



## COVID-19 UPDATE

Updated: 6th September, 2021

All Matagas branches are now OPEN.

Branch	Deliveries	Walk in Service	Office
Onehunga, Auckland	All Essential deliveries as normal	OPEN	CLOSED
Manukau, Auckland	All Essential deliveries as normal	OPEN	CLOSED
Tauranga	All Essential deliveries as normal	OPEN	OPEN
Christchurch	All Essential deliveries as normal	OPEN	OPEN

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.

## WALK-IN-SERVICE

We are an ESSENTIAL SERVICE PROVIDER. All Matagas branches are now OPEN.

### Onehunga Branch

Open, Mon-Sat, 8am-4pm

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

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### Manukau - Papatoetoe Branch

Open - Mon-Sat: 8am-4pm

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

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### Tauranga Branch

Open - Mon-Fri: 8am-5pm, Sat: 8am-5pm

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

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### Christchurch Branch

Open - Mon-Thur: 7.30am-4.30pm  
Fri: 7:30am to 4pm

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

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Note: **Please maintain social distancing and follow on-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.



## 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

We are an ESSENTIAL SERVICE PROVIDER. All Matagas branches are CLOSED to the public during the lockdown period. We are able to assist you via phone, email and online.

### Ordering gas

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



**Note:** If you do not have an online account, we recommend you visit [www.matagas.co.nz](http://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. [Matagas Portal](#): Order via Portal and pay using Credit Card or POLI
3. [IOS iPhone App Download](#)

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

