

# Information for strata groups, building managers and occupants



## Who is Jemena / Zinfra

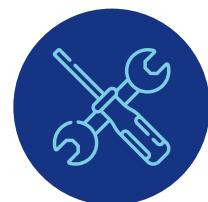
Hi, we're Jemena, and we own and operate the natural gas network in your area.

Customers like you are at the heart of our commitment to deliver safe, reliable and affordable energy every day. You're also the reason we're so passionate about ensuring the sustainable growth of our business now and into the future.

As well as delivering gas to your premises - and 1.6 million more homes and businesses across NSW - Jemena has a diverse portfolio of other gas and electricity assets across the east coast of Australia.

We manage and maintain our energy assets in partnership with Zinfra, a leading energy construction and maintenance service provider. Zinfra crews carry out essential maintenance work on our gas distribution and transmission pipeline assets, as well as help us invest in energy for the future by building new gas infrastructure across Australia.

## Essential maintenance and inspection of your gas and hot water meters



Jemena is responsible for the safety and upkeep of all gas and hot water metering assets across the areas we operate in. Alongside Zinfra and their partner contractors, we require access to all of our meters from time to time, to carry out the following work:

- Meter reads
- Inspections
- Maintenance
- Disconnections
- Meter upgrades
- Respond to gas leak reports
- Alterations or repairs

We conduct mandatory routine maintenance and inspection of meters at no additional cost, to help make sure you receive accurate gas bills from your energy retailer. These routine inspections take approximately 30 minutes to complete, and you will need to provide us access to your unit when requested. We require Strata and Building Manager's cooperation to facilitate contact between Jemena and our customers to arrange access to carry out necessary works.

Under the energy laws and where you are a gas customer, under our Deemed Standard Connection Contract, you have an obligation to provide us with access to our metering equipment.

Please refer to [Clause 9.1 – Access to the Premises](#)

\*Strata groups and Building Managers do not have the same obligations (unless they are users), many Jemena's gas and hot water metering assets are within common areas where access is required to be provided and it is their responsibility to facilitate repairs and maintenance to common areas.

## Minimising gas safety hazards and your responsibilities as a customer



We perform routine and regular maintenance and inspections on our assets to minimise any potential safety risks to customers and the communities in which we operate. This is done in accordance with NSW legislation – specifically the Gas Supply Act 1996 (NSW). These checks and upgrades reduce the likelihood of potential hazards such as gas leaks, which can destroy plants and vegetation, lead to fires or explosions, and be dangerous to people’s health, or in some cases even fatal.

For strata and building managers, this is why it is so important we get into contact with our customers - not only to ensure accurate gas bills for owners, but ensure the safety of our gas network.

We reserve the right to disconnect your gas supply for wrongful or illegal use of energy or interference. This includes interfering with metering equipment or the connection or supply of energy to your premises or anyone else’s.

Please refer to [Clause 7.1 – Wrongful and Illegal Use of Energy](#) in our Deemed Standard Connection Contract to better understand your responsibilities as a Jemena customer.

If we discover that you have provided false or misleading information to us or your retailer, or for any other health and safety reasons we become aware of.

## Centralised Hot Water – What is it and why do building occupants pay for it?



Centralised Hot Water systems powered by natural gas ensure a constant supply of hot water to individual units in an apartment building.

The systems work by installing a separate hot water meter in each unit that records consumption, so that each resident is only billed for the hot water they use individually. The recording is then used to calculate the volume of gas consumed to heat the water you’ve used and bill you accordingly. If your building has a gas Centralised Hot Water system, your meter will typically be installed inside your unit, and can usually be found under the laundry tub or kitchen sink.

Building residents must engage an energy retailer of their choice and create a hot water account so they can be billed for their gas usage. If there is no account established, that could lead to your hot water supply being disconnected. Visit [Energy Made Easy](#) for help in setting up your energy account.



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