

Disconnecting from fossil gas

The Victorian Government is supporting households to electrify their homes. This is the fastest way to reduce emissions, cut bills and take advantage of rooftop solar PV.

All-electric homes are cheaper to run, more comfortable to live in and more environmentally friendly. Converting an existing dual fuel home to an all-electric home can save you around \$1,250 per year on your energy bills. Existing dual fuel households who go all-electric and already have solar installed can save around \$2,200 per year.



- 2. Disconnection.** This involves temporarily locking and installing a plug in the gas meter outlet. This service allows the gas connection to be re-used again in the future (e.g. after a major renovation is done).
- 3. Meter removal.** This removes your gas meter but leaves the service pipe in place. It is used primarily in apartment situations where other units retain their gas connection.

To disconnect from gas, you must lodge an application via your gas retailer, who will then pass your application on to your gas distributor. **Households can choose how they cease their gas supply** - whether service abolishment, disconnection or meter removal. This is a choice made by the customer, not the retailer or the gas distributor.

How can you disconnect your gas?

There are three ways your home can be disconnected from the gas network:

- 1. Service abolishment.** This involves permanent disconnection of your service pipe from the street and removal of the gas meter.

How much does gas disconnection cost?

The table below includes the price that each gas distributor charges your gas retailer to disconnect gas, from 1 July 2023 (all prices are GST exclusive). Costs associated with disconnection will be charged to you by your retailer in the bill following disconnection. Your gas retailer may apply a small handling fee to process the service:

| Service | AusNet | MultiNet | AGN |
|---------------------|------------------|----------|----------|
| Service abolishment | \$220.00 | \$220.00 | \$220.00 |
| Disconnection | \$64.00 | \$58.33 | \$81.00 |
| Meter removal | N/A ¹ | \$69.68 | \$115.00 |

These prices are regulated and approved by the Australian Energy Regulator (AER). All distributors' tariff and price proposals are [here](#).

Daily supply charges

Once you've disconnected your gas, you will no longer be charged a daily supply charge.

These costs cover asset maintenance and meter reading and are charged to you by your retailer on behalf of gas distributors.

Dispute Resolution

Should you have any concerns regarding treatment by your gas retailer or distribution business (e.g. if your retailer continues to charge you a daily supply charge), you can contact the Energy and Water Ombudsman in Victoria (EWOV). EWOV is a free and impartial dispute resolution service and can be contacted on 1800 500 509 or by visiting www.ewov.com.au.

Gas safety

The Gas Safety Act 1997 (administered by Energy Safe Victoria) regulates the safety of gas supply and use in Victoria. Under the Act, gas distribution businesses are obligated to minimise all safety risks to the public and customers associated with gas as much as practicable.

If you have any concerns regarding the safety of gas infrastructure, you may wish to contact Energy Safe Victoria on 1800 652 563 or by email on gastechnicalenquiry@energysafe.vic.gov.au.

Victoria's Gas Substitution Roadmap

In July 2022, the Victorian Government launched its [Gas Substitution Roadmap](#) to help households navigate their path to net zero emissions. The Roadmap removes barriers to efficient electric appliances and includes incentives to electrify through the [Victorian Energy Upgrades](#) program.

For more information on how to electrify your home, available rebates and the Solar Homes Program, please visit the [Victorian Energy Saver](#) or [Solar Victoria](#) websites.

¹ AusNet does not offer a stand-alone meter removal service. AusNet does offer a merged temporary disconnection + meter removal service, but the cost is not regulated by the AER.

We acknowledge Victorian Traditional Owners and their Elders past and present as the original custodians of Victoria's land and waters and commit to genuinely partnering with them and Victoria's Aboriginal community to progress their aspirations.



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