



Service Fees

Sometimes we need to charge fees for additional services. They're all inclusive of GST.

	Amount
<u>Bond</u> (minimum charge where applicable)	
Residential	\$150
Business	\$500
<u>Piped Rockgas</u>	
New connection - Price on application	
Special meter read, including check or final read	\$35
On-site investigation	\$90
Fault visit (if a fault is NOT a supply or metering problem)	
Same business day services, call received by 4pm	\$110
Weekends, public holidays and after hours (4pm - 7am)	\$145
Non-urgent service	\$95
Reconnection or disconnection (pre visit)	
Same business day service, call received by 4pm	\$125
Next business day service, call received by 4pm prior business day	\$90
Weekends, public holidays and after hours (4pm to 7am)	\$200
Special disconnection fee (access problems)	\$150
Temporary disconnection for safety (business day)	\$110
Disconnection for non-payment	\$110
<u>Metering fees</u>	
(Fees do not include the cost of related work by a gas fitter or network company)	
Metering change where site visit needed	Price on application (POA)
Total disconnection meter removal (excludes network fees)	POA
Meter relocation (excludes network fees)	POA
Meter test	
Per meter tested, applies if meter proves to be accurate	POA
<u>Administration</u>	
Dishonoured payment	\$25
Copy of invoice or transactions/consumption history	\$8
Paper bill	\$1.10
Over the counter	
(each payment made at a Westpac branch or PostShop)	\$1.30
Credit Card	
(includes debit card and direct debit by credit card)	0.95% of the payment
Debt management fee	\$25
Debt site visit	\$90
Debt collection costs	All costs
<u>All costs</u>	
Cancellation fee (when a request for work is cancelled before it is performed or you cannot be contacted as requested)	\$40
Incomplete service fee (if you fail to meet an arranged appointment or provide access)	\$65

Bulk Supply

Special delivery
(readings not submitted, delivery within 24 hours) \$600

Cylinder Supply

Urgent Delivery Charges (All Regions)
Weekdays after 2pm \$160
Weekends and Public Holidays \$240

Notes

We may on-charge any fees we receive from a network company or other third party, in relation to work performed at your request.

Special fees may apply for other services

All fees include GST.

Please email the team at LPGenquiries@rockgas.co.nz, if you have any queries at all.
We're here to help.