

# Get Connected

April – June 2024



***Give your home some Phoenix Energy!***

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# Welcome

Whether you are installing a new high efficiency central heating system or a single appliance, there are so many great reasons to switch to natural gas.

- ✓ Instant heat
- ✓ Flexible payment options
- ✓ Constant hot water
- ✓ Controllable cooking
- ✓ A new A-rated gas boiler with the right controls works at cover 90% efficiency
- ✓ Real flame fires
- ✓ No oil tank
- ✓ Reduce your home heating carbon emissions by up to 50%\*

If you would like to know more then please contact our customer services team on **03454 55 55 55** or visit **[phoenixenergy.ni.com](http://phoenixenergy.ni.com)**

# Free Connection to our Natural Gas Network

Free connection to the Phoenix Energy network is available to new domestic connections where natural gas is immediately available\*. Phoenix will arrange to supply and install a natural gas service and meter to eligible customers.

To qualify for this offer, you must meet the criteria set out in the Connection Agreement Terms and Conditions, including:

- First 'connection' to the property.
- The availability of a suitable distribution pipeline situated at the front of your property, within 50 metres of the front curtilage and in the same postcode location of the property.
- Up to 50 metres of service length free of charge which terminates no further than 2 metres past the front of your property.



\*Please refer to the Domestic Connection Agreement Terms and Conditions which are available on our website or available on request in paper by calling 03454 55 55 55. Offer is subject to technical survey where required.

# CARBON

REDUCTION  
GRANT

£400  
GRANT

**Reduce** your home heating  
carbon emissions by up to **50%\***








IN PARTNERSHIP WITH:



\*Based on a 28% differential in carbon emissions between burning oil and natural gas and assuming up to a further 30% saving through heating system efficiencies.



# Eligibility Criteria

-  Your domestic property must be within the Phoenix licence area and connecting to the network for the first time.
-  You are a homeowner, permanently residing at the connecting address.
-  The total household annual income must be less than £65,000.
-  You must employ a Gas Safe registered installer who is also registered with Phoenix to offer this grant.
-  This grant cannot be used in conjunction with any government supported central heating grant e.g. Affordable Warmth or NISEP.

For full terms and conditions visit

[phoenixenergy.co.uk/offers](https://phoenixenergy.co.uk/offers)

## How to Apply for the Carbon Reduction Grant

1. Speak with your Energy Advisor and complete your Gas Connection Application form.
2. Before your gas meter is installed, contact Action Renewables to verify your household income and obtain your Income Eligibility Authorisation Code. You will need your Gas Connection Application number to complete your Income Eligibility Application.
3. Visit [phoenixenergy.co.uk/offers](https://phoenixenergy.co.uk/offers) and fill out a Carbon Reduction Grant Claim Form. Submit all relevant documentation to Phoenix within 63 days of your gas meter being installed.

Action Renewables

 028 9590 1180

 [grants@actionrenewables.co.uk](mailto:grants@actionrenewables.co.uk)





GET  
**£400**  
CASHBACK

# Give your home some Phoenix Energy with the Home Movers Offer!

Install a high efficiency natural gas heating system in your new home and we'll give you £400\* towards your installation.

**Find out more**  
[phoenixenergy.com/offers](http://phoenixenergy.com/offers)

 **Phoenix**  
Energy

\*For full details of this offer please see our current offers terms and conditions which are available on our website [phoenixenergy.com/offers](http://phoenixenergy.com/offers) or in paper form by calling 03454 55 55 55



# £200 Cashback Appliance Only

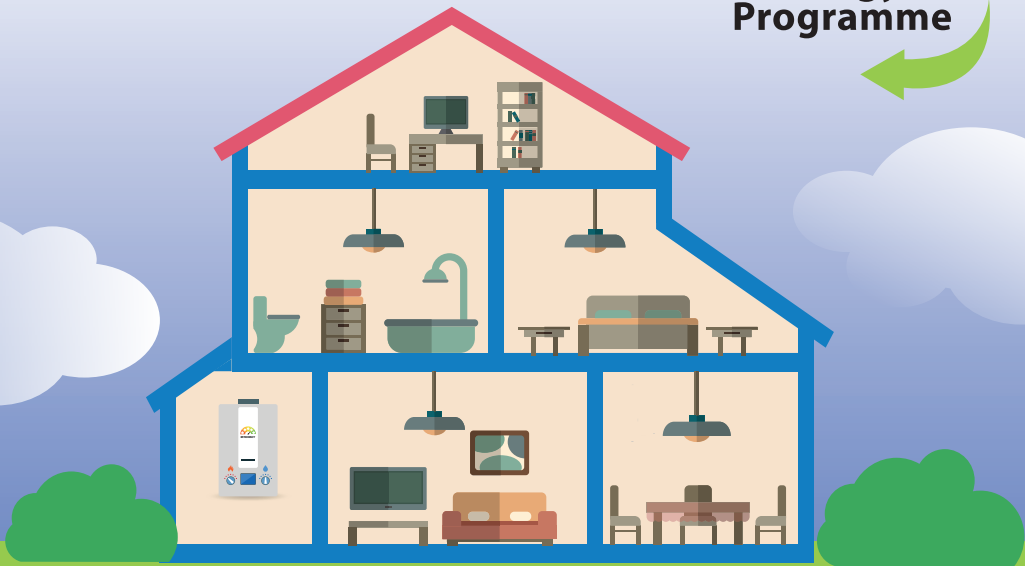
Install a highly efficient natural gas  
appliance and we'll give you £200.

Choose a real flame fire, or a natural gas cooker and really  
feel the benefits of upgrading to gas.

For the full details of this offer please see our current  
offers Terms and Conditions which are available on our  
website [phoenixenergy.com/offers](http://phoenixenergy.com/offers), or in paper form  
by calling **03454 55 55 55**.

visit [phoenixenergy.com/offers](http://phoenixenergy.com/offers)

 **Phoenix**  
Energy



## **Part and Fully Funded Grants Available to Make Your Home More Energy Efficient**

**Efficiency Plus Fully Funded Insulation**

**Efficiency Plus Insulation Cashback**

**Ask your Energy Advisor for full details  
and to check your eligibility.**



# You could be eligible for the **Affordable Warmth Grant Scheme**

If you live in Northern Ireland and need help to improve the energy efficiency of your home, you may be eligible for The Affordable Warmth Scheme.

The scheme, which is made available by local councils in partnership with the Northern Ireland Housing Executive and the Department for Communities, provides grants to householders and landlords to improve the energy efficiency of domestic properties.



## **Am I eligible?**

You may be eligible if you own your home or privately rent and your gross annual household income is less than £23,000.

## **What help is available?**

The scheme offers a range of energy efficiency measures, from installing cavity wall insulation to converting to natural gas. The measures are prioritised according to each property.

**To find out if you are eligible and for more information, contact your Energy Advisor.**

# Much more than just a boiler upgrade

It's never been more important to make sure your home is as energy efficient as possible, therefore Phoenix recommend you discuss the following with your Gas Safe registered installer when you are getting a quotation:



## Highly efficient boiler

- All gas boilers must have a minimum performance standard of 92% ERP (Energy Related Product)
- Choice of Combination or System Boilers
- Length of boiler warranty available



## New efficient control system

Maximise your energy saving with modern heating controls, to include;

- Timer/Programmer
- Room thermostat
- Thermostatic Radiator Valves (TRVs) on all radiators except in rooms with a room thermostat
- Cylinder thermostat (if required)



## Magnetic filtration device or suitable alternative

- On-going protection to your central heating system
- Reduces build-up of 'sludge' within the system
- Maintains efficiency and helps reduce maintenance costs



### Fully cleansed and treated radiator and pipework system

- Central heating system should be thoroughly cleansed and flushed before installation of a new boiler
- Chemical water treatment added to the system to control future scale and sludge formation
- Improves system efficiency and the radiators heat up faster



### Installation of a Carbon Monoxide detector

- Gives an instant warning of dangerous Carbon Monoxide levels
- Complies with British Standard EN 50291
- Legal requirement in NI since 31st October 2012
- Required for all fuel types

## Helpful Tips

- Phoenix recommend you get at least three quotations for your central heating upgrade
- Ensure your quotation includes all the items you wish to install
- When comparing quotations make sure the specification compares like for like
- All prices should include labour and associated electrical work
- You should ask the installation company if removal of the oil boiler and oil tank is included in the quotation

# 4 Easy Steps to Connect



1 Find out if gas is available to your property at [phoenixenergyni.com](http://phoenixenergyni.com)



2 Book an appointment with your local Energy Advisor



3 Choose from a range of Gas Safe registered installers



4 Get connected to the Phoenix Energy network

## Contact us today

If you require any further information please call:

**03454 55 55 55**

### Our office hours are:

Monday – Thursday 8.30am – 7pm  
Friday 8.30am – 4.30pm

Alternatively visit:

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



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\*Calls to 0345 numbers are charged at the same rate as calls to standard landline numbers starting with 01 and 02. The cost will be the same if you are calling from a landline or mobile. If you have 'free' minutes as part of your mobile phone tariff then calls to 0345 numbers should come out of that and there should be no additional charges on your bill. Calls may be recorded for training or monitoring purposes.