

# DUTIES OF PNG CONSUMERS

## 1. General duties of consumers

Every consumer shall:

- a) Provide accurate information while applying for new connection or services
- b) Use petroleum, petroleum products and natural gas in a safe manner in accordance with safety guidelines
- c) Pay bills and charges within the due date as specified by the entity
- d) Not indulge in theft, diversion or unauthorized use of petroleum, petroleum products or natural gas
- e) Not tamper with meters, pipelines, dispensing equipment or any other installation of the entity
- f) Allow authorized personnel of the entity for meter reading, inspection, maintenance and safety checks
- g) When identified, intimate the entity in case of any leak, damage or abnormality in the supply
- h) Comply with applicable laws, rules and regulations
- i) Use petroleum, petroleum products and natural gas judiciously and promote conservation
- j) Report complaints within reasonable time (within 24 hours for quality and quantity issues at retail outlets)
- k) Cooperate with entity personnel during complaint resolution process

## **2. Specific duties of PNG consumers**

Every PNG consumer shall:

- a) Maintain the internal piping and installations in safe condition;
- b) Not carry out any alteration or addition to gas installation without intimation to the entity
- c) Not conduct or participate in the theft or tampering of the gas pipeline or associated facilities, if established then the authorised entity may levy penalties up to 10 times of the established theft as per the prevailing gas rates after conducting necessary due diligence following principle of natural justice
- d) Permit installation and maintenance of meter by the entity
- e) Not resell or redistribute natural gas supplied for domestic or commercial purposes
- f) Inform the entity immediately in case of change of ownership or occupancy
- g) Not tamper, modify or conceal gas piping infrastructure, meters, or appliances
- h) Not excavate on or near underground gas pipeline network without prior intimation to entity
- i) Not store flammable or combustible goods nearby gas installations
- j) Always use ISI marked stoves, burners and equipment

- k) Provide reasonable access to premises for PNG service providers for routine maintenance, safety checks, emergency repairs, and meter reading
- l) For industrial and commercial consumers, ensure TPA certification from PNGRB authorized TPA prior to commissioning and re-certification once in 3 years as per T4S regulations.