

# New gas connections for real estate developers.

## Frequently asked questions

The following is a guide for real estate developers interested in arranging new natural gas connections with Evoenergy, as part of residential or commercial development.

### Do I qualify as a real estate developer?

A real estate developer is a person who carries out real estate development, which includes the commercial development of land by either:

- the construction of new medium-density housing
- the construction of new high-rise buildings
- the construction of new industrial or commercial premises.

You are eligible to apply for a new natural gas connection in your capacity as a real estate developer, if you undertake any of the above types of development work.

### How are new natural gas connections classified?

Evoenergy classifies new connections depending on factors, such as complexity and whether there is a gas main nearby.

#### Basic connection service

A basic connection service is where a natural gas main is already available in the vicinity of (at right angles to) the connection. Additional charges or expanded timeframes may apply for unusual site conditions including, but not limited to:

- pipelines in excess of 25 metres from the front of the property to the meter
- shared driveways
- physical obstructions between our network and the meter such as rock, steep inclines and other material
- where a natural gas service to a side meter position within two metres of the front of the house cannot be provided.

#### Negotiated connection service

In practice, all new connections for real estate developers are classified as a negotiated connection service, where the connections' terms and conditions are negotiated with Evoenergy.

Negotiated connections differ from basic connections as follows.

- **Timeframe** – because of their complexity and the fact that the needs of both the applicant and the distributor have to be taken into account, the timeframe for establishing the connection offer is 65 business days, considerably longer than that of a basic connection of 10 business days.
- **Negotiation fees** – we may charge you a fee for undertaking a negotiated connection with us, whether you end up taking the offer or not. This fee is required to be paid up front, if you elect to negotiate a connection with us.

Our negotiation framework, available at [evoenergy.com.au](http://evoenergy.com.au), sets out in detail some of the aspects mentioned in this section, such as timeframes, negotiation process and what happens if there is a dispute during negotiations.

Establishing a connection requires cooperation and trust, so both parties must negotiate in good faith. Sometimes this requires the exchange of confidential information and either or both parties may require the other to sign confidentiality agreements to protect their information.

#### How do I apply for a new natural gas connection?

- **Step 1:** arrange a gas supply contract with a natural gas retailer.

To comply with transitional National Energy Customer Framework (NECF) arrangements, real estate developers must have a natural gas supply contract with a retailer operating on Evoenergy's network, before requesting a new natural gas connection with Evoenergy.

As a real estate developer you can apply to Evoenergy directly for a new natural gas connection, however, should you choose, you may also apply through a retailer. By applying through a retailer, you may be able to organise other utility services at the same time, such as water and electricity. A list of retailers can be found on the **Australian Energy Regulator's** website [aer.gov.au](http://aer.gov.au)

- **Step 2:** complete a **new connection application form** indicating all the required information including the following.
  - Real estate developer and plumber/designer contact details.
  - Connection details, including the supply contract reference number.
  - Appliance details.
  - Requested metering pressure for industrial and commercial connections.
- **Step 3:** submit the application form via email, fax or mail to Jemena Asset Management (Jemena). Jemena manages new connections on behalf of Evoenergy.

### What happens after I have submitted the application form?

Within 10 business days after receiving your completed application, Jemena will advise you of your eligibility for a negotiated connection.

Your connection offer will contain a timeframe indicating when work on your connection will commence and how long it will require to be completed after being accepted by you. The connection offer will remain open for acceptance for a minimum of 20 business days.

### When do I require a natural gas retailer?

A natural gas retailer is required to request a new connection. A distributor is not required to energise a new connection unless there is a relevant contract with a retailer in relation to the premises in place.

### Who is responsible for natural gas centralised hot water connection design?

It is the responsibility of the real estate developer to certify that a centralised hot water system has been installed in accordance with the certified design, created by their chosen designer. The certifications must be in accordance with Australian law and relevant building, plumbing and gas fitting standards. The steps to complete an application with a gas centralised hot water system include the following.

- **Step 1:** review the gas centralised hot water system design guide.

This guide outlines the reasoning behind installing a gas centralised hot water system, key responsibilities and a guide to calculating the common factor, a key calculation for gas centralised hot water systems.

- **Step 2:** have your designer create an appropriate design.

Your chosen designer should assess the site and complete a design according to capacity, function and relevant design principles.

- **Step 3:** complete the common factor calculation spreadsheet and certification of common factor.

The common factor is influenced by variables, such as occupancy rate, average daily usage and pipe heat loss, the spreadsheet assists in calculating the common factor and is mandatory for applications that include a gas centralised hot water system.

- **Step 4:** complete the confirmation of gas centralised hot water installation.

As a condition of connection and issuing of metering equipment, the real estate developer has to certify that the gas centralised hot water system has been installed in accordance with the certified design described above.

### Who can I contact if I need further information?

Visit [evoenergy.com.au](http://evoenergy.com.au) for more information about connections, our negotiation framework and our customer charter, as well as general information about gas connections and supply.

Alternatively you may contact Jemena's Network Development Manager via email at [stephen.donnelly@jemena.com.au](mailto:stephen.donnelly@jemena.com.au)

### 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.

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