

Your options for disconnecting or decommissioning gas

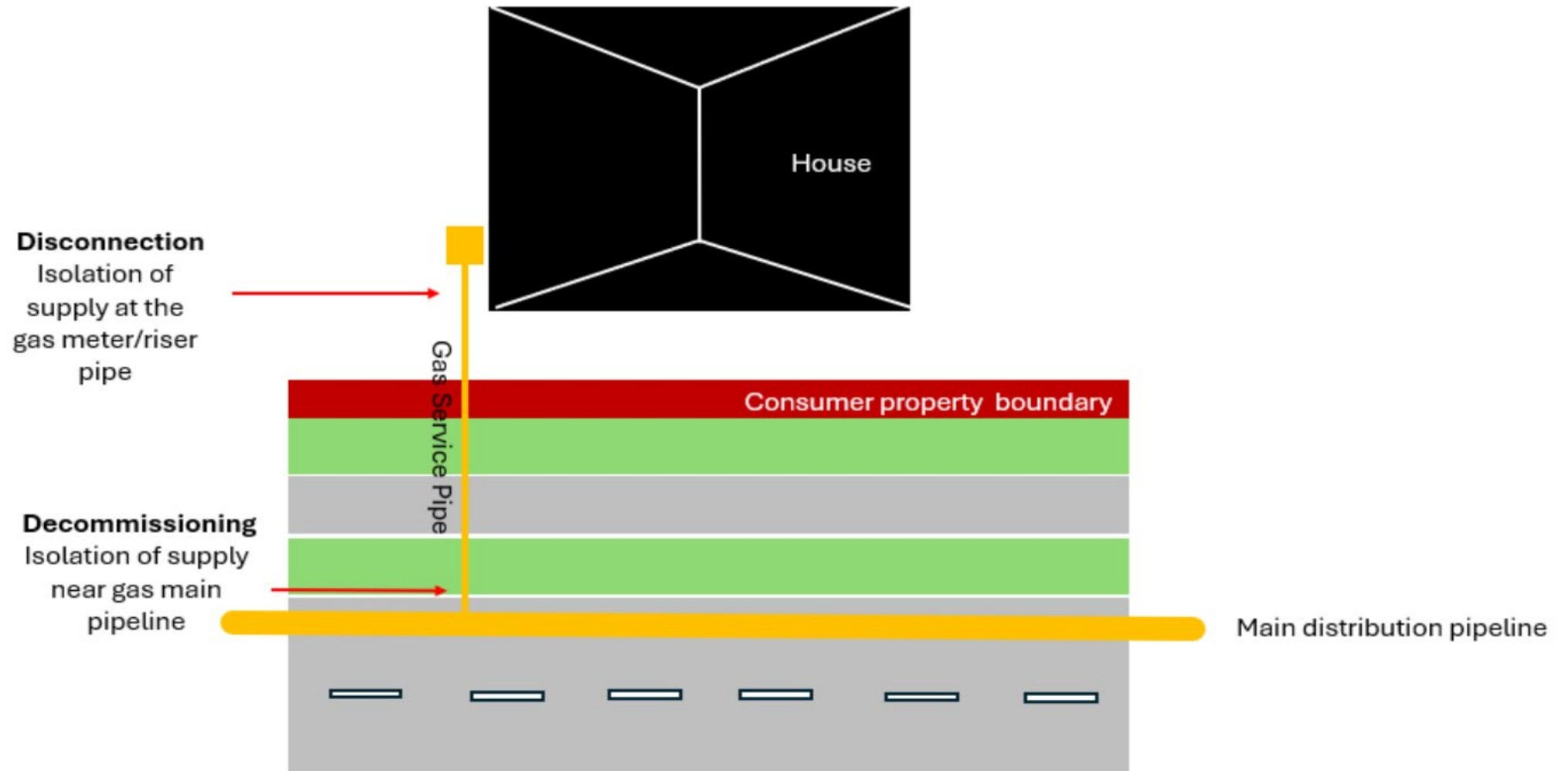


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Thinking about switching off gas at your place?

- You've got two main options: disconnection and decommissioning
- What you choose will depend on cost, whether you might want gas again later, or if you're planning any building work.
- Once you've decided, your gas retailer is the first person to call.
- All the work needs to be done by professionals arranged through your retailer.
- You also need to arrange a gasfitter for appliance removal inside your home – that part is up to you and at your own cost.

So what's the difference?



Weighing up your options

	Disconnection	Decommissioning
 Timeline	Usually pretty quick	Takes longer
 Cost	Lower	Higher (varies by location)
 Pipeline	Stays with gas in it	Stays but emptied of gas
 Reconnection	Possible	Major work and cost needed



How disconnection works

1. Let your retailer know you'd like to disconnect your gas supply.
2. Tell them when you'll stop using gas (check your contract for any notice period). Fixed charges stop when supply ends.
3. You'll usually get a quote and need to pay before any work starts.
4. Your retailer will take a final meter reading for your last bill.
5. The retailer handles the disconnection – it can take up to 30 business days.

How decommissioning works

1. Let your retailer know you'd like to have your gas connection decommissioned.
2. Tell them when you'll stop using gas (check your contract for any notice period). Fixed charges stop when supply ends.
3. You'll typically get a combined quote for disconnection and decommissioning, and you may need to pay upfront.
4. Your retailer will take a final meter reading for your last bill.
5. Your retailer disconnects first, then the distributor handles the decommissioning.
6. The whole decommissioning process can take up to 8 weeks.





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