CUSTOMER FAQs

SUPAGAS
YES WE CAN!

YOUR TRANSITION TO SUPAGAS

Welcome to Supagas.

You have received a notification from Heeson Medical about the transfer of your account to Supagas.

These Frequently Asked Questions (FAQs) provide additional information about what to expect and how to get started with Supagas.

Our aim is to make the change as straightforward as possible, with your local Supagas team available to support you throughout the transition and with your ongoing gas requirements.

MOST SATISFIED CUSTOMERS
CANSTAR
2021-2026
LPG - NATIONAL

ABOUT THE CHANGE

When will my account transfer to Supagas?

Your account will transfer to Supagas from 1 November 2026.

Until the transfer is complete, you will continue to transact with Heeson Medical and receive Heeson Medical invoices, as outlined in the notification you have received. After the transfer, you will receive your invoices from Supagas.

Will there be any disruption to my gas supply?

The transition has been planned to maintain continuity of your gas supply.

Supagas will work with you to ensure your gas supply and delivery arrangements continue as smoothly as possible.

If you have any concerns about your supply, please contact the local Customer Service team on 07 3262 5506.

What happens before my account transfers?

Until the transfer is complete, you will continue to transact as a Heeson Medical customer.

A Supagas sales representative will visit your business to introduce you to Supagas and discuss your individual gas requirements and how we can support your business.

Once your account has transferred to Supagas, you will receive your Supagas account information and can begin ordering through Supagas.

Who do I contact during the transition?

For matters relating to your existing Heeson Medical account before the transfer, please continue to contact Heeson Medical through your existing arrangements.

For information about your upcoming Supagas account or the transition, Supagas Customer Service is available on 13 78 72. You can also contact your Supagas Sales Representative.

YOUR SUPAGAS ACCOUNT

Has my Supagas account already been created?

Your Supagas customer account is being prepared in advance to help make the transition as straightforward as possible.

When will I receive my Supagas account information?

Supagas will send you a welcome email with your new account information and details on how to get started.

Please keep this email for your records, as it will contain important information about your Supagas account such as your customer account number.

Where will I find my Supagas customer number?

Your Supagas customer number will be provided in the welcome email you receive from Supagas.

Your customer number will also appear on your Supagas invoice.

Keep your customer number handy when contacting Supagas, as it will help our team locate your account quickly.

Do I need to do anything to set up my Supagas account?

Your account is being prepared for you as part of the transition.

Once you receive your Supagas account information, follow the instructions provided to get started.

If you have any questions or need assistance, contact the local Customer Service team on 07 3262 5506.

What if my account information is incorrect?

Please contact Supagas Customer Service on 13 78 72 so we can review your details and assist with any changes required.

ORDERING FROM SUPAGAS

How do I order gas from Supagas?

The Supagas Customer Portal is the easiest way to place and manage your orders online.

Once your Supagas account is active, you can access the Customer Portal via www.supagas.com.au/login to place orders and manage your account.

To make ordering easy, you will be provided with a guide showing the equivalent Supagas product and product code for the Heeson Medical products you have previously ordered.

CUSTOMER PORTAL

What can I do through the Customer Portal?

The Customer Portal provides access to your account and online ordering, with additional account and billing functions available through the portal, you can access the customer portal via www.supagas.com.au/login.

Depending on your account setup, you can use the portal to:

- Place gas orders
- View your orders
- Access invoices
- Make payments
- Manage account information

What if I prefer to speak to someone?

Our local Customer Service team is available on 07 3262 5506.

They can assist with orders, deliveries, products, accounts and general enquiries.

DELIVERY

How will my gas be delivered?

Supagas will arrange delivery based on your location, products and requirements.

Your local Supagas team will provide information about your delivery arrangements.

Free delivery is available to most areas.

Delivery arrangements can vary depending on your location, product and requirements. Your Supagas team can confirm the arrangements that apply to your account.

How often will my gas be delivered?

Delivery frequency will depend on your gas requirements and ordering needs.

Supagas' delivery schedules vary between branches and locations. Your local team can advise on the available delivery schedule for your area.

What happens if I need gas urgently?

If you have an urgent gas requirement, contact Supagas Customer Service on 07 3262 5506.

Our team can discuss your requirements and the available delivery options.

PRODUCTS & GAS SUPPLY

What types of gas can Supagas supply?

Supagas supplies a broad range of gas products and solutions for homes and businesses, including LPG, industrial, welding, specialty, medical and hospitality gases.

To explore the full range of products and solutions available, visit www.supagas.com.au to access the Supagas product information and resources.

Can Supagas supply gas for my home as well as my business?

Yes. Supagas can support your home and business gas requirements, including residential LPG as well as a broad range of medical gas products and solutions for business.

This means you can have one gas supplier for more of your gas needs.

What if I need a specific gas or product?

Your local Supagas Sales Representative can help you find the right gas and supply solution for your requirements.

You can also explore the Supagas product range online at www.supagas.com.au.

YOUR LOCAL SUPAGAS TEAM

Where is my local Supagas branch?

21 Corunna Street
Albion, QLD 4010

Who should I contact if I have a general question?

For orders, account enquiries and general support, contact your local Customer Service team on 07 3262 5506.

INVOICES & PAYMENTS

When will I receive my first Supagas rental invoice?

Your final Heeson Medical rental invoice will be dated 31 October 2026. Following the transfer of your account to Supagas, your rental invoices will be issued by Supagas in accordance with your account arrangements.

When would I receive my first Supagas gas invoice?

Once your account has transferred to Supagas, you will receive a Supagas invoice when you place your first order, in accordance with your account arrangements.

What will my Supagas invoice look like?

Your Supagas invoice will include important information about your account and order, including:

- Customer number
- Invoice number
- Product description
- Delivery details
- Amount payable
- Payment information

Where can I find my customer number on my invoice?

Your customer number will be displayed on your Supagas invoice.

You can also find it in the welcome email sent to you by Supagas.

How do I pay my Supagas invoice?

Your invoice will provide details of the available payment methods and payment instructions.

The Customer Portal also provides access to invoice and payment functions.

What if I have a question about an invoice?

Contact Customer Service on 07 3262 5506.

Have your customer number or invoice number available where possible so our team can assist you quickly.

CONTACT US

Need more information? We're here to help.

ONLINE

www.supagas.com.au

PHONE

13 78 72

LOCAL BRANCH

21 Corunna Street,
Albion, QLD 4010

MORE INFORMATION

Visit the Supagas customer resource page for:

- Product brochures
- Technical information
- Safety resources
- Customer Portal information
- Invoice information
- FAQs

SCAN THE QR CODE TO VIEW
CUSTOMER RESOURCES PAGE