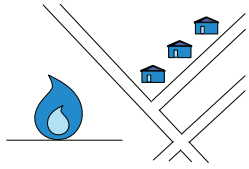


Applying For Your Gas Service Connection

Victorian Distribution Networks Standard Service Connection Application Process

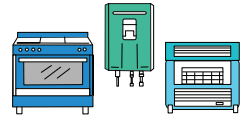
i * There have been changes to when you can submit a service request

1 CUSTOMER / BUILDER



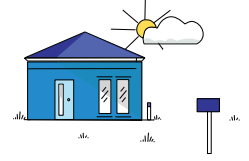
Find out if natural gas is available at your property using the street listing database on your distribution network's website, or ask your retailer.

2 CUSTOMER / BUILDER



Choose your gas appliances so that we connect the right service for your needs based on your MJ load requirements.

3 CUSTOMER / BUILDER



Make sure your property is ready for connection and your preferred meter location is clearly marked. See Site Readiness guide.

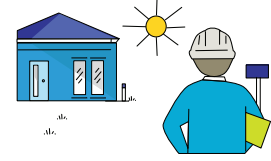
4 CUSTOMER / BUILDER



*Apply for your service connection request with your preferred retailer no earlier than 10 business days prior to your site being ready. See Site Readiness Guide.

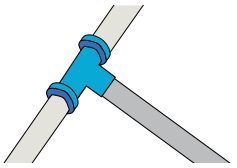
Failure to meet site readiness requirements could result in your service order being cancelled.

5 DISTRIBUTION NETWORK



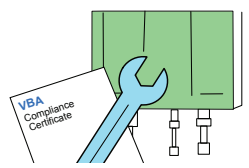
Your Distribution Network checks that the site is ready for connection and that the meter location is compliant.

6 DISTRIBUTION NETWORK



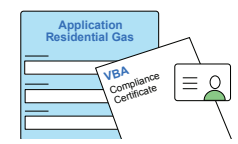
If the site is ready and the meter is compliant, your Distribution Network installs the gas service line.

7 PLUMBER



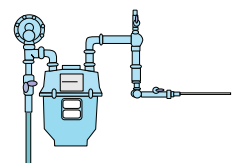
Your plumber installs the gas appliances and then lodges a Certificate of Compliance (CoC) with the Victorian Building Authority (VBA).

8 CUSTOMER



Request the meter installation with your Retailer. You will need the CoC and Plumber's License Number.

9 DISTRIBUTION NETWORK



If the site is ready and the metered position is compliant, your Distribution Network installs the gas meter.

10 PLUMBER



Your plumber makes sure your gas appliances are working and safe for use.