

HOW TO SAFELY TURN ON YOUR GAS SUPPLY

Important customer information

Gas supply to your premises has been turned off to enable us to:

- Carry out emergency work at your premises or nearby
- Repair a pipe in your street
- Change your gas meter
- Carry out work at your gas meter
- Other _____

Representative's Name

Date

____ / ____ / ____

As a result of this work your gas supply has been left turned off at the meter.

This brochure is designed to help you safely turn on gas supply to your premises and relight your gas appliances.

It is important you follow the steps closely. Failure to do so may result in injury to yourself or damage to your property. Relevant contact phone numbers are on the back of this card and quote card number when calling.

Your safety is important

The instructions in this brochure should be followed closely and must be read in conjunction with the manufacturer's instructions for any appliances connected to the gas supply.

If you are unable to relight your appliances or are not confident about doing so and would like us to restore your gas supply, please call us – our contact phone numbers are back of this brochure.

Do

- ✓ Check all gas appliances are turned off before turning on your gas meter.
- ✓ Make sure all hot water taps are turned off.
- ✓ Make sure you read and understand appliance lighting instructions before you light appliances.
- ✓ Wear some form of eye protection, such as reading, safety or sunglasses.
- ✓ Keep your face well away from any appliance openings when lighting pilot flames (a mirror may help you to see into tight spaces).
- ✓ Remove flammable materials and liquids from the surrounding area.
- ✓ Be careful relighting appliances in confined spaces, such as cupboards or under stairs.

Don't

- ✗ Don't turn on your gas meter if you haven't checked that all gas appliances are off.
- ✗ Don't light appliances with which you have experienced recent problems.
- ✗ Don't use tools to force meter valves or appliance controls.

How to turn your gas on safely

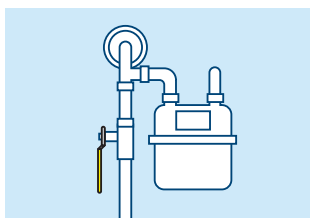
1. Check that all your household appliances are turned off:

- Cooker or cooktop
- Oven
- Heaters
- Hot water service

Do not attempt to turn on your gas meter unless you have checked that all gas appliance controls are in the off position.

2. Locate your gas meter

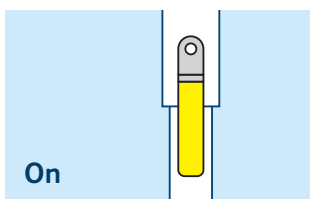
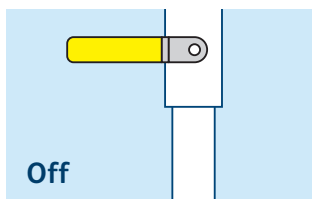
Your gas meter is usually at the side of your house or in the front yard. If you live in a high rise unit or flat, your gas meter is generally at ground level.



If the gas meter is not attached to the pipework or not present, **DO NOT PROCEED**. Contact the APA representative on the back of this card.

3. Turn your gas meter on

Slowly rotate the handle of the valve 90 degrees to the vertical – on position. The meter is on when the handle is in line with the gas inlet pipe. (See diagram).



4. Light a burner on your gas cooker

If you do not have a gas cooker proceed to point 5.

It may take a few minutes for the burner to light, while the gas flows from the meter. Once alight, let it burn for at least three minutes. This shows that the gas is turned on and flowing correctly. Then turn off the burner.

5. Restore the gas supply to your other gas appliances.

Follow the manufacturer's instructions and turn on and light the gas appliance pilot flames on all other gas appliances. The instructions are usually located inside the access panel.

Appliance Re-lights
1800 643 183
7:00am – 9:00pm.

Gas Leaks & Emergencies
Call: 1800 GAS-LEAK
(1800 427-532) anytime.

AGN and APA are committed to providing you with the best possible service and information.

Customers who are dissatisfied with work undertaken by APA should direct their enquiries to the appropriate contact listed below.

1300 001 001

or email

Queensland

networksqldcustrela@apa.com.au

South Australia / Northern Territory

networkssacustrela@apa.com.au

Victoria / New South Wales

networksviccustrela@apa.com.au

If a customer is dissatisfied with the outcome customers may make a complaint or take a dispute to the energy Ombudsman.

The Ombudsman office can be contacted as follows:

Queensland

1800 662 837

ewoq.com.au

complaints@ewoq.com.au

Victoria

1800 500 509

ewov.com.au

ewovinfo@ewov.com.au

South Australia

1800 665 565

ewosa.com.au

contact@ewosa.com.au

New South Wales

1800 246 545

ewon.com.au

omg@ewon.com.au



If you require information in languages other than English, please call the Translating and Interpreter Services (TIS) National on 131 450.

Australian Gas Networks Ltd (AGN) is the owner of the Natural Gas distribution network and APA Group (APA) operates, maintains and extends these networks under contract to AGN.

australiangasnetworks.com.au

apagroup.com.au

For enquiries contact:



operated by

