

# Residential gas supply application

New South Wales / Victoria / South Australia / Queensland



## Use this form if you are applying for:

- **Installation** of a new gas meter &/or service line and connection to gas supply OR
- **Addition/Alteration** to your existing gas supply.

Complete all sections relevant to your application as marked.

**IMPORTANT: You will find details of how to complete this form at [agl.com.au/newconnections](http://agl.com.au/newconnections)**

Complete all details as required in the form below and return it to us by:

**Post:** Return to **Locked Bag 14120 MCMC, Melbourne 8001**

**Email:** [gasnewconns@agl.com.au](mailto:gasnewconns@agl.com.au)

Call **1800 680 430** if you need to speak to an AGL customer service representative about your application.

## 1. What service do you need?

### Installation

Meter fix  
Service line must exist to have meter fix only request, if no service line please also tick below.

COC or ESV:  
(mandatory for VIC only)

Service line installation

### Addition/Alteration

Upgrade meter

COC or ESV:  
(mandatory for VIC only)

Upgrade service line

Meter Alter Position MAP (excluding NSW)

## 2. Supply address details.

### Address.

Lot no:  Unit no:  Street no:  Street name:  Suburb:  Postcode:

Deposited Plan Number: (optional)

Meter, MIRN or DPI no:

**Mandatory for Additions/Alterations.**

I understand that full site access must be available. Should access be restricted, this may delay my request and additional fees may apply.

## 3. Your details.

### a. Account holder.

Title:  Full name:  Date of birth:  /  /

Business name: (if applicable)  ABN: (if applicable)

Driver licence or Medicare no:  State:  Expiry date:  /  /

Postal address: (if different to supply address)  Postcode:

Telephone/mobile:  Email:

I agree to receive my confirmation pack, bills and other communication by email (please tick)

AGL Account Number: (if applicable)

### b. Authorised contact person. (if different to above)

Title:  Full name:  Date of birth:  /  /

Business name: (if applicable)  ABN: (if applicable)

Driver licence or Medicare no:  State:  Expiry date:  /  /

Postal address: (if different to supply address)  Postcode:

Telephone/mobile:  Email:

#### 4. Supply site specifics.

##### a. What gas appliances are you connecting? Installation and Addition/Alteration only.

To ensure the correct meter is provisioned, please provide the hourly and total Megajoule (MJ) load. Without this information, your application cannot be processed.

Appliance	Qty	Hourly rate (MJ)	New or existing appliance?	Appliance	Qty	Hourly rate (MJ)	New or existing appliance?	Other appliances (please list)	Qty	Hourly rate (MJ)	New or existing appliance?
1. Cont. flow water heater				6. Central heater				11. Pool/spa heater*			
2. Storage water heater				7. BBQ				12. Solar gas boosted hot water			
3. Portable heater				8. Cooktop/cooker				13.			
4. Flued heater				9. Climate control				14.			
5. Gas log fire				10. Wall oven				15.			

\*Hourly MJ rate is mandatory for Pool/Spa heaters and any non standard appliances.

Total (MJ) hourly rate

##### b. Dwelling information. Installation only - all States.

New or existing dwelling:  New (incl. under construction)  Existing Type of dwelling:  House  Duplex  Unit  Townhouse/villa  Other

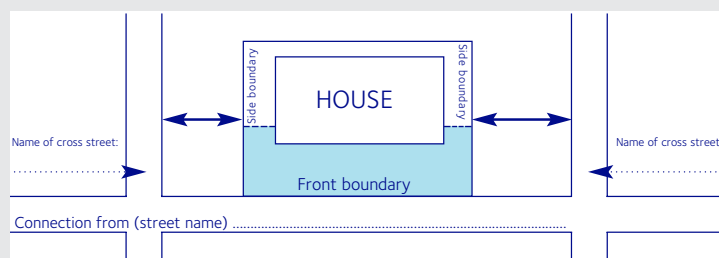
Single or strata dwelling:  Single (incl. of site plan is preferred)  Multiple (incl. of site plan is mandatory)

Lock up date: / /

##### c. Meter information. Please note that incorrect information could result in a delay in installation and/or additional charges.

###### Preferred meter position.

Please mark your preferred meter position on this diagram. The meter can be located between the front boundary and a position no more than two metres past the front fence of the dwelling, subject to gas fitting rules.



Distance between the proposed meter and the gas service:

###### Specific site conditions. (tick all that apply and provide length in metres where requested)

Tiered gardens  m  Pavers  m  Rock  m  Concrete  m  Rockeries  m  
 Shared driveway  Sealed access greater than 25 metres  Locked gates Other: (please list)

#### 5. Installer details.

Plumbing Company Name:

ABN: (if applicable)

Registered address:

Postcode:

Registered plumbing licence number:

Contact Person Name:

Contact Person Mobile Number:

#### 6. Builder Details (New Homes only).

Builder's Company Name:

Site contact first name:

Site contact last name:

Registered address:

Postcode:

Builders ABN/ACN number:

Site contact mobile number:

Site contact email address:

## 7. Your Acceptance.

### Your application.

**Installation only. I hereby agree to the following:**

- I authorise AGL to arrange for the Distributor to install natural gas at the supply address listed on the date the request is accepted, or as soon afterwards as can conveniently be arranged.
- I understand the acceptance of the installation work is subject to an on-site check of conditions by the Distributor. Work is subject to availability of a suitable gas main at the property boundary. **N.B. The account holder must obtain written approval from the affected parties to lay pipes in any common service access areas, particularly for battle-axe blocks with no street frontage, dual occupancy, common driveways etc. I acknowledge that offers for the sale of natural gas are not available to all geographical areas and are subject to natural gas availability.**
- I agree to accept the standard Installation charge, which will appear on the first account. I understand most Installation charges are passed-through by AGL from my Distributor and vary according to the works required and my distribution zone. AGL may also apply a standard fee for an Installation request in NSW. Should the works attract a non-standard charge, I will be contacted for approval before proceeding.
- I acknowledge and agree that upon installation, gas for the supply address listed will be sold to me on the terms and conditions and rates that apply under AGL's Standard Retail Contract.
- I understand and agree that AGL may vary rates from time to time, generally once a year around July/August.

**Addition/Alteration only.**

I hereby authorise AGL to arrange for the Distributor to alter the gas at the supply address on the date the request is accepted, or as soon afterwards as can conveniently be arranged. I understand the acceptance of the Addition/Alteration work is subject to an on-site check of conditions by the Distributor. Work is subject to availability of a suitable gas main at the property boundary. **N.B. The account holder must obtain written approval from the affected parties to lay pipes in any common service access areas, particularly for battle-axe blocks with no street frontage, dual occupancy, common driveways etc.** I agree to accept the standard Addition/Alteration charge, which will appear on the next account, unless the below section regarding third party payment is completed. Most Addition/Alteration charges are passed-through by AGL from my Distributor and vary according to the works required and my distribution zone.

### Acceptance of model standing offer. *NSW, SA only.*

I acknowledge that by submitting this form, I am indicating that the terms set out in the Distributor's model standing offer for basic connection services (a copy of which can be requested from my Distributor) are acceptable to me.

### Important information:

#### Standard Retail Contracts

- AGL's Standard Retail Contract rates, fees and terms and conditions are available at [agl.com.au/src](http://agl.com.au/src). We may vary these rates and fees not more than once every 6 months with notice to you in accordance with Regulatory Requirements and our Standard Retail Contract. Our Standard Retail Contract "Things you should know" booklet contains important information about being an AGL customer, so please take a moment to look over this document.
- A Basic Plan Information Document (in NSW/SA/QLD) or an Energy Fact Sheet (in VIC) that contains the key information about AGL's Standard Retail Contract is available at [agl.com.au/bpid](http://agl.com.au/bpid)
- **AGL have alternate generally available offers, including lower cost options. These offers can be found at [agl.com.au/energyplans](http://agl.com.au/energyplans) or by calling us on 131 245.**

#### AGL Privacy Policy (including Credit Reporting Policy)

- By completing this form, you acknowledge that AGL will collect, use and disclose your Personal Information in accordance with the AGL Privacy Policy (Including Credit Reporting Policy) and consent that AGL may contact you about offers and products on an ongoing basis (unless you request otherwise by contacting us on 131 245) and may exchange your information with credit providers and others for credit reporting, credit checks and debt collection.
- The AGL Privacy Policy (Including Credit Reporting Policy) can be accessed via [agl.com.au/privacy](http://agl.com.au/privacy). The terms and conditions of your products and services may also contain further provisions relevant to our handling of personal information.

#### Life Support registration

- If you have a Life Support machine at your property, please call AGL anytime on 131 245 to register your machine at your new supply address before the handover date.

#### Concessions

- You can find information about energy concessions you may be eligible for at [agl.com.au/concessions](http://agl.com.au/concessions)

There are Government funded energy concessions, rebates and relief schemes that may be available to help reduce your energy costs. These schemes may be available to eligible customers who:

- hold certain concession cards or entitlements such as a Pensioner, Healthcare, Seniors or Gold Card;
  - use registered life support equipment;
  - have specific medical conditions that require extra heating/cooling needs; or;
  - are experiencing difficulty paying their energy bills.
- If you or someone else in your household may be eligible, please visit [agl.com.au/concessions](http://agl.com.au/concessions), call us on 131 245 or you can also visit the following websites where the most up to date information is available;

**NSW** - <https://www.service.nsw.gov.au/services/energy-and-utilities#energy-rebates>

**VIC** - <https://services.dffh.vic.gov.au/concessions-and-benefits>

**QLD** - <https://www.qld.gov.au/community/cost-of-living-support/concessions/energy-concessions>

**SA** - <https://www.sa.gov.au/topics/care-and-support/concessions>

#### Dispute Resolution Policy and Your Rights

- You will also be able to find more information about our commitments to customers and our Dispute Resolution Policy at [agl.com.au/yourrights](http://agl.com.au/yourrights)

#### Signature of account holder or authorised contact person.

Date.

 /  / 

## 8. Third party payment.

All fees and charges relating to the work will be paid for by the third party detailed below. If yes, the third party must complete the section below prior to submitting this form.

Title:  Full name:  Date of birth:  /  /

Business name: (if applicable)  ABN: (if applicable)

Driver licence or Medicare no:  State:  Expiry date:  /  /

Postal address:  Postcode:

Telephone/mobile:  Email:

By signing here, the party nominated above is accepting charges for the works indicated at the supply address listed on this form.

#### Third party signature.

Date.

 /  /