

GETTING CONNECTED TO NATURAL GAS

At Vector, we're here to assist you with your natural gas requirements for residential and commercial connections. This fact sheet provides you with information about the process of applying and getting connected to gas.

WHAT'S THE PROCESS?



FREQUENTLY ASKED QUESTIONS

1. WHEN SHOULD I APPLY?

As soon as you can. If you are building then it's best to start this process when you are laying your foundations. Generally this gives us enough time to be ready to connect when you are. Please ensure you have discussed your requirements with a registered gasfitter prior to contacting Vector.

2. WHY DO I NEED TO APPLY SO EARLY FOR A CONNECTION?

Our gas main is located in Council property which means we need to liaise with them to obtain approval for working in this area. We also need to obtain plans from other utilities which may be in the street. We are dependent on their processing times for this approval and documentation.

3. WHAT INFORMATION DO I NEED TO SUPPLY?

- Where would you like your gas connection positioned? For more information see Q8.
- What appliances will you be installing? For commercial connections we require the megajoule rating for each appliance.
- What outlet pressure will you require? Your registered gasfitter should be able to assist you with this.

4. HOW LONG DOES IT TAKE TO GET A QUOTE?

For all standard residential connections you will receive a quote within 5 working days. Non-standard quotes (mains extensions, multiple property requests, and commercial requests) will be provided within 10 working days. Quotes will be sent direct to customers. Quotes will be valid for 60 days (2 months).

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5. IS THERE A CANCELLATION FEE IF I CHANGE MY MIND AFTER ACCEPTING THE QUOTE?

Yes. If you have accepted the quote then decide to cancel there is a standard \$100 (including GST) cancellation fee. If you have accepted the quote and Vector has had to do work on your behalf, i.e. begun digging a trench, and you then decide to cancel, you will be charged for these additional costs. This cancellation fee also applies if you have asked for your request to be placed on hold, and we have still not heard from you following a 6 month period. Your request will then be cancelled and you will be credited your payment amount less the \$100 (including GST) cancellation fee.

6. IS THERE ANYTHING I NEED TO DO WHEN CONNECTING TO NATURAL GAS?

- Yes. You will need to organise a registered gasfitter to install the pipework from the gas meter to the gas appliances and the fitting of the gas appliances.
- If providing an open trench or ducting this will need to be from the street boundary to the proposed gas meter position. Trench or ducting specifications should be provided with your quote or call 0800 222 260 to obtain a copy.
- If we have to lay your gas service within a shared driveway or on a cross lease section, you will need to provide us with signed consent from all affected parties.
- If you do not own the land your gas connection has to cross, you will need to provide easements and a site plan. For more information see Q10.
- If the gas service is laid near or around trees, you may need to provide an arborist report/council consent. We will let you know if you are required to do this.

7. DO I NEED TO OBTAIN PERMISSION FROM MY LANDLORD TO INSTALL GAS FOR A COMMERCIAL CONNECTION?

The majority of commercial entities are leasehold and therefore the land owner of the property needs to provide their permission for Vector to install the gas service on site before we can complete the connection.

8. CAN MY GAS CONNECTION BE PLACED ANYWHERE?

No. Residential gas connections must be installed in certain areas and must have clearances away from sources of ignition such as electricity meters and meter boxes as well as building openings such as doors, windows and flue terminals. For further information regarding approved pipe locations and meter clearances please refer to the next page or talk to your energy retailer.

Commercial gas connections are generally placed on the boundary of the site. For safety reasons all public areas such as schools, hospitals and parks will require a gas connection to be placed on a concrete pad and within a cage. If there is a lot of vehicle traffic, an additional barrier may also be required. Your energy retailer will be notified by the meter owner if a pad and cage is required and they can also provide any further information regarding meter positions and clearances.

9. WHO OWNS THE GAS CONNECTION?

We will own the gas service pipe up to and including the gas riser (pipe going to the gas meter). The meter owner owns the gas meter. You will own all outlet pipes from the gas meter to the appliances.

10. WHAT HAPPENS IF I NEED TO GO THROUGH SOMEONE ELSE'S PROPERTY TO GET GAS?

We will ask you to obtain an easement if any part of the gas service pipe crosses third party property. Vector will require a copy of the Easement, and associated site plans, granting the right to convey gas through any easement area. All costs associated with granting an easement are your responsibility. This information will be required before construction commences.

11. HOW MUCH DOES IT COST TO CONNECT?

The cost to connect varies depending on the length of the service connection, site conditions and specific construction requirements. For residential quotes, we will provide two quote options which will be based on different construction methods:

1. You provide an open trench or ducting from the street boundary to the gas meter position on your home, or
2. Vector completes all the work.

Please note once the gas meter has been installed by your retailer, you will start receiving monthly charges.

To find out more about the pricing structure for residential or commercial connections, please see vector.co.nz/personal/gas/pricing

12. HOW LONG DOES IT TAKE TO CONNECT?

Once you return your signed acceptance along with payment, it generally takes 4-6 weeks to complete your connection. However, in periods of high demand it may take up to 8 weeks.

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13. WHAT WORK DOES VECTOR DO TO COMPLETE MY CONNECTION?

We will design the new connection, obtain the necessary permits and plans from local councils and other utility companies, complete the physical construction of the gas service pipes and liaise with your nominated energy retailer to organise the gas meter to be installed.

14. WHAT DOES IT MEAN WHEN MY QUOTE STATES THAT IT'S A ROCK AREA?

Due to a large number of volcanoes in New Zealand there are areas where soil conditions are difficult e.g. rock or scoria. In Auckland alone there are 50 volcanoes within an area of 1,000 square kilometers. If your property falls within one of these areas, we will use open cut techniques instead of the usual trenchless techniques such as thrusting or drilling. We will dig a trench from the existing Vector network to the street-property boundary or meter position, lay the gas pipe in the narrow trench and reinstate to the local Council's specifications.

15. WHAT DOES AN ARBORIST REPORT/RESOURCE CONSENT MEAN?

If we have identified that we'll be working near or around trees, you must check with your local council to confirm the status of the tree and whether a resource consent would be required. If consent is required, you will need to organise for an arborist to complete a report and submit the consent application to the local council.

Auckland <http://www.aucklandcouncil.govt.nz>

16. WHY DO I REQUIRE TRAFFIC MANAGEMENT?

There are certain Council standards which need to be adhered to for temporary traffic management on state highways and local roads. In these cases we are required to provide council with a traffic management plan. To do this a site assessment is completed and a plan is designed and submitted to the council for approval, this plan also includes the signage and personnel required on the actual day.

17. WHAT DOES VECTOR MEAN WHEN THEY REFER TO STEEL MAINS?

Some of our natural gas network is made out of steel. To be able to connect your service to the steel network, we require specialised equipment and personnel to weld steel fittings onto the live gas mains without interrupting gas supply.

18. WHO IS RESPONSIBLE FOR REINSTATING MY DRIVEWAY?

If you have provided an open trench or ducting for us to lay the gas pipe in, you are responsible for all reinstatement from the street-property boundary to the gas meter position.

If we have used thrusting or drilling techniques then we are responsible. Typically we will need to excavate around 1m² at the property-street boundary and the gas meter position. If we are going a considerable distance down a driveway we may need to excavate further.

We will temporarily reinstate any excavation with black asphalt and once this has settled, we will return (within 2 weeks) to complete the final reinstatement. We will make all reasonable endeavours to reinstate the land to its existing conditions and minimise any inconvenience.

19. WHY DO I REQUIRE AN ENERGY RETAILER?

Vector owns the pipes where the gas flows but an energy retailer sells the gas to you as a customer. The retailer bills you for your gas you have used. A gas meter cannot be installed until you have signed up with an energy retailer.

Please note once the gas meter has been installed you will start receiving monthly charges from your energy retailer.

20. I'VE BEEN TOLD THERE IS NO GAS IN MY STREET. CAN I STILL OBTAIN A QUOTE TO CONNECT?

Yes you can. If we do not have natural gas in your street or outside your property, we can still provide you with a cost for extending our gas main.

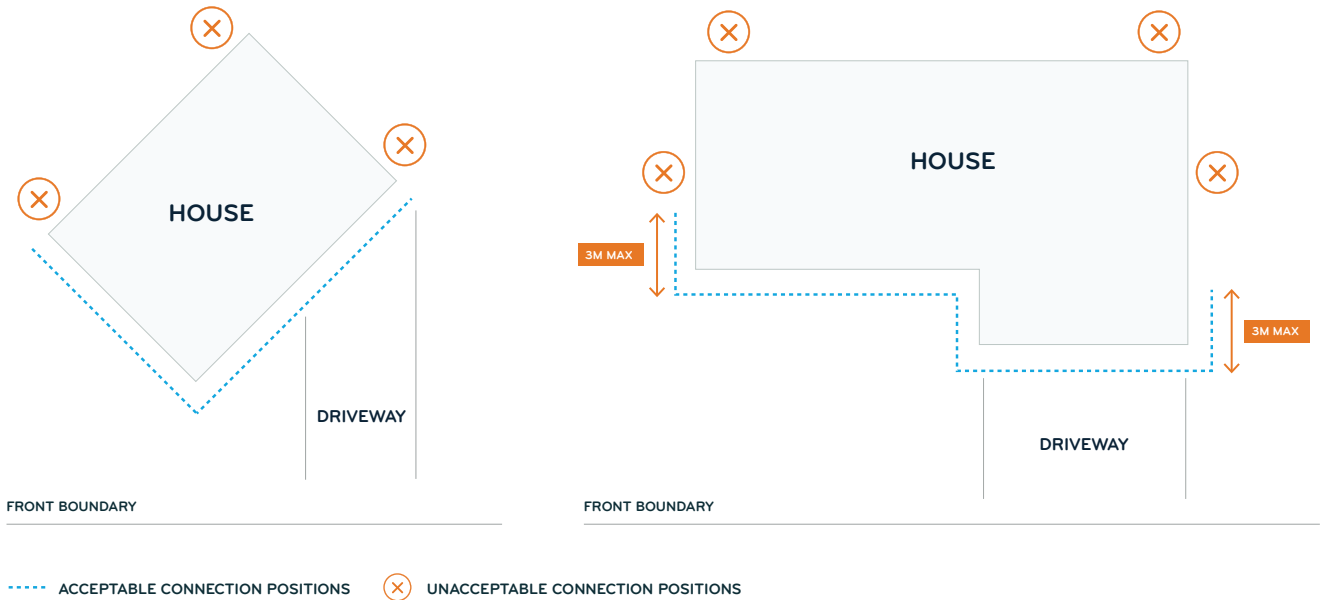
The cost of the mains extension will vary depending on the distance. A mains extension requires us to complete more work in Council land therefore increasing our costs due to a larger amount of reinstatement being required. As a result, you will incur additional costs.

If natural gas is not a viable option, then we recommend bottled LPG as an alternative.

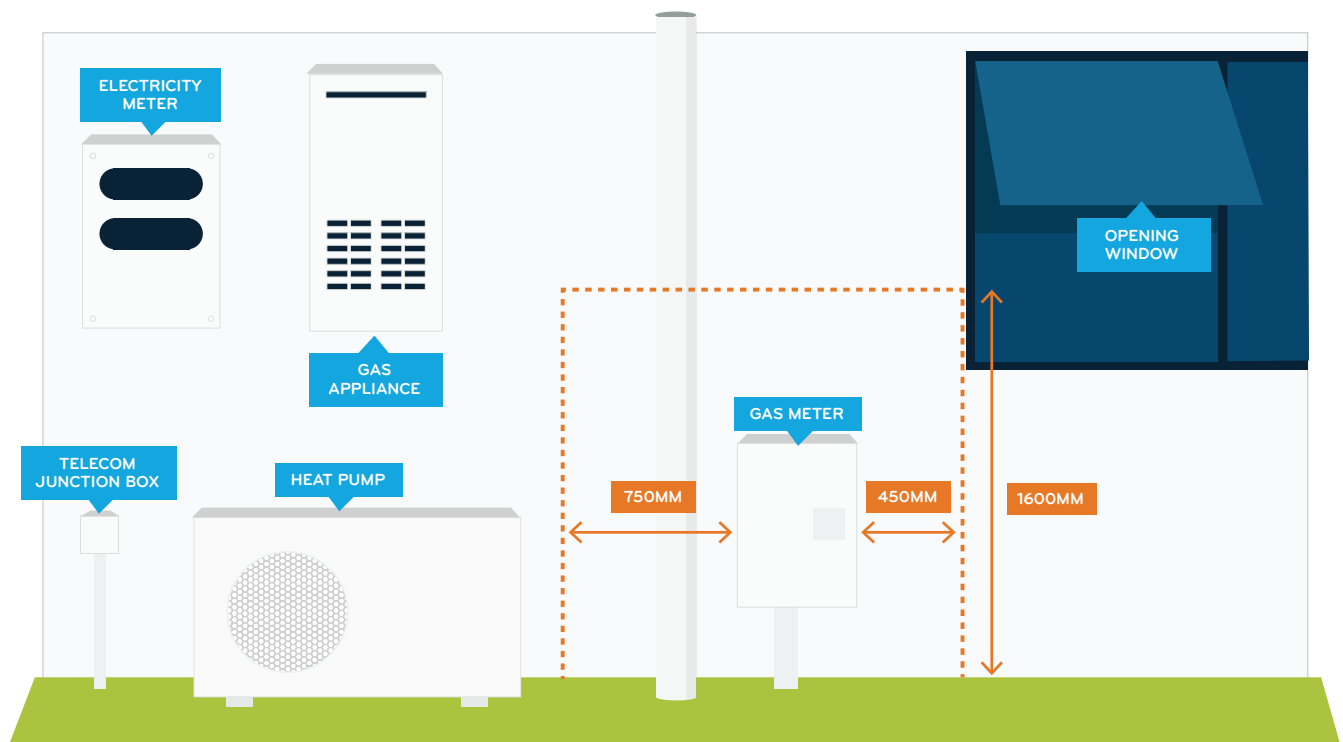
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APPROVED RESIDENTIAL CONNECTION PIPE LOCATIONS

The gas connection must be located at the front of the property, or no more than 3m down the side.



REQUIRED CLEARANCES



Please note that your gas connection should be unobstructed and easily accessible to us. No structures such as decks should block access to the gas connection. We cannot cut into a decking structure to access the gas connection as this may render the deck unsafe. However, this excludes concrete work around the connection as we are able to drill the concrete for access to the gas connection and to reinstate it afterwards.

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ROW (RIGHT OF WAY)/CROSS LEASE CONSENT TO LAY GAS PIPE IN PRIVATE PROPERTY

This section to be completed by premise owner where connection is to be installed

To: Vector Limited

I/We consent to having a gas
pipe laid at [address]:

Premise owner Details
[name]:

Contact
Number:

I/We acknowledge that laying the gas pipe may involve digging trenches. I/We will not build over or interfere with any pipe work or equipment and will allow Vector staff or their contractors to enter our land to repair, maintain or remove pipe as may be required. When the pipe installation is completed it shall become the property of Vector Limited. Vector accepts all liability for the pipe and the direct consequences of its operation. In the event of third party damage occurring, Vector will on-charge any costs incurred from those responsible.

If underground methods are not achievable, Vector may need to open up a trench to complete the connection. If this is deemed necessary, do you wish to be notified prior to this action?

YES / NO
(circle one)

ROW / CROSS LEASE PROPERTY OWNER CONSENT(S)

ADDRESS:

ADDRESS:

OWNER'S NAME:

OWNER'S NAME:

DAYTIME PHONE:

DAYTIME PHONE:

SIGNATURE:

SIGNATURE:

ADDRESS:

ADDRESS:

OWNER'S NAME:

OWNER'S NAME:

DAYTIME PHONE:

DAYTIME PHONE:

SIGNATURE:

SIGNATURE: