



**ENERGY
MATRIX
GROUP**



Gas Emergency Response

Faults, Leaks and Emergencies

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Gas emergency response

If you smell gas or suspect a leak

1. Call the relevant gas distributor emergency line immediately.
2. Call 000 if there is immediate danger.
3. Turn off ignition sources, including pilot lights and open flames.
4. If safe to do so, turn off the gas supply at the meter and ventilate the area.
5. If the leak is on your property, contact a qualified gas plumber to attend.

EMG is a gas trader and is not an emergency response provider. Wholesale and retail customers should notify EMG after contacting the relevant gas pipeline operator or distributor emergency line.

Gas distributor emergency contact numbers

| State / Territory | Contact |
|---|--|
| Western Australia | ATCO Gas Australia 13 13 52 |
| Queensland | Australian Gas Networks (24 hours) 1800 GAS LEAK (1800 427 532) Allgas Gas Networks 1800 427 532 |
| New South Wales and Australian Capital Territory | Jemena 131 909 |
| Victoria | Multinet Gas Networks (24 hours) 132 691 Australian Gas Networks (24 hours) 1800 GAS LEAK (1800 427 532) SP AusNet 13 67 07 |
| South Australia | Australian Gas Networks (24 hours) 1800 GAS LEAK (1800 427 532) |
| Northern Territory | Australian Gas Networks (24 hours) 1800 GAS LEAK (1800 427 532) |
| Tasmania | Tas Gas Networks 1802 111 |

Our role in gas emergencies

Energy Matrix Group takes the reporting and management of gas faults, leaks and emergencies extremely seriously.

Please be aware that as a gas trader, Energy Matrix Group is not equipped to respond directly to gas faults, leaks and emergencies directly.

We work closely with gas transmission pipeline operators, distribution companies or emergency service agencies to alert them to reports or incidents and facilitate rapid response.

Wholesale customers

Wholesale customers of Energy Matrix Group that suspect or are experiencing any gas faults, a gas leak or can smell gas at your site (rotten egg smell) are encouraged to contact us directly.

Business hours

1800 40 30 93 (nationwide)

enquiries@energymatrix.com.au

After hours duty phone Western Australia

0477 990 218

After hours duty phone All other States and Territories

0488 385 626

Important

For police, fire and ambulance services nationally call 000.

Call the pipeline operator or distributor first. Contact EMG after the relevant emergency line(s) has been notified.

This procedure is intended to help customers and clients act quickly and contact the right party at the right time.



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