



South City Group Housing Apartment Owners' Association

Registered under KAOA: No BNG(U)-JPN/82/2009-10

1st Floor, Club House, South City, Off Bannerghatta Road, Bangalore 560076

FAQ – GAIL GAS LTD PROPOSAL FOR SUPPLY OF PNG TO SOUTH CITY

(Compiled based on inputs provided by GAIL Gas Ltd / authorized Direct Marketing Agent)

S #	Query	Response
1	What is this initiative / project?	<p>The project is related to supply of Piped Natural Gas (PNG) to apartments in South City. The project will be fully executed by GAIL Gas Ltd – a Govt of India undertaking. They will be responsible for providing all the pipeline within the community and upto the supply point in the kitchen – including meters and safety pressure valves.</p> <p>When completed, the supply of domestic PNG shall be thru the company's distribution network and available 24x7. Billing shall be as per metered consumption, bi-monthly and, post paid.</p> <p>The service contract is between the Owner of the apartment and GAIL Gas Ltd. There is no role for the Administrator / RWA either in the implementation of the infrastructure, supply, billing, and maintenance and after sales service etc.</p> <p>The arrangement is comparable to that of BESCOM's supply of electricity to the apartments – except in case of PNG, the service and meter shall be up to the supply point within the respective apartments.</p>
2	What is the cost to the community?	<p>There is no cost to the community for laying the infrastructure up to the supply point in the respective apartments. All cost, including repair and relaying of dug-up areas within the community, if any, shall be borne by GAIL Gas Ltd.</p>
3	Is this similar to 'piped gas' supply that we come across in many apartment complexes?	<p>There are some apartment complexes that provide piped gas infrastructure with metered facility – but the gas supplied is from a bank of LPG cylinders stored in a common area within the community. This domestic PNG project is different from that – there is no local or intermediary storage and the gas is supplied continuously over their piped network. Importantly, the gas is not LPG, but piped natural gas supplied at a much lower pressure than that of the LPG stored in cylinders. PNG is claimed to be inherently safer, cheaper, and convenient and pilfer proof than the LPG supplied in cylinders.</p> <p>For more details on this, we encourage you to read the official FAQs :https://www.gailgas.com/bengaluru/_layouts/15/gailgas/bengaluru/#/png-faq</p>
4	Will my existing gas burners / stove work with this PNG supply?	<p>GAIL Gas Ltd confirms that the existing LPG appliance will work with PNG – subject to a modification (in the form of an accessory fitment) that the company will carry out. This modification shall be dependent on number of burners etc and shall be at no additional cost for the first time. In case the stove / burner are under warranty, GAIL Gas Ltd shall hand over the accessory to the resident so the modification can be done by the supplier of the stove. <i>This is so as not to break any warranty clause.</i></p>
5	What do I do with my existing LPG cylinders?	<p>Current Govt of India rules allow for retaining one LPG cylinder connection for a house that is being provided with domestic PNG. LPG cylinder connections in excess of one or, even the one not being retained by the consumer are required to be surrendered and kept in safe custody with the LPG distributor, within two months from date of PNG supply. The LPG service can be resumed when the consumer moves to an area that does not have domestic PNG supply.</p>
6	Can I use the same stove / burner for LPG and PNG?	<p>No. The stoves cannot be used simultaneously and interchangeably with LPG and PNG. As conveyed in #4, the existing LPG appliance shall be modified by GAIL Gas Ltd for use with PNG. If the resident opts to retain one LPG cylinder after getting the PNG service, it is recommended that a separate stove / burner be kept for LPG use.</p>
7	Can I re-use my original LPG stove when I move out of PNG?	<p>Yes, the modification to the stove / burner is reversible – i.e. the accessory fitted for PNG use can be removed and the appliance can again be used with LPG. However, this is recommended to be carried out by an authorized mechanic of either GAIL Gas Ltd (24 x 7 service center) or the LPG supplier.</p>
8	How do I ask for refill, pay for the PNG?	<p>There is no need for ordering a refill. The supply is always on and uninterrupted (subject to major pipe network disruptions). Billing shall be based on actual consumption recorded by the meter fixed at the supply point within the apartment. As per current rules, the billing by GAIL Gas Ltd is bi-monthly and, post paid.</p>



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9	How is the meter reading taken by the company?	The meters to be installed by the company are the smart meter type that will be read by the company team, using GPRS – without the need for access into the apartment.
	☰ there be any difference to the normal cooking time in LPG?	In general, while there is not expected to be a high variance in cooking time, it is expected to be about 2 to 3 minutes longer than LPG (initial period of 2 to 3 minutes for combustion to normalize).
11	What is the expected cost of PNG for like to like use as LPG?	Like to Like comparison of cost is difficult due to a number of dependent factors. The following may be taken as a guideline: Current cost of domestic PNG in Bengaluru is Rs.22/- per scm (standard cubic meter) + GST at 18%. A 15.2 scm consumption (equivalent to 14.2 kg) shall cost approx Rs 335/- plus GST – as compared to approx. Rs 490/- and Rs 750/- for a 14.2 kg LPG cylinder, subsidized and non-subsidized, respectively.
12	How do I register for the PNG connection?	GAIL Gas Ltd has provided us with their pre-numbered application forms. We have made arrangements to have these available with each of the Block Security. 1. Please sign in the distribution control sheet and pick up the form from your Block Security. 2. Please fill up the required details and submit the form to the Help Desk office at the Old Club House (ground floor). 3. Please attach a) Proof of ID and, b) Proof of ownership. 4. No photographs required. No Payment required now. The submission of completed forms is required to be done at the Help Desk as the completed forms along with ID documents may not be in safe custody with the Block Security.
13	Important points for filling the application	Based on clarifications received from GAIL Gas Ltd, please note the following: 1. The registration must be in the name of the Owner only – even if the owner is not residing in South City. 2. The form can be filled up and signed by the current resident or any other person on behalf of the owner – subject to the Proof of Id and Proof of Ownership is that of the owner. 3. In case of Joint Ownership, it is adequate to mention the name of any one of the owners – subject to the Proof of ID and Proof of ownership documents carry the name. 4. In case of a non-owner filling up the form on behalf of the owner, the mobile number in #4 and email ID in #5 shall be that of the person filling up the form. The mobile number and email ID of the owner can be provided in the 'NOC' section. <i>This is required as the first level of application verification shall be done with the details provided in #4 and #5.</i> 5. Proof of ID: Copy of any of PAN / Passport / Voter ID / DL / Ration Card / Aadhar. 6. Proof of ownership: Copy of any of sale deed / Rental agreement / Electricity Bill / BSNL telephone bill. <i>This document must have the owner name(s) and the apartment number for which the registration form is being submitted, to establish ownership. In case of sale deed / agreement, only the relevant pages showing the name and apartment number is adequate.</i>
14	Can I register online?	☰ If their website provides for online registration, GAIL Gas Ltd has provided the following input wrt the same: Online registration would join the pool of pending registrations (approx. about 40 lacs currently). A docket number will be provided and after completion of feasibility study for the consumer area, the consumer will be required to fill in the paper form and submit it to the nearest office / DMA (direct marketing agent), to take forward the registration process. They strongly suggest that their pre-numbered paper forms be used for the registration process.
15	I am a non-resident Owner. If my tenant is the consumer of the PNG and the bill is payable by the tenant, why should the registration form be in my name.	The domestic PNG connection is similar to the electricity supply connection provided by BESCOM. Unlike the LPG connection that is in the name of the actual consumer, the PNG service connection is to the apartment and is provided by the company in the name of the property owner only. The consumption / usage bill can be paid by the tenant / any other person on behalf of the owner – similar to the payment of electricity bill.



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16	What are the charges payable for the service connection?	As per the promotion scheme announced by the company: 1. Non-refundable Registration fee of Rs. 354/- (including GST) – <i>waived off if registration form submitted before Mar 15 2018.</i> 2. Interest free Refundable Security Deposit of Rs. 5000/- <i>Flexi payment option available. Required to be paid at the time of installation.</i> 3. Adjustable Payment security of Rs.500/-. Adjusted towards consumption billing. 4. Consumables – Up to 10 mtr GI and 5 mtr copper piping inside the apartment shall be provided at no cost. Pipe usage beyond this shall be at standard company prescribed rates. 5. Stove modification charges – No cost for one time / first time fitment of accessory to make the LPG appliance compatible with domestic PNG.
17	When is the service expected to be activated?	Based on inputs provided by the Company: 1. A feasibility cum detailed project planning study will be commissioned when completed registration forms from at least 50% of the apartments are received. 2. They estimate a further 12 to 15 months for completion of all installation including testing and commissioning and ability to start the service. 3. Currently, the work of laying the main network pipes on Bannerghatta road is in progress.
18	I am a tenant. Why should I provide my contact details in the registration form (as specified in response to FAQ #13)? I may not even be a resident in South City when it is ready for providing the service.	The contact details of the current resident are required to be provided. In case of change at the time of actual connection or verification by the company, the details of the then resident shall be taken by the company.
19	 a tenant. The owner has registered and got a PNG connection for the apartment. Is it required for me to surrender my LPG?	Yes. As per Govt of India rules, if the residence has a piped PNG service then not more than 1 LPG cylinder can be availed. As conveyed, LPG connection can be surrendered for safe custody within two months from date of LPG supply, and re-activated as necessary at any point in time.
20	What is the procedure for LPG surrender / re-activation?	1. Handover regulator and cylinder to the LPG distributor's office, along with the security deposit receipt / certificate. 2. Obtain surrender / safe custody receipt from the LPG distributor, along with refund of the security deposit. 3. Produce the surrender slip / safe custody receipt at the LPG distributor office when moving out to a non domestic PNG area and, LPG connection is to be resumed.
21	What are the special safety issues related to piped natural gas?	1. The piping installation shall provide for pressure valve that automatically shuts off the supply in case of any major leak. 2. Valves provided at two locations in the apartment can be operated manually to shut off the supply. 3. The PNG being lighter than air would tend to rise above 4. Beyond these, all safety precautions as in any combustible gas, apply here as well.
22	What are the possible causes of outages in the piped gas supply?	1. Disruption to the pipelines in the network. 2. Disruption to pipeline / infrastructure within the community 3. Disruption in supply of gas from the refinery / production facilities
23	Does the company provide any SLA for restoration of supply?	Details to be provided by the company after completion of feasibility report.
24	Can I have additional piping done to my bathroom (for using gas based geysers) or other areas?	While technically, it is possible to use PNG for other such purposes (like gas based geysers), the current project by the company is towards supply of domestic PNG for cooking purposes. As such, the connection shall be to the kitchen area only.



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25	Would there be any impact to the PNG supply in my apartment if there is an accident or leak in another apartment in my Block or elsewhere in South City?	No, there will be no impact to PNG supply in your apartment due to a flaw in the supply to another apartment.
26	What if I am not able to submit the registration form before Mar 15 2018.	As conveyed by the company, the promotional scheme is valid up to Mar 15 2018. Beyond this date, subject to the feasibility having been undertaken for South City, the registration application shall continue to be accepted (directly at the company's office) – without the promotional terms (waiver of registration fee and first 3 months free supply).
27	Where is this service active in Bengaluru?	Apartment complexes connected to the grid: Shriram Sadhana, Mathikere; SJR East Wood, Harlur Road; Fernhill Gardens, HSR; Brigade Gateway, Yeshwantpur; Embassy Heritage, Yeshwantpur; Suncity Apts, Belandur; Godrej Woods, Hebbal; BEL, Jalahalli; Salarpuria Luxuria, Yeshwantpur; Sobha Daisy, Belandur... Projects signed with developers: Adarsh; Bharatiya; Brigade; Mantri; Divyasree; Salarpuria Sattva; Prestige; Shapoorji Pallonji; SNN Group; Nitesh etc.