

- ✓ Local
- ✓ Safe
- ✓ Reliable

LPG for your home

ELGAS

Connect today 131 161



SWITCH TO HASSLE FREE GAS FROM ELGAS

Liquid Petroleum Gas (LPG) plays an essential role in millions of Australian homes.

ELGAS has the largest LPG distribution network in Australia and has your home energy needs covered, no matter where you live.

Your choice of pricing options:

- Variable market price and \$120 worth of credits
- Fixed price for 24 months
- 100% carbon offset with 12 months fixed price

PLUS:

- Free Delivery
- No lock in contracts or up front payments

Local. Safe. Reliable.

If your home is already connected with ELGAS, all we need to do is establish a new online account and your gas supply is sorted.

Scan the QR code to get your quote and sign up.



Changing and moving to ELGAS is just as simple.

Once we've set up your new account you can leave the switch to us. We'll take care of your new connection and change over the old cylinders.

24/7 Customer Support

We understand that you may need our support at any time of day or night.

That's why our local call centres are backed up by **24/7 telephone support**, all with friendly (and award winning) customer service officers ready to answer your questions.



NEW TO HOME LPG? YOU ARE IN THE RIGHT HANDS!



HOW DOES LPG WORK?

LPG is stored under pressure as a liquid in a gas bottle. It turns back into a gas when you release some of the pressure by turning on your appliance.



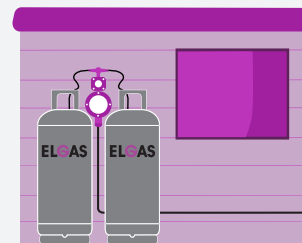
HOW MANY LPG GAS BOTTLES DO I NEED?

Most homes use two 45kg gas bottles. As soon as one bottle runs low, call ELGAS to order a replacement – while continuing to use your second bottle.



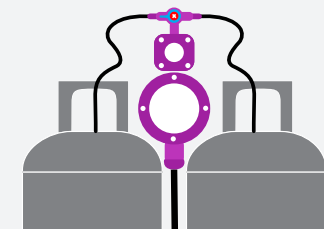
HOW ARE THE GAS BOTTLES CONNECTED TO MY HOME?

LPG is connected by tubing (also known as 'pigtails') to a changeover valve. The changeover valve is connected to a regulator.



WHO PROVIDES THE REGULATOR, CHANGEOVER VALVE & 'PIGTAILS'?

If you're starting from scratch, a licensed gas fitter is needed to install the gas regulator, changeover valve and the 'pigtails' (tubing). ELGAS provides the gas bottles.



HOW WILL MY GAS BE DELIVERED?



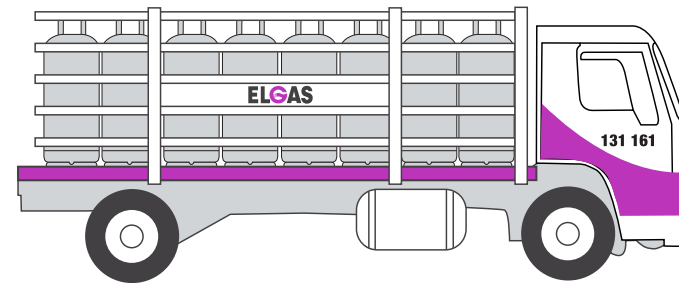
ELGAS can deliver to your home by small tanker or exchange cylinders.



AUTOMATIC TANKER DELIVERY

Automatic Tanker Delivery means no calling to order gas or checking your gas bottles. We calculate your gas usage – based on historical use – and schedule your deliveries to match your needs. Our tanker truck will refill your gas bottles safely from your driveway.

We need a clear line of sight from our tanker to your gas bottles for ELGAS Easygas delivery.



GAS BOTTLE EXCHANGE DELIVERY

ELGAS arrives with new gas bottles to replace your empty bottles. Simply order online when one of your LPG bottles is empty. We detach and attach the gas bottles for you. Make sure we have your mobile phone number so you can receive Gas Check Alerts™ by text (SMS) – you'll never forget to order your gas bottles!

Home delivery and installation requires access for a hand trolley and 45kg bottles.

HOW DO I KNOW HOW MUCH GAS IS LEFT?

LPG bottles are designed to be 'full' when they're at 80% capacity, or just over three quarters full. This allows for the natural expansion of the gas during warmer temperatures.



Carefully pour hot water down the side of the bottle.



A line of condensation should appear at the level of the gas.



If no line is apparent, run your hand down the cylinder. It will feel cool to the touch at the level of the gas.

If you see no line and feel no difference, then your bottle is most likely empty. Always use care with hot water.

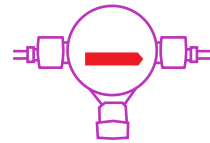


HOW DO I CHANGE MY GAS BOTTLES?



AUTOMATIC CHANGEOVER SWITCH VALVES

Do not touch or turn the indicator.



Automatic changeover valves use a visual indicator to show when a gas bottle is empty and it has switched over to the second gas bottle.



When it turns red, that's your signal to call ELGAS for a replacement bottle. We will deliver a full bottle and reset the indicator.



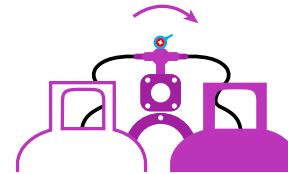
With an automatic changeover valve, you do not need to do anything. Just be sure to check your gas bottles (and visual indicator) regularly.

MANUAL CHANGEOVER SWITCH VALVES

Your gas supply will stop when a gas bottle is empty.



Turn the hand wheel on the empty gas bottle to OFF (clockwise).



Move the changeover valve lever to point towards the second (full) gas bottle.



Turn the hand wheel on the full gas bottle to ON (anti-clockwise). Call ELGAS to replace the (empty) gas bottle.

SUSTAINABILITY

Our commitment

ELGAS is committed to reducing greenhouse gas emissions by 38% by 2028. We are investing in new technology to reduce emissions across our operations and sourcing renewable energy for our sites.

LPG is a cleaner, lower carbon and efficient fuel for homes that are off-grid or not connected to mains natural gas and will continue to be a critical part of Australia's energy mix for years to come. That's why we will work with government, industry and our customers as we transition to a low emissions future.

Supporting decarbonisation

LPG can immediately support climate ambitions by delivering emission reductions of up to 50% for coal users and other heavy carbon emitting fuels such as fuel oil and diesel. LPG is a reliable back up fuel for renewable energy and off-grid applications. It is also used to dry raw bio gases such as bio-methane, so they can be utilised as renewable fuels in the future.

Leading development of renewable gas

The promise of renewable LPG, being developed as part of the global push to develop biogases such as biomethane and being distributed through an existing supply chain, offers a pathway to a zero carbon economy with no appliance upgrade costs. Our goal is to be producing 100% renewable LPG for our customers by 2040.

For more information on our sustainability commitments, visit elgas.com.au/sustainability



Offset your carbon footprint

ELGAS gives all Australian households the ability to offset their LPG carbon footprint as part of our fixed pricing option.

Talk to one of our friendly customer service team on 131 161 and make your contribution to a carbon neutral future.

FAQs



WHAT IF I ALREADY HAVE GAS BOTTLES AT HOME?

- Open a new ELGAS account online and order LPG bottles when you need them. If the bottles are from another supplier, we will remove the old bottles and return them for you – at no charge.

HOW DO I MAKE SURE I DON'T RUN OUT OF GAS?

- Always order gas as soon as your first bottle runs out. Don't wait until both LPG bottles are empty or near empty.
- Check your gas bottles regularly in cold weather or when you have additional house guests.
- If you only have one gas bottle attached to your home – think about adding a second gas bottle, particularly if you use it for hot water and/or heating.
- Make sure we have your mobile phone number so you receive Gas Check Alerts™ by text (SMS).
- Let us know if you install additional appliances, especially if you are on automatic tanker delivery. We can adjust your delivery schedule to suit any additional needs.

HOW DO I PAY FOR MY LPG?

- Visit our website at elgas.com.au/pay and choose a payment option to suit, including bPay, Direct Debit or Credit Card.

WHAT IF THE GAS ISN'T WORKING?

- Make sure the correct gas valve is turned on.
- Check to see if either gas bottle has any gas left, using the hot water test.
- If one bottle is empty, switch the manual changeover valve to your full gas bottle.
- If both bottles are empty, contact ELGAS for an urgent delivery. Make sure you tell us you need two gas bottles.

^{OFF} WHAT IF THERE IS A GAS LEAK?

In the unlikely event that you have a gas leak:

- Turn off the cylinder valve(s) by rotating clockwise.
- Call ELGAS Emergency Response on 1800 819 783.
- Make sure the area is well ventilated to disperse any gas.
- Remove or turn off all flames and other sources of ignition that may be nearby.