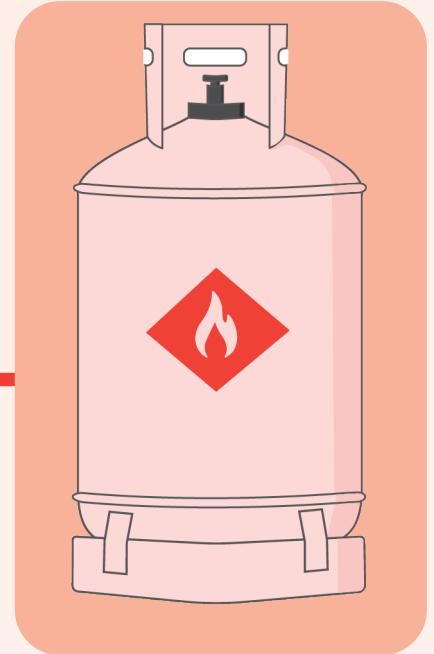


LPG Bottles

Common complaints and questions



Tautohetohe Whaipainga | Utilities Disputes (UDL) sorts complaints about electricity, gas, water, telecommunications, or broadband installation (shared property).

Our service is free, independent and fair.

The following FAQs are intended to highlight some of the common issues that can arise between LPG customers and their provider. They are based on our experience of resolving these issues and incorporate feedback from gas companies and other organisations involved in the supply of gas. Please contact us if you have any questions or require any guidance.

I think my provider delivered an empty LPG bottle?

LPG providers use a range of measures to ensure empty bottles are not delivered to customers. These measures may include:

- LPG bottles are weighed on a machine before delivery.
- Full and empty bottles are organised separately on the delivery trucks, so they do not get confused.

If you think you have received an empty bottle, let your provider know. If the issue is not resolved, contact UDL.

How do I work out how much gas is left in my bottle?

If you have a two-bottle setup, the easiest way to manage your supply is to keep an eye on the indicator and ensure you order a new bottle when the first bottle switches to empty.

Gas bottles can often 'feel light' when rocked or tipped. This is due to their design and the way they are intended to be moved.

It's normal for LPG cylinders to be filled and delivered at around 80 – 85% of their capacity. This allows for the expansion of the liquid LPG inside the cylinder.¹

1. See WorkSafe's Hazardous substances guide to gas cylinders for more information.

Why didn't my second bottle last as long as the last one?

It is normal for some of the gas in your secondary bottle to be used before the primary bottle is empty. During times of cold weather, high demand, or when the primary bottle is low, the automatic changeover valve in the regulator will draw from both bottles at once to ensure there is enough pressure to deliver a consistent gas supply to your home.

For this reason, many LPG providers recommend that both bottles are kept open and always connected. Leaving both bottles open does not consume the gas at a faster rate.²

How do I know when my bottle is empty and needs to be replaced?

LPG bottles connect to a regulator, which sits between the cylinders. Regulators have a window on them which turns red when it is time to replace the bottle. Green or clear indicate gas remaining.

When the window on the regulator turns red, there is an indicator that will point to the cylinder that is empty. This indicator lets the driver know which cylinder to remove. Do not move or change this indicator to avoid incorrect removal of the cylinders. Examples of an 'empty' indicator are shown below:



An indicator can sometimes give false readings in very cold weather or after periods of heavy use. If the indicator turned red after heavy use, check it again 6 - 12 hours later, when no appliances are running or when your demand for gas is low. In winter, check the indicator at the warmest part of the day if you can.

I think my provider replaced a bottle that still had gas in it?

In our experience, it is unlikely that an LPG provider would remove a bottle which is still partially full. However, if only one of your bottles is open at a time, there can sometimes be a small amount of gas left in the bottle (up to 10%) because there isn't enough pressure in the bottle for the gas to flow out at a sufficient rate. This is another reason why LPG providers recommend that both bottles are kept open.

If you are concerned your provider has removed a bottle that still has gas in it, check with your LPG provider. You can ask them to confirm what their policy is for removing bottles. Some retailers will weigh the bottles they remove and credit the customer if any gas is left, and this is something you can ask them to confirm.

Check with your LPG provider what their policy is for removing bottles. When removing bottles, some retailers will weigh the bottles and credit the customer if any gas is left.

² See Gas NZ's [Consumer Guide for Twin Packs](#) for more information.

Why is the LPG provider refusing to deliver bottles to my property?

All LPG providers have to comply with mandatory health and safety obligations designed to protect their employees and customers. This means they may refuse to deliver gas bottles if your property has long or steep driveway, stair access, or any other obstacle that might pose a problem for delivery. Some providers will only deliver cylinders if it can be done safely by one person.

If you want more information about why your provider is refusing to supply your property, you should ask them to confirm the reasons for refusal. They should also be able to tell you if there is anything you can do to make access safer.

LPG providers are ultimately responsible for making their own safety assessments and are entitled to have the final say on where they will deliver to. Regulations and requirements change over time and sometimes a property that was previously deemed safe will fall short of newer standards. You are still entitled to bring a complaint about this to UDL and we might be able to facilitate a resolution.

I think my gas provider damaged my gas installation during delivery?

UDL sometimes receives complaints about alleged damage by LPG delivery staff when replacing LPG bottles. Damage can sometimes occur when staff are working on an old installation as general wear and tear can cause old pipes to fail when a bottle is changed.

It's important to be aware of what parts of the installation are your responsibility, as this will be relevant to consider what damage is due to wear and tear. For instance, the gas installation regulators which connect the bottles to the customer's property are the responsibility of the homeowner. They have a typical working life of approximately six years as seals and other parts will perish over time.

The pipes on an installation (often referred to as 'pigtails') can also become brittle with age and can become more prone to damage during bottle replacements over their lifespan.

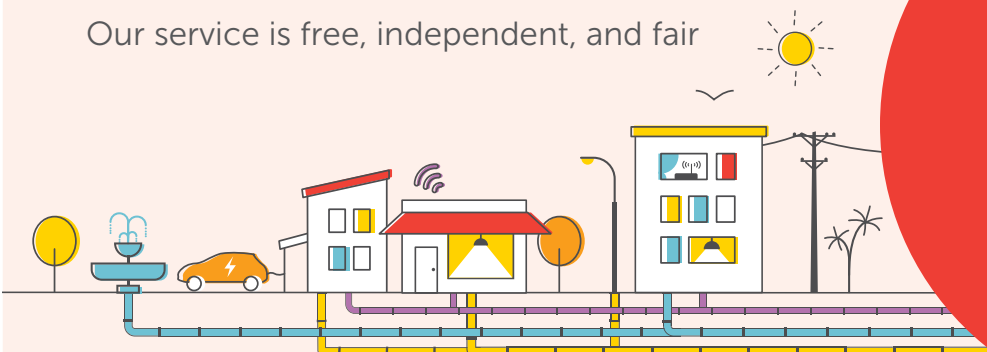
Still have questions about your LPG bottles or installation?

You can find more information about LPG cylinders in [Gas NZ's FAQ's for LPG customers](#).

NZ Gas Retailers should comply with the Gas Consumer Care Guidelines, which set out minimum standards of service retailers should provide to consumers.

Get in touch

Our service is free, independent, and fair



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