

QLD & NSW (AGN & APA) Gas Connection Request Form



Complete and submit this form to arrange a gas service line and/or a gas meter installation for sites located in the NSW AGN & APA Network areas and both QLD networks.

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, refer to SixMaps or QLDGlobe online before making the application. Where an old address shows, please include a plan of subdivision notice along with a Council/Shire street allocation letter stating the new address(es):
<https://maps.six.nsw.gov.au/> or <https://qldglobe.information.qld.gov.au/>

Important: Red Energy can only process basic gas connections that meet the following requirements:

1. The total megajoule (MJ) requirement for the site does not exceed 400 MJ per hour;
2. Inlet pressure (kPa) requirement is 2.75kPa.

For Gas Meter Fix Requests the following requirements must be met in order for your request to be processed (please tick):

Clear access is provided to the gas meter location to allow for installation and for future gas meter readings to occur.

Where the gas meter is on the drive side of the property, bollard requirements are met, i.e. clearances, number req. and colour.

The property is clearly and permanently marked with lot, unit and street number, on the 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).

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.				MIRN Number (if known)		
Clear Access to site?	Yes	No	Access Instructions:			

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 (max 400mj/h) Certificate of Compliance (COC) # (if known)

4. Connection Type Required (please indicate)

Gas Meter Fix only: Where the gas service line has already been installed by AGN

Check with AGN to ensure the supply specifications for the gas line match the site installation details you have provided in Section 3.

Gas Service Line Completed: Yes No Move-In/Handover Date:

Gas Service Line & Gas Meter Fix installation

This form must be submitted a minimum of 4-6 weeks before the site is ready. Please ensure the site is clean, clear with access and is free from scaffolding after the site ready date to minimise delays. The meter location must be marked on the site plan.

Site Ready Date: Move-In/Handover Date:

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

Plumber

Builder

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

Company Name:

Contact Name:

Phone / Mobile (Business/Mobile):

Email address:

Accreditation Number:

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6. Consent to Contact & Request Gas Connection

Signed by the new Primary or Director / Business Owner in Section 7

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 5. 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.

7. 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: