

Fact sheet

Natural gas

What is natural gas?

Natural gas is a colourless, naturally occurring gas made up of methane and a small percentage of other gases. It is a very clean burning fuel source found underground. Rather than being supplied in a gas bottle (like LPG) your home is simply and securely connected to a gas network. This means, similar to water and electricity, you have 'gas on tap'.

Like electricity, natural gas appeals to different people according to their lifestyle. For example, some people like the glow of a gas flame, constant hot water or the responsiveness of gas cooking.

Important

AURORA STRONGLY ADVISES THAT YOU PURCHASE A FLUED GAS HEATER. That means a gas heater that connects directly through an outside wall – using air from inside and then expelling spent gases outside.

Unflued gas heaters do not have flues and burn oxygen from within your home. If installing an unflued gas heater, you must allow for adequate ventilation by, for example, leaving a window open. Some states of Australia have regulations against using a permanently installed unflued gas heater.

How do I get connected to natural gas?

1. Check that your home is in an area that has access to natural gas by calling us on **1300 13 2045** for business customers or **1300 13 2003** for residential customers.
2. If natural gas is available you will need to complete a connection form. Contact Aurora for a connection information pack.
3. It is your responsibility to organise your natural gas appliance installation or conversion with an accredited gas fitter. Aurora recommends that you use an Aurora Preferred Gas Installer.
4. Tas Gas, the natural gas supplier, will install the gas meter and service pipe prior to the gas fitter installing or converting your existing appliances. Your gas fitter will turn the gas on once your appliances have been installed.
5. Once gas is flowing to your home, Aurora will manage your account. We will send you a bill every three months for your gas use, arrange new connections, disconnections and manage your account enquiries.



Aurora Preferred Gas Installers

Aurora Preferred Gas Installers make the switch to gas easier than ever before as they have been carefully selected for their expert knowledge and professional service. If Aurora supplies the gas, then all work undertaken by Aurora Preferred Gas Installers or Aurora Preferred Suppliers – Heating & Cooling will be covered by the AOK guarantee for the first 12 months. This means that if the job's not done right, it's fixed.

Understanding natural gas

Natural gas is a safe and reliable form of energy, however it is important when using any energy source that we understand the dangers, how to avoid them and what to do in case of an emergency.

What to do in case of a gas leak

If you smell gas in your street or on your property, you need to contact Tas Gas Emergency Response Centre on **180 2111**. If the leak is coming from a section of pipe that leads to your appliances or on the appliance itself you should turn the gas off at the meter and contact a licensed gas fitter to inspect and rectify the problem. Never attempt to fix the gas leak yourself.

Fact sheet

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What to do if you can smell gas inside your home

- Call **000** in case of an emergency.
- Turn off the gas meter.
- Turn off all appliances including pilot lights.
- Open doors and windows.
- If you can smell gas after turning off the gas at the meter, leave the premises immediately and contact Tas Gas Emergency Response Centre on **180 2111**.
- Don't use ignition sources or naked flames (this includes pagers, mobile phones, power points and light switches).
- Ensure you turn off the power at the switchboard. Don't use switches to turn off the electrical appliances.

What to do if the supply of gas stops

If one or more appliances do not work, check to see if other appliances are affected. If other appliances work, contact your licensed gas fitter to inspect the cause of the stoppage. If all appliances do not work, check that your gas meter control valve has not been turned off. If the valve is still open contact **180 2111** for further assistance.

How to use appliances safely

- Follow the appliance's instructions.
- Always use licensed professionals for installation and repair.
- Never cover the temperature controls, air openings, or vents on your appliances.
- Do not leave paper, rags or flammable material near appliances.
- Turn off your heater when you go to sleep or leave the premises.
- Before turning on a gas burner, press the ignition button or light a match. If the burner does not light, wait for the gas smell to clear before trying again.



- Do not let gas build up before igniting appliances.
- Wait until the smell of gas has cleared before attempting to relight an appliance.
- Pilot lights and burners should create a blue flame. If the flame is yellow or red contact your licensed gas fitter.

Further information

For more information about natural gas, appliances and connections contact Aurora:

Residential customers **1300 13 2003**

Business customers **1300 13 2045**

or visit www.auroraenergy.com.au

For emergencies and faults please call:

**Tas Gas Emergency
Response Centre**

180 2111

