

South Australia Residential Gas Meter Fix Request Form



Once AGN has completed the Gas Service Line at your property, please complete and return this form and Red Energy will contact you to set up a gas account in your name.

Email: gasnewconnections@redenergy.com.au
Phone: 1800 957 330

Important:

- If you need a gas service line, please contact APA Group on **1300 001 001** to organise this first.
- 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, cancellation of your requests & incur wasted truck fees.

Please Check:

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 the gas meters meet the regulatory requirements.

The standpipe must be clearly and visibly labelled with the correct property address with a permanent marker. The property address must include the flat or unit number (where applicable), the street number and the suburb.

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)



South Australia Residential Gas Meter Fix Request Form

(Continued from Page 1)



2. Site/Address 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			SA Postcode			
Plan of Subdivision No.			MIRN Number (From AGN):			

3. Site Installation Details

*Gas Service Line Completed Yes No Expected Move-In Date or Handover Date

Meter Installation Type:

- ACCREDITED** (Hang & Wad) For when appliances aren't installed: The distributor will need to access the site for connection and the plumber / builder will need to commission the appliances after the meter is hung. Please provide plumber details below.
- STANDARD** (Full meter fix) For when appliances are installed. Please provide your preferred appointment timeframes and please ensure that someone over the age of 18 years old will be onsite for the appointment.

Preferred Appointment Date: Preferred Appointment times: 8am - 12pm 12pm - 4pm All Day

Clear Access to Site? Yes No

Access Instructions

Gas Appliance Breakdown (please check the supply specifications for the gas line with AGN, to match the meter requirements below)

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

* Total (MJ) Rating (MJ) * Pressure Inlet (KPA) 1.1kPa 2.75kPa

*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:



South Australia Residential Gas Meter Fix Request Form

(Continued from Page 2)



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 (**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.

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: