



Bhagyanagar Gas Limited
(A Joint venture of GAIL & HPCL)



PNGRB

DPNG

NATIONAL DRIVE



FAQ's

1.What is Piped Natural Gas (PNG)?

PNG is mainly methane – CH₄ with a small percentage of other hydrocarbons. The ratio of carbon to hydrogen is least in methane and hence it burns almost completely making it the cleanest fuel. It is sourced from the oil / gas wells and transported through a network of pipelines across the country

2.What is a Domestic PNG connection?

A domestic PNG connection includes laying of pipeline network up to appliance (for a single cooking appliance) along with necessary fittings, pressure regulator, meter and conversion of LPG appliance to PNG.

3.Is there any Storage Space required for Gas inside the Society premise/ near the House?

No. there isn't any storage space required; the Gas is transmitted via the Pipeline laid by BGL.

4.How Does Gas pipeline reach to our house?

For various cities BGL gets natural gas through the main transportation pipe and receives it at city gate station and steel grid network is developed. To regularize the pressure of the gas, the District Regulatory System is installed. Further a network of MDPE is developed to reach different societies and buildings etc. The regulator, followed by a riser with GI pipeline is installed which is connected to a Meter. A GI/copper pipe and further rubber tubing is done to get PNG reach to stoves.

5.What is the fee for PNG Connection ?

The information is available on the BGL home page www.bglgas.com.

6.What documents are required for PNG connection?

1. GOI issued ID cards (such as PAN Card/ Passport/Voter Id/ Driving License with date of validity).
2. Copy of House purchase agreement/Property Tax/Electricity bill copy is required as proof of ownership of the house.

7.What is BGL's scope of work to provide successful PNG connection to registered household?

BGL will lay the pipeline by excavation of the land, install the GI work, install the meter, install all other accessories required to connect one consumption point primarily a Kitchen stove, and conversion of kitchen stove. All these will be covered by BGL as per the standard defined by PNGRB against the payment of refundable security deposit.

8.What if the customer wants one more gas connection in the same house / flat / bungalow / etc.?

Any other connection required in the same house/flat/bungalow/etc. will be done and treated as additional separate connection with charges as applicable.

9.Who owns and is responsible for laying the pipelines for PNG supply?

The Pipeline up to consumer's kitchen is laid, owned and is the responsibility of BGL. Any excavation work on the ground will be back filled. The restoration to as is condition is in the scope of the premise owner.

10. Who will do core cutting, drilling of holes in walls for connection, and repairing of any damages in the house during installation process?

BGL will do the drilling in walls for PNG connection and filling of the hole with white cement will be done by BGL. Normally due care is taken to avoid damage in case of any damage to tiles in the kitchen and house, BGL shall not be held responsible for it. In case if resident wants BGL to repair the damaged tiles, the resident/s shall provide the tiles and necessary required material to replace the same on cost to resident. Also, within kitchen any Core/granite/marble/glass cutting needs to be done by the house owner if resident is willing it to be done by BGL. Even after due care, any damage to Core/granite/marble/glass in the kitchen and house BGL shall not be held responsible for it (the consent form for the same is attached as Annexure – I).

11. What is the Billing Cycle?

Billing Cycle is bi-monthly.

12. How is the Bill generated?

Bills are generated on the usage of the gas recorded in the meter.

Option 1: Resident can submit the meter reading and snapshot of the meter picture with clear visibility of reading and meter number on the whats' app number duly shared on our website i.e. www.bglgas.com. The details are:

PNG Customer Care No:

Landline No: 040-23234701

Timings: 9:30 Am to 5:30 Pm

Email(24*7): wecare@bglgas.com

Whatsapp(24*7): 8106977495

Emergency(24*7) - 1800 599 6991

Option 2: The meter reader (BGL authorized agency's person) carrying a valid ID card would come to your home once in 2 months for meter reading and bill will be generated.

Option 3: if house is found in lock condition, then in absence of the actual meter reading, average/assessed bills will be generated.

13.What are the various Bill Payment mode/s?

Various platforms are available for bill payment, such as

1. In Gpay under “payment categories” “Piped Gas” tab is available. After pressing “Piped Gas” tab, the Bhagaynagar Gas (BGL) will appear. After tapping on Bhagaynagar Gas (BGL) a screen appears with CRN no. and nick name. The CRN no. is available on your bill copy. Punch the CRN in the CRN no. tab and press continue. It will reflect your bill amount and net payable amount.

2. In Phone Pay under “Recharge and Pay bill” see all section “utilities” section will appear. In the utilities section “Piped Gas” tab is available. After pressing “Piped Gas” tab, the Bhagaynagar Gas Limited will appear. After tapping on Bhagaynagar Gas Limited a screen appears with CRN no. The CRN no. is available on your bill copy. Punch the CRN in the CRN no. tab and press continue. It will reflect your bill amount and net payable amount.

3. Similar way it is available on amazon pay and airtel pay also.

4. Bill can also be paid by debit/credit card to meter reader, if they are equipped with BGL swapping machines.

14.Where else household Domestic PNG (DPNG) connection can be used?

It can be used for gas fired geyser also. However, the connection and conversion charges as applicable would have to paid on actual basis.

15.What is the Cost of PNG?

Kindly refer PRICE TAG in the website.

16.What are the benefits of PNG connection over conventional LPG connection?

- 1.At any point of time PNG bill will be minimum 20% economical.
- 2.It is postpaid connection i.e. use first than pay.
- 3.No need to pay delivery charges.
- 4.No need for booking of cylinders.
- 5.99% safer than LPG as density of LPG is $\sim 1.5 \text{ Kg/m}^3$ whereas the PNG density is $\sim 0.7 \text{ Kg/m}^3$. So, being PNG lighter than air it dissipates in the air quickly.
- 6.Same as LPG if there is any leakage it can identified by noise and smell.
- 7.Flammable limit of Natural Gas (NG) is 5-15% with air whereas for LPG it is 2 to 10% with air.
- 8.Auto Ignition Temperature of NG is 542°C , where LPG is $\sim 470^\circ\text{C}$.
- 9.Continuous uninterrupted supply.

17.Are there any different instruments/ accessories that resident will have to purchase as the Gas supplied is Natural Gas and not LPG?

The conventional appliance can be adapted to the PNG network by modifying the “Nozzles” only. This changeover would be done by BGL first time free.

18.Is the supply of PNG regular?

Yes, the supply is regular. The pipeline distribution network is based on an on-line supply system that consists of safety valves and regulators that regulate the pressure.

19.What will happen when some resident/s do any modification or damage to installed connection given?

In case of damage to the equipment installed at customer's premises by the customer, applicable charges (which is hosted on BGL website. Also, for reference is attached as Annexure – II) shall be recovered from the customer. The rectification/repair work will be undertaken by BGL.

20.What are the directives for Emergency?

1. Turn off the valve available on gas line near PNG meter & regulator.
2. Open all the doors and windows of the area.
3. Immediately stop all the fire appliances.
4. Do not on/off any electrical appliances.
5. Cover the gas leakage point with a wet cloth.
6. Do not use open flame.
7. Keep away people from the leakage area.
8. Do not get panic in case of emergency & stay away from the emergency area.
9. Do not spread rumor in case of emergency.
10. Immediately inform to BGL regarding the emergency situation.

21. What is the maximum timeframe for a new connection to be activated?

Bhagyanagar Gas Limited (BGL) commits to providing a gas connection within three months from the receipt of a completed application form. This commitment is valid for consumers located within the service area specified in our approved network plan, provided all necessary permissions are obtained.

In the event that we encounter delays in acquiring the required permissions or determine that providing a connection is technically infeasible, BGL will notify the applicant of these circumstances within three months of receiving the application. Additionally, we will promptly refund the security deposit in such cases.

22. How to update KYC Details?

BGL Domestic consumers can update their KYC Details by submitting filled form and uploading supporting documents at our e-KYC portal <https://ekyc.bglgas.com/>

23. What is required from a tenant to apply for a gas connection?

To apply for a gas connection, applicants must preferably be the lawful owners of the premises. If a tenant is applying, they must submit a "No Objection Certificate" from the lawful owner of the premises or a copy of the rent agreement. The format of the "No Objection Certificate" will be provided by Bhagyanagar Gas Limited (BGL).

24. What should a new property owner do if they purchase a property with a disconnected gas connection?

If a new property owner purchases a property with a previously disconnected gas connection, they should apply to Bhagyanagar Gas Limited (BGL) for a "No Dues Certificate." This certificate confirms that there are no outstanding dues associated with the property.

BGL will provide a written response regarding the dues or issue the "No Dues Certificate" within seven days of receiving the application.

25.What are the service standards for existing domestic consumers applying for modifications or alterations to their gas connections?

Bhagyanagar Gas Limited (BGL) commits to the following service standards for existing domestic consumers seeking modifications or alterations to their gas connections:

For requests to alter an existing domestic connection:

1.BGL will assess the technical feasibility and cost of the requested alteration within fifteen days of receiving the application.

2.We will provide an estimate of the charges to be borne by the consumer, which will not exceed the actual cost of the alteration.

3.Upon the consumer's approval, BGL will complete the alteration work within thirty days.

4.If BGL rejects the request due to technical or safety considerations, we will inform the consumer in writing within fifteen days, providing the reasons for rejection.

26.Requests to shift a domestic connection to a new premises within the same geographical area?

1.BGL will verify the lawful ownership of the new premises.

2.We will examine the technical feasibility of providing a connection in the new premises.

3.If feasible, BGL will provide the connection within 30 days and charge the consumer an amount not exceeding the actual cost of the shift.

4.If providing a connection in the new premises is not feasible due to technical or safety considerations, we will inform the consumer in writing within 15 days and further disconnection shall be done if required.

27.What are the steps involved in disputing the accuracy of a gas meter with Bhagyanagar Gas Limited (BGL)?

Bhagyanagar Gas Limited (BGL) commits to the following procedures for consumers who dispute the accuracy of their gas meters:

- 1.Consumers can have their meters tested by BGL after paying the prescribed testing fees.
 - 2.BGL will test the meter within fifteen days of receiving the request, providing at least seven days' advance notice.
 - 3.BGL will provide the authenticated test results to the consumer within ten days.
 - 4.If the meter is found to be defective, BGL will refund the testing fee and any applicable dues based on the corrected readings.
 - 5.If BGL inspects the meter and finds it to be defective or damaged, it will be replaced within ten days. During the meter removal and replacement process, the consumer will continue to receive gas supply, and billing will be based on the average of the last six billing cycles.
 - 6.If it is determined that the meter was damaged or tampered with due to the consumer's actions, the consumer will be responsible for any resulting liabilities.
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HYDERABAD_A

CUSTOMER CARE SUPPORT

Contact Us

9:30 am

5:30 pm



9154313839



040-23234701

Emergency



1800 599 6991

24*7 FOR ANY **GAS LEAKAGE** &
GAS INTERRUPTION

Email

wecare@bglgas.com



VIJAYAWADA

CUSTOMER CARE SUPPORT

Contact Us



040-23234702



9989361946

Emergency



1800 599 6992

24*7 FOR ANY **GAS LEAKAGE** &
GAS INTERRUPTION

Email

wecare.vja@bglgas.com



KAKINADA

CUSTOMER CARE SUPPORT

Contact Us



040-23234703



0884-2333326/27



8328144504

Emergency



1800 599 6993

24*7 FOR ANY **GAS LEAKAGE** &
GAS INTERRUPTION

Email

wecare.kkd@bglgas.com

