FREQUENTLY ASKED QUESTIONS
ASSET MAINTENANCE APPOINTMENT

Why is this work necessary?

We must undertake essential maintenance on our gas meter apparatus at your property, which may include replacement of the gas meter or associated apparatus to ensure the continued safe and secure supply of gas to your property.

Most of the work will be at the location where your gas meter apparatus is situated. However, we will have to briefly interrupt your gas supply to complete the work and therefore, need to gain access inside your property to safely restore the gas supply to all your gas appliances. If you are not at the property at the time of the works, whilst we may be able to complete the maintenance works, we will not be able to restore your gas supply, and therefore your gas supply will be isolated.

How long will this work take?

The work typically takes less than one hour to complete and will be completed on the appointment date and time slot advised in the letter you received.

Your new Meter:

If your meter is due for replacement the new meter will be a direct replacement of your previous meter; it will have the same features you are familiar with.

It will be necessary at times to replace Quantum prepayment meters with the latest prepayment meter (known as the Libra meter). The only functional difference will be that Libra meters record the volume of gas credit in units available rather than the monetary value you may have been used to if you are currently using a Quantum meter.

Your new prepayment meter top up card:

If you gas meter has been replaced, our engineer has left a new gas top-up card, pre-registered with your meter and now ready to use. You can access a quantity of gas via the emergency credit provision (15 cubic metres), should you require it before you add credit to your new meter.

What happens if my existing prepayment meter still has credit on it?

We will notify your gas supplier that we have replaced the gas meter at your property and provide them with all relevant information retrieved from the meter following a diagnostic test, including meter reading data. Your gas supplier will use this information to calculate if a credit refund is due and contact you directly about this.

How long will I have to wait for my refund?

It can take up to 28 days for your gas supplier to assess the information provided by us and notify you of any refund due.

The date provided does not suit - what can I do?

That's no problem; we understand the date must also work for you. Get in touch on 03454 555 555 or email info@phoenixenergyni.com, and we would be happy to pick a time and date that works for you. Please do, however, note that if we do not hear from you, we will carry out the necessary work on this date, leading to the isolation of the gas supply if access is not provided.

I have an Aga/Rayburn appliance. Is there anything I need to do before you arrive?

Unfortunately, Phoenix Energy does not undertake any work on these types of appliances. Therefore, we request that your gas safe registered installer be present during the advised date and time so they can shut down and relight your appliance.

Dog Awareness - Protecting our employees.

It's important to remember that even the friendliest dog can become territorial, which can lead it to cause harm to unknown people visiting your property. Therefore, we request that you secure your dog before our engineer arrives at your property when working on the inside and outside of your property on the advised date and time in the accompanying letter.

Contact details:

If you need to contact Phoenix regarding this planned maintenance visit, please call 03454 555 555 or email info@phoenixenergyni.com.

If you need to speak to your gas supplier following the completion of these works, please find supplier contact details below:

sse Airtricity

T: 0345 900 5253

www.airtricitygasni.com

firmus energy
transitioning to net zero carbon

T: 0330 024 9000

www.firmusenergy.co.uk