

Consumer Information Pack

The following set of standard information details the business and the services that consumers can receive or expect to receive from Phoenix Natural Gas as required under section 2 of the [Consumer Information Code](#).

Steps 1 to 6 below apply to privately-owned housing and commercial premises. We will continue to liaise with the Northern Ireland Housing Executive and Housing Associations to ensure that natural gas, where available, is the fuel of choice for its tenants.

1. How to check gas availability

- 1.1 Phoenix Natural Gas owns, operates and develops the natural gas network throughout the Greater Belfast and Larne area, including Bangor, Holywood, Donaghadee, Millisle, Newtownards, Comber, Newtownabbey, Carrickfergus and Lisburn.
- 1.2 Phoenix Natural Gas has been granted a licence extension to bring the benefits of natural gas to over 28,000 homes and businesses across East Down. This c.£60 million investment means that natural gas will be made available to 13 new towns; Annahilt, Ballygowan, Ballynahinch, Castlewellan, Crossgar, Downpatrick, Dromore, Drumaness, Dundrum, Hillsborough, Newcastle, Saintfield and The Spa. Construction is now underway and updates on the project can be found [here](#).
- 1.3 To find out if your property can get connected, simply enter your postcode online at [Gas Availability](#).
- 1.4 If you would prefer to talk with a Phoenix Natural Gas representative or have us contact you, please get in touch using any of the options detailed in section 10.
- 1.5 The [Phoenix Natural Gas Connection Policy](#) provides full details of how a consumer can obtain a connection to the natural gas network including connection charges, terms for connection, maintaining, repairing, altering, renewing and removing connections.

2. How to contact Phoenix Natural Gas to discuss connecting to the natural gas network

Existing Homes and Businesses

- 2.1 Your Phoenix Natural Gas representative can offer you expert advice to help you save energy and money throughout your home or business as well as a clear explanation of how natural gas could benefit you. To make an appointment please:
 - complete the form online at [Book An Appointment](#) and a member of our Customer Services team will be in contact with you; or
 - get in touch using any of the options detailed in section 10.

New Build Properties and Refurbishments

2.2 Your Phoenix Natural Gas representative would be delighted to talk to anyone with regard to the installation of natural gas in any new build properties or refurbishments. We provide a full design for all projects and will give advice from early design stage to actual installation.

2.3 Please get in touch using any of the options detailed in section 10.

3. How to arrange a connection to the Phoenix Natural Gas network

3.1 To arrange your connection to the natural gas network please call our Customer Services team on 03454 55 55 55¹ or contact us using any of the options detailed in section 10.

3.2 Your home or business will either be fitted with a pre-payment or credit meter; this can be discussed with your Phoenix Natural Gas representative. Once your planned connection date has been confirmed, you should then advise your installer so they can schedule the installation of your natural gas appliances in your home or business.

4. The Phoenix Natural Gas standard Terms and Conditions for connection

4.1 The Terms and Conditions applying to all connected homes or businesses regardless as to whether you have signed a Gas Connection Agreement can be accessed [here](#).

4.2 If you are the current owner of the property, including landlords, you are bound by these terms and conditions of contract.

5. How to choose a supplier

5.1 Phoenix Natural Gas owns, operates and develops the natural gas network throughout the Greater Belfast and Larne area, including Bangor, Holywood, Donaghadee, Millisle, Newtownards, Comber, Newtownabbey, Carrickfergus and Lisburn. Construction is now underway to bring the benefits of natural gas to East Down.

5.2 Phoenix Natural Gas is responsible for connecting homes and businesses to the natural gas network. Home owners or business premises wishing to connect to the natural gas network must request this from Phoenix Natural Gas who will invite them to choose a preferred gas supplier². Phoenix Natural Gas will forward the request to the preferred gas supplier however it is recommended that the property owner contacts the gas supplier directly.

5.3 Once connected, gas users may change³ gas suppliers by simply contacting an alternative gas supplier.

¹ Calls cost from 3p per minute from a BT landline. Calls from mobiles or other networks may vary.

² For administrative purposes and for domestic properties only, a 'commissioning supplier' will always supply gas until the preferred gas supplier completes the registration process.

³ Please note that Phoenix Natural Gas cannot accept instructions directly from a gas user to change their gas supplier.

5.4 Domestic and Commercial Properties

SSE Airtricity

3rd Floor
Millennium House
17 Great Victoria Street
Belfast
BT2 7AQ
Phone: 0345 900 5253
Web: www.airtricitygasni.com

firmus energy

A4/A5 Fergusons Way
Kilbegs Road
Antrim
BT41 4LZ
Phone: 0800 032 4567
Web: www.firmusenergy.co.uk

5.5 Commercial Properties Only

Energia

Greenwood House
64 New Forge Lane
Belfast
BT9 5NF
Phone: 0345 073 0099
Web: www.energia.ie

Vayu Ltd

3rd Floor
Macken House
39-40a Mayor Street
Dublin 1
Phone: 01 884 9400
Web: www.vayu.ie

Electric Ireland

Forsyth House
Cromac Square
Belfast
BT2 8LA
Phone: 0800 056 9914
Web: www.electricireland.com

Go Power

16 Churchtown Road
Cookstown
Co. Tyrone
BT80 9XD
Phone: 02886 760600
Web: www.gopower.co.uk

Flogas Natural Gas Ltd

40 - 48 Airport Road West
Belfast
BT3 9ED
Phone: 02890 730277
Web: www.flogasni.com

6. How to find an installer

- 6.1 From 1st April 2010 the Gas Safe Register⁴ replaced Corgi as the new official hallmark for gas safety in Northern Ireland. To find out more visit the [Phoenix Natural Gas](#) or [Gas Safe Register](#) websites.
- 6.2 To help you find a suitable installer, Phoenix Natural Gas has compiled localised directories of Gas Safe Registered Installation companies who have all demonstrated their ability to meet certain minimum standards.
- 6.3 You may select your location on the map available online at [Find an Installer](#) to view a list of Gas Safe installers in your local area.
- 6.4 Alternatively you can view a list of all Gas Safe Installers that have registered with Phoenix Natural Gas [here](#).
- 6.5 Please ensure that your selected installation company is qualified in the work category you require.
- 6.6 Phoenix Natural Gas accepts no liability for any equipment installed or for the standard of work completed by an installation company listed in the customer guide. The contract for the work carried out is between yourself and your chosen installation company.
- 6.7 For all types of installation work involving any fuel type you will require a building warrant. This can be obtained from your local building control office.

7. How to make an enquiry or lodge a complaint

- 7.1 Phoenix Natural Gas has a separate note which provides you with everything you need to know about making an enquiry. It also describes our complaints handling procedure in the event that you wish to lodge a complaint. To find out more visit [Handling Your Enquiry or Complaint](#).

8. The Phoenix Natural Gas Standards of Service

- 8.1 Phoenix Natural Gas is committed to delivering a high quality service to its customers. Under the Gas (Individual Standards of Performance) Regulations (Northern Ireland) 2014, all gas companies in Northern Ireland must observe a set of Guaranteed Standards of Service. The Phoenix Natural Gas Notice of Rights (“**Notice of Rights**”) explains the individual standards of performance you can expect from us and outlines the compensation you could receive if we fail to deliver these standards.
- 8.2 The Phoenix Natural Gas Notice of Rights and Standards of Service documents can be accessed online at [Standards Of Service](#).

⁴ For further information contact: **Gas Safe Register**, PO BOX 6804, Basingstoke, RG24 4NB;
Phone: 0800 408 5500; Web: <http://www.gassaferegister.co.uk/>

9. Contact Details or other Special Services in the event of an Emergency

If you smell gas you must telephone the 24-hour gas emergency service on 0800 002 001

9.1 Natural gas is a very convenient, clean and versatile fuel. But like all fuels it must be handled wisely to ensure its safety and efficiency.

9.2 If you think you smell gas:

DO

Phone our 24-hour emergency line on **0800 002 001**

Do turn off the gas supply at the meter

Do open doors and windows for ventilation

Do extinguish all naked flames

Do check gas appliances to see if the gas has been left on unlit or that a pilot is out

Do allow immediate access to our engineer

DO NOT

Do not turn any electrical switches, including door entry systems, on or off

Do not use matches or light naked flames

Do not smoke

Do not leave it to someone else to call the emergency service

9.3 Also, for all reports of 'smell of gas in cellar' customers are advised:

- Do not enter the cellar
- Evacuate the entire premises

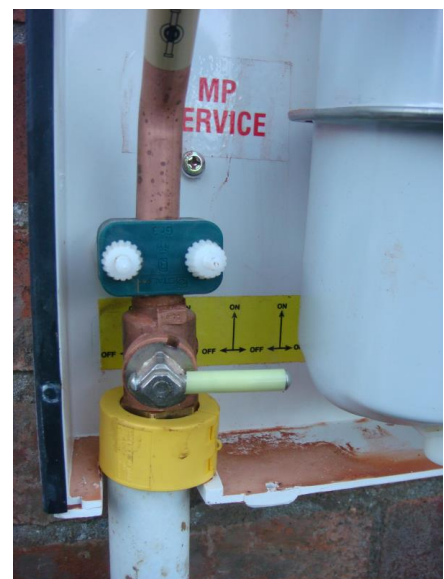
The call handling team may ask you to provide additional information that may be useful to pass on to the first response engineer.

9.4 How to Isolate Your Gas Supply

If you smell gas you must telephone the 24-hour gas emergency service on:

0800 002 001

- In addition, to turn off your gas supply, you first need to locate the gas isolation valve. In many houses or businesses, the gas meter and isolation valve are often located outside in a meter box as illustrated (see picture on the right).
- For further assistance in isolating your gas supply, please refer to the following video clip on our You Tube channel at <http://www.phoenixnaturalgas.com/help-and-advice/health-and-safety/in-an-emergency/>.



10. Contact us

10.1 If you require any advice please get in touch using any of the following options:

10.2 Online

- a. You can contact our Customer Services team by visiting [Get in Touch](#) and completing the online form.

10.3 Telephone

- a. If you would prefer to talk with a Phoenix Natural Gas representative, please call the following number:

03454 55 55 55⁵

- b. Lines open from:

Monday to Thursday - 8.30am to 7pm

Friday 8.30am to 4.30pm

Saturday/Sunday/Public Holidays - Closed

- c. Please note: All enquiries concerning your gas bill, prepayment meter card, direct debit or special payment arrangement should be directed to your gas supplier. Your gas supplier contact details can be found on your latest bill or statement.

10.4 Write

- a. If you would prefer to contact us in writing, please use the following address:

Phoenix Natural Gas
197 Airport Road West
Belfast, BT3 9ED

⁵ Calls cost from 3p per minute from a BT landline. Calls from mobiles or other networks may vary.