


Mains Upgrade Stage Name:	Reference:	Contractor contact:	APA Enquiry Contact:	Need an interpreter?
Ivanhoe Stage 12	M6214628	Carmine Carlone M: 0409 648 136	Capital Projects T: (03) 9463 8222	Phone 131 450 

## **NATURAL GAS MAINS RENEWAL:** **IMPORTANT NOTIFICATION OF INTERRUPTION TO GAS SUPPLY**

**Please note: If you are a tenant at this property, it is your responsibility to notify the landlord of the works.**

To the householder/business owner/community organisation,

APA Group operates and maintains the gas network in your area on behalf of Australian Gas Networks Limited (AGN). As part of AGN's continuing program to maintain reliable supplies of gas to local households and businesses, the APA Group will be renewing the gas main in your street and the service pipe onto your property. These works are necessary to ensure you continue to receive a safe, secure and reliable gas supply in the area.

As a result, a short interruption to your gas supply will occur.

### **When will the supply interruption occur?**

- Works are scheduled for your neighbourhood **between the 20 / 02 / 2017 and 19 / 02 / 2018**
- Works will be undertaken between the hours of 7:30am and 4:30pm from Monday to Friday. You will **receive a further notification card on the day prior** to the interruption of gas supply at your property; we anticipate that **your gas supply will be interrupted for approximately 8 hours** during the day of the works.

### **What does this mean for you?**

- These works being undertaken are being done at no cost to you; however we do require your cooperation by allowing access to your property for our work crews.
- Please ensure all gas appliances i.e. cook tops, heaters etc. are turned off, (ducted heaters should be turned off at the thermostat).
- In addition to the works on public areas such as roads and nature strips, we are required to renew the gas service within your property; this will require some excavation within your property and may include gardens, pavers, concrete, driveways etc.
- The upgrade will ensure the gas meter complies with current Australian Standards/Regulations, if your meter does not comply, it may need to be relocated. We will make every attempt to contact you regarding the new location of your gas meter, however, that may not always be possible.
- During construction, the affected area may require temporary traffic changes, restrictions to on-street parking or the closure of a section of the footpath/road and may experience some disruption from trucks and other vehicles associated with the works. Access to properties will be maintained at all times under the guidance of traffic control staff.
- We will make every attempt to reduce the impacts wherever possible; however, the very nature of the works requires the use of heavy plant, equipment and excavation machinery which will result in some noise/dust.

### **Restoration of supply and Safety testing:**

- Once works are complete, Australian Standards dictate that we must test the consumer's pipework (i.e. the pipe from the gas meter to your appliances) prior to reconnecting it back to the gas supply.

- If your pipework complies, an APA Group representative will restore gas supply to your home and relight your appliances (if accessible). If you are not home, we will leave a clear step-by-step brochure in your letterbox explaining how to safely turn on your gas supply and relight your appliances.
- If your pipework is found to be defective, it will need to be repaired/ replaced prior to gas being reconnected; this must be arranged through a registered plumber, with the costs involved met by the property owner.

#### Reinstatement of work area:

- Upon completion of the works all surfaces will be temporarily reinstated, and arrangements made for permanent repair within 30 days of the works.
- APA Group is committed to ensuring areas we disturb are reinstated to which we find them. All attempts will be made to match the original surface; however, you may still be able to identify the newly repaired surface from the original.

#### More information

You can visit [www.gasmainsrenewal.com.au](http://www.gasmainsrenewal.com.au) for more information about the project including answers to our frequently asked questions, current crew locations and more. Alternatively, you can contact APA on 0409 648 136, or the on (03) 9463 8222.

We are committed to providing you with the best possible service - before, during and after we undertake our work. You can send us your feedback to [community@apa.com.au](mailto:community@apa.com.au). We will undertake every effort to minimise the impact of our works on you and your neighbourhood, and we would like to thank you in advance for your patience and understanding.

#### Affected area highlighted below:



Should you require an interpreter,  
please **phone 131450**

