

Australian Gas Networks is one of the largest natural gas distribution network owners in Australia and delivers natural gas to over 1.1 million homes and businesses around the country.

The distribution networks owned by Australian Gas Networks are operated by APA Group.

www.natural-gas.com.au

APA Group Contacts

APA Group Representative:

Contractor Name:

Contractor Company:

Contact Number:

Appliance re-lights

Tel: 1800 643 183 (7.00am – 9.00pm)

Gas Leaks Only

Tel: 1800 676 300 (24 hours, 7 days)

The APA Group are committed to providing you with the best possible service and information. If you are dissatisfied with our service and are unable to resolve the issue with the APA Representative (contact details outlined above), please let us know on 1300 001 001 (during business hours 9am to 5pm).

If you are dissatisfied with APA's proposed resolution, you can contact the Energy & Water Ombudsman (Victoria) on 1800 500 509 or visit www.ewov.com.au



Important customer information

Gas supply at your premises has been turned off to enable us to:

- Carry out work up to and at your gas meter
- Carry out emergency work at your premises or nearby
- Repair a pipe in your street
- Change your gas meter
- Other

As a result of this work your gas supply has been turned off at the meter.

This brochure is designed to help you safely turn on gas supply to your premises and relight your gas appliances.

It is important you follow these steps closely. Failure to do so may result in injury to yourself or damage to your property.

If you are in any doubt as to the correct procedure, please contact us.

The relevant phone numbers are on the back of this card and quote card number.

How to turn your gas on safely

1. Check that all your household appliances are turned off:

- Cooker or Cooktop
- Oven
- Heaters
- Hot water service

Do not attempt to turn on your gas meter unless you have checked that all gas appliance controls are in the off position.

2. Locate your gas meter.

Your gas meter is usually at the side of your house or in the front yard. If you live in a high rise unit or flat, your gas meter is generally at ground level.



If the gas meter is not attached to the pipe work or not present, **DO NOT PROCEED**. Contact the APA representative listed on the back of this card.

3. Turn your gas meter on.

Rotate the handle of the valve 90 degrees to the vertical - on position. The meter is on when the handle is in line with gas inlet pipe. (See diagram below.)



4. Light a burner on your gas cooker (if you do not have a gas cooker proceed to point 5).

It may take a few minutes for the burner to light, while the gas flows from the meter. Once alight, let it burn for at least three minutes. This shows that the gas is turned on and flowing correctly. Then turn off the burner.

5. Restore the gas supply to your other gas appliances.

Follow the manufacturer's instructions and turn on and light the gas appliance pilot flames on all other gas appliances. The instructions are usually located inside the access panel.

Do

- Check all gas appliances are turned off before turning on your gas meter.
- Make sure all hot water taps are turned off.
- Make sure you read and understand appliance lighting instructions **before** you light appliances.
- Wear some form of eye protection, such as reading, safety or sunglasses.
- Keep your face well away from any appliance openings when lighting pilot flames (a mirror may help you to see into tight spaces).
- Remove flammable materials and liquids from the surrounding area.
- Be careful relighting appliances in confined spaces, such as cupboards or under stairs.

Don't

- Don't turn on your gas meter if you haven't checked that all gas appliances are off.
- Don't light appliances with which you have experienced recent problems.
- Don't use tools to force meter valves or appliance controls.

Your safety is important

The instructions in this brochure should be followed closely and must be read in conjunction with the manufacturer's instructions for any appliances connected to the gas supply.

If you are unable to relight your appliances or are not confident about doing so and would like us to restore your gas supply, please phone us using the numbers on the back of this card.