

Make the connection

Connect to Vector's gas network and discover the benefits of living with natural gas. Natural gas is a clean burning, instant, efficient and economical source of energy. It's especially ideal for cooking, space heating and hot water heating using efficient, modern gas appliances.

With its unrivalled comfort, convenience and performance, gas really brings so much more to life.

- Auckland
0800 42 75 48
- Rest of North Island
0800 22 22 60

www.vector.co.nz



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Frequently asked questions

What work does Vector undertake to do my connection?

- Design of the new connection.
- Obtaining consents from local councils and plans of all other utilities in the street.
- Physical construction of the gas connection.
- Coordination of other services to complete your gas connection e.g. energy retailers and meter installers.

Is there a cost for getting connected to gas?

Possibly. The cost for a connection can vary depending on the length of the service required and the specific construction requirements.

How long does it take to connect?

To complete the connection, it takes approximately 4-6 weeks from the time you accept the quote and pay (if there is any cost).

What do I need to do?

There are some things that fall outside Vector's control that only you can manage. These include:

- Obtaining any necessary neighbour consents for cross-leases and rights-of-way
- An easement if you do not own the land the service has to cross
- Obtaining an arborist report if there are protected tree root systems, inside or outside your property boundary, in the way of the proposed service
- Internal gasfitting and appliance installation

Is there a cancellation fee if I change my mind after accepting the quote?

Yes - but only if you cancel the installation when Vector has already incurred costs.

Where can I find out more?

If you have any questions or require more information about getting your house connected, phone **0800 42 75 48** (Auckland area), or **0800 22 22 60** (rest of North Island).



Getting connected to gas

A guide to connecting to the natural gas network

01



Step one Is there gas in your street?

Our gas network runs throughout the North Island, supplying natural gas to much of the central Auckland region as well as some parts of Whangaparaoa, Waikato, Tauranga, Rotorua, Taupo, Whakatane, Gisborne and Kapiti Coast.

Find out if there is gas in your street by contacting your choice of companies below. And if the piped natural gas network is in your street, they will manage your application to connect.

- Accredited appliance retailer - for a list go to: **www.vector.co.nz**
- Gas energy retailer: **See step two for a list**
- Vector direct: **Auckland 0800 42 75 48**
Rest of North Island 0800 22 22 60



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Step two Application to connect

As part of the application process, the following information is required:

What gas appliances are being installed
The gas appliances being installed helps determine the estimated gas "load" which is used for the connection design and specification for the property.

Who your gas retailer is going to be
Your choice of gas retailer will bill you for the gas once you are connected. They will also provide and install your gas meter.

Gas retailers are:

Contact Energy 0800 80 90 00
www.contactenergy.co.nz

E-Gas 0800 43 28 76
www.e-gas.co.nz

Energy Direct NZ 0800 56 77 77
www.energydirectnz.co.nz

Genesis Energy 0800 30 04 00
www.genesisenergy.co.nz

Mercury Energy 0800 10 18 10
www.mercury.co.nz

Nova Energy 0800 66 82 36
www.novaenergy.co.nz

The Auckland Gas Company 0800 43 84 27
www.aucklandgas.co.nz



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Step three Measure and quote

Vector will check that your property can be connected to gas, take measurements from our mapping system and complete a construction plan. This information will be used to establish your contribution towards the connection cost.

If unforeseen conditions are encountered during construction Vector may stop work and reassess the cost and construction required.

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Step four Connection to Vector's gas network

This involves laying and connecting the underground gas pipe from the street to your gas meter. It includes arranging for a Road Opening Notice (carriageway access request) from your local council plus securing other utility plans and extra permits as required. This phase of the process can take up to 4-6 weeks from the time of customer quote acceptance.

Vector will update you on progress and will liaise with your energy retailer for the meter to be installed.

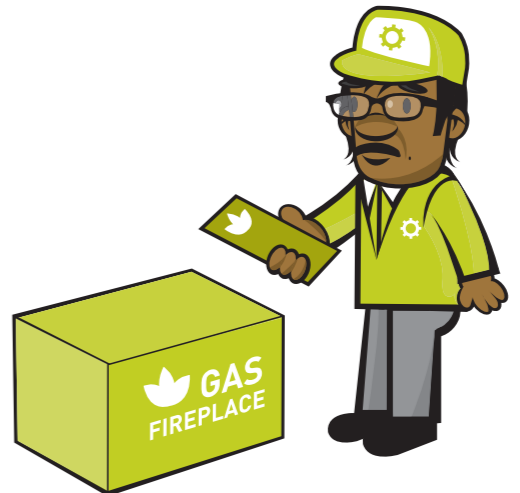
Once the connection is made, Vector then tests, purges and livens the gas network.

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Step five Appliance installation

Your chosen registered gasfitter can install your appliances and connection points together with all the necessary internal gas pipes from the meter position.



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Step six Turning on the gas

Once everything is installed your gasfitter will turn on the gas and ensure that the installation is completely safe and legally compliant with all gas standards and codes.

You'll receive a copy of the gasfitter's certificate and a copy will be sent to your gas retailer to confirm that your connection is complete.

And that's it!

It's time to enjoy the benefits of being connected to natural gas

