

Service Fees



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

	SERVICE FEE	ADDITIONAL
Bond		
Bond (minimum charge where applicable)	\$150	
Business	\$500	
Piped Rockgas		
New connection	POA	
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	\$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
Reconnection or disconnection (pre visit)		
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
Metering fees		
(Fees do not include the cost of related work by a gas fitter or network company)		
Metering change where site visit needed	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	
Administration		
Dishonoured payment	\$25	
Copy of invoice or transactions/consumption history	\$8	
Paper bill	\$2.30	
Over the counter (each payment made at a Westpac branch or PostShop)	\$2.10	
Credit Card (includes debit card and direct debit by credit card)	0.86% of the payment	
Debt management fee	\$25	
Debt site visit	\$90	
Debt collection costs	All costs	

SERVICE FEE ADDITIONAL

All costs

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	Plus Standard prices
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Cylinder Supply

Urgent delivery charges (all regions)	\$230	Plus Standard prices
Weekend deliveries	\$230	Plus Standard prices
No Public Holidays deliveries	N/A	

Gas Leaks – Emergency Call-out

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, if you have any queries at all.

We're here to help.