

Your go-to for gas

THE COMPLETE LOW DOWN ON
CONTACT ROCKGAS LPG



Thanks for teaming up with Contact

We're one of New Zealand's largest electricity, natural gas and LPG suppliers. 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 really, really need to stay warm, cosy and on top of it all with energy.



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

So 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 LPG from Contact.

Not sure about something? Give us a call

If you've got a niggles that needs sorting, or something you're not sure about, please contact us – we'd love to help.

Give us a call on **0800 762 542**

7.30am – 8.00pm Mon – Fri

8.30am – 5.00pm Sat

LPGenquiries@contactenergy.co.nz

[contact.co.nz/gas](https://www.contact.co.nz/gas)



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 10-digit customer number and dial away! (Sorry, not available for tenants or multiple location accounts). Give us a bell using our anytime automated service **0800 307 300** or phone us on **0800 367 427** to talk to a customer service representative.

Easy as online ordering

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



OR

Get in touch by emailing **LPGcylinderorders@contactenergy.co.nz** or visit us online at **contact.co.nz/orderLPG**

Standing order deliveries

If you're a business customer you may be eligible for our standing order delivery service. Have a chat to your Contact 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. Please note that if you have an electricity account with us, your electricity customer number differs to your LPG customer number.

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 762 542**.

Internet, phone, post or BNZ

You can also use internet or phone banking, post us a cheque, or head to your local BNZ to pay in person.

Here are the details:

Bank account name	Rockgas Ltd
Bank account number	02 0544 0241419 00
Bank name	BNZ
Postal address	Rockgas Ltd PO Box 38721 Lower Hutt 5045

Handy hint...

It's really important you pay your bill by the due date so we can keep you connected and you avoid a disconnection fee. But remember, if you're having trouble paying, let us know straight away on **0800 762 542** and we'll look at some options. Just make sure you contact us before the due date to pay.

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 info on pricing, just call us on **0800 762 542**.



Getting the gas to you

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

Piped LPG

If you live in certain parts of Canterbury, Queenstown and Wanaka we can pipe LPG straight to your property. You'll have a constant supply and won't have to think about deliveries – we'll just have to read your meter.

In situ

This just means your bottles can be filled onsite by a mini tanker. Very handy. This will usually happen on a prearranged schedule, unless we make other arrangements with you.

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 3).

Access to your property

We'll need safe, easy access to your property when we're either delivering LPG or reading your meter. A few simple things will make all the difference – like keeping the dog on a lead, vegetation trimmed back and safe, secure steps and pathways.

LPG storage

If you have more than 100kg of available LPG storage at your home, (i.e., 3 x 45kg bottles or more), we'll need to do a compliance check and issue a compliance plaque (valid for three years) before we deliver more than 100kg of LPG to you. If you have more than 300kg of LPG storage, you'll need a Location Compliance Certificate. Commercial sites require a Location Compliance Certificate for 100kgs and above. Visit contact.co.nz/location-compliance-certificate to find out more.



A closer look at deliveries

If you're having LPG bottles delivered, there are a few safety non-negotiables you'll 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

Did you know that bottle exchange is done by one person? If access by stairs cannot be avoided, stair risers need to be less than 200mm high, treads need to be 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 80kg!
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 can't safely access your property for any reason, we'll contact you and try to resolve the problem. We'll also leave a card behind detailing the problem.

If you've got any concerns, call us on **0800 762 542**.



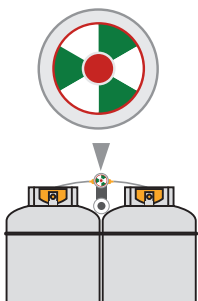
The nitty gritty on bottles

Your LPG bottle set-up

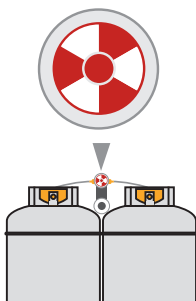
Your bottles will be connected to a pressure regulator that is usually mounted on the wall in the centre of the bottles. The regulator switches the empty bottle to the full one.

The regulators are either automatic or manual – most are automatic. A coloured indicator window (see below) means it's automatic. There's no need to change any of the fitted equipment when your regulator's automatic as it's designed to switch supply to the reserve bottle without disrupting supply.

If the indicator window on your regulator's not coloured, chances are it's manual (see page 12).



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



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



When to order a refill

- The regulator may have a small, clear plastic window near the top. When the window is completely red it means the supply has changed to the reserve bottle.
- It's really important to monitor the window regularly so your supply doesn't run out. Get in touch with us as soon as it's turned completely red to order a replacement (see page 3).

Automatics aren't automatically the same

There are a few different types of automatic regulators out there, with slightly different systems for showing when a bottle is empty. If you've got any queries, just give us a call on **0800 762 542**.



Handy hint.....

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



The nitty gritty on bottles

How it works with manual gear

If your regulator is manual, it's likely to look like this:



Marshall 210



Marshall 230



Young HWA

How to change over a manual bottle

When the bottle you're using is empty the LPG will stop flowing and your appliances stop operating. You'll need to:

- change over manually to the full bottle
- order a replacement bottle (see page 3).

Remember, **turn off all appliances** before turning on the full bottle.

To get the LPG flowing from the full bottle:

- firmly turn off the empty bottle valve by turning it clockwise
- slowly turn on the full bottle valve by turning it anti-clockwise.

When your replacement bottle's delivered, the driver will leave it turned off.

If you have pilot lights on your appliances, please check they're ignited.

Any queries at all, please call us **0800 762 542**.



When to check your regulator

The best times to check your regulator to see if the bottles need replacing are:

- during the warmest part of the day. The cold can affect the LPG in the bottle so wait until it's warmed up to check it out
- immediately before or half an hour after using appliances – because the regulator can be affected when you're actually using the gas.

Testing the level of LPG

First up, you can't test the level of LPG by shaking or tapping the bottle – and you could damage the bottle in the process.

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

If you'd like to check the level, use this safe and accurate method.

- 1 Pour warm water down the side of the bottle.
- 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.

Staying safe with LPG

LPG is a great form of energy for homes, so make the most of it by using it safely. Check out [contact.co.nz/gassafety](https://www.contact.co.nz/gassafety) for full safety information. In case of emergency dial 111.

LPG safety tips

- Only use certified appliances approved for use in New Zealand.
- Always use a specially trained and certified gasfitter to install, repair, service or remove a gas appliance.
- If you detect a gas leak or smell gas in your home or street, turn off your gas immediately and call your gas supplier.
- Store LPG bottles outside in a well ventilated area and away from petrol, flammable liquids or aerosols.
- Ensure LPG bottles are upright and secure if transporting and never leave them in an enclosed vehicle in the sun.

Keep it safe with gas appliances

- Ignite the match or ignition button at the same time you turn on the gas burner.
- Don't turn the gas up too high before igniting.
- Keep flammable items, aerosols and chemicals well away from gas appliances.
- Never tamper with fittings and always replace cracked or damaged hoses.
- Turn off gas heaters when you leave the building.

Handy hint...

It's really important to have your appliances serviced regularly to ensure they're running safely and efficiently. Check out Yellow Pages for experts in your area.

Relighting appliances

If you have to restore your LPG supply, it might take a few minutes for your appliances to kick in while the LPG flows. So look for the instructions on how to light your appliances.

Manufacturers must supply instructions with all new appliances. Older appliances usually have lighting and operating instructions attached to the appliance or inside a removable service access panel.

If you have a continuous flow hot water system with electronic or battery ignition, you won't need to relight it as it'll happen automatically.

Play it safe with your BBQ

- Position your barbie 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.

Staying safe with LPG

Check your 9kg LPG bottle is safe

Before the barbie season kicks in, check your 9kg bottle for leaks. Here's how...

- 1 Whip up a weak solution of soapy water (one part dishwashing liquid to four parts water).
- 2 Connect your 9kg bottle to the barbie.
- 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 barbie 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.

LPG – essential first aid

	Effects	First aid
Liquid in eyes	Frostbite, tissue damage due to low temperature, redness, pain and blurred vision.	Do not delay – flood eye gently with clean fresh water. Continue washing for at least 15 minutes. Obtain medical help as soon as possible.
Liquid on skin	Frostbite, tissue damage due to low temperature, redness, pain, blisters and wounds.	Do not delay – handle patient gently. Remove contaminated clothing. Immerse affected area in tepid (slightly warm) water. Obtain medical help as soon as possible.
Vapour	Tissue damage due to low temperature asphyxiation, headache, dizziness and drowsiness.	Remove victim to fresh air. If breathing has stopped or is irregular, commence artificial respiration.

Possible sources of LPG leaks

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;
- open the windows and call your gasfitter.

If you don't trust your nose, you could purchase a gas detector that may detect leaks before you do.

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 mean a gas leak.

Staying safe with LPG

Handle it safely

- 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.
- See full transporting safety info in the HSNO Regulations 2001 and NZS 5433.2012 *Transport of dangerous goods on land*.

For all emergencies	No smoking or naked flames within 50 metres. Move people from immediate area, keep upwind. To contact the Fire Service, dial 111 .
Leak	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.
Fire	Carry out action for all emergencies as above. Only if it's safe to do so, shut off supply of gas rather than put out fire. If water is available, spray containers to keep them cool.
Disposal	Contact us on 0800 762 542 .

Safety procedures

If you have an LPG leak, follow these instructions until the emergency services or a technician arrives:

- turn off your LPG appliances immediately;
- don't light a match, lighter or cigarette;
- don't use any electrical appliances, mobile phone or even turn on a light;
- turn off the gas at the bottles or meter;
- open all the windows and doors in the property.

Stopping supply in an emergency

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

- an installation, appliance or fitting is found to be unsafe during an inspection;
- there's 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's fixed or the issue resolved – and we'll keep you informed.

Any questions?

Check out contact.co.nz/gassafety.

In case of emergency dial **111**.

Who's responsible for what?

Contact

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

Customers

Usually own the pipework on their property, LPG regulator and appliances and so are responsible for:

- general maintenance
- LPG leaks at the fittings and appliances.

(There are no refunds for LPG lost through leakage).

Think before you dig

Our piped LPG network is laid below the surface in parts of the South Island, so check where your gas pipes are before you lift a shovel to:

- build a fence
- construct a building
- plant a tree
- install signage
- do any digging at all on your property.

Handy hint...

You can get a free copy of the piped LPG plan to the LPG meter for your property.

Just email **LPGasbuiltrequest@contactenergy.co.nz**
or fax **0800 THINK LPG (0800 844 655)**.



Light /  0
Conventional 
Bottom Heat 
Grill 
Economy Grill 

0
1
2
3
4
5
6
7
8
9
10

Quick Heat-up
Far / Plus
Fan Grill
Intensive Bake
Defrost

8:42

< R >

LPG

product details

The science

Chemical name	Liquefied petroleum gas (LPG)
LPG UN number	1075
Propane UN number	1978
Butane UN number	1011
HSNO Regulations 2001	Class 2.1.1(a)
Hazchem	2YE
IMO/IMDG	Class 2.1
IATA	Class 2(b)
Chemical family	Hydrocarbons
Formula	C_3H_8 propane C_4H_{10} butane

Physical description

LPG is a colourless gas that smells like rotten eggs. It is a clear liquid that boils and vaporises rapidly on release, spreading steadily along the ground. It is a mixture of propane and butane.

		Propane (C ₃ H ₈)	Butane (C ₄ H ₁₀)	Mix*
Boiling point (atmos press)		-42°C	0	–
Vapour pressure	-10°C	256kPa	-4kPa	185kPa
	0°C	388kPa	40kPa	292kPa
	10°C	552kPa	95kPa	424kPa
	20°C	757kPa	172kPa	593kPa
	30°C	1,004kPa	266kPa	796kPa
Specific gravity liquid (water = 1)		0.508	0.573	0.537
Specific gravity gas (air = 1)		1.58	2.06	1.73
Flash point (PMC)		-105°C	-60°C	–
Flammability limits		2.2–9.5%	1.5–9.0%	2–10%
Auto-ignition temperatures		468°C	430°C	468°C

* Properties shown for 55/45

Precautions

Exposure limits

Workplace exposure standard	DOL 1992
Propane	Simple asphyxiant
Butane	TWA 800ppm, 1900mg/m ³

Odour threshold

LPG is naturally odourless but (unless in rare circumstances) is odourised with ethyl mercaptan (which smells like rotten eggs) so it can be detected.

Personal protection

Wear thermal insulating gloves and safety glasses against accidental release of pressurised products.

Flammability

LPG is a highly flammable gas that collects at floor level and readily forms an explosive mixture with air. Even weak concentrations of gas can be ignited and the flames move quickly to the source of the leak. Closed transfer systems are required as well as ventilation at high and low levels.

There is a danger of explosion from non-flameproof electrical equipment, lighting and earth connections. Never have open flames, sparks or lit cigarettes near LPG.

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 762 542**

Email **help@contactenergy.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 where:

- 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**

Web **www.utilitiesdisputes.co.nz**

Mail **PO Box 5875**

Wellington 6140

Freepost 192682

Psssst

Don't panic if you're firing up the barbie and need to fill your 9kg gas bottle. We have over 200 bottlefill sites around New Zealand so there's bound to be one in your neck of the woods. Visit **contact.co.nz/refuel** to find your local supplier.

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

We'll give you the full low down on **0800 762 542**.

Our electricity is pretty flash too – thought of switching?

If you'd like to get super comfy, here's some of the things we can do for you:



Discounts

We have a range of discounts available when you pay your bill in full, on time – and if you have more than one fuel with us. Keen to know more?

Get in touch on **0800 80 9000** or go online to **[contact.co.nz](https://www.contact.co.nz)** to see what's available in your area.



SmoothPay

Side step unexpected spikes by spreading out your payments over the year.

Makes budgeting a whole heap easier.



Fuel Rewards

Check out our Fuel Rewards plans at **contact.co.nz/plans/fuelrewards** to boost your fuel savings with AASmartfuel.

Switch me over

Go online to **contact.co.nz**

Or call

0800 80 9000

for residential

0800 20 9000

for business

