

Guaranteed Service Levels

The Essential Services Commission’s (ESC) Gas Distribution Code of Practice (Code) outlines the minimum standards for the Victorian gas distribution system. It includes requirements for:

- the operation of the gas distribution system
- connection, disconnection, reconnection and augmentation
- meter installation, testing, reading and data
- customer dispute resolution
- minimum service standards and guaranteed service level (GSL) scheme.

If we can’t meet the prescribed minimum service standards, you may be eligible for a Guaranteed Service Level (GSL) payment.

GSL Payment Types

We make GSL payments for many reasons, including how often you’re without gas and how long it takes us to get your gas back on.¹

	If	We will pay
Appointments ²	We need you to be at your property for an appointment, but we’re more than 2 hours late. Note: The payment applies if we reschedule the appointment. It doesn’t apply if you reschedule the appointment.	\$50
	You don’t need to be at your property, but we fail to attend on the agreed date	\$50
Connections ³	We don’t connect your property to gas within 1 day of the agreed date Note: This doesn’t apply if the delay is	\$80 per day (up to \$240)

¹ GSL scheme applies to tariff V customers only. A tariff V customer is a residential or small commercial customer who consumes either less than 10,000 GJ per year or less than 10 GJ in one hour.

² An appointment window of two hours applies if the customer is required or requests to be present. A one-day appointment window applies if the customer is not required or does not request to be present. Appointments rescheduled by a distributor are counted as missed appointments. Appointments rescheduled at the request of the customer are excluded from payments.

³ Excluding if a distributor is unable to gain access to the installation site.

	because we can't access your property or proposed meter location, or its location is not compliant to AS 4645.	
Long interruptions ⁴	Your gas supply is interrupted for more than 12 hours in a single incident	\$150
	Your gas supply is interrupted for more than 18 hours in a single incident	an additional \$150
Repeat gas interruptions ⁵	You experience 5 unplanned interruptions in a calendar year due to network issues	\$150
	You experience 10 unplanned interruptions in a calendar year due to network issues	an additional \$150

GSL payments are calculated at the end of every quarter – except for repeat interruption payments, these will be calculated at the end of their relevant period.

You don't need to submit a claim to receive your GSL payment. If you're eligible to any of the payments in the tables above, we'll pay the amount to your gas retailer (the company that sends you your gas bills). They'll add this amount as a credit on your gas bill.

If you're eligible for a GSL payment, but don't receive it, contact your gas retailer.

The GSL payment periods, eligibility criteria and payment amounts are outlined in the Gas Distribution Code of Practice, which is administered by the Essential Services Commission. For further information reference can be made to the ESC website below.

www.esc.vic.gov.au

⁴ Excluding force majeure, faults in gas installations, transmission faults, upstream events and third-party events impacting large diameter mains affecting more than 50 customers. Large diameter mains are high pressure mains of nominal diameter 100mm or greater, and medium pressure or low-pressure mains of nominal diameter 150mm or greater.

⁵ Excluding force majeure, faults in gas installations, transmission faults, upstream events and third-party events.