



Energisation and Re-energisation Timeframes

When can we disconnect?

Subject to Australian Gas Networks satisfying the requirements in the relevant energy laws, Australian Gas Networks may disconnect a customer's premises in various circumstances.

Where we must reconnect

In the case of a small customer, Australian Gas Networks must arrange for reconnection of the premises, if within 10 business days of the premises being disconnected:

- A.** the customer's retailer has asked for the disconnection and Australian Gas Networks is asked by the customer's retailer to reconnect the premises; or
- B.** in other circumstances – if:
 - i.** the customer ask Australian Gas Networks to arrange for reconnection of the premises; and
 - ii.** the customer rectifies the matter that led to the disconnection; and
 - iii.** the customer pays any reconnection charge.

Timeframe for reconnection

In the case of a small customer, and at the time of the request for reconnection:

- a.** the customer or the customer's retailer has made arrangements for payment of the relevant reconnection charge and;
- b.** the customer has complied with Australian Gas Networks' requirements under the relevant energy laws; and
- c.** the necessary infrastructure to reconnect the premises remains in place; and
- d.** the customer has provided safe and unhindered access to the premise,

Australian Gas Networks must reconnect the premises within two business days unless the customer requests a later time.