



Price Change 2026 Frequently Asked Questions

Why is the price increasing this year?

The cost of supplying LPG has continued to rise, particularly across logistics, distribution and compliance. We also need to keep investing in the systems, people and processes that help us provide a safe, secure and reliable LPG supply.

We have absorbed as much of these costs as we can, but some of the increase now needs to be reflected in customer pricing.

When will the price change take effect?

The new price for gas bottles will take effect on 1st October 2026. It will be applied to any bottles purchased after this date.

Is this related to the Global Disruption Adjustment?

No. This price change is separate from the Global Disruption Adjustment introduced in May. The Global Disruption Adjustment was introduced in response to increases in LPG and diesel costs as a result of the Middle East conflict. It is a temporary, variable charge that appears as a separate line on your invoice and is not included in, or rolled into, the new bottle price. It will be removed when LPG and diesel costs return to pre-conflict levels.

Why am I receiving a price change and a Terms and Conditions update at the same time?

The price change and Terms and Conditions update are separate. We need to notify customers of any updates to our Terms and Conditions, so we have included this information in the same communication rather than sending a separate notice. You can find information on what is changing at www.rockgas.co.nz/terms-and-conditions

What do I do if I cannot afford the increase?

We understand price increases are never welcome, which is why we have tried to absorb these costs within the business as much as possible. Prices are set for your area. However, if you believe you have been sent the incorrect pricing, please call our contact 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.

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 current, standard Rockgas terms and conditions.

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. 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

Web: 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.