

PHOENIX NATURAL GAS LTD

STANDARDS OF SERVICE LEAFLET

PERFORMANCE - 2013

Natural gas is now available to over 300,000 properties across the Phoenix Natural Gas Ltd licensed area. The number of customers connecting to the network has been significant, growing to over 170,000 customers by the end of 2013.

By the end of December 2013 over 3,240 kilometres of new gas pipelines had been constructed across the Greater Belfast area.

Natural gas produces at least 25% less carbon dioxide emissions than other fossil fuels. In 2013 alone the conversion to natural gas removed c.7,000 tonnes of Sulphur Dioxide and c.270,000 tonnes of Carbon Dioxide from the local atmosphere. These environmental benefits will continue and increase as customer numbers rise further.

Phoenix Natural Gas Ltd is committed to delivering a high quality service to its customers. The basis upon which our performance is measured is the company's service standards. The targets themselves have been fully endorsed by the Northern Ireland Authority for Utility Regulation and the Consumer Council for Northern Ireland, the consumer body charged with representing the interests of gas consumers, in accordance with condition 2.9 of the Phoenix Natural Gas Ltd licence.

This report is for the period 1 January 2013 to 31 December 2013.

The Standards

All the standards listed are applicable to domestic customers.

	STANDARD OF SERVICE	ACTUAL	PLANNED PERFORMANCE LEVEL
CUSTOMER CONTACT			
1	<i>Telephone Answering</i> We will endeavour to answer all calls promptly.	We have maintained our call handling resource over the year.	
2	<i>Customer correspondence</i> Written correspondence will receive a reply within ten working days. Correspondence may be responded to by telephone unless you request a written response.	Phoenix Natural Gas Ltd 100%	90%
3	<i>Customer Complaints</i>	All customer contacts have been recorded & classified.	
3a	All complaints, whether made in person, by telephone, in writing, or otherwise will be recorded and classified.		
3b	Complainants will receive a full response to their complaint within 10 days, where applicable.	Phoenix Natural Gas Ltd 100%	85%
CONNECTION			
4	<i>Requests for connection</i> Where gas is available, connection will be offered to you within 15 working days of you accepting the quotation for connection	Phoenix Natural Gas Ltd 94%	85%
RESPONDING TO GAS EMERGENCIES – GAS ESCAPES			
5	<i>Uncontrolled gas escapes</i> Uncontrolled gas escapes will be attended to within one hour of being notified to Phoenix Natural Gas Ltd. An uncontrolled gas escape is where it cannot be ascertained that the gas escape is controlled, which is when the meter control valve has been turned off and this has stopped the gas escape.	Phoenix Natural Gas Ltd 99%	95%

	STANDARD OF SERVICE	ACTUAL	PLANNED PERFORMANCE LEVEL
6	<i>Controlled gas escapes</i> Controlled gas escapes will be attended to within two hours of being notified to Phoenix Natural Gas Ltd.	Phoenix Natural Gas Ltd 100%	95%
8	<i>Gas disconnection</i> Phoenix Natural Gas Ltd will provide alternative heating and cooking facilities where a gas supply has to be disconnected for safety reasons to a domestic customer who is disabled, chronically sick or of pensionable age and who lives alone, or shares the premises with other persons in the same categories, or with a minor.	Phoenix Natural Gas Ltd 100%	90%
ENERGY EFFICIENCY			
10	<i>Reducing your bill.</i> As a major energy provider Phoenix Natural Gas Ltd has a duty to promote the efficient use of our product. We will do this by training relevant staff, by offering free energy efficiency advice to customers and promoting energy efficiency to customers and potential customers.	New Staff are provided with energy efficiency advice as part of their Induction Training. Staff are also provided with specific energy efficiency training and supporting literature throughout the year.	
RESTORATION OF GAS SUPPLY			
11	<i>Within twenty-four hours.</i> Following the disconnection of a domestic customer's gas supply due to a fault in the network, the transportation business will restore, on the basis of reasonable practicality, the domestic customer's supply within twenty-four hours.	Phoenix Natural Gas Ltd 100%	90%

For more details about these standards, copies of Phoenix Natural Gas's Standards of Service leaflet can be obtained by writing to Phoenix Natural Gas, 197 Airport Road West, Belfast, BT3 9ED or by telephoning Phoenix on 08454 55 5555.