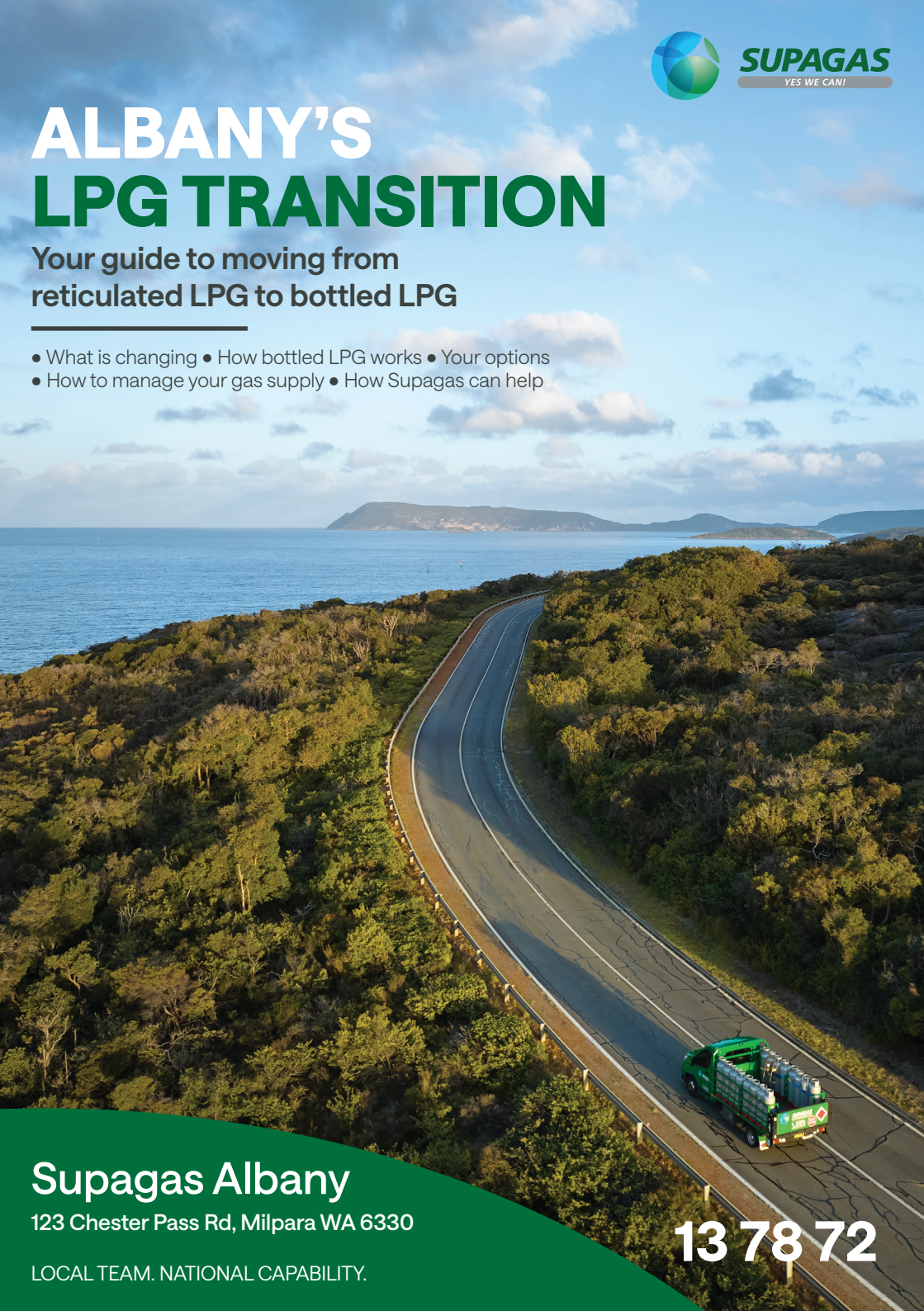
SUPAGAS
YES WE CAN!

ALBANY'S LPG TRANSITION

Your guide to moving from reticulated LPG to bottled LPG

- What is changing
- How bottled LPG works
- Your options
- How to manage your gas supply
- How Supagas can help



Supagas Albany

123 Chester Pass Rd, Milpara WA 6330

13 78 72

LOCAL TEAM. NATIONAL CAPABILITY.

WHAT'S HAPPENING IN ALBANY?



Albany's gas supply is changing

ATCO has advised that it will progressively decommission the Albany Gas Distribution System, which currently supplies LPG through a network of underground pipes to approximately 8,000 residential and business customers.

The decommissioning is expected to commence in 2027 and take place progressively over approximately three years.

What does this mean?

Customers currently receiving LPG through the reticulated network will need to transition to an alternative energy supply before the network in their area is decommissioned.

For many homes and businesses, staying on LPG via bottled cylinders or bulk storage will be the simplest and most cost effective transition.

The good news

If you currently use LPG for cooking, hot water, heating or your business operations, you can continue to use LPG.

The main change is how the LPG gets to your property.

Important: you don't need to act yet

The WA Government has advised that customers should wait until the Transition Program is live in their zone before taking action.

Customers will receive further information from the Department of Energy and Economic Diversification (DEED) about when their zone is scheduled to transition and how to access available support.

Keep up to date:

Local government transition information

WHAT DOES THE CHANGE MEAN FOR ME?

From reticulated LPG to bottled LPG

Today, LPG is delivered to Albany homes and businesses through a network of underground pipes.

With bottled LPG from Supagas, the gas is stored at your property in LPG cylinders or, for higher-volume users, a bulk tank will be installed.

The gas stays the same

If you already use LPG, your appliances can continue to use LPG when your supply changes, subject to the requirements of your new installation.

WHAT CHANGES?

Today

Gas is supplied to your property through the reticulated network.

The Future

LPG is stored at your property in cylinders or a bulk tank.

Supagas

Supagas delivers gas to your property.

For homes

A common residential setup is:

2 × 45kg LPG cylinders

This provides a reserve cylinder so you can continue using gas while the empty cylinder is replaced.

For businesses

The right solution depends on your gas usage.

Options may include:

- ✓ 45kg cylinders
- ✓ 210kg LPG cylinders
- ✓ Bulk LPG tanks



MEET SUPAGAS ALBANY



Your local LPG team
We're right here in Albany

Supagas Albany is located at:

123 Chester Pass Road
Milpara WA 6330

13 78 72

Monday–Friday: 9am–4pm

Local Team. National Capability.

Supagas has a network of branches across Australia, providing local support backed by national capability.

As WA's largest LPG supplier, Supagas supports homes and businesses across the region, with our Albany team providing local service and expertise across LPG and a broad range of gas products.

From your local branch, we can help with:

- ✓ Residential LPG
- ✓ Commercial LPG
- ✓ Bulk LPG
- ✓ Industrial gases
- ✓ Gas supply enquiries
- ✓ Delivery
- ✓ Product advice
- ✓ Account support
- ✓ Commercial gas requirements

Offers and benefits for Supagas customers

As a Supagas customer, you can take advantage of a range of offers and benefits designed to help you save and get more value from your Supagas service. Explore our current residential offer, referral offers, or take advantage of exclusive benefits available to RAC members.



Current residential offer

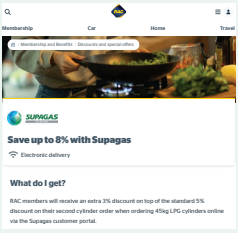
New residential customers who order and pay for 2 × 45kg LPG bottles of gas will receive 50% off your first gas order! PLUS 24 months fixed branch pricing!

Offer available from participating Supagas branches and selected agents only, subject to the program terms and conditions. To find out more visit https://www.supagas.com.au/promotions/national-45kg-lpg-offer

Refer and Earn

Refer a friend or family member to Supagas and earn a $10 reward for a residential referral or $100 for a commercial referral, subject to the program terms and conditions. To find out more visit https://www.supagas.com.au/promotions/refer-and-earn





RAC Offer

Save up to 8% with Supagas I RAC WA member benefits.
RAC members will receive an extra 3% discount on top of the standard 5% discount on their second cylinder order when ordering 45kg LPG cylinders online via the Supagas customer portal.

To find out more visit https://rac.com.au/membership-benefits/discounts-and-special-offers/member-benefit-supagas

HOW DOES BOTTLED LPG WORK?

LPG in a bottle - it's simpler than you might think

Moving from reticulated gas to cylinders may be new to you, but the basic process is straightforward.

1 LPG is stored at your property

Your cylinders are installed outdoors in a suitable, compliant location.



2 Gas flows from the cylinder to your appliances

The cylinder is connected to your home's gas system through the appropriate regulator and pipework.



3 You use LPG as normal

Your existing LPG appliances can continue to provide cooking, hot water and heating, subject to the requirements of the new installation.



4 When a cylinder is empty, it is replaced

With a typical two-cylinder setup, you don't need to wait until both cylinders are empty.



One cylinder supplies gas while the other provides your reserve.

THE TWO-CYLINDER SYSTEM

Your LPG supply can keep going while a cylinder is replaced

For many homes, LPG is supplied using two 45kg cylinders connected to a changeover system.

This is designed to provide continuity of supply.

1



Cylinder A is supplying your home

Cylinder B is ready as your reserve.

2



Cylinder A runs out

The changeover system allows supply to continue from Cylinder B.

3



You arrange a replacement

Order a full 45kg cylinder from Supagas, online at supagas.com.au or by calling 13 78 72.

4



The empty cylinder is replaced

Supagas replaces the empty cylinder with a full one.

5



Cylinder A becomes your reserve

You now have two cylinders available again.

The important thing to remember is that you don't need to wait until both cylinders are empty.

The purpose of the two-cylinder arrangement is to give you a reserve supply while the empty cylinder is being replaced.

Talk to Supagas about the ordering and delivery arrangements that best suit your household.

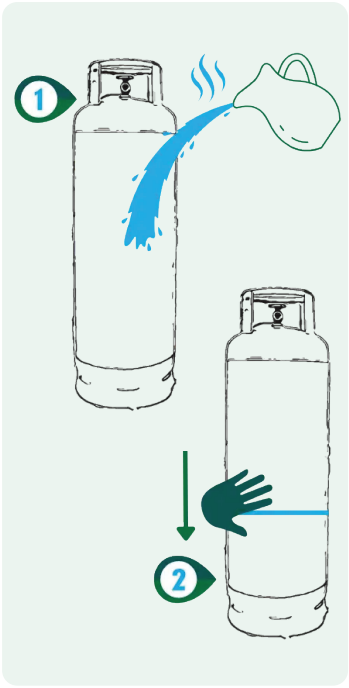
HOW DO I KNOW WHEN MY LPG IS RUNNING LOW?



Knowing when to order your next cylinder

Unlike a reticulated gas meter, a 45kg cylinder doesn't have a simple household meter displaying exactly how much gas remains.

Your gasfitter or LPG supplier can explain how your particular installation operates.



A simple check

One common method is to carefully pour warm water down the outside of the cylinder and feel the cylinder for a change in temperature. The area containing LPG may feel cooler than the empty section.

Important: This is only an indication of the LPG level, not an exact measurement.

The easiest approach

With a two-cylinder system, you don't need to wait until both cylinders are empty.

When one cylinder is empty and your system has changed over to the second cylinder

Order a replacement.

That way, you maintain your reserve.

If you're not sure

Contact Supagas Albany on **13 78 72** and our team can explain your options.

Safety note: Never attempt to modify, repair or disconnect LPG equipment yourself. LPG installations and modifications must be completed by appropriately licensed professionals.



REPLACING YOUR LPG CYLINDERS

From empty cylinder to full cylinder

Once you're familiar with the process, managing LPG cylinders becomes part of your normal household routine.



Check

Know which cylinder is supplying your home and whether the reserve cylinder is available.



Order

Contact Supagas when a cylinder needs replacing.



Changeover

The empty cylinder is safely replaced.



Ready

You have your reserve cylinder available again.

Supagas makes ordering easy

Online: www.supagas.com.au **Phone: 13 78 72**

Supagas offers LPG delivery services through its local branch at Albany, with ordering available online via the customer portal or by phone on **13 78 72**.

Top Tip

Don't wait until both cylinders are empty before ordering. Your reserve cylinder is there to help maintain your gas supply while your empty cylinder is replaced.

INSTALLING LPG AT YOUR HOME



Your installation may include:



45kg LPG cylinders



Regulator / changeover system



Gas pipework



Your existing gas appliances

What happens when bottled LPG is installed?

A licensed gasfitter will assess your property and determine the appropriate location and configuration for your LPG cylinders.

Where are the cylinders installed?

LPG cylinders must be installed in an appropriate outdoor, well-ventilated location, on a suitable solid base and secured against tipping.

There are mandatory clearances from buildings, openings, drains and ignition sources.

Who does the installation?

A licensed gasfitter.

Only appropriately licensed gasfitters should install or modify fixed LPG installations.

Your gasfitter will ensure the installation complies with the applicable requirements and provide an eNOC (Electronic Notice of Completion)

Important

Never install, move, connect or modify LPG equipment yourself.

CHOOSING YOUR LPG SUPPLIER



Your gas supplier is more than the company that delivers your gas

Once you move from the reticulated network, you will have an ongoing relationship with an LPG supplier.

Things to consider include:

Local Support

Can you speak to a local team when you need help?



Reliable Delivery

Can your supplier provide LPG when you need it?



Product Options

Can they support you if your gas requirements change?



Commercial Experience

Do they understand the needs of businesses?



Customer Service

Is there someone you can contact when you have a question?



Safety

Does the supplier take LPG safety, installation and compliance seriously?



Supagas Albany
Local team. National capability.

LPG FOR YOUR BUSINESS

Keeping your business running

For businesses, moving from reticulated LPG to bottled or bulk LPG is about more than changing the way gas is supplied. It's about making sure you have the right capacity, supply arrangement and delivery schedule for your business.

LPG can support businesses including:

- ✓ Cafés and restaurants
- ✓ Hotels and accommodation
- ✓ Retail
- ✓ Agriculture
- ✓ Manufacturing
- ✓ Food production
- ✓ Hospitality
- ✓ Workshops
- ✓ Heating applications
- ✓ Commercial cooking
- ✓ Process heating
- ✓ Backup power and generators

Your business solution will factor in:

- ✓ How much gas you use
- ✓ How quickly you use it
- ✓ Your appliances and equipment
- ✓ Available space
- ✓ Site access
- ✓ Delivery requirements
- ✓ Your peak demand
- ✓ Your future requirements

WHICH LPG SOLUTION IS RIGHT FOR MY BUSINESS?

There isn't a one-size-fits-all solution



45kg cylinders

Suitable for:

Lower-volume commercial applications and businesses that can operate with cylinder supply.



Multiple 45kg cylinders

Suitable for:

Businesses requiring greater cylinder capacity or continuity of supply.



210kg cylinders

Suitable for:

Higher-volume commercial applications where appropriate.



Bulk LPG

Suitable for:

Larger LPG users requiring higher-volume storage and regular tanker deliveries.

Supagas supplies 45kg LPG for residential, commercial and industrial applications and 210kg and Bulk LPG for commercial applications including heating and other higher-volume uses.

The right place to start
Talk to the Supagas Albany team.

We can discuss your current usage and help identify the supply solution that may be suitable for your business.

BULK LPG



For businesses with higher LPG requirements

Some businesses need more LPG than a cylinder-based system can efficiently provide. For these customers, bulk LPG storage may be an option.

Bulk LPG can provide:

- ✓ Larger on-site storage capacity
- ✓ Regular scheduled deliveries
- ✓ Supply for higher-volume applications
- ✓ A solution tailored to your business requirements

Common applications include:

- ✓ Commercial heating
- ✓ Hospitality
- ✓ Food production
- ✓ Agriculture
- ✓ Manufacturing
- ✓ Industrial processes
- ✓ Generators

How it works

Bulk LPG tank



Gas supply system



Your business equipment



Scheduled LPG deliveries



Supagas can work with your business and gasfitter to understand your site, usage and supply requirements.

Need a commercial assessment?
Talk to the Supagas Albany team — 13 78 72

SUPAGAS LPG AT A GLANCE

LPG solutions for homes and businesses

LPG solution		Typical application
	45kg LPG	Homes, small businesses, cooking, heating and hot water
	210kg LPG	Higher-volume commercial applications
	Bulk LPG	Larger commercial and industrial requirements
	15kg, 18kg LPG	Forklift applications

Need something different?
Our Albany team can help identify the LPG solution suited to your application.

WE ALSO SUPPLY INDUSTRIAL GASES

More than LPG

Supagas supplies a broad range of gases to businesses across Australia.



Industrial Gases



Oxygen

For cutting, fabrication, industrial and other applications.



Argon

For welding and fabrication.



Acetylene

For cutting, welding and other applications.



Nitrogen

For industrial, food and other applications.



Carbon Dioxide (CO_2)

For beverage carbonation, hospitality, food and beverage processing and other commercial applications.

Specialty Gases

Gas mixtures and high-purity gases for specialist applications.



Medical Gases

Gas solutions for healthcare and related applications.



Helium & Other Gases

Solutions for events, hospitality and other applications.



One supplier. Multiple gas solutions.

If your business needs more than LPG, talk to the Supagas Albany team.

13 78 72

WE'RE HERE TO HELP

Supagas Albany

LOCAL TEAM. NATIONAL CAPABILITY.

Whether you're looking for LPG for your home, planning the transition for your business or you're a gasfitter supporting your customers, our Albany team is here to help.



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Scan to learn more

Albany LPG Transition Guide / Supagas Albany landing page