



## Energisation and Re-energisation Timeframes

### When can we disconnect?

Subject to Allgas satisfying the requirements in the relevant energy laws, Allgas may disconnect a customer's premises in various circumstances.

### Where we must reconnect

In the case of a small customer, Allgas must arrange for reconnection of the premises, if within 10 business days of the premises being disconnected:

- A. the customer's retailer has asked for the disconnection and Allgas is asked by the customer's retailer to reconnect the premises; or
- B. in other circumstances – if:
  - i. the customer ask Allgas to arrange for reconnection of the premises; and
  - ii. the customer rectifies the matter that led to the disconnection; and
  - iii. the customer pays any reconnection charge.

### Timeframe for reconnection

In the case of a small customer, and at the time of the request for reconnection:

- a. the customer or the customer's retailer has made arrangements for payment of the relevant reconnection charge and;
- b. the customer has complied with Allgas' requirements under the relevant energy laws; and
- c. the necessary infrastructure to reconnect the premises remains in place; and
- d. the customer has provided safe and unhindered access to the premise,

Allgas must reconnect the premises within two business days unless the customer requests a later time.