

# #9 Gas Meter Fix Request Form (VIC)

Complete this when the Gas Service Line is installed and we will contact you to setup a gas account in your name



Email: [newconnections@redenergy.com.au](mailto:newconnections@redenergy.com.au)  
Fax: 1300 702 977  
Phone: 1800 957 330 (8am to 5pm Monday to Friday AEST)

\* Mandatory fields

## Important:

Please submit this form a minimum of 7 business days before the date you would like the meter installed. (Not including Public Holidays)  
**Failure to comply with the below requirements may result in delays, cancellations of your requests & incur wasted truck fees**

### ✓ \*Please Check:

- Clear access is provided to the gas meter location to allow for installation & for future gas meter readings to occur.
- Where the gas meter is on the drive side of the property, bollard requirements are met. ie: clearances, number req. & colour (yellow)
- The property is clearly and permanently marked with lot, unit and street number, on house, letterbox, etc.
- The clearance distances of guttering, electrical connections and appliances from gas meter meet the regulatory requirements.
- Fitting lines are clearly marked with unit and street numbers with engraved metal dog tags, (especially for unit developments).
- For subdivided lots, refer to Land Vic maps online before application. Where an old address shows, please include a plan of subdivision notice along with a council street allocation letter with the new address(es) required <http://services.land.vic.gov.au/maps/interactive.jsp>

## 1. Home Owner or Business moving into the property

Business Name (If applicable) \_\_\_\_\_ Red Energy Account Number (If applicable) \_\_\_\_\_

### \*Account Holder Information

### \*Primary Contact

### Authorised Contact

\*(please tick) Mr  Ms  Mrs  Dr  Rev

\*(please tick) Mr  Ms  Mrs  Dr  Rev

\*First Name / Surname \_\_\_\_\_  
\*Phone (Business Hours / Mobile) \_\_\_\_\_  
\*Driver's License/Passport No. \_\_\_\_\_  
\*Date of Birth \_\_\_\_\_  
\*Email Address \_\_\_\_\_

## 2. Builder & Plumber's Details

\*Builder Company Name \_\_\_\_\_ \*Contact Phone \_\_\_\_\_  
\*Contact Name \_\_\_\_\_ \*Email \_\_\_\_\_  
\*Plumber Company Name \_\_\_\_\_ \*Contact Phone \_\_\_\_\_  
\*Contact Name \_\_\_\_\_ \*Email \_\_\_\_\_ \*Licence No. \_\_\_\_\_

## 3. Site Installation Details (please indicate COC # accurately for network attendance)

\*Dwelling Type: Unit  House  Commercial  \*Single Dwelling Site: Yes  No   
\*New or Existing Dwelling: New  Existing  \*Site plan included: Yes  No

**Site Installation Address** (please provide relevant council documents / details to update site) \*has the address changed? Yes  No

\*Lot No. \_\_\_\_\_ \*Unit/Flat No. \_\_\_\_\_ \*Street No. \_\_\_\_\_ \*Street Name \_\_\_\_\_  
\*Suburb \_\_\_\_\_ \*State \_\_\_\_\_ \*Postcode \_\_\_\_\_

### \*Gas Appliance breakdown (Multinet connections require this information as mandatory)

Central Heater \_\_\_\_\_ (MJ)  Cooker \_\_\_\_\_ (MJ)  Oven \_\_\_\_\_ (MJ)  Hot Water Service \_\_\_\_\_ (MJ)   
Space Heater \_\_\_\_\_ (MJ)  Hot plate \_\_\_\_\_ (MJ)  Other (specify) \_\_\_\_\_ (MJ)

### \*Additional Information required

\*Gas Service Line Completed: Yes  No  \*Expected Handover Date \_\_\_\_\_  
\*Total (MJ) Rating \_\_\_\_\_ \*Pressure Inlet (KPA) \_\_\_\_\_ \*COC No. \_\_\_\_\_

\*Access Instructions \_\_\_\_\_

#### 4. Authorisation and Consent to Contact (Signed by the Home Owner or Business moving into the property)

By signing this form, you agree that for the property details listed in Section 1, Red Energy (**we, us or may**) may contact you by any means (including phone, email or SMS) to discuss which energy plan is most suitable for you, to arrange an energy account with us and to verify the new connection request raised by your Builder listed in Section 2.. If you are registered on the 'Do Not Call Register', you agree that such contact with you by phone will not constitute unsolicited telemarketing calls under the *Do Not Call Register Act 2006* (Cth). We, will not action any connection request until we make contact with and you agree to such connection. We may release information to third parties to enable us to fulfil the service request that you have made

#### Privacy Collection Statement

We are collecting your personal information, such as your name, address and other contact details (**Information**) in order to contact you about our energy plans, to arrange an energy account with us and to verify and raise the your new connection request. If we do not collect this Information, we may not be able to provide our services to you to the same standard or at all. If you provide us with the Information of another person, you must make them aware of the matters set out in this collection statement.

We will try to collect your personal information only from you, but in some cases we may collect Information about you from third parties. If this happens, we will take reasonable steps to ensure that you are aware that your personal information has been provided to us and of the matters contained in this collection statement. We will only collect, store, use and disclose your personal information in accordance with our privacy policy, available on our website at [www.redenergy.com.au/privacy](http://www.redenergy.com.au/privacy) (**Privacy Policy**). This includes details on disclosures we may make to our related companies, service providers (including data management providers in Europe), contractors, and to other energy companies (where this is necessary for us to be able to supply our services to you), government and regulatory authorities and professional advisers, how you may access and correct Information, and how complaints may be made and will be handled. For more information on our privacy practices or to request a hard copy, contact our Privacy Officer at PO Box 4136 East Richmond Vic 3121.

Please note that the relevant network will only use its best endeavours to meet the service levels detailed above. We are not liable or responsible for any delay in a network raising your new connection request.

\*Authorised Signature \_\_\_\_\_ Job title (if applicable) \_\_\_\_\_

\*Name printed \_\_\_\_\_ \*Date \_\_\_\_\_