



PHOENIX ENERGY

CONNECTION POLICY

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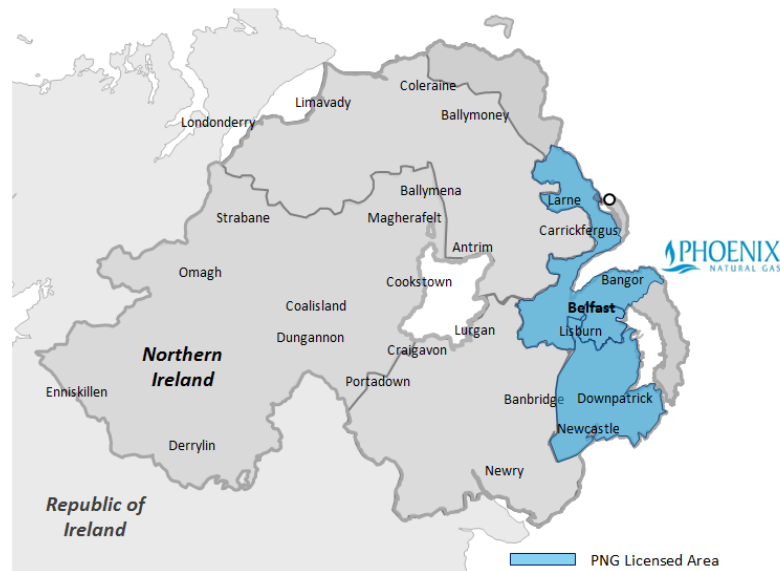
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1. INTRODUCTION

Phoenix Energy¹ (“**Phoenix**”) is the owner and operator of the largest gas distribution business in Northern Ireland, covering an area that encapsulates almost half of the population of Northern Ireland, including Greater Belfast, Larne and 13 towns in East Down (the “**Licensed Area**”):



Phoenix was granted a licence in 1996 to construct and operate a gas distribution network (the “**Licence**”). This network now delivers the benefits of natural gas to homes and businesses throughout the Licensed Area.

To find out if gas is available at your property visit the Phoenix Website² or contact Phoenix on 03454 55 55 55.

Phoenix is responsible for developing and maintaining the Network³ and providing a 24/7 operational and transportation service platform to both gas suppliers and gas users.

Phoenix also has a Distribution Network Code (the “**Network Code**”), which sets out the rights and obligations of both Phoenix as the Distribution Network Operator and each gas supplier that uses the Network to deliver gas to homes and businesses. This Connection Policy⁴ complies with that Network Code and has been developed in accordance with Condition 2.4 of the Licence. It sets out the policies and basis of charging for connection activities including schedules of current charges, allowances, indicative costs and technical requirements regarding making, maintaining, repairing, altering and removing connections.

¹ Phoenix Energy Group Ltd is now trading as Phoenix Energy

² The “**Phoenix Website**” means <https://phoenixenergy.com/>

³ “**Network**” means the Phoenix distribution network to which homes and businesses connect.

⁴ For the avoidance of doubt, this Connection Policy means the statement prepared by Phoenix from time to time which details the policies and charges relating to connections to the Network and maintenance of the Gas Apparatus.

All indicative costs quoted exclude VAT. VAT where applicable will be added at the prevailing rate to any Quotation⁵ for work to be carried out under this Connection Policy.

The Northern Ireland Authority for Utility Regulation (“**the Utility Regulator**”) has approved the form and contents of this Connection Policy and Phoenix’s basis of charging for connection activities herein.

Revisions to this Connection Policy, other than adjustments linked to the applicable indexation base⁶, will be referred to the Utility Regulator for approval. Phoenix will publish any revisions to this Connection Policy on the Phoenix Website.

Allowances will be made available in respect of a connection to the Network under the terms of the Utility Regulator’s final determination of the GD23 price control for Northern Ireland’s Gas Distribution Networks for 2023-2028 (“**the GD23 determination**”) published in 2022.

Technical requirements will be in accordance with relevant legislation and guidance applicable to the gas industry in Northern Ireland.

Relevant documents:

1. A copy of the Licence and the GD23 determination can be downloaded from the Utility Regulator’s website at <https://www.uregni.gov.uk/> or requested by writing to:

Northern Ireland Authority for Utility Regulation
Queen’s House
14 Queen Street
Belfast
BT1 6ER

2. A copy of this Connection Policy, the Network Code, the Terms and Conditions relating to connection of properties to the Phoenix Network, the Phoenix Notice of Rights⁷ and the Phoenix Accuracy Scheme⁸ can be downloaded from the Phoenix Website at <https://phoenixenergyni.com/about-us> or requested by writing to:

Phoenix Energy
197 Airport Road West
Belfast
BT3 9ED

⁵ “**Quotation**” is the quotation in respect of a connection to the Network or for work to be carried out pursuant to this Connection Policy.

⁶ A copy of the revised Connection Policy reflecting adjustments made for indexation will be provided to the Utility Regulator before publication.

⁷ The “**Phoenix Notice of Rights**” explains the individual standards of performance you can expect from Phoenix and outlines the compensation you could receive if it fails to deliver these standards.

⁸ The “**Phoenix Accuracy Scheme**” details where a refund will be paid to customers where quotation amounts are agreed by Phoenix, or judged by an independent expert, to be inaccurate.

2. REQUESTS FOR CONNECTION TO THE PHOENIX NETWORK

2.1 Connection by any pipeline system to the Network

A Licensed Gas Conveyor⁹ may request a connection for a pipeline system to or from which gas will be conveyed by means of the Network. Where such a connection is requested, the terms of connection shall be agreed between Phoenix and the Licensed Gas Conveyor, on a case-by-case basis.

The remainder of this Connection Policy is not applicable to connections by any pipeline system to the Network.

Similarly, where Phoenix has previously facilitated such a connection, any subsequent request for maintaining, repairing or removal of this connection should be made directly to Phoenix to determine requirements and any associated costs.

2.2 Who can request a Connection?

2.2.1 Quotation Requests

A request for a Quotation in respect of a connection to the Network may be made to Phoenix by a Licensed Gas Supplier¹⁰ or a Relevant Person.

“**Relevant Person**” is defined in Licence as a person who is the:

- a) owner of the premises; or
- b) occupier of the premises

in respect of which the request for connection is made.

Any other person requesting a Quotation for a connection should contact Phoenix to determine, at its discretion, if the request is appropriate. The remainder of this Connection Policy is not applicable to such requests.

For the purposes of this Connection Policy:

- the term property is synonymous with the term premises;
- a Licensed Gas Supplier is referred to as a “**Gas Supplier**”;
- the owner of the domestic, commercial or industrial property in respect of which the request for connection is made is referred to as the “**Property Owner**” and includes:

⁹ “**Licensed Gas Conveyor**” means any person authorised by licence under Article 8 of the Gas (Northern Ireland) Order 1996 (“**the Order**”) or by exemption under Article 7 of the Order to convey gas to designated areas as set out in its licence (its Licensed Area).

¹⁰ “**Licensed Gas Supplier**” means any person authorised by licence under Article 8 of the Order or by exemption under Article 7 of the Order to supply gas to a consumer’s property.

- The owner of the property (or their appointed Legal Representative¹¹);
- In the case of the owner being a limited company, a director or secretary of that company with authority to act on its behalf;
- Any private landlord, housing association or local housing authority; and
- A developer who constructs **Domestic Developments** or **Non-Domestic Developments**¹²; and
- the occupier of the property, where this is not the Property Owner, is referred to as the “**Tenant**”.

This Connection Policy sets out the requirements which must be met to enable Phoenix to facilitate connection of a property to the Network and should be read in conjunction with the Terms and Conditions relating to connection of properties to the Phoenix Network which the Property Owner and all subsequent Property Owners will be bound by.

2.2.2 Statement of Connection Charges

Phoenix shall, upon receiving a request from a Property Owner or Tenant for a Quotation in respect of a connection to the Network, provide a Quotation if the request is in such form as Phoenix can reasonably be expected to provide a Quotation in return. The Quotation will comprise of a specific statement of the connection charges and other terms of connection applicable to the request (**see section 3.1.3**).

The Quotation is valid for 28 days from the date of issue, although this may be extended at Phoenix’s sole discretion.

Phoenix reserves the right to seek affirmation from the Tenant, in such manner as Phoenix shall determine, that the Property Owner is actively considering connecting their property to the Network.

Phoenix will aim to provide a Quotation within 10 working days for a Standard Quotation. A “**Standard Quotation**” means a quotation (excluding a self-quote¹³) that can be determined without a site visit.

¹¹ “**Legal Representative**” means one who represents or stands in place of the Property Owner under authority recognised by law especially with respect to the Property Owner’s property or interest and includes a Barrister, Solicitor or an agent/relative having legal status acting under a Power of Attorney or an Enduring Power of Attorney within the Powers of Attorney Act (NI) 1971 and Enduring Powers of Attorney (NI) Order 1987 (as amended).

¹² “**Domestic Development**” means a development of at least 5 new build domestic properties where there is no existing connection to the Network.

“**Non-Domestic Development**” means a development of at least 5 new build non-domestic properties where there is no existing connection to the Network.

¹³ “**self-quote**” means a quotation produced by the customer for the provision of a new connection or alteration of an existing connection in accordance with any conditions published by the relevant gas conveyor to enable the customer to calculate the cost of those works.

Phoenix will aim to provide a Quotation within 28 days for a Non-Standard Quotation. A “**Non-Standard Quotation**” means a quotation which requires a site visit but excluding a self-quote.

Whilst Phoenix may not be reasonably expected to provide a Quotation within 28 days for the following requests:

- Domestic and Non-Domestic Developments;
- connections classed as excluded connections (see **section 3.1.4**);
- connections where Phoenix, having taken all steps as it was reasonable to take, is unable to provide an accurate Quotation within the relevant timescales, since the Quotation will include costs that can only be negotiated with and paid to a third party;
- where the person requesting the Quotation has failed to provide Phoenix such minimum information as required from them to provide a Quotation; and
- where the person requesting the Quotation has failed to provide Phoenix such access as required to the property to provide a Quotation.

in such instances Phoenix **will** provide a Quotation **as soon as is reasonably practicable**.

Phoenix will use reasonable endeavours to provide a Quotation within 28 days of receiving a request from a Gas Supplier.

2.3 Obligation to Connect

Subject to **section 2.4**, Phoenix has an obligation to make a connection to its Network where the person seeking the connection i.e. the:

- Property Owner; or
- Tenant; or
- Gas Supplier

at the property in respect of which the connection is to be made, is willing to comply with Phoenix’s connection requirements. These include:

- (i) a Suitable Distribution Pipeline being available at the property (**see section 3**) or scheduled to become available at the property within 28 days, or the Property Owner, Gas Supplier or Tenant agreeing to pay the cost of providing a Suitable Distribution Pipeline at the property as detailed in the Quotation¹⁴ (**see sections 3.1.2 and 3.1.3**);
- (ii) the person requesting the connection making full and timely information (including the information detailed in **Appendix 2**) available to Phoenix including details of any planned future development;

¹⁴ Where the Property Owner, Gas Supplier or Tenant is willing to pay the cost of providing a Suitable Distribution Pipeline at the property, Phoenix will only be able to provide the necessary pipeline infrastructure in line with its overall network development programme.

- (iii) the Property Owner, Gas Supplier or Tenant agreeing to pay the connection charges (if applicable) as detailed in the Quotation (**see section 3.1.3**);
- (iv) the Property Owner agreeing to the Terms and Conditions relating to connection of properties to the Phoenix Network;
- (v) the Property Owner signing a Gas Connection Application;
- (vi) the Property Owner providing a suitable position for the meter and associated equipment in accordance with the Gas Safety (Installation and Use) Regulations (NI) 2004 and ensuring that appropriate access is made available to Phoenix;
- (vii) the Gas Supplier ensuring that suitable support, protection and security for the Supply Meter Installation is provided in accordance with section M2.9 of the Network Code;
- (viii) the person requesting the connection providing reliable information to Phoenix on when gas usage is to commence so that a timely connection can be arranged;
- (ix) the Property Owner, Gas Supplier or Tenant agreeing to pay the cost of any additional controls required by Phoenix to enable it to make the connection which Phoenix believes necessary to prevent danger to the public and / or a risk to the safety of the Network where the Property Owner or Tenant is deemed liable for the costs associated with one or more incidents of Energy Theft (**see section 5**);
- (x) a Gas Supplier willing to supply gas to the occupier of the property, whether this is the Property Owner or the Tenant, following the making of the connection; and
- (xi) the Property Owner confirming that they have engaged a Gas Safe¹⁵ registered installer to fit all gas equipment and appliances at the property.

Exceptional instances may occur where a Wayleave¹⁶ agreement is required due to proposed pipework encroaching a third party's property. In such an instance, obtaining the necessary Wayleave agreement is the responsibility of the Property Owner and any associated costs will be borne by the Property Owner, Tenant or Gas Supplier.

2.4 No obligation to connect

As detailed in Condition 2.4.18 of the Licence, nothing in this Connection Policy shall require Phoenix to make or maintain a connection at a property if:

- a) the making or maintaining of the connection involves danger to the public and / or a risk to the safety of the Network, provided that Phoenix has taken all such reasonable steps to prevent such danger from occurring;
- b) there is insufficient capacity in the Network; or
- c) Phoenix has reasonable grounds to believe the making of the connection would be in conflict with:
 - (i) the relevant objectives set out in Condition 2.4.1 of its Licence; or
 - (ii) any public service obligation (where applicable).

¹⁵ "Gas Safe" refers to the register of the official list of gas installers who are registered to work safely and legally on gas equipment and appliances.

¹⁶ "Wayleave" means any agreement (in writing) with the owner of any land/property traversed by the Gas Apparatus or Network which enables the property to be connected.

Phoenix may not be able to facilitate a connection if it is prevented from doing so by circumstances which are not within its control e.g. identification of contaminated land, asbestos or other construction obstacles.

3. CHARGES FOR CONNECTION TO THE PHOENIX NETWORK

For the purposes of this Connection Policy, a **Suitable Distribution Pipeline** is a live gas main with sufficient capacity located in the highway, at the same postal address as the property for which a Quotation in respect of a connection to the Network is required.

3.1 Properties where a connection to the Network is required

In producing a Quotation under **section 2.2** Phoenix must consider if a property is readily or not readily connectable to the network. **Sections 3.1.1 and 3.1.2** describe how Phoenix determines the appropriate status. **Appendix 4** provides illustrations to help aid understanding of how Phoenix determines if a property is readily or not readily connectable.

3.1.1 Properties Readily Connectable

The Property Owner, Tenant or Gas Supplier may request a Quotation (see **section 3.1.3**) in respect of a connection to the Network if the property is defined as readily connectable.

In the interest of maintaining the integrity of the Network and for the purposes of this Connection Policy, the property defined as **Readily Connectable** is one whose front curtilage is situated within 50 metres of (i) a Suitable Distribution Pipeline; or (ii) a Suitable Distribution Pipeline which is scheduled to become available within 28 days.

3.1.2 Properties Not Readily Connectable

The Property Owner, Tenant or Gas Supplier may request a Quotation (**see section 3.1.3**) in respect of a connection to the Network if the property is defined as not readily connectable. For the purposes of this Connection Policy, the property defined as **Not Readily Connectable** is one:

- not defined as Readily Connectable (**see section 3.1.1**); or
- whose connection is an excluded connection (see **section 3.1.4**); or
- whose connection is part of a Domestic Development or a Non-Domestic Development.

3.1.3 The Quotation

The Quotation in respect of a connection to the Network will include:

- where required, the cost (as detailed in **section 3.1.3.1**) of providing a Suitable Distribution Pipeline at the property; and

- the cost (as detailed in **section 3.1.3.2**) of providing the Gas Apparatus¹⁷ required to facilitate the connection of the property to the Network (as detailed in **section 4**); and
- any additional costs (e.g. excavation, reinstatement and statutory notification as detailed in **section 3.1.6**) required to complete the connection.

Further detail on each is provided below.

Costs not charged directly to the Property Owner, Tenant or Gas Supplier will be recovered through the published conveyance charges to Gas Suppliers using the Network.

Phoenix reserves the right to charge the Property Owner, Tenant or Gas Supplier for any unforeseen requirements identified during the connection process which were not included in the original Quotation.

3.1.3.1 Cost of providing a Suitable Distribution Pipeline at the property

Where a Suitable Distribution Pipeline is to be provided at an existing property which is included within one of Phoenix's Individually Funded Projects¹⁸, the Quotation for providing a Suitable Distribution Pipeline at the property will be nil.¹⁹

For properties outside these projects the Quotation will be based on the actual costs of carrying out the work based on Phoenix's agreed schedule of rates for construction and any allowance available under the terms of the Utility Regulator's GD23 determination for passing each property, as detailed below.

For clarity, where a pipeline extension on a publicly adopted road is required to facilitate a request for connection at a Not Readily Connectable property it is Phoenix's policy to construct such a pipeline to its natural end point e.g. to provide a Suitable Distribution Pipeline which makes gas available to all remaining properties located within a road, street or cul-de-sac. The Quotation will be determined using the full cost of constructing the pipeline to its natural end point less the allowance available for passing each property to which natural gas has been made available as a result of the extension i.e.

$$\text{Quotation} = \text{Pipeline construction costs less Properties Passed Allowances}$$

Details of allowances available are included in **Schedule 4** in the "Mains" table. However, where the value of the allowance exceeds the cost, the Quotation will be nil.

¹⁷ The "**Gas Apparatus**" required to facilitate the connection of a property to the Network is detailed in section 4.

¹⁸ Phoenix submitted its proposals for the Greater Belfast Infill project, Whitehead infill, and East Down infill during GD23 as "**Individually Funded projects**". These three infill projects were subject to UR determinations in 2020, 2018 and GD17 respectively with UR rolling forward each of these decisions into the GD23 price control.

¹⁹ For the avoidance of doubt, the construction of the Suitable Distribution Pipeline in Phoenix's Individually Funded Projects will be provided in line with its overall network development programme.

From time-to-time Phoenix may provide additional allowances for operational reasons.

If the Quotation request relates to a Domestic Development or a Non-Domestic Development and the Property Owner requires a subsequent redesign, the Property Owner will be required to pay a non-refundable quotation determination charge. The Quotation will be provided within 28 days of receipt of the payment. The quotation determination charge includes:

- the cost of producing the bespoke network design; and
- the production of the Quotation.

The quotation determination charge is set out in **Schedule 1**. Each redesign thereafter may require payment of a further non-refundable quotation determination charge.

3.1.3.2 Cost of providing the Gas Apparatus required to facilitate the connection of the property to the Network

Allowances are available under the terms of the Utility Regulator’s GD23 determination for the first connection of a property to the Network. Where a property is disconnected or isolated from the Network and a request for a connection of that property to the Network or restoration of supply to that property is received, costs may apply.

Therefore, where the connection is a **first** connection of an existing domestic property to the Network, and that property is Readily Connectable, the Quotation for providing the Gas Apparatus required to facilitate connection of the property to the Network will be nil. For clarity, where additional requirements are identified (**see section 3.1.6**) for which allowances are not available under the terms of the Utility Regulator’s GD23 determination, e.g. expensive surface reinstatement, additional costs may apply.

Where the property is not an existing domestic property the Quotation will be based on the actual costs of carrying out the work based on Phoenix’s agreed schedule of rates for construction as detailed below.

Indicative costs are dependent upon the length of the service, the peak flow rate, the road classification and the pressure classification i.e. the type of main (low or medium pressure). In calculating the cost, the length of the service will be taken to be the length of service pipe from the nearest Suitable Distribution Pipeline to the meter position in accordance with **section 3.1.1**.

The cost of providing Gas Apparatus at industrial, commercial and New Build properties is determined on an individual basis.

The Quotation will be determined using the full cost of providing the Gas Apparatus required to facilitate the connection of the property to the Network (the connection cost) less the allowance available for connecting the property to the Network i.e.

$$\text{Quotation} = \text{Connection cost less Connection Allowance}$$

Details of allowances available are included in **Schedule 4** in the “Connections” table. However, where the value of the allowance exceeds the cost, the Quotation will be nil.

From time-to-time Phoenix may provide additional allowances for operational reasons.

Where additional requirements are identified (**see section 3.1.6**) for which allowances are not available under the terms of the Utility Regulator’s GD23 determination, e.g. expensive surface reinstatement, additional costs may apply.

Note

For **any** connection to the Network:

1. Phoenix reserves the right to charge the Gas Supplier or Property Owner for any Abortive Visits undertaken by it for the purpose of connection as set out in **Schedule 1**.
2. If no gas is used at the property during the first 12 months after the property is connected, the Property Owner or Gas Supplier may be required to repay any allowance made available for the first connection of the property to the Network.
3. Where a Property Owner or Tenant is deemed liable for the costs associated with one or more incidents of Energy Theft²⁰, any request for connection of a property to the Network will be considered by Phoenix with reference to **sections 2.2 to 2.4** and **section 5**.

²⁰ Energy Theft includes:

- theft of gas;
- damage to gas plant, including meter / supply tampering; and
- suspected use of a stolen or a non-assigned meter i.e. where it is suspected that the registered meter is missing from a property and has been replaced by a stolen or a non-assigned meter without authority.

The offence of theft is defined in law as at Section 1 of the Theft Act (Northern Ireland) 1969 <https://www.legislation.gov.uk/apni/1969/16/contents> (as amended). Each of the provisions “dishonestly”, “appropriates”, “property”, “belonging to another”, “with the intention of permanently depriving the other of it” are further defined in Sections 2 to 6.

Damage to gas plant is defined in law as at Section 10 of the Energy Act (Northern Ireland) 2011 <http://www.legislation.gov.uk/nia/2011/6/section/10> (as amended).

3.1.4 Statement of excluded connections

The following connections are designated as excluded connections:

- complex connections (see **section 3.1.5**);
- infill schemes²¹;
- requests deferred by the customer; and
- sites of special scientific interest.

3.1.5 Statement of complex connections

A connection is designated to be complex when it requires significant design effort prior to Phoenix being able to produce a Quotation.

Complex connections occur when:

- (i) there are known obstacles on the proposed route of the Gas Apparatus or at the property and the anticipated total cost of the construction works including applicable overheads is expected to exceed £10,000; or
- (ii) where the total construction costs including applicable overheads, based on past experience of projects of a similar nature, is expected to exceed £100,000.

A list of obstacles is detailed in **Appendix 3**.

3.1.6 Additional requirements to complete a connection

Note that where additional requirements are identified for which allowances are not available under the terms of the Utility Regulator's GD23 determination, additional costs may apply. These include:

- (a) Exceptional length of service on the property i.e. more than 50 metres from the nearest Suitable Distribution Pipeline subject to no more than two metres along the gable wall of the property where the gas supply is being fitted.
- (b) Greater than two metres along the gable wall of the property where the gas supply is being fitted. This provision is also subject to compliance with relevant safety regulations and/or risk assessment.
- (c) A need for expensive surface reinstatement materials not covered in the Phoenix contractor's normal charges e.g. decorative quarry stone. Standard reinstatement materials include concrete, bitumen and brick

²¹ "infill scheme" means one of Phoenix's Individually Funded Projects or the extension of new relevant mains to an area which is not in Phoenix's network development programme and which is greater than 200m from a live gas main owned by Phoenix having a number of existing properties (there may also be new properties being constructed in the area) where not all of the Property Owners or Tenants have expressed a desire to be connected to a gas supply at the time the mains are laid.

paviors providing that the brick paviors are readily available from local suppliers.

- (d) A bespoke meter position, for example a meter position that requires specialist equipment for installation e.g. a meter positioned on the roof of a commercial building.
- (e) Potential engineering difficulty on route to the meter position due to hazardous surrounding apparatus or ground conditions determined by Phoenix, following a site survey.
- (f) A request is made to install a second Supply Meter Installation at a property which Phoenix determines could be facilitated with a single Supply Meter Installation.
- (g) Specialist traffic management controls (i.e. specialist plans or bespoke construction works setup or traffic management advertising costs) are required to facilitate the connection.

3.2 Requests for Review of Charges

If a Gas Supplier, Tenant or Property Owner is dissatisfied with the Quotation, they should:

- write to:

*Operational Support Manager
Phoenix Energy
197 Airport Road West
Belfast
BT3 9ED*

- or contact us using any of the options on our website at <https://phoenixenergyni.com/contact-us>

clearly stating the grounds of the objection.

In the event that the matter is not resolved, the requestor has the right to contact the Consumer Council for Northern Ireland for independent investigation. The Consumer Council can be contacted at:

*The Consumer Council
Floor 3
Seatem House
28-32 Alfred Street
Belfast
BT2 8EN
Tel: 0800 121 6022
Email: info@consumercouncil.org.uk*

4. FACILITATING CONNECTION TO THE PHOENIX NETWORK

4.1 Gas Apparatus

The **Gas Apparatus** required to facilitate the connection of a property to the Network consists of the connecting pipe and facilities (see **section 4.1.1**) and the Supply Meter Installation (see **section 4.1.2**).

However, as per the Network Code any Gas Supplier can choose to install a Supply Meter Installation if the installation is of a type and standard of design and accuracy complying with the IGE Meter Recommendations and any other applicable legal requirements, which are in force at the time of the installation. Responsibility for the maintenance of such a meter will be that of the Gas Supplier.

A connection to the Network is deemed to be complete when the Gas Apparatus has been installed and commissioned.

4.1.1 The Connecting Pipe and Facilities

To ensure the safety of operations and to meet various statutory requirements, certain facilities are required at a connection:

The Connecting Pipe: Any main or service pipe will be of either polyethylene (PE 80 or PE 100 grade) or metallic (steel, galvanised) construction depending upon the operating pressure, installation and structural requirements.

Isolation Valve: All connections to single domestic properties with a service pipe having a diameter of 32mm or greater should have a service isolation valve in addition to the standard customer meter emergency control valve (ECV). In addition, all connections to buildings containing several separately metered domestic properties, special risk properties, and all industrial and commercial properties will require a pipeline or service isolation valve. Connections to multi-occupancy property may also include lateral isolation valves (LIVs) and additional emergency control valves (AECVs).

Flow Limiting Devices: Medium pressure domestic connections having a diameter less than 32mm have a service excess flow valve (SEFV) and therefore do not require an isolation valve. Depending on the type of installation / premises supplied additional safety features including an above ground excess flow valve (EFV) and thermal cut-off (TCO) device may be fitted.

Pressure Regulating Installation (PRI): Where due to building proximity issues or the requirement for siting a Supply Meter Installation internal to a building there may be a requirement to install boundary pressure reduction equipment. For very large PRIs an area of land together with planning permission (where above ground) may be required to permanently facilitate this pressure reduction equipment.

Optional Additional Facilities for Connections: Where appropriate and available, the following equipment may be supplied at extra cost:

- Pressure regulating equipment;
- Additional security of supply e.g. twin regulating streams;
- Additional line isolation valves;
- Additional protection e.g.
 - Housing for pressure reduction equipment
 - Service riser covers.

Optional facilities are subject to technical survey.

Indicative costs are shown in **Schedule 1**.

4.1.2 Supply Meter Installation

The provision of a Supply Meter Installation includes:

Inlet Isolation Valve: To facilitate shut down in an emergency or enable maintenance activity installations will incorporate an isolation valve upstream of the meter and all associated components (filter, safety devices, pressure control regulator etc.) that may also be designated as the emergency control valve (ECV).

Filtration Equipment: on larger Supply Meter Installations, (throughput of over 40 scmh), separate filtration is normally required to protect the metering equipment and any pressure reduction equipment from dust and gas carrying contaminants.

Over Pressure Protection: Unless supplied from a low pressure pipeline, all Supply Meter Installations will incorporate features to prevent over pressurisation of the connected downstream system.

Pressure Regulation Equipment: A pressure reduction regulator is required to control pressures through the meter and / or downstream gas installation. In exceptional situations (subject to HSE (NI) approval) an unregulated Supply Meter Installation may be permitted.

Meter Outlet Valve: Meters with a capacity of more than 40 scmh will be fitted with an outlet valve.

Data loggers: In accordance with the Network Code, data loggers must be fitted to a Supply Meter Installation with an annual consumption of greater than 2,196,000 kWh (a “**Daily Metered Site**”). The measured daily quantities of gas offtaken at such a Supply Meter Installation with a logger installed are recorded and transmitted to Phoenix’s system control centre.

Volume Correction Equipment: will be required on Daily Metered Sites to convert the measured (metered) volumetric consumption to a volume corrected for base conditions of standard temperature and pressure.

Optional Extras as part of the Supply Meter Installation: Where appropriate the following equipment may be supplied at extra cost:

- Specialised Meter Housing;

- Meter By-Pass²²;
- Interface for Energy Management Equipment (chatterbox);
- Data loggers (where not required for Network Code purposes)²³;
- Meter clamps, collars and seals.

Optional extras are subject to technical survey.

Indicative costs are set out in **Schedule 2**.

Where a Supply Meter Installation serves a downstream system incorporating boosting equipment it will be the responsibility of the Property Owner and / or Tenant to install, commission and maintain appropriate pressure protective devices in accordance with IGEM/UP/6 Edition 2 “*Application of compressors to Natural Gas fuel systems*” (as amended).

4.2 The Works

Depending on meter size and operating pressures Phoenix’s Gas Apparatus at the property will be sited and installed in compliance with BS6400, and/or other relevant legislation. Gas Apparatus will also be installed in accordance with the Gas Safety (Installation and Use) Regulations Northern Ireland 2004 (as amended).

Phoenix will, wherever possible, use the least disruptive installation techniques to connect the property to the Network. Some ground conditions and/or the presence of underground services/obstructions will require a full excavation within the property along the complete length of the gas service route to the meter termination position.

For domestic connections, Phoenix’s standard installation method is to use a pneumatic mole to bore a hole underground. As a minimum, two excavations (each approximately 1 metre long) will be undertaken. It will be necessary to excavate every 6 to 10 metres to redirect the mole.

4.3 Reinstatement

Reinstatement of any excavation, whether at the time of connection or subsequently, will not include it being restored to its original state and will not include clearing residual staining arising from the excavation and reinstatement process.

²² A meter by-pass is utilised to allow the flow of gas to be diverted so as not to pass through the meter in the event of any failure of part of the meter. It minimises interruption of gas supplies to properties where a continuous flow of gas is essential and also where appropriate helps satisfy particular technical requirements. The meter by-pass presently comes in standard format / configuration for all twin stream units greater than 160 scmh. The circumstances in which a meter by-pass should be utilised are detailed in the Meter By-Pass Procedure, an ancillary agreement of the Network Code.

²³ The Network Code requires that all Daily Metered Sites are daily read. Such Supply Meter Installations have data loggers installed as standard.

Phoenix shall repair excavations with a suitable constituent, as determined by it, but any reinstatement will always remain visible.

Phoenix shall not carry out the reinstatement of any fences, walls, landscaping, drainage or special surface finishes.

The Property Owner can elect to undertake their own reinstatement on private property, at their expense, providing it is completed to an appropriate safe standard and they assume full liability for the work undertaken.

Where Phoenix installs Gas Apparatus or any other equipment below ground and require access in the future for maintenance purposes, it will arrange reinstatement in order to facilitate access.

5. MAINTAINING, REPAIRING, MODIFYING AND REMOVING CONNECTIONS

As owner and operator of the Network for which connections form part, Phoenix is required to carry out maintenance and/or repairs due to the normal operation of its Gas Apparatus and any replacement of Gas Apparatus it considers necessary; such costs will be recovered through published conveyance charges.

Phoenix will also carry out any works required to be undertaken at a property already connected to the Network, usually at the request of a Property Owner or Gas Supplier.

The Property Owner or Tenant shall allow Phoenix safe and unrestricted access to the property to undertake such **Post Connection Activities**.

Where such costs are not recovered through published conveyance charges, Phoenix will charge the Gas Supplier or Property Owner under the terms of this Connection Policy. In most instances the charge is levied on the requestor. However, in certain instances Phoenix can only accept instruction from the Gas Supplier. In specific circumstances charges may be levied on the Tenant and these charges are also detailed in this Connection Policy.

Phoenix reserves the right to charge the Gas Supplier for works undertaken at a property for which they are the registered Gas Supplier under the terms of the Network Code.

Phoenix is not responsible for the maintenance of any gas pipes, apparatus or appliances not installed by it on the property.

Upon request from a Property Owner or a Gas Supplier, Phoenix will use reasonable endeavours to provide a Quotation in relation to post connection work within 28 days. Any request for such a Quotation is subject to Phoenix receiving such information as required from:

- i. The Property Owner or Gas Supplier; and
- ii. A third party e.g. where welded steelwork or specialist reinstatement not covered by the Phoenix construction contract is required or any construction obstacles have been identified within the design of the job.

Any such Quotation is valid for 28 days from the date of issue, although this may be extended at Phoenix's sole discretion.

Indicative costs for Post Connection Activities are provided in **Schedules 1 to 3**. In particular the Schedules will provide details of indicative costs associated with the following activities:

- (i) The cost of repositioning a connection solely at the Property Owner's or Gas Supplier's request will be charged to the Property Owner or Gas Supplier.
- (ii) Phoenix reserves the right to charge the Property Owner or Gas Supplier where the size of a connection is to be increased due to an increase in the gas

usage. Note: This may include costs to alter the connecting pipe and associated facilities.

- (iii) Phoenix reserves the right to charge for any request received from a Property Owner or Gas Supplier to downsize any existing meter. Charges may also be applicable where it is deemed necessary by Phoenix to downsize an existing meter.
- (iv) If it is found that the size of the meter installed is insufficient to meet the gas requirements at the property and the information provided by the Property Owner or Gas Supplier indicated this meter was appropriate, Phoenix reserves the right to charge for any subsequent meter exchange and associated works.
- (v) Phoenix reserves the right to charge for any isolation or disconnection of a property from the Network.

Disconnection

Disconnection of the property from the Network²⁴ will be undertaken where:

- i. a Property Owner requests that the Gas Apparatus is removed as a supply of gas to the property is no longer required;
- ii. a Gas Supplier requests that the property is disconnected from the Network;
- iii. Phoenix determines that the maintaining of the connection involves danger to the public and / or a risk to the safety of the Network; or
- iv. there is no Gas Supplier registered against the property by Phoenix.

Phoenix may seek to recover the cost of the disconnection of the Gas Apparatus from the Gas Supplier or Property Owner.

Where a Gas Supplier requests disconnection and Phoenix determines that the meter has not registered any gas usage since installation the Gas Supplier may not be charged for the disconnection.

Isolation

Isolation of the gas supply²⁵ will be undertaken where a Property Owner or a Gas Supplier requests that the supply of gas to the premises is interrupted:

- i. to enable the Property Owner to undertake works at the property; or
- ii. to enable the Gas Supplier to recover any accrued debt.

Phoenix will seek to recover from the Property Owner or Gas Supplier:

²⁴ If a property is disconnected from the Network, the Property Owner would no longer be bound by the Terms and Conditions relating to connection of the property to the Phoenix Network. Any subsequent request for connection of the property to the Network will be subject to a new Gas Connection Application and applicable charges in accordance with this Connection Policy may apply.

²⁵ If a property is isolated from the Network, the Property Owner will continue to be bound by the Terms and Conditions relating to connection of the property to the Phoenix Network.

- i. the cost of isolating the gas supply; and
 - ii. any subsequent request to restore the gas supply.

- (vi) Phoenix reserves the right to charge the Gas Supplier or the Property Owner for replacing damaged Gas Apparatus where it is proven that the replacement is as a direct result of the Property Owner's, the Tenant's, the Gas Supplier's or a third party's actions or negligence.

- (vii) The cost associated with a stolen meter incident at a domestic property may be charged to the Gas Supplier or Property Owner (i.e. the "*Stolen Meter Charge*" as detailed in **Schedule 3**).

- (viii) The cost associated with a stolen meter incident at an industrial or commercial property will be costed on an individual basis and may be charged to the Gas Supplier or Property Owner.

- (ix) Gas Suppliers and Distribution Network Operators in the Northern Ireland natural gas market are required to comply with the Energy Theft Code of Practice. In line with this, Phoenix will commence an investigation for all suspected Energy Theft incidents in its Licensed Area and may invoice the relevant Gas Supplier for its associated costs (i.e. the "*Revenue Protection Charge*" as detailed in **Schedule 3**). In the absence of a Gas Supplier, the costs of the investigation may be charged to the Property Owner. Where it is determined that more than one such incident has occurred, the property may be disconnected from the Network as detailed at paragraph (v).

Where the Property Owner or Tenant is deemed liable for the costs associated with multiple incidents of Energy Theft, any subsequent request for connection of a property to the Network where they are the Property Owner or Tenant will be subject to a detailed individual risk assessment. If this risk assessment determines that a connection may be facilitated, the cost of any additional controls required by Phoenix to enable it to make the connection which it determines as necessary to prevent danger to the public and / or a risk to the safety of the Network, will be recovered from the Property Owner or Tenant before the connection is made.

- (x) Phoenix or the Licensed Gas Supplier may obtain an entry warrant under the relevant legislation. Only warrants obtained by Phoenix will be executed by Phoenix with the associated costs calculated based on actual costs and recovered from the Gas Supplier or Property Owner.

- (xi) Where a Property Owner or Gas Supplier requests work to be undertaken to their connection, the costs detailed in **Schedules 1 and 3** will apply. Any work not detailed in the Schedules will be charged by Phoenix on a time and materials basis, and prevailing uplifts will be applied.

- (xii) If a Property Owner is intending to extend or demolish a property or undertake construction work in close proximity of Phoenix's Gas Apparatus, the Property

Owner must contact Phoenix to arrange a survey. Phoenix reserves the right to charge the Property Owner in full for the isolation and the subsequent restoration of supply to the property if the Property Owner fails to contact Phoenix to arrange a survey in advance of such works and Phoenix is subsequently required to isolate the property from the Network in a gas emergency as a result of such works.

- (xiii) If any building alteration notified to or identified by Phoenix is considered unsafe, the property will be isolated from the Network. The Property Owner will be charged for the isolation and the subsequent restoration of supply to the property. No restoration of supply can take place until all remedial works have been completed.
- (xiv) Where there is a requirement for non-standard operating pressure (elevated pressure), the Property Owner or Gas Supplier may be liable for all associated costs with the components required to elevate the pressure and the time associated with the fitting of these parts (the indicative costs are detailed in **Schedule 1**).
- (xv) Non-standard operating pressures are not available when the connection is supplied from a low pressure distribution network. Non-standard operating pressures for properties connected to the medium pressure Network may be declined based on network operating conditions. A Property Owner or Gas Supplier who requests non-standard pressures must confirm in writing that the system to which the meter is connected can safely operate at the requested pressure under fault conditions.
- (xvi) Phoenix reserves the right to charge the Gas Supplier, Property Owner or Tenant for any Abortive Visits²⁶ to undertake Post Connection Activities as set out in “*Abortive Visit Costs*” in **Schedule 3**.
- (xvii) Phoenix reserves the right to charge the Gas Supplier, Property Owner or Tenant for all planned site visits²⁷ which result in a second visit to carry out a purge and relight²⁸ as set out in “*Purge and Relight Costs*” in **Schedule 3**.

²⁶ “**abortive visit**” means when Phoenix visits a property on a specific date as agreed with the Gas Supplier, Property Owner or Tenant (where appropriate) to undertake Post Connection Activities and where the works cannot be performed for one of the following reasons:

- (i) Phoenix are unable to gain the necessary access to the property to undertake the works;
 - (ii) The Property Owner has failed to prepare the property as previously agreed with Phoenix;
 - (iii) The condition of the property is such that it would be unsafe for Phoenix to undertake the works;
- or
- (iv) The works were cancelled on the instruction of the Gas Supplier or Property Owner after Phoenix arrived at the property.

²⁷ “**planned site visit**” means a site visit undertaken by Phoenix on a specific date as agreed with the Gas Supplier, Property Owner or Tenant (where appropriate)

²⁸ “**purge and relight**” means the reinstatement of the gas supply at a SMP following a temporary interruption of supply. Purge and relight includes the performance of a ‘Tightness Test’ and the visual inspection of the downstream gas installation and connected appliances.

- (xviii) The cost associated with a planned site visit by Phoenix to recommission a prepayment meter to facilitate the refund by a Gas Supplier of the credit on the meter, the “*Meter Recommissioning Charge*”, is detailed in **Schedule 3**.
- (xix) Phoenix reserves the right to charge the Gas Supplier for any site visit where Phoenix determines that the issue could have been resolved by the Gas Supplier as set out in “*Operator Site Visit Costs*” in **Schedule 3**.
- (xx) Phoenix reserves the right to charge for resourcing essential I&C Supply Meter Installation maintenance activities where the business will only facilitate access to the property outside of Phoenix’s normal business hours. These charges are set out in “*Out of Hours²⁹ Maintenance Activity*” in **Schedule 3**.
- (xxi) Phoenix reserves the right to charge for resourcing Post Connection Activities requested by a Property Owner where the Property Owner will only facilitate access to the property outside of Phoenix’s normal business hours. These charges are set out in “*Out of Hours Post Connection Activity*” in **Schedule 3**.
- (xxii) Phoenix reserves the right to charge the Property Owner or Tenant where Phoenix attends a site visit to assess the operation of a prepayment meter at a date and time requested by the Property Owner or Tenant where Phoenix are unable to gain the necessary access to the Supply Meter Installation to undertake the works request. These charges are set out in ‘*Broken Appointment Charge*’ in **Schedule 3**. Payment of the charge is required before the appointment can be rescheduled.

²⁹ “**Out of Hours**” means any time outside the normal Working Hours of Phoenix where “**Working Hours**” means 8.30am to 5.00pm on each Working Day and 9.00am to 5.00pm on any other day and “**Working Day**” means any day other than a Saturday, a Sunday or any other non-working day of Phoenix. The non-working days are:

- New Year’s Day*
- St Patrick’s Day*
- Easter Monday
- Easter Tuesday
- Early May Day
- Late May Day
- 12th July*
- 13th July*
- Christmas Eve*
- Christmas Day*
- Boxing Day*

*When the usual date falls on a Saturday or Sunday, the substitute day is normally the following Monday. For example in 2018, St Patrick’s Day was Saturday 17 March, so the substitute bank holiday was Monday, 19 March.

6. NON-STANDARD METERS AND METERS NOT OWNED BY PHOENIX

Typically, Phoenix determines the appropriate meter that will be installed at a property. However, where a Gas Supplier wishes to have a non-standard meter installed, or wishes to have their own meter installed, Licence Conditions 2.6.2 and 2.6.3 respectively will be applied.

As set out in the Network Code, any Supply Meter Installation (including the installation of a meter) undertaken by a Gas Supplier must be of a type and standard of design and accuracy complying with the IGE Meter Recommendations and any other applicable legal requirements which are in force at the time of the installation. Responsibility for the maintenance of such a meter will be that of the Gas Supplier.

SCHEDULE 1

Indicative Costs: Services and Alterations

All indicative costs exclude VAT. VAT where applicable will be added at the prevailing rate to any quote.

Quotation Determination Charge

The quotation determination charge is £50 per property included within the Domestic Development or Non-Domestic Development, up to a maximum quotation determination charge of £500.

Indicative Costs for Connection to a Low Pressure (75 mbar) main

Peak Flow (scmh) Less than	Cost per Length (metres) (excl. VAT)					Additional £ per metre (excl. VAT)
	0 - 5	5 - 10	10 - 15	15 - 25	25 - 40	
6	£808.15	£1,162.16	£1,362.47	£1,698.07	£2,099.34	£55.34
16	£808.15	£1,371.50	£1,824.68	£2,504.45	£4,203.88	£113.30
25	£918.32	£1,371.50	£1,824.68	£2,504.45	£4,203.88	£123.39
40	£918.32	£1,371.50	£1,824.68	£4,944.68	£6,795.53	£123.39
65	£918.32	£4,502.62	£4,996.18	£5,736.51	£7,587.36	£123.39
100	£4,009.06	£4,502.62	£5,736.51	£5,736.51	£7,587.36	£129.69
160	£4,009.06	£4,688.06	£5,206.81	£5,984.93	£7,930.24	£129.69
250	£4,169.31	£4,688.06	£5,984.93	£5,984.93	£7,930.24	£190.16

Indicative Costs for Connection to a Medium Pressure (4bar) main

Peak Flow (scmh) Less than	Cost per Length (metres) (excl. VAT)					Additional £ per metre (excl. VAT)
	0 - 5	5 - 10	10 - 15	15 - 25	25 - 40	
6	£873.65	£1,230.78	£1,431.15	£1,764.69	£2,158.44	£55.44
16	£873.65	£1,230.78	£1,431.15	£1,764.69	£2,158.44	£55.44
25	£873.65	£1,230.78	£1,431.15	£1,764.69	£2,158.44	£55.44
40	£873.65	£1,230.78	£1,431.15	£1,764.69	£2,158.44	£55.44
65	£994.74	£1,474.35	£1,953.95	£4,881.89	£6,680.41	£119.90
100	£994.74	£1,474.35	£1,953.95	£4,881.89	£6,680.41	£119.90
160	£994.74	£1,474.35	£1,953.95	£4,881.89	£6,680.41	£119.90
250	£994.74	£1,474.35	£1,953.95	£4,881.89	£6,680.41	£119.90

Indicative Costs for Service Alterations up to and including 6 scmh

(Costs below are based on works being completed during one visit)

Option	Work Required	Charge (excl. VAT)
1	Remove meter, box and fittings and re-fix in location not exceeding 1 metre from original site (<i>Excl. Downstream Pipework</i>)	£539.76
2	Remove meter, box and fittings and re-fix in location 1 - 5 metres from original site (<i>Excl. Downstream Pipework</i>)	£738.39
3	Remove meter, box and fittings and re-fix in location not exceeding 5-10 metre from original site (<i>Excl. Downstream Pipework</i>)	£1,352.38
4	Remove meter, box and fittings and re-fix in location not exceeding 1 metre from original site (<i>Incl. Downstream Pipework</i>)	£639.70
5	Remove meter, box and fittings and re-fix in location 1 - 5 metres from original site (<i>Incl. Downstream Pipework</i>)	£1,084.38
6	Remove meter, box and fittings and re-fix in location not exceeding 5-10 metre from original site (<i>Incl. Downstream Pipework</i>)	£1,725.39

Indicative Costs for Non Standard Operating Pressure

Option	Work Required	Charge (excl. VAT)
1	For Connections with a capacity up to 40scmh	£158.84
2	For Connections with a capacity between 65scmh and 160scmh	£217.62
3	For Connections with a capacity between 250scmh and 400scmh	£269.45
4	For Connections with a capacity greater than 400 scmh	Subject to technical survey

Abortive Visit Costs – New Connections

Option	Work Required	Charge (excl. VAT)
1	Service Engineer	£59.64
2	Distribution Team	£183.33

Optional Additional Facilities for Connections

Work Required	Charge (excl. VAT)
Optional equipment	Subject to technical survey

Notes

1. For alterations to a service where the meter installation has consumption greater than 6 scmh, a technical survey is required to assess costs.
2. Service alterations re-fixed greater than 10m from the original point of installation require a technical survey to assess costs.
3. For Polyethylene (“PE”), steel outlet pipework or installations that may require access equipment for relighting (e.g. suspended air heaters) the above prices are not applicable and would be subject to survey and quotation.
4. Downstream Work rates include for the installation of copper pipework up to 28mm in diameter, and relight of low level appliances.
5. All Indicative costs for service alterations detailed in this schedule include excavation costs.
6. All costs quoted in **Schedule 1** are exclusive of VAT. VAT will be added if applicable at the prevailing rate to each quote.
7. VAT will be charged for service costs for new connections in all new build properties. The Property Owner may provide, for Phoenix’s consideration, confirmation of any VAT exemption or reduction in VAT they believe should be applied.
8. All costs are determined using the assumption of a category 4 road type. A category 4 road type is defined under “Streetworks Northern Ireland Order 1995” as “roads carrying up to 2,000 vehicles per day”. Costs for different road categories may vary from those quoted.
9. The costs detailed in **Schedule 1** are applicable also to the alteration of an installation where the meter is not owned by Phoenix in any property.

SCHEDULE 2

Indicative Costs: Meters

All indicative costs exclude VAT. VAT where applicable will be added at the prevailing rate to any quote.

2.1 Low Pressure (LP 75 mbar) – (Includes Meter Box, Fittings & Gas Regulator)

Excludes Gas Meter

Peak Flow (scmh) Less than	CPRM Semi Concealed	CPRM Surface Mount	CPRM Recessed	CPRM Internal	CPRM Hybrid
6	£120.64	£126.29	£114.87	£103.45	£105.70

2.2 Medium Pressure (MP 4bar) - (Includes Meter Box, Fittings & Gas Regulator)

Excludes Gas Meter

Peak Flow (scmh) Less than	CPRM Semi Concealed	CPRM Surface Mount	CPRM Recessed	CPRM Hybrid
6	£223.29	£152.86	£179.39	£169.33

2.3 Indicative Costs for 6 scmh Meter - LP & MP

Peak Flow (scmh) Less than	Credit Meter	Debt Recovery Meter	Prepayment Meter
6	£41.94	£134.81	£102.92

2.4 Indicative Costs for Low Pressure (75 mbar) Meter

Includes Meter Box, Fittings, Meter, Regulator

Peak Flow (scmh) Less than	CPRM Single Stream
16	£1,136.53
25	£1,582.49
40	£1,870.00
65	£7,526.33
100	£8,964.70
160	£13,198.73
250	£15,988.50

2.5 Indicative Costs for Medium Pressure (4 bar) Meter

Includes Meter Box, Fittings, Meter, Regulator

Peak Flow (scmh) Less than	CPRM Single Stream
16	£1,809.87
25	£2,218.59
40	£2,913.05
65	£5,250.44
100	£7,464.26
160	£9,392.30
250	£11,383.12

2.6 Optional Extras as part of the Supply Meter Installation

Work Required	Charge (excl. VAT)
Optional extras	Subject to technical survey

Notes

1. All costs quoted in **Schedule 2** are exclusive of VAT. VAT will be added if applicable at the prevailing rate to each quote.
2. VAT will be charged for service costs for new connections in all new build properties. The Property Owner may provide, for Phoenix's consideration, confirmation of any VAT exemption or reduction in VAT they believe should be applied.

SCHEDULE 3

Indicative Costs: Post Connection Activities for 6 scmh Meter Installations

All post connection charges quoted in the table below apply to 6 scmh meter installations only.

Activity	Charge (excl. VAT)
Isolation of gas supply and removal of meter	£84.00
Restoration of gas supply ³⁰	£84.00
Isolation of meter installation, cap and seal service pipework (includes 1 excavation)	£647.59
Meter Exchange (see note below)	£84.00
Low Pressure Isolation or Disconnection and remove meter installation, cap & seal service pipework at mains connection (includes 2 excavations)	£1,078.96
Medium Pressure Isolation or Disconnection and remove meter installation, cap & seal service pipework at mains connection (includes 2 excavations)	£1,293.94
Restore service pipework at mains location and install meter ³¹	£954.50
Alter Position of Meter and Service	Refer to Schedule 1
Stolen Meter Charge ³²	£179.00
Revenue Protection Charge ³³	£319.37

Note

Phoenix may agree to carry out one free meter exchange per annum at a domestic property where the exchange is from a credit to a prepayment meter. However any:

- (i) meter exchange from a prepayment to a credit meter; or
- (ii) meter exchange from one prepayment meter to another or from one credit meter to another; or
- (iii) additional request by a Property Owner or Gas Supplier i.e. more than one meter exchange per annum from credit to prepayment; or
- (iv) meter exchange within 12 months of initial meter installation

³⁰ Refers to the re-instatement of the meter only

³¹ Restoration costs quoted are based on the utilisation of the previous service pipe. Any alteration required is subject to technical survey and will be charged accordingly.

³² Domestic stolen meter charges assume a like for like replacement meter. I&C stolen meter charges will be determined on a case by case basis

³³ The Revenue Protection Charge includes the costs of meter removal, meter replacement, meter examination and diagnostic testing.

will be chargeable to the Gas Supplier. For clarification Phoenix will meet the cost of like-for-like meter exchanges of any type if the meter is determined as faulty.

Indicative Costs: Post Connection Activities for > 6 scmh Meter Installations

Activity	Charge (excl. VAT)			
	U16	U25	U40	>U40
Isolation of gas supply and removal of meter	£84.00	£126.00	£126.00	Subject to Technical Survey
Restoration of gas supply ³⁴	Subject to Technical Survey	Subject to Technical Survey	Subject to Technical Survey	Subject to Technical Survey
Meter Exchange	Subject to Technical Survey	Subject to Technical Survey	Subject to Technical Survey	Subject to Technical Survey
Isolation of meter installation, cap & seal service pipework (includes 1 excavation)	£647.59	£803.27	£803.27	Subject to Technical Survey
Isolation (or Disconnection) and remove meter installation, cap & seal service pipework at mains connection (includes 2 excavations)	Subject to Technical Survey	Subject to Technical Survey	Subject to Technical Survey	Subject to Technical Survey
Restore service pipework at mains location and install meter ³⁵	Subject to Technical Survey	Subject to Technical Survey	Subject to Technical Survey	Subject to Technical Survey
Alter position of meter & service	Subject to Technical Survey	Subject to Technical Survey	Subject to Technical Survey	Subject to Technical Survey
Stolen Meter Charge	Subject to Technical Survey	Subject to Technical Survey	Subject to Technical Survey	Subject to Technical Survey
Revenue Protection Charge ³⁶	Subject to Technical Survey	Subject to Technical Survey	Subject to Technical Survey	Subject to Technical Survey

³⁴ Refers to the re-instatement of the meter only

³⁵ Restoration costs quoted are based on the utilisation of the previous service pipe. Any alteration required is subject to technical survey and will be charged accordingly.

³⁶ The Revenue Protection Charge includes the costs of meter removal, meter replacement, meter examination and diagnostic testing.

Customer Energy Management System ³⁷	£711.58	£711.58	£711.58	£711.58
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Lateral Clamp Disconnection

Lateral Clamp Disconnection	Charge (excl. VAT)
Ground Floor	£102.83
2 storey and over	£553.93

Ducting

Ducting	Charge per metre (excl. VAT)
63 mm	£1.98
110 mm	£4.01

³⁷ The costs quoted covers the installation of chatterbox assembly wall mounted (external / internal) up to three metres from meter position and cable run will be above ground protected by PVC conduit. Any additional requirements to the above will require site visit and quotation to be provided.

Indicative Costs: Meter Box Repair Costs (6 scmh)

Whilst Phoenix may supply meter housing (box) at the point of connection to its Gas Apparatus, the Property Owner shall own the meter housing thereafter as it will form part of the fabric of the property. Repairs, maintenance and retention of the meter housing are the responsibility of the Property Owner.

Meter Box Activity	Surface Mounted Box	Multi-box	Recessed ³⁸	Semi - Concealed ³⁹
Replace Door/ Front Cover/Lid	£137.95	£122.30	£116.53	£133.79
Door Hinge Pins / Screws	N/A	£103.66	£104.43	£103.66
Replace Locking Mechanism	N/A	£101.68	£102.02	£101.68
Install Anti-vandal Cover	£374.14	£369.51	£363.33	£431.25
Install Metal Lid and Frame on Damaged Meter Box	N/A	N/A	N/A	£431.25
Replace Meter Box and Fittings (LP – No excavation)	£369.41	N/A	N/A	N/A
Replace Meter Box and Fittings (LP – excavation required)	£697.51	£676.92	£686.09	£691.86
Replace Meter Box and Fittings (MP – No excavation)	£395.97	N/A	N/A	N/A
Replace Meter Box and Fittings (MP – excavation required)	£724.08	£740.55	£750.61	£794.51
Replace Meter Box utilising existing meter apparatus (No excavation required)	£293.62	N/A	N/A	N/A
Replace Meter Box utilising existing meter apparatus (Excavation required)	N/A	£638.37	£613.13	£630.28

Meter Box Keys Replacement

	U6 Meter Housing	Meter Housing (all other meter types)
Meter Box Keys	No Charge	£14.32

³⁸ Due to recessed boxes being installed in the fabric of the building the Property Owner must arrange for a third party to remove the damaged box and the refitting of the replacement recessed box.

³⁹ Semi-concealed meter boxes have been discontinued and as such their replacement is subject to technical survey.

Indicative Costs: Meter Box Door Repair Costs (>6 scmh)

Meter Box Activity	16 scmh	25 scmh	40 scmh	65 scmh	100 scmh	>100 scmh
Replacement Door LP	£407.35	£437.14	£437.14	N/A	N/A	N/A
Replacement Door MP	£227.69	£298.69	£298.69	£591.28	£679.49	N/A

Abortive Visit Costs – Post Connection Activities

Option	Work Required	Charge (excl. VAT)
1	Service Engineer	£59.64
2	Distribution Team	£183.33

Purge and Relight Costs / Operator Site Visit Costs

Work Required	Charge (excl. VAT)
Phoenix Representative	£66.86

Out of Hours Maintenance Activity – Property Owner Request

Work Required	Charge (excl. VAT)
Phoenix Engineer	Subject to type of maintenance required

Out of Hours Post Connection Activity – Property Owner Request

Work Required	Charge (excl. VAT)
Phoenix Representative	Subject to type of Post Connection Activity required

Broken Appointment Charge – Prepayment Meters

Work Required	Charge (excl. VAT)
Phoenix Representative	£25.00

Meter Recommissioning Charge – Prepayment Meters

Work Required	Charge (excl. VAT)
Phoenix Representative	£24.00

Notes

1. All costs quoted in **Schedule 3** are exclusive of VAT. VAT will be added at the prevailing rate to each quote.
2. All **Schedule 3** charges exclude excavation (except where specifically stated); this will be charged on a time and materials basis.
3. The costs detailed in **Schedule 3** are applicable also to meters not owned by Phoenix at any property.

SCHEDULE 4

Allowances

Mains

Property Passed	Allowance per Property Passed
New Build Domestic housing	£538
Existing properties not included within one of Phoenix's Individually Funded Projects	£478

Connections

(Allowances below are only available on the first connection of a property to the Network)

Domestic

Domestic Housing	Service and Meter Allowance
Existing housing	£1,566
New Build housing (U6 Meter)	£858
New Build housing (U16 Meter)	£2,516
New Build housing (Prepayment Meter)	£961

I&C

I&C Meter Size	Service and Meter Allowance
U6	£1,942
U16	£4,612
U25	£5,288
U40	£5,461
U65	£11,677
U100	£13,953
U160	£17,626
U250	£28,219
U400	£37,044
U650	£49,492
U1000	£72,115
U1600	£99,024
U2500	£120,199

SCHEDULE 5

Meter Tests

All meter tests will be carried out using the OFGEM Approved Registration Test. The meter type installed will determine the cost of a meter test:

Meter Type / size	OFGEM Approved Registration Test Fees (excl. VAT) ⁴⁰
Diaphragm G4, electronic E6 (or U equivalent)	£159.85
Diaphragm / Rotary / Turbine G10 to G40 (or U equivalent)	£201.83
Rotary / Turbine G65 to G100 (or U equivalent)	£305.17
Rotary / Turbine G160 to G2500 (or U equivalent)	£785.63

Meter Operation Test (On-Site Test)

Tenure	Meter Operation Test (On-Site Test) Fees (excl. VAT)
Domestic	£84.00
Commercial (U40 and below) ⁴¹	£84.00
Commercial (greater than U40)	Subject to technical survey

Notes

1. All meter tests must be paid for in advance. A full refund will be given if the meter is determined to be faulty.

⁴⁰ Removal, refitting and replacement of the meter will be charged in addition to the OFGEM Approved Registration Test fee. The OFGEM Approved Registration Test fee excludes carriage, which will be applied depending on the size and weight of the meter to be tested.

⁴¹ Meter Operation Tests performed on commercial meters will only confirm meter index registration.

APPENDIX 1

Gas Quality Specification

The Gas Safety (Management) Regulations (Northern Ireland) 1997 state that gas can only be conveyed if it complies with the requirements of part I of the following schedule (regulation 8). In circumstances where it is necessary to prevent a supply emergency arising from a loss of pressure in a network or any part thereof, the Northern Ireland Network Emergency Co-ordinator may authorise the conveyance of gas which complies with part II of the schedule.

PART I - REQUIREMENTS UNDER NORMAL CONDITIONS

1. The content and characteristics of the gas shall be in accordance with the values specified in the following table.

<i>Content or characteristic</i>	<i>Value</i>
hydrogen sulphide content	$\leq 5\text{mg/m}^3$
total sulphur content (including H ₂ S)	$\leq 50\text{mg/m}^3$
hydrogen content	$\leq 0.1\%$ (molar)
oxygen content	$\leq 0.2\%$ (molar) ⁴²
Impurities	shall not contain solid or liquid material which may interfere with the integrity or operation of pipes or any gas appliance (within the meaning of regulation 2 (1) of the 1997 Regulations) which a consumer could reasonably be expected to operate;
hydrocarbon dewpoint & water dewpoint	Shall be at such levels that they do not interfere with the integrity or operation of pipes or any gas appliance (within the meaning of regulation 2(1) of the 1997 Regulations) which a consumer could reasonably be expected to operate;
WN	(i) $\leq 51.41 \text{ MJ/m}^3$, and (ii) $\geq 47.20 \text{ MJ/m}^3$
ICF	≤ 0.48
SI	≤ 0.60

⁴² Subject to any exemption to the requirements of the Gas Safety (Management) Regulations (NI) 1997 issued by HSE NI from time to time

Notes

1. The gas shall have been treated with a suitable stenching agent to ensure that it has a distinctive and characteristic odour which shall remain distinctive and characteristic when the gas is mixed with gas which has not been so treated, except that this paragraph shall not apply where the gas is at a pressure of above 7 bar gauge.
2. The gas shall be at a suitable pressure to ensure the safe operation of any gas appliance (within the meaning of regulations 2(1) of the 1997 Regulations) which a consumer could reasonably be expected to operate.

PART II - REQUIREMENTS FOR GAS CONVEYED TO PREVENT A SUPPLY EMERGENCY

1. The requirements of the gas referred to in regulation 8(2) and (4) are:
 - (a) WN
 - (i) $\leq 52.85 \text{ MJ/m}^3$, and
 - (ii) $\geq 46.50 \text{ MJ/m}^3$: and
 - (b) ICF: ≤ 1.49

and in all other respects the gas shall conform to the requirements specified in Part I, as if those requirements were repeated herein.

Notes

WN - Wobbe Number
ICF - Incomplete Combustion Factor
SI - Soot Index

APPENDIX 2

Information Required by Phoenix when a Domestic Connection is requested

Phoenix initial assessment of the costs of connection and any reinforcement will be more accurate if full information is provided when a request is made. The information required by Phoenix to undertake a full evaluation of the new connection required is detailed below.

Site Details Information
Site Address - including Meter Post Code
User and Property owner name and address
Preferred Supply Meter Point Registration Date
Date of Submission

In the absence of all the required information, Phoenix will indicate in their response any assumptions that have been made.

Notes

1. Meter Post Code: This is the recognised postcode for the address of the property to be connected to the Network.
2. Supply Meter Point Registration Date for new connections is the date the meter is installed and is the date on which a Gas Supplier has agreed with Phoenix to take responsibility for all transportation costs associated with this Supply Meter Point.
3. Site Address and Property Owner name and address are considered mandatory information.

Information Required by Phoenix when an Industrial or Commercial Connection is Requested

Phoenix initial assessment of the costs of connection and any reinforcement will be more accurate if full information is provided when a request is made. Below is a non-exhaustive list of the information Phoenix may require the Gas Supplier or Property Owner to provide to permit a full evaluation of the new connection to be undertaken.

In the absence of all the required information, Phoenix will indicate in their response any assumptions that have been made.

Site Details Information
Site Name
Site Address (including postcode)
Company name(s) and address(es)
Property Owner name and address
Gas Supplier
Supply Meter Installation Information
Load Type - Heating or process
Likely supply type (firm or interruptible gas)
If supply type is interruptible, details of the alternative fuel source
First date that gas is required including commissioning
SMP Capacity (Peak day flow - kWh/day)
Peak hourly flow (kWh)
Annual Quantity (kWh per annum)
Supply Pressure (bar)
Required Operating Pressure (mbar)
Max Operating Pressure (mbar)
Lowest Operating Pressure (mbar)
Design Minimum Pressure (mbar)
Max Incidental Pressure (mbar)
Strength Test Pressure (mbar)
Max Flow Rate (scmh)
Min Flow Rate (scmh)
Any special equipment requirements at the connection (e.g. elevated pressure requirements ¹)
Priority Customer (Yes/No) ²

Notes

- Phoenix will make certain assumptions if this information is not provided. However, it should be noted that 'special' services such as a requirement for a working pressure greater than 21mbar may have a significant impact on connection and reinforcement costs.
- Condition 2.8.9 of the Licence requires Phoenix to establish a list of non-domestic consumers who should be given priority with respect to the maintenance of a supply of gas to their property in the event of a gas emergency.
- The Site Details Information in the table above is considered mandatory.

APPENDIX 3

List of Obstacles

The list below details those obstacles, which have the potential to cause a project to be determined to be complex. Projects which have at least one obstacle will only be determined to be complex if they are likely to cost in excess of £10,000 including overheads.

List of obstacles:

- Works which involve the crossing of, or which are affected by, the presence of motorways, dual carriageways or highways, which have been designated by the Highway Authority to have Special Engineering Difficulties.
- Works which involve the crossing of, or which are affected by, the presence of a railway line or tramway.
- Works which involve the crossing of, or which are affected by, the presence of a river, stream, estuary or canal (navigable or otherwise), body of water, aqueduct, or a drainage channel.
- Where works are in, or likely to affect, a Site of Special Scientific Interest, nature reserve, scheduled monument or archaeological site.
- Where works are situated within, or likely to affect, a woodland, marsh, peat bog or coastal wetland.
- A connection to a listed building.
- Connections to existing blocks of flats where any service pipe will terminate more than two stories above the adjacent ground level or where internal risers are requested.
- Connections to new blocks of flats where any service pipe will terminate more than five stories above the adjacent ground level.
- Works which involve any requirement for a public enquiry or planning permission, including planning permission associated with any buildings including meter houses
- Where the route of any apparatus involves a significant (greater than 2m) change in elevation within a short horizontal distance e.g. a cliff or retaining wall.
- Where any apparatus will be laid in contaminated ground, disused slag heaps or rubbish dumps.
- Where any apparatus will be laid in land likely to suffer from severe subsidence or other significant ground movement including the laying of apparatus near to disused mine shafts / workings.
- Where works are likely to be affected by special security provisions, e.g. military bases, prisons etc.
- Where works will take place within top tier COMAH sites i.e. sites subject to the Control of Major Accident Hazards Regulations (COMAH).
- Where an easement or other legal permit has to be obtained from any person other than the person requesting the works.
- Any other works where special difficulties or unusually high costs might occur.

Appendix 4

Determining if a Property is Readily or Not Readily Connectable

This Appendix has been included to help aid the understanding of how Phoenix determines if a property is readily or not readily connectable to the network. This appendix is for illustrative purposes only. Please refer to **sections 3.1.1 and 3.1.2** of the policy for full details.

A property is deemed 'readily connectable' where there is suitable gas distribution pipeline within 50 metres parallel to the property front curtilage



Not connectable because the distribution pipeline stops short



Not connectable
The distribution Pipeline is in a different postcode at the side of the property not at the front