**CUA Number:** CUAGAS2023

**Last Updated:** 8th September 2023

CUAGAS2023 CATEGORY 1 – LPG GAS

Procurement Lifecycle Document

**ELGAS LTD**

**Last updated: 8th September 2023**

# ELGAS LTD

**Trading as ELGAS LTD**

**ABN:** 85 002 749 260

**ACN:** 0466 206 891

## Contact information

**Primary Contact:**

* Daniel Moir (Sales Manager – Western Australia);
* Ash Hada (Regional Manager – Western Australia);
* Victoria Black (Account Manager, North of the River);
* Shamil Dollie (Account Manager, South of the River)
* Jason Stammers (Account Manager, South West WA)

**Phone:**

* **08 6258 9900 (Bulk Orders and invoicing queries)**
* **08 6258 9900 (Bulk Installation Enquiries, New Customer Contacts)**
* **13 11 61 (Cylinder Exchange orders)**
* **13 11 61 (after hours)**
* **1800 819 783 (24 hour emergency)**
* **1800 065 258 (National Maintenance – 24 hours)**

**Mobile:**

* 61 4 77 355 997 (Daniel Moir mobile)
* 61 4 66 206 891 (Ash Hada mobile)
* 61 4 01 698 232 (Victoria Black mobile - North of the River)
* 61 4 01 987 155 (Shamil Dollie mobile - South of the River)
* 61 4 27 744 227 (Jason Stammers mobile - South West WA)

**Email:**

* [wacuagas2023@elgas.com.au](mailto:wacuagas2023@elgas.com.au)
* [daniel.moir@elgas.com.au](mailto:daniel.moir@elgas.com.au)
* [ash.hada@elgas.com.au](mailto:ash.hada@elgas.com.au)
* [victoria.black@elgas.com.au](mailto:victoria.black@elgas.com.au)
* [shamil.dollie@elgas.com.au](mailto:shamil.dollie@elgas.com.au)
* [jason.stammers@elgas.com.au](mailto:jason.stammers@elgas.com.au)

**Business Hours:**

* 8.00am to 5.00pm Monday to Friday
* After hours: 1800 626 988
* 24 Hour emergency: 1800 819 783

**Website:**

<https://www.elgas.com.au/>

**Postal Address**

**Elgas Ltd**

**PO BOX 1234**

**CANNING VALE WA 6155**

**Orders Via:**

* **For orders and invoicing queries use the email address**  [wacuagas2023@elgas.com.au](mailto:wacuagas2023@elgas.com.au)  **and phone numbers provided.**

# DOMESTIC LPG GAS

## Domestic LPG Cylinders

ELGAS LTD provides Domestic LPG Cylinders and services for the following regions:

* Metropolitan
* South West
* Great Southern
* Wheatbelt

Refer to the Price Schedule for prices.

## Domestic LPG Bulk

ELGAS LTD provides Domestic LPG Bulk tanks and services for the following regions:

* Metropolitan
* South West
* Great Southern
* Wheatbelt

Refer to the Price Schedule for prices.

## Offered Ancillary Services:

The following Ancillary Services are offered by ELGAS Ltd:

* Bulk Tank and Cylinder rental
* Telemetry services

# Bulk tanks

## New bulk sites

Any customer site that does not currently have a bulk tank will be included under the CUA and receive the CUA price. The customer will be required to:

* prepare a compliant facility to store the tank at the customer’s cost; and
* pay the contractor’s reasonable cost of installation of the tank ex Perth.

## Replacing bulk tanks

Where a customer determines, in consultation with ELGAS Ltd that it will be more cost effective to replace an existing bulk tank with a larger or smaller bulk tank, then the customer will:

* prepare a compliant facility to store the tank at the customer’s cost; and
* pay the contractor’s reasonable cost of installation of the replacement tank ex Perth.

## Removal of cylinders and bulk tanks

A customer may request removal of bulk tanks and cylinders from its site at any time provided it gives the contractor 30 days’ notice. The Customer will meet the cost of removal of ELGAS Ltd LPG tanks.

Upon receipt of the customer’s notice, ELGAS will prepare a quote for the removal of the bulk tank, and this quote may not exceed $5,000 (exc. GST) per tank removed in the Metropolitan Region.

Bulk tank removal outside of the Metropolitan Region will be quoted by the Contractor on an individual basis and presented to the Customer upon request of tank removal. The customer’s obligation to pay for the cost of removal, survives termination of the Head Agreement/Customer Contract (as applicable).

Any additional costs associated with the removal of bulk tanks caused by obstacles, including trees, walls and fences that may have appeared subsequent to the original installation of the tank will be paid by the customer.

ELGAS will refund the price paid for any reusable gas remaining in the bulk tanks. No bulk tank Rental Charge may be applied after the removal of tank by ELGAS. Any Rental Charge that has been paid for bulk tanks for the period after that date must be refunded to the Customer.

## Telemetry

ELGAS Ltd provides telemetry services that allows remote measurement of gas levels in bulk tanks at locations deemed necessary by ELGAS, in consultation with the customer for remote tank level monitoring. The contractor may install telemetry to ensure a bulk tank does not run dry.

ELGAS Ltd will meet all costs associated with the installation, operation and maintenance of the telemetry system.

# Buying process

## Domestic LPG in cylinders

The following LPG cylinders are available for delivery to customers:

* 9kg (non-mandatory) and 45kg for domestic and commercial use
* 15kg forklift cylinders.

Note: Elgas Ltd do not supply 18kg forklift cylinders

## LPG in bulk

* Bulk LPG is delivered directly into on-site tanks that are provided by ELGAS.

## Order Direct

The CUA prices are as per price schedule so Approved Common Use Arrangement Buyers can pick and buy from the contractors without calling quotes or tenders.

Place your orders with ELGAS by phone (13 11 61), email ([orders.wa@elgas.com.au](mailto:orders.wa@elgas.com.au)) or online. You can order either with the ELGAS’s central office or with their respective agents.

Always quote the CUA number (CUAGAS2023) and check that you are being charged CUA prices. For the delivery of bulk gases, ELGAS will put in place a refill schedule frequency based on consumption patterns to ensure you do not run out of gas. You will be invoiced after each refill.

All cylinders, bulk tanks and telemetry (where installed) incur a monthly or annual rental charge (also called a ‘facility fee’).

## Contractor and Customer Responsibilities

For bulk gas, ELGAS is responsible for:

* the installation of a tank that fits on the customer’s site; and
* connecting that tank to the customer’s facility.

ELGAS is not responsible for the maintenance of the customer’s regulator(s) and downstream reticulation system.

ELGAS will meet all costs of maintaining their tanks and cylinders in accordance with all applicable Australian Standards, codes of practice and other relevant regulations.

Customers are responsible for ensuring that their site housing any bulk tank or cylinder(s) is maintained, including:

* the maintenance of fencing, crash barriers and clearance of vegetation around their gas installation complaint with AS/NZS1596:2014 for “The Storage and Handling of LP Gas”; and
* dangerous goods licences, emergency plans and risk assessments under all applicable Australian Standards, codes of practice and other relevant regulations (ELGAS can provide assistance).

## Payment of invoices

Pay on your account via the following options:

* EFT/Direct Deposit
* Credit Card/
* Cheque

## Delivery

The following delivery timeframes apply:

Bulk Delivery:

* Scheduled based on consumption patterns and telemetry (where installed)
* On Call from customer (as designated)

Cylinder Delivery:

* Scheduled based on consumption patterns (designated high volume sites)
* On call from customer

## Warranty and Maintenance

The Contractor must give, or must ensure that the Contract Authority and the Customer have the benefit of, any warranties specified in the Customer Contract and the Head Agreement. The Contractor must do everything necessary, where it is reasonably able to, to obtain the benefit of all manufacturer and other third party warranties, including any warranties that are obtained by any subcontractor, and must ensure that the Customer has the benefit of those warranties.

A warranty may survive the expiry or termination of the Contract.

ELGAS has developed and operates specific software to oversee the recording, management and maintenance of all Bulk LPG storage assets in line with strict internal standards that exceed the requirements of industry regulators. Much of this maintenance, compliance and quality assurance is completed by our own dedicated National Maintenance Team or where practical, by industry leading professional partners. As part of this team we have leading and experienced Technical Managers, who are fully trained, qualified and recognised engineers.

Bulk tanks are subjected to a series of checks by drivers, ELGAS Account Managers and contractors nominated by our National Maintenance team whenever on a customer site.

Exchange cylinders are externally inspected as part of routine filling procedures and internal inspections at required intervals as per industry regulations.

The ELGAS National Maintenance Division has a specific National Maintenance hotline to activate services. A maintenance technician will call back within 15 minutes and assist with general enquiries or fault diagnosis and if necessary arrange for someone to attend the site to rectify the fault immediately. This hotline can be reached by the free call on 1800 065 258 or by contacting Elgas Customer Service on 131 161, 24 hours a day, 365 days per year.

## Cylinder Write Off

Cylinder write off prices are as follows:

|  |  |
| --- | --- |
| **Cylinder Type** | **Write-off Price (GST Incl)** |
| 9kg | $55.03 / cylinder. |
| 15kg Forklift | $367.93 / cylinder. |
| 18kg Forklift | N/A |
| 45kg | $294.25 / cylinder. |
| 45kg (Liquid Withdrawal) | $320.10 / cylinder. |

## Account Management and Invoicing

|  |  |  |
| --- | --- | --- |
| **Account Management Team** | | |
| **Who** | **Service** | **Contact Details** |
| Daniel Moir | Sales Manager - WA | 0477 355 997 |
| Victoria Black | Account Manager - North of River | 0401 698 232 |
| Shamil Dollie | Account Manager – South of River | 0401 987 155 |
| Jason Stammers | Account Manager – South West WA | 0427 744 227 |
| John Mechkarov | Domestic Channel (Agent) Manager | 0477 333 073 |

|  |  |  |
| --- | --- | --- |
| **Sales Support Team** | | |
| **Who** | **Service** | **Contact Details** |
| Heena Shukla | Sales Admin | 08 9258 9900 |
| Customer Service Officers | Canning Vale | 131 161 |

|  |  |  |
| --- | --- | --- |
| **Project Services Team** | | |
| **Who** | **Service** | **Contact Details** |
| Ash Hada | Regional Manager (WA) | 0466 206 891 |
| Sukhman Singh | Elgas Engineer | 08 9258 9900 |
| Morgan Davies | Depot Operations Manager | 08 9258 9900 |
| Carissa Piggot | Transport Operations Manager | 08 9258 9900 |
|  | | |
| **Accounts Receivable Team** | | |
| **Who** | **Service** | **Contact Details** |
| Nicky Martin | Admin Manager | 08 9258 9900 |
|  |  |  |

|  |  |  |
| --- | --- | --- |
| **Technical Services Team** | | |
| **Who** | **Service** | **Contact Details** |
| Elgas National Maintenance | 24 hr Call centre | 1800 065 258 |
| Sukhman Singh | Elgas Engineer | 08 9258 9900 |

## Agent Network

|  |  |  |  |
| --- | --- | --- | --- |
| **REGION** | **Agent Name** | **Location/Suburb** | **Delivery Details** |
| Metro | Elgas Direct supply | Canning Vale | Direct Elgas delivery to Metro Region, Elgas operates 13 trucks within perth Metro region and have the ability to service over 98% of the region with a planned delivery schedule. |
| Yanchep Garden Centre | Yanchep | Pick up and delivery |
| 53 Mile Road House | Pinjarra | Pick up and delivery |
| Dirt & Boondies | Dawesville | Pick up and delivery |
| Wheatbelt | Western Stabilisers | Corrigin | Pick up from Store |
| Goomaling Farm Shed | Goomaling | Pick up from Store |
| Dumbleyung Engineering | Dumbleyung | Pick up from Store |
| Kondinin Building | Kondinin | Pick up from Store |
| Gangells Ag solutions | Kulin | Pick up from Store |
| Cockies Ag | Merredin | Pick up and delivery |
| Derricks Autos (Hardware Plus) | Moora | Pick up from Store |
| Narrogin Gasworx | Narrogin | Pick up and delivery to surrounding areas in region |
| Wegners Rural | Nungarin | Pick up and delivery |
| Elders Rural Services | Pingelly | Pick up and delivery |
| Toodyay Home Traders | Toodyay | Pick up and delivery |
| Trayning Ag Repairs | Trayning | Pick up and delivery |
| Elders Wickepin(Prime Ag Services) | Wickepin | Pick up and delivery |
| Williams Rural Services | Williams | Pick up and delivery |
| Avon Valley Tyres | York | Pick up and delivery |
| Callingiri Traders | Callingiri | Pick up and delivery |
| Kalannie Agquip | Kalannie | Pick up and delivery |
| Bencubbin Truck'N'Autos | Bencubbin | Pick up and delivery |
| Porky's Enterprises | Beacon | Pick up and delivery |
| Bakers Hill Rural Supplies | Bakers Hill / Northam | Pick up and delivery to surrounding areas in region |
| Doodlakine Store | Doodlakine | Pick up and delivery |
| Southern Cross Tyres and Autos | Southern Cross | Pick up and delivery |
| Darkan Agri Services | Darkan | Pick up and delivery |
| The Ag Shop | Hyden | Pick up and delivery |
| McCall Motors | Bruce Rock | Pick up and delivery |
| Pingaring Ag Solutions | Pingaring | Pick up |
| Varley Ag Solutions | Varley | Pick up and delivery |
| Newdegate Motel & Caravan Park | Newdegate | Pick up and delivery |
| Landmark | Lake King | Pick up and delivery |
| Metro Petroleum | Jurien Bay | Pick up and delivery |
| South West | Elgas Direct supply | Bunbury | Direct Elgas delivery to select towns not covered by Agents below. |
| Harvey Home Hardware | Harvey | Pick up and delivery to surrounding areas in region |
| Brunswick Agencies | Brunswick | Pick up and delivery |
| Collie Salvage & Hardware | Collie | Pick up and delivery |
| Busselton Steel | Busselton | Pick up and delivery |
| Dunsborough Rural Supplies | Dunsborough | Pick up and delivery |
| Witchcliffe Roadhouse | Margaret River | Pick up and delivery |
| Fruit Barn | Donnybrook | Pick up and delivery |
| Greenbushes Roadhouse | Greenbushes | Pick up and delivery |
| Richfeeds Rural Supplies | Bridgetown | Pick up and delivery |
| Bridgetown Mitre 10 (Hardware & Garden) | Bridgetown | Pick up and delivery |
| Nevs Steel Supply | Manjimup | Pick up and delivery |
| Pemberton General Stores | Pemberton | Pick up and delivery |
|  | Northcliffe Postal Services | Northcliffe | Pick up and delivery |
| Great Southern | Frankland Rural | Frankland | Pick up and delivery |
| Mount Barker Hire | Mount Barker | Pick up and delivery |
| United Tools | Albany | Pick up and delivery |
| Neville's Hardware | Albany | Pick up and delivery |
| Denmark Cooperative | Denmark | Pick up and delivery |
| Gnowangerup Hardware | Gnowangerup | Pick up and delivery |
| Ongerup Farm Supplies | Ongerup | Pick up and delivery |
| Home Stead Hardware | Jerramungup | Pick up and delivery |
| Ravensthorpe Agencies | Ravensthorpe | Pick up and delivery |
| BTW Rural Supplies | Katanning | Pick up |
| Katanning Stock and Trade | Katanning | Pick up and delivery |