

Commonly asked questions.

Q. How do I connect to Natural Gas?

A. The enclosed map indicates those streets to be reticulated under this program. If Natural Gas mains are going past your address you will be able to connect. Applications to receive Natural Gas can only be submitted via a licensed gas retailer of your choice.

Envestra will arrange through your gas retailer for appropriate works to be done.

If you require assistance regarding contact numbers of licensed gas retailers please call us on 1300 001 001.

Q. When will my street be reticulated?

A. The roll out of street reticulation will be guided by the number of applications received in your neighbourhood. It is Envestra's aim to build Natural Gas load quickly for economic return on investment. The enclosed Natural Gas reticulation map is also available on our website www.natural-gas.com.au.

Q. My address is outside the project area but I want to connect to Natural Gas?

A. After the completion of the reticulation project you will still need to make an application via a gas retailer. Your application will then be assessed for economic viability. A contribution may or may not be required to access Natural Gas.

Q. What changes do I need to make in preparation of going to Natural Gas?

A. Any renovation plans or changes regarding appliances type and their location need to be made carefully to take advantage of Natural Gas in the long-term. If you have to replace an appliance urgently before being connected to Natural Gas, we recommend you buy LPG appliances that can be economically converted to Natural Gas. It is best to liaise with either the equipment manufacturer or a qualified gas plumber to confirm that any appliance is suitable for conversion to Natural Gas.

Envestra has contracted Origin Energy Asset Management Services Limited to project manage operational activities of extending the natural gas network

Hurstbridge project.

Envestra, Australia's largest natural gas distribution company is bringing natural gas to Hurstbridge with assistance from the Victorian Government's \$70 million Natural Gas Extension Program. The project will be technically and logistically challenging for Envestra and the Hurstbridge community given the difficult terrain of the township hence a high degree of patience and goodwill from both parties will be required.

Envestra will be extending its supply mains to Hurstbridge by the end of December 2006, and expects to complete reticulating selected streets in Hurstbridge by the end of December 2007. Non commissioned gas reticulation pipe work will be installed in several streets that are due to be upgraded to bitumen by the Nillumbik Shire Council during 2006, ahead of the above dates.

This project will enable residents and businesses to take advantage of economical Natural Gas.

The reticulation program has 3 stages:

1. Supply Mains laying
2. Street reticulation
3. Potential network expansion.

Key steps to get Natural Gas

1. Apply for Natural Gas with your selected energy retailer.
2. Envestra reticulates your street as part of the Natural Gas reticulation program.
3. Once Natural Gas has been laid in your street and if you have applied for connection, our representative will contact you to discuss your connection.
4. He will leave you his business card and request that you pass this onto your plumber. The plumber will call us, so we are able to co-ordinate the gas connection with the conversion / installation at the same time.
5. The plumber will also book the meter connection with your retailer to ensure a smooth change over to Natural Gas.



Connecting Hurstbridge to economical Natural Gas



MAP
INSIDE

