

We are committed to building relationships with our customers

Guide to temporary isolations for domestic properties



1 OVERVIEW

Zinfra is the service delivery arm for Jemena and oversees all field activities on the Jemena Gas Network (JGN) in New South Wales.

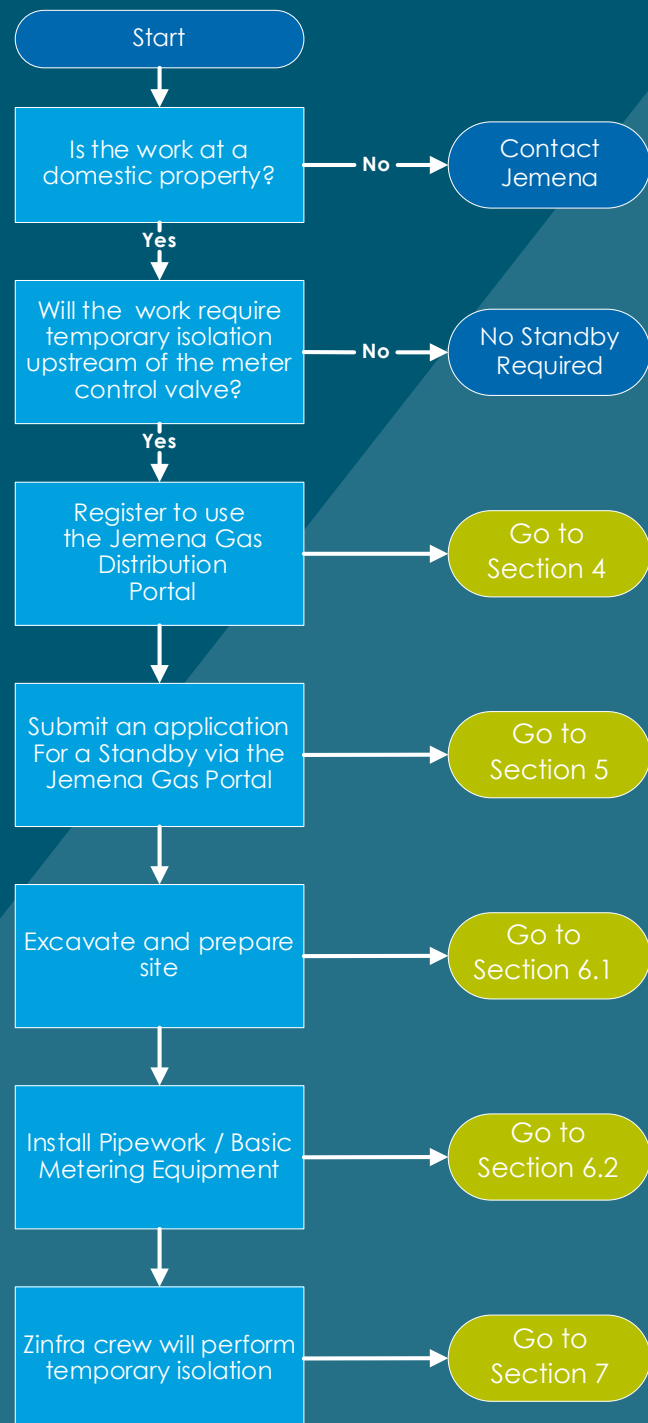
Customers or licensed gasfitters requiring gas to be temporarily isolated for works on low / medium pressure pipes to relocate or install meters or path valves need to submit an application via the Jemena Gas Portal.

Once the application has been processed Zinfra will send two (2) technicians to site to isolate the live gas supply for a short period of time (up to 90 minutes).

NOTE: Please refer to:

- the Gas Supply (Consumer Safety) Regulation 2012 (<https://www.legislation.nsw.gov.au/#/view/regulation/2012/429>)
- Australian/New Zealand Standard AS/NZS 5601.1:2022 Gas installations and
- the Jemena Network Operator rules (NOR)

for complete gas fitting and network operator standards.



2 COMMON SCENARIOS REQUIRING A PLUMBER STANDBY

2.1 A second meter is being installed for an extra dwelling (e.g. Granny Flat)

- The plumber must excavate around the pipework where tee off and isolation is required.
- The plumber must run pipework for the second meter
- Zinfra will cut in a tee to join up to second meter pipework

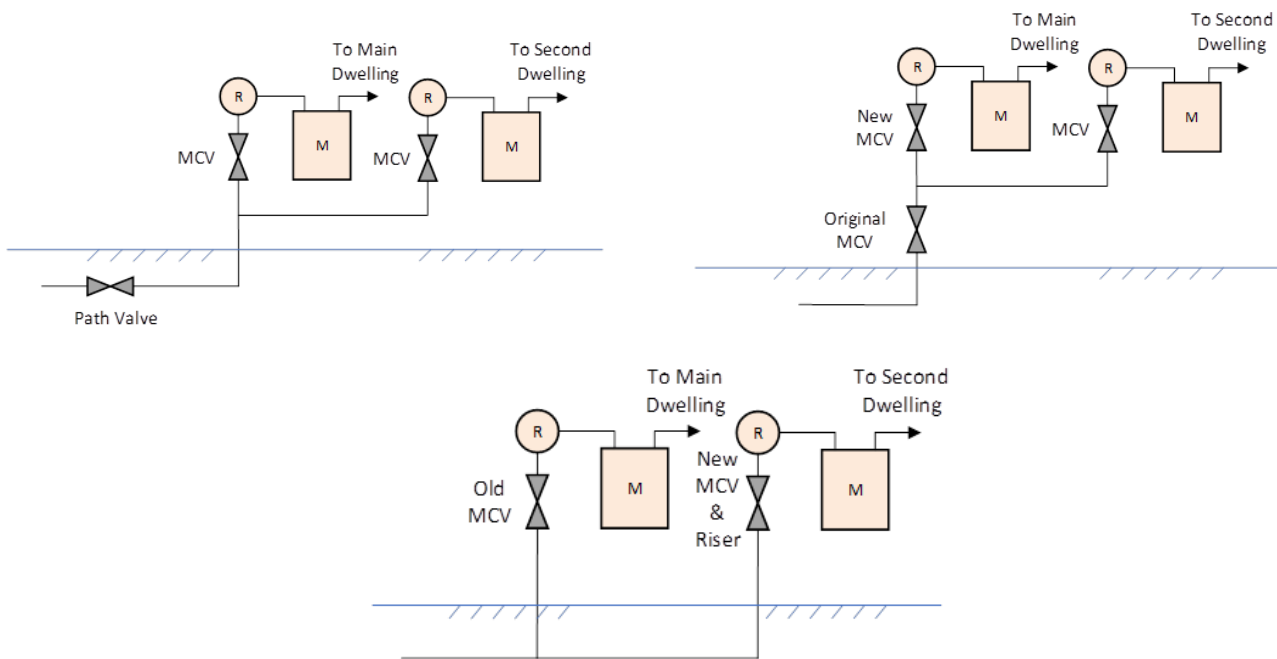


Figure 1 Typical Pipework Configurations for Granny Flat Style Installation

2.2 Relocating an existing meter

If a customer wants to relocate the meter the licensed gasfitter can either;

1. Install a path valve 225mm outside the building line:
 - The licensed gasfitter must provide the path valve and gas box (available at plumbing supply stores)
 - Zinfra will only connect to inlet side of path valve
2. Excavate and have Zinfra isolate the supply and reconnect onto the inlet service pipe work.

2.3 Notes on Path Valve Installations

IF...	THEN...
The meter is being offset more than 1m and / or is no longer at 80 degrees from the main	A path valve shall be installed
The service or service connection to the gas main is laid underneath a driveway	A path valve cannot be installed in a driveway. The plumber must: • Excavate a trench and install a path valve 225mm outside the building line no more than 1 meter from the driveway • install pipework from the path valve to the new meter position • trace the existing service and excavate to expose the service under the driveway • excavate a trench from the path valve location to the exposed section of the existing service at depth of not less than 600mm in soil and 450mm in rock See Figure 4 Excavation requirements for Path Valve connections (>1m or 80 Degrees Offset) – main on same side of the road)

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3 WHAT CAN'T A PLUMBER STANDBY BE USED FOR

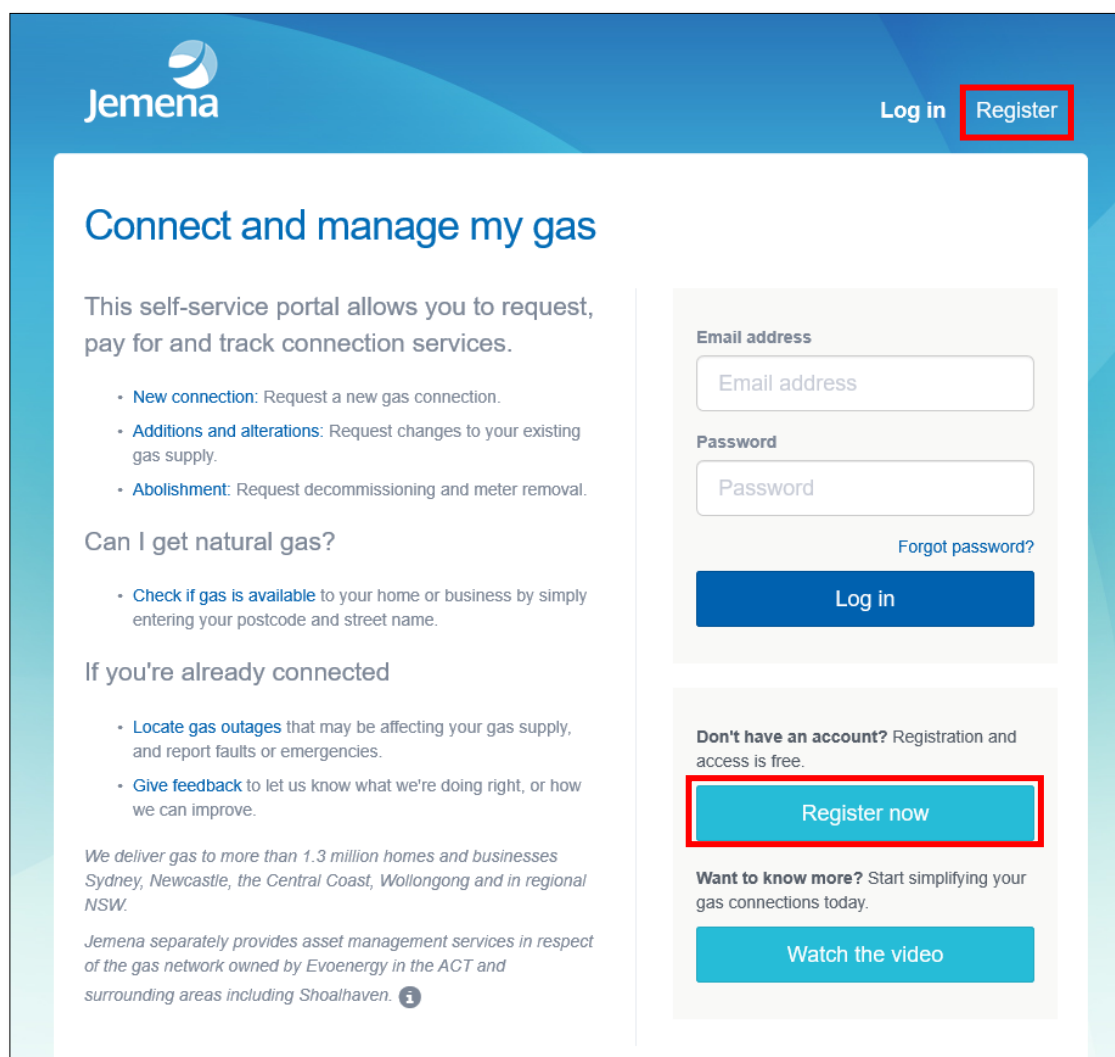
A meter relocation application should not be used for the following:

SCENARIO	REQUIRED ACTION
Commercial properties may not be covered by the 'meter relocation' domestic standby fee, and may need to be quoted by Jemena	Please contact Jemena
Upgrade service and / or meter size	Please contact Jemena
Customer does not have any gas to the property / premises	Customer must apply for a new connection
Customer has an existing service, but requires the gas line to be re-laid from another part of the main (e.g. adjacent street)	Customer must apply for a disconnection at the main for current service, then apply for a new connection
Zinfra will not provide temporary cut offs inside or outside the property and return at a later date to reinstate supply.	Customer must apply for a disconnection at the main (e.g. for renovation/demolition work)

4 REGISTER TO USE THE JEMENA GAS DISTRIBUTION PORTAL

To register to use the Jemena Gas Distribution Portal follow the instructions below.

STEP	ACTION	RESULT
1.	Use the following link to begin the process: http://mygasservices.jemena.com.au You can also access the Jemena Gas Distribution Portal via http://jemena.com.au	The Jemena Gas Distribution Portal displays.



STEP	ACTION	RESULT
2.	Click the at the top part of the screen, or “ REGISTER NOW ” button from the bottom section of the screen to start the process.	The Register page displays

Register

Please enter your email

Your contact email will also be your username. To ensure that you have entered your email address correctly, we'll send you an email with a link for you to confirm your address and complete your registration.

* Contact Email

Type the letters in the box below

INYTIF

Send confirmation email

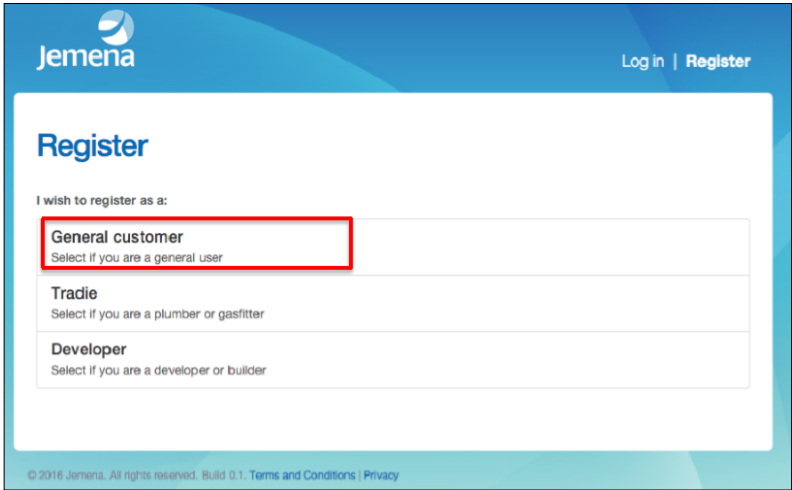
Already have an account?

Log in

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STEP	ACTION	RESULT
3.	Complete the following steps: a) Enter the email address you will use to manage your account. b) Enter the letters displayed into the next field. The letters change with each registration application. c) Click the Send confirmation email button to start the registration process	The registration email has been sent message displays.
Your registration email has been sent To confirm that you have entered your email address correctly, we have sent you an email with a confirmation link to the following address: mrgam7vi@example.com Please follow the instructions in the email to complete your registration. Note: It can sometimes take a few minutes for the email to arrive, if it does not arrive in 10 minutes you should check that you have entered your correct email address.		
Confirm your registration Please confirm your Jemena registration by clicking the following link and completing your registration. Confirm Jemena Gas Distribution Portal Registration Should you have any further enquiries regarding this service, please do not hesitate to contact the Network Connections Team via the Jemena Gas Distribution Portal or by calling 1300 131 871. Regards Network Connections Team Jemena T: 1300 131 871 E: NewConnections@jemena.com.au W: www.jemena.com.au		

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STEP	ACTION	RESULT
4.	To confirm your email address was entered correctly an email is sent to your address with a confirmation link to proceed with the registration. a) Open your personal email used to register to display your registration confirmation email. b) Click the link in the email received to complete the Jemena Gas Distribution Portal registration process.	Jemena Registration screen.
		
5.	Click the type of registration for your requirements. In this example click General customer to continue with the registration process. - The Developer registration has the same fields to complete as a General Customer. - The Tradie registration has an additional field that requires the entry of your Builders Licence Number.	The Register as a general customer screen displays. Scroll down the page to complete the registration process.

STEP	ACTION	RESULT
	Register as a general customer Create your customer account Email mrgam7vi@example.com * Password  * Confirm password	

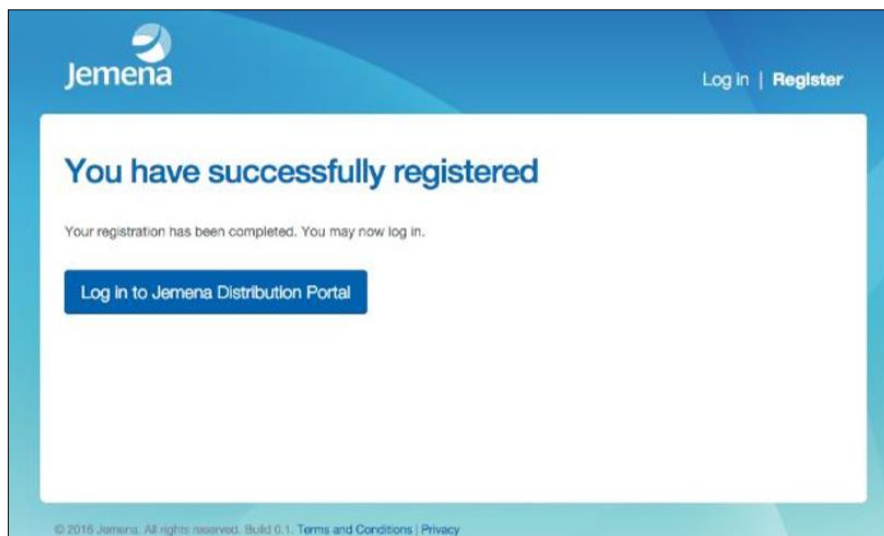
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STEP	ACTION	RESULT
		Your details * Title Select... * First name * Last name Company name ABN/ACN * Contact details Please provide a landline number and/or mobile number. Landline phone XX XXXXXXXX Mobile phone XXXX XXXXXX Postal address * Address * Suburb * State NSW

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STEP	ACTION	RESULT
6.	Complete the following steps: - Your email address will default. - Enter your password for this registration. Click the information button to display additional information on this field. The password must be 10 characters. - Enter your password again to confirm there is no error in the first entry. - Click the Title field to select the title from the drop down list. - Enter: - First name - Last name - Company name - ABN/CAN number - Enter the builder / gasfitters Licence Number - Landline and Mobile phone number - only one number is required, both can be entered - Complete all the fields in the address - for a builder, gasfitter or developer the registered business address is required - Click End User Terms of Use link to review and download a copy of the Jemena Gas Distribution Portal End User Terms of Use - Select the Terms and Conditions checkbox. - Click the Register button to complete the registration process Tip: Click the "i" button where available to display additional information on a field.	The You have successfully registered message displays



RESULTS

You have successfully registered to use the Jemena Gas Distribution Portal.

5 BOOKING AN APPOINTMENT

Customers or licensed gasfitters requiring gas to be temporarily isolated for works on low / medium pressure pipes to relocate or install meters or path valves need to submit an application via the Jemena Gas Portal.

The application type is “**Standby service for meter relocation or path valve installation**” in the “**Alterations**” section.

- Zinfra will contact the licensed gasfitter (not the customer) within 3 – 5 business days after payment to arrange booking for a standby
- Bookings should be made well in advance of work date to avoid delays.
- When booking via the portal the customer is advised to have a licensed gasfitter already engaged to complete the works.
- Standbys will be booked according to Zinfra and gasfitter availability

6 SITE PREPERATION

6.1 Excavation

- In the case of a meter relocation requiring an extension to the Jemena customer service pipe:
 - o excavate the entire length of the extension of any pipework to be laid by Zinfra at minimum depth of 600mm in soil and 450mm in rock x 300mm wide with a radius of 500mm at the end of the existing service pipe.
 - o Locate the inlet service pipework by digging / potholing at intervals (e.g. every 3m) in line with the meter and back to the boundary line until found (If this fails, the plumber can engage a pipe locating service person).
 - o excavate/ expose the inlet service pipework at the isolation point as per :

Inlet Service Pipework Material	Trench Size (mm)		
	Length	Width	Depth (below existing service pipe)
Galvanised steel	700	700	300
All other materials	500	500	300



Figure 2 Galvanised Steel Inlet Service Minimum excavation requirement

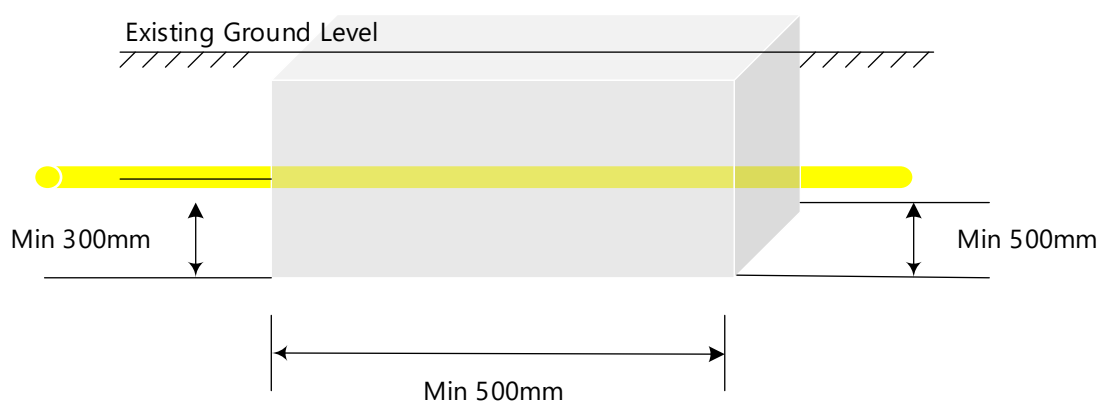


Figure 3 Galvanised Steel Inlet Service Minimum excavation Requirement (Side View)

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- The diagram shows a blue house with a white front garden area. A dashed line represents the 'Building Line'. A yellow line represents the 'Gas Main' running horizontally across the bottom. A red dashed line indicates the 'New Meter Position' and the path for the gas supply. A green dashed line indicates the 'Old Meter Position'. A red solid line shows the 'Path Valve' installation, with a note: 'Licensed gasfitter to install Path Valve 225mm outside building line'. A yellow solid line shows the excavation area for the gas main, with a note: 'Licensed gasfitter to excavate shaded areas prior to Zinfra arrival on site (refer Section 6.1)'. A note 'Max 1m' indicates the distance from the building line to the path valve. A note 'Gas Main' points to the yellow line. A note 'New Meter Position' points to the red square. A note 'Old Meter Position' points to the green square. A note 'Licensed gasfitter to install pipework from meter position to Path Valve' points to the red dashed line. A note 'Licensed gasfitter to install Path Valve 225mm outside building line' points to the red solid line. A note 'Building Line' points to the dashed line. A note 'Gas Main' points to the yellow line. A note 'Max 1m' points to the distance between the building line and the path valve. A note 'New Meter Position' points to the red square. A note 'Old Meter Position' points to the green square. A note 'Licensed gasfitter to excavate shaded areas prior to Zinfra arrival on site (refer Section 6.1)' points to the shaded area. A note 'Licensed gasfitter to install pipework from meter position to Path Valve' points to the red dashed line. A note 'Licensed gasfitter to install Path Valve 225mm outside building line' points to the red solid line.

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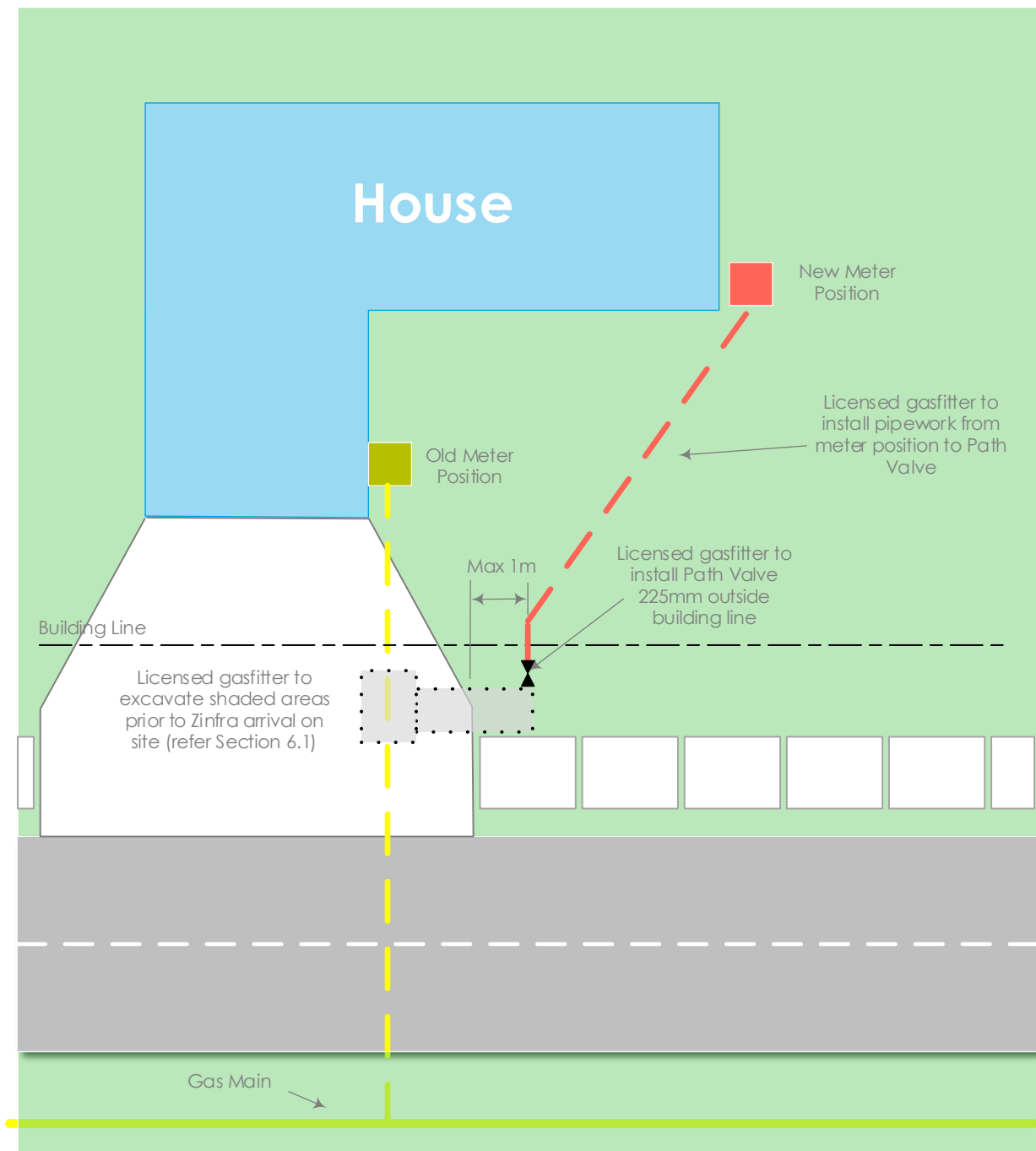


Figure 5 Excavation requirements for Path Valve connections (>1m or 80 Degrees Offset) – main on opposite side of the road

- Where the Jemena customer service pipe does not need to be extended and there is a copper riser to the meter control valve:
 - o excavate 450mm back from the copper to nylon / PE transition piece and 450mm from the back of the riser 450mm below existing service pipe.

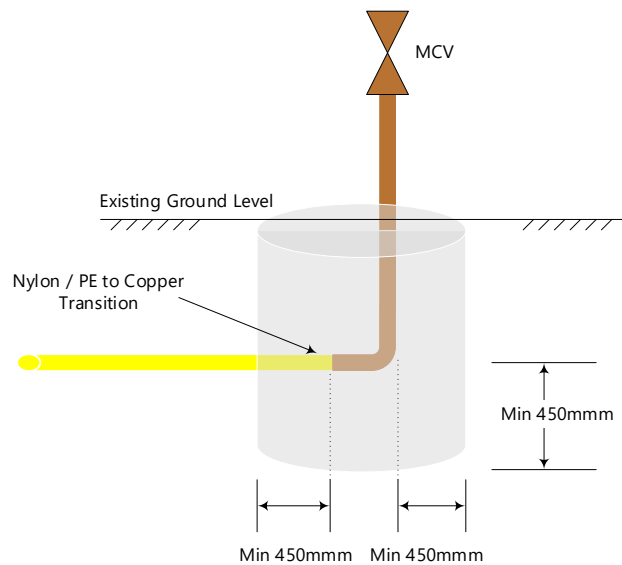


Figure 6 Minimum excavation Requirement, customer service pipe with copper riser does not need to be extended

- Where the Jemena customer service pipe does not need to be extended and the riser to the meter control valve is not copper:
 - o -excavate a radius of 450mm around the riser to the existing meter 450mm below existing service pipe.

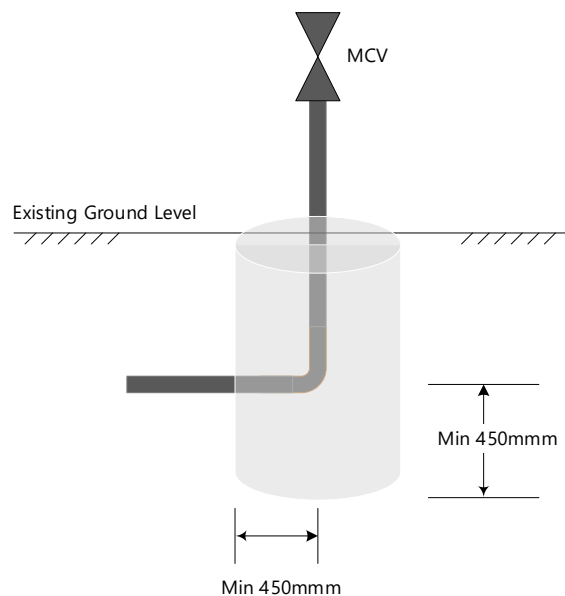


Figure 7 Minimum excavation Requirement, customer service pipe without copper riser does not need to be extended

Note: If excavations are > 1m deep please contact Jemena for further instructions

6.2 Gasfitting Works and Meter Installation

Before Zinfra attend site, the licensed gasfitter must;

- Fit out any required pipework (e.g. for second meter)
- Have meter, meter bar / meter post and regulator already installed, fitted and secured in accordance with the installation instructions supplied with the meter kit and Jemena NOR.
- If required install path valve as per Figure 8 Typical Path Valve Installation below

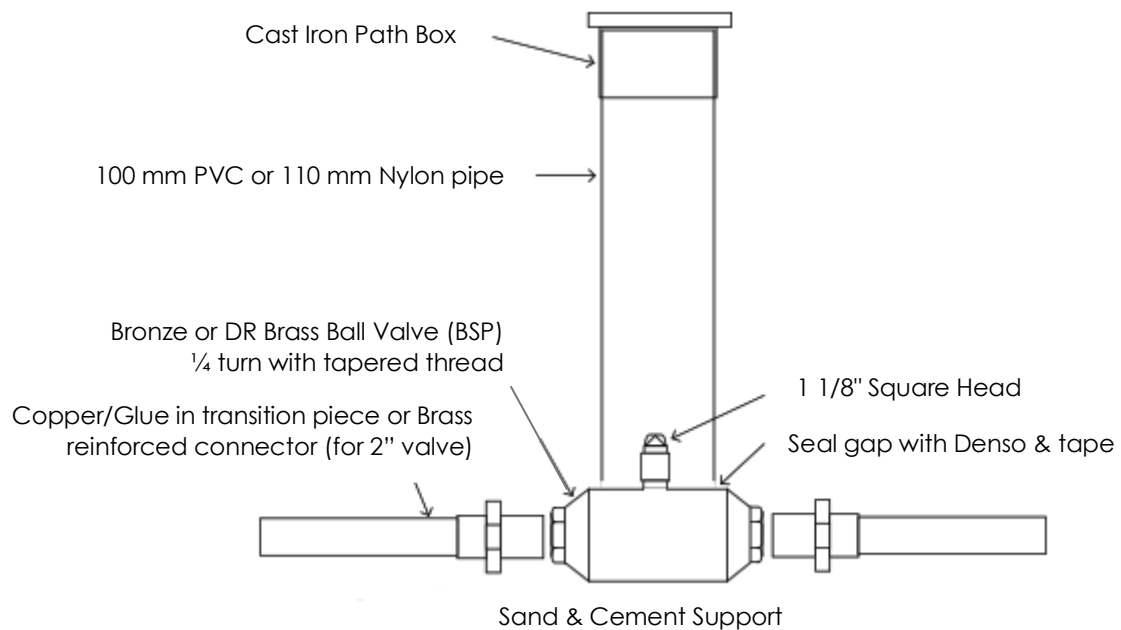


Figure 8 Typical Path Valve Installation

7 IMPORTANT NOTES REGARDING PLUMBER STANDBYS

- The licensed gasfitter **must** be onsite while the standby is being carried out.
- Inlet service pipes must not be installed under houses, verandas, through concrete slabs etc.
- Immediately before the licensed person performing any gasfitting work completes the work, that licensed person must conduct a leak test.
- The leak test certificate must be provided before Zinfra will connect to the consumer service. It is recommended that the licensed gasfitter have a copy of the leak test certificate on site during the standby
- Gas meters must be located as per the requirements of:
 - o AS/NZS 5601.1:2022 Gas installations and
 - o AS/NZS 4645.1:2018 Gas Distribution Networks
- Only Veiga, B-Press and Kem-Press press fit connection tools and fittings are authorised for use on inlet pipework up to 210kpa.
- **All** backfilling and restorations are the responsibility of the licensed gasfitter / customer. This includes, but is not limited to, concrete areas (eg driveways and footpaths) paved areas, grassed areas etc both in public and private spaces.
- The licensed gasfitter shall provide all traffic management required to execute the works.

8 CONTACT INFORMATION

CONTACT DETAILS	
NSW Jemena Gas Network	1300 665 380
For Faults and Emergencies ONLY:	131 909
Jemena Network Operator rules (NOR)	http://jemena.com.au
Jemena Gas Services Portal	http://mygasservices.jemena.com.au