

PNG Commercial Connection FAQs

1. How is a connection categorized as a Commercial PNG connection?

PNG connection is categorized as Commercial connection when the consumer is provided the connection for commercial use. Such connections are given to restaurants, hotels, canteen units and any commercial establishments running canteens.

2. Is the supply of PNG regular?

The supply is 24 x 7 and uninterrupted. The pipeline distribution network consists of safety valves and regulators that control and monitor the gas supply and pressure and assist in identifying system faults and ensures uninterrupted supply at requisite pressure.

3. Are any statutory compliances or government approval required to obtain the natural gas connection?

No statutory compliance or government approval is required for obtaining a gas connection or usage of Natural Gas as there is no storage of gas within the plant premises.

4. How long does it take to obtain a gas connection?

Subject to availability of pipelines in the area, the connection shall be provided post signing of agreement and necessary modifications in the pipeline.

5. Do I need to make any modification?

For consumption of natural gas, consumer needs to make modifications or make necessary arrangements for internal pipeline.

6. Can this gas be stored?

No, the gas cannot be stored. PNG is supplied only through pipelines.

7. What would happen if the natural gas supply were stopped?

The company shall ensure that natural gas supply is uninterrupted in every possible way; however, if natural gas supply is interrupted due to any technical issue or third-party damage, the trained technical team shall visit the site and restore natural gas

supply at the earliest. Any planned interruption in gas supply due to such maintenance activity is informed in advance.

8. Can we get a Commercial Connection for rented premises/land?

Yes, you can get Commercial connection on the rented/leased premise or land.

9. Do I have to pay for consumer security deposit?

As specified by PNGRB in authorization regulation 14 (2) , the company may take an interest-free refundable security deposit for an amount not exceeding the actual cost of the metering unit and other related equipment and labor charges towards installation, provided that these are installed by the company in the consumer's premises.

10. Are tariff rates different for Commercial and other segments?

Yes, tariff rates are different for different segments i.e. domestic, commercial and industrial use.

11. I want to switch from Diesel Genset to Gas Genset? What are the options available?

Your diesel genset can also be converted to operate on gas. You may get in touch with either your genset supplier or specific agencies that are in the job of converting DG sets to gas gensets.