

Date: \_\_\_\_\_

# Advance Notice: Disconnection of your gas supply – Action required

Dear Customer,

Multinet Gas Networks is your gas distribution company. We own and operate the gas network in your area including the pipes and gas meters.

We have been instructed by your gas retailer to **disconnect the gas supply at this property within the next 5 business days**.

This request for disconnection has been issued by your gas retailer (highlighted below)

## How can I prevent disconnection?

Contact your gas retailer as a priority to discuss the options available to you.

Some of these options could include payments plans and/or establishing a gas account, a review of your gas plan to make sure that you're on the best one for your needs, education around discounts, concessions and government support available to you.

Like you, we wish to avoid disconnection of your gas supply, so please take action now.

## What will happen if I don't contact my gas retailer?

You have **5 business days** from the date of issue of this letter to contact your retailer and make an arrangement to avoid disconnection.

If you don't, we will have to disconnect your gas supply. Once the gas supply has been disconnected, all gas appliances will not work including hot water, heater and cook top. You will then need to contact your gas retailer to arrange to have the gas supply reconnected. Please note additional charges may be applicable for both the disconnection and reconnection of your supply.

### Gas Retailers' Contact Numbers

Origin Energy	13 24 61		ERM Gas	13 33 76
AGL	13 12 45		Click Energy	1800 775 929
Energy Australia	13 34 66		CovaU	1300 689 866
Simply Energy	13 88 08		Dodo Power and Gas	1300 374 757
Alinta Energy	13 37 02		Momentum Energy	1300 662 778
Red Energy	13 18 06		Lumo Energy	1300 926 153
Sumo Power	13 88 60		GloBird Energy	13 34 56
1st Energy	1300 426 594		Weston Energy	(02) 9413 3345
Powershop	1800 462 668			

If you need assistance, please contact [Translating and Interpreting Service](#) for help with translating and interpreting

