

OVERVIEW

#BetterTogether - Victorian Gas New Connections

Date commenced: Oct 2019

Date completed: Sept 2021

The Opportunity: New gas connections requirements differ across Victoria making it complex and costly for customers and others in the supply chain such as developers.

The opportunity to make it easier for customers to connect to gas in Victoria, irrespective of their postcode area, to improve the customer experience was identified.

Collaborators: Led by MGN, APA (AGN), AusNet and initially running with Origin, AGL, EA and now fully implemented with all retailers.

Lead: Nadia Janevski (APA), James Wong (MGN), Michael Walton (AusNet)

Principle 4: We will improve the customer experience



IAP Recommendation

This #BetterTogether initiative was developed to make it easier for customers to connect to gas in Victoria, irrespective of their postcode area, rather than a specific IAP Recommendation.

New gas connection requirements have differed between each distribution business across Victoria making it complicated and inconsistent for customers and others in the supply chain such as building developers.



Our Response

- Created a working group, including three distributors and three retailers, that met fortnightly to co-create solutions to meet the needs of customers
- Co-created communications for A) Site readiness and B) Victorian Gas New Connection 10 step process
- Communicated the new process documents to retailers to share with their internal teams, builders, customers and stakeholders
- Implemented a feedback loop process to monitor progress by the distributors



Outcomes

The 3 Victorian gas distribution businesses have worked together to improve and standardise the new gas connection process in Victoria to make it easier for customers to connect to gas, irrespective of their postcode area, improving the customer experience.

This included:

- Site readiness** document to standardise 'site ready' requirements and technical differences across the state [Multinet Gas Builders Information](#)
- 10 Step Process** for new Victorian gas connections [Australian Gas Networks - Gas Connection Victoria](#), [Multinet Gas Applying for your gas service connection](#)

"Having different processes for new gas connections across three energy distribution networks has been a long-standing issue in Victoria and was further highlighted in the results of each distribution business Customer Satisfaction Survey. We wanted to come together to agree on a single process to improve the experience of our customers and we're making great progress."

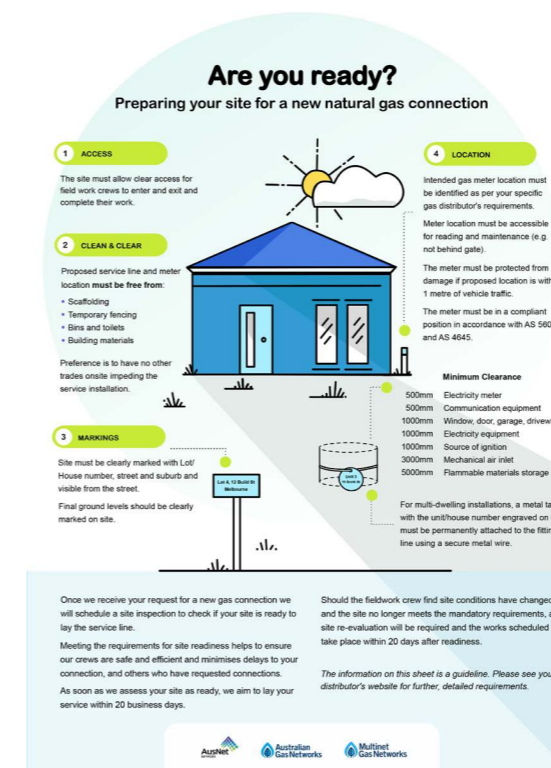
- Nadia Janevski, Manager, Customer & Support Services at APA Group (AGN Service Partner)

A) Site readiness standards

In 2019, the three Victorian gas distribution networks came together to co-create a site readiness document to standardise 'site ready' requirements and technical differences across the state.

Site readiness means when the site is ready for a gas service to be constructed, i.e. no scaffolding, no building material, clean site and safe access etc... on the building site.

The site readiness document standards were then shared more broadly with builders to contribute to the feedback loop and improvement.



#BETTER TOGETHER

B) Victorian Gas New Connection 10 Step Process

The 'Vic New Connection 10 step process' ensures energy distributors can connect customers at the right time and meet their expectations. This primarily improves the experience of residential customers making up approximately 80% of new gas connections.

By using this new process, customer support teams in retail call centres can now follow one new gas connections process, rather than three.

The new process was effective from the 1st May 2021 and only applicable to single residential standard sites who adhere to 'site readiness' requirements.

Applications for a new gas connection must be submitted 10 business days before the site is ready.

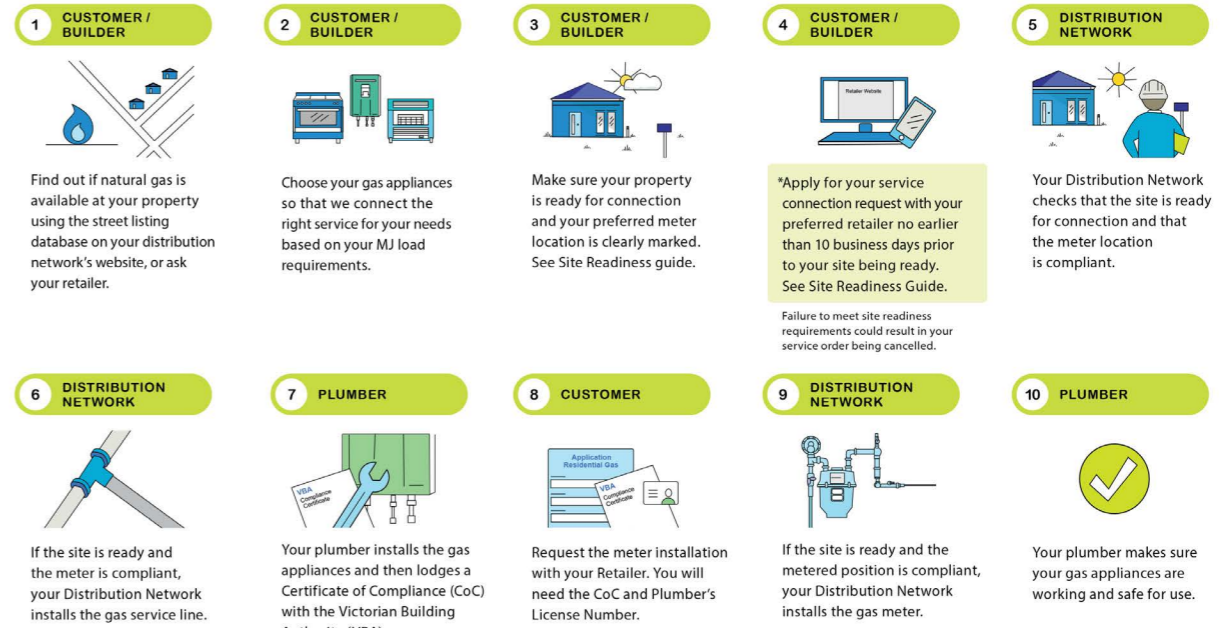
Once approved, following site ready assessment and meter location compliance, the new gas service will be installed within 20 business days.

“There were some challenges, but we all had a vision and were able to work together to standardise site readiness into one document and to improve the connection process for all our customers.” - James Wong, Marketing & Stakeholder Engagement Manager at Australian Gas Infrastructure Group

Applying For Your Gas Service Connection

Victorian Distribution Networks Standard Service Connection Application Process

There have been changes to when you can submit a service request



Collaboration insights

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Challenges

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Artefacts

- [Multinet Gas - Gas Connections Builders Information Pack Builders](#)
- [Multinet Gas - Builders Information Site Readiness Checklist](#)
- [Multinet Gas - Applying for your Gas Service Connection](#)
- [Australian Gas Networks - Gas Connection Victoria](#)



Future Recommendations

Developing a communication and engagement strategy to embed the process across Victoria.

#BetterTogether champions are undertaking activities such as communicating to and educating builders and will also share the process through different channels to get the message out more broadly.



The Energy Charter is a national CEO-led collaboration that supports the energy sector towards a customer-centric future.

The #BetterTogether initiatives leverage high impact areas for meaningful change using the architecture of the Energy Charter to deliver better outcomes for customers.

To bring the five Energy Charter principles to life, signatories co-design #BetterTogether initiatives through an [innovation framework](#) of 'ideate, incubate and accelerate' to build capacity for collaboration across the energy sector.

For further information on this #BetterTogether initiative contact director@theenergycharter.com.au