



**PHOENIX ENERGY
INFRASTRUCTURE INTERACTIONS
STANDARDS OF PERFORMANCE**

2023 Annual Report

© Phoenix Energy 2024 - all rights reserved.

Material published in this document is the copyright of Phoenix Energy and may not be reproduced without permission.

Published March 2024

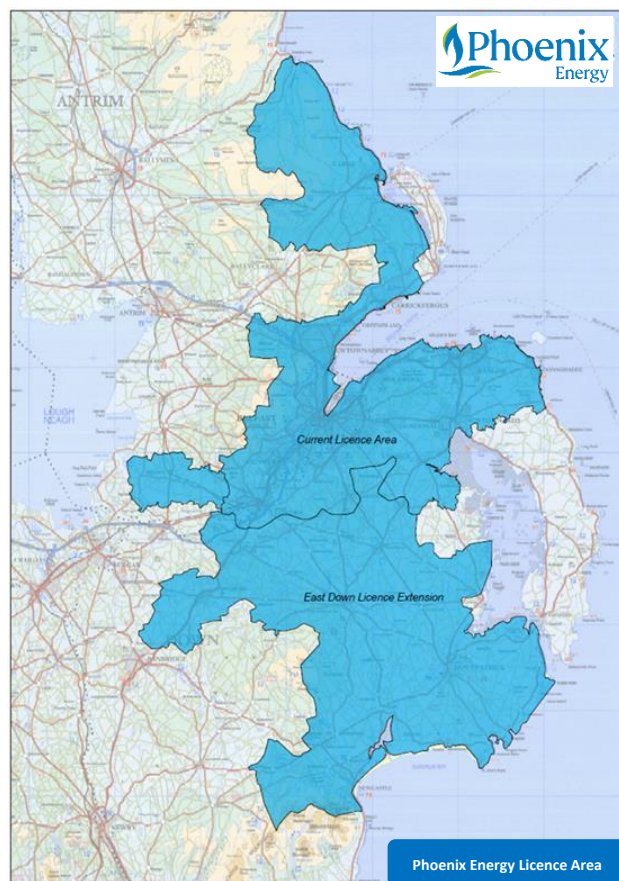
Gas Distribution Network

Phoenix Energy owns, operates, and develops the gas network throughout the Greater Belfast area, which includes Belfast, Lisburn, Bangor, Holywood, Donaghadee, Groomsport, Millisle, Newtownards, Carryduff, Comber, Newtownabbey, Carrickfergus, Whitehead and Larne.

In 2016, Phoenix Energy began the 'Gas to East Down' project which, over the course of 4 years, extended the Gas network making gas available to the 13 towns of Annahilt, Ballygowan, Ballynahinch, Castlewellan, Crossgar, Downpatrick, Dromore, Drumaness, Dundrum, Hillsborough, Newcastle, Saintfield and Spa.

In 2021, following the Utility Regulator's approval of the Greater Belfast Infill Project, Phoenix Energy began to extend the gas network in the Greater Belfast area to make gas available to an additional 10,000 properties upon project completion.

Below is a map of the Phoenix Energy distribution network area, which currently has thousands of kilometres of underground live gas mains and services. It is therefore essential that any person needing to interact with our network does so in accordance with the guidelines set out in our Network Access Statement.



In 2023 we received and processed a total of **4,094** network information requests from our Connection and Infrastructure clients.

Performance

As per our Network Access Statement, Phoenix Energy endeavour to fulfil any reasonable information request for network information within 10 working days of receiving a request via our Dial Before You Dig service. In 2023 our performance was as follows:

	ACTUAL	PERFORMANCE LEVEL TARGET
Responding to Network Information requests		
All network information requests received from clients will receive a response within 10 working days.	100%	100%

Client Feedback

We encourage both Connection and Infrastructure clients to provide feedback to us on our service by completing an “Infrastructure Client Feedback Questionnaire”. This allows us to actively monitor the level of service we are providing to our clients, by gathering the largest possible amount of feedback data.

Clients were asked to score our performance out of 5 (5 being excellent and 1 being the very poor). The feedback for 2023 was as follows:

	ACTUAL	PERFORMANCE LEVEL TARGET
Infrastructure Client Feedback Questionnaire		
How well did Phoenix Energy handle your information request?	100%	90%
How easy was it to speak to the correct person at Phoenix Energy?	100%	90%
How easy was it to follow the information provided by Phoenix Energy?	100%	90%