



# Newtownards £800 Cashback Offer

## Terms and Conditions

1. The Newtownards £800 Cashback offer is open only to domestic property owner occupiers (not tenants or landlords) that have never been connected or are not in the process of being connected to the Phoenix Energy network. The registered property will have an existing central heating system fuelled by LPG, oil, solid fuel or electricity (storage heaters).

2. The property owner must install an 'A rated' natural gas condensing boiler, manufactured by Alpha, Baxi, Ideal, Glow-worm, Vaillant or Worcester Bosch, and full controls upgrade, where appropriate.

3. In these Conditions the 'Offer' means the Newtownards £800 Cashback offer, whereby the property owner will receive £800 cashback, providing the requirements specified in these terms and conditions are fully met.

4. To qualify for the Offer claimants must first request their connection to the Phoenix network after the 25<sup>th</sup> August and before 30<sup>th</sup> November 2025. The claimant must also be the same signatory as on the gas connection agreement.

5. Verbal or written connection requests to Phoenix submitted before 25<sup>th</sup> August 2025 will invalidate this offer even if the physical connection appointment has been subsequently cancelled or re-arranged by Phoenix or the property owner.

6. The property connection must be completed within 28 days of the first request date.

7. To obtain the Newtownards Connection Incentive;

(a) The householder must reside at a qualifying postcode within the Newtownards Area. A list of qualifying postcodes can be found [here](#).

(b) The installer must invoice the customer for the full (gross) cost of the heating installation.

(c) The property owner must complete the claim form, which can be downloaded [here](#), attach their receipted installer invoice, marked 'Paid in Full', The documents must be sent to Phoenix Energy Customer Services for consideration.

(d) 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.

8. The Newtownards £800 Cashback offer cannot be used with:

- a. Phoenix Energy's Appliance Only offer
- b. Phoenix Energy's Saver 60 offer
- c. Any other Offer made available by Phoenix Energy
- d. Government funded central heating grants (including; The NI Sustainable Energy Programme (NISEP) and Affordable Warmth Scheme)

9. The Newtownards Connection offer can be used with:

- a. Phoenix Energy's Free Connection to the natural gas meter offer.

10. Property owners will only be able to avail of the Newtownards Incentive if they employ a Gas Safe registered company (installer) who is registered with Phoenix Energy to offer this incentive. The installer must 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 [here](#).

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.

13. 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 <https://phoenixenergy.com/newtownards-exclusive-offer> page for the duration of the original offer period. This should be referenced prior to progressing with the connection request.

### 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](https://phoenixenergy.com)

# Customer Claim Form

Newtownards £800 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 is provided. To qualify, this claim must be submitted and received by Phoenix Energy within 63 days of the first meter installation at the property.

Cashback Amount\*

£800

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:

## 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