

Residential gas supply application – WA



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 OR
- **Removal** of your existing gas supply.

Please complete all sections relevant to your application as marked.

How to complete and submit this form.

IMPORTANT: You can complete this process online at agl.com.au/newconnections

This may speed up your application and quoting process. You'll also find all the other relevant forms and information you need to complete your application.

Alternatively, you can complete the form below and return it to us by:

Post: Return by registered mail addressed to Locked Bag 17, Cloisters Square PO, WA 6850

Email: wagasnewconns@agl.com.au

Should you need to contact an AGL customer service representative regarding your application, please call **1300 799 272**.

1. What service do you need?

New Connection.

Date connection required: / /

- ☐ New Connection Meter box must be installed before your new service can be connected.
- ☐ Hot water system priority changeover

Addition/Alteration.

- ☐ Upgrade meter
- ☐ Upgrade service line
- ☐ Additional work ☐ Upgrade pressure

Meter Removal.

- ☐ Removal of gas meter
- For demolition please contact ATCO Gas Australia
- Site vacant date: / /

2. Supply address details.

Address.

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

Meter or MIRN no:

Mandatory for Additions/Alterations and Removals only.

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

3. Supply site specifics.

a. Fitter/installer. Installations and Additions/Alterations only.

Full name: Licence no: Telephone:

b. What gas appliances are you connecting? Installations and Additions/Alterations 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?	Appliance	Qty	Hourly rate (MJ)	New or existing appliance?
1. Cont. flow water heater				4. Flued heater				7. Cooktop/oven			
2. Storage water heater				5. Bayonet point - Internal (Heater)				8. Pool/spa heater*			
3. Ducted heating				6. Bayonet point - External (BBQ)				9.			

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

Is there a Type B appliance? ☐ Yes ☐ No

Total (MJ) hourly rate

c. Dwelling information. Installations only.

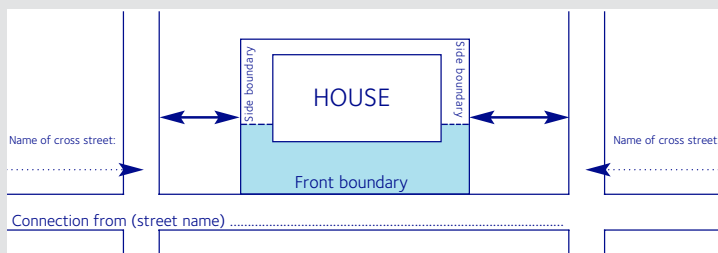
New or existing dwelling: ☐ New (incl. under construction) ☐ Existing Type of dwelling: ☐ House ☐ Duplex ☐ Unit ☐ Townhouse/villa ☐ Other

Single or strata dwelling: ☐ Single (incl. of site plan is preferred) ☐ Strata or Common Ground (incl. of site plan is mandatory) Number of units:

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

Preferred meter position.

Please mark your meter position on this diagram. Refer to ATCO Gas Australia Gas Meter Box Location Handbook for approved meter positions.



Distance between the proposed meter and the gas service:

Residential services greater than 20m may incur additional charges.

Required pressure:

☐ 1.25kPa ☐ 2.75kPa ☐ Other

Is meter box fitted?

☐ Yes ☐ No

Meter size.

☐ AL8 ☐ AL10 ☐ AL12 ☐ Other

4. Your details.

a. Account holder.

Title:		Full name:		Date of birth:		/		/	
Business name: (if applicable)		ABN: (if applicable)							
Driver licence no:		State:		Expiry date:		/		/	
Postal address: (if different to supply address)							Postcode:		
Telephone/mobile:		Fax:		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, e.g. Builder or Developer.)

Title:		Full name:		Date of birth:		/		/	
Business name: (if applicable)		ABN: (if applicable)							
Driver licence no:		State:		Expiry date:		/		/	
Postal address: (if different to supply address)							Postcode:		
Telephone/mobile:		Fax:		Email:					

5. Your acceptance.

Your application.

☐ Installation only.

- I hereby 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. 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 Form Contract.
- I understand and agree that AGL may vary rates from time to time, generally once a year around July and will advise of the change no later than on my next bill.

☐ 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.

☐ Removal only.

I hereby authorise AGL to arrange for the Distributor to completely remove the gas supply located at the supply address as requested on this form. Removal fees are charged by some Distributors which are passed-through by AGL and vary according to the works required and my distribution zone. Should my Distributor charge a fee, I agree to accept the standard Removal charge.

Important information:

Standard Form Contracts

- AGL's Standard Form Contract rates, fees and Terms and Conditions are available at agl.com.au/src. We may vary these rates and fees not more than once every 6 months and will notify you of any change in prices no later than on your next bill. Our Standard Form 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 Product and Price information document that contains the key information about AGL's Standard Form Contract is available at agl.com.au/bpid
- A copy of the Gas Marketing Code of Conduct and Compendium of Gas Licence Conditions is available on the AGL website agl.com.au or by calling **1300 715 952**. Other important information about the services AGL can provide and information relevant to your account will be sent in the Confirmation Pack.

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. 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, you'll need to speak with Synergy, your electricity retailer for advice on Life Support registration. Life Support Equipment registration and the Life Support Equipment Electricity Subsidy in Western Australia does not apply to your gas energy account.

Concessions

- If you have an energy concession or think you may be eligible for one, you'll need to contact Synergy, your electricity retailer who administer the concession and are responsible for applying the concession to your bill.

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

Signature of account holder or authorised contact person.

Date.

 / /

6. 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 no:

State:

Expiry date:

/

/

Postal address:

Postcode:

Telephone/mobile:

Fax:

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.

/

/