



Customers in the national gas market

This fact sheet provides information for gas customers that are part of the national gas market.

The South Australian gas industry comprises participants in the production, transmission, distribution and retailing sectors. The Essential Services Commission regulates some aspects of participants operations.

Production

Natural gas in South Australia is extracted from the Cooper basin in the far north of the state. Natural gas supplied to South Australia is also extracted from the gas basin in Victoria.

Transmission

Gas is transported from the production fields by transmission pipelines. Transmission pipelines transport large volumes of natural gas under high pressure. In South Australia, there are two major transmission pipelines:

- ▶ the [Moomba-Adelaide pipeline](#), which transports gas from the Cooper Basin to Adelaide (owned and operated by Epic Energy), and
- ▶ the [SEAGas pipeline](#), which transports gas from the Otway and Bass basins to Adelaide (owned and operated by SEAGas).

Distribution

Gas is transported by a transmission pipeline feeds into the distribution pipe network. Gate stations link transmission pipelines and distribution pipelines. The distribution pipe network transports the gas to residential and businesses customers. Gas in the distribution network is transported at lower pressures and in smaller volumes than along the transmission pipeline. The distribution network in South Australia is owned by [Australian Gas Networks](#).

Retail

Energy retailers sell natural gas to residential and business customers. Unlike electricity retailers who buy electricity through the National Electricity Market (**NEM**), gas retailers operate in a 'contract carriage market' where they must have contractual arrangements in place for the supply (production) and transport (transmission and distribution) of gas. Wholesale gas price and terms and conditions are governed by these agreements.

The [Australian Energy Regulator's \(AER\) website](#) contains a list of authorised gas retailers and details on consumer protections in the national gas market.

The AER can be contacted by calling 1300 585 165 or by email at aerinquiry@aer.gov.au.

The Essential Services Commission is an independent statutory authority with functions in a range of essential services including water, sewerage, electricity, gas, rail and maritime services, and also has a general advisory function on economic matters. For more information, visit www.escosa.sa.gov.au.

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