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# Your go-to for gas

THE COMPLETE GUIDE  
TO ROCKGAS LPG

*rockgas*<sup>TM</sup>

## Thanks for teaming up with Rockgas

We're New Zealand's largest LPG retailer. But it's not being 'big' that's the important bit – though that helps our customers get better service everywhere in NZ. It's more about giving you what you need to stay warm, cosy and on top of it all with LPG.



Some of the following information only applies if you use LPG bottles (usually two or more 45kg LPG bottles).

To make it easy, we've used the icon above, on the top corner, to highlight those pages. You can skip them if you get piped or reticulated LPG Rockgas.

## Not sure about something? Give us a call

If you've got issues that need sorting or something you're not sure about, please contact us.

We'd love to help.

Give us a call	0800 23 23 22 8.30am – 4.30pm Mon-Fri
Email	rockgas@rockgasnorth.co.nz
Web	rockgasnorth.co.nz
<b>Emergency telephone</b>	<b>0800 427 345</b>



## Order LPG bottles in a flash

Ordering LPG bottles is quick and easy – just have your customer number handy then choose the most convenient way to order by phone, email or online.

### Anytime automated

This is a super handy service for all residential and business customers with one account. If you're up to date with account payments, it's the easiest way to order. It's an automated phone order system where you can place your order any time of the day or night. Just have your 6-digit customer number and dial away! Give us a bell using our [anytime automated service 0800 23 23 22](#).

### Easy online ordering

You can use our app to place an order anytime. Just search 'Rockgas' in the App Store or Google Play Store.



### OR

Get in touch by emailing [rockgas@rockgasnorth.co.nz](mailto:rockgas@rockgasnorth.co.nz) or visit us online at [rockgasnorth.co.nz](http://rockgasnorth.co.nz).

### Standing order deliveries

If you're a business customer you may be eligible for our standing order delivery service. Have a chat to your Rockgas account manager to see if you're in – then we can schedule regular deliveries to suit your needs.

## All the info on your account

### Customer number

You're given one of these when you open an account with us. You'll see it on your bill and statement, and you'll need it when you're ordering LPG, paying a bill or making account enquiries.

### Ways to pay

There are heaps of options for paying your bill – just choose the one that suits you best.

### Direct debit

When you set up a direct debit payment, we'll deduct the amount owing from your bank account each month on the due date.

You'll never miss a beat on your payments.

If you'd like to set up direct debit, please call [0800 23 23 22](tel:0800232322).

### Internet, phone or Westpac

You can also use internet or phone banking or, head to your local Westpac to pay in person.

### Here are the details:

Bank account name	NDS 2013 Ltd
Bank account number	03-0498-0747928-00
Bank name	Westpac
Postal address	Rockgas North PO Box 1089 Whangarei 0140



## Getting the gas to you

We can get the LPG to your property in a way to suit your needs and location.

### LPG bottles

This is where you'll have two or more 45kg bottles. One will be in use, with a bottle (or bottles) in reserve so you have continuous supply. Just order a refill when one bottle has finished and you've switched to the next one. (See page 4).

Visit [rockgasnorth.co.nz/staying-safe](https://rockgasnorth.co.nz/staying-safe) to find out more.

## All the info on your account

### Closing your account

Please let us know as soon as you want to close your account and we'll make the arrangements. You're responsible for the LPG used at your property for as long as you're the account holder.

### Any changes, we'll let you know

Occasionally supply conditions, pricing and services might change. If that happens, we'll let you know in writing straight away.

If you'd like any information on pricing, just call us on [0800 23 23 22](tel:0800232322).

### HANDY HINT

It's really important you pay your bill by the due date so we can keep you connected.

But remember, if you're having trouble paying, let us know straight away on [0800 23 23 22](tel:0800232322) and we'll look at some options. Just make sure you contact us before the due date to pay.



## A closer look at deliveries

Did you know that bottle exchange is done by one person? We take the health and safety of our staff very seriously so, if you are having LPG bottles delivered, there are a few safety non-negotiables you will need to consider.



### Obstacles

Are there any other obstacles that would make it difficult to deliver and install a large gas bottle? (Think 1.3m high.)

Trolley access over delicate or decorative surfaces should be avoided, so ideally there's a firm path for our delivery person.



### Stair access

If access by stairs cannot be avoided, stair risers need to be less than 200mm high, treads more than 200mm wide, and the total rise of the steps needs to be no more than 1.5m.



### House proximity

A full bottle weighs 90kg! Can our delivery person get close enough to the side of the house to unload the bottle without putting themselves at risk of injury?



### Steep driveway

Can your driveway handle heavy vehicles? Is it too steep, soft, narrow or slippery/lacking grip?



### Long driveway

Do you have a particularly long driveway? Is there room for a large vehicle to turn around?

If we cannot safely access your property for any reason, we will contact you and try to resolve the problem. We will also leave a card behind detailing the problem.

A few other simple things will make all the difference for our delivery person or meter reader:

- Keeping your dog on a lead
- Making sure vegetation is trimmed back and safe
- Making sure steps and pathways are safe and secure

If you have any concerns, call us on 0800 23 23 22.



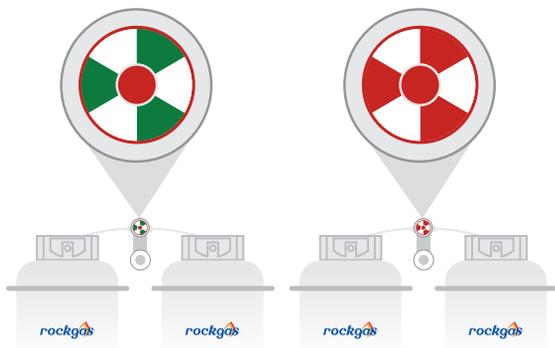


## Bottle basics

### Your LPG bottle set-up

Your bottles will be connected to a pressure regulator that is usually mounted on the wall in the centre of the bottles. The automatic regulator switches the empty bottle to the full one.

### When to order a refill



When the viewing window on your regulator, located between your two bottles, is green or clear, there is LPG in both bottles.

When the viewing window has turned completely red, it means one bottle is empty and it is time to order a new bottle.

It is important to monitor the window regularly so that your supply does not run out. Contact us as soon as it has gone completely red to order a replacement bottle (See page 4).



### Automatic regulators

There are a few different types of automatic regulators, with slightly different systems for showing when a bottle is empty.

If you have any queries, give us a call on 0800 23 23 22.



### Testing level of LPG

You cannot test the level of LPG by shaking or tapping the bottle – you could damage the bottle in the process.

The level of LPG in the full bottle is just over three-quarters of the bottle's height, allowing for the expansion of the LPG.

If you would like to check the level, use this safe and accurate method:

1. Pour warm water down the side of the bottle while the gas appliance is in operation
2. Wait a few moments
3. Run your hand down the side of the bottle
4. It will feel cool to the touch at the level of the LPG

#### HANDY HINT

Don't adjust the regulator's directional arrow pointing to an empty bottle – it shows us which one to replace when we come to do the changeover.

## Staying safe with LPG

LPG is a great form of energy. Make the most of it by using it safely. Check out [rockgasnorth.co.nz/staying-safe](http://rockgasnorth.co.nz/staying-safe) for full safety information.

In an emergency, dial 111.

### LPG appliance safety

- Good ventilation is very important. If you are using an unflued portable gas heater, always keep a window or door slightly open.
- Never use a LPG cabinet heater in bedrooms or bathrooms. Ventilation cannot be guaranteed, no matter how big the room is.
- LPG can cause some natural rubber and plastics to break down, so always use hoses especially designed for LPG. In New Zealand, hoses are marked with the letters 'LPG' as well as other specifications – so always check.
- Keep the hose from your heater or BBQ gently curved to avoid kinks and damage.
- Sometimes gas fails to ignite properly. If that happens, turn off the supply and wait a couple of minutes to let unburnt gas disperse before you try again.
- Never connect LPG to appliances that have been set up for natural gas – it could damage them.

It is important to have your appliances serviced regularly to ensure they are running safely and efficiently. Get a registered gasfitter to check all your gas appliances at least once every two years.

### Gas water heaters

It's important that you keep your internal gas water heater clean by removing dust, lint or sawdust that could block the air intakes at the bottom of the tank.

If you insulate your water heater:

- Keep the insulation blanket well off the floor so it does not cut off the air supply to the pilot light.
- Use non-flammable insulation or commercial pipe wraps to insulate the hot water pipe that extends from the top of the hot water cylinder.

### LPG cylinder safety

We'll always run a safety check on your 45kg cylinders when we come and swap empty cylinders for full ones, but here are some important safety tips you should follow for large and small LPG cylinders.

- Always keep LPG cylinders upright – if you lie them down the safety valve will be compromised.
- Always secure 9kg cylinders when you are moving them in your vehicle – never let them roll around.
- Don't expose cylinders to excessive heat and never leave them in a vehicle in the sun.
- Keep the hose from your heater or BBQ gently curved to avoid kinks and damage.
- Make sure your 9kg cylinder has a current test date stamped on the neck. Gas cylinders need to be certified every 10 years. Your local refilling station will show you where the test date is written.
- Use soapy water to check if your cylinder is leaking. If you see bubbles then there is probably a leak. Turn off the valve, move the cylinder to a ventilated area, then contact your gas supplier.
- **NEVER USE A MATCH** to find a leak.
- Activities that might cause a spark, such as welding or grinding, need to be done well away from LPG cylinders.

## Staying safe with LPG

### BBQ safety

- Position your BBQ at least a metre away from any objects.
- Check the connection between the gas bottle and fuel line is secured to avoid leakage.
- **NEVER USE A MATCH** or open flame to check for leaks.
- Ensure all hoses and valves are fully secured and not split or leaking and check them regularly (See page 15).

### Essential first aid - LPG

First Aid	
<b>If you get LPG in your EYES</b>	<p><b>Do not delay</b> – flood eyes gently with clean tepid water (not hot) for at least 15 minutes, or flush eyes for as long as possible with sterile saline solution</p> <ul style="list-style-type: none"> <li>• Seek medical attention</li> </ul>
<b>If you get cold LPG on your SKIN</b>	<ul style="list-style-type: none"> <li>• Immediately bathe the area with large quantities of water (preferably tepid) for at least 15 minutes</li> <li>• If possible, remove any clothing splashed with liquid LPG that is not sticking to the skin</li> <li>• Place the injured person in a warm area and gradually rewarm the affected areas to normal body temperature</li> <li>• Do not apply any form of direct heat</li> <li>• Keep the person warm and comfortable</li> <li>• Loosen restrictive clothing</li> <li>• Gently cover the affected area with glad wrap or a wet (not fibrous) material, ensuring that circulation is not restricted</li> <li>• Do not give anything to eat or drink</li> <li>• Never leave the injured person unattended</li> <li>• Keep contaminated clothing away from ignition sources as some gas may be given off during thawing</li> <li>• Seek medical attention</li> </ul>
<b>If you INHALE LPG</b>	<ul style="list-style-type: none"> <li>• Remove victim to fresh air</li> <li>• If breathing has stopped or irregular, apply artificial respiration</li> <li>• Seek medical attention</li> </ul>

### Identifying a leak

**Use your nose** – If you can smell LPG (smells like rotten eggs), check if:

- The pilot light has gone out on an appliance
- The burner on your stove has been left on accidentally; and
- Open the windows and call your gasfitter

**Use your ears** – If you hear a hissing noise it could be gas. Turn off appliances and check it out.

**Use your eyes** – Can you see ice or frosting on the pipes, fittings or joints? Is there a hazy cloud around your pipes or bottles? Is your gas bill higher than usual?

Any of these things could indicate a gas leak.

### If you have a LPG leak

Follow these instructions until the emergency services or a technician arrive:

- Turn off your LPG appliances immediately
- Don't light a match, lighter or cigarette
- Don't use any electrical appliances, mobile phones or even turn on a light as these can be ignition sources
- Turn off the gas at the bottles or meter
- Open all windows and doors at the property

### How to check your bottle for leaks

1. Make a weak solution of soapy water (one-part dishwashing liquid to four-parts water)
2. **Connect your bottle**
3. Turn all the burner knobs to OFF
4. Turn your gas bottle ON
5. Brush or spray the soapy solution on all the connections (where the pipe connects to the BBQ and the bottle)
6. If bubbles appear it means the connection isn't properly sealed
7. Turn OFF the gas and tighten or fix the connections
8. Repeat until no bubbles appear

## Staying safe with LPG

### Safe handling

LPG is heavier than air, so it needs to be kept a safe distance away from openings and drains to prevent spillage from spreading.

Always keep bottles in an upright position away from heat sources.

Keep bottles closed when not in use.

<b>For all emergencies</b>	No smoking or naked flames within 50m. Move people from immediate area. Keep upwind. To contact the Fire Service, dial 111.
<b>Leak</b>	Carry out action for all emergencies as above. Stop flow of gas/liquid if possible. Spray water to disperse gas cloud but avoid spraying water directly on the leaking container as this may increase leakage. Prevent spillage from spreading or entering underground drains by blocking with sand or earth.
<b>Fire</b>	Carry out action for all emergencies as above. Only if it is safe to do so, shut off supply of gas rather than put out fire. If water is available, spray containers to keep them cool.
<b>Disposal</b>	Contact us on <a href="tel:0800762542">0800 762 542</a> .

### Stopping supply

We need to keep all our customers safe so, if there is an emergency, we reserve the right to stop LPG without notice. We will only do this if customers are at risk when:

- An installation, appliance or fitting is found to be unsafe during an inspection.
- There is a breach of gas industry regulations. The legislation is there to protect you from danger, and breaking the law can put you and others at risk.

If we spot risks, the LPG supply will be turned off or bottles removed immediately until the problem is fixed or the issue resolved, and we will keep you informed.

Learn more about LPG health and safety from our LPG Safety Data Sheet – available on our website [rockgasnorth.co.nz/staying-safe](http://rockgasnorth.co.nz/staying-safe).

In an emergency, dial **111**.

## Who's responsible for what?

### Rockgas

Is responsible for the safe delivery of LPG to your property.

#### HANDY HINT

You can get a list of gasfitters on our website [rockgasnorth.co.nz/gas-fitters](http://rockgasnorth.co.nz/gas-fitters).

Or email [rockgas@rockgasnorth.co.nz](mailto:rockgas@rockgasnorth.co.nz)

## Not happy? We'd like to hear from you

We work hard to look after our customers, but if we've let you down, we really want to hear from you.

Call 0800 23 23 22  
Email [rockgas@rockgasnorth.co.nz](mailto:rockgas@rockgasnorth.co.nz)

If we can't resolve your complaint, we are also a member of the Energy Complaints Scheme operated by Utilities Disputes, which is a free and independent industry complaints body. We are committed to maintaining the standards contained in the Energy Complaints Scheme document. If the complaint falls within its jurisdiction and has reached deadlock you can refer your complaint with us to Utilities Disputes. 'Deadlock' means:

- A complaint made to us that has taken longer than 20 business days to resolve and we have not advised you in writing that there is a good reason for this, and what that reason is, or
- A complaint that is with us has taken longer than 40 business days to resolve, or
- Utilities Disputes is satisfied that:
  - We have made it clear that we do not intend to do anything about the complaint
  - You (as the complainant) would suffer unreasonable harm from waiting any longer, or
  - It would be otherwise unjust to wait any longer.

Call 0800 22 33 40  
Email [info@utilitiesdisputes.co.nz](mailto:info@utilitiesdisputes.co.nz)  
Web [www.utilitiesdisputes.co.nz](http://www.utilitiesdisputes.co.nz)  
Mail PO Box 5875  
Wellington 6140  
Freepost 192682

## Psssst

Don't panic if you're firing up the BBQ and need to fill your 9kg gas bottle. We have more than 200 bottle and LPG vehicle refuelling sites around New Zealand, so there's bound to be one near you. Visit [rockgas.co.nz](http://rockgas.co.nz) to find the Rockgas outlet closest to you.

If it's something bigger than a BBQ you need to power up, we also have large bottles to power forklifts, or think about Rockgas auto LPG as an alternative fuel for your vehicle.

For all you need to know, visit [rockgasnorth.co.nz](http://rockgasnorth.co.nz).

*rockgas*<sup>TM</sup>