

10 Q. Will my LPG appliances be able to convert to Natural Gas?

A. Most LPG appliances can be converted for use with natural gas. However, these appliances cannot be used with natural gas until they have been converted. The conversion can only be carried out by a licenced gas fitter who holds a specialised class for Type A gas conversion work. Your retailer may be able to give you assistance in this matter. In cases where LPG appliances cannot be converted (usually if they are over 10 years old), they may need to be replaced with ones suitable for connection to natural gas.

11 Q. What will Natural Gas cost me and is it more expensive than LPG?

A. Based on current prices, the cost of natural gas is cheaper than LPG on a dollar per Megajoule basis. More information on appliance running costs can be obtained from the Sustainable Energy Authority Victoria (SEAV). The SEAV website can be found at www.sustainable-energy.vic.gov.au
Your energy retailer will be able to provide you with details regarding the costs of natural gas. Please note that there is a surcharge for the South Gippsland towns which Alinta will charge your nominated energy retailer, who in turn will pass this surcharge on to you.

12 Q. Will there be any disruption to the street when construction begins?

A. With any major construction works, there may be some minimal inconvenience. However, every effort will be made to minimise such inconvenience to residents and businesses.

13 Q. I do not have LPG currently but would like to connect to Natural Gas for some of my appliances. Is this possible?

A. Yes, provided gas mains are laid in your street (as per question 4). More information can be obtained by calling 1300 131 689 during normal business hours.

14 Q. What is the approximate costs to convert appliances from LPG to Natural Gas?

A. This will be dependent on the appliances, but generally costs will be approximately \$1200 (total) for a stovetop, space heater and water heater. Please note that this is only an indicative cost. This would also include a new fitting line. However if you have an existing fitting line, it may be suitable for natural gas. A licence gas fitter can assess the feasibility of your fitting line and appliances (refer Question 10).

15 Q. What incentives are available to enable me to connect?

A. Multinet is currently offering financial incentives to encourage early connection to natural gas. A separate incentive brochure will be available from Alinta.

16 Q. Where can I obtain more information on this project?

- A.** There will be regular community updates and information sessions during the course of the project. Further information can be obtained from:
- Your local council or their website
 - Multinet Gas website at www.multinetgas.com.au
 - Alinta website at www.alinta.net.au
 - Email southgippslandgas@alinta.net.au
 - Phone 1300 131 689 (during normal business hours)

Easy steps to connect to Natural Gas

1. You need to ensure that natural gas is available in your street/location. (Remember Multinet reticulates the gas network in your area)
2. Apply to an energy retailer for a gas service and retail supply contract.
3. Your energy retailer will coordinate with Alinta to install the gas service to your property.
4. You will need to arrange a qualified gas fitter to assess the suitability of your gas appliances/fitting line and arrange conversion to take supply of natural gas.
5. Your gas fitter will coordinate with your energy retailer to arrange for a meter connection.

CURRENT GAS RETAILERS

Please note there are a number of current licensed energy (gas) retailers. When you make your decision to connect to natural gas, you should refer to the Essential Services Commission at www.esc.vic.gov.au for up to date industry information regarding gas retailers or ring 1300 131 689 (Mon-Fri, 8.30am - 5.30pm).

Multinet Gas has contracted Alinta Asset Management to be the project manager responsible for the construction, operation and maintenance of the new gas network.



Delivering Natural Gas To South Gippsland Region

Multinet Gas Extension Project



Delivering Natural Gas To South Gippsland

Introduction

The State Government of Victoria awarded Multinet Gas the contract to reticulate natural gas to five towns in the South Gippsland Region as part of their Natural Gas Extension Program. The five towns are Lang Lang, Korumburra, Leongatha, Wonthaggi and Inverloch. Multinet has contracted Alinta Asset Management to be the project manager responsible for the construction, operation and maintenance of the new gas network.

The Multinet Gas Extension Project will see reticulation of approximately 250km of gas mains over the next three years, passing approximately 10,000 homes and businesses when completed in 2009. Construction of this \$50 million project will begin in late 2006.

By connecting to natural gas, residents and businesses will have the opportunity to select from a wider range when purchasing new appliances such as heaters, hot water units and cooktops. Natural gas is safe, reliable, convenient, economical and environmentally friendly.

These frequently asked Questions and Answers will provide you with more information on this project.

1 Q. Who is Multinet Gas?

A. Multinet is the largest distributor of natural gas in Victoria, supplying gas to approximately 635, 000 end use customers in the Central Business District, eastern and outer eastern suburbs of Melbourne including the Yarra Ranges. Multinet Gas ("Multinet") is proud to be associated with bringing natural gas to homes and businesses in the rapidly developing region in South Gippsland.

2 Q. Who is Alinta?

A. Alinta Asset Management ("Alinta") provides operational services to Multinet Gas under contract. Multinet has contracted Alinta to be the project manager responsible for the construction, operation and maintenance of the new gas network. Alinta has set up an enquiries line to answer questions on the Multinet Gas Extension Project: 1300 131 689.

3 Q. What is the proposed timeline of the project?

A. The timeframe for the gas project is shown in the table below. Detailed maps with locations of gas supply mains will be available prior to commencement of construction in your town. (See table below and note this may be subject to change)

PROPOSED TIMELINES	
DATES	TIMETABLE
2005 - 2006	Field work commences including all environmental/engineering studies, landowner communication and liaison and obtaining approvals
2006 - 2007	Construction and commissioning of the transmission pipeline
2007	Completion of works in Lang Lang
2007 - 2008	Completion of supply and distribution mains in Korumburra and Leongatha
2008 - 2009	Completion of supply and distribution in Wonthaggi and Inverloch
DATES AND TIMETABLE - SUBJECT TO APPROVALS PROCESS AND SUBJECT TO CHANGE	

4 Q. Who can connect to Natural Gas?

A. If gas mains are installed in your street, you will be able to arrange connection. Further information will be available on where the gas mains are to be laid once the planning phase is completed. To facilitate connection, you must be able to demonstrate your commitment to connect by entering into a contract with a licensed energy retailer. Appliances must also be converted to take or capable of taking natural gas supply, otherwise you may need to purchase new ones. (Refer Question 10)

5 Q. Can all people connect to Natural Gas and what will happen if it does not come into my street in your proposed timelines?

A. Multinet will arrange a connection to gas on the basis that a retail contract is signed and that it is economically viable to reticulate down your street. If you want to connect to gas and there are no plans to reticulate down your street, an application can still be made to a licensed energy retailer requesting connection and a fee may be applicable.

6 Q. How do I connect to Natural Gas?

A. Should you be seeking a connection to natural gas, you will first need to enter into a gas retail contract with a licensed energy retailer.

7 Q. Why do we need an energy retailer to connect?

A. You need an energy retailer so that once a gas contract is signed, your retailer can arrange to connect your premises through Multinet. There are a number of energy retailers in Victoria that can assist you with connection. Multinet is a distributor and does not have a gas retail licence to sell gas to households and businesses. More information can be obtained by telephoning the enquiry line on 1300 131 689. Each energy retailer may offer different packages for your consideration and your choice should be based on what is best for you.

8 Q. How much will it cost to connect to Natural Gas?

A. In most cases, the provision of gas supply will be free of charge to a standard residential and commercial property. Multinet will arrange for the installation of a service up to 20 metres inside the property boundary at no charge. In cases where the distance is more than 20 metres a connection charge will apply. The charge will need to be assessed when connection is requested via an energy retailer.

9 Q. What is the major difference between LPG and Natural Gas?

A. LPG and Natural Gas have different heating values and composition, which is why appliances connected to LPG will need to be converted to take supply via natural gas. Natural gas is continuous and so you will not have to worry about changing your LPG bottles.

