

# VIC Gas Service Line Request Form



Complete and submit this form to arrange a gas meter to be installed in all Victorian regions excluding Bairnsdale.

Email: [gasnewconnections@redenergy.com.au](mailto:gasnewconnections@redenergy.com.au)  
Phone: 1800 957 330

Please submit one form per property/unit. To ensure the prompt processing of your application, please ensure all details are accurately completed, as incomplete or illegible applications will be returned to the applicant. This form must be completed and returned 1-2 weeks prior to the date the site is ready according to the Victorian gas networks site readiness guide (<https://www.redenergy.com.au/docs/Red-Energy-DB-Gas-Connections-Site-Readiness.pdf>) for the application to be processed.

For subdivided lots in VIC, refer to MapshareVIC (<https://mapshare.vic.gov.au/mapsharevic/>) online before making an application. Where an old address shows, include a plan of subdivision notice along with a Council/Shire street allocation letter with the new address(es).

## 1. New Account Holder's Contact Information (the responsible person for the gas connection installation)

Are you a:                      Home Owner                      Builder                      Business  
Other: (Provide)

Business Name:

ABN:

Do you have an existing account with Red Energy?                      Yes                      No

If yes, what is the account number?

New Account Holder Information:                      Primary Account Holder/Director                      Authorised Account Holder (if any)

Preferred Title (eg. Miss/Mr/Mx):

First Name, Surname:

Phone / Mobile (Business Hours)

Email address

Driver's License / Passport No

Date of Birth

Job Title (for business customers)

Preferred Postal Address  
(if different from site address)

## 2. Site Details

Premises Type:                      Unit                      House                      Granny Flat                      Single Dwelling Site:                      Yes                      No

New or Existing Premises:                      New                      Existing                      Site plan included:                      Yes                      No

Lot No.                      Unit / Flat No.                      Street No.                      Street Name

Suburb                      Postcode

Plan of Subdivision No.                      Clear Access to site?                      Yes                      No

Access Instructions:

Site Ready Date:                      Move-In/Handover Date:



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## 3. Site Installation Details

Central Heater	(MJ)	Cooker	(MJ)	Hot Water Service	(MJ)
Space Heater	(MJ)	Oven	(MJ)	Hot Plate	(MJ)
Other (Specify)			(MJ)		

\* Total (MJ) Rating (MJ) \* Meter Inlet Pressure (KPA)

\*Certificate of Compliance (COC) #

\*Without this information, your application cannot be processed

## 4. Plumber & Builder Details \*Without Plumber details, your application cannot be processed

Plumber

Builder

Preferred Title (eg. Miss/Mr/Mx):

Company Name:

First Name, Surname:

Phone / Mobile (Business/Mobile):

Email address:

Accreditation Number:

## 5. Consent to Contact & Request Gas Connection

### Signed by the new Primary or Director / Business Owner in Section 6

By signing this form, you agree that for the property details listed in Section 2, Red Energy (we, our or us) may contact you by any means (including phone, email or SMS) for the purpose of negotiating an energy contract and to verify the new connection request raised by your Builder listed in Section 4. 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 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 provided us with the personal information of another person under Section 1, 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 personal 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.



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## 6. Primary or Director Account Holder Signature

(Signed by the Primary account holder or Director in Section 1)

Signed by Primary Account Holder / Director:

Job Title:

Name (Please Print):

Date:

