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User access guide

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1. APA's approach to pipeline access and negotiation with customers

This user access guide sets out APA's approach to negotiation, and existing and prospective customers' rights in respect of pipeline access, tariffs and terms.

We will seek to understand and meet customer needs

We recognise that our customers' needs are varied. Our customers, whether they be energy retailers, small and large industrial users, gas-fired generators, gas traders, or gas producers, have different needs in respect of gas supply, and as a result, different needs in respect of pipeline services.

A potential customer's specific requirements for service will determine whether those requirements can be met through existing available capacity, or whether new pipeline facilities, including the type, scale and location of those facilities, are required. We will seek to meet these needs: this is our business.

APA is incentivised to negotiate and agree flexible deal-specific arrangements with customers, as required, to ensure that those customers' needs are met. By meeting customers' requirements, APA can increase the amount of pipeline capacity that is contracted, reducing overall risk to its business.

APA's standing tariffs and pricing methodology reflect this lower risk business model.

Published standard tariffs and terms

Explanations of standard APA pipeline services, standing tariffs and terms are published on APA's website. Potential customers are encouraged to review these services, tariffs and terms to understand the key considerations relevant to gaining access to pipeline services.

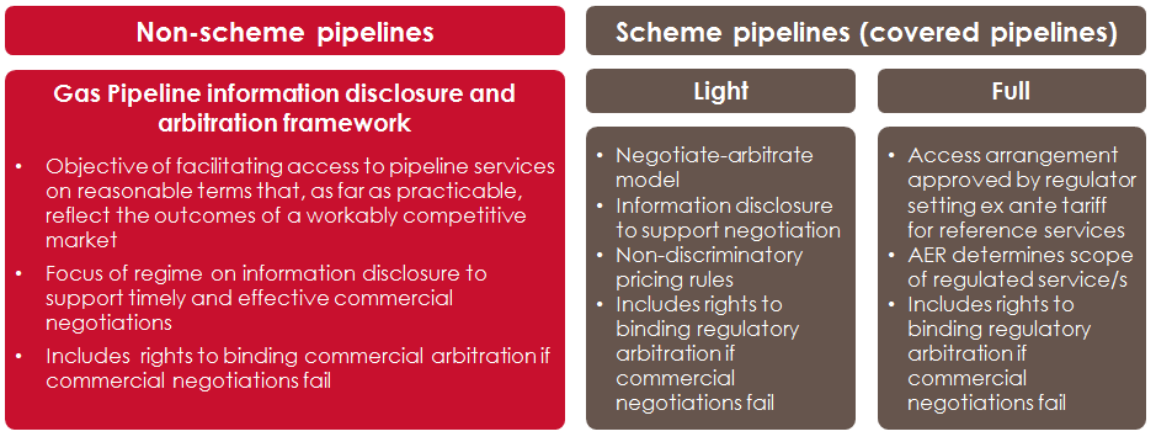
We will negotiate in good faith

APA will always act fairly, and with honesty and integrity in our dealings with you. We will negotiate in good faith with all our customers in providing access to pipeline and other services, or in building new facilities for customers. APA is also required to negotiate in good faith in respect of providing access to pipeline and other services under section 216G of the National Gas Law.

2. Regulation of gas pipelines in Australia

APA seeks to understand our customers' needs, and to develop services that meet those needs, no matter what regulatory scheme may apply to the pipeline.

There is a spectrum of access regulation applying to gas pipelines in Australia. Key design elements of each are described below.



This user access guide principally describes the regulatory scheme relevant to negotiating access to services provided by APA's and Energy Infrastructure Investments' (EII's) non-scheme pipelines.

The regulatory scheme applying to APA and EII pipelines, and the service provider, are set out in Appendix A.

3. Paths for gaining access to pipeline services

There are three main ways to gain access to pipeline services on APA's and EII's non-scheme pipelines:

- Changes to existing contracted services
- An informal process via a preliminary enquiry or informal access request
- A formal process through a Formal Access Request

These are set out below.

3.1. Changes to existing contracted services

Changes to existing contracted services are managed under the relevant contract, and not the scheme of regulation set out in Part 23 of the National Gas Rules.

For changes to existing contracts, we encourage customers to contact their APA Relationship Manager to discuss any new — or changes to existing — services on any of our pipelines.

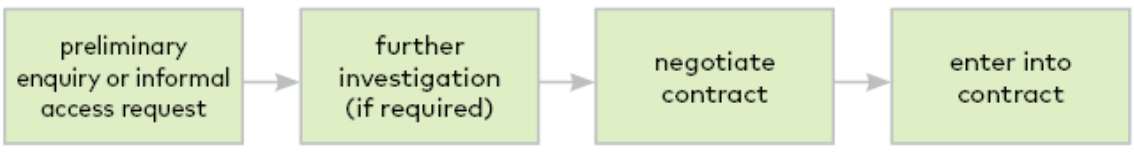
APA will negotiate changes to existing contracted services in accordance with the variation rights under the existing contract.

Some examples of a change to an existing contracted service can include:

- A change to the special or standard conditions relating to an existing service
- A request for a new delivery point or receipt point for an existing service, or where the contract includes a process for requesting new points

New services can also be added to an existing contract. Where the existing contract does not set out terms or the process for adding a new service, we will follow the processes below to negotiate the terms of the new service. This is also the case with any extension to an existing contract.

3.2. Preliminary enquiries or informal access requests



We encourage potential customers to contact APA early when considering their gas supply and transport needs. Early discussion of needs improves the likelihood that APA can tailor services to meet them.

For existing customers, a preliminary enquiry or informal access request can be made by contacting your APA Relationship Manager. For new customers, contact details are included in Part 5 of this Guide.

To enable APA to assess an enquiry or informal access request, please provide as much information as possible about yourself and the service/s you are seeking.

APA will endeavour to respond to each enquiry or informal access request within five business days, and, if needed, will arrange a time to discuss the potential customer's needs and gather any additional information we may need to make an access offer.

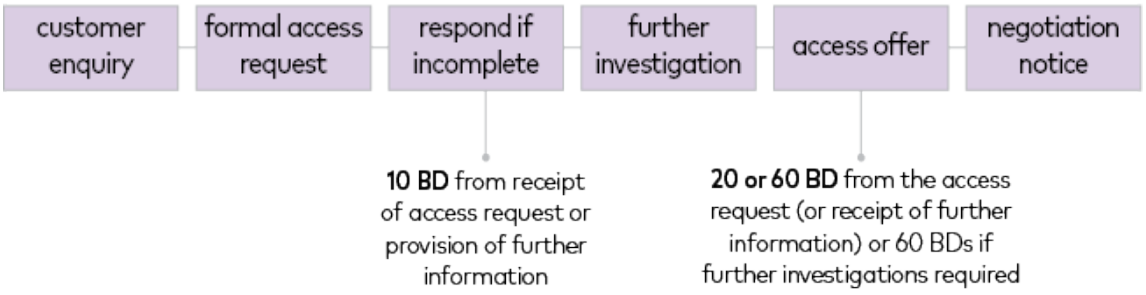
As described above, access to pipeline services typically involves negotiation, in which APA seeks to understand the potential customer's needs and develop a service offering that meets them. We will initiate negotiation under the informal enquiry and access request processes.

APA may need to make further investigations before confirming that capacity is available to meet the potential customer's needs, or before making an access offer. We will advise the customer if this is the case.

APA must make further investigations if a potential customer requests them. If the further investigations involve material costs to APA, we will negotiate the terms with the potential customer, including the scope of the investigations, the reasonable costs, and when the investigations will be completed.

Potential customers do not have to submit a Formal Access Request (see below) to gain access to an APA pipeline. We can reach agreement through negotiation as described above. APA will always negotiate in good faith.

3.3. Formal Access Request



Prospective users of non-scheme pipelines may make a Formal Access Request under Part 23 the National Gas Rules. A Formal Access Request triggers a formal process of Access Offer and information exchange between APA and the potential customer.

Potential customers do not have to submit a Formal Access Request to gain access to an APA pipeline.

If a potential customer intends to make a Formal Access Request, please complete in-full the User Access Form for the relevant pipeline. These can be accessed from our website – see under Formal Access Requests in Part 6 of this Guide.

A Formal Access Request must be made in writing.

Relevant information to include in a Formal Access Request is described below.

Potential customers must complete a User Access Form for each pipeline on which they seek services. To avoid any doubt, please state in the email submitting the relevant forms that it is intended as “a Formal Access Request under Part 23 of the NGR” or words to that effect.

A Formal Access Request triggers binding timelines and documentary obligations for both the potential customer and APA.

Potential customers do not have to make a preliminary enquiry or informal access request before lodging a Formal Access Request, although APA encourages potential customers to make contact through a preliminary enquiry early when considering their gas supply and transport needs. Early discussion of needs improves the likelihood that APA can tailor services to meet them.

APA will respond within 5 business days to advise a potential customer if a Formal Access Request form is incomplete. APA will let the potential customer know what information is needed to complete the form so that APA can make an Access Offer.

APA will notify the potential customer within 10 business days of receiving a complete Formal Access Request if APA needs to make further investigations before making an Access Offer; for example, to confirm that capacity is available to meet the potential customer’s needs. APA will advise the potential customer if this is the case.

APA will only make further investigations to the extent reasonably necessary and will carry them out expeditiously.

APA must make further investigations if a potential customer requests them. If the further investigations involve material costs to us, we will negotiate the terms with the potential customer, including the scope of the investigations, the reasonable costs, and when the investigations will be completed. We will always negotiate in good faith.

At any time a potential customer may amend the details of a Formal Access Request with APA’s consent. APA will not unreasonably withhold its consent. However, APA may consent, subject to the potential customer’s agreement, on a reasonable extension of time for APA to make an Access Offer consistent with the amended request.

What information does APA need to make a Formal Access Offer?

Potential customers do not have to submit a Formal Access Request to gain access to an APA pipeline.

If you intend to make a Formal Access Request, please complete in-full the User Access Form for the relevant pipeline. These can be accessed from our website – see under Formal Access Requests in Part 6 of this Guide.

The information APA requires to be able to make a Formal Access Offer includes:

- Customer name, legal entity, ABN/ACN, full address details, contact name and details (position, email and phone number)
- Three credit referees' names, phone and email contact details
- Term commencement and end dates
- Type of service sought (for example, Firm Transport, Park, et cetera)
- Whether the capacity requested is new or a continuation of existing load
- Time or times when each pipeline service will be required, and capacity to be utilised
- Receipt and delivery point locations
- Minimum and maximum receipt and delivery pressures (kPa).
- Gas specification
- Annual quantity to be transported, MDQ and MHQ along with typical daily, weekly and hourly profiles
- Any additional details relevant to your request

Formal Access Offer

Once APA receives a complete Formal Access Request, APA must make an Access Offer within 20 business days.

APA will make an Access Offer within 60 business days (or an alternative timeframe as agreed between APA and the potential customer) if APA has had to make further investigations to prepare the offer.

APA does not have to make an Access Offer if:

- The potential customer withdraws its request (for whatever reason)
- It is not technically feasible or consistent with safe and reliable operation of the pipeline for APA to provide the service requested (having used reasonable efforts to accommodate the potential customer's reasonable requirements)
- The request requires an extension of a pipeline

APA will give the potential customer clear reasons if we determine that the service is not technically feasible or consistent with safe and reliable operation of the pipeline.

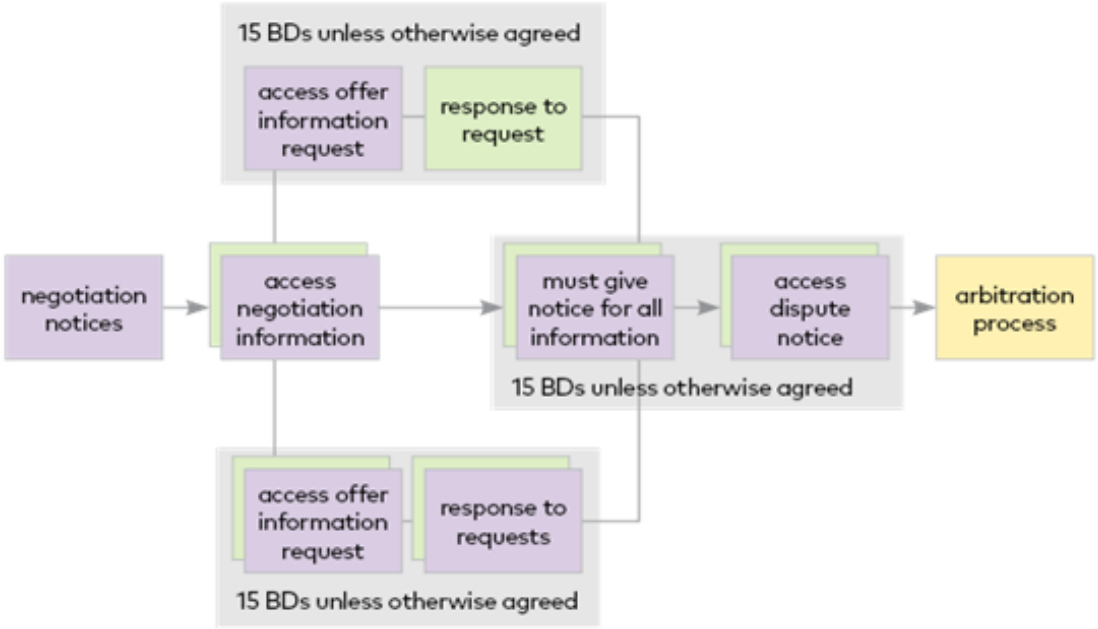
APA's Access Offer must:

- Include price and other terms and conditions
- Contain details of any required works or technical or performance specifications

- Be in a form capable of acceptance

Our access offer may be subject to available capacity, particularly where more than one party is seeking to contract new capacity.

Pipeline service negotiation



If you have made a Formal Access Request to APA, you may make a written request for negotiations in relation to any aspect of access to pipeline services, including:

- Whether access can be granted
- The price, terms and conditions of an Access Offer

Giving APA a written negotiation notice triggers a prescriptive process with strict timeframes and obligations. A negotiation notice must be made in writing and clearly identify that it is triggering the formal negotiation process under Part 23 of the National Gas Rules.

Having triggered formal negotiation, the potential customer may request in writing that APA provides Access Offer Information in relation to any matter under negotiation. APA will comply with this request within 15 business days, or any longer period agreed with the potential customer. The information APA provides must comply with the access information standard, be relevant to the request and be readily readable.

A party to negotiations (whether the potential customer or APA) may also request Access Negotiation Information that the other party is seeking to rely on in relation to a specific matter arising in the negotiations. A party to the negotiations may also request the other party to provide all Access Negotiation Information of the other party.

In each case, the other party must provide the requested access negotiation information within 15 business days, or any longer period agreed.

Potential and existing users of APA's and EII's non-scheme pipelines have the right to refer an access dispute to arbitration under section 216J of the National Gas Law.

A party to negotiations cannot issue an access dispute notice without first requesting the other party to provide all access negotiation information, and allowing 15 business days for its provision.

No party is required to disclose information that would:

- Breach confidentiality of another party (and that party has not given consent to disclosure despite reasonable efforts to obtain consent)
- Be subject to legal professional privilege

A potential customer can bring negotiations under Part 23 to an end at any time, including by entering into an agreement, or withdrawing from the negotiation.

4. Confidential information

Consistent with our usual practice, APA will treat the information provided to us in relation to a preliminary enquiry, informal or Formal Access Request as confidential (except to the extent it is in or enters the public domain) and will only use that information for the purpose it was disclosed.

If a potential customer requests negotiations under Part 23 by written notice, consistent with Rule 561(8) and (9), both the potential customer and APA must not disclose confidential information except:

- To the AER or arbitrator in an arbitration
- With the consent of the other party
- To a professional or other advisor of APA or the potential customer who agrees to maintain confidentiality
- If required or necessary for purposes of the National Gas Law or Rules
- To comply with a court order or subpoena, or authorised or required by law or a regulatory body, and we give you details of and reasons for the disclosure

5. Enquiries and informal access requests

For existing customers, please contact your APA Relationship Manager for changes to existing contracts and new service requests.

For new customers seeking services or making an enquiry, please contact us on the following numbers.

- For APA East Coast and South Australian assets – 02 9275 0020
- For APA Western Australia assets – 08 6189 4300
- For APA Northern Territory assets – 08 8924 8100

Alternatively, potential customers may wish to make an enquiry or informal access request by emailing us at commercial.contracts@apa.com.au.

Our postal address is:

APA Commercial Team
Level 25
580 George Street
Sydney, NSW, 2000

We encourage potential customers to contact APA early when considering their gas supply and transport needs. Early discussion of needs improves the likelihood that APA can tailor services to meet them.

6. Formal Access Requests

For APA's non-scheme pipelines, you have a right to make a Formal Access Request pursuant to Rule 559 of the National Gas Rules. As described above, lodging a Formal Access Request triggers a formal process of Access Offer and information exchange between APA and the potential customer. Potential customers do not have to submit a Formal Access Request to gain access to an APA pipeline.

A potential shipper can lodge a Formal Access Request by completing in-full the relevant User Access Request Form for the pipeline, and emailing it to useraccessrequest@apa.com.au. These forms are available on APA's website at the relevant pipeline webpage. These can be accessed from www.apa.com.au/our-services/gas-transmission/.

Appendix A: APA and EII pipelines – regulatory schemes

Pipeline	Regulation	Service provider
Queensland		
Roma Brisbane Pipeline	Full regulation	APT Petroleum Pipelines Pty Limited
Moura Lateral	Non-scheme*	Allgas Energy Pty Ltd
Berwyndale Wallumbilla Pipeline	Non-scheme	APA Pipelines Investments (BWP) Pty Limited
Carpentaria Gas Pipeline	Non-scheme	APT Pipelines (QLD) Pty Limited Roverton Pty Limited
Cannington Lateral	Non-scheme*	APT Pipelines (Qld) Pty Ltd
Wallumbilla Gladstone Pipeline	Non-scheme	APA WGP Pty Ltd
Reedy Creek Wallumbilla Pipeline	Non-scheme*	APA Reedy Creek Wallumbilla Pty Limited
South West Queensland Pipeline	Non-scheme	APA (SWQP) Pty Limited
New South Wales		
Moomba Sydney Pipeline: Moomba-Marsden Marsden-Sydney/Wagga Wagga Wagga Wagga-Culcairn	Non-scheme	East Australian Pipeline Pty Limited
Central Ranges Pipeline	Non-scheme	Central Ranges Pipeline Pty Limited
Central Ranges Network	Non-scheme*	Central Ranges Pipeline Pty Limited
Central West Pipeline	Non-scheme	APT Pipelines (NSW) Pty Limited
Victoria		
Victorian Transmission System	Full regulation	APA VTS Australia (Operations) Pty Limited

Pipeline	Regulation	Service provider
Qenos lateral	Non-scheme*	APA VTS Australia (Operations) Pty Limited
South Australia		
South East South Australia Pipeline	Non-scheme	APT Pipelines (SA) Pty Limited
Northern Territory		
Amadeus Gas Pipeline	Full regulation	APT Pipelines (NT) Pty Ltd
Bonaparte Gas Pipeline	Non-scheme*	EII Bonaparte Pty Limited
Darwin Distribution System	Non-scheme*	NT Gas Distribution Pty Ltd
Wickham Point Pipeline	Non-scheme*	EII Pipelines (WPP) Pty Limited
Mt Todd Lateral	Non-scheme*	APT Pipelines (NT) Pty Ltd
Mataranka Lateral	Non-scheme*	APT Pipelines (NT) Pty Ltd
Elliott Lateral	Non-scheme*	APT Pipelines (NT) Pty Ltd
Western Australia		
Parmelia Gas Pipeline	Non-scheme	APT Parmelia Pty Ltd
Rockingham Lateral Pipeline	Non-scheme*	APT Parmelia Pty Ltd
Westlime Lateral Pipeline	Non-scheme*	APT Pipelines (WA) Pty Ltd
Canningvale Lateral Pipeline	Non-scheme*	APT Parmelia Pty Ltd
Bullsbrook Lateral	Non-scheme*	APT Parmelia Pty Ltd
TiWest Lateral Pipeline	Non-scheme*	APT Parmelia Pty Ltd
Kwinana Supply Lateral	Non-scheme*	APT Parmelia Pty Ltd
HiSmelt Lateral	Non-scheme*	APT Parmelia Pty Ltd

Pipeline	Regulation	Service provider
Goldfields Gas Pipeline	Full regulation	Southern Cross Pipelines Australia Pty Ltd Southern Cross Pipelines (NPL) Australia Pty Ltd
GGP uncovered capacity	Non-scheme	
Mt Keith Lateral Pipeline	Non-scheme*	Southern Cross Pipelines Australia Pty Limited
Leinster Lateral Pipeline	Non-scheme*	Southern Cross Pipelines Australia Pty Limited
Parkeston Lateral Pipeline	Non-scheme*	Southern Cross Pipelines (NPL) Australia Pty Ltd
Wiluna Lateral Pipeline	Non-scheme*	APT Pipelines (WA) Pty Limited
Murrin Murrin Lateral Pipeline	Non-scheme	APA Operations Pty Limited
Eastern Goldfields Pipeline	Non-scheme	APA Operations Pty Limited
Gwalia Lateral Pipeline	Non-scheme*	Southern Cross Pipelines Australia Pty Limited
Mt Morgan Lateral Pipelines	Non-scheme*	APA Operations Pty Limited
Yamarna Gas Pipeline	Non-scheme*	APA Operations Pty Limited
Kalgoorlie to Kambalda Pipeline	Light regulation	Southern Cross Pipelines Australia Pty Limited
Pilbara Energy Pipeline System	Non-scheme	APA (Pilbara Pipeline) Pty Limited
Telfer Gas Pipeline	Non-scheme	EII Gas Transmission Services WA (Operations) Pty Limited
Nifty Gas Pipeline	Non-scheme*	EII Gas Transmission Services WA (Operations) Pty Limited
Lake Way Gas Pipeline	Non-scheme*	APA Operations Pty Limited
Agnew Gas Pipeline	Non-scheme*	APA Operations Pty Limited
Karlawinda Gas Pipeline	Non-scheme*	APA Operations Pty Limited
King of the Hills	Non-scheme*	APA Operations Pty Limited

Pipeline	Regulation	Service provider
Northern Goldfields Interconnect	Non-Scheme*	APA Northern Goldfields Interconnect Pty Ltd

* Non-scheme pipelines subject to category 2 or category 3 information disclosure exemptions under Part 23