



## Price Change 2024 Frequently Asked Questions

### Why is the price increasing this year?

Rockgas continues to experience increases in the cost of supplying LPG to our customers. This is due to several factors including:

- The impact of exchange rates
- Higher transportation costs to deliver LPG to homes and businesses.
- Increasing operational costs

Unfortunately, as supply costs have continued to increase, Rockgas has had to make the difficult decision to adjust the price our customers pay for LPG and bottle rental fees.

### When will the price change take effect?

The new price for gas bottles will take effect on 1<sup>st</sup> November 2024. It will be applied to any bottles purchased after this date.

The new price for rental will take effect on your next rental anniversary date.

### What do I do if I cannot afford the increase?

We understand price increases are never appreciated which is why we have tried to absorb these prices within the business as much as possible. The prices are set for your area.

However, if you believe you have been sent the incorrect pricing, please call our call centre to check you are on the correct price.

### Does Rockgas offer payment plans?

Unfortunately, we do not have the ability to set up a payment plan for you at this stage.

However, if you are experiencing financial hardship, please call our team on 0800 762 542 to discuss your payment options.

### What are the ways to pay?

#### Credit Card

You can make payments by calling 0800 307 300 and following the automated prompts.

#### Automatic Payment, Internet, or Telephone Banking

Rockgas is registered as a bill payer with all major banks in New Zealand. You can find us when adding a new payee, selecting "Rockgas Limited-Customer Payment," or manually setting us up with these details:

Rockgas Ltd bank account number (BNZ) 02-0544-0241419-000 (please include your account number in the reference field).

#### Direct Debit

Download and complete the Direct Debit Form [here](#). Scan and email the completed form to [LPGenquiries@rockgas.co.nz](mailto:LPGenquiries@rockgas.co.nz). You can also print and post it to Rockgas, Private Bag 2020, New Plymouth, 4342.



### **How will I get my new bill, online or paper?**

Your bill will be sent the same way as your previous bill was. If you are currently receiving paper bills and would like to be set up for electronic bills, the account holder can email [LPGenquiries@rockgas.co.nz](mailto:LPGenquiries@rockgas.co.nz) with your name and account number and state you would like to receive your bills by email. Our team will have that set up for you within 10 working days.

### **Do I need to call you to agree or sign another contract?**

No there is nothing further you need to do. The price change falls under our current terms and conditions and all other terms and conditions remain the same.

### **If I haven't agreed to the price increase, can you charge me extra?**

Our standard Rockgas terms and conditions allow us to make changes to our fees and charges as long as we provide you with 30 days' notice or have attempted to make contact but were unable to reach you due to incorrect contact information.

### **I joined Rockgas less than 1 year ago, will I still get a price increase?**

Yes, you may receive a price increase. If your price is going to change you will receive notification of this 30 days prior as per our standard Rockgas terms and conditions.

### **Is LPG still a reliable option?**

Yes, LPG is traded globally, with significant infrastructure in place for its import. This international trade network allows Rockgas to import LPG from other areas in the event of supply shortages, thereby enhancing energy security. Please visit our [blog post](#) for more information

### **Who can I contact to make a complaint about the price increase?**

If you have a complaint, you can raise this with Rockgas in the first instance by emailing [customer.complaints@rockgas.co.nz](mailto:customer.complaints@rockgas.co.nz) If after 20 working days, you believe this complaint has not been resolved you may contact Utilities Disputes.

Call: 0800 22 33 40

Email: [info@udl.co.nz](mailto:info@udl.co.nz)

Web: [www.udl.co.nz](http://www.udl.co.nz)

Mail: PO Box 5875, Wellington 6140, Freepost 192682

Utilities Disputes can't investigate complaints regarding the price a utilities provider has set for its product. They may consider a complaint if the provider has not supplied appropriate information and if the price has not been applied correctly.