

MODEL STANDING OFFER FOR BASIC CONNECTION SERVICES.

Effective from 2 May 2016

ActewAGL

This offer document ("**Offer**") sets out the terms and conditions on which ActewAGL Distribution ABN 76 670 568 688, a partnership of Icon Distribution Investments Limited ABN 83 073 025 224 and Jemena Networks (ACT) Pty Ltd ABN 24 008 552 663 ("**ActewAGL Distribution**") will provide the Applicant with a Basic Connection Service, where:

- (a) the Applicant made an Application requesting a Basic Connection Service to connect natural gas supply from ActewAGL Distribution's Gas Distribution Network to the Premises; and
- (b) the Premises including the site plans and information provided by the Applicant ("**Site Information**") satisfies ActewAGL Distribution's requirements for a Basic Connection Service; and
- (c) where the Applicant is a retailer acting on behalf of a retail customer, the Applicant has in place a Gas Transportation Agreement ("**GTA**") with ActewAGL Distribution.

1. Interpretation

Please note that capitalised words and expressions used in this Offer are defined in the Dictionary at the end of this Offer. Some rules to assist in the interpretation of this Offer are also included at the end of this Offer.

2. Applicant's Warranty

The Applicant warrants that where it is making the Application on behalf of the Customer, the Customer:

- (a) is aware of the terms and conditions of the Offer; and
- (b) has authorised the Applicant to make the Application and enter into the Connection Contract on its behalf.

3. Formation of Contract

Upon acceptance of an Offer in accordance with the clause 4, Acceptance of Offer, the Applicant will be taken to have entered into a Connection Contract for customer connection services with ActewAGL Distribution on the terms set out in this Offer.

4. Acceptance of Offer:

4.1 General

- (a) If the Applicant would like to accept this offer, the Applicant must complete an Application for a basic connection service through an on-line portal operated by or on behalf of us or by completing a paper Application, and must comply with any instructions provided by us. The on-line portal

is available on our website at www.actewagl.com.au. If the Applicant requires a paper Application please contact Jemena New Connections Team¹ on **1300 137 078**.

- (b) The Applicant must provide the relevant details of their retailer at the time of making their application. The Applicant acknowledges that we will rely on this information provided by them. In the event that the Applicant does not have a retailer or does not provide details of their retailer at the time of making their application, we may default the Customer to a retailer and the Applicant will be taken to have provided their consent to enter into the contract with the retailer.
- (c) Unless we agree to a different timeframe with the Applicant we will within 10 business days of receiving a correctly completed application:
 - (i) advise the Applicant whether the proposed connection service is a basic connection service; and
 - (ii) if we are satisfied that the application is for a basic connection service, make a connection offer which will be consistent with this model standing offer or, where the Applicant applies for an expedited connection (see clause 4.2) provide confirmation to the Applicant.
- (d) The connection offer will remain open for acceptance for 45 business days from the date of the offer and if not accepted within that period, it will lapse unless the period is extended by agreement between us and the Applicant.

4.2 Expedited connection

- (a) An expedited connection involves the Applicant and us entering into a connection contract on the terms of this model standing offer when we receive the Applicant's Application for basic connection services, subject to 4.2 (c) and 4.2 (d) below.
- (b) The Applicant may apply for an expedited connection in relation to a basic connection service if it falls within the terms of this model standing offer by electing an expedited connection on the Application for basic connection services.
- (c) If we are satisfied that the connection application is for basic connection services that fall within the terms of this model standing offer and the Applicant has elected an expedited connection, a connection contract is formed between us and the Applicant on the terms of this model standing offer on the date we received the Application.

1. Jemena provides asset management and associated services for ActewAGL Distribution, including managing applications for new gas connections.

- (d) If we do not agree that an offer in terms of this model standing offer or any other model standing offer is appropriate for the Customer, we will notify the Applicant accordingly.

4.3 *Negotiated connection offer*

- (a) An Applicant may decide not to accept this model standing offer and instead negotiate a negotiated connection contract with us for connection services or both connection services and supply services.
- (b) We may charge a reasonable fee to cover expenses directly and reasonably incurred by us in assessing any application for a negotiated connection contract.

5. Site Information

The Applicant acknowledges and agrees that ActewAGL Distribution will rely on the accuracy of the Site Information when undertaking the Connection Work, including the representation that the Premises satisfies the requirements for a Basic Connection Service set out in the Schedule.

6. Scope of Connection Work

The Connection Work to be undertaken by ActewAGL Distribution in providing the Basic Connection Service is set out in item 3 of the Schedule which forms part of this Offer.

7. Connection Charges and payment terms

- (a) ActewAGL Distribution will only impose Connection Charges consistent with the Regulatory Requirements.
- (b) The Applicant agrees to pay the Connection Charges in respect of the Connection Work which are set out in the Schedule to this Offer.
- (c) ActewAGL Distribution will invoice the Applicant for any Connection Charges payable.
- (d) Amounts specified in the Schedule or which are otherwise payable under the Connection Contract may be stated to be exclusive or inclusive of GST. Paragraph (e) applies unless an amount payable under this contract is stated to include GST.
- (e) Where an amount paid by the Applicant or by ActewAGL Distribution under this Connection Contract is payment for a "taxable supply" as defined for GST purposes, to the extent permitted by law, that payment will be increased so that the cost of the GST payable on the taxable supply is passed on to the recipient of that taxable supply.

8. Timeframes for commencing and completing Connection Work

ActewAGL Distribution will endeavour to commence the Connection Work within 10 business days and to complete the Connection Work within 90 business days from the latest of:

- (a) the Date of acceptance of the Offer; and
- (b) the Applicant ensuring (to ActewAGL Distribution's satisfaction) that the Premises are in a suitable state for the Connection Work to commence; and
- (c) the Customer's Retailer raising the necessary B2B transactions.

However, ActewAGL Distribution is not required to commence or continue with the Connection Work, or may require the Applicant to pay ActewAGL Distribution an additional amount pursuant to clause 15, if:

- (a) the Applicant fails to comply with conditions of the Offer that must be complied with by the Applicant;
- (b) any Site Information provided by the Applicant, including any further information requested by ActewAGL Distribution, is not accurate or complete;
- (c) there is not a clear and unobstructed route between the Network Boundary and the proposed meter location;
- (d) the Customer has not completed works which ActewAGL Distribution has advised must be completed prior to it commencing or completing the Connection Work;
- (e) the Customer is not the owner of, or does not have development rights in respect of, the land at the Premises during the period in which the Connection Work is to be carried out; or
- (f) factors outside ActewAGL Distribution's control prevent it from commencing or continuing the Connection Work. If such factors arise, reasonable delay must be taken into account in the timeframes set out in this clause. ActewAGL Distribution will advise the Applicant as soon as practicable of the nature and timing of the delay. Factors outside ActewAGL Distribution's control include, but are not limited to:
- (i) inclement weather;
- (ii) access for service vehicles and plant being restricted or obstructed;
- (iii) the presence between ActewAGL Distribution's Gas Distribution Network and the Point of Supply of rock, other underground obstructions or physical

land characteristics that could not have been foreseen by ActewAGL Distribution and are not allowed for in the offer, including but not limited to steps greater than 3 metres in height;

- (iv) the presence between ActewAGL Distribution's Gas Distribution Network and the Point of Supply of other underground services not anticipated by ActewAGL Distribution;
- (v) any delays required to comply with Regulatory Requirements; and
- (vi) delays encountered where ActewAGL Distribution is satisfied that it needs to submit and have approved a Traffic Management Plan pursuant to clause 1(g) of the Schedule prior to work commencing, which will require an additional lead time estimated at 4 to 6 weeks.

9. Qualifications to provide contestable service

If the Premises are located in NSW, and the Applicant requests or ActewAGL Distribution determines in its discretion that the Basic Connection Service is to terminate 225mm outside the property boundary of the Premises (as set out in item 2 of the Schedule), then the Applicant acknowledges that any work from that termination point to the meter set and any installation of the meter and other metering equipment will need to be undertaken by a fully qualified and licensed plumber or gasfitter nominated by the Applicant and the works undertaken must comply with the safety and technical requirements as stated below.

10. Safety and Technical Requirements

The installation, repair or replacement of a consumer service pipe, a meter or any other metering equipment must be performed by a licensed gasfitter in accordance with:

- (a) the ActewAGL Distribution ACT Gas Service & Installation Rules which can be found on our website;
- (b) any relevant ActewAGL Distribution standards;
- (c) applicable Regulatory Requirements, including any reasonable directions ActewAGL Distribution gives to the Applicant under the Regulatory Requirements;
- (d) AS/NZS 4645 Gas distribution networks (series comprising AS 4645.1 Network Management, AS 4645.2 Steel Pipe Systems and AS 4645.3 Plastic Pipe Systems);

- (e) AS 5601 provides limiting conditions for copper tube, fittings and jointing. ActewAGL Distribution will accept an operating limit of 400kPa for Type A and B Copper Tube. ActewAGL Distribution prohibits the use of composite pipe;
- (f) AS 5601 for venting of pressure reduction equipment and /or pressure limiting devices.

The Point of Supply where gas is to be supplied to the Premises is identified in the Schedule. ActewAGL Distribution is responsible for everything on its side of the Network Boundary (including the meter set), and the Applicant is responsible for everything on the Applicant's side of the Network Boundary after the meter set.

11. Compliance Certification

The Applicant must ensure that all works completed by it or on its behalf are compliant with the Regulatory Requirements.

Where the Applicant completes any work in relation to the premises which is required to be inspected by third parties, including regulatory bodies or statutory authorities, the Applicant must organise and ensure the completion of these inspections.

ActewAGL Distribution requires one certificate of compliance for each new Gas Installation.

12. Applicant responsibilities

The Applicant agrees not to tamper with, adjust, disconnect, by-pass, interfere with or otherwise damage or render inoperable or inaccurate the metering equipment and it must use its best endeavours to ensure that no other person does so or attempts to do so.

The Applicant must use reasonable endeavours to provide ActewAGL Distribution with clear and safe access to the premises and must ensure that the area surrounding the Point of Supply is safe and complies with applicable Regulatory Requirements, standards and gas-fitting rules.

The Customer must ensure that any pets present on the premises are safely restrained or removed while any employee, contractor or agent of ActewAGL Distribution is on the premises. ActewAGL Distribution accepts no liability for injury to or loss of animals where appropriate care has not been taken.

13. Limitation of Liability

- (a) All express or implied warranties, representations or covenants which are not contained in this Offer or the GTA between the Applicant and ActewAGL Distribution are excluded to the maximum extent permitted by law.

- (b) If:
- (i) a condition or warranty is implied into this Offer under any Commonwealth, State or Territory legislation that cannot be excluded; or
 - (ii) any Consumer Guarantee applies to any goods or services ActewAGL Distribution supplies as part of providing the Connection Work under this Offer, then ActewAGL Distribution's liability (if any) to the Applicant for any breach of the condition or warranty, or any failure to comply with a Consumer Guarantee in connection with any goods or services (that are not of a kind ordinarily acquired for personal, domestic or household consumption) is limited, as far as the law permits and at ActewAGL Distribution's option, to resupplying the goods or services or paying for their resupply.
- (c) Nothing in this Offer excludes, restricts or modifies the operation of the Consumer Guarantees where to do so would contravene the Australian Consumer Law or cause any part of this clause to be void.
- (d) Subject to clause (b)(ii) above, and as far as the law permits, ActewAGL Distribution is not liable for any loss the Applicant may suffer (including, without limitation, where caused by any negligent or wilful act or omission by ActewAGL Distribution or by any other person) arising:
- (i) from any breach of the terms of this Offer by ActewAGL Distribution; or
 - (ii) in relation to the Connection Work undertaken by ActewAGL Distribution.
- (e) The Applicant acknowledges and agrees that ActewAGL Distribution is not responsible for, and (as between ActewAGL Distribution and the Applicant) the Applicant accepts all risks in respect of, the control and use of gas at the Premises.
- (f) The Applicant must ensure that all appliances that require a supply of gas are installed in accordance with applicable laws and standards and by an appropriately qualified person.
- (g) The Applicant indemnifies ActewAGL Distribution against (and therefore must pay ActewAGL Distribution for) loss or damage suffered by ActewAGL Distribution arising in connection with the control and use of gas at the Premises.

14. Indemnity

The Applicant agrees to indemnify ActewAGL Distribution and its related bodies corporate for any damages, costs, expenses, claims and demands suffered by ActewAGL Distribution and against all liability in respect of any claim which may be taken or made against ActewAGL Distribution, including without limitation any claim relating to:

- (a) loss of, or damage to, or loss of use of, any real or personal property; or
- (b) personal injury, disease or illness (including mental illness) to, or death of, any person, arising from or in connection with;
- (c) any breach of the Connection Contract by the Applicant (or any employee, contractor or agent of the Applicant); or
- (d) the carrying out of any work (including the Connection Work) at the Premises by the Applicant or any employee, contractor, agent or customer of the Applicant; or
- (e) any failure by the Applicant (or any employee, contractor or agent of the Applicant) to comply with applicable laws.

ActewAGL Distribution holds the benefit of this indemnity granted in its favour on trust for itself and its related bodies corporate.

15. ActewAGL Distribution's Reserved Rights

The terms and conditions set out in this Offer are ActewAGL Distribution's current version for the type of connection specified. ActewAGL Distribution may amend or replace the Offer from time to time by making a replacement Offer available on its website. Any amendment to the Offer takes effect from the date on which it is made available, but does not affect the validity or effect of an Offer made before the amendment takes effect, or a connection contract formed on the basis of such an Offer.

Without prejudice to any other rights ActewAGL Distribution has under this Offer, if ActewAGL Distribution incurs any additional expenses as a consequence of the Site Information being inaccurate, or where the Site Information is varied at the request of the Applicant, these additional expenses must be borne by the Applicant and are payable to ActewAGL Distribution on demand.

16. Variation and waiver of connection contract

A right under the Connection Contract formed by acceptance of this Offer may be waived only in writing by the person giving the waiver. The failure of a party to require performance of any provision of the Connection Contract does not affect their right to enforce the provision at a later time.

If ActewAGL Distribution is required or permitted to vary the terms and conditions of the Connection Contract to comply with any applicable Regulatory Requirements, it may do so and the variation will take effect when notice is given to the Applicant.

If the Applicant seeks an amendment to the Connection Contract and in the reasonable opinion of ActewAGL Distribution the effect of the requested amendment is that the connection service would no longer be categorised as a Basic Connection Service, ActewAGL Distribution may offer to negotiate connection services for a negotiated connection contract, in accordance with the Regulatory Requirements.

17. Termination

ActewAGL Distribution may terminate the Connection Contract created by the Applicant's acceptance of this Offer in any of the following circumstances:

- (a) The Site Information provided is inaccurate and the terms of this Offer are no longer considered by ActewAGL Distribution to be appropriate in light of the correct Site Information; or
- (b) Notwithstanding the Applicant's acceptance of the Offer, the Applicant does not allow ActewAGL Distribution to:
 - (i) commence Connection Work within 10 business days of Acceptance of the Offer by the Applicant; or
 - (ii) complete the Connection Work within 90 business days of commencement of the Connection Contract.
- (c) The Applicant has failed to ensure (to ActewAGL Distribution's satisfaction) that the Premises are in a suitable state for the Connection Work to commence.
- (d) Notwithstanding the Applicant's acceptance of the Offer, the Applicant does not pay the Connection Charges by the due date for payment.

- (e) Notwithstanding the Applicant's acceptance of the Offer, the Customer's Retailer does not raise the B2B transactions within 45 business days of acceptance of the offer.

Following termination in accordance with this clause, ActewAGL Distribution may, in its sole discretion, re-issue this Offer or make a new offer for connection services on different terms.

18. Assignment

The Applicant may not assign, transfer or novate the Connection Contract without ActewAGL Distribution's prior written consent (such consent not to be unreasonably withheld or delayed).

Some obligations placed on ActewAGL Distribution under this Offer may be carried out by another person. If this Offer imposes an obligation on ActewAGL Distribution to do something, then it is taken to have complied with the obligation if another person does it on its behalf.

19. No energisation until retail contract in place

ActewAGL Distribution will only energise a new connection where it is satisfied that there is a relevant retail contract in relation to the Premises.

20. Approval of affected parties

The Applicant is responsible for obtaining written approval from all affected parties for ActewAGL Distribution to carry out the Connection Work. This includes, without limitation:

- (a) where required, the consent of the owner of the Premises to carry out the Connection Works;
- (b) consent for ActewAGL Distribution to provide the personal information and contact details of the Customer to another party (such as a gas retailer or a network owner for the purpose of connecting gas to the Premises) in compliance with applicable Regulatory Requirements, including the *Privacy Act 1988 (Cth)*.

The Applicant releases and indemnifies ActewAGL Distribution against any claim or proceeding that is made, threatened or commenced against ActewAGL Distribution, and any cost, liability, loss, damage or expense (including legal and other professional costs on a full indemnity basis) that ActewAGL Distribution incurs or suffers, as a direct or indirect result of the Applicant's failure to comply with the *Privacy Act 1988 (Cth)*, or failure to secure any necessary consent.

21. Privacy

The Applicant acknowledges and agrees that ActewAGL Distribution and its related bodies corporate may use the Customer's personal information for future marketing and research purposes.

ActewAGL Distribution's Privacy Statement is available on our website www.actewagl.com.au.

22. Dispute resolution

If the Applicant or the Customer has a complaint, it may make a complaint under ActewAGL Distribution's Complaints Handling Procedure, which is available on our website. ActewAGL Distribution will follow its Complaints Handling Procedure.

If the Applicant has a dispute with ActewAGL Distribution, ActewAGL Distribution will try to resolve that dispute informally with the Applicant. If ActewAGL Distribution cannot resolve the dispute informally, then the Applicant may request ActewAGL Distribution to formally review the issue which has caused the dispute.

In accordance with the National Gas Rules, the Customer may refer to the AER a dispute between ActewAGL Distribution and the Customer about the terms and conditions on which any of ActewAGL Distribution's connection services (including Basic Connection Services under this Offer) are provided or about ActewAGL Distribution's Connection Charges.

The Applicant must continue to perform its obligations under this Offer despite any ongoing dispute.

Nothing in this clause prevents a party exercising its rights under this Offer or applying to a court for urgent relief.

Dictionary

Access Arrangement means ActewAGL Distribution's access arrangement for the ACT, Queanbeyan and Palerang gas distribution network as in force from time to time;

ACT Gas Service & Installation Rules means the rules published from time to time by ActewAGL Distribution for gas service and installation;

ActewAGL Distribution means ActewAGL Distribution ABN 76 670 568 688, a partnership of Icon Distribution Investments Limited ABN 83 073 025 224 and Jemena Networks (ACT) Pty Ltd ABN 24 008 552 663;

Applicant means the party who submitted the Application and includes a Connection Applicant as defined in Rule 119R of the National Gas Rules;

Application means the request submitted by the Applicant to ActewAGL Distribution requesting a natural gas supply to be connected from ActewAGL Distribution's Gas Distribution Network to the Premises;

Australian Consumer Law means Schedule 2 of the *Competition and Consumer Act 2010 (Cth)*;

Basic Connection Service has the meaning given to it in the Schedule;

Connection Charges mean charges imposed by ActewAGL Distribution for Connection Work;

Connection Contract means the contract formed by acceptance of the Offer;

Connection Work means the work to be undertaken by ActewAGL Distribution in providing the Basic Connection Service as set out in the attached Schedule;

Consumer Guarantee means guarantees that ActewAGL Distribution is required to provide under the Australian Consumer Law in relation to goods and services supplied to the Applicant as a 'consumer within the meaning of that term in the Australian Consumer Law or relevant jurisdictional legislation, including guarantees that services are provided with due care and skill, and that goods are of acceptable quality;

Consumer Service Pipe means the gas pipes and associated equipment that are used to convey gas from a Utility Service up to and including the first isolation valve of a meter set;

Customer means the end-use customer for the Premises and includes the retail customer on behalf of whom the Applicant has submitted the Application;

Date of Offer has the meaning given to that term in the clause 'Acceptance of Offer';

Expedited Connection involves the Applicant and ActewAGL Distribution entering into the Connection Contract on the terms of this Offer on the Date of Offer;

Gas Distribution Network consists of infrastructure used, or for use, in relation to the distribution of gas by a person through a distribution pipeline (as that term is defined in the National Gas Rules) for supply to the network boundary of another person;

Gas Installation means the installation of equipment beyond the point of termination of the Connection Work required to commence a supply of gas to the Premises;

GST has the meaning given in the *GST Act (A New Tax System (Goods and Services Tax) Act 1999 (Cth)*;

GTA means Gas Transportation Agreement and any similar or replacement agreement including a Reference Services Agreement established under ActewAGL Distribution's Access Arrangement;

National Gas Rules means the rules made under the *National Gas Law* set out in the Schedule to the *National Gas (South Australia) Act 2008* of South Australia;

Network Boundary has the meaning given to that term in item 2 of the Schedule;

Offer means this offer;

Point of Supply has the meaning given to that term in item 2 of the Schedule;

Premises means the premises at the address specified in the Application;

Regulatory Requirements means any Commonwealth, State or local government legislation including Acts of Parliament, regulations, by-laws or other subordinate legislation, judicial, administrative or regulatory decrees or orders, or any mandatory approvals and guidelines, including industry standards or administrative interpretations of them, as may be in force and as amended from time to time;

Retail Market Procedures means the Retail Market Procedures within the meaning of the National Gas Rules;

Site Information means the site plans and all information provided by the Applicant, more particularly, as described in the Application; and

Utility Service means the pipe that connects ActewAGL Distribution's Gas Distribution Network to a Consumer Service Pipe generally at a point in the public thoroughfare, 225 millimetres outside the property boundary.

Interpretation

Headings are for convenience only, and do not affect interpretation. The following rules also apply in interpreting this letter except where the context makes it clear that a rule is not intended to apply.

- (a) A reference to:
 - (i) legislation (including subordinate legislation) is to that legislation as amended, re-enacted or replaced, and includes any subordinate legislation issued under it;
 - (ii) a document or agreement, or a provision of a document or agreement, is to that document, agreement or provision as amended, supplemented, replaced or novated;

- (iii) a party to this document or to any other document or agreement includes a permitted substitute or a permitted assign of that party;
 - (iv) a day is to be interpreted as the period of time commencing at midnight and ending 24 hours later;
 - (v) a person includes any type of entity or body of persons, whether or not it is incorporated or has a separate legal identity, and any executor, administrator or successor in law of the person; and
 - (vi) anything (including a right, obligation or concept) includes each part of it.
- (b) A singular word includes the plural, and vice versa.
 - (c) If a word is defined, another part of speech has a corresponding meaning.
 - (d) A reference to "dollars" or \$ is to an amount in Australian currency.
 - (e) If an event must occur on a stipulated day which is not a business day, then the stipulated day will be taken to be the next business day.
 - (f) If a period of time is specified and dates from a given day or the day of an act or event, it is to be calculated exclusive of that day.

Schedule

1. Pre-requisites for Basic Connection Service

- (a) the home is a single dwelling (not a medium density or unit site);
- (b) a suitable gas main covers the Premises;
- (c) the meter position is located external to the dwelling, and no further than 2 metres from the side of the dwelling that is adjacent to the gas main;
- (d) the Premises requires no more than a gas cook-top, room heater and a hot water system (or equivalent), and the hourly gas consumption will be no more than 320MJ;
- (e) the distance between the point of entry for the gas connection service to the Premises and the meter location is no more than 25 metres;
- (f) the line from the property boundary to the meter location is free of any obstruction such as a cliff, wall, or steps greater than 3 metres;
- (g) the Premises are not located on a road for which Roads ACT or NSW Roads and Maritime Services (formerly the Roads & Traffic Authority) is responsible, or on

a road subject to traffic conditions which ActewAGL Distribution considers require significant traffic controls to be put in place so that the Connection Works may be undertaken; and

- (h) the property does not have, and is not accessed via, a shared driveway

2. Network Boundary and Point of Supply

The agreed Network Boundary and Point of Supply is the outlet of the metering equipment.

3. Scope of Connection Work:

- (a) The scope of the Connection Work includes supplying and installing a connection where the pre-requisites described in item 1 above are satisfied from ActewAGL Distribution's natural gas network to the Premises, including providing a Consumer Service Pipe, a meter, and such other equipment as determined by ActewAGL Distribution in order to supply the peak load that has been nominated in the Application.
- (b) The connection will terminate:
 - (i) at the meter set; or
 - (ii) if required or requested by the Applicant, or if ActewAGL Distribution determines, 225mm outside the property boundary of the Premises.
- (c) Where reasonably practicable, ActewAGL Distribution will endeavour to install the meter set in the

location nominated in the Application, or if one is not nominated in the Application, then a location nominated by the plumber on site.

- (d) ActewAGL Distribution will supply all necessary metering equipment.
- (e) Wherever reasonably practicable, ActewAGL Distribution will minimise the disturbance to gardens or driveways. Where applicable, lawns will have to be lifted and any existing turf re-laid and top soil spread at the completion of the Connection Work.
- (f) All hard surface restorations within the Premises will have a temporary repair in the form of a black top mix. The Applicant acknowledges and agrees that the full restoration to the original condition of hard surfaces and the possible replacement of plants and trees is not ActewAGL Distribution's responsibility.

4. Connection Charges

The Connection Charges are \$0.

Note: if ActewAGL Distribution incurs any additional expenses as a consequence of the Site Information being inaccurate, or where the Site Information is varied at the request of the Applicant, these additional expenses must be borne by the Applicant and are payable to ActewAGL Distribution upon demand (see clause 15).

actewagl.com.au

Customer enquiries

13 14 93 – Electricity

13 18 86 – Natural gas

Emergencies and faults

13 10 93 – Electricity

13 19 09 – Natural gas

24 hours

Postal address

ActewAGL

GPO Box 366

Canberra ACT 2601

Language assistance

如果您需要幫助，請打電話給下面的號碼。

¿Necesita un intérprete? Llame al número indicado abajo.

هل تحتاج إلى مترجم؟ اتصل بالرقم أدناه.

Trebate li pomoć tumača? Nazovite niže navedeni broj.

Nếu quý vị cần sự giúp đỡ, vui lòng gọi số bên dưới.

Se vi serve un interprete, telefonate al seguente numero.

Αν χρειάζεστε διερμηνέα, τηλεφωνείτε στον αριθμό παρακάτω.

13 14 50