

22 April 2026

## Temporary LPG Global Disruption Adjustment Frequently Asked Questions

### What is the temporary variable adjustment?

It is a temporary variable price adjustment which reflects increased LPG and diesel costs due to the conflict in the Middle East.

This will appear as a separate line on your customer invoice and will be removed once costs return to pre-conflict levels.

We recommend you visit our website to stay up to date with what the rate is that will then show on your invoice plus GST. Please also see the FAQ: **“how will I know if it changes?”**

### Why is it happening?

As a result of the conflict in the Middle East, the cost of buying LPG and delivery-related costs like diesel and AdBlue have gone up.

### When does it start?

The start date of the variable adjustment will depend on the notice period in your Rockgas terms and conditions on our website or your commercial agreement with us. For the majority of customers, including residential households, the adjustment will apply from 23 May 2026.

If you are a reticulated customer with metered or piped LPG, the variable adjustment will apply to LPG consumed from 1 June 2026 and will appear on your June bill. To align with your actual LPG usage and billing period, the rate applied will be based on the month in which the LPG was consumed.

Examples:

- If your meter is read on 15 June, your June bill will include the June variable adjustment rate applied to consumption from 1 June to the meter read date.
- If your meter is read on 9 July, your bill will include:
  - the June variable adjustment rate for LPG consumed in June, and
  - the July variable adjustment rate for LPG consumed in July.

### How will I know if it changes?

Within three working days of the start of each month, we will update our website with any changes to the global disruption adjustment. Any changes will be to reflect movements in both the LPG and diesel/AdBlue costs above pre-conflict levels.

### How will I see it on my invoice?

The variable adjustment will appear on your invoice as a separate line called **global disruption adjustment**.

### **Is it permanent?**

No. When LPG and diesel costs stabilise and return to levels prior to the conflict in the Middle East, we will remove the variable adjustment.

### **When will the variable adjustment be removed?**

The removal of the increase will take place from the first working day of the month after costs have come down to the pre-conflict levels.

### **How do you work out the global disruption adjustment?**

Cost increase attributable to LPG and diesel/AdBlue are tracked monthly. These costs are compared against reference prices which have been set per market rates directly prior to the conflict occurring.

### **Does this apply to items such as rental, after hours and facility fees?**

No, the global disruption adjustment does not relate to rental charges and other fees such as after hours charge.

### **How do I know what I'll pay and how is it calculated?**

What you pay is made up of three components:

1. Your current LPG cylinder or metered LPG price excluding GST (the 'base rate')
2. A percentage for the global fuel disruption adjustment (the 'GFDA')
3. A percentage for the contractual global LPG disruption adjustment (the 'CGLDA')

We start with your base rate, then add the two percentages (point 2 and 3 above) together to get one amount. This is then used to calculate the variable adjustment of your total invoice.

1. Start with the LPG cylinder/metered LPG price (excluding GST), i.e. the base rate
2. Add the two percentages (GFDA + CGLDA) to get the variable adjustment percentage rate
3. Work out the variable price: base price × total variable adjustment percentage rate
4. Add the variable adjustment to your cylinder/metered LPG price to get your LPG subtotal (excluding GST)
5. Add GST to get the final amount you will pay

You can calculate the variable adjustment you will pay according to the following formula:

Base rate + (Base rate × (GFDA% + CGLDA%)) = New rate (excl GST) + GST = Total rate

A worked example of this is: \$135.30 + (\$135.30 × (1% + 2.1%)) = \$139.49 + GST = \$160.41

In this example, \$135.30 is the base rate, 1% is the GFDA and 2.1% is the CGLDA.

**Disclaimer: please note that this calculation is provided for illustrative purposes only and is not intended to be relied upon as a final or binding calculation. It is subject to change and may differ based on the base rate, the GFDA and the CGLDA, and applicable contractual terms.**

**What can I do if I don't accept the temporary adjustment in pricing?**

We know any price adjustment is unwelcome so if you don't accept the temporary adjustment, your options are set out in the terms that apply to you. This may be your individual contract with us and/or our general terms and conditions available on our website. Those terms and conditions will explain if you can cancel your account, and how much notice you need to give us.

For example, if you have bottles delivered to your residential home, you may end your agreement at any time, including before the price adjustment change takes effect, in accordance with the Rockgas bottled LPG – Feel the Energy Terms & Conditions on our website by sending us an email to [LPGenquiries@rockgas.co.nz](mailto:LPGenquiries@rockgas.co.nz).