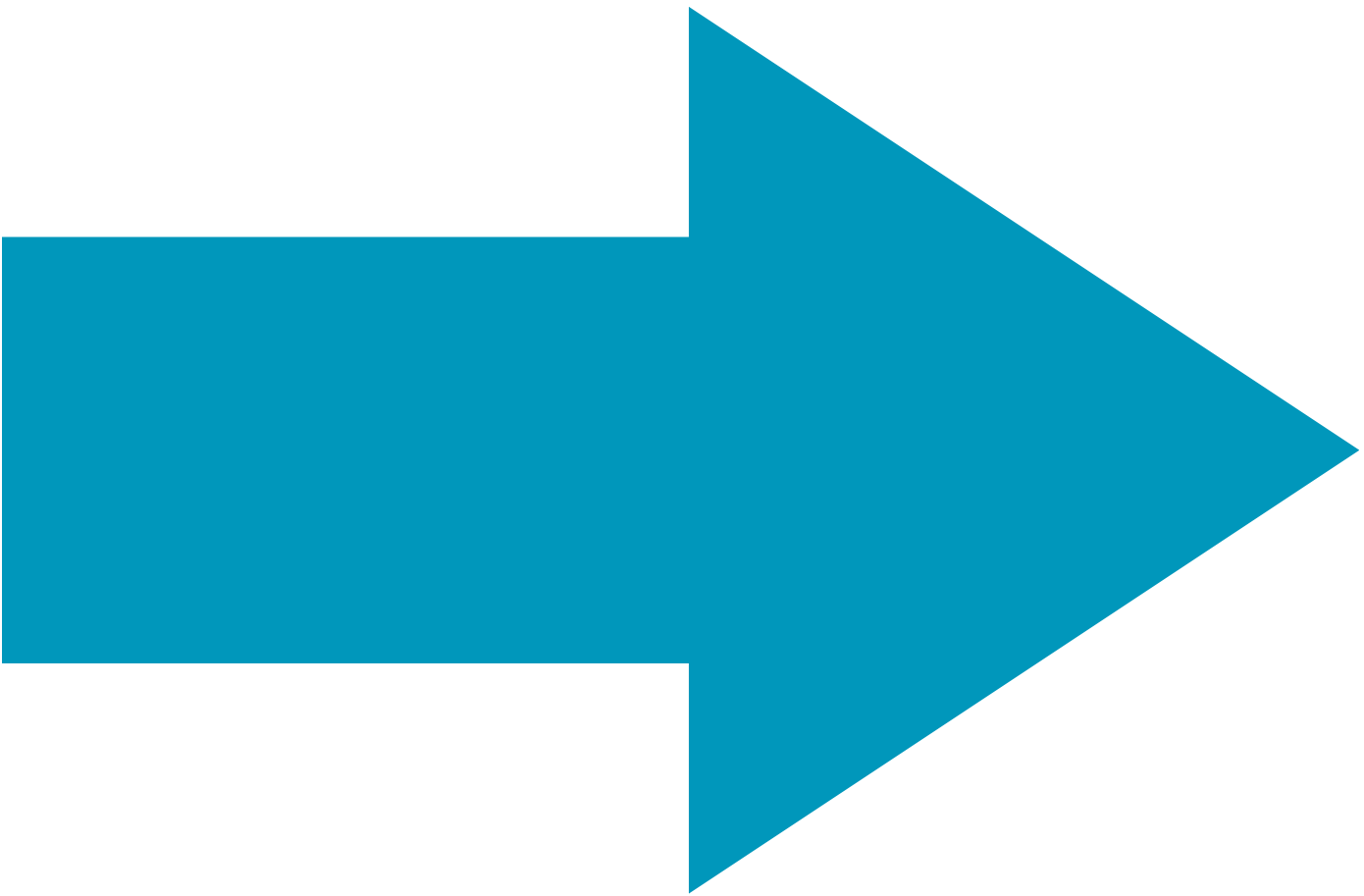




SA GAS SAFETY AWARENESS PLAN

January 2024



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Introduction

Shell Energy Retail Pty Ltd, ABN 87 126 175 460 (Shell Energy) is an energy retailer currently licensed to sell electricity in all Australian states and territories except Northern Territory. A specialty retailer with a focus on the business segments of the energy market (C&I - Commercial and Industrial) rather than residential customers. Shell Energy Retail Pty Ltd also retails gas in Victoria, New South Wales, Queensland and South Australia to C&I customers.

This document has been prepared to set out the provisions and practices that exist within Shell Energy Retail Pty Ltd to satisfy the requirements of the Safety Awareness Plan in accordance with sub regulation 3 (i) to (v), Regulation of NERL retailers–Part 8A, Gas Regulations 2012 under the Gas Act 1997.

Gas Safety awareness

From bushfires to flooding, when an emergency occurs we have stringent processes and standards in place to ensure your safety. Because natural gas is lighter than air, it dissipates quickly into the atmosphere in the event of a leak. However, you should still report any leak as gas may build up in confined spaces and can create a potentially dangerous situation.

- In the event of an emergency call **000**.
- The more information you understand about natural gas the quicker you can respond to a gas leak or concern. There is plenty of helpful safety information and tips at <https://www.sa.gov.au/topics/energy-and-environment/using-electricity-and-gas-safely>
- Licensed Installers - All work done on gas appliances, or any form of gas installation must be undertaken by a licensed gasfitter who are licensed or registered under the Plumbers, Gas Fitters and Electricians Act 1995
- Gas appliances must be certified, and you must ensure that appliances and infrastructure has been approved and certified to Australian Standards by a recognised certifier. The Australian Gas Association (AGA), Standards Australia International (SAI) Global, the International Association of Plumbing and Mechanical Officials (IAPMO), Global Mark, and the British Standards Institution (BSI) appliance certification schemes meet the requirements of the relevant safety regulators and cover prescribed domestic and light commercial gas appliances. Examples of these certification markings are shown below:



Gas leaks and important contact information

- What to do if you smell gas?
- If you smell gas in the street or on your property before or including the gas meter, you should call the Gas Leaks and Emergency services on **1800 GAS LEAK (1800 427 532)** to locate and repair the leak. If, however, you believe the leak to be after the meter on a section of pipe work connecting your appliances, or on the appliance itself, and you can access your gas meter safely, turn your gas supply off. You should contact a licensed gas fitter to rectify the problem. Remember, any person undertaking work involving gas must be appropriately licensed.
- Before You Dig Australia - **1100**. This will help you determine the exact location of any gas infrastructure. **Please note you must call this number at least 24 hours before excavating.**
- In case of a Natural Gas Emergency - Please call Australian Gas Networks (AGN) on **1800 427 532**, this number is manned 24 hours a day.
- If you can smell gas outside your business, phone **1800 427 532** immediately and provide a full description of the location and actual details of the leak.
 - Ensure all possible ignition sources are removed or disabled
 - DO NOT attempt to extinguish the flame yourself.
- If you can smell gas inside your business turn off all gas appliances and infrastructure
 - Ensure all possible ignition sources are removed or disabled
 - DO NOT attempt to extinguish the flame yourself.

Your responsibilities

- As the owner, you are responsible for the gas installation in your business, including any associated costs, and should use a licensed gas fitter to carry out any gas work required. Your gas fitter will be responsible for carrying out work at your gas meter outlet up to (and including):
 - The gas appliance/infrastructure.
 - The pipe work from the gas meter to the appliance.
 - Any flues or ducts.
- If a gas leak occurs between your gas meter location and your appliances, you should contact a licensed gas fitter to arrange a repair.

Additional information

- State Emergency Services: www.ses.sa.gov.au
- Country Fire Authority: www.cfs.sa.gov.au



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