

# GAS NEW ZEALAND

Representing New Zealand's Gas Industry

smart. clean. efficient.



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## Welcome to Gas New Zealand, a joint publication of the LPG Association of NZ and the Gas Association of NZ.

Gas New Zealand will be published regularly as part of the industry's efforts to encourage the direct use of natural gas and LPG into households and small businesses.

Using natural gas and LPG as a direct energy source offers numerous cost, environmental and energy efficiency benefits, and Gas New Zealand hopes to educate consumers and policy makers about the many advantages of making wider use of this strategic energy asset.

## THE UPDATED 'DIRECT USE OF GAS REPORT' IS COMING YOUR WAY SOON

The gas industry requires up-to-date, authoritative information to reference when promoting the benefits of gas, especially for domestic consumers.

That's the message from Gas Industry Company (GIC) Chief Executive Steve Bielby, who has commissioned the Concept Consulting Group to write an updated version of its 2009 report for GIC, 'Cost: Benefit Analysis for Increasing the Direct Use of Gas in New Zealand'.

"After the report was produced it became widely referenced by the gas industry, particularly for marketing purposes. Because it is still widely referenced, it is imperative that the information be up to date," says Mr Bielby.

Mr Bielby says the report needs to be updated to include modern issues relative to gas, to ensure the report can act as an authoritative source.

"The recent uptake in electric heat pumps, when gas appliances remain very competitive for households in terms of price and efficiency, is one issue for which we need authoritative information to refer to.

"Updates to the report need to include the ongoing benefits of gas in terms of climate change challenges and environmental goals."

Mr Bielby says this updated report will be aimed at a different audience.

"The purpose of the Direct Use of Gas Report has shifted. The report's origins were more as a report to Government.

"This time around we want to present the same information but tease out the consumer story, making it more readable for the everyday householder.

"GIC wants to provide authoritative information which can help consumers to make informed decisions as to the benefits of using gas in the household.

"The core story for domestic gas remains a competitive one, especially for total household energy solutions, as well as energy efficiency and cost."

The updated Direct Use of Gas Report is expected to be made available within the next 2-3 months.

## MAJOR CAB COMPANY MOVES TO LPG

Corporate Cabs is aiming to reduce New Zealand's greenhouse gas emissions through its new LPG dedicated Holden Caprices, its first fleet of 16 arriving on the road in mid-June.

Corporate Cabs CEO, Colin Samson, says the move to LPG was very appropriate to the company's policy of being environmentally friendly.

"In comparison to petrol, LPG dedicated cars significantly reduce CO<sub>2</sub> emissions without any reduction in performance," he says.

"As a national transport operator, Corporate Cabs has identified an opportunity to do our bit for the environment. For us, the best way to do that is to move to LPG."

Mr Samson says the LPG Caprice offers more than just reduced CO<sub>2</sub> emissions.

"The Holden Caprice is not just a car that is good for the environment. Our customers like a long wheel base vehicle which enables them to travel in much more comfort than a standard vehicle, and the Caprice offers that too.

"It really is the best of both worlds."



Corporate Cabs' first fleet of LPG dedicated Holden Caprices arrives at the end of May, and will be on the road by mid-June.

## In this issue

- The updated 'Direct Use of Gas Report' is coming your way soon
- Beauty of Gas website sees more visitors than ever before
- Major cab company moves to LPG
- New on-line customer tool for Vector's residential gas customers
- The hot water cupboard is a thing of the past

## BEAUTY OF GAS WEBSITE SEES MORE VISITORS THAN EVER BEFORE

The Beauty of Gas website has received an unprecedented amount of hits as a result of a Gas New Zealand competition in the New Zealand Herald.

"The competition proved to be an outstanding success," says Gas New Zealand spokesperson Peter Gilbert.

"Usually in a normal month the Beauty of Gas website will receive about 5,000 hits. During the competition the website received 5,000 hits in one day."

The competition aimed to promote gas to the general public, focusing primarily on families and home owners.

The format of the competition directed traffic to the Beauty of Gas website, where contestants had to find the answers to three questions.

"Because contestants were required to look for certain pieces of information on the Beauty of Gas website, they really had to engage with the content in front of them," says Mr Gilbert.

"Engaging with the content on the Beauty of Gas website involves engaging with the benefits of gas.

"In one day 5,000 people engaged with the benefits of gas, which is absolutely brilliant."

Mr Gilbert says Gas New Zealand is ecstatic with the outcome of the New Zealand Herald competition.

"It is this kind of promotion that brings heightened awareness of gas and its benefits, which is exactly what Gas New Zealand has set out to achieve."

A similar competition for Gas New Zealand will take place in the Dominion Post on May 28.

## NEW ON-LINE CUSTOMER TOOL FOR VECTOR'S RESIDENTIAL GAS CUSTOMERS

Vector has launched a new price estimator tool to give customers a better idea of what it will cost to connect to the company's gas network.

The price estimator is an electronic tool on the Vector website. It is designed to give customers an immediate, area-specific estimate of the cost to connect to Vector's natural gas network.

Vector's Chief Executive Officer, Simon Mackenzie, says the new tool was introduced to provide a faster and more effective response to customer enquiries.

"Customers used to have to contact our call centre to get an estimate, which was manually priced," he says.

"Our new on-line tool asks customers to select their address and desired gas meter position, and if Vector's gas network is available for that property, it provides a quick on-screen price estimate for getting connected."

"The tool also offers an explanation regarding the costs, and why they may vary."

Mr Mackenzie says the [new system](#) improves the customer experience by dramatically reducing the time it takes to get an estimate.

## CORRECTION

Last month's issue of Gas NZ contained a story, *Gas NZ takes a proactive approach to comments made by the PCE*, in which it was noted that the Parliamentary Commissioner for the Environment's Office had asked Gas NZ to comment on a report the PCE's office is compiling on different water heating options. This was incorrect. The PCE's office will provide Gas NZ with a copy of the report once it is published.

We are always looking for stories from both the natural gas and LPG worlds, as well as the wider gas community.

If you have any story ideas for Gasline please [email Alex Hema](#)

## THE HOT WATER CUPBOARD IS A THING OF THE PAST

Rinnai has released its new Infinity VT range of continuous gas flow water heaters, using innovative technology to ensure cost efficiency and an endless hot water supply.

The Infinity range is electronically controlled and senses when a hot water tap has been opened in the house, lighting the gas burner which heats the water. It calculates the correct gas and air mixture to provide enough energy to heat the water to the selected temperature.

If a second hot water tap is opened, the Infinity recognises the increase and raises the gas and air mix for power, resulting in no variation in temperature and constant hot water.

The cost efficiency of the Infinity range is the heater's ability to only use the gas required to heat the water to the temperature selected, with no storing of hot water needed. When the hot water is switched off, the Infinity stops and uses no more energy.

The Infinity range can be operated using either LPG or natural gas.



Gas New Zealand is published monthly by The PR Company for the LPG Association and Gas Association of New Zealand.

The views expressed in this publication are not necessarily those of the LPGA, or GANZ. The LPGA can be contacted by telephone (04) 914 1765, fax: (04) 914 1766, or mail PO Box 1776, Wellington.

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