GOVERNMENT OF WESTERN AUSTRALIA

Department of
Energy and Economic Diversification

Albany Gas Transition Program Information Pack

Trades



What is the Albany Gas Transition?

In January 2026, ATCO Gas Australia (ATCO) announced its decision to shut down the Albany reticulated gas network.

This means every customer in Albany connected to the network and billed by Alinta Energy will need to switch over to either bottled gas or all-electric appliances before their part of the network is decommissioned over the next three years, starting in January 2027.

The WA Government is helping customers cover the cost of transitioning to a new energy source. We need qualified local and regional trades to help households and businesses make the switchover.

The Albany Gas Transition Program, led by the Department of Energy and Economic Diversification, has been established by the WA Government to provide customers with advice on their energy options, guidance on the steps to take, and financial assistance to support the transition to their chosen energy source.

Qualified local and regional trades are essential to delivering this transition.

This pack tells you what is needed to take part:

- **What the two conversion types involve**
- **How the Transition Program works**
- **Licences and registrations**
- **Codes and standards**
- **Work health and safety (WHS)**
- **Insurances**
- **How to register to be part of the Program**

We want your involvement to be as straightforward as possible, and you can reach out to us for support at any time.

Why is it happening?

ATCO's reticulated gas network supplies Liquefied Petroleum Gas (LPG) to about 8,000 Alinta Energy residential and business customers in Albany.

ATCO is a private commercial entity, and the Albany gas network is not Government-owned or operated.

In 2025, ATCO reviewed its network and found that many pipes were nearing the end of their operating life. Replacing this ageing infrastructure would pass high costs on to Albany's connected customers. Other gas companies were approached, but none were interested in purchasing the network. For these reasons, ATCO decided to shut down the network.

Why does the Transition Program need your help?

Thousands of private households and businesses across Albany need to switch over to new energy sources over the next three years. We need gasfitters, plumbers, electricians, and refrigeration and air conditioning technicians to carry out this conversion work so that everyone can move off the ATCO network in time.

The WA Government is providing funding for customers to transition to a new energy source. These funds will be paid directly to trades that are registered to participate in the Transition Program.

The first zone will start to transition away from the network in January 2027. Please register early to be included in our list of registered trades - customers will use this list to choose a trade, ask for a quote and book in the work.

What are the customer conversion types?

Customers fall into two categories:



Residential and small gas-use business customers.



Large gas-use customers consuming over 30 gigajoules (GJ) of gas per year.

Different conversion processes and support arrangements apply to each group.

Standard conversions

Residential and small gas-use businesses follow the standard conversion process. To be eligible for funding support, these customers must wait until we let them know the Transition Program has opened in their zone.

Customers can choose to switch over to LPG bottles or all-electric appliances, and you should be ready to quote for both conversion options, if possible.

Standard conversion types

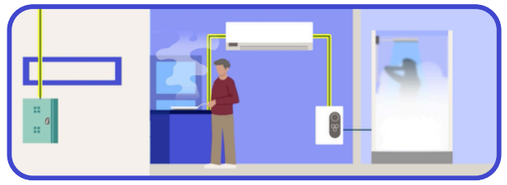


LPG bottles

For many households and businesses, this will be the most straightforward option. Existing gas appliances will continue to work with LPG bottles, and the WA Government will cover the cost of a standard conversion to bottled LPG.

Complex cases, where a standard bottle conversion is not feasible or involves significantly higher costs, will be assessed by our case management team with additional support provided on a case-by-case basis (see page 5).

All Program payments are to be made directly to registered trades.



All-electric appliances

Switching to all-electric may suit households or businesses that prefer to eliminate the need for gas altogether by replacing existing gas appliances with electric alternatives.

The WA Government will provide a contribution of up to $2,000 towards purchasing and installing electric appliances. The customer must then cover any remaining costs and pay this directly to you. If the customer chooses an all-electric transition, you may need to order the new appliances on the customer's behalf.

Complex cases

If you visit a property to prepare a quote and find that is possible but will cost significantly more than a standard transition, submit the quote as normal and it will automatically be referred to our case management team.

If you find that it's not possible to convert to LPG bottles, you'll need to tell us by submitting a 'complex case' form through our system.

Our case management team will determine the most suitable solution and provide additional support on a case-by-case basis. In some instances, an all-electric solution may be the best alternative, and we will provide additional funding to support eligible conversions.

Large gas-use customers

Large gas-use customers consuming over 30 GJ of gas per year have been offered a government-funded business energy audit to help them make informed decisions about which energy source to transition to and the likely costs. These audits will assist in determining the level of funding available to these customers.

Large gas-use customers will have the flexibility to transition ahead of their zone's transition period, and their funding allocation will also be paid directly to the registered trades carrying out their conversion works.

How the Transition Program works

ATCO has divided the Albany gas network into zones, which will be decommissioned in sequence and will take around three years. The central commercial district will be decommissioned last.

To see a map of the conversion period and decommissioning schedule for the zones, visit gas.atco.com/Albany
The Transition Program will go live in each zone well in advance of ATCO's shutdown dates, with the first zone conversion period scheduled to begin in January 2027.

Step-by-step guide

STEP 1

The customer contacts you for a quote.

Customers will find your business on our registered trades list. If they are unsure which option to choose, they may ask for quotes for both LPG bottles and all-electric solutions (if possible). For most situations customers will not be required to have more than one quote for the same type of conversion work.

STEP 2

Visit the property and prepare your quote.

Assess the cost, suitability and requirements for converting to bottled LPG or electric appliances and take photos of the existing gas meter and regulator (for both conversion options), proposed bottle location (for bottled gas conversion), and existing gas appliances to be replaced (if electrifying). If the meter box is in the way of the proposed LPG bottle location, the customer must contact ATCO to arrange removal of the meter prior to starting work.

STEP 3

Upload the quote in our system for approval.

Ensure first that the customer has confirmed their conversion choice. All-electric customers may need to select electric appliances for inclusion on the quote. If bottled LPG is not possible, you'll need to tell us by filling out a simple form in our system. **Do not start work until we tell you that the application has been approved.**

STEP 4

Book in the work.

Once the application is approved, we will let the customer know to go ahead and book the work with you. For LPG bottles, the customer will need to decide on a gas bottle retailer and arrange bottle delivery before your visit.

STEP 5

Carry out the works on the agreed date.

You'll need to complete the required close-out documents including photos of the completed works and relevant certificates. When the gasfitter submits the eNOC for Disconnection in Building & Energy's eNotice portal, this will notify ATCO to remove the meter. **If the customer has chosen to go all-electric, they must pay any costs above the funded amount directly to you.**

STEP 6

Submit your invoice with the correct close-out documents.

We will pay you directly, up to the approved funding amount. ATCO will then attend the property to remove the meter and take a final reading, so the customer can pay their final bill to Alinta Energy.

What are the trade requirements?

Under the Transition Program, all work must be completed by licensed and registered trades, in line with current WA legislation and Australian Standards, using safe work practices, and with the right insurance in place.

What applies to you depends on your trade and on the type of conversion.

Licences and registrations

You, and anyone carrying out regulated work for you, must hold the current licence or permit for the work being done. Your licences and permits will be checked against the Building and Energy public register when you register for the Transition Program.

Trade	Licence or registration required	What work it covers
Gasfitter	Gasfitting Permit (Class G) issued by Building and Energy under the Gas Standards Act 1972. Class I permit where work involves Type B (commercial or industrial) appliances.	Disconnecting and capping reticulated gas pipework, installing LPG bottle systems and regulators, and connecting and commissioning appliances and submitting e-NOC. This is the core licence for both conversion types.
Plumber	Plumbing licence and Plumbing Contractor registration under the Plumbers Licensing Act 1995.	Hot water changeovers (for example gas to electric) and associated pipework. Needed for LPG bottle conversions only where associated plumbing work occurs.
Electrician	Electrical Contractor licence (business) and Electrician's licence (individual) under the Electricity (Licensing) Regulations 1991.	New circuits, switchboard upgrades and connecting electric appliances such as induction cooktops, heat pumps and air-conditioning.
Refrigeration and Air Conditioning technician	Certificate III in Air Conditioning and Refrigeration. Australian Refrigeration Council (ARC) Refrigerant Handling Licence. WA Refrigeration and Air Conditioning Restricted Electrical Licence where electrical connection work is done.	Reverse-cycle air conditioning systems, including refrigerant handling and commissioning.

Apprentices and training permit holders may work on Transition Program conversions only under supervision, as their licence conditions require. Your licences and permits must remain current for as long as you take part in the Program.

Codes and standards

In addition to your licence conditions, all conversion work must meet the following legislation and standards. Please always work to the current edition of each standard.

All trades: National Construction Code (NCC); Building Act 2011 and Building Regulations 2012 (WA); Work Health and Safety Act 2020 and Work Health and Safety (General) Regulations 2022 (WA).

Trade	Key legislation and standards	Mainly relevant to
Gasfitter	Gas Standards Act 1972 Gas Standards (Gasfitting and Consumer Gas Installations) Regulations 1999 Energy Safety Act 2006 AS/NZS 5601.1 – Gas installations, Part 1: General installations (the main standard for LPG installations)	LPG bottle and all-electric conversion (gas decommissioning for residential and small gas-use business customers)
Gasfitter	Gas Standards Act 1972 Gas Standards (Gasfitting and Consumer Gas Installations) Regulations 1999 Energy Safety Act 2006 AS/NZS 5601.1 – Gas installations, Part 1: General installations (the main standard for LPG installations) AS/NZS 1596 – The storage and handling of LP Gas (cylinder locations, clearances and separation distances) AS 3814 – Industrial and commercial gas-fired appliances (Type B) AS 4041 Pressure piping	LPG bottle conversion (large business customers)
Plumber	Plumbers Licensing Act 1995 Plumbers Licensing and Plumbing Standards Regulations 2000 NCC Volume Three – Plumbing Code of Australia AS/NZS 3500 series – Plumbing and drainage (including hot water, AS/NZS 3500.4) AS/NZS 4234 – Heated water systems (heat pump performance)	All-electric conversion

Contd. on next page

Codes and standards contd.

Trade	Key legislation and standards	Mainly relevant to
Electrician	Electricity Act 1945 Electricity (Licensing) Regulations 1991 Energy Safety Act 2006 WA Electrical Requirements (WAER) AS/NZS 3000 – Wiring Rules AS/NZS 3017 – Verification by inspection and testing AS/NZS 3008.1.1 – Selection of cables (sizing and voltage drop) Local network requirements from Western Power or Horizon Power and WA Electrical Requirements (WAER).	All-electric conversion
Refrigeration and Air Conditioning technician	Certificate III in Air Conditioning and Refrigeration. Australian Refrigeration Council (ARC) Refrigerant Handling Licence. WA Refrigeration and Air Conditioning Restricted Electrical Licence where electrical connection work is done.	Reverse-cycle air conditioning systems, including refrigerant handling and commissioning.

Work health and safety (WHS)

Safety is a key priority for the Transition Program, and as a registered trade you are expected to:

- **Meet your WHS duties under the Work Health and Safety Act 2020** (WA) and the Work Health and Safety (General) Regulations 2022 and follow the relevant WorkSafe codes of practice.
- **Operate a workplace health and safety management system** suited to the size of your business, covering policies, procedures, responsibilities, audits and continuous improvement (AS/NZS 45001 is a useful framework).
- **Plan every job.** Contractors must undertake appropriate risk assessments before commencing work and must follow their established safe work procedures.
- **Ensure you have a Safe Work Method Statement** for high-risk works, as required.
- **Work safely with gas.** Use gas isolation and gas leak testing procedures on every job, handle and store LPG cylinders in line with AS/NZS 1596 and manage LPG as a hazardous chemical and dangerous good under the Dangerous Goods Safety Act 2004 and its regulations.
- **Work safely with electricity.** Isolate and lock out/tag out, test before you touch, and follow AS/NZS 4836 when working on or near low-voltage installations.
- **Manage physical hazards.** This includes manual handling of cylinders and appliances, falls from ladders and roofs (AS/NZS 1892 for ladders), silica dust from cutting masonry or concrete, confined spaces, and noise.
- **Plan for site-specific conditions.** Manage heat stress for outdoor work, and vehicle safety when travelling between sites.
- **Be ready for emergencies.** Have emergency plans for gas leaks, fire, electrical incidents and injuries, with first aid and personal protective equipment (PPE) available.
- **Dispose of waste safely,** including refrigerants, old gas appliances and electrical equipment.

For information on gas cylinder safety in WA, visit:

elgas.com.au/lpg-safety

supagas.com.au/lpg-safety

originenergy.com.au/lpg/lpg-safety

Insurances

Registered trades must hold current insurance appropriate to the work they carry out. You will be asked to provide certificates of currency (CoC) when you register, and again when your policies are renewed. Please notify us if any cover lapses.

Insurance	What we expect
Public liability	Cover for injury or property damage to third parties arising from your work, including at customers' homes and businesses. Minimum cover: $10 million
Worker's compensation	Required under WA law for employers, including for apprentices and casual workers. Not required for sole traders. If you are unsure of your obligations, check with WorkCover WA.
Professional indemnity	Only required where you provide design, assessment or advice as part of your work (for example electrical load assessments, or sizing and siting bulk LPG storage), particularly for large business jobs.

Subcontractors

All subcontractors must hold their own appropriate licences and insurances but do not need to register to take part in the Transition Program if they are working under a registered trade contractor. We will require their licences to be disclosed in the quote for any works the lead trade contractor is not authorised to undertake.

How to register to take part in the Transition Program

All trades that wish to carry out Transition Program conversions must register with the Program to participate. Once you are registered, you will be included on the list of registered trades provided to customers. Trades based in Albany and surrounding regions are encouraged to register.

These are the steps to register:

STEP 1

Check you meet the requirements.

Confirm you hold the licences, competencies, WHS practices and insurances set out in this pack.

STEP 2

Submit your registration using the link we'll provide to you

We'll send you a link to register when our registration process opens. We'll ask you to tell us which trades, licences and conversion types you cover. You'll also need to provide your licence and permit details for verification against the Building and Energy register, certificates of currency for your insurances, and your safe work documentation.

STEP 3

We check and confirm your registration.

Once confirmed, you'll be added to the list of registered trades given to customers. You'll also receive the link to our applications system where you can submit quotes and invoices for payment, along with a welcome pack providing all the details you need to take part in the Transition Program.

STEP 4

Keep your registration current.

Keep your licences and insurance up to date and tell us about any changes. A sample of completed work will be audited.

To view the decommissioning and transition timelines for each zone, go to **gas.atco.com/Albany**

Key contacts

You can contact the Transition Program for support at any time, including about the registration process:

- Visiting our online information portal at **wa.gov.au/albanygastransition**
- Calling our helpline on 08 9200 6888 (Monday to Friday 9am-4pm)
- Visiting the Pop-up until 31 January 2027 Albany Gas Transition Support Hub, located in Albany Plaza opposite Coles
- Emailing us at **albanygastransition@deed.wa.gov.au**

Regulators and licensing

Organisation	Contact for	Phone/ Email
Building and Energy (Department of Local Government, Industry Regulation and Safety)	Electrical, gas-fitting and plumbing licensing	08 6251 1377 be.info@lgirs.wa.gov.au
WorkSafe – Dangerous Goods Licensing	Dangerous Goods Site Licences for bulk LPG storage	1300 424 091 DangerousGoods@lgirs.wa.gov.au
WorkSafe – general enquiries	Work health and safety	1300 307 877 wscallcentre@lgirs.wa.gov.au

Network operators, retailers, and LPG suppliers

Organisation	Contact for	Phone/ Web address
ATCO Gas Australia	Gas network decommissioning	13 13 56 gas.atco.com
Western Power	Electricity connections and supply upgrades	13 10 87 westernpower.com.au
Alinta Energy	Gas accounts and meter disconnection	1300 170 941 alintaenergy.com.au
Elgas	LPG bottle supply in Albany	131 161 elgas.com.au
Origin Energy	LPG bottle supply in Albany	13 35 74 originenergy.com.au
Supagas	LPG bottle supply in Albany	13 78 72 supagas.com.au

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Contact

08 9200 6888 (Monday to Friday 9am–4pm)

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