

Reference Service Agreement
JGN's NSW gas distribution network

Access Arrangement: 1 July 2025 – 30 June 2030

Contents

- 1. Definitions and Interpretation..... 1**
 - 1.1 Definitions 1
 - 1.2 Construction 11
 - 1.3 Amendments to this Agreement..... 12
- 2. Commencement and Expiry of the Transportation Reference Service..... 13**
- 3. Transportation Reference Service..... 13**
 - 3.1 Requests for Transportation Reference Service 13
 - 3.2 JGN's delivery obligation under the Transportation Reference Service 13
- 4. MHQ and MDQ..... 14**
 - 4.1 MHQ and MDQ..... 14
 - 4.2 Procedure for Requests to increase MHQ or MDQ requirements for Demand customers [145](#)
 - 4.3 Procedure for Requests to increase MHQ requirements for a Volume Customer Delivery Point 15
- 5. Chargeable Demand..... 15**
 - 5.1 Chargeable Demand for a Demand Customer Delivery Point 15
 - 5.2 Increases in Chargeable Demand for a Demand Customer Delivery Point..... 16
 - 5.3 Decreases in Chargeable Demand for a Demand Customer Delivery Point..... 16
- 6. Overruns..... 17**
 - 6.1 General 17
 - 6.2 Procedure for authorisation of Overruns [178](#)
 - 6.3 Revocation of authorisation 18
 - 6.4 JGN's Authorised Overrun obligation 18
 - 6.5 Unauthorised Overruns..... 18
- 7. Nomination and Balancing [189](#)**
 - 7.1 Gas Balancing under the STTM..... [189](#)
 - 7.2 User to provide JGN with forecast of withdrawals..... 19
 - 7.3 Network Section Deliveries 19
 - 7.4 Country Network Sections 20
- 8. Commingling, custody, control, responsibility and warranty 20**
 - 8.1 Warranty 20
 - 8.2 Right to commingle..... 20
 - 8.3 Custody and control of Gas 20
 - 8.4 Responsibility for Gas..... 21
- 9. Gas quality 21**
 - 9.1 Specification Gas 21
 - 9.2 Amendment of Specification by JGN..... 22
 - 9.3 JGN's rights in relation to Out-of-Specification Gas at Receipt Point.. 22
 - 9.4 Consequences of JGN exercising rights under clause 9.3..... [223](#)
 - 9.5 User to satisfy JGN..... 23
 - 9.6 User's preventative measures..... 23
 - 9.7 JGN must deliver Gas to Specification 23
 - 9.8 Exemptions to Specification [234](#)
 - 9.9 Gas Source 24
 - 9.10 User responsible for Gas Testing..... 24
 - 9.11 Gas Testing by User..... 24

10.	Addition of Delivery Points to the Customer List	25
10.1	Deemed Request Addition of an existing delivery point on receipt of churn notification from AEMO	25
10.2	Addition of new delivery points.....	26
10.3	Energisation under National Energy Retail Law	27
10.4	Charges Payable for Additional Delivery Points	27
11.	Deletion of Delivery Points from Customer List	28
12.	Change of Receipt Point or Delivery Point.....	29
13.	Receipt Points and Receipt Stations.....	29
13.1	Receipt Station to be at each Receipt Point	29
13.2	Ownership of Receipt Station Components at Receipt Point	29
13.3	JGN may operate the Flow and Pressure Control System.....	29
13.4	Alterations and Additional Equipment.....	30
13.5	Pressure at Receipt Point	30
14.	Delivery Points and Delivery Stations.....	30
14.1	Network connections under Part 12A National Gas Rules	30
14.2	Ownership of Network	30
14.3	Requirements for a Delivery Station.....	30
14.4	Responsibility for Delivery Station Components	31
14.5	Alterations and Additional Equipment at existing Delivery Station.....	31
14.6	Delivery Stations at Delivery Points	32
15.	Measuring Equipment.....	32
15.1	Provision of Basic Metering Equipment.....	32
15.2	Basic Metering Equipment Upgrade at existing Delivery Station.....	32
15.3	Basic Metering Equipment Downgrade at existing Delivery Station ...	32
15.4	Maintenance of Basic Metering Equipment	32
15.5	Safe Access to Measuring Equipment.....	32
15.6	Entry and access to Delivery Points.....	33
15.7	Site induction or safety training	33
15.8	Consequences of no access.....	33
15.9	Presence at tests.....	34
15.10	No tampering with Measuring Equipment.....	34
15.11	User to notify JGN of tampering or inaccuracy	34
15.12	Right to alter Measuring Equipment	34
16.	Meter reading measurement and data.....	35
16.1	Quantity of Gas delivered at a Delivery Point	35
16.2	Quantity of Gas delivered at a Delivery Station	35
16.3	Quantity of Gas if Measuring Equipment fails.....	36
16.4	Meter reading and data.....	36
17.	Ancillary Reference Service - Special meter reads.....	37
17.1	Special meter reads.....	37
18.	Ancillary Reference Service - Abolishment	37
18.1	Abolishment of Volume Customer Standard Residential Connection Delivery Points	37
18.2	Abolishment of Demand Customer Other Delivery Points.....	37
19.	Ancillary Reference Service - Disconnection of Volume Customer Delivery Points.....	38
20.	Ancillary Reference Service - Reconnection of Volume Customer Delivery Points.....	38
20.1	Request to reconnect Volume Customer Delivery Point	38

20.2	Expedited reconnections	39
21.	Ancillary Reference Service - Disconnection and reconnection of Demand Customer Delivery Point.....	39
21.1	Disconnection.....	39
21.2	Reconnection	39 <u>40</u>
21.3	Where a new R _e quest is required.....	40
22.	Ancillary Reference Service - General provisions relating to abolishment, disconnection and reconnection.....	40
22.1	User Obligations.....	40
22.2	Clear and safe access required	40 <u>41</u>
22.3	Presence of User representative.....	41
23.	Charges	41
23.1	Charges	41
23.2	Charges based on Access Arrangement.....	41
23.3	Calculation of invoiced instalments of periodic charges	41 <u>42</u>
23.4	Theft Of Gas.....	42
24.	Prudent Discounts	42
25.	Invoicing and payments.....	42<u>43</u>
25.1	Invoicing and Payment under Part 21 NGR where the User is the Authorised Retailer for Customers at a Delivery Point	42 <u>43</u>
25.2	Invoicing and Payment where clause 25.1 does not apply.....	43
25.3	JGN to issue invoice.....	43
25.4	Due Date for payment	43
25.5	Method of Payment	43
25.6	Interest on overdue payments.....	43 <u>44</u>
25.7	Disputed payments.....	44
25.8	Payment on resolution of dispute	45
25.9	Overcharging and undercharging.....	45
25.10	Justification of calculations	45
25.11	Payment free of deduction or withholding.....	45 <u>46</u>
26.	Goods and Services Tax.....	46
26.1	Definitions	46
26.2	GST exclusive consideration	46
26.3	Reimbursements	46
26.4	Payment of amount of GST	46
26.5	Tax Invoice.....	46
26.6	Adjustments	46
26.7	ABN and GST Warranty	46
27.	Suspension of Service.....	47
27.1	Suspension or disconnection of supply of Gas by JGN	47
27.2	User's continuing obligation to pay Charges.....	47
27.3	Suspension of Ancillary Reference Services by JGN.....	47
28.	Interruptions and load shedding	47
28.1	Application	47
28.2	Scheduled Interruptions.....	47
28.3	Emergency Interruptions.....	48
28.4	Load Shedding	48
28.5	Load Shedding Priority	49
28.6	Provision of ELMS Data.....	49
28.7	Reduction of Demand Charge for delivery of less than MDQ.....	50
29.	Force Majeure.....	51

29.1	Consequences of Force Majeure	51
29.2	Notification and Diligence	51
29.3	Liability Not Relieved	51
29.4	Demand Charge for delivery of less than MDQ	51
29.5	Force Majeure does not affect obligations to pay	52
29.6	Prolonged Force Majeure	52
30.	Termination or cessation	52
30.1	Grounds for termination or cessation of Services	52
30.2	Right of JGN to terminate due to Change in Law.....	53
30.3	Failure to pay	53
30.4	Preservation of rights.....	53
30.5	Survival	53
31.	Indemnities	54
31.1	Application of the indemnities under this clause	54
31.2	Mutual Indemnity	54
31.3	Indemnity in favour of JGN	54
31.4	Operation of indemnities.....	54
32.	Liability Limitations.....	55
32.1	Exclusion of warranties.....	55
32.2	Liability exclusions and limitations.....	55
32.3	Insured Sum.....	56
32.4	Carve outs from the above liability exclusions and limitations	56
32.5	JGN's exclusion of liability	56
32.6	Civil Liability Act	57
32.7	User's supply arrangements	57
33.	Insurance.....	57
33.1	JGN's Insurance.....	57
33.2	User's Insurance.....	58
34.	Transfer	58
34.1	JGN may transfer	58
34.2	No assignment without consent	58
34.3	Transfers of capacity where the Retail Market Procedures do not apply	59
35.	Security and Financial Standing.....	60
36.	Confidentiality	61
37.	Sensitive Operational Information.....	63
37.1	No offshoring.....	63
37.2	Security	63
37.3	Notifiable Incident.....	64
38.	Dispute resolution.....	64
38.1	Application	64
38.2	Notification of Dispute.....	64
38.3	Nomination of Representative.....	64
38.4	Good Faith Discussions.....	64
38.5	Mediation	65
38.6	Arbitration.....	65
38.7	Urgent relief.....	65
38.8	Information confidential.....	65
38.9	Without Prejudice Discussions.....	66
38.10	Continue to perform Agreement.....	66
39.	Notices.....	66

39.1	Notice in Writing	66
39.2	Receipt of Notice	66
40.	General	67
40.1	Privacy	67
40.2	Entire Agreement	67
40.3	Severance	68
40.4	Waiver.....	68
40.5	Relationship between Parties	68
40.6	Enforceability.....	68
40.7	Further assurances.....	68
40.8	Inurement.....	68
40.9	Counterparts	68
40.10	Governing law and jurisdiction	68
40.11	Electronic signatures	68
Annexure 1 — Parties and addresses for Notices.....		71
Annexure 2 — Initial additional specifications (clause 9.1(a)(ii)).....		72
Annexure 3 —Responsibility for Delivery Station Components		73
Annexure 4 – Additional terms and conditions applicable where Gas or Energy is used by one or more End-Consumers		75

Agreement dated

20

Parties **Jemena Gas Networks (NSW) Ltd** ACN 003 004 322 of Level 16, 567 Collins Street, Melbourne VIC 3000 (**JGN**); and

The person described as the User in Annexure 1 (**User**).

Background

JGN has agreed to provide and the User has agreed to receive the Transportation Reference Service and Ancillary Reference Services under the Access Arrangement on the terms and conditions set out in this Agreement.

1. Definitions and Interpretation

1.1 Definitions

In this Agreement, unless otherwise indicated:

Access Arrangement means the access arrangement in relation to the Network approved by the AER from time to time, for the purposes of and in accordance with the National Gas Law;

ADC means the Australian Dispute Centre;

AEMC means the Australian Energy Market Commission;

AER means the Australian Energy Regulator;

Agreement means this document (including the annexures), the Reference Tariff Schedule, and any other document, or part of a document, incorporated into this Agreement by reference;

Ancillary Reference Service Charge means a charge associated with an Ancillary Reference Service as specified in the Reference Tariff Schedule;

Ancillary Reference Service has the meaning given to that term in the Access Arrangement;

Associates means, with respect to a Party (or a Related Body ~~deli~~Corporate of a Party), its directors, officers, employees, agents and contractors;

Australian Energy Market Operator or **AEMO** means Australian Energy Market Operator Limited (ACN 072 010 327);

Authorised Overrun means an Overrun up to the Authorised Overrun Quantity;

Authorised Overrun Quantity means the Quantity of Gas:

- (a) agreed to by JGN under clause 6.2(b)(i); or
- (b) offered by JGN and accepted by the User under clause 6.2(c),

as amended under clause 6.3;

Authorised Retailer means a person who is the holder of a Retailer Authorisation in respect of the sale of Gas;

Basic Metering Equipment means the meter set at a Delivery Station comprising Gas meter, filter, pipework and isolation valves and may further include, where required by JGN, water meter, pressure regulators, safety valves, pressure and temperature measurement instruments and flow calculation equipment;

Billing Error means a dispute by one Party in relation to an amount on an invoice issued under this Agreement;

Billing Period means the period between the dates on which a meter is read or estimated for a Non-Daily Metered Delivery Point, or one Calendar Month for a Daily Metered Delivery Point;

Business Day means any day which is not a Saturday, Sunday, or gazetted public holiday in Sydney, New South Wales;

Calendar Month means the period beginning at 06:00am on the first day of a calendar month and ending at the same time on the first day of the next succeeding calendar month;

Capacity Entitlement means:

(a) in respect of a Demand Customer Delivery Point:

- (i) on a Day, the MDQ, and
- (ii) in an Hour, the MHQ,

specified in the Demand Customer List for that Delivery Point, as varied from time to time pursuant to clauses 4.1(g), 4.2 and 5.3(f);

(b) in respect of a Volume Customer Delivery Point:

- (i) if there is an MHQ specified in the Volume Customer List, in an Hour, that MHQ, as varied from time to time pursuant to clause 4.3; or
- (ii) if there is no MHQ specified in the Volume Customer List, the Quantity of Gas withdrawn by the User from the Delivery Point in an Hour, up to a maximum Quantity of 6m³/Hour;

Change in Law means:

(a) the introduction of a new Law; or

(b) an amendment to, or repeal of, an existing Law; or

(c) a new or changed interpretation (which is binding on JGN or materially impacts JGN) of an existing Law resulting from a decision of:

(i) a court;

(ii) a tribunal;

(iii) an arbitrator;

(iv) a Government or regulatory department, body, instrumentality, minister, commissioner, officer, agency or other authority; or

(v) a person or body which is the successor to the administrative responsibilities of any person or body described in sub-paragraph (iv) above;

Chargeable Demand means, for a Demand Customer Delivery Point, the Quantity of Gas determined in accordance with this Agreement which is used to determine the Demand Charge;

Charges means the charges payable by the User to JGN under clause 23.1 of this Agreement;

Commencement Date means:

- (a) in respect of a Delivery Point listed in a Customer List immediately prior to the most recent amendment to this Agreement under clause 1.3, the commencement date specified in the Customer List; or
- (b) in respect of a Delivery Point which is added to a Customer List pursuant to clause 10.1, the date on which a change of user transaction under the Retail Market Procedures takes effect such that the User becomes the FRO for the Delivery Point; or
- (c) in respect of a new Delivery Point added to the Customer List pursuant to clause 10.2, the date specified by JGN;

Communications Facilities means equipment used to electronically communicate metering data from Daily Meter Reading Facilities at a Delivery Station to JGN;

Confidential Information means all information of a confidential nature which either Party discloses to the other under or in connection with the performance of any obligations under this Agreement, whether that disclosure is made orally, in writing, electronically or by any other means but does not include information which is or becomes part of the public domain (other than through any breach of this Agreement or an obligation of confidence owed to the other Party);

Consequential Loss means any Loss which does not arise naturally or in the usual course of things from that breach or matter, however caused or arising whether under common law, equity, contract, any fiduciary duty, tort (including negligence) or as a consequence of breach of any duty (statutory or otherwise) or under any other legal doctrine or principle whatsoever, irrespective of whether recoverable in law or equity and includes any:

- (a) loss of revenue, reputation or profit;
- (b) cost, loss, liability, penalty, expense or damage associated with business interruption (including overheads incurred during business interruption);
- (c) punitive or exemplary damages;
- (d) cost, loss, liability, penalty, expense or damage incurred, or liquidated or pre-estimated damages or penalties of any kind whatsoever, borne or payable under any contract for the sale, exchange, transportation, processing, storage or other disposal of Gas (other than this Agreement);
- (e) cost, loss, liability, penalty, expense or damage arising in connection with a Third Party Claim;
- (f) loss of bargain, contract, expectation or opportunity; and
- (g) any indirect or consequential loss or damage;

Country Distance has the meaning given in the Access Arrangement;

Country Network Section means a Network Section other than the Wilton Network Section;

Custody Transfer Point means the point of custody transfer for gas delivered from an interconnected pipeline or facility into the Network, as associated with a Receipt Point;

Customer means:

- (a) a person who consumes the Gas delivered by JGN at a Delivery Point or Energy produced from that Gas and whose Energy consumption is individually metered by JGN to measure Gas withdrawn at the Delivery Point;
- (b) a person who on-supplies to third parties the Gas delivered by JGN at a Delivery Point or Energy produced from that Gas;
- (c) the User, where the User consumes the Gas delivered by JGN or Energy produced from that Gas;
- (d) the User, where the User is not an Authorised Retailer or an Exempt Seller and on-supplies to third parties the Gas delivered by JGN at a Delivery Point or Energy produced from that Gas; or
- (e) as otherwise agreed between the User and JGN;

Customer Connection Contract in force at a Delivery Point means a customer connection contract, as defined in the NERL, which has taken effect as between JGN and a Customer in respect of supply of Gas at that Delivery Point, in accordance with the NERL;

Customer List means:

- (a) in respect of a Demand Customer Delivery Point, the Demand Customer List; and
- (b) in respect of a Volume Customer Delivery Point, the Volume Customer List,

as amended from time to time, containing information in electronic or printed format on all Delivery Points to which JGN provides a Service under this Agreement;

Customer's Personal Information means Personal Information in respect of a Customer or prospective Customer;

Daily Meter Reading Facilities means equipment at a Delivery Station necessary to enable a Customer's Daily consumption of Gas to be recorded and measured;

Daily Metered Delivery Point means a Delivery Point where Gas consumption is measured on a Daily basis;

Day means a period of 24 consecutive Hours beginning at 06:00am (AEST) and **Daily** has a corresponding meaning;

Declared Heating Value of Gas for a Day means the Heating Value of Gas applicable to the Delivery Point for the Day as determined by JGN;

Delivery Point means a Demand Customer Delivery Point or a Volume Customer Delivery Point which is listed in a Customer List under this Agreement;

Delivery Station means facilities (including Measuring Equipment) installed at a Delivery Point to enable the delivery of Gas from the Network and which regulate the delivery, and measure the Quantity, of Gas withdrawn at that Delivery Point;

Demand Charge means the annual charge calculated by multiplying the demand capacity rate or other charge component set out in the Reference Tariff Schedule that is expressed in units of \$/(GJ of Chargeable Demand) per annum by the Chargeable Demand;

Demand Customer Delivery Point means a delivery point which has been included by JGN in the Demand Customer List and where a Demand Tariff (or a Volume Tariff which includes a Demand Charge) has been assigned by JGN in accordance with the Access Arrangement;

Demand Customer List means information held by JGN in electronic or printed format which contains the following information for each Demand Customer Delivery Point as updated from time to time:

- (a) MIRN and/or the station ID;
- (b) the Receipt Point (where the Delivery Point is in the Wilton Network Section then the Receipt Point shall be taken to refer individually or collectively to any Receipt Point in the Wilton Network Section);
- (c) the assigned [Transportation Reference Service](#) Tariff Class;
- (d) the Commencement Date;
- (e) the Chargeable Demand;
- (f) the MDQ;
- (g) the MHQ;
- (h) if the Delivery Point is located within a Country Network Section, the Country Distance;
- (i) the Demand Reset Date; and
- (j) the ELMS Data;

Demand Reset Date means, for a Demand Customer Delivery Point, the date on which the Chargeable Demand for that Delivery Point was last changed under clause 5.2(c), 5.2(d) or 5.3(g);

Demand Tariff means a Tariff Class designated as a Demand Tariff in the Reference Tariff Schedule;

Dispute has the meaning given to that term in clause 38.2;

Due Date has the meaning given to that term in clause 25.4(a);

ELMS Data means information held by JGN for the purposes of facilitating emergency Load Shedding including, but not limited to, for each Demand Customer Delivery Point:

- (a) Load Type;
- (b) the corresponding Quantity of Load for each Load Type; and
- (c) 24-hour, seven day a week User and Customer contact details,

and includes any Load Shedding Plan provided by a User or Customer in respect of a Delivery Point;

End-Consumer means a person who buys or consumes Gas delivered by JGN to a Delivery Point or Energy produced from that Gas, and who is not a Customer;

Energy means energy (or an energy source) in any form and includes Gas, electricity or thermal energy in any form (for example steam or hot water and whether used for heating, cooling or some other purpose);

Exempt Seller means a person who is exempted by the AER under the NERL from the requirement to hold a Retail Authorisation;

Financial Report has the meaning given to that term in the *Corporations Act 2001* (Cth);

Financial Year means the 12 month period ending on 30 June in any year;

Financially Responsible Organisation or **FRO** for premises means the person who is responsible for settling the account for Gas withdrawn from the delivery point associated with premises under the Retail Market Procedures;

Force Majeure Event means any event, circumstance or cause not within the control of a Party and which by the exercise of due diligence that Party is not reasonably able to prevent or overcome, including (without limitation):

- (a) acts of God including, without limitation, earthquakes, floods, washouts, landslides, lightning and storms;
- (b) strikes, lockouts, bans, slowdowns or other industrial disturbances;
- (c) acts of enemy, wars, invasions, blockades or insurrections, riots and civil disturbances, arrest and restraint of rulers and peoples;
- (d) fire or explosion;
- (e) epidemic or quarantine;
- (f) order of any court or tribunal or the order, act, or omission or failure to act of any government or governmental authority having jurisdiction, or failure to obtain any necessary governmental consent or approval;
- (g) equipment breakdown, breakages or accident to machinery, the Network or Pipelines, the necessity for making repairs and/or alterations in machinery, the Network or Pipelines (other than routine maintenance for which notice has not been given), freezing of wells or failure of reserves; or
- (h) native title claims,

but Force Majeure Events do not include:

- (i) lack of funds by any Party;
- (j) changes in market conditions for transportation and/or the purchase and sale of Gas (except where these affect the operation of the Network);
- (k) the inability of any Party to obtain a supply of Gas; or
- (l) if the User is not the person consuming Gas at the Delivery Point, the inability of that person to take Gas due to any event or circumstance within the control of that person;

Forecast Withdrawal has the meaning given to that term in clause 7.2(a);

Gas has the meaning given to the term 'covered gas' in the National Gas Law;

Gas Balancing means operational Gas balancing carried out to ensure safe and reliable supply of Gas;

Gas Balancing Adjustments means adjustments to the Quantity of Gas transported for a User made pursuant to the relevant Network operational requirements at the time (including in relation to Gas Balancing and the maintenance of linepack in the Network);

Gas Balancing Policy means JGN's gas balancing policy published as part of the Interconnection Policy located on the JGN website;

Gas Supply Act means *Gas Supply Act 1996* (NSW);

GJ means one gigajoule and is equal to one thousand MJ;

GST means goods and services tax or similar value added tax levied or imposed in the Commonwealth of Australia pursuant to the GST law;

GST law has the meaning given to this term in *A New Tax System (Goods and Services Tax) Act 1999 (Cth)* or a successor Act;

Heating Value has the meaning given to this term in the Retail Market Procedures;

Hour means any period of 60 consecutive minutes, the first Hour in a Day starting at 06:00am, and **Hourly** has a corresponding meaning;

JGN means Jemena Gas Networks (NSW) Ltd, or its successors or assigns;

kPa means one kilopascal and is equal to one thousand pascals, and unless otherwise specified, refers to a gauge pressure in excess of the prevailing atmospheric pressure;

Large Customer has the meaning given to that term in the National Energy Retail Law;

Law means:

- (a) any statute, regulation, order, rule or subordinate legislation, including the *National Gas (New South Wales) Act 2008* (NSW), National Gas Law, National Gas Rules, *Gas Supply Act 1996* (NSW), the National Energy Retail Law and the National Energy Retail Rules; or
- (b) other document enforceable under any relevant statute, regulation, rule or subordinate legislation, including but not limited to, the Access Arrangement, Retail Market Procedures, any procedures or rules made or enacted by the Australian Energy Market Operator, the AER or the AEMC, any other codes, guidelines, orders in council, licences, proclamations, directions or standards, the reticulator's authorisation held by JGN and, if it holds one, the Retailer Authorisation or the Seller's Exemption held by the User;

Load means the Gas taken or withdrawn from the Network at a Delivery Point;

Load Shedding has the meaning given to that term in the Access Arrangement;

Load Shedding Plan means a written procedure, which is reasonably acceptable to JGN, that describes the timing and steps to be taken by a Customer to reduce and maintain Hourly Gas withdrawals at the Delivery Point to pre-quantified levels which correspond to the load shedding priorities set out in the ELMS Data for the Delivery Point;

Load Shedding Priority means a load shedding priority as set out and described in the Operational Schedule;

Load Type means, in respect of each Delivery Point, the uses to which the Load is put, as described in the Operational Schedule in respect of each Load Shedding Priority;

Local Area Retailer for premises means the Authorised Retailer nominated as the local area retailer for the premises (or for the geographical area in which the premises is located) under the NERL;

Loss includes any direct or indirect costs (including any charge or deductible payable in respect of any insurance and any costs of any adviser on a full indemnity basis), liabilities (including any charge, compensation, debt or fine), losses, penalties, expenses or damage, present or future, ascertained or unascertained, actual, contingent or prospective, or (to the extent not against public policy or prohibited by Law) any fine or penalty of whatsoever nature or description suffered or incurred by a person;

Maximum Daily Quantity or **MDQ** means the maximum Quantity of Gas which JGN is obliged to transport and make available at a Demand Customer Delivery Point on behalf of the User on any Day as specified in the Customer List as varied from time to time by clauses 4.1(g), 4.2 and 5.3;

Maximum Hourly Quantity or **MHQ** means the maximum Quantity of Gas which JGN is obliged to transport and deliver to a Delivery Point on behalf of the User in any Hour as specified in the Customer List as varied from time to time by clauses 4.1(g), 4.2, 4.3 and 5.3;

Measuring Equipment means all the equipment and facilities (including Basic Metering Equipment, Communications Facilities and Daily Meter Reading Facilities) forming part of a Delivery Station required to measure the Quantity delivered to or at the Delivery Point;

Medium or Low Pressure Distribution Network means any part of the Network with a maximum allowable operating pressure of 400kPa or less;

Minimum Charge means the minimum amount payable over a period of time for:

- (a) a Service or for a component of a Service; or
- (b) a Delivery Point as agreed with JGN;

MIRN has the meaning given to that term in the Retail Market Procedures;

MJ means one megajoule and is equal to one million joules;

National Energy Retail Law or NERL means the *National Energy Retail Law* adopted under the *National Energy Retail Law (Adoption) Act 2012 (NSW)*;

National Energy Retail Rules or NERR means the *National Energy Retail Rules* adopted under the *National Energy Retail Law (Adoption) Act 2012 (NSW)*;

National Gas Law means the *National Gas Law* adopted under the *National Gas (New South Wales) Act 2008 (NSW)*;

National Gas Rules or NGR means the *National Gas Rules* adopted under the *National Gas (New South Wales) Act 2008 (NSW)*;

Network has the meaning given in the Access Arrangement;

Network Section has the meaning given in the Access Arrangement;

Network User means any party that enters into a Service Agreement with JGN;

NGR Part 12A Connection Contract for a delivery point means a connection contract under Part 12A of the National Gas Rules between JGN and a Customer or between JGN and the User or another person on behalf of a Customer for the provision of a connection service to the premises serviced by the delivery point;

Non Daily Metered Delivery Point means a Delivery Point where Gas consumption is not recorded on a Daily basis;

Notifiable Incident has the meaning given in clause 37.3(a);

Operational Schedule means the Operational Schedule set out in the Access Arrangement;

Out-of-Specification Gas has the meaning given to that term in clause 9.3;

Overrun means the withdrawal of an Overrun Quantity;

Overrun Quantity means a Quantity of Gas exceeding the MDQ or the MHQ at a Delivery Point;

Party means a party to this Agreement;

Personal Information has the meaning given in the applicable Privacy Laws;

Pipelines means the Moomba-Sydney Pipeline, the Eastern Gas Pipeline, and any other Gas pipelines or facilities connecting to the Network upstream of any Receipt Point;

PJ means one petajoule and is equal to one thousand TJ;

Privacy Laws means the *Privacy Act 1988* (Cth) and any other applicable laws, including codes or other instruments made, approved or issued under such laws governing the handling of Personal Information;

Provision of Basic Metering Equipment Charge means an annual charge specified as such in the Reference Tariff Schedule;

Prudent Discount means a prudent discount that has been approved by the AER for a particular user or prospective user or a particular class of users or prospective users under rule 96 of the NGR;

Quantity or **Quantity of Gas** means the quantity of Gas, expressed in either MJ or GJ, calculated as the product of the Declared Heating Value and the Volume of Gas, subject to clause 16 in respect of Gas delivered at a Delivery Station;

Receipt Point means any point at which Gas is received into the Network;

Receipt Station means the facilities at a Receipt Point through which Gas is or can be received into the Network;

Reference Service has the meaning given to that term in the Access Agreement;

Reference Service Agreement has the meaning given to that term in the Access Agreement;

Reference Tariff means a tariff which relates to the Transportation Reference Service(s) or the Ancillary Reference Service(s) as set out in the Reference Tariff Schedule;

Reference Tariff Schedule means the Reference Tariff Schedule in the Access Arrangement as amended from time to time in accordance with the terms of the Access Arrangement;

Related Body Corporate has the meaning given to that term in the *Corporations Act 2001* (Cth);

Relevant Receipt Point means, in relation to a Delivery Point, any Receipt Point connected (directly or indirectly) to the part of the Network in which that Delivery Point is located, as listed from time to time on the Customer List;

Request means a request for a Service using :

- (a) the JGN customer portal;
- (b) the JGN B2B platform; or
- (c) such other request for service form as JGN may determine

and **Requesting** and **Requested** have a corresponding meaning;

Retail Market Procedures means the Retail Market Procedures (NSW and ACT) or such other AEMO-approved procedures for the operation of the retail market for Gas in New South Wales;

Retailer Authorisation means a retailer authorisation issued under Part 5 of the National Energy Retail Law;

Safety and Operating Plan means a safety and operating plan lodged by JGN under the *Gas Supply (Safety and Network Management) Regulation 2022 (NSW)*;

Secretary has the meaning given in the *Gas Supply (Safety and Network Management) Regulation 2022 (NSW)*;

Security means, at the User's option, one or a combination of the following:

- (a) a refundable deposit, or bank guarantee;
- (b) if JGN agrees (in its discretion, acting reasonably), a parent company guarantee; or
- (c) such other form of security as agreed between the User and JGN,

which must be in a form satisfactory to JGN, acting reasonably;

Seller's Exemption means an exemption issued by the AER under Division 6 of Part 5 of the NERL;

Sensitive Operational Information means the following information relating to the gas business of JGN or its Associated Entities (as that term is defined in the *Corporations Act 2001 (Cth)*):

- (a) gas network layout diagrams;
- (b) gas network schematics;
- (c) geospatial information that records the location of parts of gas networks or assets;
- (d) gas network or asset configuration information;
- (e) gas load data; and
- (f) gas asset, or network operational constraints or tolerances information;

Service means the service(s) provided by JGN to the User under this Agreement, being a Transportation Reference Service or Ancillary Reference Services under the Access Arrangement (as the context requires);

Service Agreement has the meaning given in the Access Arrangement;

Short Term Trading Market or **STTM** has the meaning given to such term in the National Gas Law;

Small Customer has the meaning given to that term in the National Energy Retail Law;

Specification means the specifications described in clause 9.1(a);

Standard Residential Connection [has the meaning given to that term in the Access Arrangement;](#)

Tariff Class means the Tariff Class set out in the Reference Tariff Schedule to which a Delivery Point is assigned in accordance with the Access Arrangement;

Third Party Claim means a demand, claim, action or proceeding made or brought by or against a person by a third party, however arising and whether present, unascertained, immediate, future or contingent;

TJ means one terajoule and is equal to one thousand GJ;

Transportation Reference Service has the meaning given to that term in the Access Arrangement;

Unauthorised Overrun means an Overrun to the extent it is not an Authorised Overrun;

Volume means volume of Gas measured in cubic metres (m³) at actual conditions converted to standard conditions (15°C and 101.325 kPa) using either a flow corrector forming part of the Measuring Equipment or an algorithm determined by JGN, acting reasonably and in accordance with the Retail Market Procedures;

Volume Customer Delivery Point means a delivery point which has been included by JGN in the Volume Customer List and where a Volume Tariff (except a Volume Tariff which includes a Demand Charge) has been assigned by JGN to the User in accordance with the Access Arrangement;

Volume Customer List means information held by JGN in electronic or printed format which contains the following information for each Volume Customer Delivery Point as updated from time to time:

- (a) MIRN;
- (b) the Receipt Point (where the delivery point is in the Wilton Network Section then the Receipt Point shall be taken to refer individually or collectively to any Receipt Point in the Wilton Network Section);
- (c) the assigned [Transportation Reference Service](#) Tariff Class;
- (d) the Commencement Date; and
- (e) where the User requires, and the MHQ is in excess of 6m³/Hour, the MHQ;

Volume Tariff means a Tariff Class designated as a Volume Tariff in the Reference Tariff Schedule; and

Wilton Network Section has the meaning given in the Access Arrangement.

1.2 Construction

In the construction of this Agreement, unless the context otherwise requires:

- (a) a reference to a clause or an annexure is to a clause in, or an annexure to, this Agreement;
- (b) the singular includes the plural and vice versa;
- (c) the words include, includes or including are to be construed without limitation;
- (d) references to any Laws shall be deemed to be references to the Laws as from time to time amended, consolidated, re-enacted or replaced including substituted provisions or instruments that substantially correspond to those referred to;
- (e) references to any agreement, deed, instrument, document or publication shall be deemed to be references to the agreement, deed, instrument, document or publication as from time to time amended, supplemented, novated or replaced;
- (f) clause headings are inserted for convenience only and do not affect the interpretation of this Agreement;
- (g) expressions referring to writing will be construed as including references to words printed, type-written, telexed, lithographed or otherwise traced, copied or reproduced;
- (h) references to dollars and \$ are references to Australian dollars;
- (i) a reference to a Party includes a reference to its successors in title and permitted assigns;
- (j) an agreement, representation or warranty on the part of two or more persons binds them jointly and severally or if given in favour of two or more persons may be enjoyed by them jointly or severally or jointly and severally;
- (k) references to time are Eastern Standard Time (EST) or Australian Eastern Daylight Time when it applies in NSW (as applicable) unless specified otherwise;
- (l) an expression importing a person includes any company, partnership, joint venture, association, corporation or other body corporate and any government agency as well as an individual;
- (m) a reference to any firm, body corporate, partnership, unincorporated body or association or government agency (that is not a Party to this Agreement) shall, if it ceases to exist or is reconstituted, renamed or replaced or its powers or functions are transferred to any other firm, body corporate, partnership, unincorporated body or association or government agency, be deemed to refer respectively to the firm, body corporate, partnership, unincorporated body or association or government agency established or constituted in lieu thereof or as nearly as may be succeeding to the powers or function thereof; and
- (n) this agreement must not be construed adversely to a party just because that party prepared it or caused it to be prepared.

1.3 Amendments to this Agreement

- (a) Subject to clauses 1.3(b) and 1.3(c), this Agreement may only be amended by a document signed by each party.
- (b) Where the AER has approved amendments to the Reference Service Agreement in accordance with the Access Arrangement or in connection with the approval by the AER of a revised or new access arrangement, those changes will vary the terms of this Agreement from the date of such AER approval.

- (c) Where amendments to the Reference Service Agreement are made pursuant to any orders made by any court or tribunal, or in connection with any judgement by a court or determination by the tribunal, in relation to a revised or new access arrangement:
 - (i) JGN will provide notice to the User promptly after becoming aware of such amendments;
 - (ii) such amendments will vary the terms of this Agreement, effective no less than 10 Business Days from the date of the notice; and
 - (iii) where the User can demonstrate to JGN's reasonable satisfaction that it cannot comply with this timeframe, JGN may grant a reasonable extension.
 - (d) Where a Change in Law reasonably requires amendments to be made to this Agreement, the Parties agree to negotiate in good faith any such amendments.
-

2. Commencement and Expiry of the Transportation Reference Service

The Transportation Reference Service for a Delivery Point:

- (a) commences on the Commencement Date for that Delivery Point; and
 - (b) expires on the earlier of:
 - (i) the deletion of that Delivery Point from the Customer List; and
 - (ii) termination of this Agreement.
-

3. Transportation Reference Service

3.1 Requests for Transportation Reference Service

If the User requests a Transportation Reference Service to a delivery point, and the relevant requirements of the Access Arrangement are met by the User and JGN, JGN must provide the Transportation Reference Service in accordance with this Agreement.

3.2 JGN's delivery obligation under the Transportation Reference Service

- (a) In consideration for the Reference Tariff for a Transportation Reference Service payable by the User under this Agreement, JGN will in respect of each eligible Delivery Point:
 - (i) receive a Quantity of Gas into the Network from or for the account of the User at the Relevant Receipt Point to make available for delivery to that Delivery Point (**Transportation Quantity**); and
 - (ii) taking into account Gas Balancing Adjustments, make available a Quantity of Gas thermally equivalent to the Transportation Quantity to or for the account of the User for delivery to that Delivery Point,in accordance with, and subject to the terms of this Agreement.
- (b) JGN's obligations under clause 3.2(a) are subject to the aggregate deliveries from the User and all other Network Users on a Day to a Network Section being equal to the aggregate withdrawals by the User and all other Network Users on that Day from that Network Section (unless any imbalance between the two would not affect

the ability of a service provider acting reasonably to provide the Transportation Reference Service under this Agreement).

- (c) JGN is not obliged to transport or deliver a Quantity of Gas to a Delivery Point which is greater than the Capacity Entitlement plus any Authorised Overrun Quantity.
- (d) Where any Gas delivered to a Delivery Point under this Agreement is used in connection with the supply of Energy to, or the consumption of Energy by one or more End-Consumers, then the additional terms and conditions set out in Annexure 4 apply as between JGN and the User.

4. MHQ and MDQ

4.1 MHQ and MDQ

- (a) The MHQ and MDQ for each Demand Customer Delivery Point is set out in the Demand Customer List.
- (b) The MHQ for each Volume Customer Delivery Point may be set out in the Volume Customer List. Where there is no MHQ in the Volume Customer List, the MHQ for the Delivery Point will be the Quantity of Gas actually withdrawn at that Delivery Point in any Hour, up to a maximum of 6m³/Hour.
- (c) In any Request in respect of a Delivery Point with Hourly demand greater than 6m³/Hour, the User must specify a MHQ that fairly and reasonably reflects the maximum Hourly requirements at that Delivery Point and:
 - (i) is based on prior consumption data where such data is available and where applicable; or
 - (ii) where prior consumption data is not available or applicable, is an estimate provided by the User and acceptable to JGN (acting reasonably).
- (d) In any Request for a Demand Customer Delivery Point, the User must also specify a MDQ that fairly and reasonably reflects the maximum Daily requirements at that Delivery Point and:
 - (i) is based on prior consumption data where such data is available and where applicable; or
 - (ii) where such prior consumption data is not available or applicable, is an estimate provided by the User and acceptable to JGN (acting reasonably).
- (e) The MDQ and MHQ for a Delivery Point can only be changed as provided in clauses 4.1(g), 4.2, 4.3 and 5.3(f).
- (f) The User must not, at any Delivery Point, take more than the Capacity Entitlement (plus any Authorised Overrun Quantity) for that Delivery Point.
- (g) The User must notify JGN promptly upon becoming aware if the MHQ or MDQ requirement for a Demand Customer Delivery Point decreases, in which case the MHQ or MDQ for that Delivery Point may be reduced by JGN to accord with those requirements.

4.2 Procedure for Requests to increase MHQ or MDQ requirements for Demand customers

- (a) JGN must agree to an increase in the MHQ or MDQ for any Demand Customer Delivery Point if:
 - (i) the User complies with the provisions of the Access Arrangement and National Gas Law relating to Requests, including payment of the costs of processing that Request as set out in the Access Arrangement;
 - (ii) JGN has sufficient capacity available in the Network to provide the Transportation Reference Service to the Delivery Point;
 - (iii) the User accepts JGN's offer to change the MDQ or MHQ (as the case may be) , including payment of any additional costs as set out in JGN's offer; and
 - (iv) the User has provided updated ELMS Data for the Delivery Point in accordance with clause 28.6.
- (b) The User acknowledges that if the MDQ is increased under this clause 4.2, the Chargeable Demand may be adjusted under clause 5.2 .

4.3 Procedure for Requests to increase MHQ requirements for a Volume Customer Delivery Point

If the User makes a Request to increase MHQ at a Volume Customer Delivery Point where the MHQ is in excess of 6m³/Hour or the Request would bring the MHQ in excess of 6m³/Hour, JGN must agree to an increase for that Volume Customer Delivery Point provided that:

- (a) the User complies with the provisions of the Access Arrangement and National Gas Law relating to Requests, including payment of the costs of processing that Request as set out in the Access Arrangement;
- (b) in JGN's reasonable opinion, JGN has sufficient capacity available in the Network to provide the Transportation Reference Service to the Delivery Point; and
- (c) the User accepts JGN's offer to change the MHQ, including payment of any additional costs as set out in JGN's offer.

5. Chargeable Demand

5.1 Chargeable Demand for a Demand Customer Delivery Point

- (a) The Chargeable Demand applicable to a Demand Customer Delivery Point will be determined by JGN in accordance with this clause 5, clause 10.1(c)(iii) and the Reference Tariff Schedule.
- (b) Subject to clause 5.1(c), the Chargeable Demand for a Delivery Point must be no less than the larger of:
 - (i) the MDQ for that Delivery Point; and
 - (ii) ten times the MHQ for that Delivery Point.

- (c) Where:
- (i) a Delivery Point has had a Reference Service for a Demand Customer Delivery Point provided to it continuously from 1 July 2010 under the access arrangement applying to the Network from time to time; and
 - (ii) there have been no changes to the MHQ for that Delivery Point since 1 July 2005,

the Chargeable Demand for that Delivery Point must be equal to or greater than the MDQ for that Delivery Point but may be less than ten times the MHQ for that Delivery Point.

5.2 Increases in Chargeable Demand for a Demand Customer Delivery Point

- (a) Where a Delivery Point is equipped with Daily Meter Reading Facilities, JGN may increase the Chargeable Demand to equal the ninth-highest actual Quantity of Gas withdrawn at that Delivery Point in any one Day over the previous 12 month period (or if data from the Daily Meter Reading Facilities is not available for that 12 month period, any lesser period of time for which such information is available).
- (b) Where a Delivery Point is not equipped with Daily Meter Reading Facilities, JGN may increase the Chargeable Demand to equal the average daily Quantity of Gas withdrawn from that Delivery Point during any Calendar Month during the previous 12 month period.
- (c) Where JGN increases the Chargeable Demand for a Delivery Point pursuant to clauses 5.2(a) or 5.2(b), the increase shall take effect from the first Day of the Calendar Month immediately following the Calendar Month in which the Daily or monthly consumption (as applicable) occurred that was used to calculate the increased Chargeable Demand. That Day will be the "**Demand Reset Date**" for that Delivery Point with respect to that Chargeable Demand.
- (d) Where the MHQ or MDQ for a Demand Customer Delivery Point is increased under clause 4.2, JGN may increase the Chargeable Demand for a Delivery Point to the extent necessary for the Chargeable Demand to meet the requirements of clause 5.1(b) or 5.1(c). The increase will take effect on the date reasonably determined by JGN which must be on or after the date on which the increased MHQ or MDQ first applied. The date so determined will be the "**Demand Reset Date**" for that Delivery Point with respect to that Chargeable Demand.

5.3 Decreases in Chargeable Demand for a Demand Customer Delivery Point

- (a) Where a Customer at a Delivery Point has experienced a significant reduction in its requirements for Gas supply, the User may request in writing that JGN reduce the Chargeable Demand for the Delivery Point (**Reduction Request**).
- (b) The Reduction Request must:
 - (i) set out the requested Chargeable Demand and nominate the requested reduction in the MDQ and/or MHQ;
 - (ii) include a letter from the Customer setting out the reasons for its reduction in Gas requirements and demonstrating, to JGN's reasonable satisfaction, that the reduction is significant and that the Chargeable Demand should be reduced to the requested level; and
 - (iii) be received by JGN no less than 12 months after the Demand Reset Date in respect of the current Chargeable Demand (unless the User can demonstrate to JGN's satisfaction that there are exceptional

circumstances applicable to the Delivery Point such that this condition should not apply).

- (c) JGN will not unreasonably withhold its consent to a Reduction Request and must advise the User in writing whether or not it will consent to a Reduction Request within one month of the date on which it receives the Reduction Request from the User. If JGN does not consent to the Reduction Request, JGN must provide written reasons for its decision.
- (d) In considering a Reduction Request, JGN may take into account any other factors it considers relevant, including:
 - (i) past patterns of actual Gas consumption at the Delivery Point and reasoned forecasts of expected future demand for Gas at the Delivery Point;
 - (ii) any previous requests to reduce the Chargeable Demand or increase or decrease the MHQ or MDQ at the Delivery Point; and
 - (iii) if the proposed reduction will compromise JGN's ability to recover any capital expenditure it has incurred in relation to the Delivery Point (including whether JGN incurred such capital expenditure in reliance on an undertaking to maintain a certain level of MDQ or Chargeable Demand for a minimum period of time).
- (e) If JGN consents to a Reduction Request, the Chargeable Demand for the Delivery Point will be reduced to the higher of:
 - (i) the reduced Chargeable Demand nominated in the Reduction Request; or
 - (ii) the ninth-highest Quantity of Gas withdrawn at that Delivery Point in any one Day in the 12 month period immediately preceding receipt of the Reduction Request (if the Delivery Point is equipped with Daily Meter Reading Facilities).
- (f) If JGN agrees to a Reduction Request, the MDQ and MHQ will be reset to levels consistent with clause 5.1(b), and the User must bear the cost of any modifications to Measuring Equipment at the Delivery Point to accommodate or reflect the revised MDQ and MHQ.
- (g) A reduction in Chargeable Demand pursuant to clause 5.3(e) will take effect from the first Day of the Calendar Month immediately following the date of receipt of the complete Reduction Request. That Day will be the **Demand Reset Date** for that Delivery Point with respect to that Chargeable Demand.
- (h) JGN's consent to a Reduction Request does not constitute a waiver of JGN's right to increase the Chargeable Demand pursuant to clause 5.2.

6. Overruns

6.1 General

- (a) This clause 6 does not vary the MDQ and/or the MHQ for a Delivery Point.
- (b) In this clause 6, the User agrees to pay the relevant Ancillary Reference Service Charge at the 'Hourly charge - non-standard User initiated requests and queries' rate for JGN's time spent processing any request made by the User under clause 6.2(a) (based on a minimum of two Hours of work). That charge will be payable

irrespective of whether the request is authorised or refused, or is authorised but later revoked.

6.2 Procedure for authorisation of Overruns

- (a) The User must notify JGN of a request for approval of an Overrun Quantity for a Day or for a specified period at least two Business Days prior to the first day of the Overrun.
- (b) If JGN receives a request under clause 6.2(a), JGN must notify the User whether:
 - (i) JGN agrees to provide the Transportation Reference Service for the requested Overrun Quantity;
 - (ii) JGN offers to provide the Transportation Reference Service for some lesser Overrun Quantity;
 - (iii) JGN offers to provide the Transportation Reference Service for an Overrun Quantity for some lesser period; or
 - (iv) JGN is unable to provide the Transportation Reference Service, no later than 3.00 pm on the Business Day prior to the first day of the requested Overrun.
- (c) Where JGN provides the User with notice under clause 6.2(b)(ii) or 6.2(b)(iii), the User must notify JGN if it accepts the offer wholly or in part no later than 5.00 pm on the Business Day prior to the first day of the requested Overrun.
- (d) The User acknowledges and agrees that it will inform the Customer at the Delivery Point that JGN may at any time revoke an Authorised Overrun at short notice.

6.3 Revocation of authorisation

- (a) JGN may inform the User that approval for an Authorised Overrun Quantity is revoked (in whole or in part) at any time and for any length of time if, in JGN's reasonable opinion, the capacity in the Network is insufficient to allow JGN to transport the Authorised Overrun Quantity. JGN will use reasonable endeavours to provide the User with as much notice of such revocation as is possible in the circumstances.
- (b) The User must take all necessary steps to inform the Customer of any such revocation promptly after being notified by JGN.

6.4 JGN's Authorised Overrun obligation

- (a) Subject to clause 6.2(d), JGN must provide the Transportation Reference Service to the Delivery Point for a Quantity equal to the Capacity Entitlement plus the Authorised Overrun Quantity for that Day or Hour.
- (b) Unless expressly agreed by JGN in writing, an agreement by JGN to transport and deliver Gas in excess of the MDQ is not an agreement to transport and deliver Gas in excess of the MHQ in any Hour.

6.5 Unauthorised Overruns

If an Unauthorised Overrun occurs, JGN may take action in accordance with clause 15.12 to restrict the Quantity of Gas taken at the Delivery Point to a Quantity equal to the Capacity Entitlement.

7. Nomination and Balancing

7.1 Gas Balancing under the STTM

While the STTM provides a mechanism for Gas Balancing of Network Sections which is operative and has legal effect that mechanism will operate to govern the Gas Balancing of those Network Sections.

7.2 User to provide JGN with forecast of withdrawals

- (a) A Forecast Withdrawal for a Day is a forecast of the aggregate Quantity of Gas which the User intends to withdraw from a Network Section on the relevant Day under all agreements between JGN and the User for the transportation of Gas (**Forecast Withdrawal**). A Forecast Withdrawal must be made on a reasonable basis and in good faith, and itemise:
 - (i) any forecast Gas requirement for Non Daily Metered Delivery Points;
 - (ii) any forecast Gas requirement for Daily Metered Delivery Points; and
 - (iii) when required in advance of the relevant Day by JGN, the Forecast Withdrawal at designated Delivery Points, in such manner and in relation to such times as the User and JGN agree.
- (b) JGN may notify the User and all Network Users that Forecast Withdrawals are not required for a Network Section for a designated period. Unless JGN has provided such notification (and this notification has not been rescinded), clauses 7.2(c) and 7.2(d) will apply.
- (c) Subject to clause 7.2(a), the User must provide JGN with its Forecast Withdrawals for each of the next three Days (or each of the next seven Days where requested by JGN for operational purposes) for:
 - (i) each Day that the User receives Services under this Agreement and any other agreement for the transportation of Gas between JGN and the User; and;
 - (ii) each Receipt Point at which that Gas is received into the Network Section (where information by Receipt Point is available to the User, or where not available, or if JGN has advised a breakdown for each Receipt Point is not required, the aggregate of the Receipt Points within that Network Section).
- (d) Subject to clause 7.2(b), JGN will (acting reasonably) determine a timetable for all Network Users to provide the Forecast Withdrawals required under this clause 7.2 which will be based upon the timetable for Forecast Withdrawals contained in the STTM mechanism for Gas Balancing of Network Sections. The User must comply with this timetable.

7.3 Network Section Deliveries

- (a) For the avoidance of doubt, the User is responsible for ensuring that the aggregate Quantity of Gas delivered by or for the account of the User, through the Receipt Point(s) for a Network Section, is equal to:
 - (i) the aggregate quantity of Gas delivered to or for the account of the User to Delivery Points within that Network Section; plus
 - (ii) any change in linepack in the Network Section allocated to the User by JGN or other share of aggregate needs for a Network Section to ensure safe and reliable supply.

- (b) When determining an allocation of the total change in linepack for a Network Section between the User and other Network Users, JGN will seek to apply a methodology which reflects the linepack requirements of the Transportation Reference Services which were provided to the User. JGN may pro rata total change in linepack based on each Network User's typical aggregate Capacity Entitlement for all Services or may utilise a more direct method of allocation.

7.4 Country Network Sections

In Country Network Sections, each User will be deemed to be in balance within the Network Section unless an additional receipt point is added, at which time the affected Country Network Section will be balanced in accordance with the updated JGN Gas Balancing Policy.

8. Commingling, custody, control, responsibility and warranty

8.1 Warranty

- (a) The User warrants that, from when it first becomes a FRO for a Delivery Point under this Agreement and at all times during the remainder of the term of this Agreement, it has all necessary authorisations and the legal right and full power and capacity to participate in the retail Gas market and to:
 - (i) inject (or procure the injection of) Gas into the Network at the Receipt Points;
 - (ii) buy and, where the User is an Authorised Retailer or Exempt Seller, sell Gas; and
 - (iii) grant to JGN custody and control over any Quantity of Gas the subject of this Agreement so as to allow JGN to lawfully transport that Quantity of Gas through the Network, commingle Gas and deliver that Quantity of Gas to the Delivery Points,free and clear of liens, encumbrances and claims of any nature inconsistent with JGN's operation of the Network and its rights and obligations under this Agreement.
- (b) The User warrants that on any Day (or any shorter period if Gas Balancing Adjustments occur in a shorter period than a Day) it has the legal right and full power and capacity to deliver in aggregate a Quantity of Gas to a Network Section equal to the aggregate withdrawals of Gas by the User (including any Gas Balancing Adjustments) on that Day (or shorter period, if applicable) from that Network Section.

8.2 Right to commingle

JGN has the right to:

- (a) commingle the Gas delivered to any Receipt Point with other Gas in the Network; and
- (b) deliver Gas in a commingled state to a Delivery Point.

8.3 Custody and control of Gas

The custody and control of Gas:

- (a) delivered at a Receipt Point passes to JGN at the Custody Transfer Point at that Receipt Point; and

- (b) delivered by JGN to or for the User at a Delivery Point passes from JGN to the User or the User's nominee, agent or transferee at the Delivery Station at the Delivery Point.

8.4 Responsibility for Gas

JGN is responsible for Gas in its custody and control between Custody Transfer Points at Receipt Points and the Delivery Station at each Delivery Point.

9. Gas quality

9.1 Specification Gas

- (a) The User must ensure and procure that Gas delivered to each Receipt Point (including purchased by the User through the STTM) complies with the following requirements (**Specification**):
 - (i) the specification prescribed by any Law applying in New South Wales, as modified to the extent necessary to accord with any exemption issued under the Law related to the specification of Gas (for the period during which the exemption applies); and;
 - (ii) where the Law referred to in clause 9.1(a)(i) does not prescribe anything for a parameter set out in Annexure 2, the initial specification set out in Annexure 2 will apply, as amended from time to time by JGN in response to a change of circumstances reasonably likely to impact JGN's ability to ensure the continued quality, safety, reliability and security of supply of Gas.
- (b) Where:
 - (i) JGN reasonably believes that the conveyance of Gas which does not meet the Specification is necessary to ensure the safety of the public or the security of the Network; and
 - (ii) the Gas is conveyed in accordance with regulation 29(1)(a) of the *Gas Supply (Safety and Network Management) Regulation 2022*,then JGN will be deemed to have delivered Gas that meets the Specification.
- (c) JGN is not obliged to provide a Transportation Reference Service if the Gas delivered at a Receipt Point does not comply with the Specification.
- (d) The User acknowledges that Gas delivered to a Receipt Point will enter into the Network in close proximity to and will be available for use by a large number of persons, and that Gas delivered at any Receipt Point which does not meet the Specification may result in those persons suffering damage.
- (e) The quantity of Out-of-Specification Gas delivered to a Receipt Point on behalf of the User will be determined by JGN as follows:
 - (i) where Out-of-Specification Gas is delivered to a Receipt Point on a Network Section and the User is the only Network User withdrawing Gas from that Network Section, then all Out-of-Specification Gas delivered to that Receipt Point will be taken to have been delivered on behalf of the User; or
 - (ii) subject to clause 9.1(e)(iii), where Out-of-Specification Gas is delivered to a Receipt Point on a Network Section and there is more than one

Network User withdrawing Gas from that Network Section, then the proportion of that Out-Of-Specification Gas (the **User's Proportion**) delivered to the Receipt Point on behalf of the User will be determined as follows:

- A. if the Network Section is part of an STTM distribution system, then the User's Proportion of that Out-Of-Specification Gas will be the same as that proportion of the total Gas for that Network Section (on the Days during which the Out-Of-Specification Gas was delivered) which is allocated to the User under the STTM distribution system allocations under the National Gas Rules; or
 - B. if the Network Section is not part of an STTM distribution system, then the User's Proportion of that Out-Of-Specification Gas will be the same as that proportion of the total Gas withdrawn from that Network Section (on the Days during which the Out-Of-Specification Gas was delivered) which is withdrawn by the User,
- (iii) if the User's Proportion is determined under clauses 9.1(e)(ii)A or 9.1(e)(ii)B, this may be adjusted by JGN to take into account any information obtained from, or provided to JGN by, AEMO, the AER, the AEMC, a transmission pipeline service provider, the User, another Network User or some other source acceptable to JGN, where JGN considers, acting reasonably, that the information:
- A. is accurate and reliable; and
 - B. enables JGN to determine the User's Proportion of that Out-Of-Specification Gas more accurately than if the User's Proportion is determined under clauses 9.1(e)(ii)A or 9.1(e)(ii)B.
- (f) In clause 9.1(e) above, STTM distribution system, STTM distribution system allocation and hub have the meanings given to those terms in rule 364 of the National Gas Rules.

9.2 Amendment of Specification by JGN

JGN must notify the User prior to any change to the Specification by JGN pursuant to clause 9.1(a)(ii).

9.3 JGN's rights in relation to Out-of-Specification Gas at Receipt Point

If JGN reasonably believes that Gas which does not comply with the Specification (**Out-Of-Specification Gas**) is being or may be delivered to any Receipt Point, whether the Out-Of-Specification Gas is being delivered by or on behalf of the User or otherwise, then JGN may:

- (a) direct the User or any other person to cease or cause the cessation of the delivery of Gas to the Receipt Point or to cease or cause the cessation of the delivery of Gas to any pipe or system of pipes through which Gas is delivered to the Receipt Point; and/or
- (b) without prior notice to the User, cease to accept all or any portion of Gas being delivered to that Receipt Point and notify the User as soon as reasonably practicable thereafter of its actions.

9.4 Consequences of JGN exercising rights under clause 9.3

- (a) On receipt of a direction under clause 9.3(a), the User must immediately cease or cause the cessation of the delivery of Gas to the Receipt Point or the delivery of Gas to any pipe or system of pipes through which Gas is delivered by or on behalf of the User to the Receipt Point.
- (b) If JGN issues a direction under clause 9.3(a) or ceases to accept Gas under clause 9.3(b), then:
 - (i) if Gas delivered to any Receipt Point was Out-Of-Specification Gas, the User will not be relieved of its obligation to pay any Charges under this Agreement; or
 - (ii) if Gas delivered to all Relevant Receipt Points did meet the Specification, then to the extent that JGN is unable to deliver a Quantity of Gas equal to the MDQ at a particular Demand Customer Delivery Point for any period in excess of one Day, the Demand Charge for that Delivery Point for that period will be calculated by reference to the actual amount withdrawn at the Delivery Point on each Day during that period, rather than by reference to the Chargeable Demand for that Delivery Point.

9.5 User to satisfy JGN

The User must, on reasonable request by JGN:

- (a) provide evidence to the reasonable satisfaction of JGN that facilities and management plans exist to enable satisfactory measurement of the quality of Gas at each Receipt Point or any point where Gas is introduced into a pipe or system of pipes through which Gas is delivered to a Receipt Point;
- (b) provide facilities to enable JGN to monitor continuously the quality of Gas at the points referred to in clause 9.5(a);
- (c) provide evidence that Gas quality measurement equipment at the points described in clause 9.5(a) is maintained and calibrated in accordance with good industry practice and appropriate Australian and internationally recognised standards; and
- (d) provide access to maintenance records for any Gas quality measurement equipment at the points described in clause 9.5(a) at a time and place agreed between the Parties, acting reasonably.

9.6 User's preventative measures

The User must have, and upon reasonable request by JGN, must demonstrate to JGN's reasonable satisfaction that the User has, the contractual or other legal rights and management procedures in place to prevent Out-Of-Specification Gas being delivered to the Receipt Points.

9.7 JGN must deliver Gas to Specification

Subject to clause 9.8, JGN must ensure that Gas delivered by it at each Delivery Point meets the Specification, provided that:

- (a) all Gas received by JGN at all Receipt Points meets the Specification;
- (b) the User complies with the provisions of this clause 9; and

- (c) that any provisions to a similar or equivalent effect in JGN's service agreements with other Network Users have been complied with by those Network Users.

9.8 Exemptions to Specification

JGN will not be in breach of this Agreement (and will be deemed to have complied in all respects with it, despite any Loss suffered or incurred by the User) as a result of JGN delivering Gas in accordance with any exemption or direction issued to JGN under Law, including:

- (a) an exemption to JGN under the *Gas Supply (Safety and Network Management) Regulation 2022* related to the specification of Gas; and
- (b) a direction to JGN regarding the injection or conveyance of non-compliant Gas pursuant to regulation 34 of the *Gas Supply (Safety and Network Management) Regulation 2022*.

9.9 Gas Source

- (a) If requested by JGN, the User must notify JGN in writing or ensure that JGN is properly notified of the contractual source and all the possible physical sources of the Gas prior to its entry into the Network.
- (b) The User must notify JGN in writing prior to any change or anticipated change in the source or sources of the Gas.

9.10 User responsible for Gas Testing

The User must:

- (a) test the Gas; or
- (b) cause the Gas to be tested,

in accordance with JGN's Safety and Operating Plan and additional requirements, if any, imposed on JGN by written notice under Law (as notified to the User by JGN).

9.11 Gas Testing by User

- (a) The User must keep a register or cause a register (**Register**) to be kept containing copies of all Gas test results including raw measurements used to determine derived values such as Wobbe index values.
- (b) The Register must be kept at the User's main office or at the main office of the person conducting the tests.
- (c) The User must ensure (or cause the person conducting the tests to ensure) that the Register is open for public inspection during ordinary business hours and information from the register must be made available:
 - (i) to the Secretary and JGN - on request and at no cost; and
 - (ii) to other persons - upon request and on payment of a reasonable fee.
- (d) The User must maintain (or cause to be maintained) all testing equipment in accordance with JGN's Safety and Operating Plan in respect of which JGN will:
 - (i) make a copy available to the User upon request; and

- (ii) provide reasonable notice to the User of relevant changes made by JGN to the Safety and Operating Plan.
- (e) The User must make available (or cause to be made available) to JGN all records relating to the maintenance of the testing equipment on JGN's request.
- (f) If the User becomes aware of any test result that shows that the Gas to be delivered to a Receipt Point is Out-Of-Specification Gas, the User must, without delay, notify (or must cause the person conducting the tests to notify):
 - (i) the Secretary — if the notification is given orally, the User must, within 7 days after giving the notice orally, give written notice of the matter to the Secretary; and
 - (ii) JGN — the initial notification to JGN must be made via telephone at 1800 012 111, and the User must, within 7 days, give written notice of the matter to JGN.
- (g) Without limiting any of clauses 9.11(a)-(f), the User must make available or cause to be made available to JGN any information relating to the testing of Gas, whether or not any Gas meets the Specification, test equipment, test results or notifications to any person in relation to whether or not Gas meets the Specification.

10. Addition of Delivery Points to the Customer List

10.1 Deemed Request Addition of an existing delivery point on receipt of churn notification from AEMO

- (a) Final notification by AEMO to JGN that transfer of a delivery point from another Network User (**Outgoing User**) to the User has been completed in accordance with the Retail Market Procedures will be deemed to be a Request and JGN must add the delivery point to the relevant Customer List, provided that:
 - (i) the delivery point is already subject to a Reference Service provided by JGN to the Outgoing User; and
 - (ii) where the delivery point is to be added to the Demand Customer List, the User has prior to initiating the transfer of the delivery point under the Retail Market Procedures:
 - A. advised JGN, at least 5 Business Days prior to the date of the proposed transfer, of the MIRN of that delivery point and the date on which the proposed transfer will occur; and
 - B. obtained JGN's written confirmation that the delivery point is subject to a Transportation Reference Service provided by JGN to the Outgoing User.
- (b) JGN must use reasonable endeavours to provide the written confirmation required under clause 10.1(a)(ii)B within 2 Business Days of receipt of advice pursuant to clause 10.1(a)(ii)A.
- (c) Where a delivery point is added as a Delivery Point to the User's Customer List pursuant to clause 10.1(a) then initially, unless otherwise agreed by JGN:
 - (i) the assigned Tariff Class will be the same as the Tariff Class for that Delivery Point under the Transportation Reference Service previously provided to the Outgoing User;

- (ii) if the Delivery Point is a Volume Customer Delivery Point where MHQ required at that Delivery Point is greater than 6m³/Hour as at the date of the transfer of the Delivery Point, the same MHQ which applied prior to the transfer will continue to apply; and
- (iii) if the Delivery Point is a Demand Customer Delivery Point, as at the date of the transfer of the Delivery Point, the MDQ, MHQ, Load Shedding Priority or Load Shedding Priorities, Chargeable Demand, Demand Reset Date and ELMS Data for that Delivery Point will be the same as applied to that Delivery Point under the Transportation Reference Service previously provided to the Outgoing User.

10.2 Addition of new delivery points

The User may at any time Request that JGN connect a new delivery point. JGN will add a new delivery point as a Delivery Point in the relevant Customer List where:

- (a) the User complies with the provisions of the Access Arrangement relating to Requests, including payment of the costs of processing that Request as set out in the Access Arrangement;
- (b) JGN has sufficient capacity available in the Network to provide the Transportation Reference Service to the delivery point;
- (c) JGN has sufficient information to assign the delivery point to a Tariff Class and, if applicable under the Tariff Assignment Policy, the User and JGN agree on the Tariff Class;
- (d) the User has provided to JGN all of the details required to enable JGN to complete the Customer List and any ELMS data required under clause 28.6 for the delivery point;
- (e) the delivery point is directly supplied by Network facilities having a maximum allowable operating pressure of:
 - (i) less than or equal to 500 kPa, where the delivery point is reasonably expected to consume less than 10 TJ per annum;
 - (ii) less than or equal to 1,050 kPa, where the delivery point is reasonably expected to consume more than or equal to 10TJ per annum; or
 - (iii) as otherwise agreed between JGN and the User;
- (f) the delivery point is to be established under an NGR Part 12A Connection Contract:
 - (i) a delivery station has been satisfactorily installed and the counterparty's obligations under that contract have been met to JGN's reasonable satisfaction;
 - (ii) the User is either a Customer at the delivery point or an Authorised Retailer who has a contract for the sale of gas at the delivery point with that Customer;
 - (iii) JGN and the User agree on the MDQ and (where applicable) the MHQ and Chargeable Demand, for the purposes of the Transportation Reference Service to be provided under this Agreement; and
 - (iv) the delivery station installed for the delivery point is technically capable of servicing that agreed MHQ and (where applicable) MDQ to JGN's reasonable satisfaction; and

- (g) clause 10.2(f) does not apply and where the delivery point requires connection to Network facilities:
 - (i) in JGN's reasonable opinion, it is technically and economically feasible to connect the delivery point to those Network facilities (in which case, such connection will be subject to such charges and conditions as determined by JGN, acting reasonably); and
 - (ii) JGN and the User agree on the requirements (if any) for the installation of a Delivery Station, the connection charges (or other capital contribution) and any other charges payable in respect of the delivery point, the MHQ and (where applicable) the MDQ.

10.3 Energisation under National Energy Retail Law

- (a) This clause 10.3 applies to premises with an existing connection to the Network at a delivery point:
 - (i) from which Gas is being withdrawn; and
 - (ii) which is not already a Delivery Point under this Agreement or under a current service agreement with any other Network User.
- (b) If the User:
 - (i) is the FRO for a Small Customer; or
 - (ii) is the Local Area Retailer (and there is no FRO) for a Small Customer

then that delivery point will be taken as added to the Volume Customer List under this Agreement upon and from the commencement of the withdrawal of Gas from that delivery point.
- (c) If the User is the FRO entitled under section 64 of the National Energy Retail Law to charge a Large Customer, then the User must request that JGN add the delivery point for those premises to the relevant Customer List and the provisions of clause 10.2 will apply to that request.
- (d) Pending any addition of a delivery point referred to in clause 10.3(c) to a Customer List in accordance with clause 10.2, or if JGN refuses to add a delivery point to a Customer List in accordance with clause 10.2:
 - (i) the User will not be entitled to the provision of any Transportation Reference Service under this Agreement in respect of that delivery point; and
 - (ii) for any Gas that is withdrawn at the delivery point JGN may assign the delivery point to a Tariff Class that is reasonable having regard to the characteristics and capacity of the delivery station and Network facilities servicing the delivery point and the quantity of Gas being withdrawn and charge the User for the withdrawal of that gas in accordance with that Tariff Class.

10.4 Charges Payable for Additional Delivery Points

Where the User wishes to add a delivery point to the Customer List under this clause 10, JGN may, in addition to any other Charges payable under this Agreement, require the payment of a surcharge in accordance with rule 83 of the National Gas Rules.

11. Deletion of Delivery Points from Customer List

- (a) If JGN receives notification from AEMO that a Delivery Point has been transferred to another Network User in accordance with the Retail Market Procedures, JGN must delete that Delivery Point from the Customer List with effect from the date on which the Delivery Point is added to the other Network User's Service Agreement.
- (b) Where the supply of gas to a Delivery Point is disconnected under this Agreement, under a Customer Connection Contract or pursuant to Law, then the Delivery Point will be deleted from the Customer List from the date specified in clause 11(c) subject to the following:
 - (i) subject to the requirements of the Law, JGN will be entitled to take all steps necessary to facilitate the User remaining registered as the FRO for that Delivery Point and the User must provide all assistance and co-operation reasonably required by JGN, until such time as:
 - A. another Network User enters into a service agreement with JGN for that Delivery Point; or
 - B. the Delivery Point is transferred to another Network User in accordance with the Retail Market Procedures;
 - (ii) while the User remains registered as the FRO for that Delivery Point:
 - A. the User will still be entitled to ask for abolishment under clause 14.6 despite the removal of the Delivery Point from the Customer List; and
 - B. notwithstanding the removal of the Delivery Point from the Customer List, the Parties will co-operate and the User will continue to use reasonable endeavours to assist JGN to obtain access to each Delivery Station and to the Measuring Equipment.
- (c) A Delivery Point will be deleted from the Customer List under clause 11(b) with effect from:
 - (i) in the case of a Volume Customer Delivery Point, the date of disconnection; and
 - (ii) in the case of a Demand Customer Delivery Point, the date of disconnection unless JGN disconnects the relevant Delivery Point in accordance with an offer under clause 21.
- (d) Where a Delivery Point is abolished at the request of the User (including under clause 14.6) or pursuant to Law, the Delivery Point will be deleted from the relevant Customer List with effect from the date of abolishment.
- (e) From the time a Delivery Point is deleted from a Customer List in accordance with this clause 11:
 - (i) the User's entitlement to information concerning that Delivery Point will cease, other than historical information relating to any period during which the User was the FRO for the Delivery Point;
 - (ii) JGN will have no further obligations in respect of that Delivery Point under this Agreement;

- (iii) the User will not be liable for charges for Transportation Reference Services delivered to that Delivery Point from the date of deletion;
- (iv) the User will be liable for charges for any Ancillary Reference Service requested in accordance with clause 11(b)(ii)A in relation to that Delivery Point from the date of deletion; and
- (v) the Parties' rights and obligations, including any indemnities, in respect of Services provided prior to the date of deletion or the Charges payable for those Services will continue and remain unaffected.

12. Change of Receipt Point or Delivery Point

- (a) The change of Relevant Receipt Point provisions in this clause 12 does not apply to changes within the Wilton Network Section.
- (b) The User may change a Relevant Receipt Point for a Delivery Point or a Delivery Point with JGN's prior written consent, which shall only be withheld on reasonable commercial or technical grounds, and which may be given subject to reasonable commercial and technical conditions. An example of a reasonable ground for withholding consent is where JGN would not receive at least the same amount of revenue it would have received before the change.
- (c) JGN must reply to a request from the User to change a Relevant Receipt Point for a Delivery Point or a Delivery Point within 14 Business Days of receiving the User's request accompanied by all information reasonably necessary to enable JGN to consider the request. If at the time the request is made, the User informs JGN in writing that due to hardship, the User requires an urgent reply to its request, JGN will use reasonable endeavours to respond to the request within 2 Business Days of receiving the request.

13. Receipt Points and Receipt Stations

13.1 Receipt Station to be at each Receipt Point

The User must ensure that, prior to taking Gas at or using any Receipt Point, there is a Receipt Station at the Receipt Point that meets the requirements of the Operational Schedule.

13.2 Ownership of Receipt Station Components at Receipt Point

The Parties acknowledge that the ownership of the Receipt Station components will vary as between Receipt Points and such components may be owned by JGN, the User or a third party.

13.3 JGN may operate the Flow and Pressure Control System

Notwithstanding anything in this Agreement, the User must procure that JGN may on giving reasonable notice to the User:

- (a) operate at the cost (such costs to be reasonable) of the User the Flow and Pressure Control System of any Receipt Station which is not owned by JGN; and/or
- (b) modify the extent of the flow and pressure control requirements listed in the Operational Schedule applicable to any existing Receipt Stations and require the User to undertake such work as, in the reasonable opinion of JGN, is necessary to ensure that all Receipt Stations comply with such modified requirements.

13.4 Alterations and Additional Equipment

- (a) JGN may (acting reasonably) require alterations to equipment, movement of equipment or the installation of additional equipment at a Receipt Station including alterations to equipment or installation of additional equipment to achieve upgraded measurement performance, or to accommodate changes in Gas demand characteristics.
- (b) Where JGN owns any Receipt Station components which are to be replaced or altered under clause 13.4(a), JGN must undertake the work itself at JGN's expense.
- (c) Where JGN does not own the components, JGN must notify the User of the alterations required under clause 13.4(a) and the User must promptly carry out such works or the User must procure the owner of the components to carry out such works and, if the User (or, if applicable, the owner of the components) does not complete the works within a reasonable period specified by JGN, JGN may carry out such alterations or install such equipment at the reasonable cost of the User.

13.5 Pressure at Receipt Point

JGN is not obliged to provide a Service if the pressure at which Gas is received at a Receipt Point is not within the range of the minimum and maximum pressure specifications for that Receipt Point applicable under the Access Arrangement and this is such as to negatively affect the ability of a prudent service provider, acting reasonably, to provide a Service.

14. Delivery Points and Delivery Stations

14.1 Network connections under Part 12A National Gas Rules

This clause 14 applies to all delivery points on the Network unless a NGR Part 12A Connection Contract provides otherwise, in which case this clause will apply subject to the terms of that contract.

14.2 Ownership of Network

- (a) The User does not acquire any right to, title to, or interest in the Network or any part thereof.
- (b) JGN does not dedicate any particular portion of facilities forming part of the Network to the Transportation Reference Services provided to the User.

14.3 Requirements for a Delivery Station

- (a) The Parties acknowledge and agree that, prior to the Commencement Date for the Transportation Reference Service to a Delivery Point, there must be a Delivery Station that has been commissioned and is in physical operation at the Delivery Point.
- (b) Except to the extent to which JGN has responsibility for Delivery Station components under this Agreement, the User must ensure that the requirements of this clause 14 are met for each Delivery Station.
- (c) Each Delivery Station must be located as close to the Network as practicable, and designed, maintained, tested and calibrated in accordance with good engineering practice and industry standards, and in accordance with specifications approved by JGN prior to installation.

- (d) Delivery Stations which were in physical operation prior to the date of this Agreement must comply with JGN's specifications for Delivery Stations, as applicable at the time the relevant Delivery Station was commissioned.
- (e) The User must not take or permit any person to take Gas through a Delivery Station which was not in physical operation as at the date of this Agreement until the Delivery Station has been purged and commissioned by or to the satisfaction of JGN.

14.4 Responsibility for Delivery Station Components

Subject to clause 15 (in relation to Basic Metering Equipment), JGN and the User are responsible for Delivery Station components (and must comply with their respective obligations in relation to the design, ownership, operation and maintenance of them) as set out in Annexure 3, except to the extent they expressly agree otherwise in writing.

14.5 Alterations and Additional Equipment at existing Delivery Station

- (a) In respect of Delivery Station components that the User has responsibility for under this Agreement, the User must (at its own expense) alter equipment, move equipment or install additional equipment at that Delivery Station, where reasonably requested in writing by JGN for reasons that may include, but are not limited to, alterations to equipment or installation of additional [equipment](#) to achieve upgraded measurement performance.
- (b) The User must carry out the alterations or installations referred to in clause 14.5(a) within such reasonable period of time specified by JGN.
- (c) If the User does not carry out the alterations or installations within the period of time specified by JGN pursuant to clause 14.5(b), JGN or its authorised contractors may carry out the alterations or installations at the cost of the User, provided such cost is reasonable.
- (d) In respect of Delivery Station components that JGN has responsibility for, if:
 - (i) JGN, acting reasonably, considers that it is necessary to alter equipment, move equipment or install additional equipment; or
 - (ii) the User requires alterations or additions to be made to a Delivery Station and JGN agrees to make such alterations or additions (such agreement not to be unreasonably withheld if the alteration or addition is necessary and reasonable for the continued safe operation of the Network),

JGN must alter, move or install these components.
- (e) JGN will bear the cost of any works required under clause 14.5(d)(i), except where:
 - (i) the Delivery Station components are to be altered, moved or installed for safety or operational reasons resulting from the acts or omissions of the User or the Customer, in which case the User must bear the cost); or
 - (ii) the works fall within clauses, 15.2 or 15.3, and the User is required to bear the cost under the applicable clause.
- (f) Any works required under clause 14.5(d)(ii) will be carried out at the cost of the User.

14.6 Delivery Stations at Delivery Points

- (a) Subject to clause 14.6(b), a Delivery Point will contain only one Delivery Station.
 - (b) If a Demand Customer Delivery Point contained more than one Delivery Station prior to the Commencement Date, then JGN must continue to transport Gas to them.
-

15. Measuring Equipment

15.1 Provision of Basic Metering Equipment

JGN must provide Basic Metering Equipment at the Delivery Station at each Delivery Point.

15.2 Basic Metering Equipment Upgrade at existing Delivery Station

- (a) JGN must upgrade Basic Metering Equipment at a Delivery Station if the upgrade is necessary to accommodate the MDQ and/or the MHQ (as applicable) for that Delivery Point.
- (b) JGN may require the User to pay any reasonable costs JGN will incur for upgrading the Basic Metering Equipment and will, upon the User's request, provide reasonable information about such costs.

15.3 Basic Metering Equipment Downgrade at existing Delivery Station

- (a) JGN may, acting reasonably, downgrade Basic Metering Equipment at a Delivery Point at its discretion.
- (b) Prior to exercising its discretion under clause 15.3(a), JGN must consult with the User to determine whether the Customer intends to increase Load and/or change their pattern of usage such that a downgrade is no longer required.
- (c) Where JGN intends to downgrade Basic Metering Equipment as a result of a change in Load or pattern of usage by the Customer, JGN will provide the User with written notice of the reasonable costs of such a downgrade before its implementation. The User must pay the reasonable costs of such a downgrade.

15.4 Maintenance of Basic Metering Equipment

Where JGN is responsible for maintenance of the Basic Metering Equipment under this Agreement, JGN must carry out necessary repairs of the Basic Metering Equipment within a reasonable time of:

- (a) becoming aware of the need to do so; and
- (b) securing access to the Delivery Station.

15.5 Safe Access to Measuring Equipment

- (a) The User must use reasonable endeavours to ensure, or to cause the Customer at the Delivery Point to ensure, that:
 - (i) any area surrounding the Measuring Equipment (including any surrounding enclosure or building) is safe, including for access; and
 - (ii) no activities occur involving, or in the vicinity of, the Measuring Equipment that cause such equipment to become non-compliant with

applicable Laws, standards (including JGN's standards, policies and procedures and Australian standards) and applicable gas-fitting rules.

- (b) Subject to clause 15.5(c), if any area surrounding the Measuring Equipment (including any surrounding enclosure or building) becomes unsuitable for the safe and continuous operation of the Network (including that the area cannot be accessed without risk of personal injury or the state of the area is such that it is reasonably foreseeable that Measuring Equipment will sustain damage), then JGN may, acting reasonably, alter Measuring Equipment, move Measuring Equipment or install additional Measuring Equipment for the purposes of the safe and continuous operation of the Network, at the User's cost (subject to clause 15.5 (e)).
- (c) Where immediate access is not required for safety reasons or in an emergency, JGN will consult with the User and provide the User with a reasonable period of time within which to remedy the matters before taking the actions under clause 15.5(b).
- (d) If JGN takes action under clause 15.5(b) and recovers its costs from the User, JGN will on request from the User provide information documenting the reasons for the action taken by JGN, to assist the User to seek recovery of those costs from the Customer.
- (e) JGN cannot recover its costs from the User under clause 15.5(b) where the area surrounding the Measuring Equipment has become unsuitable due to JGN's wilful or negligent acts or omissions.

15.6 Entry and access to Delivery Points

JGN and the User must cooperate, and the User must provide reasonable assistance to JGN (including the provision of any Customer details held by the User, upon request), to procure that JGN may, at all reasonable times, and without giving prior notice to the User or the Customer, enter and have access to any Delivery Point:

- (a) to obtain access to the Delivery Station (including any Measuring Equipment);
 - (b) for any purpose associated with this Agreement; or
 - (c) for the purpose of exercising any right or obligation conferred on JGN by Law,
- free of any charge or hindrance from any person or other obstruction.

15.7 Site induction or safety training

JGN will participate in reasonable site induction or safety training required by the User or the Customer at a Delivery Point, provided that the User reimburses all of JGN's costs (including internal and external costs) associated with participation in such induction or training. JGN's internal costs will be calculated at the Hourly charge - non-standard User-initiated requests and queries' rate specified in the Reference Tariff Schedule (with a minimum charge for two Hours of work). On request of the User, JGN will provide an explanation of the calculation of any charges for attendance at such inductions or training.

15.8 Consequences of no access

If JGN is unable to safely access a Delivery Point for any of the purposes set out in clause 15.6, then JGN may at its option do any or all of the following:

- (a) estimate the Quantity of Gas delivered to that Delivery Point and render an invoice based on such estimate in the manner required by Law;

- (b) without limiting JGN's rights to implement Load Shedding, reduction or interruption of the Transportation Reference Services in accordance with clauses 27 or 28, after providing the User with 6 Business Days' notice, cease providing the Transportation Reference Service in respect of such Delivery Point; and
- (c) at the User's reasonable cost and after giving the User 1 Business Day's notice:
 - (i) replicate the Measuring Equipment at the Delivery Point at a location accessible to JGN; or
 - (ii) unless prohibited by Law, add a remote reading/disconnection device, provided that prior to doing so, where access is required other than for safety reasons. JGN reasonably considers it necessary to do so after engaging with the User to identify what other access options may be available.
- (d) JGN cannot recover its costs of replicating the Measuring Equipment, or adding a remote reading/disconnection device from the User under clause 15.8(c) where JGN is unable to safely access the Delivery Point due to JGN's wilful or negligent acts or omissions.

15.9 Presence at tests

Each Party may have a representative present (and if the User is not the person who consumes Gas at the Delivery Point, a representative of that person) at any inspection, testing and calibration of Measuring Equipment of a Demand Customer Delivery Point.

15.10 No tampering with Measuring Equipment

- (a) The User must not tamper with, adjust, disconnect, by-pass, interfere with or otherwise damage or render inoperable or inaccurate the Measuring Equipment or take or attempt to take Gas from any part of the Network before it passes the Measuring Equipment at the Delivery Point.
- (b) The User must use its best endeavours to ensure that no other person (except for JGN or JGN's authorised contractors) does or attempts to do anything described in clause 15.10(a).
- (c) Clause 15.10(a) does not prevent the User from performing:
 - (i) alterations or additions in accordance with clause 14.5(a); or
 - (ii) maintenance of equipment it is responsible for operating and maintaining in accordance with Annexure 3,

provided that such actions do not otherwise damage or render inoperable or inaccurate any other part of the Measuring Equipment.

15.11 User to notify JGN of tampering or inaccuracy

The User must notify JGN promptly upon becoming aware of any circumstances which might reasonably be expected to affect the accuracy or security of the Measuring Equipment. In the event that the User has not already provided such notification to JGN, JGN will promptly notify the User upon becoming aware of any such circumstances.

15.12 Right to alter Measuring Equipment

- (a) JGN in its reasonable discretion and at the User's cost may:

- (i) install flow control mechanisms on the Measuring Equipment at any Delivery Point, allowing JGN to control the amount of Gas withdrawn by the User at that Delivery Point; and
- (ii) alter or make additions to the Measuring Equipment installed at any Delivery Point,

as deemed necessary by JGN for the safe and reliable operation of the Network, for the protection of the Network or to ensure the User's compliance with the provisions of this Agreement.

- (b) Where JGN is considering action under clause 15.12(a) due to an Unauthorised Overrun, JGN must:
 - (i) consult with the User; and
 - (ii) have regard to:
 - A. the number of occasions on which an Unauthorised Overrun has occurred;
 - B. the likelihood of another Unauthorised Overrun occurring; and
 - C. the potential impact of such an Unauthorised Overrun on the Network, other Network Users and Customers of the Network.
- (c) Where clause 15.12(b) does not apply and immediate action is not required for the safe and reliable operation or the protection of the Network, JGN will notify the User:
 - (i) outlining JGN's concern; and
 - (ii) where the issue relates to the User's compliance with the provisions of this Agreement, state a reasonable period of time within which the User may rectify the issue before JGN will take action at the User's cost.

16. Meter reading measurement and data

16.1 Quantity of Gas delivered at a Delivery Point

The Parties agree that the Quantity of Gas delivered at a Delivery Point is the Quantity of Gas measured by each Delivery Station in accordance with clause 16.2 or estimated by JGN under clauses 15.8(a) or 16.3.

16.2 Quantity of Gas delivered at a Delivery Station

Subject to clause 16.3, the Quantity of Gas delivered at a Delivery Station is:

- (a) if the Delivery Station is equipped with Daily Meter Reading Facilities and Communication Facilities and with on-site Heating Value measurement, for each Day the product of the Heating Value of Gas for that Day and the Volume of Gas (as measured at the Delivery Station on that Day);
- (b) if the Delivery Station is equipped with Daily Meter Reading Facilities and Communication Facilities but not with on-site Heating Value measurement, for each Day the product of the Declared Heating Value of Gas for that Day and the Volume of Gas (as measured at the Delivery Station on that Day); or

- (c) if the Delivery Station is not equipped with Daily Meter Reading Facilities and Communication Facilities, the product of the Volume of Gas (measured at the Delivery Station for the period between meter readings) and the average of the Declared Heating Values of Gas for all Days in the period between meter readings, or as otherwise agreed.

16.3 Quantity of Gas if Measuring Equipment fails

- (a) If JGN determines, acting reasonably, that the Measuring Equipment at a Delivery Station fails to operate or register accurately (or to transmit data accurately or correctly), then the Quantity of Gas delivered to that Delivery Station for the relevant period will be the amount estimated by JGN in accordance with clause 16.3(b), unless otherwise provided for in the Retail Market Procedures or otherwise agreed between the Parties.
- (b) When estimating a Quantity of Gas, the amount will be determined by JGN:
 - (i) by using the registration of any installed check meter which is accurately registering; or
 - (ii) if clause 16.3(b)(i) does not apply, by having regard to Gas consumption patterns for that Delivery Point.

16.4 Meter reading and data

- (a) JGN must:
 - (i) read or where permitted under this Agreement or applicable Law, estimate the meter reading at the relevant Delivery Points; and
 - (ii) provide on-site data and communication equipment at a Demand Customer Delivery Point where JGN reasonably considers that the provision of such equipment is economically and technically feasible.
- (b) JGN may provide on-site data and communication equipment at a Delivery Point where required for Network technical reasons.
- (c) Where JGN provides Daily Meter Reading Facilities but does not provide Communications Facilities, then the Quantities passing through that Measuring Equipment must be recorded by JGN Daily and, where JGN also provides Communications Facilities, must be telemetered by JGN Daily.
- (d) Subject to clause 16.4(e), where JGN does not provide Daily Meter Reading Facilities, JGN must use reasonable endeavours to read the Measuring Equipment monthly in accordance with the meter reading cycle adopted by JGN for the locality and class of the Delivery Station.
- (e) Where the Quantity of Gas delivered to the Delivery Point is expected to be less than 1 TJ in any 12 month period JGN must use reasonable endeavours to read the Measuring Equipment at least quarterly in accordance with the Retail Market Procedures.
- (f) JGN will advise the User of the Quantity of Gas taken at a Delivery Point in accordance with the Retail Market Procedures.
- (g) If the User requests immediate or real time access to meter data, the User may with JGN's consent obtain that access:
 - (i) directly from the Measuring Equipment by connection established at the cost of the User; and

- (ii) using equipment, established by and at the cost of the User.
- (h) JGN will provide its consent to access under clause 16.4(g) if the connections and equipment referred to in that clause:
 - (i) are made in accordance with the manufacturer's specification for the Measuring Equipment and all applicable laws, regulations and standards; and
 - (ii) do not interfere with or disrupt the operation of the Measuring Equipment owned and operated by JGN or corrupt any meter data.

17. Ancillary Reference Service - Special meter reads

17.1 Special meter reads

- (a) At any time the User may request a special meter read of the Measuring Equipment outside the meter reading cycle adopted by JGN for the locality and class of the Delivery Station pursuant to clause 16.4(d), or the date of a reading of a meter pursuant to clause 16.4(e).
- (b) The User agrees to pay the relevant Ancillary Reference Service Charge in relation to such a special meter read request (including any wasted visit charge under the Reference Tariff Schedule where applicable).
- (c) The special meter read must be scheduled by the User with JGN in accordance with the Retail Market Procedures.

18. Ancillary Reference Service - Abolishment

18.1 Abolishment of ~~Volume Customer~~ Standard Residential Connection Delivery Points

- (a) Where JGN receives a request from the User to abolish a ~~Volume Customer~~ Standard Residential Connection Delivery Point, JGN must:
 - (i) use reasonable endeavors to abolish the Delivery Point:
 - A. by such means as JGN reasonably determines; and
 - B. where the request relates to current or anticipated redevelopment, renovation or other construction works, on the date requested by the User, ~~or if no date is specified,~~ promptly as soon as practicable after receipt of the request; and
 - (ii) upon abolishment of the Delivery Point, remove the Delivery Point from the Customer List.
- (b) The User agrees to pay the relevant Ancillary Reference Service Charge in relation to such an abolishment, (including any wasted visit charge under the Reference Tariff Schedule where applicable).

18.2 Abolishment of ~~Demand Customer~~ Other Delivery Points

- (a) The User may, at any time, request JGN to abolish a ~~Demand Customer~~ Delivery Point which does not relate to a Standard Residential Connection.

- (b) As soon as practicable, and in any event within 30 Business Days of receiving the request (or a reasonable longer period in regional areas or as otherwise agreed), JGN will use reasonable endeavours to provide the User with an offer to abolish the Delivery Point, including an estimate of the costs of performing the abolishment and a timeframe for performing the works (**Abolishment Offer**).
- (c) If the User accepts the Abolishment Offer, JGN must use reasonable endeavours to abolish the Delivery Point in accordance with the Abolishment Offer and remove the Delivery Point from the Customer List.
- (d) Where the Abolishment Offer does not specify a date for performing the work, JGN must use reasonable endeavours to abolish the Delivery Point promptly after the User accepts the Abolishment Offer or, if a later date is nominated by the User when making the request, must use reasonable endeavours to abolish the Delivery Point in accordance with that request.
- (e) The User must pay the Ancillary Reference Service Charge as set out in the Abolishment Offer in relation to such a disconnection.

19. Ancillary Reference Service - Disconnection of Volume Customer Delivery Points

- (a) Where the User Requests:
 - (i) disconnection of the supply of Gas to a Volume Customer Delivery Point; and
 - (ii) that the meter at the Volume Customer Delivery Point is not to be moved or removed,

JGN will use reasonable endeavors to disconnect the supply of Gas to the Volume Customer Delivery Point by such means as JGN reasonably determines (including by wadding or locking the meter) and if disconnected, the Delivery Point will be removed from the Volume Customer List.
- (b) JGN must use reasonable endeavors to disconnect the supply to the Delivery Point promptly or in accordance with any later date nominated by the User in the request.
- (c) The User must pay the relevant Ancillary Reference Service Charge in relation to such a disconnection (including any wasted visit charge under the Reference Tariff Schedule where applicable).

20. Ancillary Reference Service - Reconnection of Volume Customer Delivery Points

20.1 Request to reconnect Volume Customer Delivery Point

- (a) The User may, at any time, request JGN to reconnect the supply of Gas to a Volume Customer Delivery Point.
- (b) Where Delivery Station components and pipework are still installed at the Delivery Point and can be re-energised without alteration or replacement, JGN will reconnect a disconnected Delivery Point at JGN's discretion (acting reasonably) and in accordance with Law and this Agreement.

- (c) The User must pay the relevant Ancillary Reference Service Charge in relation to such a reconnection (including any wasted visit charge under the Reference Tariff Schedule where applicable).
- (d) The User acknowledges that a new Request and a new connection and applicable charges will be required for the reconnection or re-establishment of a Volume Customer Delivery Point in circumstances other than those described in clause 20.1(b).

20.2 Expedited reconnections

- (a) Subject to Clause 20.1, the User may Request that JGN reconnect a Volume Customer Delivery Point in a shorter time-frame than JGN's standard time frame of up to 5 Business Days.
- (b) JGN will use reasonable endeavours to perform the expedited reconnection:
 - (i) before 7.00 PM on the day the Request is received, where JGN receives a Request for same day reconnection prior to 2.00 PM on a Business Day; and
 - (ii) on the next Business Day, where JGN receives a Request for same day reconnection after 2.00 PM or on a day other than a Business Day.
- (c) The User must pay the relevant Ancillary Reference Service Charge in relation to an expedited reconnection (in addition to the Ancillary Reference Service Charge for the reconnection and any wasted visit charge under the Reference Tariff Schedule where applicable).

21. Ancillary Reference Service - Disconnection and reconnection of Demand Customer Delivery Point

21.1 Disconnection

- (a) Where the User requests:
 - (i) disconnection of the supply of Gas to a Demand Customer Delivery Point; and
 - (ii) that the meter at the Demand Customer Delivery Point is not to be moved or removed,

as soon as practicable, and in any event within 15 Business Days of receiving the request (or reasonable longer period in regional areas), JGN must provide the User with an offer to disconnect the Delivery Point with an estimate of the costs of performing the disconnection (which will include the costs of reconnection where the Delivery Station components and pipework are still installed at the Delivery Point and can be re-energised without alteration or replacement) and a timeframe for performing the works (**Disconnection Offer**).
- (b) If the User accepts the Disconnection Offer, JGN must use reasonable endeavours to disconnect supply of the Delivery Point by any later date nominated by the User in the request or if no date is specified, promptly after receipt of the acceptance and the Delivery Point will remain on the Customer List.
- (c) The User must pay the Ancillary Reference Service Charge as set out in the Disconnection Offer in relation to such a disconnection.

21.2 Reconnection

- (a) Where:
- (i) the User requests reconnection of a Demand Customer Delivery Point disconnected under clause 21.1(b);
 - (ii) the User complied with clause 21.1(c) with respect to that disconnection; and
 - (iii) the Delivery Station components and pipework are still installed at the Delivery Point and can be re-energised without alteration or replacement,

JGN must use reasonable endeavours to reconnect the supply of Gas on the date nominated by the User or if no date was nominated, promptly after receiving the request.

21.3 Where a new Request is required

The User acknowledges that a new Request and a new connection and applicable charges will be required for the reconnection or re-establishment of a former Demand Customer Delivery Point where:

- (a) the Demand Customer Delivery Point has been abolished; or
- (b) the Delivery Point has been disconnected and the Delivery Station components and pipework are no longer installed at the Delivery Point (or cannot be re-energised without alteration or replacement).

22. Ancillary Reference Service - General provisions relating to abolishment, disconnection and reconnection

22.1 User Obligations

The User must:

- (a) prior to making a request under clause 18.1(a), 18.2(a), 19(a), 20.1, 21.1(a), or 21.2(a) have complied with all obligations placed on the User under relevant Laws relating to arranging for the disconnection or reconnection of the premises served by a Delivery Point or the abolishment of a Delivery Point (as applicable);
- (b) do such things as are reasonably in its power to provide JGN with:
 - (i) all relevant information which may be necessary to enable JGN to determine the appropriate method of disconnection, reconnection or abolishment, including the reasons for disconnection, reconnection or abolishment; and
 - (ii) access to the site as required to perform the work; and
- (c) [for Standard Residential Connection Delivery Points:](#)
- (i) [confirm in a request under clause 18.1 whether the request relates to current or anticipated redevelopment, renovation or other construction works; and](#)

(ii) ~~(c) for Volume Customer Delivery Points,~~ pay the applicable Ancillary Reference Service Charge; and

- (d) for ~~Demand Customer~~ Delivery Points which do not relate to a Standard Residential Connection, pay the charge set out in the Abolishment Offer accepted by the User under clause 18.2(c) or the Disconnection Offer accepted by the User under clause 21.1(b).

22.2 Clear and safe access required

JGN will not be in breach of any disconnection, reconnection or abolishment obligations relating to a Delivery Point under this Agreement where, despite using reasonable endeavours, JGN is or would be unable to obtain clear and safe access to the Delivery Station to perform the work required for disconnection, reconnection or abolishment, including due to a Customer failing to comply with its obligations under the Customer Connection Contract in force at the relevant Delivery Point.

22.3 Presence of User representative

- (a) If reasonably requested by JGN, a representative of the User must be present when JGN disconnects or abolishes the supply of Gas to a Large Customer, unless the User has provided evidence that the Customer at the Delivery Point has requested, or consented to, the disconnection or abolishment.
- (b) A User will be deemed to have complied with clause 22.3(a) where it arranges for a police escort or made similar security arrangements reasonably acceptable to JGN.
- (c) On request by the User, JGN will provide the User with details of why JGN has requested the presence of a representative of the User under this clause.

23. Charges

23.1 Charges

During the term of this Agreement, the User must pay the following Charges in connection with the provision of the Services to each Delivery Point (and in relation to delivery of Gas withdrawn from a delivery point referred to in clause 10.3):

- (a) the applicable Transportation Reference Tariffs based on the relevant Tariff Class (including as may be subject to a Minimum Charge);
- (b) any applicable Ancillary Reference Service Charge;
- (c) any other amounts payable by the User under the terms of this Agreement; and
- (d) any charges payable from time to time under any NGR Part 12A Connection Contract or connection application for a Delivery Point or under any Customer Connection Contract in force at a Delivery Point, such payment to be made for and on behalf of any Customer who is a party to any such agreement (unless paid directly to JGN by a Customer in accordance with rule 119O of the National Gas Rules).

23.2 Charges based on Access Arrangement

The User acknowledges that:

- (a) the Charges payable under ~~Schedule clause 23.1(a)~~ to clause Schedule 23.1(c) have been calculated in accordance with and on the basis of the Access Arrangement as amended from time to time; and
- (b) the Charges payable under ~~Schedule clause 23.1(d)~~ are payable in accordance with the NERL and Part 12A of the National Gas Rules.

23.3 Calculation of invoiced instalments of periodic charges

Instalments of any Charges for a Delivery Point which are expressed with respect to time (e.g. monthly or annual charges) to be specified in an invoice issued in accordance with ~~clause~~ clause 25 must be calculated for the relevant Billing Period on a Daily pro rata basis based on the number of days in the period of time over which the Charges for the Delivery Point relate.

23.4 Theft Of Gas

- (a) If, due to theft of Gas, JGN has invoiced a User with incorrect Charges in respect of a Delivery Point, JGN may:
 - (i) reasonably determine what should have been the correct Charges in respect of that Delivery Point; and
 - (ii) unless the User can demonstrate that JGN has failed to take reasonable steps to prevent or mitigate that theft, invoice that User for the difference between what was invoiced and paid for that Delivery Point and the amount specified clause 23.4(a)(i).
- (b) The User must pay the amount of any difference referred to in clause 23.4(a)(ii) in accordance with clause 25.
- (c) Upon request by the User, JGN must provide the User with a copy of JGN's calculation of the amount specified in clause 23.4(a)(i).

24. Prudent Discounts

- (a) Where the User is or will be supplying a Delivery Point which is eligible for a Prudent Discount, the User may request in writing that JGN provide an offer to: provide a gas transportation service subject to:
 - (i) ~~A.~~ the charges calculated by JGN having regard to the AER approved Prudent Discount; and
 - ~~(i)~~ (ii) ~~B.~~ any terms specified by JGN in writing.

(the Offer).
- (b) By accepting the Offer, the User agrees that this Agreement will be amended in respect of the eligible Delivery Point to the extent necessary to accommodate any terms of the Offer that are additional to, or inconsistent with this Agreement. The Offer, if accepted, will prevail over this Agreement to extent of any inconsistency only.
- (c) The User must promptly provide any information reasonably requested by JGN to support an application to the AER relating to a Prudent Discount.
- (d) In the event that User is no longer eligible for a Prudent Discount, the reference tariff will apply in respect of the eligible Delivery Point and the Parties agree to negotiate in good faith any amendments to this Agreement that may be reasonably required as a consequence of the Prudent Discount no longer applying.

25. Invoicing and payments

25.1 Invoicing and Payment under Part 21 NGR where the User is the Authorised Retailer for Customers at a Delivery Point

Where the User is the Authorised Retailer for a Customer or Customers at one or more Delivery Points:

- (a) all Charges for those Delivery Points will be invoiced and paid in accordance with:
 - (i) the provisions set out in Divisions 2 and 3 of Part 21 of the National Gas Rules, which will be deemed to be incorporated into this Agreement; and
 - (ii) clauses 25.5, 25.9 - 25.11, to the extent that they are not inconsistent with Divisions 2 and 3 of Part 21 of the National Gas Rules; and
- (b) the rest of this clause 25 will not apply in respect of the Delivery Points.

25.2 Invoicing and Payment where clause 25.1 does not apply

Where the User is not the Authorised Retailer for a Customer or Customers at one or more Delivery Points (including where the User is an Exempt Seller), then this clause 25 (other than clause 25.1) will apply in respect of all Charges for those Delivery Points.

25.3 JGN to issue invoice

- (a) JGN will render invoices at regular intervals at JGN's discretion, acting reasonably (but not less frequently than monthly).
- (b) Each invoice will specify the amounts due for all Charges payable under this Agreement in the most recently completed Billing Period. Where relevant, such amounts will be calculated using the meter data or estimated meter data from all relevant Delivery Points.
- (c) Any adjustments or outstanding amounts in respect of any previous invoices must be included in the invoice.
- (d) If the User requests, JGN may send a copy of the invoice to the User by electronic mail on the date the invoice is generated.

25.4 Due Date for payment

- (a) The User must pay the aggregate amount stated in each invoice within 10 Business Days of the date of the invoice (**Due Date**).
- (b) The User must nominate in writing the recipient of invoices if different to the party specified in Annexure 1.

25.5 Method of Payment

- (a) Unless otherwise agreed by JGN, payment of invoices must be made by electronic funds transfer to an account nominated by JGN.
- (b) Where payment is made by electronic funds transfer, the funds must be immediately available and payment will be deemed to be made only when the funds are credited to JGN's account.

25.6 Interest on overdue payments

- (a) If the User fails to pay an invoice by the Due Date, the User must, if required by JGN, pay JGN interest on any amount outstanding.
- (b) Interest will be calculated from the Due Date to the actual date of payment (both inclusive) at an annual percentage rate equal to the aggregate of:
 - (i) the corporate overdraft reference rate (monthly charging cycle) applied by the Commonwealth Bank of Australia (Bank) as at the Due Date (or if the Bank ceases to quote such a rate, then the rate which in the opinion of the Bank is equivalent to such rate in respect of similar overdraft accommodation) expressed as a percentage; plus
 - (ii) 2 per cent per annum.

25.7 Disputed payments

- (a) Disputes about whether an invoice contains a Billing Error will be managed under the billing dispute procedures in clause 25.7(b).
- (b) If the User disputes part or all of an invoice given by JGN to the User under clause 25.3:
 - (i) each of the Parties must use reasonable endeavours to resolve the billing dispute as promptly and efficiently as possible;
 - (ii) the User must, within 10 Business Days after receipt of the invoice, raise a billing dispute in the JGN business-to-business platform (**B2B platform**) specifying the amount in dispute and the reasons for the dispute;
 - (iii) within 10 Business Days after the billing dispute is raised under clause 25.7(b)(ii), JGN must conduct an internal investigation and notify the User of the proposed resolution through the JGN B2B platform, including if it agrees with the billing dispute or any actions that JGN proposes the Parties undertake to settle the billing dispute;
 - (iv) within 10 Business Days of receiving the notification under clause 25.7(b)(iii), the User must notify JGN through the JGN B2B platform if the User accepts or rejects (together with reasons) JGN's proposed resolution;
 - (v) within 10 Business Days of receiving a notification of rejection under clause 25.7(b)(iv), JGN must escalate the billing dispute and conduct a further internal investigation. JGN must notify the User of the proposed resolution through the JGN B2B platform;
 - (vi) within 10 Business Days of receiving the notification under clause 25.7(b)(v), the User must notify JGN through the JGN B2B platform if the User accepts or rejects JGN's proposed resolution. For any rejection, the User must provide reasons and nominate a manager to meet with the JGN billing contact listed in the 'Gas Retail Operations Contact List' administered by AEMO (or other nominee as notified by JGN);
 - (vii) within 10 Business Days of the User providing notification under clause 25.7(b)(vi), the Parties' nominated representatives must meet and negotiate in good faith to resolve the dispute; and

- (viii) if the billing dispute remains unresolved after the meeting held in accordance with clause 25.7(b)(vii), then either Party may raise the billing dispute as a Dispute under the dispute resolution process set out in clause 38 and the Parties must comply with that process.
- (c) The User must pay the full aggregate amount of a disputed invoice (except any amount which is manifestly wrong) in accordance with clause 25.5 and if the User fails to do so, JGN may require the User to pay interest on the amount outstanding (excluding any amount which is manifestly wrong) in accordance with clause 25.6.

25.8 Payment on resolution of dispute

If as a result of resolution of a dispute referred to in clause 25.7 JGN is obliged to pay an amount to the User, then JGN must credit the amount payable by it in the next invoice. If the User so requires, JGN must pay interest on the amount payable from the date of payment by the User to the date of payment by JGN (both inclusive), calculated in accordance with clause 25.6.

25.9 Overcharging and undercharging

- (a) Where JGN has:
 - (i) undercharged or not charged a User, the User is not obliged to pay the correct amount pursuant to clause 25.9(b) to the extent the User is precluded by law from recovering those charges from its customers provided that the User has complied with the requirements of all applicable Laws and any relevant contracts and has used reasonable endeavours to recover the relevant charges in accordance with its rights at Law or under a relevant contract;
 - (ii) overcharged a User, the User may seek to recover the correct amount to the extent required by law and pass those charges through to its customers.
- (b) If the User has been overcharged or undercharged under this Agreement and the User has paid an invoice containing the overcharge or the undercharge, then the Parties must agree on the correct amount payable and either:
 - (i) JGN will credit or debit that difference to the User in the next invoice as appropriate; or
 - (ii) within 5 Business Days of the Parties agreeing on the correct amount payable, JGN will refund the User or the User must pay the difference as appropriate.
- (c) If the Party to whom the amount is owed so requires, the amount will include interest in accordance with clause 25.6 from the date of payment by the User or the date of invoice by JGN (whichever is applicable), to the date of payment or refund under this clause 25.9 (whichever is applicable) (both inclusive).
- (d) Except for any revised invoice issued by JGN under clause 23.4, a Party may not claim from the other Party any amount overcharged or undercharged if more than 2 calendar years have elapsed since the date of the relevant invoice.

25.10 Justification of calculations

Each Party is entitled to require the other Party to provide sufficient evidence to establish the accuracy of any statement, charge or computation made by the other Party under this Agreement. Neither Party is obliged to provide any evidence where doing so would be in breach of any confidentiality undertakings or obligations to third parties.

25.11 Payment free of deduction or withholding

The User must pay amounts payable under this Agreement free and clear of any deductions or withholding except if required by law to deduct or withhold.

26. Goods and Services Tax

26.1 Definitions

For the purposes of this clause 26, terms defined in the GST law have the same meaning when used in this clause 26.

26.2 GST exclusive consideration

Unless otherwise stated, all amounts payable or the value of other consideration provided in respect of supplies made in relation to this Agreement are exclusive of GST (if any). If GST is levied or imposed on any supply made (or deemed to have been made) under or in accordance with this Agreement, the amounts payable or the value of the consideration provided for that supply (or deemed supply) (**Payment**) shall be increased by such amount as is necessary to ensure that the amount of the Payment net of GST is the same as it would have been prior to the imposition of GST.

26.3 Reimbursements

Where any amount is payable to a Party as a reimbursement, indemnification or similar payment calculated by reference to a loss, cost, expense or other amount incurred by that Party, then such amount will be reduced by the amount of any input tax credit available to that Party and, if a taxable supply, will be increased by an amount equal to the GST payable in relation to that supply.

26.4 Payment of amount of GST

Subject to the issue of a tax invoice in accordance with clause 26.5, any additional amount payable pursuant to clauses 26.2 or 26.3 must be paid at the time any payment to which it relates is payable. Where an additional amount payable is not referable to an actual payment, then it will be payable within 10 days of a tax invoice being issued by the Party making the supply.

26.5 Tax Invoice

Where in relation to this Agreement a Party makes a taxable supply, that Party will provide a tax invoice in respect of that supply before the additional amount payable in respect of that supply becomes due.

26.6 Adjustments

If the GST payable in relation to a supply made under or in accordance with this Agreement varies from the additional amount paid by the Party acquiring that supply (**Recipient**) under clause 26.2, then the Party making that supply (**Supplier**) will provide a corresponding refund or credit to, or will be entitled to receive the amount of that variation from, the Recipient. Any payment, credit or refund under this clause 26.6 is deemed to be a payment, credit or refund of the additional amount payable under clause 26.2. Where there is an adjustment event, the Supplier must issue an adjustment note to the Recipient as soon as the Supplier becomes aware of the adjustment event.

26.7 ABN and GST Warranty

Each Party warrants that it is GST registered and has a valid Australian Business Number.

27. Suspension of Service

27.1 Suspension or disconnection of supply of Gas by JGN

- (a) JGN may suspend the delivery of Gas to any Delivery Point and is not obliged to provide the Transportation Reference Service where:
 - (i) JGN considers that a Delivery Point or the Network poses an immediate threat of injury or material damage to any person, property or the Network, including where JGN has not received sufficient Gas at a Relevant Receipt Point to meet Gas withdrawals from the part of the Network servicing that Delivery Point;
 - (ii) AEMO has instructed JGN to suspend the delivery of Gas to the Delivery Point; or
 - (iii) the User is not a registered participant in its registrable capacity as a "User" or "Self-contracting User" under Rule 135AE of the NGR or the User is not an Exempt Seller under the NERL.
- (b) JGN is entitled to charge the User for costs reasonably incurred by JGN for suspending the delivery of Gas in the circumstances set out in clauses 27.1(a)(ii), and 27.1(a)(iii).
- (c) If requested by JGN, a representative of the User must be present when JGN stops or suspends the delivery of Gas to the Delivery Point.

27.2 User's continuing obligation to pay Charges

The User acknowledges that suspension of delivery of Gas under this clause 27 does not reduce the User's obligation to pay Charges under this Agreement.

27.3 Suspension of Ancillary Reference Services by JGN

JGN may suspend the provision of Ancillary Reference Services to any Delivery Point and is not obliged to provide an Ancillary Reference Service during any period where JGN considers that providing that Service poses an immediate threat of injury or material damage to any person, property or the Network.

28. Interruptions and load shedding

28.1 Application

This clause 28 applies to the User irrespective of any Receipt Point where Gas is received by JGN or the User's contractual obligations or physical arrangements at or upstream of any Receipt Point.

28.2 Scheduled Interruptions

- (a) JGN may, without being in breach of this Agreement, effect any repairs, testing, maintenance, replacement, upgrading or any other works related to the Network which are reasonably required.
- (b) JGN may interrupt or reduce the Transportation Reference Services during the work referred to in clause 28.2(a) to the extent necessary to enable that work to proceed.

- (c) If JGN intends to interrupt or reduce the Transportation Reference Services in accordance with clause 28.2(b), JGN will:
 - (i) notify the User;
 - (ii) where reasonably practicable for Users at relevant Demand Delivery Points, use reasonable endeavours to consult with the User the timing of the intended interruption or reduction; and
 - (iii) use best endeavours to minimise the period during which the Transportation Reference Services are interrupted or reduced.
- (d) If JGN notifies the User that it intends to interrupt or reduce the Transportation Reference Services in accordance with clause 28.2(c), the User will use best endeavours to ensure that there is a cessation or reduction of:
 - (i) the delivery of Gas to any Receipt Points nominated by JGN; or
 - (ii) the withdrawal of Gas at any Delivery Points or class of Delivery Points nominated by JGN,

in accordance with the directions of JGN.

28.3 Emergency Interruptions

- (a) JGN may, without being in breach of this Agreement, interrupt or reduce the Transportation Reference Services (including by suspending or interrupting supply to any Delivery Points, ceasing to accept Gas at any Receipt Point, or any other measure) in cases of emergency or risk of injury or damage to any person or property (including the Network) for such period as JGN reasonably believes is necessary.
- (b) JGN must, as soon as reasonably practicable, make information about an emergency interruption or reduction of Transportation Reference Services available in accordance with the Law.

28.4 Load Shedding

- (a) If at any time for any reason there is, or JGN reasonably believes or anticipates that there may be, a failure of supply or shortfall in supply in or to any part of the Network, JGN is entitled to curtail or interrupt the receipt, transportation or delivery of Gas and to implement Load Shedding.
- (b) The User acknowledges that JGN will determine whether to request a reduction or cessation of Load in accordance with the Load Shedding principles set out in the Operational Schedule.
- (c) If JGN notifies (including, for the purposes of this clause 28.4, notice given verbally) the User that:
 - (i) there has been a failure of sufficient supply in or to any part of the Network; or
 - (ii) that it has reasonable grounds to believe or anticipate that there may be a failure of sufficient supply in or to any part of the Network,

on JGN's request the User will use best endeavours to ensure that there is a cessation or reduction of Load at the User's Delivery Points in the affected Network Section in accordance with the directions of JGN.

- (d) JGN will notify the User as soon as practicable of the Load Shedding Priority and Load Types that must be reduced or cease (at the direction of JGN).
- (e) JGN may at any time change the Load Shedding Priority up to which Load must be reduced or cease and notify the User as soon as practicable of any such change.
- (f) The User acknowledges and agrees that immediately after notifying the User of the applicable Load Shedding Priority in accordance with clauses 28.4(d) or 28.4(e), JGN is entitled to contact Customers at Delivery Points which ELMS Data indicates have Load Types relevant to the Load Shedding Priority nominated by JGN under clause 28.4(d) or 28.4(e) and direct those Customers to cease withdrawing, taking or using Gas or to reduce their consumption of Gas in accordance with the directions of JGN.
- (g) The User must use best endeavours to ensure that each of its Customers complies with any direction given to it by the User or JGN to cease or reduce Load under this clause 28.4.
- (h) Unless otherwise directed by JGN, the User must comply with, and must use best endeavours to ensure that each of its Customer complies with, any Load Shedding Plan provided by JGN.
- (i) If a Customer fails to comply with any instruction it receives from JGN or User under this clause 28.4, JGN may physically curtail, suspend, reduce or interrupt Gas supply to that Customer using whatever means at its disposal.

28.5 Load Shedding Priority

The Parties agree that for each Demand Customer Delivery Point for which no ELMS Data has been provided JGN, acting reasonably, is entitled to curtail delivery of Gas to that Delivery Point or request that a User or Customer cease withdrawing, taking or using Gas at that Delivery Point at any level or to any Quantity it deems appropriate in its discretion and without taking into account the Load available to be reduced or ceased at any Load Shedding Priority at any other Delivery Point.

28.6 Provision of ELMS Data

- (a) The User must provide ELMS Data for each Demand Customer Delivery Point and must ensure that Data is updated to reflect any relevant changes.
- (b) If the User is required to provide ELMS Data for a Delivery Point and has not done so, JGN may (acting reasonably) determine a Load Type or Load Types for that Delivery Point or any Quantity of Gas at that Delivery Point.
- (c) The User may request a copy of its ELMS Data for the User's Delivery Points under this Agreement at any time. Any such request must be in writing.
- (d) Subject to JGN's obligations to keep ELMS Data confidential and JGN's obligations under Privacy Laws and other Laws, JGN must provide the User with a copy of ELMS Data it has in respect of the User's Delivery Points (or if it does not have ELMS Data for those Delivery Points, notify the User accordingly) within a reasonable time of receiving the User's request pursuant to clause 28.6(c). If ELMS Data is confidential to, or private information of, a third party (including another Network User) and JGN is not able to confirm that it has written consent to disclose that ELMS Data, JGN is not obliged to disclose that ELMS Data to the User, but must notify the User that it is unable to disclose that information.
- (e) The User may ask JGN to update the ELMS Data for Delivery Points under this Agreement at any time. JGN is obliged to make such a change only if the User

provides evidence to JGN's reasonable satisfaction justifying any changes requested.

- (f) JGN may request that the User:
 - (i) confirm and/or update the ELMS Data for the User's Delivery Points at any time; and
 - (ii) provide evidence to JGN's reasonable satisfaction justifying the ELMS Data provided.
- (g) The User must comply with a request from JGN pursuant to clause 28.6(f) within 20 Business Days of receiving that request.
- (h) The User warrants that all ELMS Data it provides to JGN is accurate and complete. As soon as practicable after becoming aware that any ELMS Data it has provided to JGN is no longer accurate or complete, the User must advise JGN and must provide updated information.
- (i) If, in the course of implementing Load Shedding, or a simulation of Load Shedding, JGN determines that contact information contained in the ELMS Data for a Delivery Point is inaccurate, JGN may update the ELMS Data for that Delivery Point in accordance with information provided by a Customer. JGN may (but is not obliged to) request that the User confirm that ELMS Data in accordance with clause 28.6(f).
- (j) The User acknowledges that the Tariff Class for a Delivery Point has in part been determined according to its Load Type. If the User:
 - (i) fails to comply with its obligations under clause 28.6(g); or
 - (ii) JGN reasonably believes that ELMS Data provided by the User is incomplete or inaccurate,

JGN may alter the Tariff Class assigned to a Delivery Point, in accordance with the Access Arrangement.

28.7 Reduction of Demand Charge for delivery of less than MDQ

With the exception of a Demand Customer Delivery Point on either a 'Demand Capacity - 1st Response' or a 'Demand Major End Customer Throughput - 1st Response' tariff category, if JGN is unable to deliver the MDQ to a Demand Customer Delivery Point for any period in excess of one Day as the result of:

- (a) an event occurring wholly within the Network (and not due to any event, action or circumstance upstream of a Receipt Point); and
- (b) either:
 - (i) JGN carrying out work pursuant to clauses 28.2 or 28.3; or
 - (ii) load shedding or interruption of supply under clause 28.4 arising from circumstances solely within JGN's control,

the Demand Charge for that Delivery Point will be reduced during the period of reduced service so that the Demand Charge in that period is calculated by reference to the actual amount withdrawn at the Delivery Point each Day during that period, rather than by reference to the Chargeable Demand specified in Customer List.

29. Force Majeure

29.1 Consequences of Force Majeure

Subject to clauses 29.3, 29.4 and 29.5, if by reason of a Force Majeure Event a Party (Affected Party) is affected in the performance of any obligation or clause under this Agreement:

- (a) that Party will be excused during the time, and to the extent that, such performance is so affected; and
- (b) that Party will not, to that extent, be liable to the other Party for any Loss of any kind arising out of, or in any way connected with, that non-performance.

29.2 Notification and Diligence

Upon the occurrence of a Force Majeure Event, the Affected Party must:

- (a) notify the other Party in writing as soon as possible, giving:
 - (i) full particulars of the Force Majeure Event;
 - (ii) the date of commencement of the Force Majeure Event and an estimate of the period of time required to enable it to resume full performance of its obligations; and
 - (iii) where possible, the means proposed to be adopted to remedy or abate the Force Majeure Event and the effects of the Force Majeure Event;
- (b) use all reasonable diligence and employ all reasonable means to remedy or abate the Force Majeure Event and the effects of the Force Majeure Event as expeditiously as possible. However, nothing in this clause 29 will require a Party to settle a strike, lockout, ban, slowdown or other industrial disturbance, civil disobedience or native title claim against its judgment, and it is acknowledged that settlement of any such disturbance is entirely within the discretion of the Party affected;
- (c) resume performance as expeditiously as possible after termination of the Force Majeure Event or after the Force Majeure Event has abated to an extent which permits resumption of performance;
- (d) notify the other Party in writing when the Force Majeure Event has terminated or abated to an extent which permits resumption of performance to occur; and
- (e) notify the other Party in writing when resumption of performance has occurred.

29.3 Liability Not Relieved

A Force Majeure Event which affects a Party's performance under this Agreement will not relieve that Party of liability in the event, and to the extent, that its negligence caused or contributed to its failure to perform under this Agreement. A Party will not be relieved from a breach of an obligation or liability to the extent that it arises from the failure of that Party to comply with clause 29.2(b) and/or 29.2(c)

29.4 Demand Charge for delivery of less than MDQ

If a Force Majeure Event affecting JGN occurs and prevents JGN from performing its obligations under this Agreement in respect of a Demand Customer Delivery Point, the

Demand Charge for any Delivery Point to which JGN was unable to deliver Gas to the MDQ for that Delivery Point will, for any period during which JGN is unable to deliver Gas to the MDQ, be calculated by reference to the actual amount withdrawn each Day at that Delivery Point.

29.5 Force Majeure does not affect obligations to pay

Subject to clause 29.4 and clause 29.6, the occurrence of a Force Majeure Event does not relieve the User from any obligation to pay any amounts owing by the User to JGN pursuant to this Agreement.

29.6 Prolonged Force Majeure

JGN and the User must consult in good faith to decide what action should be taken to carry out the intentions of this Agreement if, as a result of a Force Majeure Event, a Party is affected in the performance of any obligation or clause under this Agreement for a period of 12 Calendar Months. If after a further 1 Calendar Month the Parties are unable to agree upon a means to resolve or otherwise overcome the relevant impact of the Force Majeure Event, then:

- (a) if the Force Majeure Event wholly prevents the performance of this Agreement, either Party may terminate this Agreement by giving to the other Party not less than 30 Days' prior notice to that effect; or
- (b) if the Force Majeure Event prevents delivery of Gas to some but not all of the Delivery Points, either Party may elect to have those Delivery Points deleted from the Customer List by giving to the other Party not less than 3 Business Days' notice, and JGN must delete those Delivery Points accordingly,

and thereafter neither Party will be under any further obligation to the other in respect of this Agreement or the deleted Delivery Points as the case may be, but each Party will remain responsible for the performance of obligations under this Agreement arising prior to the date of termination, and after that date for the performance of obligations in respect of any Delivery Points which are not deleted.

30. Termination or cessation

30.1 Grounds for termination or cessation of Services

Without limiting clause 30.2, 30.3 or 29.6, if a Party (the **First Party**):

- (a) materially defaults in the performance of any of the material covenants or obligations imposed upon it by this Agreement (other than the User's obligation to pay) and, where the default is capable of remedy, fails to remedy the default within 20 Business Days from the receipt of notice from the other Party requiring it to remedy the default;
- (b) suffers a resolution passed or an order is made by the court for its winding up except for the purposes of a solvent reconstruction or amalgamation;
- (c) is placed in liquidation or is placed under external administration; or
- (d) makes or enters into or endeavours to make or enter into any composition, assignment or other arrangement with or for the benefit of its creditors,

then the other Party may by notice in writing, either:

- (e) terminate this Agreement; or
- (f) if the First Party is the User:

- (i) cease to provide the Services; or
- (ii) cease to provide the Services to the User to those Delivery Points the subject of the relevant default,

such termination or cessation to take effect 48 Hours after delivery of the notice or after such longer period as specified in the notice.

30.2 Right of JGN to terminate due to Change in Law

JGN may terminate this Agreement by 30 Days' notice, if:

- (a) the Transportation Reference Service provided under this Agreement is no longer available to the User as a result of a Change in Law after the date of this Agreement; or
- (b) JGN and the User negotiated in good faith and were unable to agree to amend this Agreement to deal with the impact of a Change in Law.

30.3 Failure to pay

If the User defaults in payment of any moneys payable under this Agreement, excluding payments disputed under clause 25.7, for a period of 5 Business Days after notification of the default then JGN may, at JGN's sole discretion, call on the Security and/or either terminate this Agreement or cease to provide Services to the User under this Agreement in respect of any one or more Delivery Points by notice in writing, such termination or cessation to take effect 48 Hours after delivery of the notice or after such longer period as specified in the notice.

30.4 Preservation of rights

- (a) Cessation of Services by JGN or termination of this Agreement for any reason will not extinguish or otherwise affect any rights of either Party against the other (including under any indemnity) which:
 - (i) accrued prior to the time of the cessation or termination including, without limitation, JGN's right to payment by the User in respect of amounts owing prior to cessation or termination or amounts payable for Services for which no invoice has been rendered at the date of cessation or termination or JGN's right to call on the Security;
 - (ii) where Services have been ceased, continue to accrue after the time of the cessation including, without limitation, JGN's right to payment by the User of any Minimum Charge; or
 - (iii) otherwise relate to or may arise at any future time from any breach or non-observance of obligations under this Agreement which arose prior to the time of the cessation or termination.

but where this Agreement has been terminated, subject to the Parties' respective rights and obligations under this Agreement as in force prior to its termination.

- (b) Nothing in this Agreement requires JGN to recommence provision of Services once JGN ceases to provide services to any delivery point deleted from the Customer List under clause 29.6, 30.1 or 30.3.

30.5 Survival

All provisions of this agreement which, expressly or by implication from their nature, are intended to survive termination will survive the termination of this Agreement, including

Clauses 30.4, 31.2, 32, 33, 34, 35, 36, 37, 38, 39, 40, this clause 30.5 and so much of clause 1 as is necessary to give effect to any of those clauses.

31. Indemnities

31.1 Application of the indemnities under this clause

The indemnities under this clause 31 are subject to the limitations of liability that apply under clause 32.

31.2 Mutual Indemnity

- (a) Each Party (**Indemnifying Party**) must indemnify and hold harmless the other Party and its Associates (each an **Indemnified Party**) from and against any Loss suffered or incurred by any of them in connection with, or arising as a result of, any:
 - (i) bodily injury or, death or loss of or damage to property caused by any negligent act or omission or wilful misconduct; or
 - (ii) breach of this Agreement,by the Indemnifying Party or any of its Associates, except to the extent the Loss is caused by the negligent act or omission or wilful misconduct of an Indemnified Party .
- (b) Each Party is entitled to enforce this clause on behalf of any one or more of its fellow Indemnified Parties, each of whom are entitled to the benefit of this clause.

31.3 Indemnity in favour of JGN

- (a) The User must indemnify and hold harmless JGN and its Associates (each a **JGN Indemnified Party**) from and against any Loss suffered or incurred by any of them in connection with, or arising as a result of, any:
- (b) Unauthorised Overrun, or any revocation of an Authorised Overrun by JGN under clause 6.2(d);
 - (i) delivery of Gas on behalf of the User at any Receipt Point which does not meet the Specification or pressure requirements for Gas delivered at the Receipt Point under this Agreement;
 - (ii) acts or omissions of the User, or any Customer or End-Consumer resulting in interruption, load shedding, or suspension of the delivery of Gas at any Receipt Point, through the Network, or at any delivery point on the Network; and
 - (iii) disconnection or abolishment of any Delivery Point from the Network at the request of the User.
- (c) JGN is entitled to enforce this clause on behalf of any one or more of its fellow JGN Indemnified Parties, each of whom are entitled to the benefit of this clause.

31.4 Operation of indemnities

- (a) Each indemnity in this Agreement is a continuing obligation, separate and independent from the other obligations of the Parties, and survives termination of this Agreement.

- (b) A party must pay on demand any amount it must pay under an indemnity in this Agreement.
-

32. Liability Limitations

32.1 Exclusion of warranties

All express or implied warranties, representations or covenants which are not contained in this Agreement are excluded to the maximum extent permitted by law. If a statutory guarantee imposed under the Competition and Consumer Act 2010 (Cth) or any equivalent State or Territory legislation applies in respect of the Services, then JGN's liability to the User under such guarantee is limited, so far as the law permits, (at JGN's option) to:

- (a) the re-supply of the relevant service under this Agreement; or
- (b) an amount equivalent to the payment to have the relevant service re-supplied.

32.2 Liability exclusions and limitations

The liability of a Party (**First Party**) to the other Party and each of its Associates for any Loss arising out of or in connection with this Agreement (other than for liabilities referred to under clause 31.3) is limited as follows:

- (a) neither Party is liable to the other for any Consequential Loss; [and](#)
- (b) liability for any other Loss arising out of or in connection with:
 - (i) any act, omission or conduct of the First Party or its Associates; or
 - (ii) this Agreement,whether in contract, statute, tort (including negligence) or on any other basis in law, equity or otherwise is limited to the extent permitted by law to either:
 - (iii) the Insured Sum for that liability under the First Party's policies of insurance; or
 - (iv) if there is no such Insured Sum for that liability, then to whichever of the following liability limits is first reached:
 - A. \$5 million in the aggregate for all claims in a Financial Year by the other Party, its Related Bodies Corporate or their Associates;
 - B. \$5 million in the aggregate for all claims by those persons arising out of or in connection with all acts, omissions, or conduct referred to in sub-paragraph (b)(i) and (ii) above or this Agreement during a Financial Year;
 - C. in the case of JGN, \$50 million in the aggregate for all claims in a Financial Year by all persons (including those referred to above, all Network Users and all other persons); and
 - D. in the case of JGN, \$50 million in the aggregate for all claims by all such persons arising out of or in connection with all such acts, omissions, or conduct or this Agreement during a Financial Year.

32.3 Insured Sum

For the purposes of clause 32.2(b), the **Insured Sum** for the liability referred to in that clause means:

- (a) the amount recovered by the First Party under an insurance policy in respect of the liability; or
- (b) the amount that would have been so recovered by the First Party in respect of the liability but for:
 - (i) a failure by the First Party to:
 - A. comply with clause 33; or
 - B. claim under the relevant insurance, comply with the claim procedures under the relevant insurance, or diligently pursue the claim;
 - (ii) the First Party not complying with any provision, obligation or duty owed under or in respect of the relevant insurance (including the pre-contractual duty to disclose); or
 - (iii) the operation of any self-insured retention, deductible, excess or co-insurance under the terms of the relevant insurance,

but not to the extent that the relevant insurer seeks to deny recovery in respect of the liability on the basis of any of the limitations in clause 32.2(b).

32.4 Carve outs from the above liability exclusions and limitations

The exclusions and limitations of liability in clause 32.2 do not apply to:

- (a) any liability of the User for:
 - (i) failure to pay Charges or any other amount payable under this Agreement; or
 - (ii) JGN Loss arising as a result of:
 - A. the User failing to deliver or procure sufficient Gas at a Receipt Point to meet Gas withdrawals at the Delivery Points as required by clause 7.3; or
 - B. delivery of Gas by or on behalf of the User into the Network which does not meet the Specification or pressure requirements under this Agreement; or
- (b) JGN's liability for any loss of revenue by the User caused by the delivery to a Delivery Point of Gas which does not meet the Specification, to the extent that the Gas met the Specification when it was injected into the Network and did not meet the Specification on delivery as a result of the negligence or wilful default of JGN.

32.5 JGN's exclusion of liability

Despite any other provision in this Agreement and to the extent permitted by law, JGN is not liable for any Loss arising, whether under contract, statute, tort (including negligence) or on any other basis in law, equity or otherwise, arising out of or in connection with any:

- (a) Unauthorised Overrun, or any revocation of an Authorised Overrun by JGN under clause 6.2(d);
- (b) disconnection, abolition or cessation of Gas at a Delivery Station pursuant to clauses 18, 19 or 21 (where requested by the User) or otherwise in accordance with any Laws, including disconnection for health and safety reasons;
- (c) curtailment, interruption, Load Shedding, reduction of supply or suspension of delivery of Gas in accordance with this Agreement; or
- (d) anything which may arise with respect to Gas prior to its receipt by JGN at a Receipt Station (including it not meeting the Specification or the pressure requirements of this Agreement when injected at the Receipt Station) or after its delivery at a Delivery Point or with respect to any Energy produced, supplied or resold at any premises as a result of Gas being delivered by JGN to a Delivery Point (including defects in the supply of Energy),

except to the extent that the negligent act or omission or wilful misconduct of JGN caused that Loss.

32.6 Civil Liability Act

- (a) To the extent permitted by law, Part 4 of the *Civil Liability Act 2002* (NSW) (and any other equivalent statutory provisions in any other state or territory) is excluded from applying to any right, obligation or liability of either Party under this Agreement whether such a right, obligation or liability is sought to be enforced as a breach of contract, a claim in tort or otherwise in an action for damages.
- (b) All other rights, obligations and liabilities (including those relating to proportionate liability) of each Party are preserved and are as specified in or by this Agreement whether in contract, tort or otherwise in an action for damages.

32.7 User's supply arrangements

The User must include in all its sale and supply arrangements with Customers who are not Small Customers, a provision that limits or excludes the User's liability to those persons, to the extent reasonably practicable, and in particular in relation to transportation of Gas, arising from or in connection with the operation of the Network and any Services provided by JGN (whether under this Agreement or otherwise).

33. Insurance

33.1 JGN's Insurance

- (a) JGN must obtain and maintain, with a reputable insurance company, public liability insurance and such other insurances as may be required to satisfy the requirements of any licence or authorisation needed to operate the Network, covering liability:
 - (i) for bodily injury, death or loss of or damage to property; and
 - (ii) up to any maximum amounts of liability as may be required under any such licence or authorisation, or as otherwise reasonably determined by JGN.
- (b) Whenever reasonably requested by the User, JGN must give the User reasonable evidence (such as a certificate of currency) as to its insurance coverage in place pursuant to clause 33.1(a).

33.2 User's Insurance

- (a) Where the User is an Authorised Retailer or Exempt Seller, the User must obtain and maintain, with a reputable insurance company, public liability and such other insurances in respect of any risks a person carrying on a business of retailing gas would prudently insure, including in respect of any liability it may incur under this Agreement.
 - (b) Otherwise, the User must obtain and maintain, with a reputable insurance company, public liability and such other insurances as JGN reasonably specifies, including in respect of any liability it may incur under this Agreement.
 - (c) Whenever reasonably requested by JGN, the User must give JGN reasonable evidence (such as a certificate of currency) as to its insurance coverage in place pursuant to clause 33.2(a).
 - (d) The User must promptly notify JGN if the User fails to obtain or maintain any insurance required under this Agreement. In this case, JGN may obtain and maintain that insurance on behalf of the User at the cost of the User and the User must provide all reasonable assistance to JGN to allow it to exercise this right.
-

34. Transfer

34.1 JGN may transfer

JGN may assign, transfer or novate this Agreement or transfer any or all of its rights under this Agreement without the User's prior written consent. JGN must notify the User in writing of any such assignment, transfer or novation.

34.2 No assignment without consent

- (a) The User may assign, transfer or novate this Agreement with JGN's prior written consent which:
 - (i) must not be withheld where the proposed assignee, transferee or novatee (**Proposed Transferee**):
 - A. is acquiring or receiving a transfer of substantially the whole of the User's business, assets and undertaking;
 - B. has a level of credit-worthiness no less than that of the User as assessed by JGN acting reasonably (taking into account any information provided, or matters demonstrated, under clause 34.2(c) in relation to the Proposed Transferee); and
 - C. holds all authorisations and licences required to enable the Proposed Transferee to meet its obligations under this Agreement; and
 - (ii) may otherwise be given or withheld by JGN acting reasonably.
- (b) The User must request JGN's consent to any assignment, transfer or novation in writing and any such consent may be given by JGN on terms and conditions reasonably required by JGN. Those terms may include the Proposed Transferee and the User entering into a deed of novation and assignment with JGN on terms and conditions satisfactory to JGN acting reasonably.
- (c) If requested by JGN, the User must, in a timely manner:

- (i) demonstrate the Proposed Transferee's ability to meet all financial and other obligations under this Agreement; and
 - (ii) provide all information reasonably required by JGN for the purpose of assessing the Proposed Transferee's credit-worthiness.
- (d) The information so requested by JGN may include the Proposed Transferee's most recent Financial Report or, where the Proposed Transferee is not required under the *Corporations Act 2001* (Cth) to produce a Financial Report, the User must provide an equivalent report in relation to the Proposed Transferee within 30 days of the request.

34.3 Transfers of capacity where the Retail Market Procedures do not apply

- (a) Where there are no relevant Retail Market Procedures governing transfer of capacity, the User may, without JGN's consent, transfer, by way of subcontract, all or any of the User's contracted capacity to another person (the **third party**) with the following consequences:
- (i) the User's rights against, and obligations to, JGN under this Agreement are (subject to clause 34.3(a)(ii)) unaffected by the transfer; but
 - (ii) the User must immediately give notice to JGN of:
 - A. the subcontract and its likely duration;
 - B. the identity of the third party; and
 - C. the amount of the contracted capacity transferred.
- (b) The User may, with JGN's consent, transfer all or any of the User's contracted capacity to another party (the **third party**) as outlined in rule 105(3) of the National Gas Rules. JGN must not withhold its consent unless it has reasonable grounds, based on technical or commercial considerations, for doing so and where the third party executes a deed of covenant in favour of JGN as set out in clause (d) below. An example of a reasonable ground would be, if JGN would not receive at least the same amount of revenue after the transfer than it would have received before the transfer was requested.
- (c) JGN must reply to a request from the User for JGN's consent to a transfer or assignment under clause 34.3(b) within 14 Business Days of receiving the request accompanied by all information reasonably necessary to enable JGN to consider the request. If at the time the request is made, the User informs JGN in writing that due to hardship, the User requires an urgent reply to its request, JGN will use reasonable endeavours to respond to the request within 2 Business Days of receiving the request.
- (d) If JGN receives a request from the User for JGN's consent to a transfer or assignment under clause 34.3(b), JGN may require the User to provide to JGN a Deed of Covenant executed by each of the User and the third party (in a form reasonably required by JGN) in favour of JGN and of each other, under which:
- (i) the User assigns all of its rights under this Agreement to the third party and the third party accepts that assignment;
 - (ii) the third party agrees to assume all of the User's rights and obligations under this Agreement and to accordingly comply with all of the User's obligations and assume all of the User's liabilities under this Agreement; and

- (iii) the User agrees to the assumption of those rights and obligations by the third party.
- (iv) the User consents to JGN providing the third party with the details (including all details contained in the Customer List such as the MDQ and Demand Charge) regarding any Delivery Point.
- (e) Unless otherwise agreed, any transfer made under clause 34.3(b) by the User will be effective only on the first Day of the Calendar Month following execution of any deed of covenant under clause 34.3(d)(iv).

35. Security and Financial Standing

- (a) Where the User is an Authorised Retailer for a Customer or Customers at one or more Delivery Points:
 - (i) the User must provide security for Charges payable or which may become payable under this Agreement for those Delivery Points in accordance with the requirements set out in Division 4 of Part 21 of the National Gas Rules, which will be deemed to be incorporated into this Agreement; and
 - (ii) the rest of this clause 35, with the exception of clauses 35(e), 35(f) and 35(g) below, will not apply to the User in respect of those Delivery Points.

In all other cases, the User must comply with clauses 35(b) to 35(i) below.
- (b) If requested by JGN, acting reasonably, the User must provide Security to JGN for an amount reasonably determined by JGN to be no less than the average total Charges payable by the User to JGN under this Agreement over three consecutive months for each Delivery Point. JGN will be under no obligation to provide Services to any Delivery Point until such Security is provided.
- (c) JGN may review the amount of any Security requested by JGN where reasonably necessary and may require the User to increase (or decrease, as the case may be) the amount of Security where, in JGN's reasonable opinion, the amount of the Security is less (or more) than the amount applicable under clause 35(b).
- (d) Any interest earned on any Security requested may be retained by JGN and form part of the Security. Nothing in this Agreement is to be taken as imposing any obligation on JGN to maximise or obtain any return on amounts deposited.
- (e) If requested by JGN where reasonably necessary, the User must, in a timely manner:
 - (i) demonstrate its ability to meet all financial and other obligations under this Agreement; and
 - (ii) provide all information reasonably required by JGN for the purpose of assessing the User's credit worthiness.
- (f) The information so requested by JGN may include the User's most recent Financial Report or, where the User is not required under the *Corporations Act 2001* (Cth) to produce a Financial Report, the User must create an equivalent report in accordance with the reasonable requirements of JGN within 30 days of the request.
- (g) The User represents and warrants that:

- (i) any Financial Report provided by it under clause 35(f) was prepared in accordance with the *Corporations Act 2001* (Cth) requirements for Financial Reports for a financial year or (where no such report is required under the *Corporations Act 2001* (Cth)) that any equivalent report provided under that clause gives a true and fair view of the financial position and performance of the User; and
 - (ii) there has been no change in the state of its affairs since the end of the financial year to which the most recent Financial Report (or equivalent report) provided to JGN in accordance with clause 35(f) relates which might have a material adverse effect upon the User's ability to perform any of its obligations under this Agreement or upon the business or operations of the User.
- (h) JGN may release the Security at any time.
- (i) JGN must release the Security within 10 Business Days of the date which is the later of the termination of this Agreement and the date on which all amounts which are owing or payable or remaining unpaid, whether present, unascertained, immediate, future or contingent, by the User to JGN have been paid in full.

36. Confidentiality

- (a) JGN may disclose Confidential Information:
- (i) where permitted to do so by the National Gas Law;
 - (ii) to an upstream pipeline where that Confidential Information:
 - A. constitutes throughput data at Receipt Points; and
 - B. where the data is required by the upstream pipeline for gas allocation purposes; or
 - (iii) to the retailer of last resort where that Confidential Information is historical metering data of a Customer and where permitted by Law.
- (b) Subject to clause 36(a), neither Party may disclose Confidential Information under this Agreement (**Disclosing Party**) without the prior written consent of the other Party except to the extent that the disclosure:
- (i) is required by applicable laws or by requirements of any government or government agency having jurisdiction over the Disclosing Party;
 - (ii) is to AEMO in relation to the carrying out of its functions under any Law;
 - (iii) is required by any securities commission having jurisdiction over the Disclosing Party or a Related Body Corporate of the Disclosing Party, or by the rules of any stock exchange on which are listed the shares in the capital of the Disclosing Party or a Related Body Corporate of the Disclosing Party;
 - (iv) is to the Disclosing Party's employees, directors, consultants, contractors, advisers or agents, or those of a Related Body Corporate of the Disclosing Party;
 - (v) relates to information that is at the time of disclosure lawfully generally available to the public, other than as a result of a breach of this Agreement;

- (vi) is to a bona fide purchaser of substantially all of the Disclosing Party's assets or, in the case of JGN, of any or all of its Network;
- (vii) is required by an order of a court of competent jurisdiction;
- (viii) is to a bank or other financial institution in connection with the Disclosing Party's financial affairs; or
- (ix) is required to enable the Disclosing Party to comply with its obligations under any law including, but not limited to:
 - A. the Retail Market Procedures;
 - B. laws and rules governing the Short Term Trading Market; and
 - C. the Disclosing Party's Gas reticulator's authorisation, Retailer Authorisation or Seller's Exemption.

(c) The User consents to the disclosure by JGN to third parties of:

- (i) information relating to Quantities of Gas historically delivered to (or estimated to have been delivered to) a Delivery Point;
- (ii) Load profile and information relating to Load Types and appliances installed at the premises supplied by the Delivery Point;
- (iii) current Charges applicable to the Service(s) provided to a Delivery Point; and
- (iv) any other information regarding that Delivery Point, including but not limited to, the MDQ, MHQ, Chargeable Demand And Tariff Class for a Delivery Point,

where the Customer at the relevant Delivery Point has provided its written consent to JGN (or the User provides any other form of evidence that the Customer consents to such disclosure reasonably acceptable to JGN).

(d) The User consents to the disclosure by JGN to another Network User of:

- (i) information relating to Quantities of Gas historically delivered to a Delivery Point;
- (ii) Load profile and information relating to Load Types and appliances installed at the premises supplied by the Delivery Point;
- (iii) current Charges applicable to the Service(s) provided to a Delivery Point; and
- (iv) any other information regarding that Delivery Point, including but not limited to, the MDQ, MHQ, Chargeable Demand and Tariff Class for a Delivery Point,

where the relevant Delivery Point has been or has been requested to be transferred to the other Network User.

(e) Where JGN offers to add a new Delivery Point or increase the MHQ or MDQ of a Demand Customer Delivery Point or to alter existing facilities at the Delivery Point in response to a Request from the User, the User consents to JGN disclosing the existence and terms of the offer to any Customer at that Delivery Point or other third party authorised by the Customer.

- (f) The User acknowledges and agrees that the aggregated consumption data of a group of Customers (such that the individual consumption of each Customer is not reasonably ascertainable) or a Network Section is not Confidential Information and that JGN may disclose such data to the market at its discretion.
- (g) For the avoidance of doubt, nothing in this clause 36 prevents JGN from disclosing information about the Service provided to a Delivery Point to the Customer at that Delivery Point.

37. Sensitive Operational Information

37.1 No offshoring

- (a) The user must use its best endeavours to ensure, and within its power must ensure that it and any of the User's relevant Related Bodies Corporate implement written policies and procedures to ensure that all Sensitive Operational Information that is not readily available in the public domain is stored only in Australia, and is accessible only from within Australia, except where it is required to be accessed and stored from outside Australia:
 - (i) for the purpose of continuation of gas services in Australia;
 - (ii) in order to comply with any law of the Commonwealth of Australia, or of a State or Territory of Australia;
 - (iii) by financial, accounting, insurance, legal, regulatory and other advisers auditors insurers, security trustees and financiers (and each of their advisors) of the User and any bona fide prospective purchaser of any interest in, or of any interest in the main undertaking of, the User, to the extent necessary in order for those persons to provide the services required of them; or
 - (iv) for any corporate or financial reporting purposes provided that Personal Information is not included in the reporting.
- (b) For the avoidance of doubt, any breach of this clause 37 would be deemed to be a material breach of this Agreement.

37.2 Security

- (a) The User must:
 - (i) take all reasonable measures to ensure that any Sensitive Operational Information held in connection with this Agreement is protected against unauthorised access, use, modification, disclosure or other misuse;
 - (ii) implement and maintain security measures, including all reasonable physical security, logical access security, information network security, communications security and personnel security measures to protect any Sensitive Operational Information against any Notifiable Incident;
 - (iii) without limiting clauses 37.2(a)(i) and (ii), comply with industry recognised security standards that are no less stringent than security standards implemented by organisations in the same market sector; and
 - (iv) promptly upon request (and in any event within no more than 10 days of a request) provide an undertaking from a senior manager confirming the

extent of the User's compliance with this clause 37 and providing reasonable supporting details.

37.3 Notifiable Incident

- (a) The User must immediately notify JGN if the User becomes aware of any grounds to believe or suspect that there has been any unauthorised access to, or use, or disclosure of, or loss of, any Sensitive Operational Information (**Notifiable Incident**), together with details of the Notifiable Incident.
- (b) The User must promptly (and in any event within 5 Business Days of a request) provide all reasonable assistance requested by JGN in relation to investigation, assessment, management and reporting of a Notifiable Incident or compliance with this clause 37.

38. Dispute resolution

38.1 Application

- (a) The Parties acknowledge and agree that this clause 38 does not, and is not intended to, limit or exclude in any way the provisions in the National Gas Law in relation to dispute resolution.
- (b) The Parties agree that where a Party refers any matter in connection with this Agreement or its performance to be dealt with in accordance with the dispute resolution provisions set out in the National Gas Law:
 - (i) if an access determination is made by the dispute resolution body in respect of the access dispute, the Parties must comply with that access determination;
 - (ii) neither Party can subsequently utilise this clause 38 in respect of the same dispute.

38.2 Notification of Dispute

If a Party claims that there exists:

- (a) any dispute or difference of opinion between the Parties; or
- (b) the absence of agreement by the Parties,

about a matter which arises out of or relates to this Agreement, or the breach, termination, validity or subject matter thereof, or as to any related claim in restitution or at law, in equity or pursuant to any statute, other than a dispute to which the dispute resolution provisions set out in the National Gas Law applies, (**Dispute**), then that Party must notify the other Party of the Dispute.

38.3 Nomination of Representative

As soon as practicable after a notice is given under clause 38.2, each Party must nominate in writing a representative authorised to settle the Dispute on its behalf.

38.4 Good Faith Discussions

Each Party must enter into discussions in good faith, to resolve the Dispute or to agree on a process to resolve all or part of the Dispute. Unless the Parties otherwise agree, discussions

between the Parties' representatives under this clause 38.4 must continue for 10 Business Days after notice of the Dispute was given under clause 38.2.

38.5 Mediation

- (a) If the discussions under clause 38.4 fail to resolve the Dispute within the time specified in that clause, then either Party may, by written notice to the other, refer the Dispute to mediation administered by the ADC.
- (b) The mediation shall be conducted in accordance with the ADC Guidelines for Commercial Mediation (**Guidelines**) which are operating at the time the matter is referred to ADC and which will be deemed to be incorporated into this Agreement for the purposes of the Dispute.
- (c) Clause 38 shall survive termination of this Agreement.

38.6 Arbitration

- (a) If the Dispute is not resolved within 20 Business Days after being referred to mediation pursuant to clause 38.5 (or such other time as may be agreed, in writing, between the Parties), then either Party may by written notice to the other refer the Dispute to arbitration.
- (b) Following referral of a Dispute to arbitration under clause 38.6(a) the Parties will endeavour to agree on and appoint an arbitrator within a further 10 Business Days from the date of the notice. If they are unable to do so within that time, either Party may request that the President of the Law Society of New South Wales appoint an arbitrator.
- (c) Matters referred to arbitration under this clause 38.6 will be determined by a single arbitrator in accordance with the *Commercial Arbitration Act 2010 (NSW)* and the Resolution Institute Arbitration Rules 2023. The place of arbitration will be Sydney.
- (d) The costs of the arbitrator and any advisors appointed by the arbitrator will be borne equally by the User and JGN.
- (e) Each of the Parties will give the arbitrator all information and assistance that the arbitrator may reasonably require. Each of the Parties will be entitled to be legally represented in respect of any representations that they may wish to make to the arbitrator, whether orally or in writing.
- (f) In the absence of manifest error, the decision of the arbitrator will be final and binding on the Parties.

38.7 Urgent relief

Nothing in this clause 38 will prevent a Party from seeking urgent declaratory or injunctive relief.

38.8 Information confidential

Any information or documents disclosed by a representative or arising in connection with the discussions or any mediation or arbitration in relation to the Dispute under this clause 38:

- (a) must be kept confidential; and
- (b) may not be used except as between the parties to attempt to settle the Dispute.

38.9 Without Prejudice Discussions

Any discussions which take place as contemplated by this clause 38 will be without prejudice to the respective rights and obligations of the Parties in relation to the subject matter of the Dispute.

38.10 Continue to perform Agreement

Notwithstanding the existence of a Dispute, or the undertaking of any Dispute resolution in accordance with this clause 38, each Party must continue to perform its obligations under this Agreement.

39. Notices

39.1 Notice in Writing

A notice, consent or other communication given by one Party to the other under this Agreement must be:

- (a) in writing, signed (physically or by electronic signature) by or on behalf of the Party giving it;
- (b) addressed to the recipient Party and marked to the attention of the person (or control room) specified for the recipient Party in Annexure 1 or as otherwise notified, in writing, to the other Party from time to time; and
- (c) either:
 - (i) hand delivered to a representative of the recipient at the recipient Party's address;
 - (ii) sent by pre-paid mail or delivered to the recipient Party's address; or
 - (iii) sent by email to that party's email address,

as specified in Annexure 1 or as otherwise notified, in writing, to the other Party from time to time.

39.2 Receipt of Notice

A notice, consent or other communication given in accordance with clause 39.1 is regarded as being given by the sender and received by the addressee:

- (a) if hand delivered:
 - (i) if it is delivered by 5.00 pm on a Business Day – on that Business Day; or
 - (ii) if it is delivered after 5.00 pm on a Business Day, or on a day that is not a Business Day – on the next Business Day
- (b) if sent by prepaid mail, 5 Business Days from and including the date of postage; or
- (c) if sent by email, when the sender receives confirmation on its server that the message has been transmitted, in which case:
 - (i) if it is transmitted by 5.00 pm on a Business Day – on that Business Day; or

- (ii) if it is transmitted after 5.00 pm on a Business Day, or on a day that is not a Business Day – on the next Business Day.
-

40. General

40.1 Privacy

- (a) The User must comply at all times with all applicable Privacy Laws in relation to Customer's Personal Information that it:
 - (i) receives from JGN; or
 - (ii) supplies to JGN,including, in respect of Customer's Personal Information that the User supplies to JGN, taking all reasonable steps to provide required notification statements and obtain required consents in respect of any disclosure or use of Customer's Personal Information.
- (b) JGN must comply at all times with all applicable Privacy Laws in relation to Customer's Personal Information that it:
 - (i) receives from the User; or
 - (ii) supplies to the User.including, in respect of Customer's Personal Information that JGN supplies to the User, taking all reasonable steps to provide required notification statements and obtain required consents in respect of any disclosure or use of Customer's Personal Information.
- (c) The Parties must take reasonable steps and co-operate with each other (to the extent reasonably required by each other) to enable each of them to comply with Privacy Laws.
- (d) Where a Party so requests, the other Party must use reasonable endeavours to provide the original Party with:
 - (i) information about the policies and procedures it has in place to ensure compliance with applicable Privacy Laws in relation to Customer's Personal Information; and
 - (ii) details of any notifications or consents provided to or obtained from a particular Customer in respect of that Customer's Personal Information.
- (e) A Party must comply with any reasonable request made by the other Party for the purpose of complying with this clause.

40.2 Entire Agreement

- (a) To the extent permitted by law, in relation to its subject matter, this Agreement:
 - (i) constitutes the entire agreement and understanding of the Parties; and
 - (ii) supersedes any prior agreement or understanding of the Parties (whether written or otherwise).

- (b) For the avoidance of doubt, nothing in this clause is intended to exclude liability for fraudulent misrepresentation or any other representation which cannot be excluded by law.

40.3 Severance

To the extent a provision of this Agreement is or becomes illegal, void or unenforceable:

- (a) that provision (or the relevant part) will be severed, and
- (b) the remainder of this Agreement has full force and effect.

40.4 Waiver

A waiver of any provision of or right under this Agreement:

- (a) must be in writing signed by the Party entitled to the benefit of that provision or right; and
- (b) is effective only to the extent set out in any written waiver.

40.5 Relationship between Parties

This Agreement does not create a relationship of employment, agency or partnership between the Parties.

40.6 Enforceability

Each Party warrants that it has all necessary power and authority and holds all authorisations required by any Law to enter into and perform its obligations under this Agreement and that this Agreement is binding on that Party and enforceable against it in accordance with its terms.

40.7 Further assurances

Each Party must sign all such documents and do all such things as shall be necessary or desirable to give full effect to this Agreement.

40.8 Inurement

This Agreement shall be binding upon and inure to the benefit of the Parties and their respective successors and assigns.

40.9 Counterparts

This Agreement may be executed in counterparts and the counterparts taken together constitute one and the same instrument.

40.10 Governing law and jurisdiction

This Agreement is governed by the law applicable in New South Wales. Each Party irrevocably and unconditionally submits to the non-exclusive jurisdiction of the courts of New South Wales.

40.11 Electronic signatures

- (a) Each party warrants that immediately prior to entering into this Agreement it unconditionally consented to:
 - (i) the requirement for a signature under any law being met; and

(ii) any other party to this Agreement executing it,

by any method of electronic signature that other party uses (at that other party's discretion), including signing on an electronic device or by digital signature.

(b) Without limitation, the Parties agree that their communication of an offer or acceptance of this Agreement, including exchanging counterparts, may be by any electronic method that evidences that party's execution of this Agreement.

Executed as an agreement.

**Executed by Jemena Gas Networks (NSW) Ltd
ACN 003 004 322** by its duly authorised
representative, in the presence of:

Signature of Witness

Signature of Authorised Signatory

Name of Witness

Name of Authorised Signatory

Position of Authorised Signatory

Executed by **[insert] ACN [insert]** by its duly
authorised representative, in the presence of:

Signature of Witness

Signature of Authorised Signatory

Name of Witness

Name of Authorised Signatory

Position of Authorised Signatory

Annexure 1 — Parties and addresses for Notices

JGN	
Address	Level 16, 567 Collins Street, Melbourne VIC 3000 Level 10, 99 Walker Street, North Sydney, NSW, 2060 PO Box 16182 Melbourne, VIC 3000 PO Box 1220, North Sydney, 2059
Attention	General Manager, Customer and Commercial
Phone	+61 2 9867 7000
Email	RFS@jemena.com.au
Notices relating to Force Majeure Events, emergencies or Out-Of-Specification Gas	As above, and copied to Jemena Gas Network Control Room at NSWControl@jemena.com.au.
User	[#insert full name of User]
ABN	[#insert details]
Address	[insert street address of user]
Address for notices	[insert address for notices – street address and/or PO Box]
Attention	
Phone	[#insert details]
Email	[#insert details]
Notices relating to Force Majeure Events, emergencies or Out-Of-Specification Gas	[#insert details]

Annexure 2 — Initial additional specifications (clause 9.1(a)(ii))

Parameter	Specification Limit
1. Temperature at Receipt Point	-5°C to 50°C
2. Odorant	Odorant to be of a type approved by JGN. Level of odorant to be 12 milligrams per cubic metre or such other level as JGN may require.

Annexure 3 —Responsibility for Delivery Station Components

1. Responsibility for Delivery Station Components where Delivery Point not served by Medium or Low Pressure Distribution Network

Where the Delivery Point is served other than by the Medium or Low Pressure Distribution Network:

(a) the User shall be responsible for operating and maintaining the following Delivery Station components:

- (i) concrete pads, security fencing, safety and firefighting equipment;
- (ii) power supply;
- (iii) stormwater and other services required by any local authority; and
- (iv) noise mitigation facilities,

such that the design, operation and maintenance of these components conforms to good engineering practice and industry standards as required by JGN;

(b) JGN shall be responsible for operating and maintaining the following Delivery Station components:

- (i) Gas meters;
- (ii) pressure regulators and safety valves;
- (iii) filters;
- (iv) pressure and temperature measurement instrumentation;
- (v) flow calculation equipment;
- (vi) remote telemetry equipment and links and any additional equipment used for Gas quantity measurement, or for recording or transmitting data;
- (vii) meter set pipe spools;
- (viii) meter set valves; and
- (ix) over pressure protection; and

(c) the User is responsible to operate and maintain the pipe from the point 225 millimetres outside the boundary of the site to the meter control valve so that the operation and maintenance of the pipe conforms to good engineering practice and industry standards as required by JGN; and

(d) where JGN provides, operates and/or maintains any of the Delivery Station components listed in paragraph 1(a) or 1(c), the User must pay the reasonable costs of providing, operating and/or maintaining those components.

2. Responsibility for Delivery Station Components where Delivery Point is served by Medium or Low Pressure Distribution Network

Where the Delivery Point is served by the Medium or Low Pressure Distribution Network:

- (a) JGN does not own and the User is responsible to maintain any facilities required at the Delivery Point which are not usually required for Delivery Points of that type (such as noise mitigation facilities, fencing required by any local council or other authority), such that the maintenance of these components conforms to good engineering practice and industry standards as agreed by JGN;
- (b) subject to agreement to the contrary with the User, JGN must own, operate and maintain and may design the following Delivery Station components:
 - (i) Gas meter;
 - (ii) pressure regulator;
 - (iii) filter; and
 - (iv) over pressure protection; and
- (c) the User is responsible to operate and maintain the pipe from the point 225 millimetres outside the boundary of the site to the meter control valve so that the operation and maintenance of the pipe conforms to good engineering practice and industry standards as required by JGN; and
- (d) where JGN operates and/or maintains any of the Delivery Station components listed in paragraph 2(a) or 2(c), the User shall pay the reasonable costs of operating and/or maintaining those components.

Annexure 4 – Additional terms and conditions applicable where Gas or Energy is used by one or more End-Consumers

Where any Gas delivered to a Delivery Point under this Agreement is used in connection with the supply of Energy to, or the consumption of Energy by End-Consumers as well as by a Customer, then the User:

- (a) acknowledges that JGN makes no warranty or representation in relation to the suitability or reliability of the Gas for use in any cogeneration facilities or other facilities used to convert Gas into any other forms of Energy;
- (b) acknowledges and agrees that Gas delivery to the Delivery Point may be suspended, interrupted or curtailed from time to time in accordance with this Agreement and warrants and represents to JGN that the User has informed its Customer:
 - (i) that Gas delivery to the Delivery Point can be so suspended, interrupted or curtailed from time to time and that JGN disclaims any duty of care to the Customer or to any End-Consumer in relation to such suspension, interruption or load shedding;
 - (ii) that the standard Load Shedding provisions in this Agreement will be applied to the Delivery Point; and
 - (iii) that the Customer should familiarise and satisfy itself with risks associated with Gas supply;
- (c) acknowledges and agrees that the User must ensure that all necessary approvals and authorisations are obtained and all statutory obligations, laws and other legal requirements are satisfied with respect to any Energy production, distribution, supply or resale at the premises served by the Delivery Point;
- (d) acknowledges that where any Gas delivered to the Delivery Point is used in connection with the supply of hot water to residential units through a centralised gas fired hot water system, the User is responsible for satisfying all laws and customer expectations concerning the supply of hot water to End-Consumers at the premises;
- (e) agrees that all of the above conditions apply as long as Gas is delivered to the Delivery Point under this Agreement; and
- (f) agrees that any terms or conditions of this annexure that are inconsistent with any other terms or conditions appearing elsewhere in this Agreement will prevail over those other terms and conditions to the extent of any inconsistency.