

Safety information for flood-affected gas consumers

General information

Queenslanders returning to homes or businesses inundated by flood waters must ensure all LPG or natural gas installations — including, appliances, meters or regulators — are first checked by a licensed gas fitter before being used or before gas supply is restored.

Buildings that have suffered flood-water inundation may have significant damage to their gas installations and appliances and could present potential safety risks.

Gas appliances immersed under flood water will need to be replaced, and gas installations may have had pipe work damaged causing leaks.

Do not remove or attempt to repair gas pipe work or related appliances and equipment during the clean-up process. *This must be undertaken by a licensed gas fitter.*

Gas cylinders, which float, may have been washed away or dislodged causing damage to the installation.

Do not place gas cylinders found in waterways or dislodged from buildings in with your general rubbish for collection on streets. *They must be kept separate.* LPG suppliers can be contacted for their collection.

Reminders:

- When using portable gas equipment, use it outdoors in well-ventilated areas.
- Always check connections with soapy water to ensure there are no leaking gas bubbles.
- Turn off cylinders when not in use.

Getting reconnected

What to do and expect

Gas services at flood-affected properties must be inspected by a licensed gas fitter before gas can be restored safely.

For natural gas and reticulated installations:

1. The gas network operator (APA Group) will be inspecting gas meters/regulators at flood-affected properties.
2. Flood-affected regulators or meters that form part of the gas network will be replaced by the operator at the operator's expense.
3. If the network operator considers that the gas installation at the property (which is the responsibility of the property owner) may have been affected by flood waters, then the gas meter may be 'tagged off' and gas supply isolated.
4. The property owner then needs to engage a licensed gas fitter to test the gas installation and appliances before supply will be reconnected.
5. The charge for the gas fitter to do this inspection will need to be paid by the property owner, who may seek reimbursement through property insurance or natural disaster relief payments (see www.disaster.qld.gov.au/publications [Guidelines] for eligibility for relief payments or attend your nearest disaster recovery centre for information).
6. When the gas installation is compliant the gas fitter will issue a Gas System Compliance Certificate declaring that the gas installation and associated appliances are safe to operate.

7. For reticulated natural gas, the operator is the APA Group. Phone them to have your supply reconnected after the gas fitter inspection (phone number given below). The network operator will need to sight the Gas System Compliance Certificate before reconnection of gas can occur.

For LPG cylinder/tank installations:

1. The LPG gas supplier will be contacting customers by phone and/or visiting flood-affected properties.
2. The gas supplier is only responsible for the gas cylinder and related 'pigtail' connection from the cylinder. The regulator, and installation itself, is the responsibility of the property owner.
3. Cylinders and pigtails damaged or lost will be replaced by the gas supplier.
4. If the supplier considers that the gas installation itself at the property may have been affected by flood waters, then the cylinders may be removed or 'tagged off' and supply isolated.
5. The property owner will need to engage a licensed gas fitter to test the gas installation and appliances before gas supply will be reconnected.
6. This should also be done where the property owner has their own gas supply (i.e. from 9 kg exchange cylinders).
7. The charge for the gas fitter to do this inspection will need to be paid by the property owner, who may seek reimbursement through property insurance or natural disaster relief payments (see www.disaster.qld.gov.au/publications [Guidelines] for eligibility for relief payments or attend your nearest disaster recovery centre for information).
8. When the gas installation is compliant the gas fitter will issue a Gas System Compliance Certificate declaring that the gas installation and associated appliances are safe to operate.
9. Customers should phone their gas supplier (see phone numbers below for major suppliers) to have their supply reconnected after the gas fitter inspection.

Finding a gas fitter

Licensed gas fitters can be found in the Yellow Pages, in local newspaper classifieds or by visiting:

www.homeimprovementpages.com.au/trade-professionals/qld/gas_fitters

Master Plumbers Association of Queensland also has a search feature on its website to help you find a plumber/gas fitter in your area www.mpaq.com.au or call **3273 0800**.

Property owners should ensure that the gas fitter is licensed to work in Queensland (ask to see their licence) and that they receive a Gas System Compliance Certificate stating that the system is safe to use.

Master Plumbers Association of Queensland has estimated the cost of providing a basic inspection service for a standard installation to be about \$200 (including GST). Please note this does not include the cost of any required repair work to ensure the installation is compliant or any subsequent inspections.

Contact details

To contact the **APA Group** about reconnection of natural gas, please phone **1800 808 526**.

The major LPG Gas supplier phone numbers are:

Elgas:	131161
Kleenheat Gas:	132180
Origin Energy:	132462

You can also phone the Queensland Government Petroleum and Gas Inspectorate Southern Region office on (07) **3238 3784** or Central Region on (07) **4938 4682** for advice in relation to safety of gas work and gas installation.

If you have any complaints about the service provided in relation to reticulated natural gas supply, contact the Energy Ombudsman via www.eoq.com.au or phone **1800 662837**.