



## Consumer Information Pack

## Our Values

The Phoenix Values are at the heart of how we do business. Embedded across our business, they are the standards we hold ourselves and our employees to in delivering the best possible outcomes for our customers and the communities we serve.



## Meeting the needs of all consumers

As an essential service provider, we play an active and critical role in the lives of local communities, working with domestic and business users, members of the public and community representatives. We strive to deliver the best possible standards of service to all while continuing to invest in and develop our services in line with customer needs.

We recognise that there may be times when some consumers will need additional and specific support from us. We are committed to working with consumers directly to ensure a truly inclusive approach to customer service that is designed to identify consumers with specific needs or in vulnerable situations and, in turn, ensure we suitably shape our service delivery in a way that is most relevant to meet their needs. Find out more about how we meet the needs of all consumers at the **Customer Support** section of our website.



And did you know that once connected to our network, domestic gas suppliers operate a range of services to meet the differing needs of energy users. If you are already a gas user, you should check out these schemes with your supplier to see if you might be eligible.

## **Our Customer Service Principles**

To ensure that there is a consistently high level of customer experience, the principles below are applied to all consumer engagement we undertake:

### **Accountability**

Our staff will listen to our customers and continuously seek to improve our services.

### **Consistency**

We aim to provide all customers a consistent and inclusive service.

### **Keep Customers Informed**

We will be efficient and always act with First Contact Resolution in mind. When a process may take longer, we will always keep our customers informed of our progress.

### **Accuracy**

Through regular training, we will understand and know the services available to all customers enabling confident engagement with all customers.

### **Transparency**

We will always be open and honest with customers and provide reasonable expectations in line with our service standards.

### **Empathy**

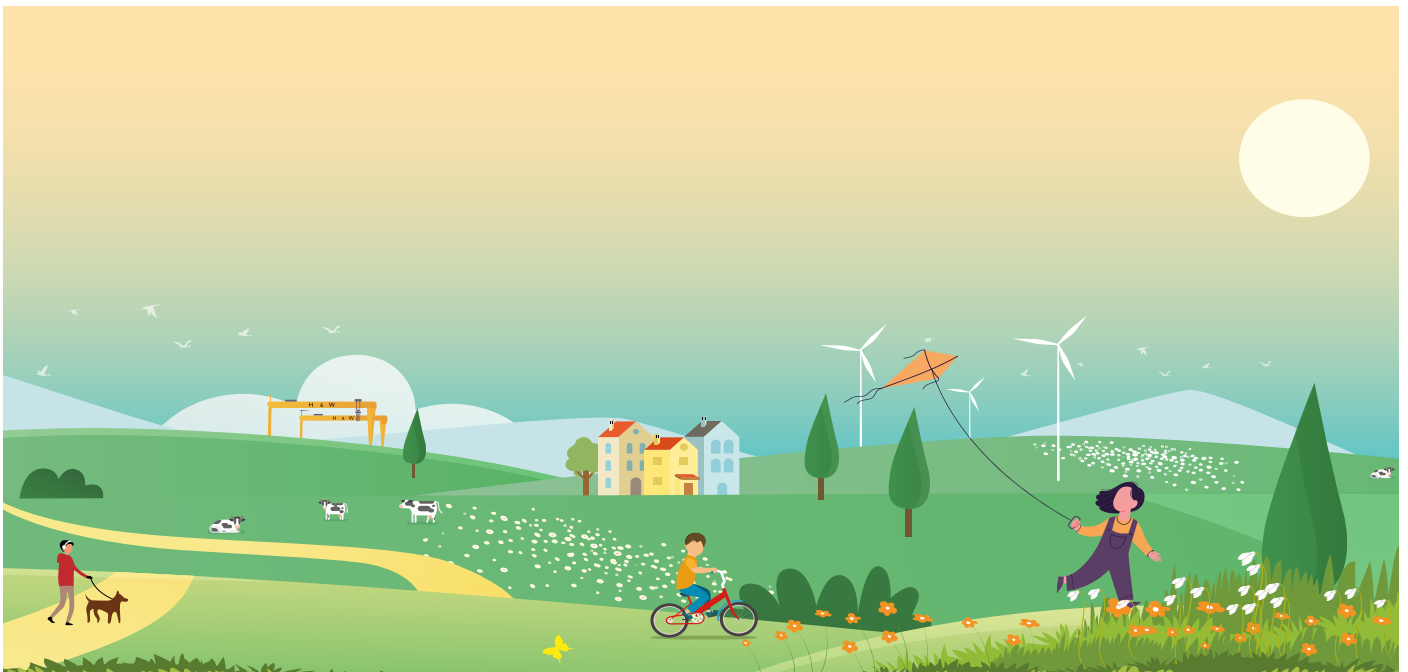
We will always show customers we care and understand their needs.

### **Respect**

We will always show kindness and respect by being considerate and recognising the customer's right to privacy.

## Energy Transition

We all have a part to play in moving to a net-carbon zero society. At Phoenix Energy (Phoenix), we are working on ways to decarbonise home heating for consumers, enabling them to continue enjoying all the flexibility of gas with minimum disruption, by using our existing infrastructure to deliver greener gas solutions such as biomethane and hydrogen direct to consumers homes. Please find out more in the **Energy Transition** section of our website.



## Our Consumer Information Pack

In the sections to come (and in accordance with section 2 of the **Gas Distribution Consumer Information Code** <sup>1</sup> approved by the Utility Regulator in 2017), we provide some useful information about our business and the services customers can receive or expect from us.

This includes:

- How to check gas availability
- How to contact us to discuss connecting to our gas network
- How to arrange a connection to our gas network
- Our standard Terms and Conditions for connection to our gas network
- How to choose a supplier
- How to find a Gas Safe Registered Installer
- How to make an enquiry or lodge a complaint
- Our Standards of Service
- Who to contact if you smell gas and services available in the event of other emergencies on the gas network
- How to contact us

You will also find helpful information on network operators and suppliers as well as energy efficiency, codes of practice, energy care schemes for vulnerable consumers, payment options and additional support services at [www.naturalgasni.com](http://www.naturalgasni.com), the one stop support hub for gas customers across Northern Ireland.

*Steps 1 to 6 below apply to privately-owned housing and commercial premises. We will continue to liaise with the Northern Ireland Housing Executive (NIHE) and Housing Associations to ensure that natural gas, where available, is the fuel of choice for its tenants.*

<sup>1</sup> Phoenix Energy Group Ltd is trading as Phoenix Energy (Phoenix).

## 1. How to check gas availability

- 1.1 Phoenix is the owner and operator of the largest gas distribution business in Northern Ireland (NI). Our gas network covers an area that encapsulates c.45% of the population of NI, including Greater Belfast, Larne, and more recent extensions into East Down and Whitehead.
- 1.2 To find out if your property can connect to our gas network, enter your postcode in the **Gas Availability** section of our website. Alternatively, if you prefer to talk to us or have us contact you to discuss if your property can connect to our gas network, please contact us using any of the options detailed in section 10.

## 2. How to contact us to discuss connecting to our gas network

- 2.1 All the information you need to get connected to our network is available on our website at **Get Connected**, where you can also access our **Connection Policy**.

### *Existing Homes and Businesses*

- 2.2 If you are at the early stages of wanting to find out more about natural gas, how it could benefit your home and lifestyle or business, or have some questions about the installation process, we recommend you make a no obligation appointment with your local Phoenix Energy Advisor. You can make an appointment on our website at **Book An Appointment** or contact us using any of the options detailed in section 10.

### *New Build Properties and Refurbishments*

- 2.3 We would be delighted to talk to anyone concerning installing natural gas in any new build properties or refurbishments. We provide a full design for all projects and will advise on the early design stage to the actual installation. Please contact us using any of the options detailed in section 10.

### 3. How to arrange a connection to our gas network

- 3.1 To arrange your connection to the gas network please call our Customer Services team on **03454 55 55 55**<sup>2</sup> or contact us using any of the options detailed in section 10.
- 3.2 Upon completing a Gas Connection Application, your home or business will be fitted with a prepayment or credit meter; this can be discussed with your Phoenix Energy Advisor or Gas Safe Registered Installer.
- 3.3 Your own independently selected Gas Safe Registered Installer will install all internal gas appliances. To find out more about installers working in your area, please visit **Find an Installer** on our website and see section 6 below.

### 4. Our standard Terms and Conditions for connection to our gas network

- 4.1 The Terms and Conditions applying to (i) any application for a connection to our gas network; and (ii) any property already connected to our gas network are available on our website at **Terms and Conditions**.
- 4.2 Our Terms and Conditions are binding on the applicant and all subsequent owners of the property.

<sup>2</sup> Calls to this number from a landline are normally charged at local rate but may vary depending on your provider. You should check with your provider before you dial. Typically, if you are calling from a mobile, they are included in your free call packages but may vary. Please note that calls are recorded and monitored for training purposes.



## 5. How to choose a supplier

- 5.1 We maintain the gas network that delivers gas to homes and businesses across our licensed area. We are also responsible for connecting homes and businesses to our gas network. However, we don't supply gas, send bills, supply PAYG meter cards or manage your direct debit, that's your gas supplier's responsibility. Homeowners or business premises wishing to connect to our gas network can choose their preferred gas supplier from the list below <sup>3</sup>. Please visit the **Gas Supplier Information** section of our website to ensure you are referring to the latest list. We will forward this request to the preferred gas supplier however we recommend that the property owner also contacts the gas supplier directly.
- 5.2 SSE Airtricity will be the commissioning gas supplier from when your domestic property is first connected to the gas network and will remain so for at least 15 business days. SSE Airtricity will remain the supplier until your selected alternative gas supplier registers, with us, their agreement to supply you. Once connected, gas users may change<sup>4</sup> gas suppliers by simply contacting an alternative gas supplier.
- 5.3 Did you know that once connected to our network, domestic gas suppliers operate a range of services to meet the differing needs of energy users? If you are already a gas user, check out these schemes with your supplier to determine eligibility.

<sup>3</sup> For administrative purposes and for domestic properties only, a 'commissioning supplier' will always supply gas until the preferred gas supplier completes the registration process.

<sup>4</sup> Please note that Phoenix cannot accept instructions directly from a gas user to change their gas supplier.

5.4 Domestic Properties



**Firmus Energy**  
A4/A5 Fergusons Way  
Kilbegs Road  
Antrim  
BT41 4LZ  
T. 0330 024 9000  
[www.firmusenergy.co.uk](http://www.firmusenergy.co.uk)



**SSE Airtricity**  
Millenium House  
25 Great Victoria Street  
Belfast  
BT2 7AQ  
T. 0345 900 5253  
[www.sseairtricity.com](http://www.sseairtricity.com)

5.5 Commercial Properties



**Electric Ireland**  
1st Floor, 1 Cromac Quay  
The Gasworks  
Belfast  
BT7 2JD  
  
T. 0345 600 5335  
[www.electricireland.com](http://www.electricireland.com)



**Firmus Energy**  
A4/A5 Fergusons Way  
Kilbegs Road  
Antrim  
BT41 4LZ  
  
T. 0330 024 9000  
[www.firmusenergy.co.uk](http://www.firmusenergy.co.uk)



**Flogas Natural Gas Ltd**  
Airport Road West  
Belfast Harbour Estate  
Belfast  
BT3 9ED  
  
T. 028 9073 0277  
[www.flogasni.com](http://www.flogasni.com)



**Go Power**  
468 Castelreagh Road  
Belfast  
BT6 9NS  
  
T. 028 8676 0600  
[www.gopower.co.uk](http://www.gopower.co.uk)



**SSE Airtricity**  
Millenium House  
25 Great Victoria Street  
Belfast  
BT2 7AQ  
  
T. 0345 900 5253  
[www.sseairtricity.com](http://www.sseairtricity.com)



**Flogas Enterprise Solutions Ltd**  
The Mount  
2 Woodstock Link  
Belfast  
BT6 8DD  
  
T. 028 9073 5883  
[www.flogasenterprise.ie](http://www.flogasenterprise.ie)

## 6. How to find a Gas Safe Registered Installer

- 6.1** Once you have decided to switch to natural gas, you must choose a Gas Safe Registered Installer to fit all gas equipment and appliances at your property.
- 6.2** To make your search as easy as possible, we have put together a directory of Gas Safe registered installation companies specific to different areas in which we operate who have all chosen to advertise with us. These are available on our website at **Find an Installer**
- 6.3** Alternatively, you can view a list of all installers on the Gas Safe Register on the Gas Safe Register website at **[www.gassaferegister.co.uk](http://www.gassaferegister.co.uk)**
- 6.4** Whilst we work hard to ensure our listings are accurate and kept up to date, we recommend that you ensure your chosen installer is on the Gas Safe Register before any work being undertaken at your property.
- 6.5** Please also ensure that your chosen Gas Safe Registered Installer is qualified in the work category you require.
- 6.6** Phoenix accepts no liability for any equipment installed or for the standard of work completed by an installation company. The contract for the work carried out to fit all gas equipment and appliances at your property is between you and your chosen installation company.
- 6.7** You may require a Building Regulations approval when installing or replacing a boiler. We suggest you contact your local building control office or discuss with your Gas Safe installer to determine if approval is required.

## 7. How to make an enquiry or lodge a complaint

- 7.1 We don't always get things right, and when we don't, we like to know so that we can improve our service in the future.
- 7.2 We have a separate note which provides you with everything you need to know about making an enquiry. It also describes our complaints handling procedure if you wish to lodge a complaint. To find out more visit our website at **Handling Your Enquiry or Complaint**.

## 8. Our Standards of Service

- 8.1 We pride ourselves on delivering the highest standards of customer service. As well as operating in a highly regulated environment where standards are expected, we believe in exceeding customer expectations in every interaction. Under the Gas (Individual Standards of Performance) Regulations (Northern Ireland) 2014, all gas companies in Northern Ireland must observe a set of Guaranteed Standards of Service. Our Notice of Rights explains the individual standards of performance you can expect from us including how we handle your complaint and outlines the compensation you could receive if we fail to deliver these standards.
- 8.2 Our Notice of Rights and Standards of Service documents can be accessed on our website at **Standards Of Service**.

## 9. Who to contact if you smell gas and services available in the event of other emergencies on the gas network

**If you smell gas you must telephone the 24-hour gas emergency service on 0800 002 001 immediately**

**9.1** Natural gas is a very convenient, clean and versatile fuel. But like all fuels it must be handled wisely to ensure its safety and efficiency.

**9.2** If you think you smell gas:



Phone our 24-hour emergency line on **0800 002 001 immediately**

Do turn off the gas supply at the meter

Do open doors and windows for ventilation

Do extinguish all naked flames

Do check gas appliances to see if the gas has been left on unlit or that a pilot is out

Do allow immediate access to our engineer



Do not turn any electrical switches, including door entry systems, on or off

Do not use matches or light naked flames

Do not smoke

Do not leave it to someone else to call the emergency service

**9.3** Also, for all reports of 'smell of gas in cellar' customers are advised:

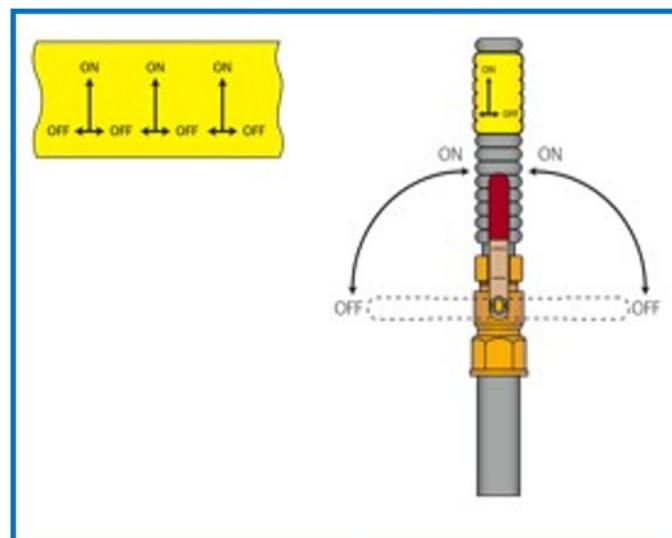
- Do not enter the cellar
- Evacuate the entire premises

The call handling team may ask you to provide additional information that may be useful to pass on to the first response engineer.

**9.4** How to Isolate Your Gas Supply

**If you smell gas you must telephone the 24-hour gas emergency service immediately on 0800 002 001**

- In addition, to turn off your gas supply, you first need to locate the gas isolation valve. In many houses or businesses, the gas meter and isolation valve are often located outside in a meter box as illustrated.



## **10. How to contact us**

**10.1** We make it as easy as possible for consumers to contact us. If you require any advice, please contact us using any of the following options:

### **10.2 Online**

- a. You can visit our website at **Contact Us** and complete the online form.

### **10.3 Telephone**

- a. If you would prefer to talk with us, please call the following number:  
**03454 55 55 55<sup>5</sup>**
- b. Lines open from:  
Monday to Thursday - 8.30am to 7pm  
Friday 8.30am to 4.30pm  
Saturday/Sunday/Public Holidays - Closed
- c. Please note: All enquiries concerning your gas bill, prepayment meter card, direct debit or special payment arrangement should be directed to your gas supplier. Your gas supplier contact details can be found on your latest bill or statement.

### **10.4 Write**

- a. If you would prefer to contact us in writing, please use the following address:

Phoenix Energy  
197 Airport Road West  
Belfast, BT3 9ED

<sup>5</sup> Calls to this number from a landline are normally charged at local rate but may vary depending on your provider. You should check with your provider before you dial. Typically, if you are calling from a mobile, they are included in your free call packages but may vary. Please note that calls are recorded and monitored for training purposes.



If you smell gas or are worried about gas safety, **call the 24-hour Gas Emergency Service immediately on 0800 002 001**

If you are worried about the identify of a person claiming to be from Phoenix at your door, **call QuickCheck on 101** - the police non-emergency number and they can confirm if it is our personnel at your door.





## Contact us today:

To find out more about getting connected to natural gas and our available offers, please call:

 **03454 55 55 55**

Our office hours are:

<b>Monday - Thursday</b>	<b>8.30am - 7pm</b>
<b>Friday</b>	<b>8.30am - 4.30pm</b>

 [www.phoenixenergyni.com](http://www.phoenixenergyni.com)

 [/PhoenixEnergyNI](https://www.facebook.com/PhoenixEnergyNI)