

A graphic consisting of two overlapping rectangular boxes. The top box is red with the text "COVID-19" in white, bold, uppercase letters. The bottom box is blue with the text "Coronavirus" in white, bold, uppercase letters. The boxes overlap on the right side.

COVID-19 Coronavirus

COVID-19 UPDATES

[Updated: 25th March 2020](#)

Due to the rapid evolving COVID-19 situation, the New Zealand government has announced we will shift to COVID alert level 4 status effective midnight Wednesday 25th March, 2020.

Only essential services will be allowed to operate during the level 4 lockdown period. As one of the essential service providers, Matagas will continue to provide the highest service possible to all customers.

Matagas will continue to monitor the evolving COVID-19 situation and follow current government guidance and protocols to ensure the health and safety of our customers and staff members.



LPG DELIVERIES

Please do not panic. All delivery services will be operating as normal. With the overwhelming amount of orders coming through, we would recommend customers to keep a close watch on the cylinder(s) to minimise the request for urgent orders.

Note: Remember, you use more gas when you're home. Don't be caught off guard.

To avoid any direct contact, we would recommend customers to have everything set up to ensure smooth deliveries.

Because the nature of our business requires delivery to homes and businesses, we have mandated that all Matagas drivers sanitise their company vehicles prior to the start of each shift. This includes, but is not limited to, a full wipe-down of steering wheels, seats, dashboards, and door handles.

Can I pay the driver directly for the lpg gas cylinder at the time it's delivered?

To help minimise some of the common ways the coronavirus is known to be spread, we are making all reasonable efforts to eliminate the need for drivers to interact directly with customers. We offer customers a variety of convenient online payment options, but realise that alternative solutions do sometimes need to be used. Please contact the Matagas office via phone, if you need to discuss additional payment method options.

Please avoid all contact with our delivery drivers.

ORDERS

Matagas offices will be closed to the public during the lockdown period, however we will still be able to assist you via phone, email and online.

Ordering gas

1. Online form: <https://matagas.co.nz>
2. New Portal: [Matagas Customer Portal](#)
3. Email: order@matagas.co.nz
4. Phone: 09 633 0030 or 0800 654 427
5. [Wechat](#): (scan qrcode)



Note: If you do not have an online account, we recommend you visit www.matagas.co.nz and create your account so that you can view account information, request a delivery and pay your bill and much more.

PAYMENTS

1. Internet Banking
2. Online: [Pay via Poli](#)
3. [New Matagas Portal](#): Order via Portal and pay using Credit Card or POLI

With an increasingly large amount of calls coming through, we encourage you to order & pay online to avoid any hassles.

WALK-IN-SERVICE

Some of our locations will be temporarily closed until further notice.

Manukau - Papatoetoe Branch

Open, Mon-Fri, 8am-4pm

Address: [26 Glasgow Ave. Papatoetoe, Auckland](#)

Onehunga Branch

Walk in service is temporarily closed

Address: [31 Victoria St. Onehunga, Auckland](#)

Christchurch Branch

Walk in service is temporarily closed

Address: [1 Caerphilly Pl, Hillsborough, Christchurch](#)

Note: Please maintain social distancing and follow the site instructions. We have safety measures in place to keep our customers and employees safe.



Our Matagas staff members are fully trained and doing our best to keep the highest hygiene standard possible to avoid virus transmission.

The following steps are being taken to ensure the safety and security of our employees and valued customers like you.

1. Staff members with any sign of illness will be ask to stay off work immediately
2. Protective gears will be worn when serving customers or handling cylinders
3. Sanitising all equipments and tools (including Eftpos machines) regularly
4. Regular hand washing
5. Keep social distancing with customers and between customers

Despite the challenges caused by COVID-19, Matagas will continue to provide the highest service possible to help New Zealanders going through their toughest time.

