



Jemena Gas Networks (NSW) Ltd

Model Standing Offer for connection of a retail customer to the Jemena NSW gas distribution network

Basic Connection Service: Residential Meter Kit

Introduction

This Model Standing Offer is established under Part 12A of the National Gas Rules (**NGR**) and comprises:

- this Introduction;
- **Part A:** An explanation of the Offer process;
- **Part B:** Terms and conditions of providing the Basic Connection Service;
- **Annexure A:** Site condition requirements; and
- **Annexure B:** Template confirmations and Offers.

Definitions

The terms below have the following meanings in this document:

Access Arrangement means our access arrangement for our NSW gas distribution network, as in force from time to time under the National Gas Law.

Agreement has the meaning given to that term in clause 3.

Applicant means the person who lodged the Application.

Application means, as applicable, the application form for a Service at the Supply Address in the form published on our website, or the completed form lodged by you (including through our Electronic Business System) requesting a Service at the Supply Address.

B2B Transactions means the service order transactions required to be raised by a Retailer under the applicable retail market procedures to initiate a new gas connection to our distribution network.

Basic Connection Service means the service described in 5.1 Basic Connection Service: Residential Meter Kit.

Business Day has the meaning given to it in section 2 of the National Energy Retail Law.

Change in Circumstances has the meaning given in clause 6.7.

Client means the owner or occupant of the Supply Address who is not the Applicant.

Connection Work means the work described in clause 5.

Consumer Service means the pipework and associated fittings that convey gas from our natural gas distribution network to the inlet of the basic metering equipment. If a boundary regulator is installed, the pipework between the boundary regulator and the inlet of the meter kit or meter set is also considered as part of the consumer service.

Electronic Business System means our electronic business system used by us for gas market business transactions with Retailers and our electronic portal.

Expedited Basic Connection Service means a Basic Connection Service that is expedited through the offer and acceptance process. An Expedited Basic Connection Service is taken to have been accepted by the customer on lodgment of the application in accordance with rule 119U in the NGR.

Gas Installation means the installation of equipment beyond the point of termination of the Connection Work required to enable gas to be used at the Supply Address.

Land Owner means the registered owner of the Supply Address.

Leak Test Certificate means a certificate issued by a Licensed Gasfitter certifying that the Gas Installation has been tested for gas leakage in accordance with applicable gas safety legislation, our Safety and Technical Requirements including *AS 5601 Gas installations*, and is safe to be connected or re-connected to our gas distribution network.

Licensed Gasfitter means a gasfitter appropriately licensed under the *Home Building Act 1989* (NSW), *Home Building Regulation 2014* (NSW), the *Gas and Electricity (Consumer Safety) Act 2017* (NSW) and the *Gas and Electricity (Consumer Safety) Regulation 2018* (NSW).

NGR means the National Gas Rules.

Offer means the offer to connect the Supply Address to our gas distribution network made by us to you in the form of:

- a) an Offer letter (including an Offer Acceptance Sheet) which incorporates these terms by reference or to which this document is attached;
- b) an electronic offer made through our Electronic Business System; or
- c) an expedited connection offer under clause 1,

and which incorporates the terms and conditions set out in this document, in each case subject to any variations entitled to be made under the NGR or under the Agreement.

our, we, us or Jemena means Jemena Gas Networks (NSW) Limited ABN 87 003 004 322.

Personal Information has the meaning given to it under the *Privacy Act 1988* (Cth) (that is information or an opinion, whether true or not, and whether recorded in a material form or not, about an identified individual, or an individual who is reasonably identifiable e.g. an individual's name, signature, address, telephone number).

Real Estate Developer means a real estate developer as defined in Part 12A of the NGR (that is, a person who carries out real estate development).

Residential Customer has the meaning given to it in the National Energy Retail Law (that is, a customer who purchases energy principally for personal, household or domestic use at premises).

Retail Customer has the meaning given to it in section 2 of the National Gas Law (that is, a person to whom natural gas is sold for premises by a Retailer).

Retail Gas Agreement means an agreement with a Retailer for the sale of natural gas to the Supply Address.

Retailer means a retailer as defined in the National Gas Law (that is, a person who is the holder of a retailer authorisation issued under the National Energy Retail Law in respect of the sale of gas).

Safety and Technical Requirements means all relevant gas industry rules and standards, including:

- a) the Jemena Network Operator Rules which can be found on our website;
- b) 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*); and
- c) *AS 5601 Gas installations*, which provides limiting conditions for copper tube, fittings and jointing.

Note: We may accept an operating limit of 400kPa for Type A and B Copper Tube. Composite pipe cannot be used. AS 5601 also applies in relation to venting of pressure reduction equipment and/or pressure limiting devices.

Service means a Basic Connection Service.

Site Condition Requirements means the conditions set out in Annexure A.

Site Information means the site plans and information provided by you prior to commencement of the Connection Work, including information set out in the Application.

Supply Address means the address specified in the Application.

you or your means the Applicant.

Commencement

This Model Standing Offer applies to Applications lodged on or after 1 October 2026.

What does this document apply to?

This Model Standing Offer applies to Applications for the **Basic Connection Service: Residential Meter Kit** for the establishment of a new Retail Customer connection to our NSW gas distribution network (**Basic Connection Service**), including those connections that are Expedited Basic Connection Service: Residential Meter Kit.

The Basic Connection Service, including the Expedited Basic Connection Service, is available where the Site Condition Requirements in Annexure A are satisfied. If the Site Condition Requirements are not satisfied, we will advise that the Application will not qualify for a Basic Connection Service and provide information about the negotiated connection process and possible costs and expenses related to the negotiations.

Making an Application

Applications can be made by Retailers, as well as builders, plumbers, Real Estate Developers and Retail Customers (or by someone else who is acting on behalf of a Retail Customer) (the latter collectively referred to as **Non-Retailer Applicants**).

Subject to the note below, Retailers and Non-Retailer Applicants (except Retail Customers) can submit Applications through our **Electronic Business System**. Non-Retailer Applicants, including Retail Customers, can request their Retailer to arrange the connection or submit Applications using the form published on www.jemena.com.au/ or using a paper copy of the form which can be obtained by contacting our New Connections Team (netconnect@jemena.com.au).

Note in relation to Non-Retailer Applicants

A Non-Retailer Applicant (with the exception of Real Estate Developers) can only lodge an Application (or have someone lodge an Application on their behalf) if they:

- a) have a Retail Gas Agreement in place with a Retailer for the Supply Address; or
- b) agree that we will nominate a Retailer for the Supply Address in accordance with Part B, clause 4.2.

The nomination of a Retailer does not restrict or prevent the Retail Customer of the Supply Address from subsequently choosing a different Retailer at any time after the connection has been established at the Supply Address.

We recommend for convenience that the Applicant arrange for their preferred Retailer to lodge the Application.

Incomplete Applications

If an Application is incomplete in a material respect, we will advise you of the deficiency and may require you to complete a new Application. This applies even if you have requested an expedited connection.

Additional information required to assess the Application

We may require you to provide us with any additional information we reasonably require to assess the Application and provide you with a safe connection. This may include site-related information, possible safety hazards, and other practical site information required prior to providing the offer and commencing the service. This could include photographs of the site, access requirements, animal on premise information and other reasonably required information.

Charges

Where the Basic Connection Service is applicable, the charge (**Basic Connection Charge**) payable by you is an amount determined by us in accordance with the NGR, including Rule 119M Connection charges criteria and is based on the directly attributable cost of providing the Basic Connection Service, including:

- the Residential Meter Kit, including the meter bar, regulator and Jemena gas meter required for a basic connection to our gas distribution network;
- delivery/supply costs to the relevant location (if applicable);
- incidental costs such as design, planning and administration costs; and
- any applicable tax we are liable to pay in connection with the Service.

If there is a Change in Circumstances (see clause 6.7) or where a Basic Connection Service is not available and we advise of the negotiated connection service process, the Basic Connection Charge described above will not apply and any connection charges will be set out in the negotiated offer.

If your Application has been submitted through a Retailer, the Basic Connection Charge will be paid by you to your Retailer. If your Application is submitted directly to Jemena, you must pay Jemena in accordance with your invoice.

For new connections, made through a Retailer, payment of the Basic Connection Charge is in accordance with the terms of your agreement with the Retailer and may be required upfront. We may not commence (or continue) the Connection Work until payment has been received (unless otherwise required by the NGR or agreed with the Applicant).

The Basic Connection Service includes network-side works only. Those works on the customer-side, including engaging a licensed gasfitter or plumber, and completing behind-the-meter works, are separate from the Basic Connection Charge and are to be arranged and paid for by the customer to the relevant service provider.

For more information on current pricing, please visit www.jemena.com.au/gas/jemena-gas-network/

What does Part A of this document do?

Part A details the Offer and acceptance process where:

- a) you have requested an expedited Basic Connection Service (clause 1); or
- b) you have requested a non-expedited Basic Connection Service (clause 2).

It also sets out the next steps that both you and we are required to undertake so that the new connection can be undertaken.

What does Part B of this document do?

Part B sets out the terms and conditions that apply to you and us in establishing the new connection.

Privacy Policy

Our Privacy Policy is available on our [website](#).

Understanding this document

Capitalised words in this document have the meaning given to them in the Definitions.

Please ensure you read this document. If you have any queries in relation to this document then please visit www.jemena.com.au/gas/jemena-gas-network/ or contact our New Connections Team as follows:

New Connections Team

Jemena Gas Networks (NSW)

Level 39, Liberty Place

161 Castlereagh Street

Sydney NSW 2000

Phone: 1300 137 078

Email: netconnect@jemena.com.au

PART A: EXPLANATION OF THE OFFER PROCESS

1. Expedited Connections

1.1 Offer and acceptance of an expedited connection

Where:

- a) you have submitted a properly completed Application for an Expedited Basic Connection Service; and
- b) we are satisfied that the Site Condition Requirements are met for the Service you requested; and
- c) clauses 1.3 and 4.2 do not apply;

then:

- d) in accordance with the NGR, an Offer:
 - i) in the form of our Model Standing Offer for the Basic Connection Service; and
 - ii) incorporating the terms and conditions set out in this document and the information in your Application,

is taken to have been made by us and accepted by you on the day we received the Application.

1.2 How will you be notified of an expedited connection?

As soon as practicable after an expedited connection Offer is taken to have been made and accepted, we will issue a confirmation to you. The confirmation will be provided:

- a) where the Application was submitted electronically through our Electronic Business System - electronically through that system (that is all of the information required for a confirmation as set out above will be provided electronically through that system); or
- b) where the Application was submitted otherwise – in writing or by email, or as otherwise agreed between us and you.

1.3 Where Site Condition Requirements are not met

If we are not satisfied under clause 1.1(b) above, we will notify you why the Site Condition Requirements have not been met and that a negotiated connection will be offered.

1.4 Timing of assessment and notification

We will assess the Application and provide you with a confirmation under clause 1.2 or notification under clause 1.3 within 10 Business Days of receiving a completed Application. Where we require additional information to assess the Application, we will provide the confirmation or notification within 10 Business Days after receipt of that information.

2. Explanation of non-expedited connections

2.1 Offer of non-expedited connection

Where:

- a) you have submitted a properly completed Application for a Basic Connection Service that is not an expedited connection; and
- b) we are satisfied that the Site Condition Requirements are met for the Service you requested; and
- c) clauses 2.2 and 4.2 do not apply;

then:

- d) we will make an Offer:
 - i) in the form of our Model Standing Offer for the Basic Connection Service; and

- ii) incorporating the terms and conditions set out in this document and the information in your Application.

2.2 Where Site Condition Requirements are not met

If we are not satisfied under clause 2.1(b) above, we will notify you why the Site Condition Requirements have not been met and that a negotiated connection will be offered.

2.3 Timing of assessment and notification

We will assess the Application and provide you with an Offer under clause 2.1 or notification under clause 2.2 within 10 Business Days of receiving a completed Application. Where we require additional information to assess the Application, we will provide the Offer or notification within 10 Business Days after receipt of that information.

2.4 How to accept the Offer?

Where the Application was submitted through our Electronic Business System – you must accept the Offer electronically through that system. Where the Application was submitted otherwise than through our Electronic Business system – you must accept the Offer in accordance with the instructions set out in the Offer.

Alternatively, where agreed by us, you may accept the Offer by issuing a purchase order to us.

2.5 How long is an Offer for a non-expedited connection open?

The Offer remains open for acceptance for 45 Business Days from the date of the Offer, or such longer period specified by us in the Offer or otherwise agreed by us.

If you do not accept the Offer within the applicable period, the Offer will lapse.

PART B: TERMS AND CONDITIONS OF PROVIDING THE CONNECTION

3. Formation of Agreement

Upon acceptance of the Offer by you under clause 1 or 2, you are taken to have entered into an agreement with us to carry out the Connection Work on the terms and conditions set out in the Offer (**Agreement**).

4. Retailer arrangements for Supply Address

4.1 Where a Retail Gas Agreement is in place at time of Application

If a Retail Gas Agreement is in place when you make the Application, then you must notify us of the identity of the Retailer at the time of making the Application.

You must also provide the customer number allocated to you by the Retailer.

If a Retail Gas Agreement is in place but you do not notify us of this when making the Application, clause 4.2 will apply. This clause 4.1 does not apply where you are a Retailer.

4.2 Where no Retail Gas Agreement is in place at time of Application

Where there is no Retail Gas Agreement in place when you make the Application, or you do not notify us of the Retailer under clause 4.1, you agree that:

- a) If we have an appropriate arrangement in place with one or more Retailers (whereby those Retailer(s) have agreed to be nominated as the Retailer for the Supply Address), we will (unless we agree otherwise with you) nominate a Retailer for the Supply Address; or
- b) If we do not have an appropriate arrangement in place with one or more Retailers (whereby those Retailer(s) have agreed to be nominated as Retailer for the Supply Address), we will be entitled to, at our option, reject the Application, to not proceed with the Application until a Retail Gas Agreement is in place, or to establish the connection and leave the meter wadded or locked.

If we nominate a Retailer under clause [4.2\(a\)](#) that Retailer is deemed to be your Retailer for all purposes under the Model Standing Offer and related agreement until such time as you elect to choose another Retailer.

4.3 Information regarding Retail Gas Agreement

You confirm that any Retail Gas Agreement described by you is in place with the Retailer identified by you and you acknowledge that we rely on that confirmation.

You must provide such further information as we reasonably require to verify the accuracy of any information given to us under the Application or this clause 4.

4.4 Commencement of gas delivery

We will not be obliged to commission or energise the connection at the Supply Address until:

- a) the relevant Retailer has confirmed to us that a Retail Gas Agreement is in place, or we have confirmed the agreement with the Retailer; and
- b) the Retailer has entered into a transportation agreement with us under our Access Arrangement for the delivery of gas to the Supply Address.

4.5 Applications lodged by Retailers

Clauses 4.1 - 4.4 do not apply if you are a Retailer.

5. Description of the Connection Work

5.1 Basic Connection Service: Residential Meter Kit

The Connection Work comprises the provision by us of a Residential Meter Kit for installation and inspection at the Supply Address. This includes supply of a meter bar, regulator and basic residential meter, and excludes engaging a licensed gas fitter or plumber to complete fitment of the meter bar and regulator, and completing any behind-the-meter works that may be required to realise connection of the service. Once your authorised plumber has completed fitment of the meter bar and regulator, a Jemena Representative will deliver the meter to site and your authorised plumber will fit the meter and provide a Leak Test Certificate. You are responsible for all other work required to connect the Supply Address to our gas distribution network.

You must ensure that all such work is carried out by a Licensed Gasfitter in accordance with the Safety and Technical Requirements and all other legislative or regulatory obligations applying to the work (see clause 9 for further details).

A subsequent request for us to undertake any other work will be treated as a Change in Circumstances and clause 6.7 will apply.

6. Timing of Connection Work

6.1 For a Basic Connection Service, we will undertake the Connection Work at a time agreed with you, which will be after:

- a) you have accepted the Offer and provided any information required under clause 4; and
- b) the B2B Transactions have been raised by you (if you are a Retailer) or by your Retailer (if you are not a Retailer).

6.2 We will agree a time with you for the Connection Work and acknowledge that overall completion timeframes will be influenced by variables including, but not limited to, site access requirements, site readiness and your plumber's availability. Factors that may cause a delay to, or prevent the commencement or completion of, the Connection Work include but are not limited to:

- a) the Applicant for a Basic Connection Service fails to comply with Safety and Technical Requirements;
- b) the Applicant for a Basic Connection Service fails to comply with our reasonable request to allow us safe and unhindered access to the Supply Address;
- c) delay in obtaining any necessary site induction; and
- d) delay in receiving the B2B Transactions or delay in the connection Applicant's Retailer raising the B2B Transactions.

6.3 Subject to clauses 4, 6.1, 6.2, 7 and 11, we will use best endeavours to complete the Connection Work within 20 Business Days after you confirm that the Supply Address is ready for the Connection Work. Indicative timeframes may be impacted during peak periods (including end-of-year holidays periods).

6.4 You must provide us with:

- a) all information about any risks, hazards or other actual or potential issues known to you that could reasonably be expected to affect the nature, cost or timing of the Connection Work as early as possible before commencement of those works;
- b) all other information we reasonably require at any time relating to the rights and obligations of you and us under this Agreement.

6.5 You must also notify us immediately if:

- a) any information previously provided by you is no longer accurate; or
- b) you become aware of any matter or thing that might reasonably be expected to affect the nature, cost, timing or integrity of the Connection Work.

6.6 You acknowledge and agree that we rely on the accuracy of all information you provide to us, including the Site Information:

- a) to determine whether the property at the Supply Address meets the Site Condition Requirements for the Basic Connection Service; and
- b) in carrying out the Connection Work.

6.7 You confirm the accuracy of all information you provide to us and that the Supply Address satisfies the applicable Site Condition Requirements. If that information is found to be inaccurate, or the Site Condition Requirements cease to be satisfied, or you fail to comply with clause 7, or you request for us to undertake other work or request a variation to the connection at the Supply Address (**Change in Circumstances**), then we will re-assess the suitability of the Supply Address for the Basic Connection Service and may:

- a) if the Offer has not been accepted by you, withdraw the Offer and provide you with information about the negotiated connection process; or
- b) if the Offer has been accepted by you:
 - i) terminate the Agreement and take no further action to perform the Connection Work; or
 - ii) terminate the Agreement and provide an offer for a negotiated connection.

Any connection charges payable under an offer for a negotiated connection will be set out in that offer, together with the way those charges are to be paid.

7. Site access

7.1 You must:

- a) ensure that we and all our authorised representatives are provided with safe and unhindered access to the Supply Address to enable us to carry out the Connection Work; and
- b) comply with all reasonable requests made by us and our authorised representatives in relation to the Supply Address access.

7.2 Failure by you to comply with this clause 7 will be treated as a Change in Circumstances and clause 6.7 will apply.

8. Approval of affected parties

8.1 You are responsible for obtaining, at your own cost, written approval from all affected parties and relevant statutory authorities for us to carry out the Connection Work, including the consents referred to in clauses 8.2 and 8.3. We will not be obliged to commence the Connection Work until such approvals are provided. If conditions are associated with these approvals, clause 6.2 may apply.

8.2 Without limiting clause 8.1, the consent of the Land Owner at the Supply Address must be obtained where you are not the Land Owner.

8.3 You must ensure that you have obtained the written consent of any individual whose Personal Information will be provided to us for that individual's Personal Information to be provided to us and other parties (such as a Retailer), and for us and those recipients to collect, use and disclose the Personal Information:

- a) for the purposes of the Connection Work, the establishment of the connection and (where applicable) the delivery of gas to the Supply Address, and for related or ancillary purposes and any other purposes identified in our Privacy Policy from time to time; and
- b) in compliance with all applicable laws, including the Privacy Act 1988 (Cth).

As part of this, you must ensure that the individual is aware of the matter identified in Australian Privacy Principle 1.4 when you collect the Personal Information, including the matters set out in our Privacy Policy.

8.4 You acknowledge that by signing the Application you consent to the provision of your Personal Information to us and other parties (such as a Retailer), and for us and those recipients to collect, use and disclose that Personal Information:

- a) for the purposes of the Connection Work, the establishment of the connection and (where applicable) the delivery of gas to the Supply Address, and for related or ancillary purposes and any other purposes identified in our Privacy Policy from time to time; and

b) in compliance with all applicable laws, including the Privacy Act 1988 (Cth).

As part of this, you acknowledge that you are aware of the matters set out in our Privacy Policy.

Where you have provided Personal Information of another person, then you must comply with clause 8.3 in relation to that person's Personal Information.

9. Gas Installation Compliance Certification

The law requires that work in relation to a Gas Installation at the Supply Address must be carried out by or under the immediate supervision of a Licensed Gasfitter and in accordance with all relevant legislation and statutory instruments.

You must, at your cost, ensure a certificate of compliance for each new Gas Installation at the Supply Address is provided to us by a Licensed Gasfitter promptly after the Gas Installation is completed. This certificate is to be uploaded to the electronic business system (portal) through which you applied for connection, or if you completed a manual application, it must be provided by email to complianceNC@jemena.com.au

10. Use of gas at the Supply Address

You must ensure that all gas appliances (including customer installation pipework) located at the Supply Address are installed in accordance with applicable laws and standards and by an appropriately qualified person.

You and the Client (if any) accept all risks in respect of the control and use of gas at the Supply Address.

11. Termination

If, other than as a result of a breach of the Agreement by us, the Connection Work is not completed within 90 days of the B2B Transactions being raised, or such later date agreed by us, we may terminate the Agreement on written notice to you.

We may also terminate the Agreement if the B2B Transactions have not been raised within 45 Business Days of the date of acceptance of the Offer.

In both cases, on your request, we will provide you with a new Offer to connect the Supply Address, which you may accept in accordance with the terms of that revised Offer.

We may also terminate the Agreement pursuant to clause 6.7 or where agreed with you.

12. Limitation of Liability

If any law or consumer guarantee applies to any goods or services we supply in providing the Connection Work under this Agreement, then our liability (if any) for any failure to comply with that law or consumer guarantee is limited, as far as the law permits and at our option, to resupplying the goods or services, or paying for their resupply.

To the extent permitted by law, we give no condition, warranty or undertaking, and make no representation to you or the Client (if any) about the condition or suitability of energy, the Connection Work, its quality, fitness for purpose or safety.

13. Disputes

If a dispute arises in connection with the Agreement or the application of connection charges, the Customer must first contact Jemena's New Connections Team to seek resolution.

If the dispute is not resolved through the New Connections Team, the Customer may escalate the matter to Jemena's Customer Relations team by contacting:

CustomerRelations@jemena.com.au

Jemena will use reasonable endeavours to investigate and resolve the dispute in a timely manner.

If the dispute remains unresolved after Jemena's internal dispute resolution process has been completed, the Customer may refer the matter to the Australian Energy Regulator (AER)¹ or other relevant external body, as applicable.

For the avoidance of doubt, the AER will not become involved in a dispute until Jemena's internal dispute resolution process has been followed and reasonable attempts to resolve the matter have failed.

Nothing in this clause prevents either party from seeking urgent injunctive or declaratory relief from a court of competent jurisdiction.

14. General

- 14.1** This Agreement comprises the entire understanding of the parties. Any previous representations are superseded by this Agreement and will have no legal effect.
- 14.2** If for any reason any of the terms of this Agreement are held to be invalid, illegal or unenforceable by any court or administrative body, all other terms of this Agreement will remain in force.
- 14.3** Any reference in this document to legislation, regulations, rules and other statutory instruments is a reference to the relevant document as amended or replaced from time to time. References to a "clause" are to clauses in this document.
- 14.4** This Agreement will be governed by the law applicable in New South Wales.
- 14.5** Clause 12 and your obligations in clauses 4.3, 6.7, 8.3, 8.4 and 10 survive termination of this Agreement.

¹ Please refer to National Gas Rules Part 12A - Division 7, 'Dispute resolution between distributors and retail customers' for further information.

ANNEXURE A: SITE CONDITION REQUIREMENTS

Site condition requirements for Basic Connection Service: Residential Meter Kit

The Supply Address must satisfy each of the following requirements:

- a) a detached single or semi-detached home;
- b) it has an existing Consumer Service;
- c) one or more gas appliances will be installed in at the Supply Address;
- d) any existing installation at the Supply Address complies with the appropriate standards and the Jemena Network Operator Rules (NOR) (www.jemena.com.au/gas/jemena-gas-network/); and
- e) the Supply Address hourly gas consumption will be no more than 400MJ.

**ANNEXURE B: TEMPLATE CONFIRMATION & OFFER LETTER FOR BASIC
CONNECTION SERVICES**

B1	Confirmation of expedited connection offer - non-electronic application	(Pages 15 – 16)
B2	Non-expedited connection offer - non-electronic application	(Pages 17 - 20)
B3	Non-expedited connection offer - electronic application	(Page 21)

ANNEXURE B1: CONFIRMATION OF EXPEDITED CONNECTION OFFER – NON-ELECTRONIC APPLICATION

[Letter Date]
[ConnectionApplicationName]
[ConnectionApplicationAddress]



Jemena Gas Networks (NSW) Ltd
ABN 87 003 004 322
Level 39
161 Castlereagh St
Sydney NSW 2000
All mail & deliveries via
242 Pitt Street loading dock
T +61 2 9867 7000
F +61 2 9867 7010
www.jemena.com.au

Connection Service

Supply Address: [Supply Address]

Thank you for your application to connect the above supply address to our natural gas distribution network.

We are pleased to advise that your application has been successful. As you requested an expedited connection, you are taken to have accepted an offer in terms of our Model Standing Offer for the service. The offer is deemed to have been made and accepted on the date we received your application, as specified in the connection details below ("offer acceptance date"). This is on the assumption your supply address satisfies the required site conditions and we will advise you further if your application does not qualify.

The service will be provided on the terms set out in:

- this letter, including the connection details below;
- our Model Standing Offer for connection of a retail customer to the Jemena NSW gas distribution network (published on our website at the offer acceptance date).

For your convenience, we have highlighted in the connection details several key points from the Model Standing Offer, but it is important that you read the Model Standing Offer in full so that you understand your and our rights and obligations in relation to the service we are providing.

Please contact us if you would like a hard-copy of the Model Standing Offer, and we will mail you a copy.

Thank you for choosing Jemena. We look forward to having you as a customer on our network.

Yours sincerely,

New Connections Team

Jemena Gas Networks (NSW)

Level 39, Liberty Place

161 Castlereagh Street

Sydney NSW 2000

Phone: 1300 137 078

CONNECTION DETAILS

Applicant	[NameOfApplicant]
Applicant ABN	[ApplicantABN] (if applicable)
Supply Address	[Supply Address]
Connection Service	(As applicable) [NewHome] [ExistingHome] [ResidentialMeterKit] [Residential Path Valve]
Offer acceptance date	[ApplicationReceivedDate]
Charges	Where the Supply Address meets the Site Condition Requirements for a Basic Connection Service, and we are given safe and unhindered access to the Supply Address, the connection charge for the Basic Connection Service is the amount determined in accordance with rule 119M of the National Gas Rules (based on the reasonable costs we incur (or reasonably expect to incur) in providing the service at the time of supply). This charge is [Basic Meter Kit Expedited charge]. Additional costs may be incurred by you as set out in clauses 5.1, 6.7, 8.1, 9, 10 and 12 of the Model Standing Offer.
Time for performance of services	Please see clause 6 of the Model Standing Offer. We will not commence the connection work until we have details of your plumber/gasfitter. If you did not include those details on the application, please advise us as soon as possible.
Gas retail arrangements	(As applicable) [Your application stated that you have a retail gas agreement with [RetailerName]. We will notify the retailer that we are connecting the supply address and that you have nominated them as your retailer.] - or - (As your application did not include the name and applicable customer number for a retailer, we have allocated the supply address to a gas retailer. That retailer will be in contact with you in relation to retail arrangements for the supply address.) The allocation of the supply address to this retailer does not restrict or prevent you or the client (if any) from subsequently choosing a different retailer at any time after the connection has been established at the supply address] - or - [As agreed with you, we have established the connection and left the meter wadded/locked. We will energise the meter when the Retailer has confirmed that a retail gas agreement is in place for the Supply Address (and any other applicable prerequisites under the Model Standing Offer have been satisfied).]
Job specific details	[Details specific to the connection work – e.g. meter location.]

ANNEXURE B2: NON-EXPEDITED CONNECTION OFFER – NON-ELECTRONIC APPLICATION

[OfferDate]
[ConnectionApplicantName]
[ConnectionApplicantAddress]



Jemena Gas Networks (NSW) Ltd
ABN 87 003 004 322
Level 39
161 Castlereagh St
Sydney NSW 2000
All mail & deliveries via
242 Pitt Street loading dock
T +61 2 9867 7000
F +61 2 9867 7010
www.jemena.com.au

Connection Service

Supply Address: [SupplyAddress]

Thank you for your Application to connect the above Supply Address to our natural gas distribution network.

We are pleased to advise that your Application has been successful, and to offer the Service described in the connection details below.

The Service will be provided on the terms set out in:

- this letter, including the connection details below;
- our Model Standing Offer for connection of a retail customer to the Jemena NSW gas distribution network (published on our website at the date of this letter); and
- the attached Offer Acceptance Sheet.

To accept this Offer, please complete the Offer Acceptance Sheet and return it to us within the validity period set out in the connection details.

For your convenience, we have highlighted in the connection details several key points from the Model Standing Offer, but it is important that you read the Model Standing Offer in full so that you understand your and our rights and obligations in relation to the Service we are offering.

Please contact us if you would like a hard-copy of the Model Standing Offer, and we will post it to you. Thank you for choosing Jemena. We look forward to having you as a customer on our network.

Yours sincerely,

New Connections Team

Jemena Gas Networks (NSW)

Level 39, Liberty Place

161 Castlereagh Street

Sydney NSW 2000

Phone: 1300 137 078

netconnect@jemena.com.au

CONNECTION DETAILS

Applicant	[NameOfApplicant]
Applicant ABN	[ApplicantABN] (if applicable)
Supply Address	[SupplyAddress]
Connection Service	(As applicable) [NewHome] [ExistingHome] [ResidentialMeterKit] [Residential Path Valve]
Date of Application	[ApplicationReceivedDate]
Validity Period	45 business days from the date of this letter unless we agree to a longer period.
Charges	Where the Supply Address meets the Site Condition Requirements for a Basic Connection Service, and we are given safe and unhindered access to the Supply Address, the connection charge for the Basic Connection Service is the amount determined in accordance with rule 119M of the National Gas Rules (based on the reasonable costs we incur (or reasonably expect to incur) in providing the service at the time of supply). This charge is [Basic Meter Kit charge]. Additional costs may be incurred by you as set out in 5.1, 6.7, 8.1, 9, 10 and 12 of the Model Standing Offer.
Time for performance of service	Please see clause 6 of the Model Standing Offer. We will not commence the connection work until we have details of your plumber/gasfitter. If you did not include those details on the application, please provide those details when returning your acceptance of this offer.

Gas retail arrangements	(As applicable) [Your application stated that you have a retail gas agreement with [RetailerName]. We will notify the retailer that we are connecting the supply address and that you have nominated them as your retailer.] - or - [As your application did not include the name and applicable customer number for a retailer, we have allocated the supply address to a gas retailer. That retailer will be in contact with you in relation to retail arrangements for the supply address. The allocation of the supply address to this retailer does not restrict or prevent you or the client (if any) from subsequently choosing a different retailer at any time after the connection has been established at the supply address.] - or - [As agreed with you, we have established the connection and left the meter wadded/locked. We will energise the meter when the Retailer has confirmed that a retail gas agreement is in place for the Supply Address (and any other applicable prerequisites under the Model Standing Offer have been satisfied).]
Job specific details	[Details specific to the connection work – e.g. meter location.]

Basic Connection Service

Reference: [OfferReferenceNumber]
Applicant: [ApplicantName] [Applicant Address]
Applicant ABN: [ApplicantABN] (if applicable)
Supply Address: [SupplyAddress]
Cost: [Basic Meter Kit charge]

Acceptance - The Applicant accepts Jemena's Offer dated [OfferDate] for connection of the Supply Address to the gas distribution network.

Signature of Applicant or authorised representative

Signature: _____

Date: _____ / _____ / _____

Phone: _____

Mobile: _____

Where signed by an authorised representative on behalf of the Applicant, please advise:

Name of authorised representative: _____

Position of authorised representative: _____

Plumber/Gasfitter Contact Details

Name: _____ Licence#: _____

Mobile: _____

Please return this signed Offer Acceptance Sheet to:

New Connections Team**Jemena Gas Networks (NSW)**

Level 39, Liberty Place

161 Castlereagh Street

Sydney NSW 2000

Phone: 1300 137 078

Email: netconnect@jemena.com.au

ANNEXURE B3: NON-EXPEDITED CONNECTION OFFER – ELECTRONIC APPLICATION

[ApplicationNumber]- New Connection - Basic
[ApplicantName] - [ApplicantAddress] – [RetailerID]

OFFER

Offer date: [OfferDate]

We have reviewed your Application [Application number] for the provision of a new basic connection at [SupplyAddress] and we are pleased to make this Offer to undertake and complete this work.

[UserMessages (if applicable)]

[ScopeOfWork (if applicable)]

[WorkExclusions (if applicable)]

[WorkSchedule (if applicable)]

The cost for completion of this connection in accordance with the above criteria is [Basic Meter Kit charge].

The Offer number is [OfferReferenceNumber] and it will expire on [OfferExpiryDate].

The Offer incorporates the terms and conditions set out in the Model Standing Offer. [LinktoMSO].

Should you have any further enquiries regarding this Offer, please do not hesitate to contact the Network Connections Team via portal messages or by calling 1300 137 078.

Regards,
Network Connections Team