

Gas Installation and Appliance Repairs Application Form

As a Priority Services customer, if you suspect that the gas installation (service line) to your home, or gas appliances in your home, need repairing, we can help. Specifically, we will work with you to determine what needs repairing, the extent of that repair and attempt these repairs following two steps:

Step 1: A gasfitter of your choice will attend your home and inspect the gas installation (fitting line) and appliances to assess the extent of the repair needs.

Step 2: The attending gasfitter will be authorised to attempt immediate repairs up to the cost of \$1000.00.

If repairs required fall outside of this scope, we will work with you on a case-by-case basis to ensure the safe restoration of your gas supply.

To access this service, please complete the application form below, and we will contact you to arrange all further details. If you are currently renting your home, please contact your property manager or landlord to arrange any required checks and repairs.

For more information or assistance in completing this form, please call 1300 427 777 (Monday to Friday, 8am-5pm) or email customercare@agig.com.au

Your Priority Service Customer # (this was provided in your welcome email)

Do you suspect that your gas installation (fitting line) needs repairing?

☐ Yes

☐ No

☐ Don't know

Suspected gas appliances to be repaired (please select all that apply):

Heater

☐ Radiant convector

☐ Convection heater

☐ Radiant gas heater

☐ Gas ducted heating

☐ Don't know

Hot water system

☐ Gas storage system

☐ Gas instantaneous system

☐ Gas solar hot water system

☐ Don't know

Cooktop

☐ Oven

☐ Convection oven

☐ Conventional oven

☐ Don't know

Other (Please provide further information)

continued overleaf

You are applying as:

- ☐ Tenant
- ☐ Homeowner (or Landlord)
- ☐ Other (Please provide further information below)

Important information

When you submit this form, you confirm that you are authorised to approve works to be conducted at your home and accept all contractual terms and liabilities will be between yourself and your chosen gas fitter (the service provider). By submitting this form, you also acknowledge that Multinet will simply facilitate payment to the service provider and is not liable for any further costs, damages or losses that may result from or in connection with the outlined works, except where Competition and Consumer Law applies.

It is also important to note that, after the repairs have been completed, you will receive a Certificate of Compliance from the gas fitter. You can refer to this Certificate for any warranty queries related to the works completed on site.

If you have any questions or queries, please contact us on 1300 427 777 or email customercare@agig.com.au

Signature**Date**

Once completed please return to Multinet by one of the following methods:

Email: scan and send to customercare@agig.com.au
Post: PO Box 449 Mount Waverly VIC 3149

