

Frequently Asked Questions

Rockgas Tauranga System Change

- [Why is Rockgas changing its systems?](#)

The system used by our Rockgas Tauranga branch no longer provides the tools to support the excellent customer service experience Rockgas strives to provide its customers.

Rockgas moved some of its customers to the new system in June 2023, and now we are moving the balance of our customers in April 2024.

- [Some of the benefits of moving to our new system include:](#)

Improved Efficiency: Allows Rockgas to automate many of its manual processes that will improve efficiency and reduce errors, enabling us to deliver faster and more accurate services to our customers.

Future Proofing: Rockgas will be better equipped to adapt to new technology and our customer's demands in the future.

Overall, the move to a new system is a positive step for Rockgas and our customers. The improved tools, efficiency, data management, and future-proofing capabilities of our new system will allow Rockgas to provide improved customer service.

- [Why is Rockgas changing my invoice due date \(payment terms\)?](#)

The payment terms for Rockgas Tauranga are being updated to align with Rockgas' standard payment terms. Rockgas provide customers 20 days from the invoice date to make payment.

- [As a Direct Debit customer will there be a change to the payment date of the 20th of the month?](#)

Instead of paying on the 20th of the following month, customers will be direct debited 20 days from the invoice date. The due date will be prominently displayed on customer invoices for convenience.

- [Why is my account number changing?](#)

When we move to the new system, the system will assign a new account number. We are unable to keep the existing account number due to the current number format and sequence used.

- [What is the location ID, and why is it changing?](#)

At Rockgas, we assign a location ID to every customer address to more easily identify and track delivery locations. While you will be used to seeing a customer code on your invoice, we are transitioning to a new location ID system that will

provide clearer identification for our customers. This new system will allow customers to identify more easily which of their location(s) we are referring to and can improve delivery accuracy and streamline our operations.

For most customers, their location ID will be simply known as “Main”, as they will only have one delivery location. However, for customers with multiple supply addresses, this system will provide an additional way to identify each delivery location. Some examples of possible secondary location IDs include “Flat”, “Barn”, “Granny Flat”, “Office”, or “Shed”. Overall, this new system is aimed at improving our service to customers by providing clearer and more accurate location identification.

- [Why is my invoice changing?](#)

With the change in system, you will receive a new invoice format. The improved format should make the invoice clearer to read for customers. Your new account number and Location ID will be shown on the top right of your invoice. The new format is shown below.



- [When will I receive delivery notifications?](#)

All customers with an email and/or mobile on their account will be setup to receive email and/or mobile notifications. If you received delivery notifications in the past, these have changed slightly. Instead of receiving email notifications when your order is received, booked in for delivery, when the driver is 15 minutes away and when your delivery is complete, you will now receive only three. (The night before your delivery, the morning of your delivery and when your delivery is complete)

- [Will there be changes to my delivery days?](#)

Our new system enables us to efficiently deliver gas to more customers and minimise overall wait times. Our delivery days will remain the same, however if we can deliver in your area sooner and provide a quicker service we will.

- [Will I still be able to schedule a delivery day?](#)

Thanks to our improved customer delivery notification system, we will no longer require customers to book a specific delivery day. Instead, we will provide advance notice of the scheduled delivery the night before and morning of the delivery, allowing customers to secure dogs and open gates to ensure our driver has safe access to make your LPG delivery. If for any reason you need to book a specific day for delivery, our team can accommodate this with reasonable notice, subject to availability, so please contact us.

- [If Rockgas is unable to complete my delivery, will I be notified?](#)

If, for any reason, Rockgas is unable to complete your delivery, customers who are set up to receive delivery notifications will be notified shortly thereafter and provided with an explanation for the delay.

- [Why is the Bank Account for payment changing?](#)

We are moving all branches to our primary account with BNZ bank to enable us to quickly and efficiently allocate your payments.

From 2 April 2024, you will need to make payments to our BNZ bank account using your new Account number and Name as your reference.

To setup the bank payee, please use the details below:

Bank Account Number		02-0544-0241419-00	
Bank Payee Name		Rockgas Ltd-Customer Payment	
Particulars	Code	Reference	
Account Name	Account Number	Phone Number	

- [Do I need to make a change to my Direct Debit?](#)

For Customers paying through direct debit, you do not need to do anything. We will make all necessary changes to ensure your direct debit continues as normal.

- [Why can I no longer pay using the 'Pay Now' option?](#)

The 'Pay Now' option was provided by our legacy system. Our new system does not provide this option. If you wish to make a payment by Credit Card from 2 April 2024, you can call us on 0800 762 542, during business hours and select option 3, then select option 2. You will be asked to enter your 10-digit customer number followed by #. Then you will need to follow the automated prompts to enter in your credit card details to complete the payment.

NB: Only applicable to customers receiving invoices through email.

- [Can I pay for my previous account using 'Pay Now' as the option shows on the invoice?](#)

You can still pay any invoice you receive before **2 April 2024** using the 'Pay Now'. These payments will be transferred to your account and allocated to your invoice as normal.

NB: Only applicable to customers receiving invoices through email.

- [What do I do if I pay into the wrong account?](#)

In the event you make a payment to the old bank account, we will still be able to allocate this to your account (however there may be a delay as we locate your payment). In the event your payment has not shown against your invoice, simply email or call us with the following details, and we will locate your payment and apply this to your account.

- Bank account Name
- Bank account number (The payment was made from)
- Bank account number (The payment was made to)
- Amount paid
- Date of payment
- Payment reference

NB: A screenshot of the payment from your internet banking is the easiest way to provide this information.

- [What change do I need to make to my bank payee?](#)

From 2 April 2024, you will need to setup a new bank payee using the following information.

Bank Account Number		02-0544-0241419-00
Bank Payee Name		Rockgas Ltd – Customer Payment
Particulars	Code	Reference
Account Name	Account Number	Phone number

If you already have Rockgas Tauranga setup as a payee, from 2 April 2024 you will need to search and setup Rockgas Limited – Customer payment as your new payee. Rockgas Tauranga will be removed as a valid payee with all banks.

- [What changes have been made to the Rockgas Terms and Conditions?](#)

Our terms and conditions were updated last year. No further changes have been made since the last update. We highly recommend that all our customers take the time to review and become familiar with the Sale and Supply of LPG terms and conditions and schedule of service fees on our website. This will ensure you are up to date with our policies and procedures and our current service fees.

- [Will my price for LPG or Cylinder rental change?](#)

There is no change to your LPG or Cylinder rental prices as part of our system change. Your prices remain the same.

- [How can I make an Order?](#)

There are several ways you can place an order with us, these are detailed below:

- Website – Visit our website using the link <https://rockgas.co.nz/get-connected/order-online/> and place an order online 24/7.
- Rockgas App – You can download the Rockgas App and place an order through the app. To download the app, go to the Play store or Apple store.
- Email – You can email us to request an order on LPGenquiries@rockgas.co.nz
- Call us – Call 0800 762 542 and place an order with one of our friendly customer service team between 7am - 7pm Monday to Friday, or 8am – 5pm on Saturdays.

- [Why is my account number invalid when placing an order over the phone?](#)

If you are trying to use your old account number to place an order over the phone from 2 April 2024, it will advise you the number is invalid. You will need to use your new account number to place an order. Your new account number was emailed or posted to you on 30 March 2024 and is also visible on the top right of your invoice. If you cannot find your account number, call us on 0800 762 542 or email us on LPGenquiries@rockgas.co.nz and we can provide you your new account number.

- [How to update my Rockgas App with my new Account Number?](#)

If you already use the Rockgas App for payments, you will need to update your Account number. Follow this link to see how to make these changes <https://rockgas.co.nz/update-your-rockgas-app/>.

If you have more than one location, the Rockgas app will not be able to be used for orders. Please order online through our website. <https://rockgas.co.nz/get-connected/order-online/>.

- [Why is my account on hold?](#)

If your account is overdue, our system will unfortunately place your order on hold. We will advise you that a payment needs to be made on your account prior to receiving your new order.