

# Residential Gas Connection Application

1. Connection customer name (prop	perty owner): Fields marked with * are com	npulsory	
Name*			
Phone number	one number Mobile number		
Email*			
2. Applicant name (if different from connection customer): Fields marked with * are compulsory			
Name*			
Phone number	1	Mobile number	
Email*			
3. Connection installation details:			
House number Lot nu	mber Street name		
Suburb	City		
Date gas required by		ew Build Open trench? yes	Date
Right of way consent required? yes			Date
Right of way consent required? yesno Are there any obstacles ? (eg retaining walls, steep banks) Please indicate meter location, or attach a house plan.			
be loc than 3	cannot ated more 3m down the f the house BOUNDARY FOOT	position markin with an	g box
4. Gas retailer details:			
Please select confirmed retailer to supply natural gas to the			
Crontacty Energy			
5. Appliance details: Please indicate appliances to be run on natural gas			
Water heating	Cooking	Other (	(please specify)
continuous flow storage	hob		
storage	oven		
Heating	BBQ		
ducted central heating radiator	Outdoor	•••••	
and underfloor heating space	pool/spa heater		
heating flame-effect fire	patio heater		
name-ellect life	outdoor flame-effect fire		
Gasfitter details (if known):			
Name	Company	Phone num	nber
Sign		Date	



# Residential Gas Connection Terms and Conditions

#### 1. Introduction

This Contract, between you (Customer, you and your) and Powerco Limited (Powerco, we, us and our), is for the connection (Connection) of your property to our natural gas distribution network (Connection). The Contract is made up of:

- · these terms
- the Powerco Residential Gas Connection Application (Application) that you completed or that was completed on your behalf, and
- the Confirmation of Gas Connection Charges form

Note: this contract does not relate to the supply of natural gas by energy retailers. Powerco is not an energy retailer.

#### 2. Connection Charges

We have reviewed your Application and the letter accompanying these terms confirms whether or not there will be a charge for your Connection. The conditions for a free connection are set out in our Gas Distribution Capital Contribution Guide. (www.powerco.co.nz)

If you do not meet the conditions for a free connection, the Confirmation of Gas Connection Charges form advises you what the charge will be for your Connection and an invoice will be sent on completion of your Connection.

If we do not receive the full amount by the due date, we reserve the right to charge you any costs incurred in recovering outstanding money owed to us, together with default interest at 8% per annum on all overdue amounts, calculated daily and compounding monthly.

#### 3. Additional Charges

If circumstances change, or it becomes clear that the conditions for a free connection (referred to above) are not met, we may charge you additional charges for your Connection. If that occurs we will stop working on your Connection, we will tell you what additional charges are payable, and we may ask you to pay those charges before completing your Connection.

#### 4. Gas Connection Confirmation

If we contributed some, or all, of the cost of your Connection, we may seek confirmation that you installed (within 12 months after your Connection) the appliances (or similar) you specified in your Application. We will do that by checking that a gas certificate was issued in respect of those appliances. (We may ask you to provide us with a copy of each gas certificate or we may search the public register of gas certificates operated by the Plumbers, Gasfitters and Drainlayers Board).

If gas certificates ob not indicate that you have installed the specified appliances within 12 months after your Connection, you will need to pay us the full cost of your Connection which is up to \$5,000 (plus GST), depending on the work involved and the region.

### 5. Trenching

We will lay the pipe from our gas main to your meter location in the most cost efficient route. If our contractors need to dig a small trench on your property to complete your Connection, we will take all reasonable care to minimise inconvenience to you and, as far as possible, we will reinstate the trench to the existing conditions.

If you are providing an open trench, the trench must meet our standards. *Email info@thegashub.co.nz or call us at 0508 427 482 to request trench specifications.* 

#### 6. Gas Meter Location

For residential connections, your gas meter must be on your property boundary, along the front of your house, or no more than three metres back from the front left or right side of your house. We can vary this to maintain clearances of one metre from any opening vent, window, door, and any permanently connected electrical appliance, switchboard or metering board, or any permanently connected gas appliance or flue.

For non-residential connections, your gas meter will be located where we consider appropriate after an assessment has been carried out.

If possible, we will install your meter in your preferred location. *Email info@thegashub.co.nz or call us at 0508 427 482 to request gas meter locationspecifications.* 

#### 7. Access to your property

If your Connection needs to cross property owned by another person (such as a right of way), or owned jointly with another person (such as a cross-leased section), you will need to get each owner's consent to the Connec ion, using our standard consent form. Email info@thegashub.co.nz or call us at 0508 427 482 to request a form.

Where your Connection needs to cross property owned by another person, you must also provide us with a copy of the easement allowing you to lay pipes and convey gas across their property before we begin your Connec ion. We may also require site plans.

#### 8. Ownership

We own all the equipment associated with your Connection up to the meter. We may also own the meter (although a meter service provider may own the meter instead of us). You must take reasonable care to make sure that the connection pipe and meter are not interfered with or damaged. After giving you reasonable notice, we can enter your property to check and maintain the connec ion and the meter.

#### 9. Cancellation

If you cancel your Connection after we have begun work on it, we may charge you the costs that we have incurred as a cancellation charge. You must pay the cancellation charge regardless of how much the agreed connection and additional charges were going to be.

# 10. Privacy

We will hold all information you provide to us, and make it available to you, as required by the Privacy Act 1993.

## **NATURAL GAS APPLIANCE SAFETY**

Although natural gas has an excellent safety record, it must be treated with respect to prevent accidents. You must ensure that a registered Craftsman Gasfitter installs or converts your appliances, and certifies them as required by law. You must keep them in a safe condition. Please refer to our website for gas safety information by visiting www.thegashub.co.nz or call us at 0508 427 482.

The Gas Hub is part of Powerco Limited. Powerco has a free internal complaints resolution process. Contact NOC customer services by email customerservices@powerco.co.nz or phone 0800 769 372. Powerco is also a member of Utilities Disputes Ltd. Utilities Disputes Ltd. Utilities Disputes Ltd is a free, independent dispute resolution service for complaints about gas and electricity companies. Contact: Freepost 192682, PO Box 5875, Wellington 6145 / 0800 22 33 40 / info@utilitiesdisputes.co.nz / www.utilitiesdisputes.co.nz.