

£400 Energy Advice Hub Launch Day Cashback Offer

Terms and Conditions

1. This offer is only available to property owners who visit the Energy Advice Hub Launch Day on the 30th September 2023 – and register their full contact and connection address details with Phoenix Energy. By doing so they will also receive the 'Energy Advice Hub Launch Day' voucher.
2. The voucher will be registered to and valid to the recipient of the voucher which is non-negotiable and non-transferable. These vouchers are only available in hard copy at the Energy Advice Hub Launch Day event.
3. The offer is open only to domestic property owner occupiers, not tenants or landlords, whose registered property is in the Phoenix Energy licence area and has never been connected, or in the process of being connected to our gas network. The registered property will have no heating or an existing central heating system fuelled by LPG, oil, solid fuel or electricity (storage heaters). The property owner must install an 'A rated' high efficiency natural gas condensing boiler, manufactured by Baxi, Ideal, Vaillant, Glow Worm or Worcester Bosh, and full controls upgrade, where appropriate.
4. In these Conditions the "Offer" means the £400 Energy Advice Hub Launch Day Cash Back Offer whereby the property owner will receive £400 providing the requirements specified in the terms and conditions are fully met. The £400 Energy Advice Hub Launch Day cash back will be paid against the gross price of the natural gas central heating system by Phoenix Energy ("Phoenix").
5. This offer cannot be used in conjunction with funding awarded through the Affordable Warmth Grant Scheme, NISEP (Northern Ireland Sustainable Energy Programme) or any other incentive offered by Phoenix.
6. To qualify for the Offer claimants must first request their connection to the Phoenix Energy network after 30th September 2023 and before 30th December 2023.
7. Verbal or written connection requests to Phoenix submitted before 1st October 2023 will invalidate the voucher even if the physical connection appointment has been subsequently cancelled or re-arranged by Phoenix or the property owner.
8. The property connection must be completed within 28 days of the first request date.
9. To obtain the Offer; (a) The installer (see point 10) must invoice the customer for the full (gross) cost of the heating installation. (b) The property owner must complete the claim form, which can be downloaded from our website, attach their receipted installer invoice and the original voucher which they have received. The documents must be sent to Phoenix Energy Customer Services for consideration (c) The claim documentation must be received by Phoenix within 63 days of the actual meter install date. Claims received later than 63 days after the meter installation or where the documentation remains incomplete after 63 days will not be processed under any circumstances. Phoenix Energy may at its absolute discretion:- (a) Withdraw or amend this offer at any time without prior notice or redress. (b) Vary the eligibility terms and conditions. (c) Reduce the time limit for the completion of the installation of the specified central heating system to qualify for these offers.
10. Property owners will be able claim the Offer only if they employ a Gas Safe registered company who are also registered with Phoenix to offer this incentive to undertake the full installation of the heating system including the provision of all relevant materials. A full list of Phoenix registered installers can be found at phoenixenergy.com/get-connected/find-an-installer
11. Phoenix will not accept liability for any equipment installed or quality of work performed by any installer. Any agreement made, even with regards the acceptance of this 'offer' is between the property owner and their installer, including any financial transactions.
12. Phoenix accepts no responsibility for any claims that are lost, damaged, delayed or mislaid howsoever caused.

Contacting Phoenix Energy

If you require further information on any Phoenix incentive please telephone 03454 55 55 55.

Our office hours are Monday to Thursday 08.30 to 19:00 and Fridays 08:30 to 16:30.

Alternatively visit our website phoenixenergy.com

