



# Free Connection Offer

## Terms and Conditions

### Definitions:

1. In these Conditions "Phoenix" means Phoenix Energy Limited being the network operator, having its Registered Office at 197 Airport Road West, Belfast BT3 9ED; "Connection" means the 'Free Connection' to the "Phoenix" network where the meter apparatus termination point is no greater than 2 metres along the gable wall; "Property" means a domestic property within the area in which natural gas is currently available and within which "Phoenix" is licensed (pursuant to the Gas Order (NI) 1996) to convey natural gas and where there is a suitable distribution pipeline, located at the same postal address as the property, which is within 50 metres of the curtilage at the front of the "Property" ; "Applicant" means the owner of the "Property".

### FREE Connection To a Natural Gas Meter - Terms and Conditions:

2. A "Connection" to a "Property" is available to all "Applicants" regardless as to whether they avail of any other offer. A "Connection" is only available for the first connection to a "Property". "Phoenix" will arrange to connect the "Property" and install our meter apparatus, which is currently worth up to £1300.

3. "Phoenix" will install and maintain the gas service and meter apparatus but the meter box/housing will form part of the fabric of the "Property" and it will therefore be the responsibility of the "Applicant" to ensure that it is adequately maintained so as not to compromise the safety and integrity of our meter apparatus.

4. "Phoenix" will arrange a "Connection" to a "Property" only when the "Applicant" signs a "Phoenix" Gas Connection Application, chooses a preferred gas supplier, engages a Gas Safe registered installer to undertake the installation of a gas central heating system or appliance and requests/agrees a connection date with "Phoenix".

5. In all instances the location of the meter at the "Property" and the application of any associated charges will be determined by "Phoenix".

6. Where "Phoenix" are requested to connect a "Property" whereby the gas service or distribution pipe has to be laid in or through land/property not exclusively owned by the "Applicant" an 'Agreement to Permit the Installation of a Gas Supply Pipe and Gas Apparatus' must be provided to "Phoenix" by the "Applicant" prior to the start of construction.

7. To qualify for the 'Free Connection' offer "Claimants" must contact "Phoenix" Customer Services between January 1<sup>st</sup> 2025 and Dec 31<sup>st</sup> 2025 to request a "Connection"

8. The 'Free Connection' offer does not apply to:-

a. A "Property" that already has, or has had, a natural gas connection, whether or not natural gas has ever been consumed.

b. Any new- build, commercial or public rented property.

9. "Phoenix" may at its absolute discretion:

a. Withdraw or amend the 'Free Connection' offer at any time without prior notice or redress.

b. Vary the eligibility terms and conditions.



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10. 'Phoenix' will not accept liability for any equipment installed or quality of work performed by any installer. Any agreement made is between the "Applicant" and their installer, including any financial transactions.

### **Contacting Phoenix Energy.**

If you require further information please telephone 08454 555555\*. Our office hours are Monday to Thursday 08:30 to 19:00 and Fridays 08:30 to 16:30. Alternatively visit our website [www.phoenixenergy.co.uk](http://www.phoenixenergy.co.uk)

\*Calls may be recorded or monitored. Calls cost from 3p per minute from a BT landline. Calls from other phone networks may vary.

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