Multinet Gas Networks
Part of Australian Gas Infrastructure Group

Gas connections
Builders Information Pack

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This Multinet Gas Networks Builder's Information Pack

is designed to help construction professionals save time by providing straightforward advice on applying for new natural gas service connections for residential developments.

It is recommended Builders take the time to read through this information – to ensure your application is handled promptly and gas connections are safe and compliant.

Note this guide applies to residential properties only (not multi occupancy or commercial sites). Please refer to your gas retailer for further information.

Information in this pack includes:

- Locating natural gas services in your area
- Lodging a Service Connection Request
- Site construction requirements
- Preparing for Planner and Inspection visits
- Metering

For further advice, please contact Multinet Gas Networks. Contact details are on page 10 of this Pack. Note this information is a guide only and is subject to change.

Our gas network

Multinet Gas Networks is one of three licensed Gas Distributors in Victoria

We are part of the Australia Gas Infrastructure Group. Our network owns the distribution network assets used to transport gas from the high-pressure transmission network to over 700,000 residential, commercial and industrial gas users.

Before You Dig Australia

www.byda.com.au

Before You Dig Australia (BYDA)

Before you Dig Australia is a free national service that can assist you locate gas mains and other services in your area. Builders and trade professionals are strongly encouraged to consult with Before You Dig Australia prior to starting any construction projects. This helps avoid damage and disruption to essential services and will enable you to better plan your excavation and building activities.

It is your responsibility to ensure all underground assets are located by hand prior to excavation. Multinet Gas Networks does offer a location service once you have completed your BYDA request.

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Are you ready?
Preparing your site for a new natural gas connection

1 ACCESS

The site must allow clear access for field work crews to enter and exit and complete their work.

2 CLEAN & CLEAR

Proposed service line and meter location **must be free from**:

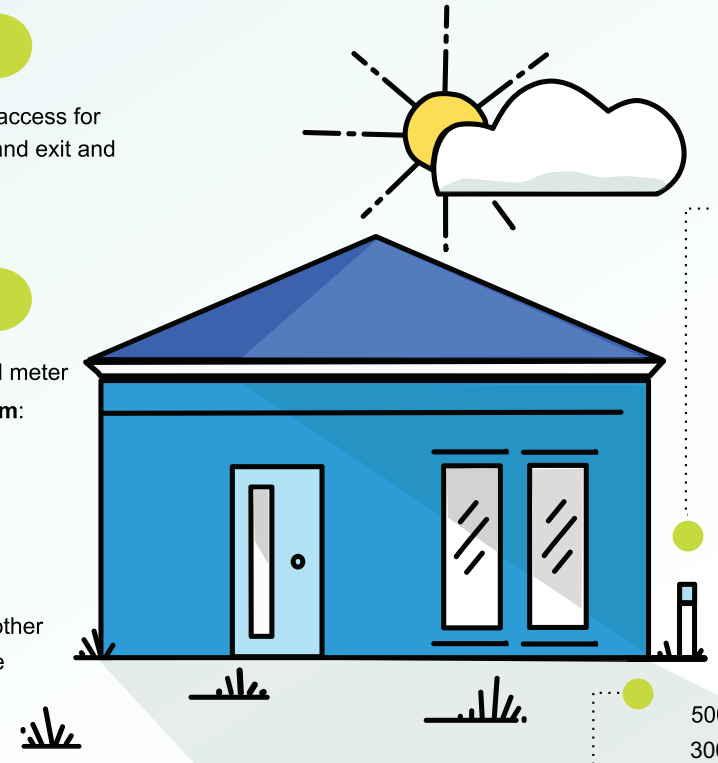
- Scaffolding
- Temporary fencing
- Bins and toilets
- Building materials

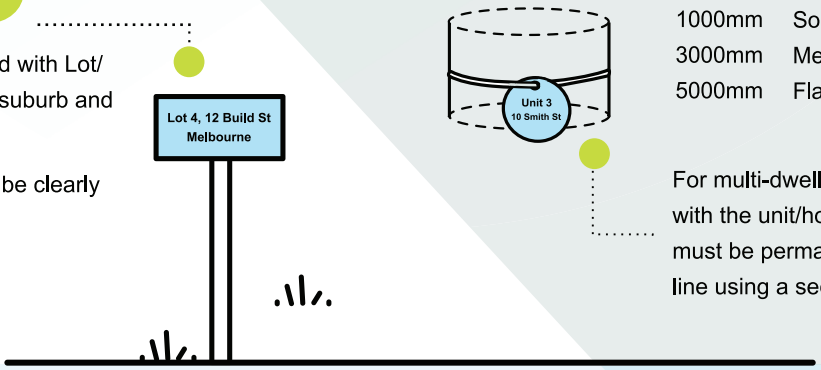
Preference is to have no other trades onsite impeding the service installation.

3 MARKINGS

Site must be clearly marked with Lot/ House number, street and suburb and visible from the street.

Final ground levels should be clearly marked on site.





4 LOCATION

Intended gas meter location must be identified as per your specific gas distributor's requirements.

Meter location must be accessible for reading and maintenance (e.g. not behind gate).

The meter must be protected from damage if proposed location is within 1 metre of vehicle traffic.

The meter must be in a compliant position in accordance with AS 5601 and AS 4645.

Minimum Clearance

500mm	Electricity meter Box
300mm	Communication equipment
1000mm	Window, door, garage, driveway
1000mm	Electricity equipment
1000mm	Source of ignition
3000mm	Mechanical air inlet
5000mm	Flammable materials storage

For multi-dwelling installations, a metal tag with the unit/house number engraved on it must be permanently attached to the fitting line using a secure metal wire.

Once we receive your request for a new gas connection we will schedule a site inspection to check if your site is ready to lay the service line.

Meeting the requirements for site readiness helps to ensure our crews are safe and efficient and minimises delays to your connection, and others who have requested connections.

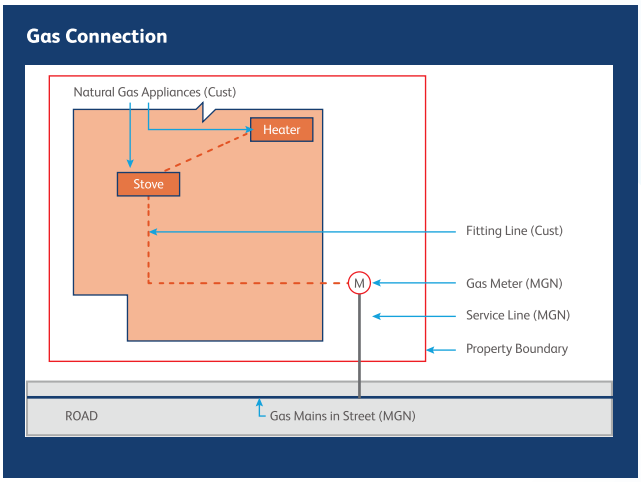
As soon as we assess your site as ready, we aim to lay your service within 20 business days.

Should the fieldwork crew find site conditions have changed and the site no longer meets the mandatory requirements, a site re-evaluation will be required and the works scheduled to take place within 20 days after readiness.

The information on this sheet is a guideline. Please see your distributor's website for further, detailed requirements.

Service Connection Request (SCR)

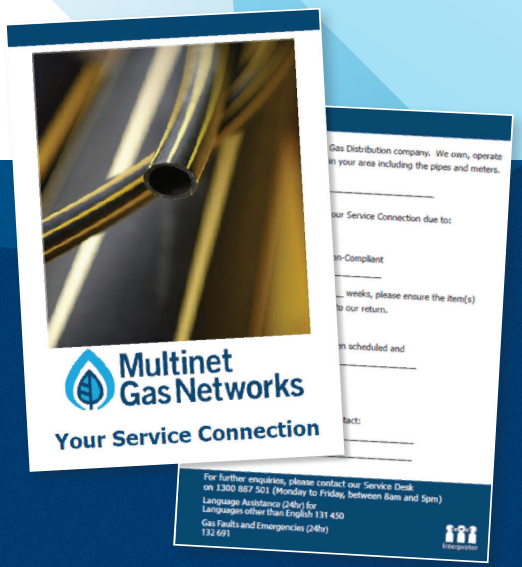
1. You need to ensure that natural gas is available in your street/location. To find out you can download the list from our Multinet Gas Networks Website (www.multinetgas.com.au) with the metering pressure available.
2. You will need to request a new gas SCR through a valid gas retailer (submit your application – For Single Home sites to submit the SCR 10 business days before the site is ready – Refer to Site Readiness Guidelines. For Commercial, Multiple Occupancy or Single Homes on a VicRoads or major council road - contact your retailer for further information).
3. Your chosen retailer will issue an SCR work order to Multinet Gas Networks for the installation of the gas service line to your property.
4. Your request will be allocated to one of our network planners who will visit the site to assess the location of the new gas service & the status of build (please ensure finished ground level and preferred meter position is clearly marked). Our planners will contact you regarding your site.
5. Our planner will continue to visit the site until the site is deemed ready (see below for information on planner visits).
6. Once the site is deemed ready, this will then be dispatched to our field contractor for installation of the gas service (approx. 20 business days).



Planner visits

Network Planners will visit your site at frequencies based on the status of the property. Details of the visit will be recorded and available for your retailer to follow up.

Once your fitting line is installed if a planner visits the property and cannot make contact with the applicant a "Your Service Connection" card will be attached to your fitting line. This card will provide details of the status of your property and contact details of your Network Planner



Site needs to be ready / Clean and Clear Access

The site must be ready in accordance with the Site Readiness Guideline **click here** for Multinet Builders Information **Site Readiness Guidelines.**

Site is not acceptable

Site is not acceptable

Site is acceptable

Trench Requirements

General requirements for all trenches

- Finished surface level on site shall be identified onsite prior to works starting.
- Minimum depth of cover should be 450mm inside private property.
- Minimum horizontal clearance when running parallel to other assets is 300mm.
- Minimum vertical clearance of 150mm when crossing other assets.
- No other assets shall be installed above or below the gas service without Multinet Gas Networks approval.
- Gas service will be commissioned upon completion of all associated gas works.

When Multinet Gas Networks supplies the trench

- No other assets shall be installed in the trench.

When customer supplies the trench

- Approval for customer to supply the trench shall be obtained from Multinet Gas Networks.
- Minimum 2 weeks' notice shall be provided to the Network Planner regarding the availability of the trench.

Shared trenches

- It is preferred that gas is the last asset installed.
- All other assets shall have a minimum of 300mm clearance from the gas service.
- Backfill material shall be Clean Fill or Bedding Sand and shall be installed while Multinet Gas Networks or its representative is on site for the installation of the service pipe.
- Multinet Gas Networks contractors will need to ensure that the gas service is installed and backfilled in the accordance with its standards. If your backfill and machinery are not on site, we may not install the service.

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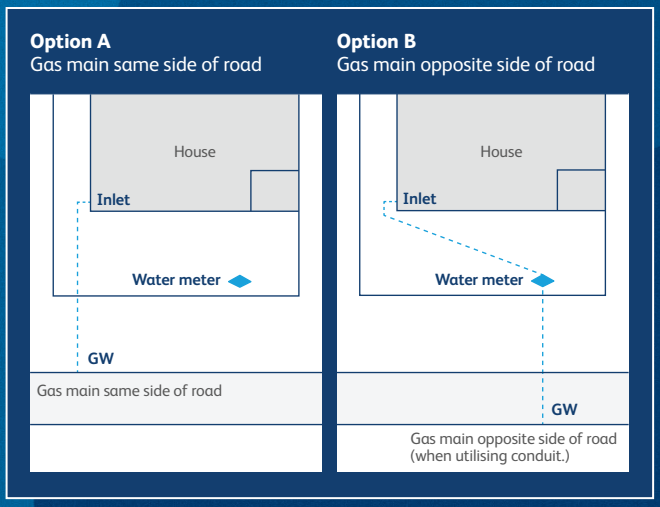
Gas Line Services / Sample locations

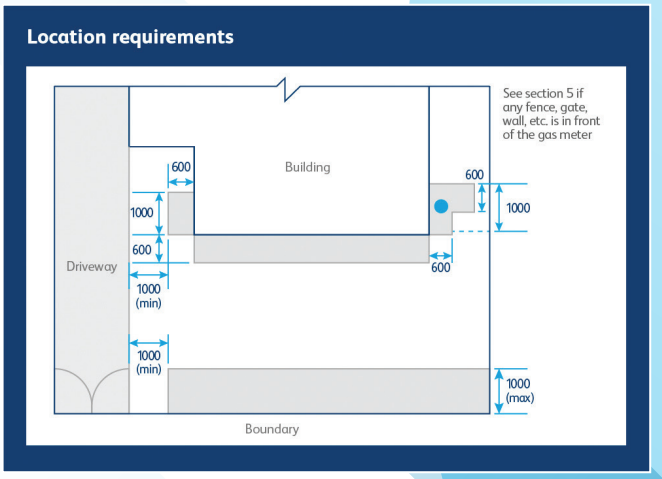
Service location will be determined based on compliance and our construction requirements

- Sample locations (right) based on new residential estates.
- If compliant and if construction allows, service will generally be installed to the fitting line.
- Gas mains may be on either side of the street
- The gas service cannot be located under any structure including carports or verandahs.
- Other compliance requirements, as per AS 5601 are also applicable (your plumber should be aware).
- Further information can also be referred to MGN Engineering Standards (ES DD 4352). Please request this via MGN if needed.



Gas Metering Locations / Sample locations

- Determined by MGN planners during site visits.
- The planner will consider the customer's requirements as long all safety compliance regulations and construction requirements are met.
- Meter must be located outside in accordance with MGN Engineering Standards and Australian Standard 4645.1:2018.
- Location of meter is dependent on the site layout and property boundary.
- Location must be readily accessible and allows for ease of replacement, maintenance and readings.
- A location where the inlet and outlet pipe to the meter does not have to sit either side of a downpipe.
- Properties with security fences / locked gates- meter location at front boundary with meter index visible from street.
- Location not within 1 metre of an egress, openable window, door, garage door or driveway.
- Buildings set back more than 50 metre line, the meter location will be at the front property boundary.
- Meter location cannot be within 1m of driveway where other safe locations are possible. Where this is unavoidable an approved bollard must be installed.



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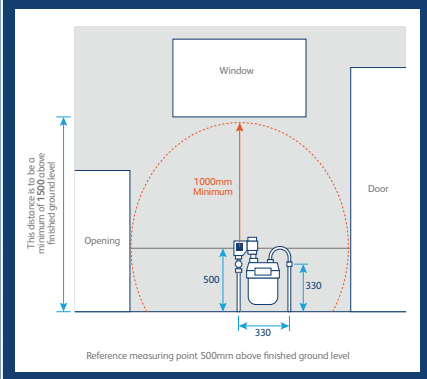
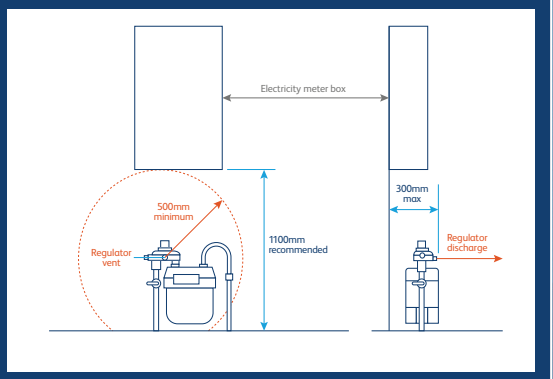
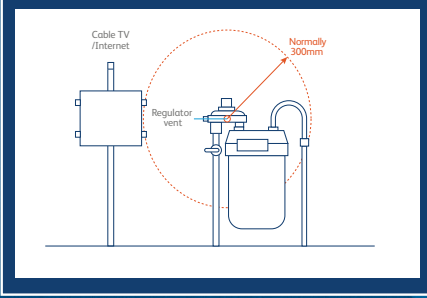
Gas Metering Clearances

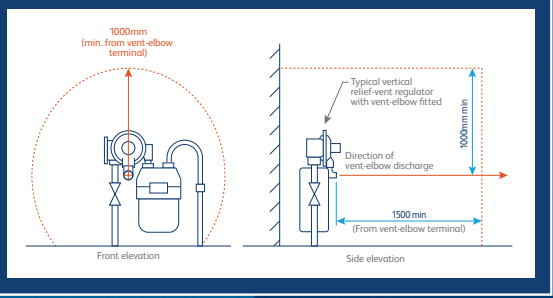
Standard Domestic Meter

Note: Dashed line indicates ignition source exclusion zone









Gas Connection

Meter Fix Request (MFX)

1. Once the service is installed, we will advise the retailer who issued the SCR, usually within 5 business days.
2. When you are ready for a meter to be installed you will need to contact your retailer to set up your account and request a MFX. This will include providing all relevant details (eg. customer details, plumber licences no, COC number).
3. Your retailer will then issue a MFX request with Multinet Gas Networks.
4. Once the MFX is received and all information is accurate, we will dispatch our fitter to install the meter on site (usually within 1 business day).
5. If the meter position is non-compliant the meter will not be installed, a tag will be left on the upstand detailing the issue. Once rectified you will need to book a new MFX.
6. After installation is completed your retailer will be notified within 5 business days.
7. Your nominated plumber can now connect the outlet of the meter and commission the gas appliances.

Bollards

A bollard is to be installed only as a last resort option after all alternative meter locations have been investigated and rejected by Multinet Gas Networks.

Must be approved standard Bollard – Galv Zinc Coated Mild Steel, Coated in Safety Yellow

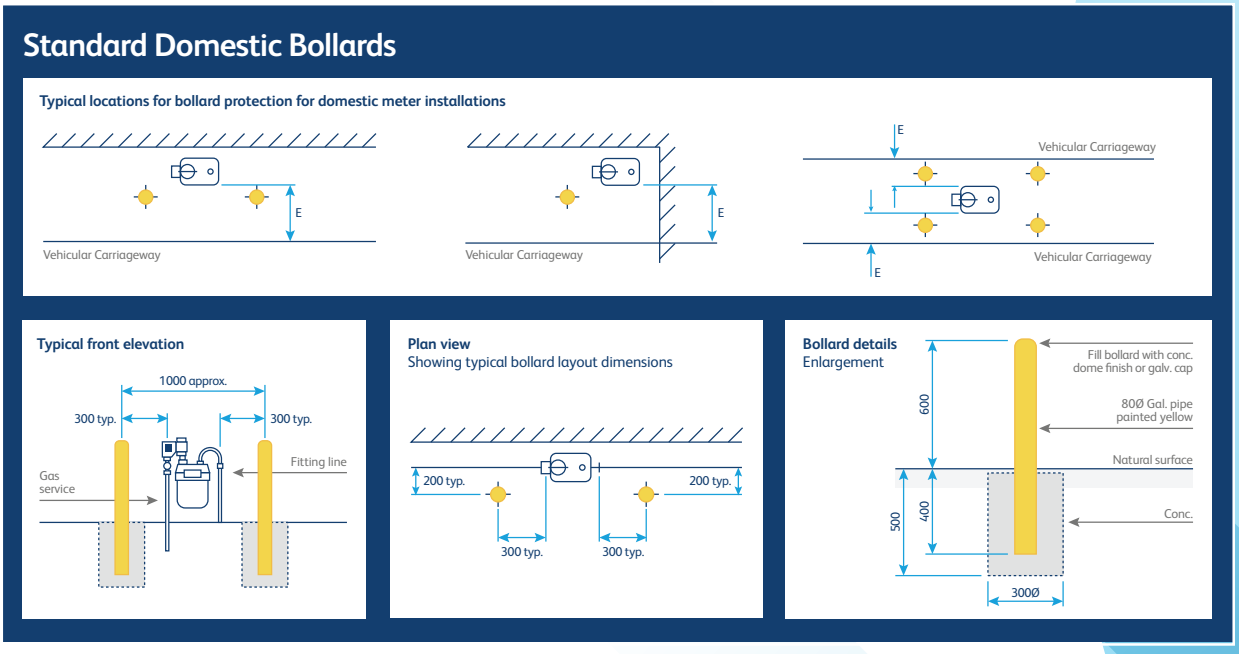
Post Dimensions: 80mm (O.D) x 5mm (Wall Thickness) x 1000mm (Length)

Other requirements may include meter enclosures etc (will be assessed accordingly by Multinet Gas Networks)

Installation:

- Sub-Surface mounted,
- Concrete Footing
- 400mm (L) x 400mm(W) x 500mm(D) (or 300 mm diameter bore)
- 600mm above ground, 400mm in ground.
- Filled with concrete
- Weight: 11 kg

Standard Domestic Bollards



E: <1000mm

Compliant meter with bollards installed

Gas Metering Requirements

Tags are required for apartment/units, multi dwellings (2+), engraved metal attached by strong wire to tag on the fitting line (not the upstand).

ID tags are required on group gas metering installations (e.g. all multi-user sites)

UV Coating required for composite piping (for UV protection)

Must meet all plumbing and other general compliance requirements before the meter installation and if failure to do so, the meter installation will not occur.

Please note that: All instances of exposed composite pipe will be reported to Energy Safe Victoria.

Reinstatements

Multinet Gas Networks to reinstate back to existing condition unless otherwise agreed with applicant / customer.

For reinstatements in road reserve the following applies. Any surfaces that require excavation to facilitate the gas connection will be temporarily reinstated. If Multinet Gas Networks is responsible for the permanent reinstatement, a crew will return to perform the permanent reinstatement/s within the below time frames.

Temporary repairs to disrupted areas (generally completed immediately after works are completed) Any debris and/or excess soil will be cleared from the site as soon as practically possible. All holes will be filled and any hard surfaces (concrete, bitumen, paving, etc.) will be temporarily covered over with tar bitumen. This first step in the process allows for the ground to settle before permanent reinstatements occur.

Soft surfaces (normally 2 to 4 weeks)
Our Service Provider will return when the ground has settled to complete permanent reinstatement of soft surfaces (such as lawns and gardens). Any sunken soil will be topped up, grass seed applied to existing lawn areas and plants/trees replanted (where possible).

Hard Surfaces (normally 6 to 8 weeks)
Our Service Provider will return to permanently reinstate any final hard surfaces of concrete, asphalt, etc. Please note that while all attempts will be made to reinstate hard surfaces to resemble the original product, there will almost always be a colour difference in the final surface compared to that of the original (due to age).

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We're here to help.

If you have further questions.

General Enquiries
Call: **1300 887 501**

Gas Leaks & Emergencies
Call: **132 691** anytime.

agig.com.au
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