

Gas Disconnections

In some circumstances, Council may need to disconnect your gas supply. Any disconnection must follow the rules outlined in the Gas Industry Code. The Code sets out rules for gas retailers and distributor including service standards, marketing conduct and disclosure of information to customers. Disconnection may occur when:

- You have not paid your bill by the due date or if you refuse Council's negotiated alternative payment arrangement and Council has sent the appropriate reminder and disconnection warnings;
- You are on an agreed payment arrangement with council and have not made the payments detailed in the arrangement;
- You refuse or fail to provide acceptable identification when requested;
- You have not permitted Council to access your meter for three (3) consecutive bills;
- If you prevent a Council officer from safely exercising their powers of entry as granted by Section 138 of the Gas Supply Act;
- There is an emergency or for a health or safety reason, to carry out work that needs to be completed without delay and;
- As otherwise permitted under Gas Legislation.

If maintenance to the distribution system is required, Council will give customers reasonable notice of the disconnection and carry out the work at a reasonable time.

What happens if I move address?

If you are moving out of your premises permanently, you must notify Council of the date you intend to vacate and a forwarding address for your final bill. Council requires a minimum of 48 hours' notice, prior to vacating the premises, to allow for the final meter reading.

If you do not give Council notice you will be responsible for the gas consumed at the premises until Council is notified and the meter has been read.