



**Work Instruction:** Create New Connection Request -  
Detached Residential Premise on the Jemena Gas  
Distribution Portal

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### **Purpose**

Use this work instruction to create a new connection request for a detached residential premise on the Jemena Gas Distribution Portal.

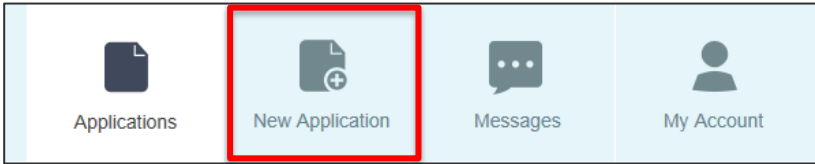
### **Trigger**

Perform this process when you need to submit a request for a new detached residential premise.

## Procedure

Use the following link to begin the process: <https://myservices.jemena.com.au>

The following steps outline how to create and review a new connection request.

Step	Action	Result
1.	Log into the Jemena Gas Distribution Portal using your email address and password.	<i>The Applications screen displays.</i>
2.	Click the <b>New Application</b> button.  	<i>The New Application screen displays.</i>

New Connection ▼

**Detached residential premises**  
Gas connection for new or existing detached homes. Residential detached premises include single free standing homes and can also include a semi-detached or a duplex. We can supply a full service, meter kit only or a path valve connection.

**Medium density / high-rise**  
Gas connection for an individual flat, unit, town house, villa home etc. or connection of a multi-density building or property usually on community or strata title. Includes one or more gas meters and/or hot water meters connected to our gas mains.

**Commercial**  
All connections to a commercial premise including meter kit only requests. A commercial premise is defined by the property usage and not the load. This application applies to both volume customers (annual load less than 10TJs per annum) and demand customers (annual load greater than 10TJs per annum).

3.	Click the <b>New Connection</b> for <b>Detached residential premises</b> to select it. Each negotiated service will require different information to be completed within the request process.  <b>Tip:</b> Click the <span>▼</span> for <b>New Connection, Additions &amp; Alterations</b> and <b>Abolishment</b> to expand or collapse the options.	<i>The Detached residential premises application opens.</i>
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New Connection

**Detached residential premises**

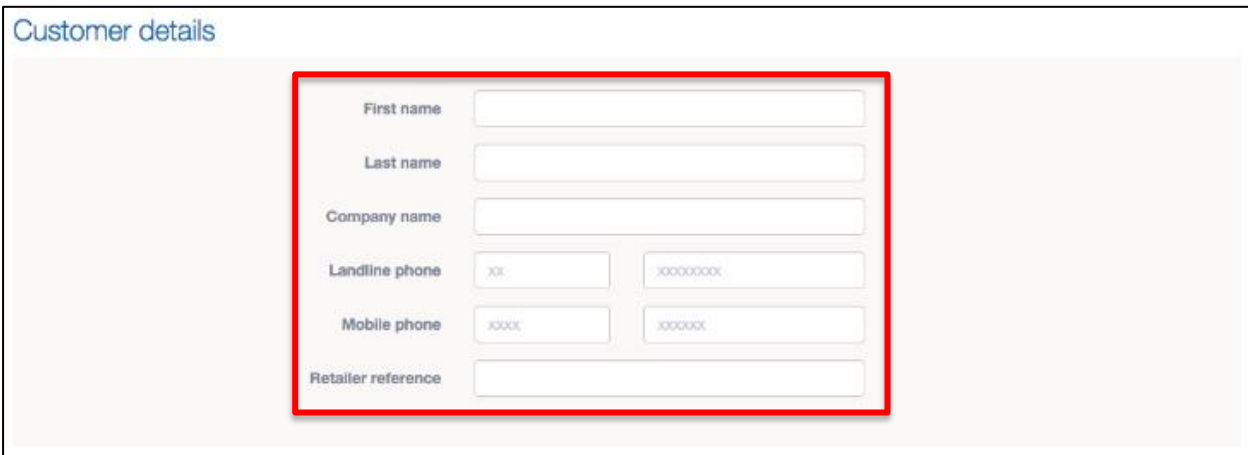
1 2 3 Review & submit

Market participant

\* Participant ID Select an option ▼

The *Detached residential premises* screen displays a progression ribbon along the top. The section highlighted is the stage in the process you are up to. There are three stages to the application request.

**Connection details:**


Step	Action	Result
	a) Customer details b) Site address details c) Connection details <b>Site Conditions:</b> a) Meter location b) Site conditions c) Appliance details d) Upload paperwork e) Additional information <b>Review &amp; submit:</b> a) Review all the data entered into the application prior to submitting it.	
		
4.	<p>Complete the following <i>Customer details</i>:</p> a) First name b) Last name c) Company name - if applicable d) Landline phone number e) Mobile phone number f) Retailer reference <b>Tip:</b> The customer first name, last name and Retailer reference number fields provide a mechanism for retailers to easily find and track their applications within the Portal.	<p><i>Scroll down the page to complete the Site address details.</i></p>


Step	Action	Result
	<div> <p>Site address details</p> <p>* The premises is <input checked="" type="radio"/> Existing <input type="radio"/> New</p> <hr/> <p>Site address</p> <p>Sub unit type <input type="text" value="Select..."/> ⓘ</p> <p>Level type <input type="text" value="Select..."/> ⓘ</p> <p>Building or property name <input type="text" value="Building or property name"/></p> <p>Street number, Suffix, Lot number <input type="text" value="Street No."/> <input type="text" value="Suffix"/> <input type="text" value="Lot No."/></p> <p>* Street name, * Street type, Suffix <input type="text" value="Street name"/> <input type="text" value="Select..."/> ▼ <input type="text" value="Select..."/> ▼</p> <p>* Suburb <input type="text" value="Select..."/> ▼ ⓘ</p> <p>* State <input type="text" value=""/></p> <p>* Postcode <input type="text" value=""/> ⓘ</p> <p>Location descriptor <input type="text" value=""/></p> <p>Is this dwelling a granny flat? <input type="radio"/> Yes <input checked="" type="radio"/> No</p> </div>	
5.	<p>Complete the <i>Site address details</i>:</p> <ol style="list-style-type: none"> <li>Select whether the premises is either <b>Existing</b> or <b>New</b>.</li> <li>Click the ⓘ button to display additional information.</li> <li>Click the ▼ for the <b>Sub unit type</b> to select a building type. Leave this field blank if not applicable.</li> <li>Click the ▼ for the <b>Level type</b> to select from the list displayed, if applicable.</li> <li>Enter the <b>Street number</b>.</li> <li>Enter the <b>Suffix</b> and <b>Lot numbers</b>, if applicable</li> <li>Choose the <b>Suburb</b> from the drop down list. When you start to type the suburb into the field the selection list drop down matches the text and displays a shorter list of options.</li> <li>Enter additional details in the <b>Location descriptor</b> field. Details required are the description of the position of the particular location relative to another physical site, e.g. <ul style="list-style-type: none"> <li>NEAR THE NORTHBRIDGE OVERPASS Via Blackmans Rd</li> <li>OFF PRINCESS ST Rear 150 Smith St</li> <li>OVER SWANPORT BRIDGE 3 km PAST THE BLACK STUMP SIGN</li> </ul> </li> </ol>	<p>Scroll down the page to complete the Connection details.</p>


Step	Action	Result
	i) Select whether the dwelling is a granny flat or not. <b>Note:</b> The * indicates mandatory fields which must be completed.	
6.	Site address details for <b>Medium Density / High rise</b> . When the New Connection request is for <b>Medium Density</b> or <b>High rise</b> additional information is required. <ul style="list-style-type: none"> <li>a) Choose the Premise type.</li> <li>b) Select whether the premise is Existing or a New premise.</li> <li>c) Enter the Site address information.</li> <li>d) Enter the Location details.</li> </ul> <b>Note:</b> The * indicates mandatory fields which must be completed.	


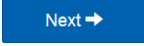
Connection details











\* Connection type

☐ New connection 


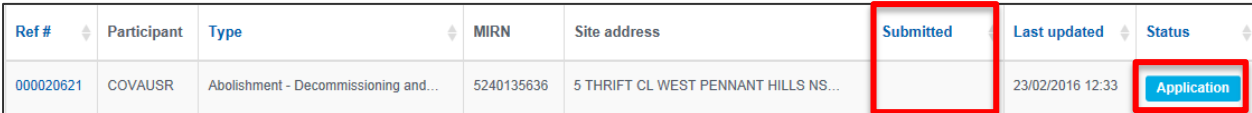
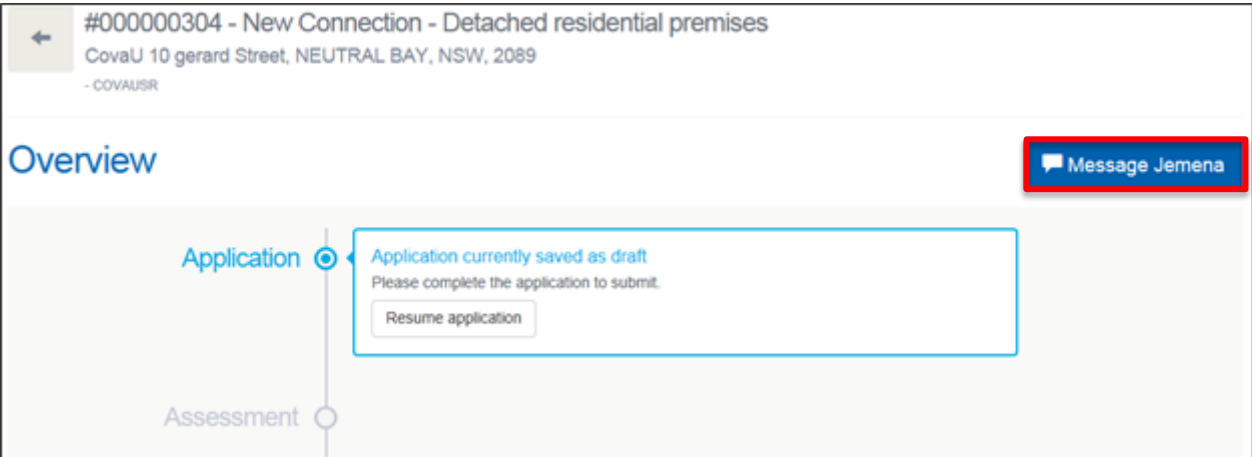
☐ Meter kit only 

☐ Path valve service 




7.	Complete the <i>Connection details</i> information: <ul style="list-style-type: none"> <li>a) Click the  to display additional information on the connection types.</li> <li>b) Select the appropriate connection type.</li> <li>c) Click the  button to continue with the request.               <ul style="list-style-type: none"> <li>a. You can choose to Exit, Delete application, Save, go to the Previous page or continue using Next from this point.</li> <li>b. If you choose save you can go back and complete the application at a later point in time.</li> </ul> </li> </ul>	<i>The Site conditions page displays.</i>
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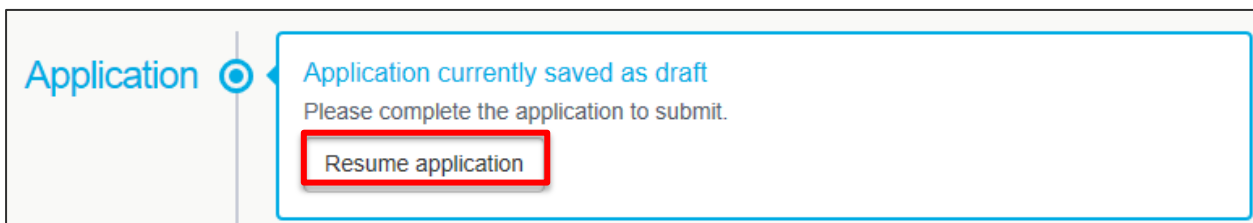
Step	Action	Result
	<p><b>Meter location</b></p> <p>Please provide information about the meter location</p> <p>* Proposed meter location <input type="radio"/> Internal <input checked="" type="radio"/> External</p> <p>* Use the dropdown menus below to locate the meter as accurately as possible. (Note: Meter location is from the perspective of the street facing the front of the house)</p> <p>Select... of the property, Select... the Select...</p>	
8.	<p>Complete the <i>Meter location</i> information required:</p> <p>a) Select the most appropriate position from the drop down lists to identify where the meter is positioned on the property.</p>	<p>Scroll down to display the <i>Site conditions</i> options.</p>
	<p><b>Site conditions</b></p> <p>Site conditions <input type="checkbox"/> Battle-axe block  <input type="checkbox"/> Cliff or wall or steps greater than 3 metres in height  <input type="checkbox"/> High traffic road  <input type="checkbox"/> Roads and Maritime Services road  <input type="checkbox"/> Service access longer than 25 metres  <input type="checkbox"/> Shared driveway  <input type="checkbox"/> Other </p> <p>Other site conditions and special instructions (max 160 chars)</p> <p>Accurate site access details are critical to ensure the work can be carried out. If there are any special instructions, please provide details below (eg. supply is required from an adjacent street)</p>	
9.	<p>a) Select the applicable site condition checkboxes. You can click on the  button to display additional details.</p> <p>b) Enter in further special instructions that may be relevant to the site.</p>	<p>Scroll down to choose the <i>Appliance details</i> for the New Connection.</p>
	<p><b>Appliance details</b></p> <p>* Please select:</p> <p><input checked="" type="radio"/> I require a standard package (peak load less than 320 MJ per hour)  <input type="radio"/> I want to specify the appliances I'll be connecting (peak load greater than 320 MJ per hour) </p>	

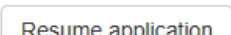
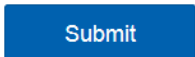
Step	Action	Result
10.	Select the relevant <b>Appliance details</b> for the New Connection request.	<i>Scroll down to display the Upload paperwork options.</i>
<div> <h3>Upload paperwork</h3> <div> <p>Please attach any supporting documents below.</p> <p>Accepted file types: .pdf, .gif, .jpg, .jpeg, .png, .tiff, .tif File size limit: 8 MB</p> <p><b>+ Add files...</b></p> </div> </div>		
11.	<p>Upload the relevant document for the New Connection:</p> <ol style="list-style-type: none"> <li>Click on the <b>+ Add files...</b> button.</li> <li>Navigate to the directory where the document is stored.</li> <li>Select the file.</li> <li>Click the <b>Open</b> button to import the document.</li> </ol> <div> <div>site map.jpg.jpg</div> <div>31207 Bytes</div> <div><b>Delete</b></div> </div> <ol style="list-style-type: none"> <li>The Portal displays there is a file attached, you can choose to delete this file by clicking the <b>Delete</b> button if necessary.</li> </ol> <p><b>Note:</b> You can upload 10 files up to 8 MB each in size.</p>	<i>Scroll down to display the Additional information field.</i>
<div> <h3>Additional information</h3> <div> <p>Please provide any additional information relevant to this application (max 80 chars)</p> <div></div> </div> <div> <div>Exit</div> <div>Delete application</div> <div>Save</div> <div>← Prev</div> <div>Next →</div> </div> </div>		
12.	Enter any relevant additional information into the field provided and click the <b>Next →</b> button to continue to Review & Submit the application. At this point you can also navigation to previous steps, save the application without submitting, exit or delete the application.	<i>The Review &amp; submit screen displays.</i>



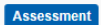
Step	Action	Result
		
13.	<p>Review the information displayed on the completed application document:</p> <ol style="list-style-type: none"> <li>Scroll down the page and review the details displayed. If changes are required you can: <ol style="list-style-type: none"> <li>Navigate to previous steps to make changes to the application if necessary or</li> <li>Save the application without submitting it which allows you to make amendments prior to submission.</li> <li>Exit without saving the information entered</li> <li>Delete the application.</li> </ol> </li> <li>Click Submit to submit the application for processing by Jemena.</li> </ol>	<p>Scroll down to review the details of the application.</p>
		
14.	<p>When the application is saved and not submitted the status displays as <b>Application</b> and the <b>Submitted</b> field is empty.</p> <ol style="list-style-type: none"> <li>Click the <b>Application</b> button to review the details.</li> </ol>	<p>The Overview screen displays.</p>
		
15.	<p>From the Overview screen you can choose to send a message to Jemena or resume the application and complete or change the details.</p>	<p>The Overview screen displays</p>

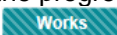


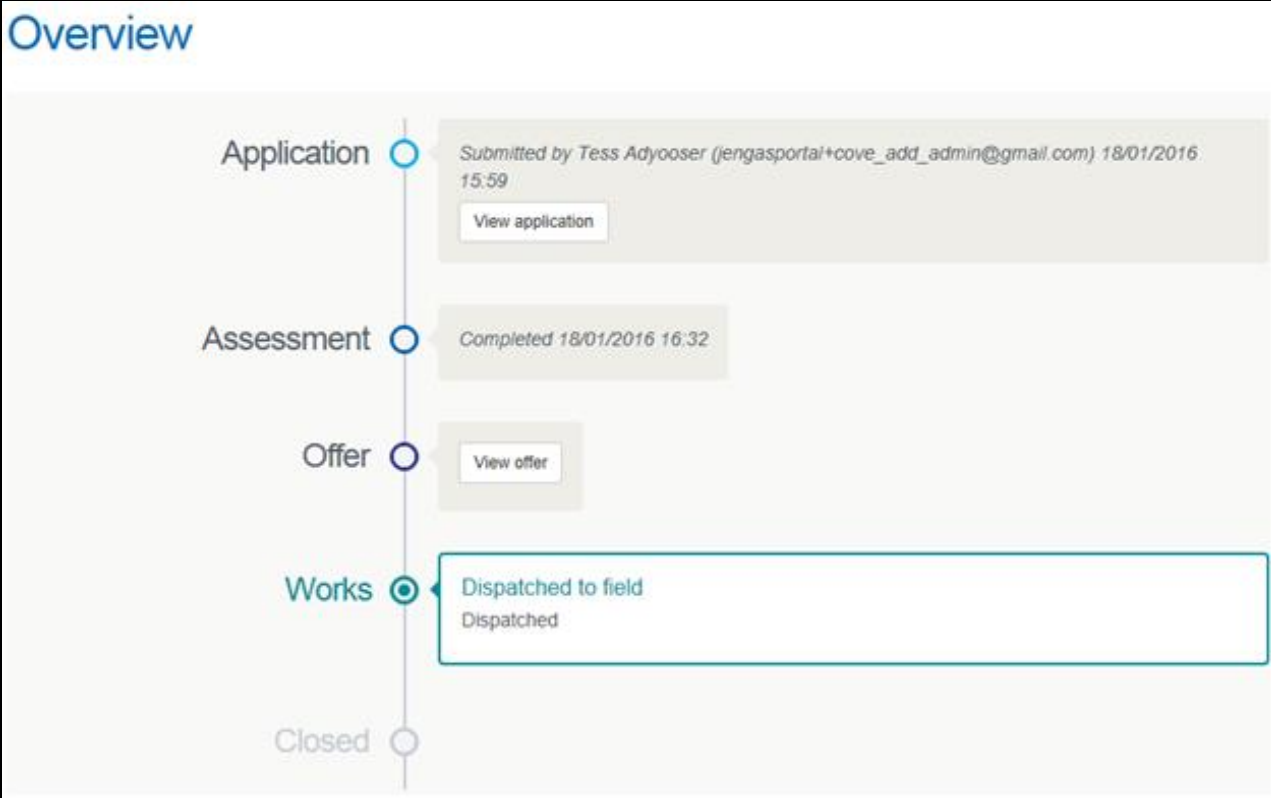

Step	Action	Result
	<p>a) Click the  button to send a message to Jemena.</p> <p>b) Enter the message details into the <i>Type message here..</i> field.</p> <p>c) Click  button to send the message. The message details display and are time and date stamped.</p> <p>d) Click the  to return to the <i>Overview</i> screen.</p>	



16.	<p>To submit the application:</p> <p>a) Click the  application button.</p> <p>b) Change any details that are not correct.</p> <p>c) Click  to submit the application.</p> <p><b>Note:</b> The application cannot be changed after it has been submitted. Contact Jemena to make changes.</p>	<i>The Applications screen displays.</i>
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Ref #	Participant	Type	MIRN	Site address	Submitted	Last updated	Status
000000298	COVAUSR	New Connection - Medium density / hi...		889 KING GEORGES Road, PENSHURS...	19/01/2016 10:06	19/01/2016 10:51	
000000297	COVAUSR	New Connection - Detached residentia...		Apartment 18, Floor 4, 10 Gerard Street, N...	18/01/2016 18:29	18/01/2016 18:29	
000000296	COVAUSR	New Connection - Detached residentia...		Apartment 18, Floor 4, 10 Gerard Street, N...	18/01/2016 17:52	18/01/2016 17:52	

17.	<p>To review the progress of an application:</p> <p>a) Click on the Status button to review the progress of the application. In this example click the  <i>Works</i> button.</p>	<i>The Overview screen displays.</i>
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Step	Action	Result
<div> <h3>Overview</h3>  </div>		
18.	<p>To review the progress of an application:</p> <ol style="list-style-type: none"> <li>Review the status of the application. The status displays that the Service Order has been despatched and the work is scheduled and assigned to work team.</li> <li>Click the  back arrow button to exit the <i>Overview</i>.</li> </ol>	<i>The Applications screen displays.</i>

## Results

You have created an application for a New Connection for Detached Residential Premise.