



PHOENIX NATURAL GAS LTD

Connection Policy

1st March 2012

Contents

1. Introduction
2. Acceptance of Requests for Connection
 - 2.1 Who can request a connection?
 - 2.2 How to request a connection
 - 2.3 Connection Costs
 - 2.3.1 Connections to Distribution Pipelines
 - 2.3.2 Special Services
3. Charges for Connection
 - 3.1 Premises Readily Connectable
 - 3.1.1 Requiring less than 73,200 kWh per annum
 - 3.1.2 Requiring between 73,200 and 2,196,000 kWh per annum
 - 3.1.3 Secondary Meters
 - 3.2 Premises Not Readily Connectable requiring less than 2,196,000 kWh per annum
 - 3.3 Premises Requiring more than 2,196,000 kWh per annum which use a distribution pipeline
 - 3.4 Pipeline Systems requiring connection to the Network
 - 3.5 Requests for Review of Charges
4. Facilities for Connection to the Distribution System
 - 4.1 The Connecting Pipe and Facilities
 - 4.2 Supply Meter Installation
5. Maintaining, Repairing, Altering, Renewing and Removing Connections
6. Non - Standard Meters and Meters not owned by Phoenix
7. Remote Readers

SCHEDULES:

1. Indicative Costs - Service and Alterations
2. Indicative Costs – Meters
3. Post Connection Activities
4. Allowances for Connections – Consumption up to 2,196,000 kWh per annum
5. Allowances for Connections - Premises not readily connectable requiring additional distribution mains and where consumption is less than 2,196,000 kWh per annum
6. Allowances for Connections – Consumption more than 2,196,000 kWh per annum
7. Meter Tests

APPENDICES:

1. Gas Quality Specification
2. Construction Agreement
3. Information Required by Phoenix when a Connection is Requested

1. INTRODUCTION

The licence granted by the Department of Enterprise, Trade and Investment, formerly the Department of Economic Development, (“The Department”) to Phoenix Natural Gas Limited (Phoenix) for the conveyance of gas includes condition 2.4 that requires Phoenix to issue a statement of policy regarding connection charges, terms for connection, maintaining, repairing, altering, renewing and removing connections.

As the Distribution Network Operator, Phoenix has a Distribution Network Code, which provides the operating policy for the conveyance of gas in its Licensed Area. This statement complies with the Phoenix Distribution Network Code and sets out Phoenix’s connection policy and schedules of current charges, allowances, indicative costs, and technical requirements for potential customers, developers, landlords or Licensed Gas Suppliers. Charges will be adjusted from time to time to reflect costs.

All indicative costs quoted exclude VAT. VAT where applicable will be added at the prevailing rate to any quote for work to be carried out under this connection policy.

Updates to the schedules within this document reflect price fluctuations and revisions other than adjustments made for Retail Prices Index (RPI) will be referred to the Northern Ireland Authority for Utility Regulation, “The Authority” for approval.

Technical requirements will be in accordance with current relevant industry legislation and guidance documents.

It should be noted that The Authority has approved the policy statement defined in this document.

Notes:

1. Copies of the **Phoenix Natural Gas Limited** licence are available at a cost of £20.00 including VAT (plus postage and packing) from:

Northern Ireland Authority for Utility Regulation
Queen’s House
14 Queen Street
Belfast
BT1 6ER

2. Copies of this Connection Policy can be obtained at a cost of £20.00 including VAT from:

Transportation Services Department
Phoenix Natural Gas Limited
197 Airport Road West
Belfast
BT3 9ED

3. Copies of the Phoenix Distribution Network Code can be obtained at a cost of £20.00 including VAT from:

Transportation Services Department
Phoenix Natural Gas Limited
197 Airport Road West
Belfast
BT3 9ED

Alternatively copies of this Connection Policy and the Phoenix Natural Gas Distribution Network Code can be downloaded from the Phoenix website. (www.phoenixnaturalgas.com)

A copy of the Phoenix Natural Gas licence can be downloaded from the Authority's website. (www.uregni.gov.uk)

2. ACCEPTANCE OF REQUESTS FOR CONNECTION

2.1 Who can request a Connection?

A formal request seeking a connection to the Phoenix Distribution Network (“the Network”) may be made to Phoenix by a Licensed Gas Supplier, a Licensed Gas Conveyor or a potential customer.

Licensed Gas Supplier: means any person authorised by licence under Article 8 of the Gas (Northern Ireland) Order 1996 (the "Order") or by exemption under Article 7 of the Order to supply gas to consumers premises

Licensed Gas Conveyor: means any person authorised by licence under Article 8 of the Gas (Northern Ireland) Order 1996 (the "Order") to convey gas to designated areas as set out in its licence (Licensed Area)

There are a number of different types of customer who can request a connection. These include:

- Any owner or occupier of premises
- Any private landlord, housing association or local housing authority
- Any industrial or commercial business
- A developer who constructs new housing developments or industrial units

A request by a potential customer for a connection to the Network will be carried out under the terms of this connection policy and will require the customer to have a Licensed Gas Supplier willing to supply gas to their premises and who is currently legally bound by the terms and conditions of the Phoenix Distribution Network Code.

In addition to the requirement to have a Licensed Gas Supplier, a request for connection will be accepted by Phoenix only if the customer or the third party requesting a connection;

- (i) is willing to pay the connection charges (if applicable)
- (ii) agrees to the terms and conditions for connection and has signed a Gas Connection Agreement
- (iii) is located in a district where gas is either fully available or is likely to become available within 28 days.

“Live gas” information can be secured via Phoenix’s web-site (www.phoenixnaturalgas.com) or by contacting Phoenix on 08454 55 55 55.

Phoenix will respond with a specific statement of the connection charges and other terms of connection within 28 days of receiving a request for connection. (Licence Condition 2.4.6 (c))

2.2 How to request a Connection

When requesting a connection to the Network a potential customer, developer or Licensed Gas Supplier is required to carry out the following:

- 2.2.1** Make full and timely information (**detailed in Appendix 3**) available to Phoenix including details of any planned future development.
- 2.2.2** Provide a suitable position for the meter and associated equipment in accordance with the Gas Safety (Installation and Use) Regulations (NI) 2004 and ensure that appropriate access is made available.
- 2.2.3** As per section M2.9 of the Phoenix Distribution Network Code the Licensed Gas Supplier must also ensure that suitable support, protection and security for the Supply Meter Installation is provided.
- 2.2.4** Provide reliable information to Phoenix on when gas usage is to commence so that a timely connection can be arranged.
- 2.2.5** Make payment to Phoenix of any connection charge due in accordance with this policy prior to connection.
- 2.2.6** In the case of a potential customer, have a Licensed Gas Supplier willing to Supply who is currently legally bound by the terms and conditions of the Phoenix Distribution Network Code before the connection is scheduled.

2.3 Connection Costs

2.3.1 Connections to Distribution Pipelines

Total connection costs are made up of the cost of:

- The actual connection to the main, the service pipe-work, the pressure regulator, the meter and its installation. This includes the excavation, reinstatement and statutory notification required to complete the connection.
- The service pipe-work is dependent upon the length of the service and the peak flow rate, as well as the type of main (low or medium pressure).
- The majority of domestic services require a flow rate of up to 6 scmh. Small industrial and commercial premises such as offices, restaurants, small hotels etc. would typically require a flow rate in the range of 6 - 65 scmh, and large commercial and industrial supplies would be greater than this and are determined on an individual basis.
- Indicative costs vary according to the length of the service, the pressure classification and road classification.

2.3.2 Special Services

Alterations to make a meter more accessible will be carried out on request and without charge for those customers who are determined as chronically sick, of pensionable age or disabled as per the standard licence condition '**Services for Pensioners, Chronically Sick or Disabled Persons**' of a Gas Supplier Licence (Licence Condition 2.11)

The costs shown in **Schedule 1** shall be charged for all other forms of service alteration works in line with costs incurred by Phoenix. Rates that apply to basic Post Connection work are set out in **Schedule 3**.

3. CHARGES FOR CONNECTION

Phoenix's charges for connection are based on the actual costs of carrying out the work necessary and allowances are made which relate to the forecasted annual gas load for each connection to the Network.

Connection costs not charged directly to customers, developers or Licensed Gas Suppliers will be recovered through the published conveyance charges to Licensed Gas Suppliers using the Network.

Connection charges referred to in this statement of policy are for complete service connections, excluding the provision of a meter. Meter charges are set out in **Schedule 2**.

Phoenix reserves the right to charge for any Abortive Visits undertaken by them for the purpose of connection as set out in **Schedule 1**.

3.1 Premises Readily Connectable

As per Schedule 4 Section 5 of the Licence premises whose curtilage is situated within 50 metres of a distribution pipeline may be readily connectable. Exceptional instances may occur where an easement is required due to proposed pipework encroaching a third party's property. In such an instance, obtaining the necessary easement is the responsibility of the party requesting the connection and any associated costs will be borne by the customer, developer or Licensed Gas Supplier. Live gas information can be secured via Phoenix's web-site (www.phoenixnaturalgas.com) or by contacting Phoenix on 08454 555 555.

The connection charges for premises that are currently readily connectable are determined according to forecasted annual gas load:

3.1.1 Requiring less than 73,200 kWh per annum

Currently there is a connection allowance given for a minimum service connection and in most instances for connections requiring less than 73,200 kWh per annum, no connection charge is applicable.

Details of connection costs are shown in **Schedule 1**.

If the customer does not use any gas during the first 12 months after the property is connected, the customer may be required to pay the full costs of connection, including any allowance given.

Additional costs, based on the Phoenix contractor's schedule of rates, may be chargeable to the customer, developer or Licensed Gas Supplier where there is:

- (a) Exceptional length of service on the customer's property i.e. more than 15 metres from the nearest possible connectable main.

- (b) A need for expensive surface reinstatement materials not covered in the Phoenix contractor's normal charges e.g. decorative quarry stone. Standard reinstatement materials include, concrete, bitumen and brick paviors providing that the brick paviors are readily available from local suppliers.
- (c) An inaccessible meter position, for example a meter position that requires specialist equipment for installation. For example: a meter positioned on a first floor balcony.
- (d) Greater than two metres along the gable wall of the property where the gas supply is being fitted. This provision is also subject to Health & Safety Regulations.
- (e) Potential engineering difficulty en route to the meter position due to hazardous surrounding apparatus or ground conditions determined by Phoenix, following a site survey.

Where it is identified that a property may be charged additional costs as per (a) above up to a service length of 50 metres an additional allowance may be made in accordance with the forecasted annual load for the premises. Where the value of the allowance exceeds the costs of connection the charge to the customer, developer or Licensed Gas Supplier will be zero.

Details of connection allowances which maybe available are set out in **Schedule 4**.

3.1.2 Requiring between 73,200 and 2,196,000 kWh per annum

Connection charges will be made based on the Phoenix contractor's agreed schedule of rates. In particular additional costs may be chargeable to the customer, developer or Licensed Gas Supplier where there is:

- (a) Exceptional length of service on the customer's property i.e. more than 15 metres from the nearest possible connectable main.
- (b) A need for expensive surface reinstatement materials not covered in the Phoenix contractor's normal charges e.g. decorative quarry stone. Standard reinstatement materials include, concrete, bitumen and brick paviors providing that the brick paviors are readily available from local suppliers.
- (c) An inaccessible meter position, for example a meter position that requires specialist equipment for installation. For example: a meter positioned on the roof of a commercial building.

- (d) Greater than two metres along the gable wall of the property where the gas supply is being fitted. This provision is also subject to Health & Safety Regulations.
- (e) Potential engineering difficulty en route to the meter position due to hazardous surrounding apparatus or ground conditions determined by Phoenix, following a site survey.

In calculating the connection charge, the length of the service will be taken to be the length of service from the nearest connectable main to the meter position.

Indicative costs are shown in **Schedule 1**.

Allowances may be made in accordance with the forecasted annual load for the premises. Where the value of the allowance exceeds the costs of connection the charge to the customer, developer or Licensed Gas Supplier will be zero.

Details of allowances are shown in **Schedule 4**. From time to time Phoenix may provide additional allowances, where there are operational benefits or where development of the system is accelerated as a result.

If the customer does not use any gas during the first 12 months after the property is connected, the customer may be required to pay the full costs of connection, including any allowance given. Additional costs may be applied to the customer if it is found that there is a difference between the actual load determined via the metered rate and the initial forecasted load as supplied initially by the customer.

3.1.3 Secondary Meters

Where a customer, developer or Licensed Gas Supplier requests a secondary meter to be fitted at a non domestic meter installation, a secondary meter will only be fitted if Phoenix determines it necessary. A secondary meter may be fitted to a non domestic meter installation in line with section 6.12 of the Phoenix Meter Policy. The requested connection will be planned in accordance with Section 3.1 of this Connection Policy.

3.2 Premises Not Readily Connectable requiring less than 2,196,000 kWh per annum

The cost of connection for premises, which are not readily connectable, will include the cost of providing the necessary distribution infill and feeder mains.

Service and meter costs will be determined in the same way as for premises that are readily connectable to the network.

An allowance may be made which corresponds to the level of support provided by conveyance revenue to meet the cost of feeder and infill pipelines within the work packages. The allowance calculated will be deducted from the cost of providing the distribution mains to serve this type of premises.

The customer or Licensed Gas Supplier will be required to contribute the difference between the costs and the allowance allocated. However, where the value of the allowance exceeds the costs of connection the charge to the customer or Licensed Gas Supplier will be zero.

The actual cost to construct the necessary distribution mains to make properties readily connectable may be recovered as a proportion of the overall cost from each previously unconnectable customer, as they become connected to the Network i.e. if the distribution main has the potential to supply more than one premises then any contribution required may be divided among all connectable properties. As each new customer is connected to the Network, they (or their Licensed Gas Supplier) may be asked to pay their proportion of the contribution, before their connection agreement can be accepted.

Details of the allowances which will be made are shown in **Schedule 5**. From time to time Phoenix may provide additional allowances, where there are operational benefits or where this will accelerate development of the system.

3.3 Premises requiring more than 2,196,000 kWh per annum which use a Distribution Pipeline

Connection charges will be made based on agreed Phoenix contractor's schedule of rates.

In calculating the connection charge, the length of the service will be taken to be the length of service from the nearest connectable main to the meter position.

Allowances may be available for premises where the connection involves the installation of a meter whose size is less than or equal to a G1000 i.e. up to a maximum hourly throughput of 1,600 m³ per hour and requires mains and a service length of less than 70 metres.

All premises who do not meet these criteria will be individually assessed by Phoenix.

The customer or Licensed Gas Supplier will be required to contribute the difference between the costs and the allowance allocated. However, where the value of the allowance exceeds the costs of connection the charge to the customer or Licensed Gas Supplier will be zero.

Details of the allowances which will be made are shown in **Schedule 6**. From time to time Phoenix may provide additional allowances, where there are operational benefits or where a connection will accelerate development of the system.

3.4 Pipeline Systems requiring connection to the Network

Connection charges will be based upon the costs of connection, including any reinforcement or increase in the designed capacity of the Network that will facilitate further distribution systems and associated connections.

From time to time Phoenix may provide additional allowance for this type of connection where there are operational benefits or where this will accelerate development of the system. Any requests for such a connection will be individually assessed.

Note: Phoenix has obligations (Licence Conditions 2.4.6(b) and 2.4.11 (b)) not to refuse a request for connection to pipeline systems where the person seeking the connection is willing to pay the charge for connection and comply with the terms for connection. However, it should be noted that under the terms of its Licence, Phoenix has an exclusive entitlement to convey gas to premises in its Licence Area.

3.5 Requests for Review of Charges

If a Licensed Gas Supplier, developer, or potential customer is dissatisfied with proposed charges for connection, they should write to

*The Chief Executive Officer
Phoenix Natural Gas Limited
197 Airport Road West
Belfast
BT3 9ED*

Any request for a review of charges must clearly state the grounds of the objection.

In the event that the matter is not resolved between the party requesting the connection and Phoenix, the requestor has the right to contact The Consumer Council for independent investigation.

The Consumer Council can be contacted at the following address:

*The Consumer Council
Elizabeth House
116 Hollywood Road
Belfast
BT4 1NY*

4. FACILITIES FOR CONNECTION TO THE DISTRIBUTION SYSTEM

A connection is the construction of pipe and facilities to interface with the Network. Typically a connection includes valves, pipe, pressure reduction equipment and a meter installation. This will consist of a meter, valve(s), meter regulator, and filtration where required.

The Phoenix Distribution Network Code refers to a connection as a Supply Meter Installation. This is the metered point of exit between the Network and the supply to a premise. The arrangements for connections vary depending on the size of the annual load and the upstream pressure of the gas main or transmission pipe.

Phoenix's licence to convey gas allows for Phoenix to provide and install a Supply Meter Installation at all Supply Meter Points connected directly to the Network if requested to do so. Phoenix will only fit a Supply Meter Installation once it receives an acceptance of its terms for connection and a Licensed Gas Supplier has confirmed its willingness to supply in accordance with the Phoenix Distribution Network Code.

However, as per the Phoenix Distribution Network Code any Licensed Gas Supplier can choose to install a Supply Meter Installation if the installation is of a type and standard of design and accuracy complying with the IGE Meter Recommendations and any other applicable legal requirements, which are in force at the time of the installation. Responsibility for the maintenance of such a meter will be that of the Gas Supplier.

4.1 The Connecting Pipe and Facilities

To ensure the safety of operations and to meet various statutory and commercial requirements, certain facilities are required at a connection:

The Connecting Pipe: Any main or service pipe will be constructed of either Polyethylene (PE 80 or PE 100) or steel depending upon the operating pressure requirement.

Isolation Valve: All connections to domestic premises with a service pipe having a diameter greater than 32mm should require the installation of a service isolation valve in addition to the standard customer control valve. In addition, all connections to buildings containing several separately metered domestic premises, special risk premises, and all industrial and commercial premises will require a service isolation valve. Medium Pressure domestic connections having a diameter less than 32mm have a flow limiting device and therefore do not require an isolation valve.

Fire Safe Valve: This is a valve that has undergone testing under fire conditions and has met specific criteria for both leakage and operation. This may be required where a connection has no service isolation valve.

Pressure Reduction Equipment: For very large installations an area of land together with planning permission may be required to allow for the installation of pressure reduction equipment.

Optional Additional Facilities for Connections: The following equipment can be supplied at extra cost.

- Pressure regulation
- Twin streams for additional security of supply
- Additional line valves
- Housing for pressure reduction equipment and service riser covers.

4.2 Supply Meter Installation

Filtration Equipment: on large Supply Meter Installations, (throughput of over 40 standard cubic meters per hour (scmh)), separate filtration is normally required to protect the metering equipment and any pressure reduction equipment.

Pressure Regulation Equipment: is required for all sites supplied.

Meter Outlet Valve: Meters with a capacity of more than 40 scmh will be fitted with an outlet valve.

Data loggers: In accordance with the Phoenix Distribution Network Code, data loggers must be fitted to all Supply Meter Points with an annual consumption of greater than 2,196,000 kWh per annum. The measured daily quantities of gas offtaken at a Supply Meter Point with a logger installed are recorded and transmitted to Phoenix's system control centre

Volume Correction Equipment: will be required to convert the measured volumetric consumption to a volume corrected for temperature and pressure at Supply Meter Points with an annual consumption of greater than 2,196,000 kWh per annum.

Optional Extras as part of the Supply Meter Installation: the following can be supplied at extra cost -

- Meter Housing
- Meter By-Pass¹
- Interface for Energy Management Equipment (chatterbox)
- Data loggers for customer use (where not required for Phoenix Distribution Network Code purposes)²
- Additional Over Pressure or Under Pressure Protection Devices
- Non - return valves (normally required where the customer has downstream compression or forced draught equipment)
- Meter clamps, collars and seals

Notes:

¹ A meter by-pass is installed to allow the flow of gas to be diverted so as not to pass through the meter and it therefore secures the continuous offtake of gas at a Supply Meter Point in the event of any failure of part of the meter. It minimises interruption of gas supplies to premises where a continuous flow of gas is essential and also where appropriate helps satisfy particular technical requirements. The meter by-pass presently comes in standard format / configuration for all twin stream units greater than 160 scmh. The circumstances in which a meter by-pass should be utilised are detailed in the Meter By-Pass Procedure, an ancillary agreement of the Phoenix Distribution Network Code.

² The Phoenix Distribution Network Code requires that all Supply Meter Points with an annual consumption of over 2,196,000 kWh are daily read. Therefore Daily Metered Supply Meter points have data loggers installed as standard.

5. MAINTAINING, REPAIRING, ALTERING, RENEWING AND REMOVING CONNECTIONS.

- (i) As owner and operator of the Phoenix Distribution Network for which connections form part, Phoenix will carry out any maintenance, repairs required due to normal operation of the network and renewal that they consider to be necessary and such costs will be recovered through published conveyance charges.
- (ii) The cost of repositioning a connection solely at the customer's request will be charged to the customer or Licensed Gas Supplier as detailed in **Schedules 1 & 3**, except for cases where Section 2.3.2 applies.
- (iii) Where the size of a connection is to be increased due to an increase in the gas load then the costs will be chargeable to the Customer, developer or Licensed Gas Supplier.
- (iv) Phoenix reserves the right to charge for any request received from a customer, developer or Licensed Gas Supplier to downsize any existing Supply Meter Installation. Charges may also be applicable where it is deemed necessary by Phoenix to downsize an existing Supply Meter installation.
- (v) Removal of a connection may be necessary for a variety of reasons such as Licensed Gas Supplier isolation requests or unoccupied premises or site redevelopment or for network safety purposes. Phoenix will seek to recover the cost of equipment owned by it and described in Section 4 above from the Licensed Gas Supplier, developer, tenant or owner of the premise. In the instance where the removal of a connection is undertaken on the grounds of network safety a charge may be made, or where a request for isolation of a connection has been made by the Licensed Gas Supplier, the costs will be charged, to the Licensed Gas Supplier or Customer as detailed in **Schedules 1 & 3**.
- (vi) Phoenix reserves the right to charge the individual Licensed Gas Supplier for replacing damaged meters where it is proven that the meter replacement is as a direct result of the consumer, developer, landlord or the Licensed Gas Supplier actions or negligence.
- (vii) The cost of replacing a stolen meter at a domestic property will be charged to the customer, developer, landlord or Licensed Gas Supplier as detailed in **Schedule 3**.
- (viii) The cost of replacing a stolen meter at an industrial or commercial property will be costed and charged on an individual basis.
- (ix) As per section 4.2 of the Phoenix Revenue Protection Policy, when it has been established that theft of gas, criminal damage to Phoenix asset, meter and/ or supply tampering, or recovery of stolen assets has occurred an investigation will commence. A bill for restitution for the costs associated with any meter and / or supply interference will be determined by Phoenix (as detailed in **Schedule**

3). This bill will include an estimation of stolen gas for the relevant period obtained through consultation with the respective Licensed Gas Supplier.

(x) Phoenix or the Licensed Gas Supplier may obtain an entry warrant under the relevant legislation. All warrants obtained by Phoenix or the Licensed Gas Supplier will be executed by Phoenix. The associated costs with the execution of any entry warrant will be calculated by Phoenix based on actual costs and will be recovered from the customer, developer, landlord or Licensed Gas supplier.

(xi) Where a customer or Licensed Gas Supplier requests work to be undertaken to their connection, the costs detailed in **Schedules 1 & 3** will apply. Any work not detailed in the Schedules will be charged by Phoenix on a time and materials basis, and prevailing uplifts will be applied.

(xii) Where there is a customer requirement for non-standard operating pressure (elevated pressure), the customer or Licensed Gas Supplier may be liable for all associated costs with the components required to elevate the pressure and the time associated with the fitting of these parts. (**Table 5.1** below shows the indicative costs for non standard operating pressure)

(xiii) Non-standard operating pressures are not available when the connection is supplied from a low pressure distribution system. Non-standard operating pressures for customers connected to the medium pressure Network may be declined based on Network Operating conditions. A customer or Licensed Gas Supplier who requests non-standard pressures must confirm in writing that the system to which the meter is connected can safely operate at the requested pressure under fault conditions.

(xiv) Phoenix reserves the right to charge for any Abortive Visits undertaken by them for the purpose of post connection activities as set out in **Schedule 3**.

Table 5.1: Indicative Costs for Non Standard Operating Pressure

All indicative costs quoted exclude VAT. VAT where applicable will be added at the prevailing rate to any quote.

Option	Work Required	Charge £ (excluding VAT)
1	For connections with a capacity up to 40scmh	£ 111.57
2	For connections with a capacity between 65smch and 160 scmh	£ 146.46
3	For connections with a capacity between 250scmh and 400 scmh	£ 181.33
4	For connections with a capacity greater than 400 scmh	Cost subject to technical survey

6. NON - STANDARD METERS AND METERS NOT OWNED BY PHOENIX

Where a Licensed Gas Supplier wishes to have a non-standard meter installed, or wishes to have their own meter installed, Licence Conditions 2.6.2 and 2.6.3 respectively will be applied. However, as per the Phoenix Distribution Network Code any Installation undertaken by a Licensed Gas Supplier must be of a type and standard of design and accuracy complying with the IGE Meter Recommendations and any other applicable legal requirements which are in force at the time of the installation. Responsibility for the maintenance of such a meter will be that of the Gas Supplier.

7. REMOTE READERS:

The installation of remote readers will only be available where it is determined that the domestic customer is chronically sick, of pensionable age or disabled under the standard condition 2.11 of a Gas Supplier Licence: 'Services for Pensioners, Chronically Sick or Disabled Persons' and will be supplied free of charge.

SCHEDULE 1:

Indicative Costs: Services and Alterations

All indicative costs exclude VAT. VAT where applicable will be added at the prevailing rate to any quote.

Indicative Costs For Connection to a Low Pressure (75 mbar) main

Peak Flow (scmh) Less than	Cost per Length (metres) (excluding VAT)					Additional £ per Metre (excluding VAT)
	0 - 5	5 - 15	15 - 25	25 - 35	35 - 50	
6	£ 582.49	£ 662.22	£ 804.89	£ 942.64	£ 1,238.75	£ 22.00
16	£ 582.49	£ 1,082.23	£ 1,631.05	£ 2,179.87	£ 2,972.61	£ 60.98
25	£ 594.39	£ 1,082.23	£ 1,631.05	£ 2,179.87	£ 2,972.61	£ 69.63
40	£ 594.39	£ 1,082.23	£ 1,631.05	£ 3,589.15	£ 4,494.36	£ 69.63
65	£ 594.39	£ 2,335.78	£ 2,962.46	£ 3,589.15	£ 4,494.36	£ 69.63
100	£ 1,778.73	£ 2,335.78	£ 2,962.46	£ 3,589.15	£ 4,494.36	£ 74.65
160	£ 1,778.73	£ 2,459.41	£ 3,131.22	£ 3,803.02	£ 4,773.41	£ 74.65
250	£ 1,862.25	£ 2,459.41	£ 3,131.22	£ 3,803.02	£ 4,773.41	£ 91.72

Indicative Costs For Connection to a Medium Pressure (4bar) main.

Peak Flow (scmh) Less than	Length (metres) (excluding VAT)					Additional £ per Metre (excluding VAT)
	0 - 5	5 - 15	15 - 25	25 - 35	35 - 50	
6	£ 636.87	£ 698.63	£ 832.81	£ 966.58	£ 1,245.38	£ 22.00
16	£ 636.87	£ 698.63	£ 832.81	£ 966.58	£ 1,245.38	£ 53.44
25	£ 636.87	£ 698.63	£ 832.81	£ 966.58	£ 1,245.38	£ 53.44
40	£ 636.87	£ 698.63	£ 832.81	£ 966.58	£ 1,245.38	£ 53.44
65	£ 597.46	£ 1,091.43	£ 1,647.14	£ 2,202.85	£ 3,005.55	£ 61.75
100	£ 597.46	£ 1,091.43	£ 1,647.14	£ 2,202.85	£ 3,005.55	£ 61.75
160	£ 597.46	£ 1,091.43	£ 1,647.14	£ 2,202.85	£ 3,005.55	£ 61.75
250	£ 597.46	£ 1,091.43	£ 1,647.14	£ 2,202.85	£ 3,005.55	£ 61.75

Indicative Costs for Service Alterations up to and including 6 scmh

(Costs below are based on works being completed during one visit)

Option	Work Required	Charge £ (excluding VAT)
1	Disconnect meter, box and fittings and re-fix in location not exceeding 1 metre from original site. Excluding downstream pipework	£ 382.23
2	Disconnect meter, box and fittings and re-fix in location 1 - 5 metres from original site. Excluding downstream pipework	£ 544.92
3	Disconnect meter, box and fittings and re-fix in location not exceeding 5-10 metre from original site. Excluding downstream pipework	£ 850.52
4	Disconnect meter, box and fittings and re-fix in location not exceeding 1 metre from original site. Including downstream pipework	£ 406.67
5	Disconnect meter, box and fittings and re-fix in location 1 - 5 metres from original site. Including downstream pipework	£ 620.98
6	Disconnect meter, box and fittings and re-fix in location not exceeding 5-10 metre from original site. Including downstream pipework	£ 1,032.69

Indicative Costs for Low Pressure Service Disconnection up to and including 6 scmh (1st Visit)

Option	Work Required	Charge £ (excluding VAT)
1	Disconnect and remove meter installation, cap and seal service pipework at mains connection.	£ 532.23

Indicative Costs for Medium Pressure Service Disconnection up to and including 6 scmh (1st Visit)

Option	Work Required	Charge £ (excluding VAT)
1	Disconnect and remove meter installation, cap and seal service pipework at mains connection.	£ 533.73

Indicative Costs for Service Reconnection (2nd Visit) up to and including 6 scmh (2nd Visit)

Option	Work Required	Charge £ (excluding VAT)
1	Reconnect service pipework at mains location, and install meter	£ 536.72

Abortive Visit Costs – New Connections

Option	Work Required	Charge £
1	Meter Fitter	£ 44.42
2	Distribution Team	£ 117.43

Notes:

1. For the majority of minimum service connections whose annual consumption is less than 73,200 kWh no connection charge is applicable. The connection costs include all items listed under section 2.3.1.
2. For alterations to a service where the meter installation has consumption greater than 6 scmh, a technical survey is required to assess costs.
3. Service alterations re-fixed greater than 10m from the original point of installation require a technical survey to assess costs.
4. For PE, steel outlet pipework or installations that may require access equipment for relighting (e.g. suspended air heaters) the above prices are not applicable and would be subject to survey and quotation.
5. Downstream Work rates include for the installation of copper pipework up to 28mm in diameter, and relight of low level appliances
6. All Costs are in 2011 prices and are subject to a minimum RPI increase, but may also change as agreed by The Authority.
7. All costs quoted in **Schedule 1** are exclusive of VAT. VAT will be added if applicable at the prevailing rate to each quote.
8. VAT is not charged for service costs for new connections in an existing domestic or any new build property.
9. All costs are determined using the assumption of a category 4 road type.

SCHEDULE 2:

Indicative Costs: Meters

These material costs are applicable to first installations and for replacement thereof.

All indicative costs exclude VAT. VAT where applicable will be added at the prevailing rate to any quote.

2.1 Low Pressure (LP 75 mbar) – (Includes Meter Box, Fittings & Gas Regulator)

Excludes Gas Meter

Peak Flow (scmh) Less than	CPRM Semi Concealed	CPRM Surface Mount	CPRM Recessed	CPRM Internal	CPRM Hybrid
6	£ 54.70	£ 50.43	£ 46.43	£ 26.48	£ 49.54

2.2 Medium Pressure (MP 4bar) - (Includes Meter Box, Fittings & Gas Regulator)

Excludes Gas Meter

Peak Flow (scmh) Less than	CPRM Semi Concealed	CPRM Surface Mount	CPRM Recessed	CPRM Hybrid
6	£ 108.59	£ 143.28	£ 156.38	£ 129.53

2.3 Indicative Costs for 6 scmh Meter - LP & MP

Peak Flow (scmh) Less than	Credit Meter	Debt Recovery Meter	Prepayment Meter
6	£ 25.84	£ 169.74	£ 124.08

2.4 Indicative Costs for Low Pressure (75 mbar) Meter

(Includes Meter Box, Fittings, Meter, Regulator)

Peak Flow (scmh) Less than	CPRM Single Stream	CPRM Twin Stream
16	£ 957.51	N/A
25	£ 1,487.87	N/A
40	£ 1,684.23	N/A
65	£ 4,998.15	£ 9,419.34
100	£ 6,216.30	£ 11,855.63
160	£ 6,946.01	£ 13,109.21
250	£ 9,036.53	£ 16,529.98

2.5 Indicative Costs for Medium Pressure (4 bar) Meter

(Includes Meter Box, Fittings, Meter, Regulator)

Peak Flow (scmh) Less than	CPRM Single Stream	CPRM Twin Stream
16	£ 791.38	N/A
25	£ 1,855.60	N/A
40	£ 2,322.91	N/A
65	£ 4,603.03	£ 8,525.48
100	£ 6,207.24	£ 8,562.93
160	£ 7,735.17	£ 9,217.01
250	£ 9,206.89	£ 16,727.99

Notes:

1. The costs detailed in Schedule 2 above are applicable also to the disconnection or reconnection of meters not owned by Phoenix in any premises.
2. All costs quoted in Schedule 2 are exclusive of VAT. VAT will be added if applicable at the prevailing rate to each quote.
3. VAT is not charged for meter costs for new connections in an existing domestic or any new build property.
4. VAT is not charged for the installation of remote card readers if it is installed as part of a new connection in an existing domestic or new build domestic property.

SCHEDULE 3:

Post Connection Activities

Domestic Post Connection Activities

All Domestic post connection charges quoted apply to 6 scmh meter installations only. Any domestic meter installations larger than 6 scmh will be charged at the prevailing I&C post connection activity rates.

Activity	Licensed Gas Supplier / Customer Charge £ (excluding VAT)
6 scmh Disconnection ^{1 and 2 and 3}	£ 63.00
6 scmh Reconnection ^{2 and 3}	£ 63.00
Disconnection and/or Reconnection of non standard gas meters	Subject to technical survey
6 scmh Meter Exchange ⁴	£ 63.00
Alter Position of Meter and Service	Refer to Schedule 1
Stolen Meter Charge ⁵	£ 179.00
Revenue Protection Charge ⁶	£ 319.37

I&C Post Connection Activities

Activity	Licensed Gas Supplier / Customer Charge £ (excluding VAT)
Disconnect and remove meter installation, cap and seal service pipework at meter box location. U16	£ 119.14
Disconnect and remove meter installation, cap and seal service pipework at meter box location. U25	£ 121.46
Disconnect and remove meter installation, cap and seal service pipework at meter box location. U40	£ 121.46
For connections with a capacity greater than U40 scmh	Subject to technical survey
Industrial & Commercial Reconnection	Subject to technical survey
Disconnection and/or Reconnection of non standard gas meters	Subject to technical survey
Alter Position of Meter and Service	Refer to Schedule 1
Customer Energy Management System	£ 499.43
Stolen Meter Charge ⁵	Subject to technical survey
Revenue Protection Charge ⁶	Subject to technical survey

Abortive Visit Costs – Post Connection Activities

Option	Work Required	Charge £
1	Meter Fitter	£ 44.42
2	Distribution Team	£ 117.43

Meter Box Repair Costs

Meter Box Activity	Surface Mounted Box	Multi-box	Recessed ⁷	Semi - Concealed ⁸
Replace Door/ Front Cover	£ 89.55	£ 79.22	£ 72.91	£ 79.67
Hinge Replacement	N/A	£ 101.59	£ 64.14	£ 64.23
Replace Locking Mechanism	N/A	£ 65.47	£ 65.47	£ 66.67

Replace Meter Box only	£ 220.57	£ 491.60	£ 499.78	£ 498.61
Replace Meter Box and Fittings (LP – No excavation)	£ 260.13	N/A	N/A	N/A
Replace Meter Box and Fittings (LP – excavation required)	£ 549.36	£ 539.79	£ 554.39	£ 550.93
Replace Meter Box and Fittings (MP – No excavation)	£ 330.85	N/A	N/A	N/A
Replace Meter Box and Fittings (MP – excavation required)	£ 620.08	£ 614.56	£ 640.97	£ 604.66

¹ A Licensed Gas Supplier may not be charged if at the point of disconnection of a domestic property, Phoenix determines that the meter has not registered any gas usage since installation.

² A request from a Licensed Gas Supplier for disconnection or reconnection due to debt is chargeable.

³ The charge quoted for Domestic Disconnection and Domestic Reconnection is for meter removal only in the case of disconnection and refitting of meter only for reconnection. The charge does not include excavation costs which would be chargeable if required.

⁴ Phoenix may agree to carry out one free meter exchange per annum at a domestic property only where the exchange results in a change in payment method e.g. credit meter to prepayment meter. Any meter exchange resulting in a similar payment method meter being installed or any additional request by a customer, developer or Licensed Gas Supplier will be chargeable. For clarification Phoenix will meet the cost of like for like meter exchanges of any type if the meter is determined as faulty.

⁵ Domestic stolen meter charges assume a like for like replacement meter. I+C stolen meter charges will be costed on an individual basis.

⁶ Revenue protection charges include the costs of completing meter tests, inspecting and removing meters and the replacement of meters removed.

⁷ Due to recessed boxes being installed in the fabric of the building the customer must arrange for a third party to remove the damaged box and the refitting of the replacement recessed box.

⁸ Semi - concealed meter boxes have been discontinued and as such there replacement is subject to technical survey.

Notes:

1. Costs are in 2011 prices and are subject to a minimum RPI increase.
2. All costs quoted in Schedule 3 are exclusive of VAT. VAT will be added at the prevailing rate to each quote.
3. Any change in costs other than those being adjusted for the purposes of RPI will only be changed following consultation with the Authority
4. All Schedule 3 charges exclude excavation (except where specifically stated); this will be charged using an appropriate rate.

SCHEDULE 4:

Allowances: Consumption up to 2,196,000 kWh per annum

Consumption up to 73,200 kWh

Total Annual Consumption (kWh)	Allowance
< 73,200	£750

Additional Allowance Available:

Where it is identified that a property may be charged additional costs due to the exceptional length of service i.e. more than 15 metres but less than 50 metres from the nearest possible connectable main an additional allowance may be made in accordance with the forecasted annual load for the premises. Where the value of the allowance exceeds the costs of connection the charge to the customer, developer or Licensed Gas Supplier will be zero.

Any additional costs associated with a service length over 50 metres are chargeable. Details of additional charges are detailed in schedule 1.

Total Annual Consumption (kWh)	Additional Allowance
< 73,200	5.62 p / kWh ¹

¹The maximum allowance available for exceptional lengths of service i.e. more than 15 metres but less than 50 metres from the nearest possible connectable main is capped at £1,260.

**Consumption greater than or equal to 73,200 and less than
2,196,000 KWh per annum**

The allowance available in £ sterling for new connections in this consumption band will be assessed on an individual basis and if appropriate calculated using the following formula:

$$\text{Available Allowance} = (\text{Forecast Annual Consumption in kWh} + 317,844) / 154$$

For example, the allowance available for a connection with an estimated annual consumption of 735,000 kWh is:

$$\text{Available Allowance} = (735,000 + 317,814) / 154 = \text{£6,836}$$

Notes:

1. Allowances may be made in accordance with the forecasted annual quantity for the premises.
2. Where the value of the allowance exceeds the costs of connection the charge to the Licensed Gas Supplier or customer will be zero. Where the value of the allowance is less than the cost of the connection, then the remaining cost of the connection may be recovered from the customer or Licensed Gas Supplier.
3. If the Customer does not use any gas during the first 12 months after the property is connected, the Licensed Gas Supplier or customer may be required to pay the full cost of connection, including any allowance given.
4. Allowances will only be offered for new installations.

SCHEDULE 5:

Allowances: Not Readily Connectable where additional distribution mains are required and where consumption is less than 2,196,000 kWh per annum

Property Type	Additional Allowance
For each property (using less than 73,200 kWh p.a.)	£303
For properties consuming between 73,200 and 2,196,000 kWh p.a. (infill mains only required)	£368
For properties consuming between 73,200 and 2,196,000 kWh p.a. (infill and feeder mains required)	£433

Notes:

1. Additional allowances for properties not readily connectable where additional distribution infill and feeder mains are required are in addition to the allowances available for new connections as detailed in **Schedule 4** above.
2. The allowances will be applied to single connections and to the cost of providing connections to a group of properties.
3. Where there is a single developer the total net contribution will be met by them.
4. Where the value of the allowance (connection allowance as per **Schedule 4** plus additional distribution mains allowance) exceeds the total costs of connection the charge to the Licensed Gas Supplier, customer or developer will be zero. Where the value of the allowance is less than the cost of the connection, then the remaining cost of the connection may be recovered from the Licensed Gas Supplier, customer or developer
5. Allowances will only be offered for new installations.

SCHEDULE 6:

Allowances: Where consumption is more than 2,196,000 kWh per annum which use a Distribution Pipeline

Type of Supply Meter Point	Allowance (£'s)
Daily Metered	£22,464

Notes:

1. Allowances may be available for premises where the connection involves the installation of a meter whose size is less than or equal to G1000 (maximum hourly throughput of 1,600 m³ per hour) and requires mains and a service length of less than 70 metres.
2. Any premise whose consumption is greater than 2,196,000 kWh and where the proposed connection to the network does not meet the criteria set out in paragraph 1 above will be individually assessed Phoenix and any allowance that may be available will be subject to approval by the Authority
3. Where the value of the allowance exceeds the costs of connection the charge to the Licensed Gas Supplier or customer will be zero. Where the value of the allowance is less than the cost of the connection, then the remaining cost of the connection may be recovered from the customer or Licensed Gas Supplier
4. Allowances will only be offered for new installations.

SCHEDULE 7:

Meter Tests

All meter tests will be carried out using the OFGEM Approved Registration Test
The meter type installed will determine the cost of a meter test:

Meter Type	OFGEM Approved Registration Test Fees £ (excluding VAT)
Diaphragm (U6, U16, U25, U40 or G equivalent)	£163.80 ¹
Electronic (E6, Libra, Quantum)	£163.80 ¹
RPD (<650m3)	£163.80 ¹
Turbine (>= 650 m3)	£163.80 ¹

¹ Removal, refitting and replacement of the meter will be charged in addition to the price quoted above. The price quoted excludes carriage, which will be applied depending on the size and weight of the meter to be tested.

Meter Operation Test (On-Site Test)

Tenure	Meter Operation Test (On-Site Test) Fees £ (excluding VAT)
Domestic	£63.00
Commercial	£63.00 ²

² Meter Operation Tests performed on commercial meters will only confirm meter index registration.

Notes:

1. All meter tests must be paid for in advance. A full refund will be given if the meter is determined to be faulty.

APPENDIX 1:

Gas Quality Specification

The Gas Safety (Management) Regulations (Northern Ireland) 1997 state that gas can only be conveyed if it complies with the requirements of part I of the following schedule (regulation 8). In circumstances where it is necessary to prevent a supply emergency arising from a loss of pressure in a network or any part thereof, the Northern Ireland Network Emergency Co-ordinator may authorise the conveyance of gas which complies with part II of the schedule.

PART I - REQUIREMENTS UNDER NORMAL CONDITIONS

1. The content and characteristics of the gas shall be in accordance with the values specified in the following table.

<i>Content or characteristic</i>	<i>Value</i>
hydrogen sulphide content	5mg/m ³
total sulphur content (including H ₂ S)	50mg/m ³
hydrogen content	□0.1% (molar)
oxygen content	0.2% (molar)
Impurities	shall not contain solid or liquid material which may interfere with the integrity or operation of pipes or any gas appliance (within the meaning of regulation 2 (1) of the 1997 Regulations) which a consumer could reasonably be expected to operate;
hydrocarbon dewpoint & water dewpoint	Shall be at such levels that they do not interfere with the integrity or operation of pipes or any gas appliance (within the meaning of regulation 2(1) of the 1997 Regulations) which a consumer could reasonably be expected to operate;
WN	(i) 51.41 MJ/m ³ , and (ii) 47.20 MJ/m ³
ICF	0.48
SI	0.60

Notes:

1. The gas shall have been treated with a suitable stenching agent to ensure that it has a distinctive and characteristic odour which shall remain distinctive and characteristic when the gas is mixed with gas which has not been so treated, except that this paragraph shall not apply where the gas is at a pressure of above 7 bar gauge.
2. The gas shall be at a suitable pressure to ensure the safe operation of any gas appliance (within the meaning of regulations 2(1) of the 1997 Regulations) which a consumer could reasonably be expected to operate.

PART II - REQUIREMENTS FOR GAS CONVEYED TO PREVENT A SUPPLY EMERGENCY

1. The requirements of the gas referred to in regulation 8(2) and (4) are:
 - (a) WN
 - (i) 52.85 MJ/m³, and
 - (ii) 46.50 MJ/m³: and
 - (b) ICF: 1.49

and in all other respects the gas shall conform to the requirements specified in Part I of this Schedule, as if those requirements were repeated herein.

Notes:

WN - Wobbe Number

ICF - Incomplete Combustion Factor

SI - Soot Index

APPENDIX 2:

Construction Agreement

Articles

1. Definitions
2. The Company's Obligations
3. Phoenix's Obligations
4. Completion Dates
5. Extensions of Time
6. Payment
7. Indemnity
8. Force Majeure
9. Termination
10. Notices
11. Confidentiality
12. Intellectual Property
13. Entirety of Agreement and Amendments
14. Assignment
15. Sub - Contracting
16. Warranty
17. Ownership
18. Waiver and Amendments
19. Publicity
20. Governing Law

- Annex 1 - Phoenix's Obligations
Annex 2 - Company's Obligations

APPENDIX 3:

Information Required by Phoenix when a Domestic Connection is Requested

Phoenix initial assessment of the costs of connection and any reinforcement will be more accurate if full information is provided when a request is made. The information required by Phoenix to undertake a full evaluation of the new connection required is detailed below.

In the absence of all the required information, Phoenix will indicate in their response any assumptions that have been made.

Site Details Information:
Site Address - including Meter Post Code ¹
User name and address
Supply Meter Point Registration Date ²
Date of Submission
Consumer on Gas Supplier vulnerable customer scheme ³

¹ Meter Post Code: This is the recognised postcode for the address of the property to be connected to the gas network.

² Supply Meter Point Registration Date for new connections is the date the meter is installed and is the date on which a Gas Supplier has agreed with Phoenix to take responsibility for all transportation costs associated with this Supply Meter Point.

³ A vulnerable customer is defined as a domestic customer who is chronically sick, of pensionable age or disabled under the standard condition 2.11 of a Gas Supplier Licence: 'Services for Pensioners, Chronically Sick or Disabled Persons'

Information Required by Phoenix when an Industrial or Commercial Connection is Requested

Phoenix initial assessment of the costs of connection and any reinforcement will be more accurate if full information is provided when a request is made. The information required by Phoenix to undertake a full evaluation of the new connection required is detailed below.

In the absence of all the required information, Phoenix will indicate in their response any assumptions that have been made.

Site Details Information:
Site Name
Site Address - including Post Code
Company name(s) and address(es)
Gas Supplier
Supply Meter Installation Information:
Load Type - Heating or process
Likely supply type (firm or interruptible gas)
If supply type is interruptible, details of the alternative fuel source
First date that gas is required including commissioning
SMP Capacity (Peak day flow) - kWh/day
Peak hourly flow - kWh
Annual Quantity – kWh per annum
Supply Pressure - bar
Required Operating Pressure - mbar
Max Operating Pressure - mbar
Lowest Operating Pressure - mar
Design Minimum Pressure - mbar
Max Incidental Pressure - mbar
Strength Test Pressure - mbar
Max Flow Rate - scmh
Min Flow Rate - scmh
Any special equipment requirements at the connection (e.g. elevated pressure requirements ¹)
Priority Customer (Yes/No) ²

Notes:

- 1 Phoenix will make certain assumptions if this information is not provided. However, it should be noted that 'special' services such as a requirement for a working pressure greater than 21mbar may have a significant impact on connection and reinforcement costs.
- 2 Condition 2.8.9 of the Phoenix Conveyance Licence requires Phoenix to establish a list of non-domestic consumers who should be given priority with

respect to the maintenance of a supply of gas to their premises in the event of a gas emergency.