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For immediate release

Kleenheat will extend TLP shutdown to August

Kleenheat Gas has decided to extend its timeline for decommissioning Armidale's TLP network to August.

General Manager Graham Smith said most affected customers had already chosen to convert to LPG or another energy supply, making it possible for many sections of the 110-year old TLP pipeline to be shut off now.

"Over two-thirds of our customers have made their decision and we're making steady progress with those who've contacted us to discuss their options," he said.

"It's still possible to meet our May target given the rate customers are now contacting us and how quickly they're making up their minds once they talk to us, but I made a commitment to the Council last month that we'd review our timeline if sufficient numbers hadn't made a decision by mid-April, and that's what we've done."

Mr Smith said the August deadline gave undecided customers more than another four months to weigh up their options and take advantage of offers being made through Kleenheat.

"Customers should still contact us now to get the right information about their options and entitlements," he said.

"We still reckon most will prefer to convert before winter sets in because once they realise what's on offer and our openness to discussing arrangements, they don't see the point in waiting."

Mr Smith said perceptions about the cost to convert had been the main concern expressed through Council and some members of the public.

"There have been a lot of assumptions made about the cost that are not factual," he said. "I can't stress enough that customers should contact us direct to discuss their needs and circumstances, get the right information, and leave the legwork to us to organise a fully licensed gas fitters to get the conversion done."

Mr Smith reiterated Kleenheat's support for customers who may be experiencing difficulty because of the conversion.

"We're very open to confidentially discussing circumstances and negotiating a suitable arrangement to help customers make the transition quickly and without undue hardship," he said.

“We’ll extend the discounts and subsidies for orders placed by the end of July, in advance of the August shutdown – this really is a golden opportunity for TLP customers to upgrade their supply and appliances now while the offer’s still open.”

Kleenheat Gas can be contacted on 132 180.

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