

Energy Advice Hub

£800 Cash Back Offer

Guidance

Note: If you are intending to submit an incentive claim ensure that Phoenix Energy receives all the relevant documentation within 63 days of the meter install date. This deadline will not be extended and claims/documentation received later than 63 days after the meter has been installed or where a submitted claim remains incomplete after 63 days have lapsed, will not be processed under any circumstances.

If you wish to confirm delivery of your claim documentation to Phoenix Energy you are advised to use recorded delivery. We do not accept late claims that are 'Lost in the post' without proof of postage and receipt by us.

In all cases you are advised to read the terms and conditions of the offer to ensure that you are eligible and appreciate what supporting documentation you must provide within 63 days of the meter install date.



Customer Claim Form

Energy Advice Hub £800 Cash Back Offer



Customer Claim Form Details

Important: No cashback will be authorised unless all contact details on this form are completed and a copy of the Phoenix registered installer's receipted invoice, plus written proof as to the purchase date of the appliance. To qualify, this claim must be submitted and received by Phoenix Energy within 63 days of the first meter install of the property.

Cashback Amount [^]

Voucher Number:

Installer Details

Installer Name:

Gas Safe Registration Number

Claimant Details

Title:

(e.g Mr/Mrs/Ms)

First Name:

Surname:

Connection
Address:

Postcode:

Home Tel:

Mobile:

Email:

Conversion Details

Type of conversion

☐

Gas Cooker

☐

Gas Fire

☐

Gas Tumble Dryer

☐

Other

Declaration

Sign below to confirm that you have read and accept the terms and conditions of this offer and the heating system has been installed according to the guidelines provided. Please state the exact details to whom the cheque is to be made payable to:

Customer's Signature

Date

Print Name

Installer's Signature

Date

Installer's Name

This form must be signed by the claimant and installer

If further information is required please contact us on 03454 55 55 55*

Office Use

SMP Number

Date

*Calls to 03454 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.

Energy Advice Hub £800 Cash Back Offer

Terms and Conditions

Energy Advice Hub £800 Cash Back

1. This offer is only available to property owners who visit the Phoenix Energy Advice Hub and register their full contact and connection address details with Phoenix Energy. By doing so they will receive the '£800 Energy Advice Hub' 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 an Energy Advice Hub 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 connecting property must be the same address as registered on the voucher. 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 Bosch, and full controls upgrade, where appropriate.
4. In these Conditions the "Offer" means the £800 Energy Advice Hub Cash Back Offer whereby the property owner will receive £800 providing the requirements specified in the terms and conditions are fully met. The £800 Energy Advice Hub cashback will be paid against the gross price of the natural gas central heating system by Phoenix Energy ("Phoenix").
5. This offer can be used with the 'Free connection to a Natural Gas Meter Offer'. The offer cannot be used in conjunction with any other Phoenix offer, Northern Ireland Sustainable Energy Programme (NISEP) central heating grants or Affordable Warmth grant scheme.
6. To qualify for the Offer claimants must first request their connection to the Phoenix Energy network within 4 months of receiving the voucher. Claimants must not have had an Energy Advisor appointment within the 6 months prior to their voucher issue date. A previous appointment within this time frame will invalidate the Offer.
7. Verbal or written connection requests to Phoenix submitted before the voucher issue date 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 or by the earliest connection date provided by Phoenix.
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 at phoenixenergy.ni.com/eah-offer, 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.ni.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. Phoenix accepts no responsibility for any claims that are lost, damaged, delayed or mislaid howsoever caused.

Contacting Phoenix

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.ni.com