

Australian Gas Infrastructure Group (AGIG)

User Access Guide

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1 REQUIREMENTS OF A USER ACCESS GUIDE

Multinet Gas Distribution Partnership (**MGN**), AGI Tanami Pty Limited (**AGI Tanami**) and Tamworth Gas Networks Pty Limited (**Tamworth**) are registered under Australian Gas Infrastructure Holdings Pty Limited (**AGIH**). Australian Gas Networks Limited (**AGN**) is registered under Australian Gas Networks Holdings Pty Limited (**AGNH**).

MGN, AGI Tanami, Tamworth and AGN are members of the Australian Gas Infrastructure Group (**AGIG**) and has developed this Guide for prospective customers of the pipelines mentioned in Section 2 below in accordance with the National Gas Rules (NGR).

For the purposes of this document, any reference to "AGIG" is to be interpreted as a reference to AGN, MGN, AGI Tanami or Tamworth respectively in its capacity as the Service Provider for the pipelines mentioned in Section 2.

This guide has been designed to be a one-stop guide to help you obtain access to services on our pipelines and networks. The guide sets out the following:

- A list of our gas transmission pipelines;
- A list of our gas distribution networks;
- Contact details for our gas transmission and gas distribution teams;
- The process for making an access request on our gas transmission and distribution networks;
- The fees and charges for making a request; and
- The interconnection policy applicable to our pipelines and networks.

Through this guide we will direct you to the asset and the team that will best meet your requirements.

While we are required by law to make certain information available¹, this guide has been prepared to facilitate the process for securing access to the sort of service that you are seeking.

If, however, at any time you are unsure about anything, we encourage you to contact our commercial team with the contact details outlined in Section 3.

This User Access Guide is published in compliance with NGR Rule 105C and forms part of the access negotiation framework established under Part 23 of the National Gas Rules and Chapter 5 of the National Gas Law. In accordance with section 148D of the National Gas Law, AGIG and any prospective user are required to negotiate in good faith in relation to access to pipeline services. If agreement cannot be reached, either party has the right to refer an access dispute to arbitration under Chapter 5 of the National Gas Law.

¹ NGR 105C outlines the information that is required in a user access guide.

2 WHO ARE YOU DEALING WITH

At AGIG, there are different entities you will deal with, depending on the pipeline or network you are seeking to access a pipeline service.

This User Access Guide relates to the pipelines listed below and is operated by AGN, MGN, AGI Tanami and Tamworth respectively (as part of AGIG) as Service Providers.

AGIG have various transmission pipelines, details of which are included below.

Transmission Pipelines

2.1. AGN Transmission

State	Pipeline	Service Provider	Regulation
SA	Riverland Pipeline	Australian Gas Networks (SA) Limited	Non-scheme
QLD	Wide Bay Pipeline	Australian Gas Networks Limited	Non-scheme
NT	Palm Valley to Alice Springs Pipeline	Australian Gas Networks Limited	Non-scheme
NT	Alice Springs (Pine Gap)	Australian Gas Networks Limited	Non-scheme

2.2. MGN Transmission

State	Pipeline	Service Provider	Regulation
VIC	South Gippsland Pipeline	Multinet Gas Networks	Non-scheme

2.3. AGI Tanami Transmission

State	Pipeline	Service Provider	Regulation
NT	Tanami	AGI Tanami Pty Limited	Non-scheme

AGIG have various distribution pipelines, details of which are included below.

Distribution Pipelines

2.4. AGN Distribution

State	Pipeline	Service Provider	Regulation
NSW	AGN Albury Gas Distribution Network	Australian Gas Networks (Albury) Pty Ltd	Scheme
NSW	Wagga Wagga Distribution Network	Australian Gas Networks (NSW) Pty Ltd	Non-scheme

NSW	Monaro Distribution Network	Australian Gas Networks (NSW) Pty Ltd	Non-scheme
NSW	Riverina Distribution Network	Australian Gas Networks (NSW) Pty Ltd	Non-scheme
NSW	Illabo to Tumut Valley Towns system	Australian Gas Networks (NSW) Pty Ltd	Non-scheme
NSW	Moama Distribution Network	Australian Gas Networks (Albury) Pty Ltd	Non-scheme
NSW	Murray Valley Distribution Network	Australian Gas Networks (Albury) Pty Ltd	Non-scheme
NT	Alice Springs Distribution Network	Australian Gas Networks Limited	Non-scheme
QLD	AGN Qld Gas Distribution Network (Brisbane (north of the Brisbane River), Ipswich, Gladstone and Rockhampton)	Australian Gas Networks Limited	Non-scheme
QLD	Grantham Distribution Pipeline	Australian Gas Networks Limited	Non-scheme
QLD	Wide Bay Distribution Network	Australian Gas Networks Limited	Non-scheme
QLD	Bundaberg Port Distribution Pipeline	Australian Gas Networks Limited	Non-scheme
SA	AGN SA Gas Distribution Network	Australian Gas Networks Limited	Scheme
NSW	Murray Valley Distribution Network	Australian Gas Networks Limited	Non-scheme
VIC	AGN Vic Gas Distribution Network (Melbourne, regional Victoria and Albury, NSW – Australian Gas Networks Victoria and Albury)	Australian Gas Networks (Vic) Pty Limited	Scheme
VIC	Mildura Distribution System	Australian Gas Networks Limited	Non-scheme
VIC	Murray Valley Distribution Network	Australian Gas Networks (Vic) Pty Limited	Non-scheme

2.5. MGN Distribution

State	Pipeline	Service Provider	Regulation
VIC	Multinet Gas Distribution Network (South and East areas of metropolitan Melbourne, Yarra Ranges and South Gippsland Towns)	Multinet Gas Distribution Partnership	Scheme

2.6. Tamworth Distribution

State	Pipeline	Service Provider	Regulation
NSW	Tamworth Distribution Network	Tamworth Gas Network Pty Limited	Non-Scheme

3 CONTACT DETAILS

This section outlines the contact details you should contact to make preliminary enquiries and to whom access requests can be sent. The relevant contact details are set out for transmission pipelines and gas storage facilities.

Transmission Pipelines

Head of Commercial Operations

Level 22, 140 St Georges Terrace, Perth, WA, 6000

Postal address: As above

Tel: (08) 9223 4300

Fax: (08) 9223 4301

Notices@agig.com.au

Website: www.agig.com.au

Distribution Networks

Commercial Manager

Level 6, 400 King William Street, Adelaide, SA, 5000

Postal address: As above

Tel: (08) 8227 1500

Fax: (08) 8227 1511

networkscommercial@agig.com.au

Website: www.agig.com.au

4 PRESCRIBED TRANSPARENCY

AGN, MGN, AGI Tanami and Tamworth publish prescribed transparency information required under Part 10 of the NGR in accordance with the AER Pipeline Information Disclosure Guidelines, including links to service & access information, standing terms, and actual prices payable for relevant pipelines.

AGN, MGN, AGI Tanami and Tamworth have certain non-scheme pipelines that have been granted a Category 2 exemption under Part 10 of the National Gas Rules by the Australian Energy Regulator (AER) for a five-year period. The pipelines subject to the Category 2 exemption can be found in the *AGIG NGR Part 10 Disclosure Guide* located on the AGIG website here: [Pipelines | AGIG](#).

Accordingly, certain Part 10 information disclosure obligations are modified for those pipelines for the duration of the exemption, including reduced requirements for financial reporting and weighted average price information.

Users seeking to connect to a Victorian transmission system should also be aware of the procedures specified in Part 19 of the NGR and refer to AEMO's Wholesale Market Connection Approval Procedures (Victoria).

This Guide should be read together with the AER and AEMC public registers relating to the AGN, MGN, AGI Tanami and Tamworth Pipelines.

The Guide provides links to the AER/AEMC register entries and AEMO procedures in Section 11.

5 ACCESS REQUEST PROCESS

5.1. Making a Preliminary Enquiry

If you require access to a service on one of our pipelines, storage facilities or networks, you may make a preliminary enquiry by discussing your requirements with our contact person in Section 32.2 of this guide. Making preliminary enquiries can help you gather additional information about our pipelines and help you decide whether you wish to complete an access request form. You are not required to make a preliminary enquiry.

If you make a preliminary enquiry, we will respond to that preliminary enquiry within 10 business days stating:

- whether we can provide access to the pipeline services referred to in the enquiry or whether we need to carry out further investigations; and
- when we will provide an offer.

We may also inform you of any reasonable costs that you may need to pay for any investigations we will need to undertake and the timeframe for those investigations.

AGIG does not charge a fee for making a preliminary enquiry or for submitting an access request. Fees may only be charged in connection with further investigations (see Section 6), which will be agreed with you before any costs are incurred.

5.2. Making an Access Request

You may at any time submit an access request for one of our pipelines or networks by following the process outlined in this section.

An access request must be submitted using the form in APPENDIX A - ACCESS REQUEST FORM of this Guide and must contain the information specified in that form.

We will acknowledge receipt of an access request within five (5) business days after it is received. If your access request is complete, it will be a Complying Access Request.

If your access request is incomplete, the acknowledgment will specify the information required to complete the access request. Once you have provided the specified information, we will tell you within five (5) business days whether it is a Complying Access Request.

We will notify you within 10 business days of receiving a Complying Access Request if we need to undertake further investigations in relation to your access request and we will outline what further investigations are required (See Section 6).

You may amend the details of the Complying Access Request with our consent. We must not unreasonably withhold our consent to a request to amend but may give consent subject to reaching agreement on a reasonable extension to the period for us to make an access offer.

5.3. Access Offer

Following receipt of a Complying Access Request, if we have not advised you that we need to undertake further investigations in relation to your access request, we will prepare an access offer that:

- a) sets out the terms and conditions on which we offer to make the pipeline service or pipeline services requested in the access request available to you (including price and non-price terms and conditions);
- b) Contains the details of any works to be undertaken by us and you (where relevant) and any applicable technical and performance specifications; and
- c) be in a form capable of acceptance by you to constitute a new access contract or to form part of an existing access contract.

The access offer will most likely be in the form of a proposed gas transportation or haulage agreement, but it may contain other documents that require execution. If the access offer includes a gas transportation or haulage agreement, you will be sent 3 copies of the agreement for execution by you (and potentially a guarantor entity).

We must make you an access offer within the period agreed by us or if no period is agreed between us:

- unless paragraph (b) or (c) applies - within 20 business days after receiving the Complying Access Request;
- if we are required to carry out further investigations in relation to your access request - within 60 business days after receiving the Complying Access Request; and
- if you make any amendment to the Complying Access Request before we make you an access offer – within 20 business days after receiving the amended Complying Access Request or any longer period that is agreed between us as a condition of our consenting to the amendment to the Complying Access Request.

We are, however, not required to make an access offer in relation to a pipeline service if:

- the Complying Access Request has been withdrawn;
- we have concluded that it is not technically feasible or consistent with the safe and reliable operation of the pipeline to provide the pipeline service requested by you, having used all reasonable efforts to accommodate your reasonable requirements; or
- the provision of the pipeline service requested by you would require the extension of our pipeline or network.

If we do not make an access offer because of any of the circumstances specified above, we will give you:

- written reasons explaining why the requested pipeline service cannot be provided; and
- if there is some prospect that it will become possible to provide the requested pipeline service at some time in the future – details of when the requested pipeline service is likely to become available.

5.4. Accepting an Access Offer

If we make an access offer, it will remain valid for up to 30 business days.

If you wish to accept the access offer and it is in the form of a gas transportation or gas haulage agreement, you must execute every copy that was included in the access offer and return each signed copy to our contact person in Section 32.2 of this guide.

We will then proceed to execute and date each copy of every agreement and send you a copy of each agreement for your records.

You are not required to accept the Access Offer that we make to you. If you do not wish to accept our access offer, you may take one of the following steps:

- notify us in writing (by advising the contact person identified in Section 3 of this guide) that you do not accept the offer and that you no longer wish to continue discussions in relation to the access offer or the Complying Access Request;
- notify us in writing (by advising the contact person identified in Section 3 of this guide) that you wish to enter into negotiations regarding access to our pipelines; or
- notify us in writing (by advising the contact person identified in Section 3 of this guide) that you intend to refer an access dispute to arbitration under the National Gas Law (NGL) or have referred an access dispute to arbitration under the NGL.

6 FURTHER INVESTIGATIONS

Further investigations may be required to determine the terms and conditions for provision of a pipeline service sought by a user or prospective user in a manner that is technically feasible and consistent with the safe and reliable operation of the pipeline.

As outlined in Section 54, if further investigations are required to be undertaken prior to responding to the access request, we will outline a proposal to you for carrying out the further investigations (**FEED Proposal**).

The FEED Proposal will include:

- a statement of the nature and scope of work of the investigation;
- a plan (including a time schedule) for carrying out and completing the investigation;
- a statement of the reasonable costs of the investigation you would be required to meet; and
- any other information reasonably required by us for the purposes of the investigation.

We will not carry out the FEED Proposal without first agreeing its contents with you.

The NGR requires a service provider and a prospective user to negotiate in good faith about the terms and conditions on which further investigations will be carried out, including the basis for determining reasonable costs of the further investigations to be paid by the prospective user and any reasonable extension of time to enable the further investigations to be completed.

Where further investigations are required, an Access Offer will be made within 60 business days after receiving the Complying Access Request unless a later period is agreed between you and us.

7 NEGOTIATION AND ARBITRATION

7.1. Obligation to Negotiate in Good Faith

If you have notified AGIG that you wish to enter into negotiations with AGIG in relation to the access offer that AGIG makes you in relation to your Complying Access Request, AGIG and you as, the prospective user, must negotiate in good faith with each other in accordance with section 148D of the National Gas Law as to whether access can be granted and the terms and conditions for the provision of that access.

During negotiations, each of us must:

- take all reasonable steps to agree to a timetable for the negotiations and, in doing so, each of us must seek to accommodate all reasonable requirements of the other party or parties to the negotiations; and
- use reasonable endeavours to identify any other person who may become a party to an access dispute relating to the pipeline service the subject of the negotiations.

7.2. Information Exchange

At any time after we have started negotiations, you may request further information from us, being:

- information about the method used to determine the price in an access offer and the inputs used in the calculation of the price; and
- information regarding the costs associated with the provision of the pipeline services sought by the prospective user (**Access Offer Information**).

You must request the Access Offer Information in writing addressed to the relevant contact person outlined in Section 3 of this guide.

We will comply with a request for Access Offer Information within 15 business days of the date you submit the request in writing (or any longer period agreed with you).

At any time after we have started negotiations, either of us may request the following information of the other party/ies to the negotiations (**Access Negotiation Information**):

- Access Offer Information; and
- any other information that the party may seek to rely on for the determination of an access dispute in relation to the subject matter of the negotiations,

including information prepared for the party such as expert reports and consultant reports, data sets, models and other documents or materials.

Any request for Access Negotiation Information must be made in writing and sent to:

- in the case of a request we make to you – the person who submitted the Complying Access Request;
- in the case of a request we or you make to any party to the negotiation other than you or us – the person we have been dealing with in the negotiations; and
- in the case of a request you make to us – the relevant contact person outlined in Section 3 of this guide.

Each of us must comply with requests for Access Negotiation Information within 15 business days of the date of submitting the request to the other (or any longer period agreed between us).

Neither party is required to provide, in response to a request for Access Offer Information or Access Negotiation Information, an item of information requested by another party under this rule where:

- to do so would breach a confidentiality obligation owed in respect of that information to an unrelated third party; and
- the third party has not given consent to the disclosure despite reasonable efforts having been made to obtain that consent.

Furthermore, neither party is required to provide, in response to a request for Access Negotiation Information:

- information that is the subject of legal professional privilege; or
- documents that would disclose information subject to legal professional privilege.

In requesting or providing Access Offer Information or Access Negotiation Information, each party must do so in a manner and at a time that is consistent with the duty of the party to negotiate in good faith.²

7.3. Right to Refer an Access Dispute to Arbitration

During negotiations, either participant may refer an access dispute to arbitration under Chapter 5 of the National Gas Law.

Before a party issues an access dispute notice, it must request the other party to provide all Access Negotiation Information and it must not issue an access dispute notice earlier than 15 business days after the notice requesting all Access Negotiation Information has been given to the other party.

Each party must follow the process for referring an access dispute outlined in the National Gas Law and the National Gas Rules.

8 CONFIDENTIALITY

Any information provided to another party during negotiations (referred to in section 6 or 7) will be treated as confidential information (**Confidential Information**) other than any information that is in the public domain when provided or that subsequently comes into the public domain.

Each of us must only use or reproduce Confidential Information of another party for the purpose for which it was disclosed and we must not disclose the confidential information except:

- to the Australian Energy Regulator or to the arbitrator in the course of an arbitration;
- if an access dispute is mediated – to the mediator;
- with the consent of the other party;
- to a professional or other adviser of the party who agrees with the party to maintain the confidentiality of the confidential information;
- if it is required by, or necessary for the purposes of, the NGR or the NGL;
- if the disclosure is in accordance with an order made or a subpoena issued by a court of competent jurisdiction; or
- if the disclosure is authorised or required by a law of a participating jurisdiction or required by a competent regulatory body, and the person making the disclosure gives written details of the disclosure (including an explanation of the reasons for the disclosure) to the other party.

² . Arbitrators give effect to the Rule 105G disclosure intent.

9 INTERCONNECTION POLICY

Interconnections may be accommodated where technically feasible and consistent with safe and reliable pipeline operation and safe and reliable supply to end users, in accordance with the NGR Part 6 pipeline interconnection principles.

Applicants should provide technical data, proposed metering and design standards; we will outline review steps, timings, and any costs.

Rule 39(2)(g) of the National Gas Rules require the Interconnection Policy to set out the standard terms and conditions of any connection agreement that the Service Provider may require an interconnecting party to enter into.

Further details are available on request and links to the interconnection policies are set out below::

- AGN interconnection policy is included in APPENDIX B – AGN INTERCONNECTION POLICY AND CONNECTION AGREEMENT.
- MGN interconnection policy is included in APPENDIX C – MGN INTERCONNECTION POLICY AND CONNECTION AGREEMENT
- the AGI Tanami interconnection policy is included in APPENDIX D – AGI TANAMI INTERCONNECTION POLICY AND CONNECTION AGREEMENT
- the Tamworth interconnection policy is included in APPENDIX E – TAMWORTH INTERCONNECTION POLICY AND CONNECTION AGREEMENT

10 CHANGES TO THIS GUIDE

Under the National Gas Rules, a service provider must publish a revised version of a user access guide for a pipeline as soon as practicable after facts or circumstances arise that require the guide to be updated.

A revised version of this Guide will take effect when published or, if later, when specified in the revised version.

A reference to the Guide includes a reference to the Interconnection Policies that are included as APPENDIX B – AGN INTERCONNECTION POLICY AND CONNECTION AGREEMENT to APPENDIX E – TAMWORTH INTERCONNECTION POLICY AND CONNECTION AGREEMENT to this Guide.

11 REFERENCES AND DEFINITIONS

Term	Definition
Access Offer Information	Information regarding the costs associated with the provision of the pipeline services sought by the prospective user
Access Negotiation information	Includes Access Offer Information and any other information regarding the costs associated with the provision of the pipeline service sought by the prospective user.
Complying Access Request	A term used if your access request is complete
Confidential Information	Any information deemed confidential in nature
Policy	Interconnection Policy

Abbreviation	Description
AEMC	Australian Energy Market Commission
AEMO	Australian Energy Market Operator
AER	Australian Energy Regulator
AGN	Australian Gas Networks Limited
AGIG	Australian Gas Infrastructure Group
AGI Tanami	AGI Tanami Pty Limited
NGR	National Gas Rules
Tamworth	Tamworth Gas Networks Pty Limited

Source	Website Link
AEMC Pipeline Register	Gas pipeline register AEMC
AEMO's Wholesale Market Connection Approval Procedures (Victoria).	AEMO Procedures, policies and guides
AER Disclosure Guideline	Pipeline Information Disclosure Guidelines Australian Energy Regulator (AER)
NGR Rule 101B Requirement	Pipelines AGIG
NGR Rule 101E - AGN	Gas Tariffs & Plans Energy Plans for Your Home Australian Gas Networks
NGR Rule 101E – MGN	Multinet gas - Regulatory Information
NGR Rule 101E – AGI Tanami	Tanami Gas Pipeline AGIG
NGR Rule 101E – Tamworth	Tamworth Gas Network AGIG

APPENDIX A - ACCESS REQUEST FORM

[Insert Service Provider Name – see Section 2]

ACCESS REQUEST FORM

This is an Access Request Form, in accordance with the User Access Guide for non-scheme pipelines. The terms and conditions for the service are subject to negotiation between Operator and Prospective Shipper.

PROSPECTIVE SHIPPER DETAILS

Name	
ABN	
Address	
Telephone Number	
Facsimile Number	
Email	
Nominated Representative	

1. DETAILS OF RELEVANT PIPELINE

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2. SERVICE DETAILS

Requested Service	
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Requested Service Start Date	
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Requested Service End Date	
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3. INLET AND OUTLET POINTS

The following are to be the Inlet Points, Outlet Points and Contracted Capacity for Service as at the Capacity Start Date.

ITEM 1: INLET POINTS: DESCRIPTION AND CONTRACTED CAPACITIES

	Location	Designation	Contracted Capacity (TJ/d)
1.			
2.			
TOTAL:			

ITEM 2: OUTLET POINTS: DESCRIPTION AND CONTRACTED CAPACITIES

	Location	Designation	Contracted Capacity (TJ/d)
1.			
2.			
TOTAL:			

4. TRANSMISSION PIPELINES

If this request relates to a transmission pipeline, please provide details of the delivery temperature and pressure of gas.

	Location	Delivery Temperature	Delivery Pressure
1.			
2.			
3.			

5. CREDITWORTHINESS

Prospective Shipper represents and warrants that copies of its latest set of audited accounts and (if applicable) its Constitution are attached.

If the prospective shipper has a credit rating, the prospective shipper should provide details of that credit rating (with this Access Request Form) to enable the credit rating to be assessed against AGIG's Credit Policy.

Executed by Prospective Shipper:

Executed by
[insert Prospective Shippers Details and ABN] in
 accordance with section 127 of the Corporations Act 2001:

Signature – Director

Signed – Director/Secretary

Title

Title

Name (block letters)

Name (block letters)

APPENDIX B – AGN INTERCONNECTION POLICY AND CONNECTION AGREEMENT

The AGN interconnection policy and connection agreement is available here: [Gas Industry Regulations | Compliance and Safety Standards | Australian Gas Networks](#)

APPENDIX C – MGN INTERCONNECTION POLICY AND CONNECTION AGREEMENT

The MGN interconnection policy and connection agreement is available here: [Multinet gas - Regulatory Information](#)

APPENDIX D – AGI TANAMI INTERCONNECTION POLICY AND CONNECTION AGREEMENT

The AGI Tanami interconnection policy and connection agreement is available here: [Tanami Gas Pipeline | AGIG](#)

APPENDIX E – TAMWORTH INTERCONNECTION POLICY AND CONNECTION AGREEMENT

The Tamworth interconnection policy and connection agreement is available here: [Tamworth Gas Network | AGIG](#)