



**ATCO Gas**  
**AUSTRALIA**

## **FREQUENTLY ASKED QUESTIONS: MULTISTOREY PROJECT**

### **1. Who is ATCO Gas Australia?**

ATCO Gas Australia Pty Ltd (ABN 90 089 531 975) is part of the ATCO Group of companies. ATCO Group is a worldwide organisation of companies engaged in structures and logistics, utilities, energy and technologies.

ATCO Gas Australia owns, operates and maintains the largest reticulated gas infrastructure in Western Australia. The gas reticulation networks serve Geraldton, Kalgoorlie, Albany, Bunbury, Busselton, Harvey, Pinjarra, Brunswick Junction, Capel and the Perth greater metropolitan area including Mandurah.

### **2. Why does ATCO Gas Australia want access to the Strata Scheme?**

ATCO Gas Australia is required by law to operate and maintain the Distribution System pursuant to its Distribution Licence granted under the *Energy Coordination Act 1994 (WA)*. ATCO Gas Australia requires access to carry out Works to upgrade the Distribution Network to ensure sufficient and safe gas supply.

### **3. What is the Distribution Network?**

The Distribution Network is the system of gas pipelines, mains and service pipes extending up to and including the meter.

### **4. Who is responsible for the Distribution Network?**

ATCO Gas Australia.

### **5. What are the Works to be done by ATCO Gas Australia?**

The Works may involve:

- (a) reconstruction and replacement of parts of the Distribution Network;
  - (b) replacing gas service pipes, that may involve drilling through balconies, walls or other parts of buildings on the land;
  - (c) replacing gas meters and meter boxes;
  - (d) undertaking any other works that ATCO Gas Australia sees fit to fulfil its obligations at law; and
- includes the works set out in any document given to the Strata Company.

### **6. Who is responsible for the Works?**

ATCO Gas Australia and its Approved Contractors will carry out the Works.

### **7. When will the Works be undertaken?**

The Works will be undertaken during usual business hours over a 2-4 week period. If the Works will take longer, ATCO Gas Australia will notify you of the approximate period in writing.

## **8. Who will pay for the Works?**

ATCO Gas Australia will pay for the cost of the Works and will not require any payment from the Strata Company, an Owner or Occupier. However, ATCO Gas Australia will not pay for works associated with Non-Compliant Gas Installations (see 13 and 14 below).

## **9. Will there be interruptions to the gas supply?**

Yes, the gas supply will need to be turned off while ATCO Gas Australia carries out the Works.

## **10. How long will the interruptions be to the gas supply?**

The interruptions should not last longer than the period specified in the notice letter issued to you by ATCO Gas Australia, unless ATCO Gas Australia detects a gas leak or a Non-Compliant Gas Installation.

If there is a gas leak from a Gas Installation or a Non-Compliant Gas Installation, ATCO Gas Australia is required by law and for safety reasons to turn off the gas supply and disconnect the meter. The interruption to the gas supply will continue until a registered gas fitter rectifies the Non-Compliant Gas Installation and reconnects the gas supply.

## **11. What are Non-Compliant Gas Installations?**

Gas Installations are:

- (a) any appliance, pipes, fittings or other apparatus installed or to be installed for or for purposes incidental to the conveyance, control, supply or use of gas; and
- (b) gas appliances are any appliances that consume gas as fuel.

Put simply, when ATCO Gas Australia refer to Gas Installations in this document, it means the gas supply pipes that go from the gas meter for your home to the gas appliances in your home and includes your gas appliances (including gas hot water systems, gas heaters, gas ovens and gas hotplates).

Some Gas Installations may not comply with the law because of the location, the condition of the installation, or the fact that it may be leaking gas these types of installations are called Non-Compliant Gas Installations.

## **12. Who is responsible for the Gas Installations?**

Gas Installations are not owned by ATCO Gas Australia. The Owners of the strata lots are responsible for the Gas Installations that are in or relate to their own strata lot. ATCO Gas Australia does not carry out this type of work because the Gas Installations typically belong to the Owners and are not part of the Distribution Network.

## **13. What is done regarding Non-Compliant Gas Installations?**

- (a) If there is a gas leak or Non-Compliant Gas Installation ATCO Gas Australia will notify the Owner or Occupier if they are home, or leave a card advising that there is an issue, if the Owner or Occupier is not home.
- (b) The Owner is then required to engage the services of a registered gas fitter to locate and repair any gas leak or Non-Compliant Gas Installation.

- (c) If requested, ATCO Gas Australia will provide details of a registered gas fitter that may be used to carry out any repairs to a gas leak or Non-Compliant Gas Installation. The Owner may use any registered gas fitter of their choice.

**14. Who will pay for repairs to or replacement of Non- Compliant Gas Installations?**

The Owners of strata lots must pay for the registered gas fitter to fix any gas leak and to carry out repairs to Non-Compliant Gas Installations.

**15. What must the Strata Company do?**

ATCO Gas Australia has requested the Strata Company to sign the Standard Terms and Conditions: Multistorey Project that sets out more fully the rights and obligations of ATCO Gas Australia and the Strata Company.

**16. What if the building or its surrounds are damaged by the Works?**

Either ATCO Gas Australia or the Strata Company will be responsible for replacing or reinstating areas which may have been affected by the works.

**17. Who can provide further information?**

If you require further information you may contact ATCO Gas Australia on telephone number 13 13 56 or by email at [multistoreyprojects@atcogas.com.au](mailto:multistoreyprojects@atcogas.com.au). Alternatively, you can contact the Strata Company directly.