

Gas Appliance £200 Cashback 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

£200 Gas Appliance Cashback 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 [^]

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

Gas Appliance Offer

Terms and Conditions

Gas Appliance Grant - £200 Cash Back

1. This 'offer' is open to domestic home owners (the claimant) who are permanently resident at their property which is located in the Phoenix Energy license area. It is not available to landlords, tenants, new build properties, builders or developers and can only be claimed when requesting a 'Free Connection to the Phoenix Network' for the 1st time.
2. In these Conditions 'the Offer' means the '£200 Appliance Only offer'. 'Installer' means a Gas Safe Registered Installer. 'Appliance' means a gas cooker, gas fire, gas tumble drier or gas hob. 'Phoenix' means Phoenix Energy having its registered address at 197 Airport Road West, Belfast, BT3 9ED.
3. 'The Offer' can only be claimed where the 'appliance' is not being installed in conjunction with gas central heating.
4. This 'offer' can only be used with the 'Free Connection to a Natural Gas Meter' and cannot be used in conjunction with any other Phoenix offer, Northern Ireland Sustainable Energy Programme (NISEP) central heating grants or Affordable Warmth grant scheme.
5. To qualify;
 - 5.1 The claimant must, between 1st April 2024 and 30th November 2024, make a request for 'Phoenix' to connect their domestic property to the natural gas network for the first time.
 - 5.2 The property connection must be completed within 28 calendar days of the request date.
 - 5.3 'The claimant' must purchase a new 'appliance' from a local participating retailer and engage an 'installer' to fit it. A copy of the appliance purchase receipt must be sent to 'Phoenix' with a copy of the 'Installer's' receipted invoice with the claim paperwork.
 - 5.4 'The claimant' must complete the installation of 'the appliance' and ensure that 'Phoenix' receives all the relevant claim documentation within 63 calendar days of the actual meter installation date.
6. Where claim documentation remains incomplete or is received more than 63 days after the property is 1st connected, it will not be processed under any circumstances.
7. In the unlikely event that we need to amend or replace the Terms and Conditions of this offer an amended or replacement version of Terms and Conditions will be posted on the Phoenix website www.phoenixenergy.com/get-connected/offers page for the duration of the original offer period. This should be referenced prior to progressing with the connection request.

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.com