

GAS CUSTOMER SAFETY AWARENESS PROGRAMME

CREATED BY
PERTH ENERGY PTY LTD

Contents

NATURAL GAS.....	3
PERTH ENERGY AND NATURAL GAS SUPPLY	3
ABOUT NATURAL GAS	3
THE NATURAL GAS MARKET IN WESTERN AUSTRALIA	3
SAFETY PROCEDURES FOR GAS LEAK OCCURANCES.....	4
FLAMMABILITY LIMITS	4
ODORANTS.....	4
DETECTING A GAS LEAK	4
STEPS TO TAKE WHEN A GAS LEAK OCCURS.....	4
EXTERIOR GAS LEAKS.....	4
INTERIOR GAS LEAKS	5
STEPS TO TAKE WHEN THERE IS NO GAS (OR ANY OTHER EMERGENCY)	5
EXCAVATION.....	5
HOME RENOVATION.....	5
SUPPLIER AND CONSUMER RESPONSIBLE USE OF GAS.....	6
PERTH ENERGY’S RESPONSIBILITIES	6
CUSTOMER OBLIGATIONS AND RESPONSIBILITIES.....	6
NATURAL GAS UTILISATION AND COMPLIANCE.....	7
INSTALLATION REQUIREMENTS OF APPROVED APPLIANCES AND EQUIPMENT	7
INSTALLATION REQUIREMENTS	7
APPLIANCE AND EQUIPMENT APPROVAL	7
IMPORTANT CONTACT INFORMATION.....	8
CERTIFIED GAS APPLIANCES	8
CONTACT ENERGY SAFETY	8
CONTACT DIAL BEFORE YOU DIG.....	8
CONTACT PERTH ENERGY	8
CONTACT THE DISTRIBUTER (ATCO Gas Australia).....	8
NATIONAL RELAY SERVICE	8
TTY.....	8
Speak and Listen	8
Internet Relay.....	8
INTERPRETER SERVICES.....	8

Perth Energy holds a Gas Retail License (GTL12) issued by the ERA with ability to supply all types of gas customers including the residential market. Our development in the gas retail market will further reduce any stranded asset risk we might otherwise face in taking long term gas contracts. As a gas retailer, we're responsible for buying gas and then selling it to you.

Perth Energy is also responsible for:

- Establishing and managing your account;
- Helping you with your account enquiries; and
- Keeping you informed about issues relating to your gas supply.

ABOUT NATURAL GAS

Natural gas is an odourless fossil fuel. Natural gas is a fossil fuel formed when layers of buried plants, gases, and animals are exposed to intense heat and pressure over thousands of years, consisting mainly of methane. The energy that the plants originally obtained from the sun is stored in the form of chemical bonds in natural gas. It is transmitted and distributed to residences and businesses via a network of mainly underground pipes. It is an efficient and convenient fuel for many applications

THE NATURAL GAS MARKET IN WESTERN AUSTRALIA

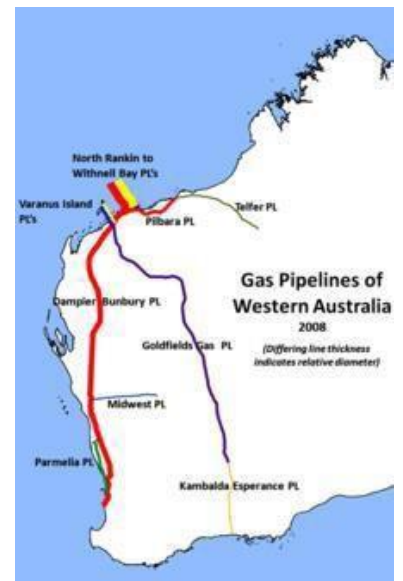
Natural Gas used in majority of sites in Western Australia is sourced from naturally occurring gas that is found deep underground off the North West Shelf of Australia. Some gas from on shore wells is now also provided. It is extracted via wells drilled into the ground and is ready for use in homes and businesses following processing.

Natural Gas consists mainly of methane. It is a non-toxic and odourless gas. Natural Gas is lighter than air and easily disperses in the event of a gas leak. An odorant is also added for safety. Natural gas produces around 45% less CO2 than coal. Gas-fired cogeneration and combined cycle gas turbines are the most greenhouse efficient forms of non-renewable power generation available today.

Western Australia's is the most energy intensive economy in Australia. The WA gas market has been deregulated since 2004. The retail gas market is administered by the Retail Energy Market Company and the Economic Regulation Authority is responsible for oversight.

Gas is primarily supplied through the Dampier-Bunbury Pipeline (owned and operated by DBNGP) and then distributed through the Midwest and Southwest Gas Distribution System (owned and operated by ATCO Gas Australia).

There are four major gas retailers who supply customers in WA; Perth Energy, Synergy, Alinta, and Kleenheat



SAFETY PROCEDURES FOR GAS LEAK OCCURANCES

FLAMMABILITY LIMITS

Air-gas mixtures will only burn or explode within certain known explosive limits. The Lower Explosive Limit (LEL) is 5% gas to 95% air. The Upper Explosive Limit (UEL) is 14% gas to 86% air.

ODORANTS

A chemical odorant is added as a safety precaution to provide a distinct smell that allows a natural gas leak to be more readily detected. Therefore, any leaks are detected by most people before they become a significant hazard. The odorant blend is added to the gas at a concentration of approximately 15mg per cubic metre (at 15 degrees Celsius and 101.325kPa) ensuring easy and rapid detection of gas at one fifth of its LEL. For more information on the odorants, please refer to the Gas Standards (Gas Supply and System Safety) Regulations 2000. As natural gas is lighter than air it will quickly dissipate into the atmosphere in well ventilated locations.

DETECTING A GAS LEAK

Signs of a gas leak are:

- Dirt blowing into the air
- Water being blown into the air at a pond, river or creek
- Continuous bubbling in wet, flooded areas
- Fire at or near exposed piping
- Flames apparently emanating from the ground
- Dead or brown vegetation in an otherwise moist or green field
- Smell resembling a rotten egg

STEPS TO TAKE WHEN A GAS LEAK OCCURS

EXTERIOR GAS LEAKS

Follow these steps:

1. Identify blowing, bubbling or hissing sounds
2. Eliminate ignition sources from the area (cigarettes, mobile phones, power tools, electrical appliances, gas appliances)
3. Leave the area immediately and keep people clear of this area
4. Contact ATCO Gas Australia – Faults and Emergencies on 13 13 52 (24 hour line)

Do Not:

- × Use any devices that may be ignition sources (cigarettes, mobile phones, power tools, appliances, electrical and light switches, torches)
- × Operate any electrical appliances
- × Use a mobile phone or telephone near the leak as it could ignite a spark
- × Attempt to fix the leak yourself
- × Dig into an area for excavation without determining where the gas pipes are

INTERIOR GAS LEAKS

Follow these Steps:

- 1 Eliminate ignition sources (cigarettes, mobile phones, power tools, electrical appliances, gas appliances)
- 2 Turn gas off at the meter. If you are able and feel comfortable turn gas off at the meter box to ensure the leak can be contained.
- 3 Turn off all gas appliances (hot water systems, gas cooktops, heaters, BBQs and pilot lights)
- 4 Don't touch light switches (if the lights are on – leave them on) and open all windows and doors
- 5 Leave the area immediately and do not re-enter
- 6 Contact ATCO Gas Australia – Faults and Emergencies on 13 13 52 (24 hour line) The smell of gas may come from a leak that is located outside on the other side of the meter. So it is important that you contact ATCO Gas Australia
- 7 Contact a licensed gas fitter or the Master Plumbers and Gasfitters Association to check and fix the gas installation and/or appliance on (08) 9471 6661 or at <http://www.masterplumbers.asn.au/>
- 8 If you feel dizzy, nauseous, or faint contact your GP as you may have carbon monoxide poisoning

Do Not:

- × Attempt to locate or fix the leak yourself
- × Light matches, cigarettes, blow torches etc when gas is detected
- × Operate electrical appliances, gas appliances or light switches
- × Turn light switches on or off

For more information visit: yourgas.com.au

STEPS TO TAKE WHEN THERE IS NO GAS (OR ANY OTHER EMERGENCY)

1. Call the ATCO gas emergency line: 13 13 52 (local call fee from anywhere in the state excluding mobiles)

EXCAVATION

Before excavation works are commenced, contact Dial Before you Dig on 1100 or www.1100.com.au.

HOME RENOVATION

For moving or affixing gas appliances, contact the Master Plumbers and Gasfitters Association. If a consumer has any concerns in respect to the standard of work, contact should be made to EnergySafety which may inspect the installation for compliance. By law, a gas supplier requires the notice of completion before being able to supply gas to an installation.

SUPPLIER AND CONSUMER RESPONSIBLE USE OF GAS

PERTH ENERGY'S RESPONSIBILITIES

It is important that gas installations connected to gas supply are safe and meet the requirements of the regulations. This is assisted by gas suppliers:

- Ensuring that the gas fitter's notice of completion (NOC) is received before gas is connected to the installation (note: some gas suppliers are permitted to commence gas before receiving the NOC, but must receive the NOC within two working days;
- Confirming that the gas fitter is authorised to carry out this work;
- Carrying out inspection audits of the gas fitter's work;
- Issuing orders if rectification work is necessary; and
- Investigating gas related incidents and breaches of regulations and forwarding reports to *EnergySafety*, for disciplinary and/or prosecution action, where appropriate.

CUSTOMER OBLIGATIONS AND RESPONSIBILITIES

- Responsible for use of registered, licenced gas fitting professionals when fitting a gas appliance or working on the gas installation.
- Ensure appliances and equipment are installed by a licenced gasfitter in accordance with the manufacturer's instructions
- Maintain and ensure safety of gas appliances
- Carry out all maintenance procedures including proper cleaning and servicing and the use of a licenced professional where necessary
- Ensure all appliances have ample ventilation
- Follow the manufacturer's instructions when lighting pilot lights or burners on appliances
- Ensure gas meters, pressure regulators are accessible, safety maintained and protected from damage
- Lessors must have two RCDs installed on the switchboard at their rental premises before it can be leased. Energy Safety has more detailed information about RCDs.
- Unsafe appliances must be turned off and reported to the *EnergySafety*
- Do not misuse, sell or redirect natural gas to third parties
- Do not tamper with the meter
- Do not use natural gas for reasons other than those agreed upon with Perth Energy
- Keep the installation and equipment safe and free from damage
- If the gas has been turned off by Perth Energy or the gas network operator, do not turn it back on without Perth Energy's permission
- If excavation work is to be carried out at the supply address, then the customer will need to call 1100 to ensure it is safe to do so.
- Call *EnergySafety*

NATURAL GAS UTILISATION AND COMPLIANCE

INSTALLATION REQUIREMENTS OF APPROVED APPLIANCES AND EQUIPMENT

INSTALLATION REQUIREMENTS

All gas installations must be carried out by a licensed professional gas fitter as installations can appear to operate well yet be unsafe. For example, a gas installation could seemingly operate satisfactorily without adequate ventilation, until circumstances arise where people could then be exposed to dangerous levels of carbon monoxide. Carbon monoxide is odourless, tasteless and non-visible and is produced when appliances are incorrectly installed, maintained or used; when pipes are plugged with debris; when vent pipes have gaps, leaks spaces or have rusted through; and due to insufficient ventilation. Incomplete combustion of any gas-burning appliance may produce carbon monoxide. It is highly important to have a professional licensed gas fitter install your gas appliances to ensure the correct location, ventilation, commissioning and ope ratio and to have periodic inspections of appliances.

APPLIANCE AND EQUIPMENT APPROVAL

Legislation requires retailers to ensure that most domestic appliances sold comply with appropriate Australian safety standards. Gas appliances which have been approved by the Director of Energy Safety (DES) will be marked, stamped or labelled in the manner approved by the DES. The Australian Gas Association (AGA), SAI Global and IAPMO R&T Oceana are recognised by the Director as competent bodies for assessing the conformity of gas appliances to relevant product standards. Type A appliances are domestic and commercial gas appliances listed in the table of regulation 42B of the Gas Standards (Gasfitting and Consumer Gas Installations) Regulations 1999. Appliances not carrying such certification must be specifically approved by an inspector and have an approval badge attached. Examples of the labels affixed to gas appliances and equipment that are already assessed by any of the four conformity assessment bodies prior to the sale of the appliance are shown below.



AGA Label Appliances



SAI Global Label Appliances



AGA Label Barbeques

IMPORTANT CONTACT INFORMATION

CERTIFIED GAS APPLIANCES

Lists of certified gas appliances can be viewed online as follows:

The Australian Gas Association: www.gas.asn.au

SAI Global: www.saiglobal.com

IAPMO R&T Oceana: www.iapmooceana.org

Global-Mark: <http://online.global-mark.com.au/>

GTRC National Certification Database <http://equipment.gtrc.gov.au>

CONTACT ENERGY SAFETY

Energy Safety (Department of Consumer & Employment Protection)

303 Sevenoaks Street, CANNINGTON WA 6107

Phone: 61 8 6251 1900, Facsimile: 61 8 6251 1901

Email: energysafety@commerce.wa.gov.au

CONTACT DIAL BEFORE YOU DIG

Phone: 1100

Website: www.1100.com.au

CONTACT PERTH ENERGY

By phone (During Business Hours) (08)

9420 0300 By email info@perthenergy.com.au

perthenergy.com.au

By fax 08 9474 9900

CONTACT THE DISTRIBUTER (ATCO Gas Australia)

Gas Leak: 13 13 52

By email:

NATIONAL RELAY SERVICE

Customers that have a hearing or speech impairment can call Perth Energy through the National Relay Service.

TTY

Phone: 133 677 then ask for 08 9240 0300

Speak and Listen

Phone: 1300 555 727 then ask for 08 9420 0300

Internet Relay

Connect to NRS (www.relayservice.com.au) then ask for 08 9420 0300

INTERPRETERS SERVICES

Please call TIS National on 13 14 50 and ask to be connected to Perth Energy on 08 9420 0300

www.dialbeforeyoudig.com.au



Perth Energy Pty Ltd

(08) 9420 0300
info@perthenergy.com.au
24th Floor, The Forrest Centre,
221 St Georges Tce, Perth WA 6000
ABN 39 087 386 445

perthenergy.com.au