

## Disconnections, Abolishment & Re-connections

The Essential Services Commission's (ESC) Gas Distribution Code of Practice (Code) outlines your rights and obligations regarding your connection to the Victorian gas distribution system. It includes requirements for:

- the operation of the gas distribution system
- connection, disconnection, reconnection and augmentation
- meter installation, testing, reading and data
- customer dispute resolution
- minimum service standards and guaranteed service level (GSL) scheme.

The information provided here relates specifically to your rights and obligations with respect to Disconnections, Abolishment and Reconnections.

### **Disconnection**

We may disconnect a customer from our distribution system under the following conditions:

- At the retailer's written direction, subject to certain conditions.
- If the customer requests us to disconnect them.
- If directed under the Gas Safety Act 1997.
- If the customer is not complying with the Code of Practice or other regulatory requirements.

At our discretion for reasons such as:

- Material damage or need for repair.
- Force majeure events.
- Emergencies.
- Health or safety reasons (with notice and time to rectify).
- Planned maintenance (with prior notice).
- Contractual interruption agreements.

Additionally, we must follow specific procedures and provide notices for disconnections due to health or safety reasons and planned maintenance.

Notice periods:

- 10 business days prior notice for planned maintenance
- 5 business days-notice for health and safety reasons, with an additional 5 days for the customer to rectify. (Notwithstanding, that we may disconnect immediately at our discretion in the event of immediate safety concerns)

### **Abolishment**

If a retailer or a customer via their retailer directs us to abolish a customer's connection in writing, we must use our best endeavors to do so within 20 business days of receiving the request.

We must also abolish a small customer's connection to our distribution system if we are directed under the Gas Safety Act 1997.

### **Reconnections**

We must reconnect a disconnected customer if the reasons for disconnection no longer apply.

We can charge a reconnection fee unless the reason for the disconnection was beyond the customer's control.

We must complete the reconnection promptly to allow your retailer to meet their obligations under the Energy Retail Code of Practice.

For further information reference can be made to the ESC website below.

[www.esc.vic.gov.au](http://www.esc.vic.gov.au)