



THE LIQUEFIED PETROLEUM GAS ASSOCIATION OF SOUTH AFRICA

P.O.Box 456, Pingrowie, 2123, South Africa • 4 Kya Sand Road Kya Sand, Randburg Tel: +27 (0) 11 886 9702 • Fax: +27 (0) 11 886 9770 • E-mail: info@lpgas.co.za www.lpgas.co.za

INCIDENT/COMPLAINT FORM

1. COMPLAINANT'S DETAILS

Name: REFILOE MOKOENA

Member of the LPGSA?

YES NO



Tel No: +27 814704340



E-Mail: reffloe.msiza@gmail.com

2. INCIDENT/COMPLAINT DESCRIPTION

Date of the ~~incident~~ ^{for} complaint: 14 AUGUST 2025

Address of the installation: 8 MEYER STREET, OAKLANDS
JOHANNESBURG, 2192

DESCRIPTION: During the period April 2022, I saw an advert of Registered Gas Installers along African Road, Norwood. I then called the number on the advert being: 082 701 6771. A gentleman who answered the call introduced himself as Arie and he then came to my house. He gave me a quotation of R14 350.00 (Fourteen Thousand Three Hundred and Fifty Rands Only) for the price of two gas geysers, fixing the gas stove and a gas cage. I paid the said amount upfront. A few days later he said my house was too big for two geysers and suggested I consider 3 geysers and that he will come install all three at the same time. He asked for an additional R10 000.00 to install the third geyser and I reluctantly paid it. He kept postponing to install the three geysers and kept asking for money saying the prices have gone up. I ended up paying a total of about R48 000.00 as I was desperate to have the job done. It was almost winter and I wanted him to deliver the geysers and install them. After installing the geysers I made him aware that the temperature was very low and the water was only lukewarm. His explanation was that gas geysers never supply vey hot water during winter. I then asked for a COC for insurance purposes and he only delivered it on 04 May 2022. During December two of the geysers stopped working completely and he said he will attend to them in January as he was very ill at the time. During January 2023 he came to my house with his workers and after checking the geysers, they removed two gas geysers and I had to connect to an electricity geyser. He left one geyser in the garage and left with the other one saying they were still under warranty and will have them replaced. Since taking the one geyser and leaving the other one in my garage he avoided my calls. I called the number appearing on the COC and the gentleman said he did not know what I was talking about. I even told him that his personal details together with phone number 0815772772 appear on the COC, He did not assist. Upon close inspection of the COC, I realized that the signature and phone numbers that appear in the Owner's Declaration Section are not mine. I have called them threatening legal action and reporting them to the media to no avail. There is no complaint procedure on the COC and I was not aware that gas installers' conduct can be reported to LPGSA. It was only on Wednesday 13 August 2025 when I got advised to lodge a complaint with LPGSA. I immediately googled LPGSA's contact details, called their number and one Lethabo Malebana forwarded the complaint form to me. I have tried to get other gas companies to assist, however, they have all said they do not maintain or repair the type of gas geysers I have. I have since done my research and companies like Makro and LeRoy and others sells gas geysers at around R3,5k a geyser, they even send their installers to the customers premises to install and issue COCs. I have paid Mr Arie almost R5ok and even my Siemens gas hobs have long stopped working. Kindly take action against Mr Arie as I may not be his only victim. _____

Hazard Analysis

<u>High</u>	Medium	Low

Doc no:LPGSASA003/Rev:3/Date:2021

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3. INSTALLATION DETAILS (if applicable)

YES NO

Was the installation done by a registered installer?

Details of installer:

Name: N.Mavhetha

AQCC #: _____

E-mail: info@ari7gasinstallers.co.za

Tel #: **0827016771/ 0815772775**

Type of the installation: **Domestic**

Commercial

Industrial

Documents	Yes	No
1. Certificate of Conformity (CoC)	X	
2. Contact details of the installer	X	
3. Pictures of the gas installation	X	
4. Picture and details of the cylinder (If applicable)	X	
5. Pictures of the gas appliance (if applicable)	X	
6. Details of the gas appliance e.g models no and brand (If applicable)	X	

4. APPLIANCE DETAILS (if applicable)

Name of the appliance: _____

3x Totai gas geysers and 2x Siemens Hobs

Model number: _____

Store Purchase: _____

Purchase Date: _____

Cylinder brand used: Easigas

Last date of the cylinder fill: _____

Documents	Yes	No
7. Certificate of Conformity (CoC)	X	
8. Contact details of the installer	X	
9. Pictures of the gas installation	X	
10. Picture and details of the cylinder (If applicable)	X	
11. Pictures of the gas appliance (if applicable)	X	
12. Details of the gas appliance e.g models no and brand (If applicable)	X	

5. CYLINDER DETAIL (if applicable)

Exchanged Cylinder	
Cylinder Brand Name:	EASIGAS
Did the cylinder had a seal branded same as the cylinder?	YES
Name of the store/place where the cylinder was filled:	Zana Gas
When last the components were replaced (orings, hose etc)	2023 was the last time the installer came to my house to remove the two gas geysers



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Customer Owned Cylinder	
Cylinder Brand Name:	
Name of the store/place where the cylinder was bought:	
Name of the store/place where the cylinder was filled:	
When was the last time the cylinder was maintained:	
When last the components were replaced (orings, hose , valve etc)	

6. DETAILS OF THE ILLEGAL FILLING (if applicable)

Name of the Filling Company: _____

Address: _____

Tell no: _____

Email Address: _____

I acknowledge that my signature to this form constitutes my consent and authorization to the Association, and the Association's directors to use collect and process any personal information that the complaint form has provided in support of this complaint, in terms of the Protection of Personal Information Act No.4 of 2013.

I acknowledge through my signature that the complainant to this complaint understands its right to privacy and the right to have its personal information processed in accordance with the conditions for the lawful processing of personal information, and hereby give consent on behalf of the Association to collect, process and distribute personal information where the Association is legally required to do so.

Signature

Date

14 August 2025

**CERTIFICATE OF CONFORMITY FOR GAS
INSTALLATIONS: OCCUPATIONAL HEALTH AND
SAFETY ACT, 1993**
Regulation 17(3) of the Pressure Equipment Regulations,
2009



Certificate of conformity by an authorised person

Certificate No: N° 747006

Installer details and declaration: I, N. Mavhetha declare that I am an authorised person for gas installations with the registration number 1143 and ID Number 8005056449086
Address: 17 Morning Hill Gardens Batten rd, Bedfordview Telephone number (011) 5772775 Cell No: 082 7016 771
Email: info@ari7gasinstallers.co.za
I further declare that I inspected and tested the installation at: Street: Meyer Str Stand No: 8
Name of Building _____ Name of Farm Oaklands Farm No: _____
Township/Municipality/District Joburg
Name of Gas supplier _____ Amount of Gas stored on premises: 100 kg
and that in terms of regulation 17(3) the installation complies with the provisions of 17(2) and that the installation is safe. I am aware that I am liable to prosecution in the case of a false declaration
Installer Signature N. Mavhetha Date: 04/May/2022

Owner/user details and declaration: I, Refiloe Mokoena the owner/user of the installation and equipment described below, confirm that I have been informed of the following: The safe handling and storage of LPG cylinders; The importance of ventilation when using gas equipment; Emergency action in the event of a gas leak or fire; Maintenance of the gas installation; Approved appliances and user instructions
Signature _____ Telephone number (011) 483 2806 Cell number 0612113166

Please ensure that you read the contents of this certificate and have been made aware of the safe use of the LP Gas system

Installation details		Installation standards		<u>SANS 10087-1</u>					
Installation type		Domestic	<input checked="" type="checkbox"/> Commercial	Industrial	Autogas	Fitting			
Cylinder size	Qty	Tanks		Pipework type	Steel	Copper	Composite	CSST	HDPE
9 kg		Tons (LPG)		Surface				<input checked="" type="checkbox"/>	
19 kg		Volume (m³)		Embedded					
48 kg		NO: Installed		In roof					
Dumpie				Buried					
Manifolds				Filling Site					
Vapour	<input checked="" type="checkbox"/>	Liquid		Pipe run in m				<u>40m</u>	
Type:	<u>Lpg</u>	Type:		Regulator Brand	Model No:	Regulator Brand	Model No:	Regulator Brand	Model No:
Type:	<u>As Pro</u>	Type:							




Appliances Note: for domestic and commercial installations, only appliances that comply with SANS 1539 may be installed. If in doubt contact the appliance supplier or the LPGSA	Type	<u>Hob</u>	Brand	<u>Snappy Chef</u>	Model No
	Type	<u>2x Hob's</u>	Brand	<u>Siemens</u>	Model No
	Type	<u>3x Geysers</u>	Brand	<u>Total</u>	Model No
	Type		Brand		Model No

This section for use by Mentor (if applicable)
Name: _____ Registration Number: _____ Signature: _____ Date: _____

REPUBLIC OF SOUTH AFRICA
NATIONAL IDENTITY CARD

Surname: **MOKOENA**
 Names: **REFILOE**
 Sex: **F**
 Nationality: **RSA**
 Identity Number: **6209270789085**
 Date of Birth: **27 SEP 1962**
 Country of Birth: **RSA**
 Status: **CITIZEN**

Signature: *[Handwritten Signature]*

Conditions:
 This card has been issued by the
 Department of Home Affairs in terms of the
 Identification Act, Act 68 of 1997
 If found please return to the Department of Home Affairs
 For enquiry or verification purposes contact 0800 90 11 90

Date of Issue:
 17 MAY 2017

RSA

104648404





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