
PNG FOR DOMESTIC USE

Frequently Asked Questions (FAQs)

1. What is natural gas?

Natural gas is a naturally occurring mixture of gases, mainly methane. It is a clean-burning energy source used for cooking and heating in domestic households and as a fuel for vehicles. It is also used in the manufacture of fertilizers, plastics and chemicals and for electricity generation and heating in industrial and commercial establishments.

2. What is piped natural gas (PNG)?

Piped natural gas, or PNG, refers to natural gas that is delivered through a pipeline network. By using pipes, gas can be efficiently, reliably and cost-effectively transported over long distances to households, offices, commercial businesses, factories and other major demand centers, such as power plants and industrial sites.

3. What are the benefits of using PNG compared to traditional fuels?

PNG is easy to use and generates less emissions, making it better for the environment. Compared to other fuels such as coal and petrol, PNG offers significant benefits including:

- **Savings:** PNG is more economical compared to LPG. It is supplied and metered just like electricity, so you only pay for what you use.
- **Convenience:** PNG is available non-stop at a turn of a tap without any re-filling requirements. It also saves your kitchen space as it does not need to be stored.
- **Safety:** PNG is lighter than air, so it disperses quickly unlike LPG that is heavier than air. This minimises the risk of fire.
- **24/7 supply:** PNG gives you uninterrupted supply and never runs out. You don't have to book and wait for cylinders to be delivered.
- **Eco-friendly:** Natural gas is clean. It is non-toxic with low emissions, making it better for the environment.

4. How is PNG supplied?

PNG is supplied to customers through a city or local natural gas distribution network - known as a CGD network, comprising various pipes. Just like water, it is available 24 hours a day, 365 days a year.

5. How safe is PNG compared to other traditional fuels?

PNG has an excellent safety record compared to common fuel types like LPG, coal and kerosene. It is non-toxic, non-polluting and reduces the risk of fire, making PNG a safer kitchen fuel. PNG also adheres to the highest standards of safety with a fail-safe design, including in-built systems and mechanisms, such as safety valves, which are triggered automatically if there is abnormal pressure and ensuring any emergencies are handled quickly.

6. I'm currently using LPG for my kitchen needs. Are there any conversions or modifications needed to my kitchen appliance in order to switch to PNG?

You do not need to buy any new appliances to switch to PNG. You can simply convert your current appliances. To convert an existing LPG appliance to run on PNG, the jet of the burner needs to be changed. This will be done free of charge by a trained AG&P technician when your PNG connection is installed. After this small modification of your burner, your cooking appliance will run smoothly on PNG.

7. What equipment will be installed in my kitchen when I connect to PNG?

Your PNG connection usually consists of a Suraksha hose, gas tap, meter regulator, meter control valve and a service regulator, which will be installed outside your kitchen. A small gas pipe and gas valve will be extended into your kitchen joining to the burner tip.

8. What will happen to my LPG cylinder after my cooking appliance is converted to run on PNG?

The Ministry of Petroleum and Natural Gas allows new PNG connection holders to keep one LPG cylinder in their household but the LPG can only be supplied at a non-subsidised rate. In this regard, the Liquefied Petroleum Gas (Regulation of Supply and Distribution) order 2000, has accordingly been amended and notification has been issued vide G.S.R. No. 781 (E) dated 16.12.2013.

9. Where and how do I register for a PNG connection with AG&P Pratham?

Registering for a PNG connection is simple. Customers have several options:

- Pre-register online at www.agppratham.com. Our Customer Service Team will then contact you to obtain any additional information required for your registration.
- Email us directly at commercials-agppratham@agpglobal.com
- Call our Customer Call Center on 0291-2944699

10. Once I have registered, what is the process for getting PNG connection with AG&P Pratham?

Note: Providing a PNG connection is subject to availability in the AG&P-authorized license areas and network availability in your specific location.

The steps involved in providing you with your new connection are:

1. Complete an application or registration form for new connection.
2. Once lodged, you will receive an application form number.
3. If PNG is available in your area, AG&P will undertake a site inspection and feasibility check of your home and area.
4. You will then be asked to make a security deposit, which is fully refundable after a feasibility clearance is issued.
5. After the feasibility clearance has been issued, an AG&P technician will undertake the external connection and meter installation.
6. Once the meter is installed, your gas stove will be connected to the main pipeline through a valve and gas regulator.
7. If your gas stove is running on LPG, you will require a conversion or modification to run on PNG, or you may purchase a new gas stove.
8. Thereafter, you will be billed bimonthly based on actual gas consumption with a grace period of 21 days to pay your bill.

11. What is the cost of getting a PNG connection through AG&P Pratham?

Please refer to the tariff card at
www.agppratham.com/TariffCard