

# GAS SERVICES FAQs

## WHY HAVE I RECEIVED THIS INVOICE?

In any instance in which ATCO's assets are damaged by a third party, an assessment is made as to whether all necessary precautions were followed to avoid the damage being caused. This assessment is made by the relevant Supervisor and is based upon whether the circumstances were avoidable and whether the proper processes were followed. In instances where the damage was caused due to lack of proper precautions (e.g. locating services prior to excavation), ATCO seek reimbursement of the expenses incurred to repair and make safe the asset.

## WHAT IS AN ALLOWABLE DEPTH FOR A GAS SERVICE?

The minimum allowable depth of cover for a gas service on private property is 300mm for a service less than 50mm in diameter and below 210kPa (which encompasses most gas services). On public property not beneath a road (e.g. a verge), the minimum depth of cover required is 450mm for an existing service.

However, over time, ground levels can be subject to change due to landscaping, erosion, or installation of retaining barriers and the depth of cover may be altered due to circumstances beyond ATCO's control. If you locate a service at a shallower, or deeper, depth than allowable, you may contact ATCO and request the service depth be altered. It is still the responsibility of anyone performing works in the vicinity of a service to locate and protect it prior to works, regardless of depth.

## IS TRACER WIRE OR MARKER TAPE REQUIRED TO BE INSTALLED FOR A GAS SERVICE?

Tracer wire or marker tape must not be relied upon to locate gas services or mains. There are many circumstances in which marker tape or tracer wire are not required by ATCO's Safety Case (e.g. when installing with trenchless techniques, or services installed prior to 2007). In addition, even when installed, marker tape or tracer wire can be damaged by third parties following installation.

The responsibility rests with anyone performing works in the vicinity of ATCO's assets to locate the assets, regardless of any marker tape or tracer wire.

## WHAT IS THE CORRECT METHOD TO LOCATE SERVICES?

When working in the vicinity of any underground assets, Dial Before You Dig (DBYD) plans must be procured. These can be requested free of charge online at <https://www.1100.com.au/>

DBYD recommend the 5 P's, plan, prepare, pothole, protect, proceed. For more information on this, visit <https://www.1100.com.au/what-are-the-5ps-of-safe-site-practice/>.

More information for working around gas assets can be found on the ATCO website: <https://www.atco.com/en-au/for-business/natural-gas/wa-gas-network/working-around-gas.html>

## WHAT DO I DO IF I STILL FEEL THE INVOICE IS UNFAIR OR UNWARRANTED?

If you wish to dispute your invoice, you may either lodge a dispute with ATCO's Accounts Receivable department or directly lodge a dispute yourself by entering your details on the ATCO complaints form at [www.atco.com/feedback](http://www.atco.com/feedback).

If a dispute is lodged, the ATCO Customer Relations team will assess your dispute and make a fair and reasonable determination against your claim. You will also be provided with information regarding the dispute and complaints process at this time.