

# **Phoenix Energy Group Ltd**

## **Guaranteed Standards of Service**

### **Accuracy Scheme**

January 2024

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## Introduction

### Accuracy Review Scheme

A refund, where applicable, will be paid to customers where quotation amounts are agreed by Phoenix Energy Group Limited (“PEGL”), or judged by an independent expert, to be inaccurate. PEGL will only be liable for an accuracy claim where the original quotation is inaccurate.

“Accurate” is defined for quotations as:

Standard Quotation =<275kWh per hour – the correct amount as specified in PEGL connection charging statement issued in accordance with standard condition 2.4 of our License.

Non-Standard Quotation =<275kWh per hour – within 5% or £150 (whichever is greater) of the correct amount as calculated in accordance with PEGL connection charging statement issued in accordance with standard condition 2.4 of our License.

Non-Standard Quotation =>275kWh per hour – within 5% or £300 (whichever is greater) of the correct amount as calculated in accordance with PEGL connection charging statement issued in accordance with standard condition 2.4 of our License.

Successful claims will result in a reissued quotation to all parties who requested a quotation for the same site where that quotation is identified as also being inaccurate. A re-quotation issued as a result of a successful accuracy challenge will be defined as having a request received at the same time as the original request that resulted in the inaccurate quotation.

In addition to the refund due under the accuracy scheme in accordance with Regulation Condition 9 of Gas (Individual Standards of Performance) Regulations (Northern Ireland) 2014, a standards of service compensation payment may also be due – these will be based on the reissued new quotation contract sum not on the original inaccurate quotation. The compensation cap for the issue of a quotation will apply to the sum of any compensation payments made, against the original quotation and the re-quotation.

## **Submission of Accuracy Claims**

The procedure for the submission of a claim is as follows:

- These rules do not preclude the customer from accepting a quotation that is subject to an accuracy challenge.
- A claim must be received in writing by PEGL within 28 days of the date of issue of the quotation or, if it is accepted, within 10 days of the date of acceptance, with a statement of the reasons why the quotation is thought to be excessive and an estimate of the excess.

Claims must be sent in writing to:

**Service Delivery Manager  
Phoenix Energy Group Ltd  
197 Airport Road West  
Belfast  
BT3 9ED**

- PEGL will ascertain whether a claim is valid in respect of timescale and customer / job details.

A claim is not valid if:

- More than 28 days has elapsed from the quotation date or more than 10 days from acceptance whichever is earlier.
- It refers to the makeup of a standard charge.
- It is not fully completed.
- It refers to an indicative cost or budget indication.
  
- Non valid claims - PEGL will respond by email, where available, or by post recording the date of receipt and PEGL claim reference.
- Valid claim - PEGL will acknowledge receipt of claim, recording the date of receipt, date of proposed response and PEGL claim reference.
- If, within 20 days after being submitted to PEGL the claim has not been resolved it may be referred by either party to an independent person acting as an expert and not as an arbiter, who may be nominated, in default of agreement between parties, by the Authority on application of either party, and whose costs shall be paid, in default of agreement between the parties, as the Authority may direct.
- A refund is not payable where the original quotation is deemed to be accurate.

### ***Accuracy Payments***

If your quote is deemed inaccurate, you will receive payment in accordance with Regulation Condition 9.

### ***Exclusions from the Accuracy Review Scheme***

Quotation errors arising from a failure by the customer to provide the minimum information requirements or any inaccuracies by the customer shall be excluded from claims under the scheme.

PEGL will not accept a claim for accuracy, where this is a challenge to the construction of a standard price, as specified in the Charging Statement. However, where PEGL has applied the wrong standard charge to a quotation, this will be accepted as a valid claim under the scheme.

#### **Our contact details;**

Phoenix Energy Group Ltd

197 Airport Road West

Belfast

BT3 9ED

*Telephone:* 03454 55 55 55

*Internet:* <https://www.phoenixenergy.com/contact-us>

#### **Our Office Hours;**

Monday to Thursday 8:30am to 7pm

Friday 8:30am to 4:30pm

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