Esperance Power Station Pty Ltd

Esperance
Gas Distribution Company

ESPERANCE NATURAL GAS DISTRIBUTION SYSTEM

Customer Safety Awareness Program

Esperance Gas Distribution Company Pty Ltd - ABN 18 166 539 993 Esperance Power Station Pty Ltd - ACN 086 409 949
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corporate commitment

1. THE CUSTOMER SAFETY AWARENESS PROGRAM

At Esperance Gas Distribution Company Pty Ltd (EGDC), we take safety seriously.

The customer safety awareness in the Esperance natural gas network is promoted though this document and the information described in here comprise our public gas Customer Safety Awareness Program ("the Program").

The primary objective of this Program is to outline how we inform the public of the potential hazards associated with our low pressure gas distribution system.

To communicate our safety message, we may use a number of communication tools and mediums, reaching specific sectors of the community through advertisements, printed material, presentations and the web.

The Program also contains many useful facts, including emergency and general query contact numbers. EGDC recommends you keep the Program in a safe place for future reference.

EGDC is committed to providing a safe and reliable gas network service to its customers and complies with all relevant Australian standards regarding safety.

If you would like to receive a free copy of the Customer Safety Awareness Program, please contact our office during office hours on tel. number (08) 9072 1422 or visit our website: www.esperance-energy.com

2. OUR APPROACH TO SAFETY

The safety and well being of the customer can only be achieved by having the appropriate procedures and effective communication arrangements in place.

Whilst the potential hazards associated with gas are generally known, we can never assume that everyone is aware of all the dangers in and around our gas distribution system.

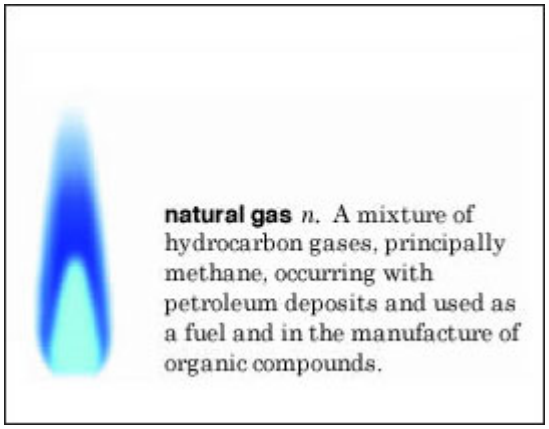
In addition to providing targeted gas safety information, we also warn (wherever possible) of hazards resulting from leaks, fire or interruption of supply.

This helps the customer avoid dangerous situations during and after an incident.

3. HOW WE KEEP THE CUSTOMER INFORMED

Customer safety awareness may be generated through:

- ❑ Advertisements – general safety awareness ads/alerts via television, radio and print.
- ❑ Printed materials – flyers, brochures, posters, stickers (distributed via direct mail and customer bill inserts).
- ❑ Website (www.esperance-energy.com).
- ❑ Media – proactive article generation.
- ❑ Bill Messaging – safety tips on customer bills.
- ❑ Meetings with property owners.
- ❑ Presentations/exhibitions.
- ❑ Public meetings.
- ❑ Consultation and liaison with emergency services and community groups.



4. ABOUT NATURAL GAS

4.1 What is Natural Gas?

It is a colourless, naturally-occurring gas made up of methane and a small percentage of other gases. A very clean burning fuel source, it is found underground. Natural gas is most commonly used for heating and cooking. Rather than being supplied by a gas bottle (like LPG), your home is simply connected to the gas network. This means, similar to water and electricity, you have gas “on tap”.

Its properties and characteristics are as follows:

- Natural gas is non-toxic before combustion, and the exhaust product from approved appliances is also non-toxic, provided equipment is properly maintained.
- Natural gas is comprised of mostly methane (approx. 85%-90%) and lesser amounts of ethane (5%-15%), carbon dioxide (2%), nitrogen (1%-2%) and propane (0.2%).
- The natural gas flammability range - air/gas volume ratio - varies between 5:1 and 15:1. For stoichiometric combustion the air/gas volume is 9.91:1
- Natural gas has an approximate auto-ignition temperature in air of 537°C - 680°C (dependent on air / gas composition and atmospheric pressure – refer Clause 4.2.1) and a flame speed of 0.4 metres per second. Natural gas has a relative density to air of 0.62.

4.2 Is Natural Gas Safe?

The natural gas industry in Australia is highly regulated. The way that natural gas is distributed and the gas itself must pass extremely rigorous safety standards. In the event of a gas leak, you would be able to smell the gas well in advance of it becoming dangerous. This is because of the artificial addition of an “odorant” that gives natural gas a distinctive smell.

The information on flammability and odorant is discussed below.

4.2.1 Flammability Limits

Not all air-gas mixtures are combustible. Air-gas mixtures will only burn or explode within certain known limits, known as the flammable (explosive) limits.

Explosive Limit	Percent Gas to Air
Lower Explosive Limit (LEL)	5% gas to 95% air
Upper Explosive Limit (UEL)	14% gas to 86% air

4.2.2 Odorant

All hydrocarbons gases have odour added before distribution to the customer. The amount of odorant is specified in the Gas Standards (Gas Supply and System Safety) Regulations 2000. Some compounds used to odorise gas may be different but their smell is similar.

Natural gas is odourless at low concentrations in air. EGDC adds an odorant to its natural gas at the point prior to its distribution, as a means of leakage detection.

The odorant blend is added to the gas at a concentration of around 15 mg per cubic metre (at 15°C and 101.325 kPa), rendering the gas easily detectable by smell at one fifth of its lower flammability limit.

4.3. Natural Gas Leak

Natural gas leaks or failures are generally rare, but an informed public can help prevent emergencies and minimize potential damage or injury in the unlikely event of an accident by knowing how to recognize and report gas escape problems.

4.3.1 How to Identify a Leak?

The following signs may indicate a natural gas piping leak or failure:

- dirt being blown 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
- a smell resembling rotten egg

4.3.2 What to do if a Leak Occurs?

When a slight smell of gas is detected:

- Ensure that there are no flames or sparks. Never light matches or cigarettes if you can smell gas.
- Do not operate electrical appliances, light switches or gas appliances.
- Turn off all gas appliances. Check that all pilot lights are off on all gas appliances.
- Open all doors and windows to let the gas out. Do not light matches or turn lights or appliances on or off.
- Isolate the gas supply upstream of the gas escape. This can be either at any isolation valve before an appliance or along the customer piping system or if need be, at the meter.
- From a safe place, telephone a gas fitter to fix the problem and remember not to use your own phone.

Should the smell of gas continue after the internal check, or if you believe your gas service main has been damaged please contact EGDC's Emergency Service immediately on 1800 010 272 (24 hours a day, 7 days a week) for advice.

4.4 Nature of Hazard

Gas is a safe and efficient source of energy when properly used. Gas appliances and installation incorporate in their designs safety features to protect people and property from malfunctions (usually with appliances). However, but with out proper installation and use the potential exists for appliance not to function properly.

The common hazards of escaping unburnt gas are:

- Fire

- Explosion and
- Asphyxiation.

The common hazards of partially burnt gas are:

- Asphyxiation
- Carbon Monoxide poisoning.

4.4.1 Effects of Carbon Monoxide Poisoning and Asphyxiation on the Body

4.4.1.1 What is Carbon Monoxide?

Carbon Monoxide is an odourless, tasteless, non-visible gas that can be formed when fuels like charcoal, coal, gasoline, kerosene, natural gas, oil, propane or wood are burned without a sufficient supply of air.

Carbon Monoxide can be produced when appliances are not properly installed, maintained or used; when vent pipes become plugged with debris; when vent pipes have gaps, leaks, spaces and rust-through spots; and when appliances are improperly vented.

4.4.1.2 Carbon Monoxide Poisoning

Carbon Monoxide combines with haemoglobin in blood and is pumped around the body. This prevents the blood from carrying oxygen and starves the body tissues. Even small concentrations of carbon monoxide can be lethal. Incomplete combustion with any gas-burning appliance may produce carbon monoxide, hence the importance of locating, installing commissioning and operating gas appliances correctly.

Some of the symptoms associated with inhaling carbon monoxide are as follows:

- Giddiness
- Lack of control of the muscles
- Shortness of breadth
- Semi consciousness
- Lips, nose, ears and cheeks becoming a bright cherry red colour.

The best prevention for carbon monoxide problems is to have appliances installed properly and periodically inspected.

4.4.1.3 Asphyxiation

If natural gas escape and build up in an open area, gas may build up at the expense of air. The exclusion of air in an area can have a very quick effect on a person in the area. Asphyxiation is a lack of oxygen in the blood, the symptoms of which are as follows:

- Faintness
- Weakness
- Partial or complete lack of consciousness
- A sense of well being and may act aggressively if the person is being questioned.

- Lips and cheeks becoming a blue colour.
- All facial features may become blue in colour but the person may be unconscious at this stage.

4.4.1.4 Resuscitation

To treat a person who is affected by carbon monoxide or asphyxiation, first move them to a gas free area. Then begin to resuscitate the person, being careful not to inhale exhausted air from the patient. Call an ambulance immediately.

5. NATURAL GAS UTILISATION AND COMPLIANCE

5.1 General

- EGDC, through its Operations and Maintenance contractors, is a member of the Australian Gas Association (AGA) that has established standards ensuring safety and reliability of residential and commercial appliances.
- Natural gas is not the same as LP Gas and therefore LP Gas must not be used in natural gas appliances, and vice versa. Operating an appliance on the wrong type of gas can be hazardous.
- When selecting or installing appliances make sure they are designed to run on natural gas and made to the appropriate Standard through the following certifications:
    - Conformity Assessment Bodies (CAB), such as AGA, which generally certify Type A appliances conforming to Australian and International standards.
- Industrial and large commercial appliances (Type B appliances) do not carry a CAB label and require an inspection and certification by an independent Type B Gas Appliance Inspector.

5.2 Residential, Commercial and Industrial Appliances

Gas appliances to be used in customer's premises must be approved by the Director of Energy Safety (DES). Approved gas appliances will be clearly marked, stamped or labelled. Consumer's gas appliances generally falls into either a Type A or Type B appliance as follows:

- Residential and Small Commercial – Type A appliance
- Large Commercial or Industrial – Type B appliance

5.2.1 Residential and Small Commercial - Type A Appliances

Type A appliances are typically room heaters, cooking appliances and hot water units and cannot be legally installed in a consumer's gas installation unless they are approved and identified as approved.

Currently there are 4 CAB's that provide conformity assessment services as follows in alphabetical order; AGA, Globalmark, IAPMO and SAI global. The compliant appliances carry a label to confirm the assessment unique to that CAB and in addition a common label (gas flame symbol) will be printed or attached alongside the CAB label.

The approved labels are shown below.

Where Type A appliances have no such certification, such as individual appliances imported by owners or custom-built appliances which are manufactured in limited quantities, they must be specifically approved by an inspector and have an approval badge attached.

5.2.2 Large Commercial or Industrial - Type B Appliances

Type B appliances are typically industrial equipment such as gas fired boilers, furnaces, kilns and power generating equipment which requires extensive construction, assembly, commissioning and testing on site.

The installation of a Type B appliance in a consumer's gas installation must meet a two-step process:

- Approval for installation – this requires the designer, equipment vendor or installer to satisfy an inspector, through a technical submission (desktop appraisal) that the Type B appliances in the consumer's gas installation must meet the following two step process; and
- Inspection of the Type B appliance and certification of the appliance – this requires an inspector to inspect the Type B appliance on site and the installer to demonstrate to the inspector that the Type B appliance as in stalled conform to technical and safety regulatory requirements. If the inspector is satisfied that the installation meets prescribed requirements, the inspector may issue a Certificate of Compliance for the appliance and attach an approved badge to the appliance.

The design and construction of Type B appliances are required to conform to the requirements in AS 3814: 2015 – Industrial and Commercial gas-fired appliances.

For more information on Type B appliance please refer to the following web sites:

- http://www.energysafety.wa.gov.au/energysafety/default.html
- http://www.gasa.com.au/members/members.htm

5.3 Installation Requirements, Applicable Codes and Standards

All consumers' gas installations are required to meet prescribed requirements set out in the Gas Standards (Gas fitting and Consumer Gas Installations) Regulations 1999 (GSR 1999).

These regulations provide for the standard of performance for gasfitting work, licensing of gas fitters and a list of the technical standards and codes a gas installation is required to meet.

Installations with only Type A appliances are referred to as Class G gas installations, and theses are required to conform to Australian Standard, AS/NZS 5601.1:2013 - Gas Installations. This standard sets out the requirements for consumer piping design and pipe material, flueing design and flue clearances, over-pressure protection, safety shut off systems, ventilation and appliance installations which are associated with the use of fuel gases such as natural gas and LP gas.

Installations containing Type B appliances are referred to by industry as Class 1 gas installations, and these are also required to conform to the relevant requirements in AS/NZS 5601.1:2013 - Gas Installations as well as the following Australian Standards:

- AS 4041: 2006: Pressure Piping – for above ground steel pipe;
- AS/NZS 4645.2:2008: Gas distribution networks. Part 2: Steel pipe systems; and
- AS/NZS 4645.3:2008 Gas distribution networks. Part 3: Plastics pipe systems; and
- AS 2885 latest revisions of relevant parts Gas and liquid petroleum – for below ground steel pipe, operating at a pressure > 1050 kPa.

Guidelines on gasfitting work are available from the Energy Safety website: www.energysafety.wa.gov.au

5.4 Licensing of Gas Fitters

Work by unqualified persons, work of an unacceptable standard and dangerous installations all pose serious safety risks.

The Gas Standards Act 1972 provides that gasfitting work on gas installations may only be carried out by a person with the appropriate gas fitter's licence. A licence can take the form of a permit, restricted permit or authorisation.

Gasfitting is categorised into the following classes:

CLASS	DESCRIPTION
Class G (for general gasfitting)	All gasfitting work except gasfitting work classed as Class I, E or P.
Class I (for industrial gas fitting)	Gasfitting work: a) On a consumer's gas installation associated with a Type B appliance; or b) On piping that has an operating pressure of more than 200kPa, not being gasfitting work referred to in paragraph (a) or classified as class E or P
Class E	Gasfitting associated with a mobile engine

Class P	Gasfitting work on a gas installation associated with the storage and dispensing of gas for refuelling of a motor vehicle as defined in section 5 of the Road Traffic Act 1974.

More detailed Information regarding gasfitting permit, authorisation and training can be obtained by contacting Energy Safety.

5.5 What should I do if I need to install a gas Pipe or Appliance?

- Use only licensed tradespeople for the connection of natural gas, installation of gas pipes and installation of appliances.
- Ensure your gas pipes are protected from corrosive elements.

5.6 Gas Appliance Conversion

If your LPG appliance is Conformity Assessment Bodies (CAB) approved appliance, you should be able to convert easily to natural gas. Only a licensed gas fitter is permitted to carry out gas work and he/she will be able to advise you on this.

The following guidelines are for approval of Type A appliances.

5.6.1 Using Manufacturer's Conversion Kit and Procedure

a) The Director of Energy Safety accepts for use in Western Australia, a manufacturer's conversion kit that has been tested and certified by a CAB.

b) A gasfitter can carry out the conversion and commissioning of an appliance using a CAB certified manufacturer's conversion kit procedure.

c) An inspector's approval or re-certification of this type of appliance is not required as the original appliance certification would be for use with both gases.

5.6.2 Using an Equivalent Manufacturer's Conversion Kit and Procedure

a) Where an equivalent to the manufacturer's conversion kit and procedure is to be used, the kit and procedure is to be approved by a Type A Gas Appliance Inspector.

b) An assessment of the kit procedure will be required (to ensure that the conversion kit is fit for purpose and can be safely installed on site in accordance with the safety procedure).

c) Testing the appliance fitted with the kit to the appropriate Australian Standard using the new gas.

d) Each kit must include a compliance badge issued by the Type A Gas Appliance Inspector. The gasfitter is required to fix the compliance badge in a prominent location on the appliance (preferably alongside the badge) after successful commissioning of the gas appliance.

5.6.3 Using a Conversion Kit and Procedure based on Specific Requirements of the Appliance where No Conversion Procedure Exists

a) Where a manufacturer's kit and procedure does not exist, if an appliance can be converted to use another gas, then the appliance, after conversion, will require full approval from a Type A Gas Appliance Inspector.

b) The appliance in this instance is treated as a new appliance but on conversion, requires to be individually tested for compliance with the appropriate Australian Standard.

c) The appliance must be fitted with a compliance badge by the Type A Gas Appliance Inspector.

5.7 Appliance and Equipment Defects, Maintenance and Efficiency

5.7.1 Follow "how to use" instructions

Users of appliances need to know how to use the appliance. All appliances are required to have "how to use" instructions when sold. Make sure you have the instructions and read them before use.

5.7.2 Appliance Maintenance

Ensure all your equipment is in good working condition. While gas appliances are generally very reliable, they need to be maintained to ensure they remained safe.

Read the instructions supplied with the appliance regarding maintenance requirements and have them carried out. Some may just require simple cleaning while others require a licensed skilled technician to carry out the work.

Any appliance or equipment defects must be rectified by a competent tradesperson. Regular service checks are necessary as a safety-precaution to give you peace of mind that your appliance is in peak working condition.

5.7.3 Appliance Operation

To ensure you operate your gas appliances efficiently:

- Gas appliances need air to burn safely, so make sure ventilation is not blocked and that burners are not sooted up or blocked
- Make sure your gas hot water systems are not overheating the water and the temperature is right for the time of year to reduce risk of scalding.
- Check that you do not have any leaking taps and that your hot water system is not faulty.
- Cover heated pools when not in use.
- If you are planning to go away for a short period of time, turn the gas water heater to vacation if your heater has such a setting.
- Turn the gas meter or pilot light off if you intend to be away for an extended period of time so as to prevent gas being used unnecessarily.

For water heaters in bathrooms and kitchens, ensure that:

- The water heater is serviced by qualified gas appliance service personnel. Retain a written report of the work undertaken
- Unobstructed ventilation is continually present in your bathroom and/or kitchen.
- The flue pipe is free from all restrictions

- There is no evidence of the burner creating soot deposits (look for signs of discolouration on and around the water heater)
- Any exhaust fan within the bathroom is disconnected (when operating these fans can cause flue gases to re-enter the bathroom).
- **DO NOT** use or store flammable products such as gasoline, solvents, or adhesives in the same room or area near the water heater or any other gas appliances.

5.7.4 Room Sealed Gas Appliances

A "room-sealed appliance" means an appliance whose combustion system is sealed from the room in which the appliance is located and which obtains air for combustion from a ventilated uninhabited space within the premises or directly from the open air outside the premises and which vents the products of combustion directly to open air outside the premises.

The Regulations prohibit the installation of certain types of gas appliances in certain areas; such as a room used or intended to be used as a bathroom or sleeping accommodation (see previous page). Although this is a general requirement on all properties, a consumer has additional specific duties under the Regulations to:

a) Check that such appliances are not installed in any room occupied or intended to be occupied as sleeping accommodation; and

b) Ensure that the Regulations are not contravened when a room is converted to form accommodation used or intended to be used as sleeping accommodation.

5.8 Unflued Gas Heaters

As the name suggests, an unflued gas heater is a heating device without an exhaust flue.

5.8.1 Should consumers be worried about emissions from Unflued Gas Heaters?

Whilst Australian heater emission standards are the most stringent in the world, unflued gas heaters do produce very low levels of emissions into the home. If it affects some people with certain health problems, a flued heater should be considered.

5.8.2 How are unflued gas heater emissions measured?

They are measured according to the strict Methods of Test in the Australian Standard. All products must comply with the AS/NZS 5263.1.3:2016 Gas Space Heating Appliances. For further information visit: www.standards.org.au

5.8.3 Who's responsible for measuring these emissions?

The Australian Gas Association has a certification process. For further information visit: www.gas.asn.au

5.8.4 How can Consumers ensure Unflued Gas Heaters are Safe?

Just follow the owner's manual when installing and operating an unflued heater. Check the CAB's certification badge is on the heater. Key steps to adopt are ensuring appropriate ventilation when operating your heater and regular servicing.

5.8.5 Where can I find out more information on Unflued Gas Heaters?

More information can be obtained by visiting the following websites:

- Gas Appliance Manufacturers Association of Australia – http://www.gamaa.asn.au/unfluedheaters
- Australian Gas Association – http://www.gas.asn.au
- Energy Safety of WA - http://www.energysafety.wa.gov.au/energysafety/default.html

5.9 Gas Barbeques

5.9.1 What are the general installation requirements for Gas Barbeques?

Ensure your barbeque has been assembled and installed according to the manufacturer's instructions and by a licensed gas fitter. Keep the barbeque at least 3 metres from windows and doors and away from wooden fences, wooden walls, combustible overhead roofs and from trees with low branches.

5.9.2 How to use Gas Barbeques safely?

To ensure you use your gas barbeque safely:

a) The barbeque lid must be open when lighting the barbeque.

b) Should the burners go out during operation or if the burner does not light, turn all gas valves off, open the lid and wait 5 minutes before attempting to relight.

c) Should a grease fire occur, leave lid open and turn off burners if you can do so safely. If this is not possible, turn gas off at quick connect and shut-off valve.

d) Check out gas leaks every time you disconnect and reconnect any gas fitting or LP tank. For correct procedure, refer to the owner's manual.

e) Do not leave food unattended on the barbeque. Barbecuing involves a certain amount of fat dripping on to the heat source which causes flaring. A small amount of flaring is acceptable as the smoking will contribute to a barbeque flavour. However, if flaring is excessive, it is important to move food to another location on the grid and/or reduce or turn off heat. To prevent excessive flaring, trim fat from meal cuts. Occasionally turn over lava rock/ceramic briquettes to bun off accumulated fat.

f) To prevent burns, always use proper tools and oven mitts when barbecuing. Avoid wearing long loose sleeves or clothing, which can catch fire easily.

g) If your barbeque has a rotisserie unit, once it is connected to an electrical outlet, it should not be operated in damp or wet weather. Read the manufacturer's instructions carefully before operating.

h) The barbeque must be thoroughly cleaned at least annually according to the manufacturer's instructions.

i) When barbeque is not in use, turn the gas off at the quick connection location and cover to protect barbeque from the elements.

5.10 Patio Heaters

5.10.1 What are the general installation requirements for Patio Heaters?

Ensure your patio heater has been assembled and installed according to the manufacturer's instructions, including recommendation on the required clearances needed between outdoor heaters and other materials.

5.10.2 How to use patio heaters safely?

For patio heaters, keep in mind of the following:

a) Outdoor heaters are not suitable for indoor use and should only be used in well-ventilated outdoor areas.

b) Keep outdoor heaters clear from awnings and combustible materials. Read the manufacturer's instructions for specific clearance requirements.

c) Outdoor heaters should be placed on stable and level ground and must be protected from damage or interference to avoid the heater being knocked over or hitting people or causing a fire.

d) Provide enough clearance for people to move safely around portable heaters. If it looks dangerous move the heater to safer location.

e) Service the heater on a regular basis and in accordance with the manufacturer's recommendation.

f) Check gas connection for leaks.

g) Look for the CAB badge of compliance.

6 OBLIGATIONS TO ENSURE SAFETY

6.1 General

Remember that any and all gas pipe downstream of the gas meter belongs to you, the gas customer, and the gas customer is responsible for maintenance and operation of this portion of the pipework.

EGDC does not own the gas beyond the meter; therefore, we do not routinely maintain or locate pipework.

6.2 What are the obligations of your Gas Supplier?

EGDC is the Retail Licence holder and Gas Operator (acting for the licensee, Esperance Power Station) of the Esperance Distribution Network.

The primary responsibility for ensuring compliance with GSR 1999 (under section 5.3) rests with the licensed gasfitter that has completed the installation work and requires the gasfitter to provide compliance certification to EGDC, before gas can be supplied to a consumer's gas installation.

The Gas Standards Act 1972 requires that EGDC has an obligation to ensure that the consumer's gas installation complies with prescribed requirements prior to commencing the supply of gas to a consumer's gas installation.

EGDC will carry out installation inspections to ensure the installations do comply and that any necessary remedial work is completed before commencing the supply of gas. EGDC is obligated to report breaches of the Act and regulations and gas incidents to the Director of Energy Safety.

6.3 What are your obligations as a Customer?

Your obligations as a EGDC customer include to:

- Not misuse natural gas, sell or redirect it to any other person, tamper with or bypass the meter, or use natural gas for a different purpose than that agreed with EGDC.
- Keep the natural gas installation at your address in safe condition, protect EGDC's equipment from damage and interference, and only allow an accredited natural gas installer to perform work on your system.
- Give us a safe, convenient and unhindered access to the supply address and the meter.
- Not turn the gas on at the meter without EGDC's permission, if the gas has been turned off by the retailer or gas network operator.
- When excavation is performed or is about to be performed near the buried gas piping, the piping should be located and marked in advance, and any excavating performed near the pipe should be done by hand.

6.4 Reporting of Gas Incidents

All gas incidents, such as near misses, injury to persons or property damage relating to natural gas must be reported to:

- EGDC's Emergency Service on 1800 010 272 (all hours); and
- Energy Safety on 1800 678 198 (all hours).

The General Manager of EGDC will review all notifiable incident reports prior to submission to the Director of Energy Safety. All notifiable incident reports will be submitted to the Director of Energy Safety within 30 days after the day on which the incident occurred.

The investigation of incidents will establish the immediate and underlying cause(s) of the incident, provide the basis of determining the level of risk and recommend on suitable controls to be introduced to minimise or eliminate the root cause.

6.5 Before You Dig

To ensure a safe and reliable supply of natural gas you should be aware of where the gas service pipes are located on your property, as damaged service pipes can be disruptive to gas supply and also costly to repair. You should take the following steps to avoid any damage to service pipes:

- Plant trees away from the gas pipes.
- Make sure you know the location of your gas meter and any gas pipes.
- Contact EGDC if you are unsure about either the location or depth of the gas pipes in your property.

6.6 Meter Box and Service Pipes

Your gas meter is generally situated at the front of your property, usually located within a metal box which could also contain your electricity meter.

The gas meter is owned by EGDC and remains the property of EGDC. Accordingly, EGDC is responsible for maintaining the gas meter as well as the service pipes that transports natural gas from your street to your meter.

The location of the gas meter is important to allow EGDC representatives to take a meter reading and allow us to calculate your account.

The gas meter should be accessible at all times so as to allow readings to be taken and also for turning off supply during an emergency.

You should also be aware of the location of the gas pipes on your property so as to avoid damage which can cause disruption to gas supply. You should also plant trees away from gas pipes.

7 INFORMATION AND COMMUNICATION

7.1 Enquiries and Complaints

If you have an enquiry or complaint, you can contact us by:

- Calling us on (08) 9072 1422 and we will try to resolve it straight away.
- Mailing to PO Box 2392 Esperance WA, 6450.
- Faxing to (08) 9072 1433.

If you call us with an enquiry or complaint, we will try to resolve it over the telephone. If we are unable to, we will call you back at an agreed time with an answer or give you the name and phone number of a person who will help you.

Alternatively, or in addition, if you write to us with an enquiry or complaint we will review your enquiry or complaint and respond to you in writing within 20 business days. It is our aim to settle any concerns quickly and as fairly as possible.

If you are unhappy with the response you receive from your first point of contact (whether over the telephone of by written enquiry or complaint), you may have your enquiry or complaint reviewed at a higher level. This process elevates your enquiry or complaint through to the appropriate senior staff.

If following review and written response from one of our senior staff you are still not satisfied, you may contact the Energy and Water Ombudsman (EWO) for further review. The office of the EWO can be contacted by the following means:

- In person: Level 2 Albert Facey House, 469 Wellington Street Perth WA 6000
- Mail: PO Box Z5386, St Georges Terrace Perth WA 6831
- Telephone: (08) 9220 7588
- Toll Free: 1800 754 004
- Email: energyandwater@ombudsman.wa.gov.au
- Free Fax: 1800 611 279
- Fax: (08) 9220 7599

The EWO can investigate and resolve disputes between you and us. It is an independent service available without charge to residential and business customers

7.2 Customer Enquiries

The EGDC Customer Enquiry Office is open Monday to Friday during business hours an can assist you with all new connections, reconnections, accounts or other enquiries.

Please call 9072 1422 or fax 9072 1433 for all residential and business enquiries.

Postal Address: PO Box 2392 Esperance WA 6450.

7.3 For Customers with Special Needs

Call 13 14 50 (24 hours a day) for telephone interpreter service for language other than English.

For customers with hearing difficulties please email, fax or write to us via the National Relay Service:

TTY users phone 133 677 and ask for 9072 1422.

7.4 Emergencies

The EGDC Emergency Line is 1800 010 272.

The emergency line is available 24 hours a day, 7 days a week. If there is a leak or loss of your gas supply, please notify us immediately.