

NSW Jemena & ACT Gas Connection Request Form



Complete and submit this form to arrange a gas connection for residential sites in the Jemena Gas Network area & the ACT.

Email: 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 for the application to be processed.

For subdivided lots in NSW, refer to SixMaps (<https://maps.six.nsw.gov.au/>) 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).

IMPORTANT NOTE: Red Energy does not process the following gas connection types:

1. Boundary metering requests
2. Commercial gas connection requests

If you require either of the above connection types, please contact your plumber to discuss before completing this form.

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)



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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:			

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) *Without this information, your application cannot be processed

4. Connection Type Required (please indicate)

Single Residential: New or existing residential detached homes.

Main House and Granny Flat Residential: New or existing homes where you require a connection to the main house and to the granny flat on the same block of land (two meters required).

Meter Kit Only: There is already gas to the property and you require a second meter. This is often used when the main house is connected to gas and the "granny" flat requires gas. Or you live in an apartment block that already has gas but your unit doesn't.

Path Valve Service: If you have a shared driveway, live in a battle-axe block or access to your front yard is hindered by a locked gate or high fence.

Standard Jemena Gas Connections

A standard gas connection (connection from the main gas line in the street to the meter location at your site) includes:

- (i) The installation of an M8 meter and 20mm service;
- (ii) System Pressure – 210kPa;
- (iii) Delivery Pressure – 2.75kPa;
- (iv) Peak Load – 320mj/hr.

Please note that there will be no charge for a standard gas connection.

Jemena Gas will assess your new connection request and advise Red Energy of the type of connection required. If the connection type differs from a Standard Jemena Gas Connection (as noted above), Red Energy will contact you to advise of the site requirements and/or charges if applicable, before proceeding with the connection request.



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5. Meter Location Network Requirements

The meter must be located at least 1 metre away from a driveway, carport or where a vehicle may cause damage to the meter. If you are not able to ensure the 1 metre clearance, you will need to install a safety barrier. Please refer to the Jemena Network Operator Rules for detailed information about the requirements of the barrier. Jemena will discuss with you prior to installation if they are not able to install the meter in your preferred location due to safety and compliance requirements.

Existing Premises: A site plan indicating the proposed meter location must be provided for existing dwelling applications. Please highlight the meter location on site plan.

New Premises: As these premises are a new home build, the gas connection will be provided on the same side of the home as the green electrical pillar box. Which side of the property the electrical pillar box is located?

Right Side Left Side

Where would you like the meter to be located?

Against the side of the house At the front of the property

New Premises: Please submit this form a minimum of 6 weeks before the site ready date. To minimise delays, please ensure by no later than the site ready date, that the site is clean, has clear access and is free from scaffolding.

Site Ready Date: Move-In/Handover Date:

6. Site Conditions

Battle-axe block	Cliff or wall or steps greater than 3 metres in height	Service access longer than 25 metres. Please specify the distance:	<input type="text"/>
High traffic road	Shared driveway	Other (eg. storm or rainwater tanks, etc):	<input type="text"/>

7. Plumber & Builder Details *Without Plumber details, your application cannot be processed

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

Company Name:

First Name, Surname:

Phone / Mobile (Business/Mobile):

Email address:

Accreditation Number:



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8. Consent to Contact & Request Gas Connection

Signed by the new Primary or Director / Business Owner in Section 9

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 7. 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 (**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.

9. 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: