direct costs.
- Quotes for connection services must be itemized to include meter type, costs, and other relevant information.

### **Interruption**

- We may interrupt gas delivery for reasons such as repairs, emergencies, or planned maintenance with at least 10 days' notice.
- We must notify you in writing of any interruptions for health or safety reasons, with a 5-day grace period for rectification unless in the event of an emergency.
- We must provide a 24-hour telephone number for unplanned interruptions and explain interruptions upon customer request.
- We must minimize the duration of interruptions and restore supply promptly.
- You must be notified by your Retailer of contractual interruption arrangements and planned maintenance with 21 days and 7 days' notice, respectively.

For further information reference can be made to the ESC website below.

[www.esc.vic.gov.au](http://www.esc.vic.gov.au)