

Getting connected to natural gas

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're building then it's best to start this process when you're 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 before 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 to see 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
- Advise whether you're digging a trench within your property boundary.

4. How long does it take to get a quote.

For all connections you'll receive a quote within 10 working days. Quotes will be sent direct to customers. Quotes are valid for 35 working days.

Frequently asked questions continued



5. Is there a cancellation fee if I change my mind after accepting the quote?

If you've 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'll be refunded less reasonable costs incurred.

6. Is there anything I need to do when connecting to natural gas?

- Yes. You'll 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'll 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'll 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'll let you know if you're required to do this.

7. Do I need to obtain permission from my landlord or the landowner to install gas?

The landowner needs to provide their permission for Vector to install the gas service onsite 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 the 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'll 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'll 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.

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

To find out more about the pricing structure for residential or commercial connections, please see <https://www.vector.co.nz/personal/gas/new-connection/simple>

12. How long does it take to connect?

Once you return your signed acceptance along with payment, work will begin within 40 working days.

Frequently asked questions continued



13. What work does Vector do to complete my connection?

We'll 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.

Customers can do their own civils however, all customers completing the civils **will be responsible for obtaining the appropriate permits.**

14. Why does my quote mention a "rock area," and what does it mean for the price?

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 may use open cut techniques instead of the usual trenchless techniques such as thrusting or drilling.

15. What does an arborist report mean?

If we've identified that we'll be working near or around trees, we'll work to confirm the status of the tree. We'll obtain an arborist report to determine what methodology we need to use when working near the tree. We will obtain tree owner approval from Auckland Council as part of this process. If you'd like to complete this process yourself this will be at your expense.

Please note that if an arborist requires a specific working methodology, then we may need to adjust our scope of Works to comply with that requirement and this could result in Additional Charges

Auckland Council:
<https://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, you're responsible for reinstatement. If we have excavated or used thrusting or drilling techniques, then we will be responsible for reinstatement. We'll temporarily reinstate any excavation with black asphalt and once this has settled, we'll return (within 2 weeks) to complete the final reinstatement. We'll 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'll start receiving monthly charges from your energy retailer.

20. I've been told theres no gas in my street. Can I still obtain a quote to connect?

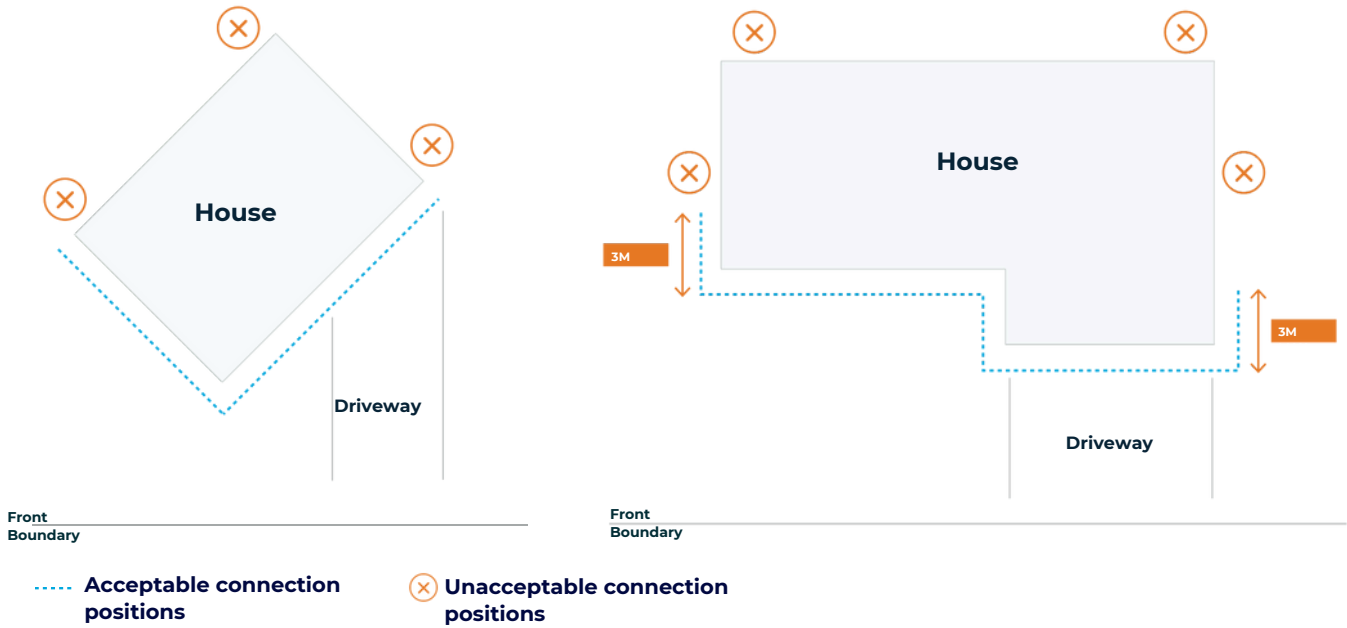
Yes you can. If we do not have natural gas in your street or outside your property, we can still provide you with a cost for extending our gas main. The cost of the mains extension will vary depending on the distance. A mains extension requires us to complete more work in Council land therefore increasing 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.

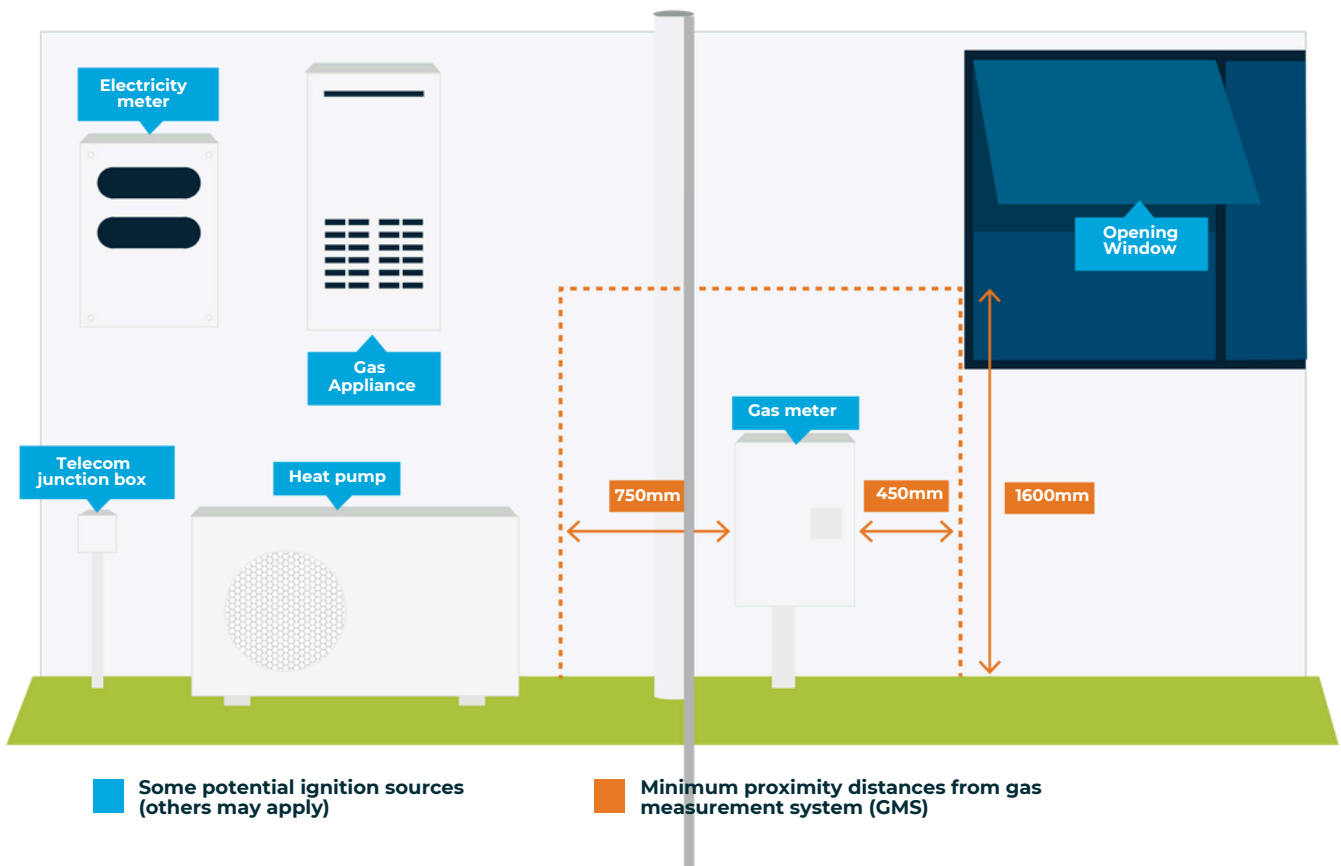
Getting connected to natural gas

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.