

&lt;DATE&gt; 2014

**To the Owner / Occupier**

«Street»

«City» WA «Postal\_Code»

**ATCO Reference «Notification»**

Dear Customer,

This is a courtesy letter to advise you that a team from ATCO Gas Australia will soon be visiting your home in order to upgrade the existing gas service. The gas service includes all gas pipes running from the gas main up to and including your gas meter.

**What will ATCO Gas be doing in the complex?**

Typically, an upgrade like this will involve replacement of all underground gas services, master regulators and above ground pipes and meter boxes. These works are being undertaken to renew your gas service and ensure your gas supply remains reliable and fault free. These works may take approximately 3-4 weeks.

**Will there be any cost to me?**

**This is a free service.** ATCO Gas, as the network owner and operator, is responsible for ensuring the safety and reliability of your gas service.

**Will there be any interruption to my gas supply?**

In order to transfer you to the new gas service, we will be temporarily interrupting your gas supply. This interruption should not take more than one working day. You will be notified of the date of this planned interruption via letter. If you are at home while we are transferring your service, we should be able to fully restore your gas supply immediately.

**What if I'm not at home?**

If you are not at home, we will carry out the work and leave an information card in your letterbox to inform you that your transfer has been completed. This card will have a phone number for you to arrange an after-hours appointment to have your gas service restored and appliances relit by one of our customer service technicians.

**What if there is a fault with my gas supply?**

Once the gas service has been transferred, we will undertake a test of your gas supply to ensure your pipes and appliances are leak free. This is to ensure that your gas installation is safe to use. In a small number of cases, leaks may be detected in the pipes between the meter and your gas appliances. Should a leak be found on the pipes between the meter and your gas appliances we are required, for safety reasons, to turn off and disconnect the meter and you will need to engage the services of a licenced gasfitter to locate and repair the leak before the gas supply can be restored. If this occurs you will be notified of this at the time.

**For further information, please email ATCO Gas at [multistoreyprojects@atcogas.com.au](mailto:multistoreyprojects@atcogas.com.au) or call our Scheduling Centre on 13 13 56 and quote your reference number.**

Yours sincerely

Mark Potter  
Project Manager  
ATCO Gas Australia