

# Delivering Natural Gas to the South Gippsland Region

Multinet Gas Extension Project

## Lang Lang Natural Gas Coming To Your Town



## Q. Who can connect to natural gas?

**A.** If gas mains are installed in your street, you will be able to arrange connection. The enclosed map shows which streets are planned to have natural gas available. Further information will also be displayed on the Multinet website and at council locations.

To facilitate connection, you must be able to demonstrate your commitment to connect by entering into a contract with a licensed gas retailer. Appliances must also be capable of taking natural gas supply, otherwise you may need to replace them.

## Q. What happens if I am not in one of the streets, but want to connect to natural gas?

**A.** Multinet will arrange a connection to natural gas on the basis that a retail contract is signed and that it is economically viable to reticulate your street. If you want to connect and there are no plans to install gas mains in your street, you can apply to a licensed gas retailer requesting a connection. A fee may be applicable.

## Q. What will it cost me to connect?

**A.** Multinet will arrange for the installation of a service to a standard residential or commercial property up to 20 metres inside the property boundary at no charge. In cases where the distance is more than 20 metres, Multinet may apply a connection charge. The charge will need to be assessed when connection is requested via a licensed gas retailer.

However, a gas retailer may charge a connection fee to arrange final connection. Please contact your retailer for all applicable charges and tariffs.

## 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 Jemena.

Note that incentives are not applicable to residents outside the streets to be reticulated under the program (enclosed map)

## Q. Is natural gas 100% reliable?

**A.** Natural gas, like any other energy source cannot be guaranteed to be 100% reliable. However, Multinet Gas will use its best endeavours to provide natural gas supply to the South Gippsland towns that is safe and reliable. As with any other energy sources, there may be risks such as that of supply interruption which may be beyond Multinet's control (eg third party damage to the transmission pipeline). Multinet Gas does not accept responsibility for these interruptions.

\* All connections are subject to conditions including availability.

**Remember you will need to contact your gas energy retailer to arrange 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](http://www.esc.vic.gov.au) which will give you up to date industry information regarding gas retailers in South Gippsland or ring 1300 131 689 (Mon-Fri, 8.30am - 5.30pm).

### Easy steps to connect to Natural Gas

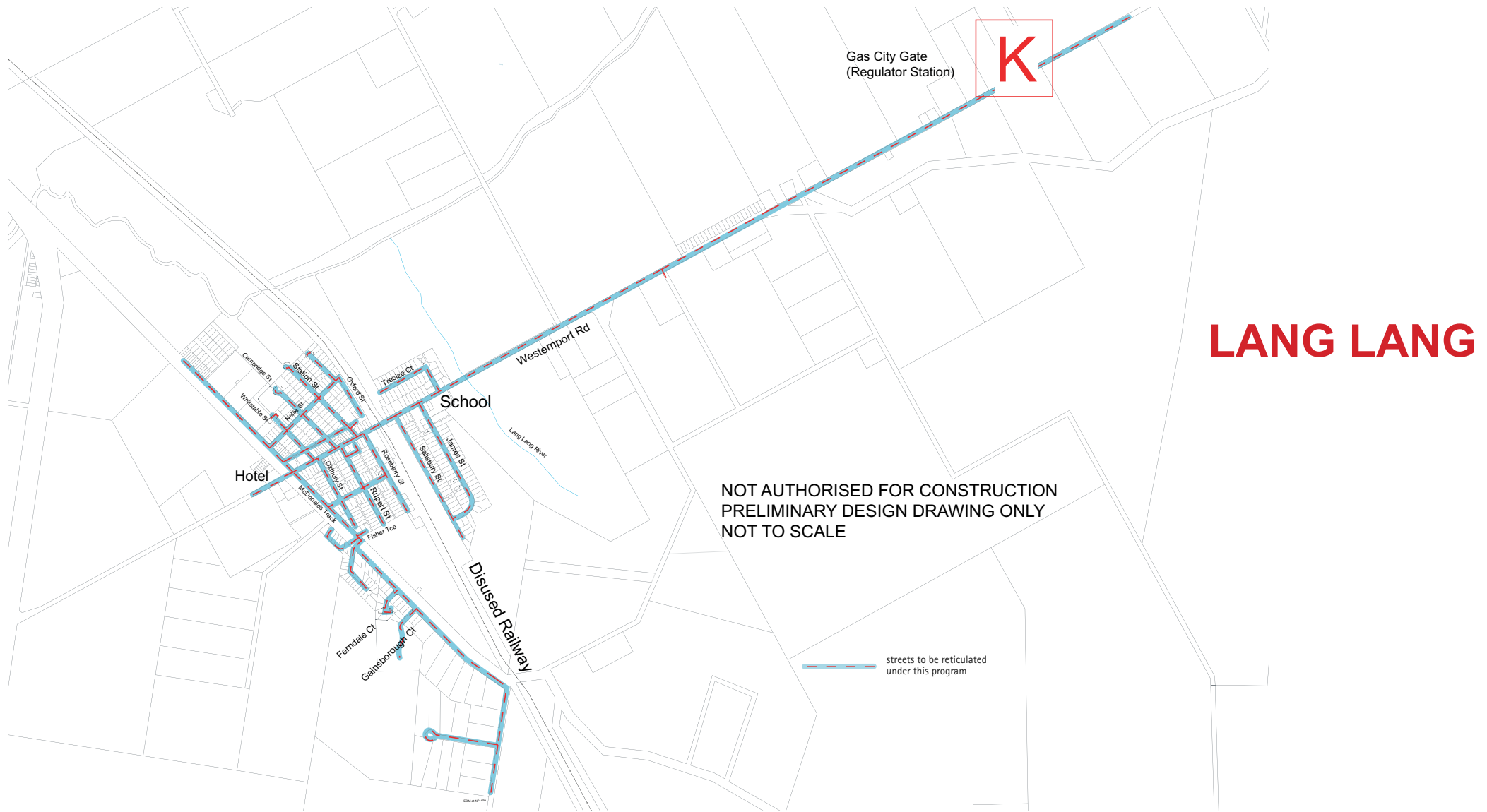
1. You need to ensure that natural gas is available in your street/location. (Remember Multinet reticulates the gas network in your area)
2. Apply to an energy retailer for a gas service and retail supply contract.
3. Your energy retailer will coordinate with Jemena to install the gas service to your 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.
6. Your gas fitter will arrange connection to natural gas once the gas meter is connected.

Further information about the Multinet Gas Extension Project can be obtained from:

- Your local council ie. Cardinia Council or their web site
- Multinet Gas web site at [www.multinetgas.com.au](http://www.multinetgas.com.au)
- Jemena web site at [www.jemena.com.au](http://www.jemena.com.au)
- Email [southgippslandgas@jemena.com.au](mailto:southgippslandgas@jemena.com.au)
- Phone 1300 131 689 (Mon - Fri, 8.30am - 5.30pm)

Jemena Asset Management (6) Pty Ltd, Australia's leading provider of infrastructure solutions, is the prime contractor for the gas network owned by Multinet Gas.





Multinet Gas with the support of the Victorian State Government's \$70M Natural Gas Extension program, will reticulate gas to five towns in South Gippsland. Multinet has contracted Jemena to be the project manager responsible for the construction, and maintenance of the new gas network.

Jemena is now commencing the roll out of natural gas in the town of Lang Lang.

Connection to Natural Gas is now available through a gas energy retailer.

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, convenient, economical and environmentally friendly.