

## How do I make sure I don't run out of gas?

- Always order gas as soon as the first bottle runs out. Don't wait until the gas bottles are both empty or near empty. Follow this advice and you are virtually assured to never run out of gas.
- Remember to check your gas bottles more often in cold weather or when you have additional house guests.
- If you only have one gas bottle attached to your home, you may wish to consider adding a second gas bottle. This is particularly wise if you use it for hot water and/or heating.

## How do I know how much gas is left?

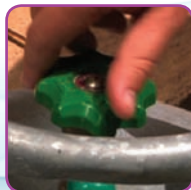


Carefully pour a cup of hot water down the side of the bottle and a line of condensation should appear at the level of the remaining gas. If no line is apparent, you can also wait a few seconds and run your hand down the bottle. It will feel cool to the touch at the level of the gas. If you see no line and feel no difference in temperature, chances are the bottle is empty.

Remember to always use care with the hot water. Also, please be aware that gas bottles are designed to be full at 80% or just over 3/4. The bottles are oversized so you get the full measure of gas.

## What if the gas isn't working?

1. Check to make sure the active gas bottle is turned on. The active gas bottle is the one pointed to by the changeover valve.
2. Check to see if either gas bottle has any gas left, using the hot water test. If so, you may need to switch to the full gas bottle with the changeover valve.
3. If both bottles are empty, please contact us for a gas delivery and make sure you tell us you need 2 gas bottles.



## Something to help you get started...

### A House Warming Package For Your New Home

- **\$80 Worth of LPG Gas Credits\***
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- **Local Branches with Local People**
- **Easy Online Sign-Ups**
- **Full 24/7 Online Services**
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TO  
SIGN**

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# Consumer Guide To Using Home LPG Gas Bottles

**New to home LPG?**  
Here's everything you need to know.





## 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 in the gas bottle by turning on your appliance. A regulator ensures a consistent pressure is safely delivered from the gas bottle to your appliances.

## How many LPG gas bottles do I need?

Most homes have two 45kg gas bottles. With two gas bottles, you call to order as soon as one bottle is empty, while continuing to use the other bottle. This gives you an uninterrupted supply of gas.

## How are the gas bottles connected to my home?

The gas bottles are connected by tubing, known as "pigtails", to a changeover valve and the changeover valve is connected to a regulator. A gas line then runs from the regulator to your appliances. The changeover valve controls which gas bottle is in use.



If you have recently moved into a home that already has LPG, all of this would have previously been done, as would any State required compliance certification. You just need to call **131 161** to order gas. We can also answer any questions you may have regarding the compliance documentation.

## How do I operate the gas bottle changeover valve?

### Automatic changeover valves



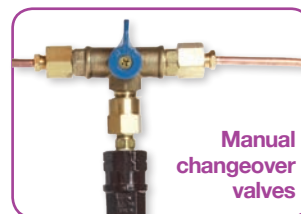
Automatic changeover valves

These automatically switch from one gas bottle to another, when one is empty. To do this, both gas bottle valves are left in the OPEN position. The indicator typically turns red when the first bottle is empty.

Do not touch or turn the indicator. When it turns **RED**, that's your signal to call **131 161** for a delivery. The delivery driver will replace the empty bottle with a full one and reset the indicator.

If you have an automatic changeover valve, you do not need to do anything. However, you won't have the manual changeover process as a reminder to order more gas, so be sure to check your gas bottles regularly.

### Manual changeover valves



Manual changeover valves

Your gas supply will stop when a gas bottle is empty. You will need to:

1. Turn the hand wheel on the empty gas bottle OFF (clockwise).
2. You then move the changeover valve lever to point towards the other (full) gas bottle.
3. Turn the hand wheel on the full gas bottle ON (anti clockwise).
4. Please remember to order a replacement gas bottle so you don't run out.
5. Please note that, in the picture shown, the lever (blue) is pointing upwards just to make it more visible. In actual use it would be set to the left or right.

## What if there are already gas bottles attached to my home?



First, you simply open a new LPG gas account by calling **131 161**. Then you just order gas when you need it. We exchange full bottles for the empty ones. We also return the old gas bottles for you, regardless of the supplier, at no charge. You can just sit back and relax while we handle everything!

## How do I order my home LPG gas?

To start, you set up a new account by calling **131 161**. Then simply order gas in one of five ways:



1. Call **131 161** to order.
  2. You can order online.
  3. Use the mobile web site to order.
  4. Use Text (SMS) to order.
  5. Automated telephone ordering.
- \*Please see web site for full details.

## How do I pay for my LPG gas?



Convenient options including Direct Debit, online payments, BPAY, Pay-By-Phone, pay at Australia Post, Pay-By-Mail or pay in person at your local branch.

## 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. If you are an Elgas customer, you should also call the Elgas 24/7 Emergency Response number on 1800 819 783. As an added precaution, make sure the area is well ventilated to disperse any gas, and remove or turn off all flames and other sources of ignition.