

Gas Site Readiness Guidelines

Domestic Gas Service Connection (SCR) and Meter Fix Connection (MFX)

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Gas Site Readiness Guidelines

TABLE OF CONTENTS

1	PURPOSE	3
2	SCOPE	3
3	ABBREVIATIONS AND DEFINITIONS	4
4	GENERAL APPLICATION GUIDELINES.....	5
5	RECOMMENDED CHECKS BEFORE CONNECTING.....	5
5.1	DIAL BEFORE YOU DIG.....	5
5.2	DETERMINE SUPPLY PRESSURE AVAILABILITY.....	5
5.3	GAS AVAILABILITY CHECKS.....	5
5.4	GAS LOAD REQUIREMENTS	6
6	TECHNICAL REQUIREMENTS AND SUPPORTING INFORMATION.....	6
6.1	AUSTRALIAN / NEW ZEALAND STANDARD AS/NZS 5601 – GAS INSTALLATIONS	6
6.2	TS 4352 - GAS METER LOCATION – SINGLE AND MULTI OCCUPANCY PREMISES.....	6
7	SERVICE CONNECTION REQUEST (SCR) REQUIREMENTS	7
7.1	WHEN TO APPLY	7
7.2	MANDATORY REQUIREMENTS.....	7
7.3	RECOMMENDED REQUIREMENTS.....	7
7.3.1	PRE-ESTABLISHED SERVICE TRENCHING	8
8	METER FIX (MFX) REQUIREMENTS	9
8.1	WHEN TO APPLY	9
8.2	MANDATORY REQUIREMENTS.....	9
8.3	RECOMMENDED REQUIREMENTS.....	9
9	MULTI-LOT DEVELOPMENTS	10
10	APPENDICES	10
11	SCHEDULE OF REVISIONS	10
APPENDIX A.	LIKELY GAS SERVICE ROUTES	11
APPENDIX B.	EXAMPLES OF SITE READY / NOT READY	14

Gas Site Readiness Guidelines

1 PURPOSE

Connecting residential customers to our natural gas distribution network is a key priority for AusNet Services. We are committed to ensuring this is completed as efficiently and safely as possible to improve the overall experience for our customers and all related stakeholders.

This document outlines general information for connecting gas supply to a residential property along with the requirements of a customer's site that will lead to the most efficient, safe and timely connection to our natural gas distribution network.

Meeting both the mandatory and recommended requirements will help ensure the quickest connection times possible. For instance, ensuring the site is clean and clear, will allow our installation crews clear access to perform the work in a safe and expedient manner.

2 SCOPE

These requirements apply to the AusNet Services Gas Distribution Network only (generally the western portion of Victoria). Refer to Section 5.3 Gas Availability Checks for a link to AusNet Services Gas Connection Cost Calculator (GCCC) to identify whether gas is available in your area.

Gas Site Readiness Guidelines

3 ABBREVIATIONS AND DEFINITIONS

Term	Definition/Abbreviations
Certificate of Compliance (CoC)	A compliance certificate is issued by a licensed plumber to certify the work they do complies with the relevant plumbing standards, codes and regulations. These are administered by, and lodged with, the Victorian Building Authority (VBA)
Connected Load (MJ/hr)	Total gas consumption of appliances to be installed in mega joules per hour.
Delivery Partner	Approved Contractor to complete work on AusNet Services Gas Distribution Network
Fitting Line	Gas pipes located after the meter outlet, installed and owned by the end user, often called 'consumer piping'
Gas Connection Cost Calculator (GCCC)	To identify whether gas is available in your area including the supply pressure available and an estimate for any possible charges associated with the connection
(Gas) Meter	An instrument that measures the quantity of gas passing through it and includes associated equipment attached to the instrument to filter, control or regulate the flow of gas.
(Gas) Service	A pipe ending at a meter installation which connects the gas main to the customer's premises.
Main	A low, medium or high pressure pipe in the gas distribution system, other than a service pipe.
Mandatory (Shall)	Minimum requirements that must be met in order for works to proceed.
Meter Fix Request (MFX)	The gas industry terminology for requesting the installation of a new gas meter, following the installation of the gas service.
Multi Occupancy	Where a single occupancy block of land is subdivided to two or more units
Recommended (Should)	Preferred requirements that if met will aid conducting the requested works.
Retailer	A person (company) authorised to sell gas under a Retail Licence issued by the Commission under the Gas Industry Act.
Service Connection Request (SCR)	The gas industry terminology for requesting the installation of a new gas service.
Site Ready	Site Readiness indicates that all mandatory requirements as specified within this document have been met. As such, the gas service or meter installation works can proceed. Note: This is not to be confused with the term 'Site Lockup' commonly used within the building industry.
Technical Standard (TS)	Formal document that outlines technical criteria, methods, processes and practices

Gas Site Readiness Guidelines

4 GENERAL APPLICATION GUIDELINES

AusNet Services preference is that all new gas service applications be requested through your chosen Retailer no earlier than 15 business days prior to the site meeting Site Ready requirements (refer to Sections 7.2 Mandatory Requirements and 7.3 Recommended Requirements). Applying earlier will not result in a faster or expedited connection; instead, it will result in wasted visits by our installation crews and a likely delay in the eventual connection.

Consideration should be given to locating the gas meter at the property boundary, as this can allow the service installation at an earlier time, and is the least complicated and most efficient installation location, as a majority of the requirements below would not apply.

5 RECOMMENDED CHECKS BEFORE CONNECTING

The following checks are recommended in order to help complete the service connection by the required date.

Once these checks have been undertaken and the mandatory requirements (refer Section 7.2) met along with as many recommended requirements as possible (refer Section 7.3) please contact your gas retailer of choice to request a service installation to commence the process of getting connected to the natural gas distribution network.

5.1 DIAL BEFORE YOU DIG

Perform a Dial-Before-You-Dig request by either calling 1100 or visiting their website: <https://www.1100.com.au/> prior to requesting the service installation. This will provide information on the availability and location of gas mains and any other buried infrastructure.

5.2 DETERMINE SUPPLY PRESSURE AVAILABILITY

AusNet Services utilises a standard domestic gas metering pressure of 2.75 kPa, the Victorian standard for new domestic gas metering. However some older areas of our network, with 'Low Pressure' gas mains, are only able to support a metering pressure of 1.1kPa. The Dial Before You Dig request response from AusNet Services will indicate what class of gas main is available to supply your property. Alternatively, the Gas Connection Cost Calculator available on AusNet Services website, as detailed in the following section, will provide pressure availability details.

Your nominated licenced gas plumber will also be able to assist in determining your sites pressure requirements.

5.3 GAS AVAILABILITY CHECKS

AusNet Services website features a Gas Connection Cost Calculator that will allow you to identify whether gas is available in your area including the supply pressure available and an estimate for any possible charges associated with the connection (<https://www.ausnetservices.com.au/en/New-Connections/Gas-Connections/Gas-Connection-Cost-Calculator>).

If the enquiry returns an indication that no gas is available and the property is part of a new estate development, please contact the land developer to enquire as to when gas supply is likely to be available to the area.

Gas Site Readiness Guidelines

5.4 GAS LOAD REQUIREMENTS

In order to provide the correct sized service and gas meter to your property, it is important to have an understanding of what gas appliances will be installed and their nominal consumption levels. This is known as the Connected Load (mj/hr) which needs to be provided to your gas retailer of choice as part of your application for natural gas. To ensure your requirements are met, please contact a licenced gas plumber who will be able to assist in determining your sites total load requirement.

An incorrectly advised connected load could result in supply problems that would require a gas service alteration to rectify; a chargeable service.

6 TECHNICAL REQUIREMENTS AND SUPPORTING INFORMATION

All gas connections to the AusNet Services Gas Distribution Network must comply with both relevant Australian Standards and AusNet Services Standards & Policy. These include:

6.1 AUSTRALIAN / NEW ZEALAND STANDARD AS/NZS 5601 – GAS INSTALLATIONS

The AS/NZS 5601 Series specifies requirements and a means of compliance for the design, installation and commissioning of gas installations (including caravans and boats for non-propulsive purposes) that are associated with use or intended use of fuel gases such as natural gas, LP Gas, biogas or manufactured gas.

Your plumber will be familiar with the requirements of this standard.

6.2 TS 4352 - GAS METER LOCATION – SINGLE AND MULTI OCCUPANCY PREMISES

This AusNet Services Technical Standard provides requirements for the location of gas meters, with a capacity not exceeding 65 Sm³/h, on single and multi-occupancy residential premises. For gas meters with a capacity exceeding that covered by this standard for residential premises refer to Gas Networks, AusNet Services.

This standard and other supporting information is available on AusNet Services website, under 'Gas Connections'.

<https://www.ausnetservices.com.au/en/New-Connections/Gas-Connections>

Gas Site Readiness Guidelines

7 SERVICE CONNECTION REQUEST (SCR) REQUIREMENTS

The following sections list mandatory requirements that must be met before a new gas service can be installed at your property. Recommended requirements are also listed, that if met will help speed up the installation process.

7.1 WHEN TO APPLY

The advised time to apply for a gas service is approximately 15 business days from when the site will meet the mandatory requirements listed in Section 7.2 below. Applications received more 60 business days prior to the proposed site ready stage may be cancelled and require reapplying at a later date. AusNet Services will use best endeavours to complete the SCR within 20 business days.

Shortly after an SCR is received, the site will be visited by an AusNet Services Delivery Partner to assess against the requirements listed within this document. Should the mandatory requirements specified within this document not be met, a further site visit will be planned for between 5 and 10 business days' time.

If it is apparent that the site is some time away from meeting the mandatory requirements, i.e. the construction is still at the slab, framing, or brick stage, the SCR request will be cancelled and a new request will need to be lodged with your Retailer at a more suitable time.

At the time of the planned gas service installation, should the Delivery Partner field work crew find site conditions have changed and the site no longer meets the mandatory requirements, i.e. the site is no longer clean, a subsequent site re-evaluation will be required and the works rescheduled a further 20 business days from that re-evaluation; A 'wasted truck fee' may also be charged.

7.2 MANDATORY REQUIREMENTS

- The intended end point of the gas service, i.e. the chosen gas meter location, must be in compliance with AusNet Services Gas Technical Standard TS4352 Gas Meter Location, Single and Multi Occupancy Premises and Australian / New Zealand Standard AS5601 – 'Gas Installations'.
- The meter position shall not be further than 50 metres from the property boundary. If the property to be serviced exceeds this distance, then the meter will be placed on the boundary property line.
- The intended gas meter location shall be positively marked; a pre-installed fitting line protruding from the house is deemed sufficient to meet this requirement.
- If the meter location is in a non-compliant position (not in accordance to TS4352), a representative of our Delivery Partner will contact the applicant listed on the SCR service order request.
- Site must be clearly marked with the Lot Number, Street and Suburb and visible from the street. For established areas a House Number is acceptable in place of a Lot Number.
- Site must be accessible and clear / clean to allow access for field work crews to complete the work. The minimum areas to be clear are detailed in Appendix A. These areas shall be clear of the following at a minimum:
 - Scaffolding removed to allow for clear and safe access to the proposed service and meter location;
 - Bins or toilet removed over the proposed service location and meter location;
 - Building materials removed over the proposed service location and meter location;
 - No landscaping over the proposed service location and meter location as per examples (refer drawings 1 to 4);
 - No driveways or footpaths over the proposed service location and meter location as per examples (refer drawings 1 to 4).

7.3 RECOMMENDED REQUIREMENTS

- No other trades onsite which will impede on the service installation.
- Preference remains for the site to be fully clean and clear.
- Should the builder provide a common trench, it must comply with AusNet Services Technical Standards.

Gas Site Readiness Guidelines

7.3.1 PRE-ESTABLISHED SERVICE TRENCHING

Should a pre-established trench be provided for the service installation it shall meet the following requirements:

- Prior agreement with AusNet Services Delivery Partner must be reached for any provided trenches.
- Provide a minimum 450mm depth of cover from the finished surface level from the top of the gas service line.
- Provide a minimum 300mm lateral clearance from all other underground assets.
- No assets shall be installed above or below the gas service without AusNet Services approval.
- The gas installation must be the last asset to be installed in the trench to ensure the required clearances have been achieved.
- Bedding and backfill material must be clean fill or bedding sand and be present on site at the time of the service installation.
- The gas service will be commissioned and backfilled immediately.

Gas Site Readiness Guidelines

8 METER FIX (MFX) REQUIREMENTS

The following sections list mandatory requirements that must be met before a new gas meter can be installed at your property to the pre-installed gas service, along with recommended requirements that will help prevent delays in the installation. Should the mandatory requirements not be met, a drop card will be left attached to the gas service upstand detailing the reasons the MFX could not be completed.

A new request is required once the non-compliance is rectified as the initial MFX service order will be cancelled.

8.1 WHEN TO APPLY

When the SCR has been completed the application for the gas meter connection can proceed via your Retailer of choice.

Once a meter request is accepted by AusNet Services, the meter should be hung within two business days provided all mandatory site requirements have been met.

8.2 MANDATORY REQUIREMENTS

- Site must be clearly marked with the Lot Number, house number, street and suburb and visible from the street.
For established areas a House Number is acceptable in place of a Lot Number.
- Ensure a Plumbers Licence Number and Certificate of Compliance (CoC) for the sites gas installation is passed onto the Retailer for inclusion within the MFX request.
- The nominated gas meter location, must be in compliance with AusNet Services Gas Technical Standard TS4352 Gas Meter Location, Single and Multi Occupancy Premises' and Australian / New Zealand Standard AS5601 – 'Gas Installations'.
- Dual and or multiple occupancy premises require each fitting line or service to be tagged with the unit or house and or street number engraved on metal badge and fixed to the fitting line or service by a permanent means; plastic zip-ties are not approved. Refer Figure 1: Multiple Fitting Line Tag Example.

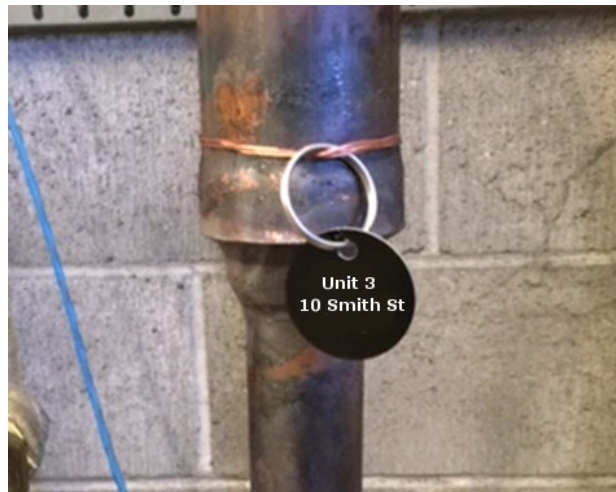


Figure 1: Multiple Fitting Line Tag Example

8.3 RECOMMENDED REQUIREMENTS

- For single occupancy premises, individual meter placement should comply with the preferred location Drawing 1 below.
- For dual or multiple occupancy premises, individual meters should be located at the front boundary of the property along with 'Other Authority' meters (i.e. water).

Gas Site Readiness Guidelines

9 MULTI-LOT DEVELOPMENTS

For dual or multiple occupancy premises, individual meters should be located at the front boundary of a property as per AusNet Services Gas Technical Standard TS4352 Gas Meter Location, Single and Multi Occupancy Premises.

If a compliant common trench is provided for the trunk service, it may be used by our Delivery Partner for installation. Should this trench not be compliant then the service will be installed as per the Technical Standard with a manifold installed for the meters.

10 APPENDICES

Appendix A – Photos and Drawings

11 SCHEDULE OF REVISIONS

Issue	Date	Author	Details of Change
1	18/03/2018	Stephen Black	Initial release of Site Readiness Guidelines

Gas Site Readiness Guidelines

APPENDIX A. LIKELY GAS SERVICE ROUTES

The route of the gas service may vary according to a number of factors. This includes:

- Nominated gas meter location
- Site orientation
- Gas main location
- Presence of pre-installed service conduits underneath existing roadways and/or footpath.

The following section provides guidance on the likely gas service path that will be utilised and the corresponding area that needs to be clear to allow its installation.

These areas are marked as follows in the examples provided:



SERVICE CONDUITS

Some new land developments feature the pre-installation of service conduits underneath roadways to assist in servicing properties on the opposite side of the road from the installed gas main location.

These service conduits will be utilised where possible to aid the gas service installation and avoid the removal and reinstatement of the roadway.

The presence of these service conduits will be marked on the curb and channel with a 'G'. Refer Figure 2.

They are commonly located and marked in line with the property water meter.



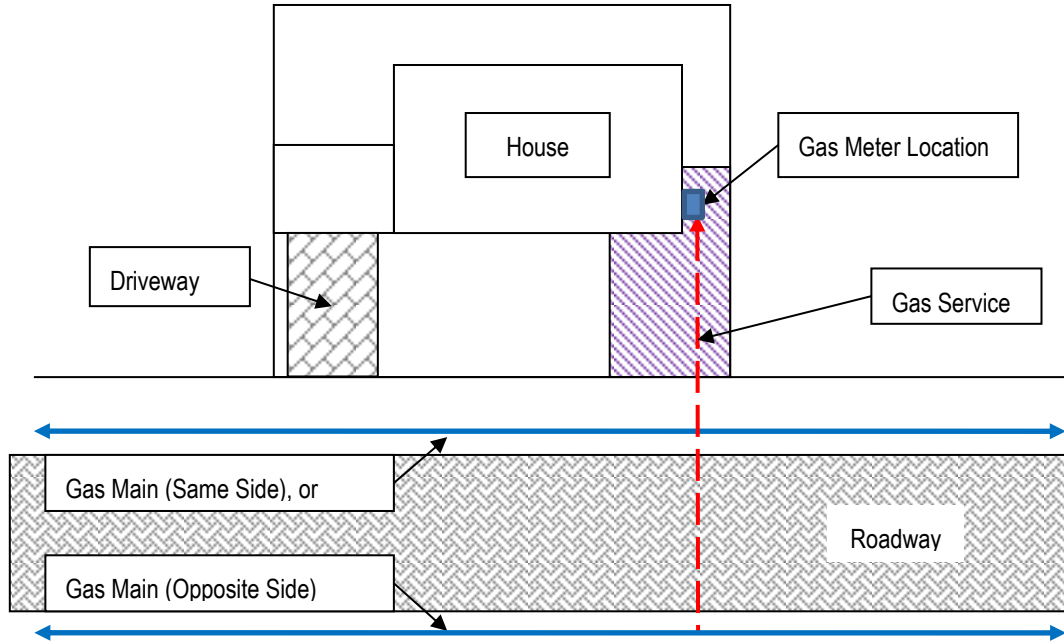
Figure 2: Service Conduit Curb Marker

Gas Site Readiness Guidelines

Example Drawing 1:

New Service – Gas Main located on Same Side, or Opposing Side with No Service Conduit

If no useable conduit is available, regardless of if the gas main is located on the same or opposite side of the road, the gas service will be run in a straight line from gas main in the street to the proposed meter position.

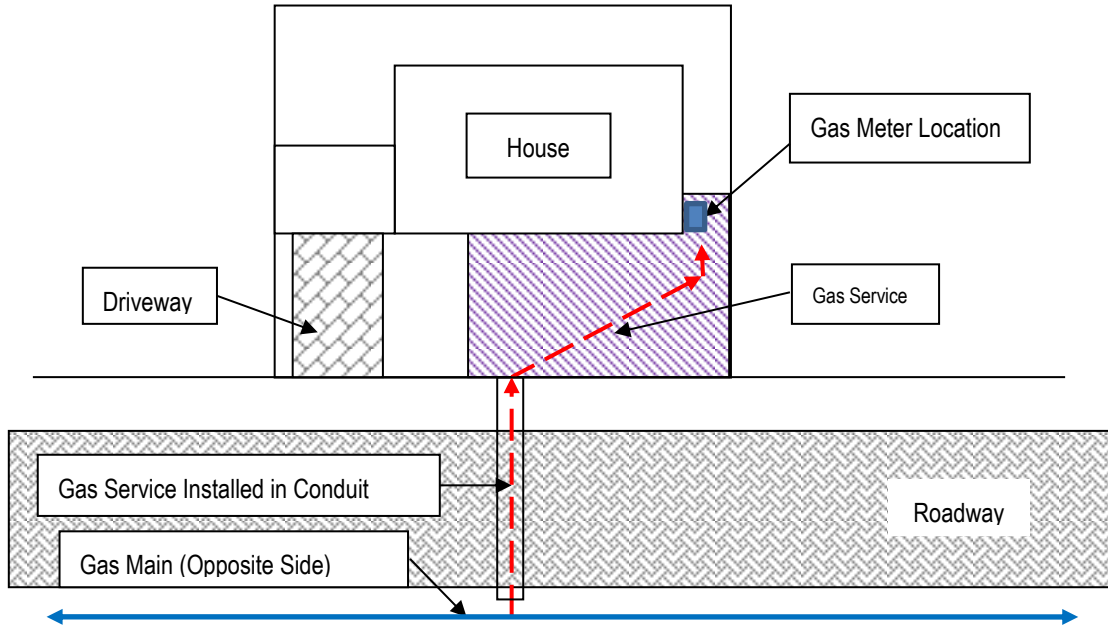


Gas Site Readiness Guidelines

Example Drawing 2:

New Service – Main located on Opposing Side with Usable Conduit

If the gas main is located on the opposite side of the road and a usable Gas Service Conduit is present, the gas service will be inserted into the conduit, and then head to the proposed meter location from its termination point near the property boundary, at an approximately 45 degree angle.



Gas Site Readiness Guidelines

APPENDIX B. EXAMPLES OF SITE READY / NOT READY

Site Ready (Example 1)

The below photo shows this site to be accessible, clear and clean, the proposed meter location is compliant and the property address is visible from the street



Gas Site Readiness Guidelines

Site Not Ready (Example #1)

This site is not clear, clean or accessible with security fencing present, site toilet, and building materials onsite and located over the proposed service and meter location



Site Not Ready (Example #2)

This site is not clear, clean or accessible with security fencing present and building materials onsite and located over the proposed service and meter location



Gas Site Readiness Guidelines

Site Not Ready (Example #3)

While this site is accessible, clean and clear within the property, the waste bin is located on the nature strip directly over the service conduit preventing access for the gas service installation.



Site Not Ready (Example #4)

Site is still under construction with scaffolding in place, building materials and site toilet located over the gas service path.

