

# Service Fees



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

	SERVICE FEE	ADDITIONAL
<b>Bond</b>		
Bond (minimum charge where applicable)	\$150	
Business	\$500	
<b>Piped Rockgas</b>		
New connection	POA	
Special meter read, including check or final read	\$35	
On-site investigation	\$90	
<b>Fault visit (if a fault is NOT a supply or metering problem)</b>		
Same business day services, call received by 4pm	\$110	\$90/hr after 1st hour
Weekends, public holidays and after hours (4pm – 7am)	\$145	\$135/hr after 1st hour
Non-urgent service	\$95	\$90/hr after 1st hour
<b>Reconnection or disconnection (pre visit)</b>		
Same business day service, call received by 4pm	\$125	\$90/hr after 1st hour
Next business day service, call received by 4pm prior business day	\$90	\$90/hr after 1st hour
Weekends, public holidays and after hours (4pm to 7am)	\$210	\$135/hr after 1st hour
Special disconnection fee (access problems)	\$150	\$90/hr after 1st hour
Temporary disconnection for safety (business day)	\$110	\$90/hr after 1st hour
Disconnection for non-payment	\$110	\$90/hr after 1st hour
<b>Metering fees</b>		
<i>(Fees do not include the cost of related work by a gas fitter or network company)</i>		
Metering change where site visit needed	POA	
Total disconnection meter removal (excludes network fees)	POA	
Meter relocation (excludes network fees)	POA	
<b>Meter test</b>		
Per meter tested, applies if meter proves to be accurate	POA	
<b>Administration</b>		
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	
Paper bill	\$1.10	
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	

	SERVICE FEE	ADDITIONAL
<b>All costs</b>		
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	
<b>Bulk Supply Special delivery</b>		
(readings not submitted, delivery within 24 hours)	\$600	Plus Standard prices
<b>Cylinder Supply – All Regions</b>		
(EDF) Extra Delivery Fee		
Weekdays 07:00 – 15:00	POA	
Weekdays 15:01 – 20:00	\$230	
Weekends 08:00 – 20:00	\$230	
Public Holidays – Closed	N/A	
<b>Gas Leaks – Emergency Call-out</b>		
Rockgas owned equipment fault	No Charge	
Customer owned equipment/site fault	\$230	

## 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](mailto:LPGenquiries@rockgas.co.nz), if you have any queries at all.

**We're here to help.**