



Meter Housing Damage

It is the responsibility of a property owner to adequately maintain their meter housing (box) to ensure that our meter apparatus is not exposed to the elements. Should our apparatus fail as a consequence of damage to the meter housing; the property owner will be charged for any replacement meter apparatus parts and the labour element of any repair work.

Where the meter housing damage is deemed critical our engineer will delay the repair to the meter apparatus until the housing is brought up to the required standard by the property owner.

Repair Options

Phoenix Natural Gas encourages property owners to repair their meter boxes themselves whenever this is practical. Most replacement parts are simple to fit and can be obtained from on-line suppliers or in some cases purchased direct from Phoenix Natural Gas.

The first section of this schedule covers where you can to get replacement parts so you can undertake the repair yourself.

The second section gives details of the repairs that we can carry out on a labour and material basis. If you wish to avail of this service please telephone 03454 555555, pay for the required repair and we shall make an appointment with you to do the work.

Section 1: Obtaining Replacement Parts to Facilitate 'Self-Repair'.

1.1: Replacement Lids/Covers/Doors from On-Line Suppliers

It is important that having identified the type of housing you have (from photographs on this site) you should measure your existing lid/cover/door carefully before checking availability on one of the sites listed. There are many different types/model of housing and it is imperative that you have all the relevant information before placing your order.

Phoenix Natural Gas has no contractual or commercial relationship with any of the suppliers listed and any agreement made, including any financial transactions, are solely between you and the supplier.

If you identify a supplier who is not listed please email their details to info@phoenixnaturalgas.com and we shall be delighted to add them.

The link to the supplier's website might not always operate. If you have difficulty we suggest you type the address into your browser.

Prices Valid from March 1st 2017

<u>Box Type</u>	<u>Supplier</u>	<u>Part Description</u>
Surface Mounted Box <i>(note: the MK1 and MK2 Lids/Doors are not interchangeable)</i>	www.meterboxesdirect.co.uk	Lid: M097 (Mk1 without Vents) <i>(Door not available separately)</i>
	www.meterboxes.co.uk	Lid: GDP0004(MK2 with Vents) MK2 Door: GDP0005 Latch: EK0006
	www.meterprovida.com	MK2 Door: G70037 IS0006 Latch: KT0008 <i>(website is difficult to navigate)</i>
Recessed Box	www.meterboxesdirect.co.uk	Door: GD0006(Killarney) Latch: EK 0006 Hinges: EK0004
	www.meterboxes.co.uk	Latch: KT0008 IS0020 Hinges: KT0004 IS0033
	www.meterprovida.com	<i>(website is difficult to navigate)</i>
Multi-box Lid	www.meterboxes.co.uk	Lid: G60035
	www.meterprovida.com	<i>(website is difficult to navigate)</i>
Semi Concealed	www.meterboxes.co.uk	Lid: G60033 (5 Panels) Lid: G60054 (4 Panels) Hinges: KT0010
	www.ritherdon.co.uk	Lid: R24M (5 Panels) Lid: R24H (4 Panels)
	www.mytub.co.uk	Lid: 320536 (4 panels)
	www.meterprovida.com	<i>(website is difficult to navigate)</i>
Universal Latch Kit	www.meterboxes.co.uk	KT0008
	www.meterprovida.com	<i>(website is difficult to navigate)</i>
	www.meterboxesdirect.co.uk	EK0006

1.2: Replacement Lids/Covers/Doors Direct from Phoenix Natural Gas

If you wish to purchase and collect a replacement part direct from Phoenix Natural Gas it is important that you identify the type of box you have (from photographs on this site) and measure your existing lid/cover/door carefully before calling **03454 555555** to place your order.

When you call you will be asked to pay for the replacement part and having done so you will be given an order number which you will have to state when collecting the item from our stores. There is no home delivery service on these items and you will be given a collection date, with a time window between 10am and 4pm, weekdays only. Collections can usually be arranged same day when payment is made before 1pm or on the next working day following receipt of payment. All prices include VAT.

Tip: To ensure you get the right replacement part why not bring the damaged one with you, if you have it. We also dispose of it for you.

Supply Only Part (purchaser must collect)	Surface Mounted Box (all types)	Multi-box	Recessed	Semi – Concealed (both types)
Replacement Door/Cover/Lid (New door lock included)	£45.99	£23.10	£17.02	£23.98
Door Hinge Pins/Screws	N/A	N/A	N/A	£1.81 Can only be purchased with new lid

PLEASE NOTE THAT THESE ITEMS ARE NOT SOLD ON A SALE OR RETURN BASIS. WHERE ITEMS ARE RETURNED AN ADMINISTRATION CHARGE WILL BE APPLIED TO THE REFUND TRANSACTION.

Section 2: Phoenix Natural Gas Meter Box Repair Charges (including VAT)

Repair Activity	Surface Mounted Box	Multi-box	Recessed	Semi - Concealed
Replace Door/Cover/Lid (Including hinge pins and/or screws-as appropriate. Actual hinges extra)	£ 146.14 <i>Self -Repair Feasible</i>	£ 125 <i>Self -Repair Feasible</i>	£ 119.38 <i>Self -Repair Feasible</i>	£ 125.82 <i>Self -Repair Feasible</i>
Door Hinge Pins/Screws (Excluding replacement door/cover/lid)	N/A	£148.98	£111.61 <i>Self -Repair Feasible</i>	£ 105.33 <i>Self -Repair Feasible</i>
Door Locking Mechanism Only (excludes any other parts)	N/A	£107.14 <i>Self -Repair Feasible</i>	£107.14 <i>Self -Repair Feasible</i>	£107.14 <i>Self -Repair Feasible</i>
Replace Whole Meter Box Utilising Existing Meter Apparatus (Excludes excavation and reinstatement as appropriate)	£ 327.72 <i>Subject to Pre-Survey</i>	N/A	N/A	N/A
Replacement Meter Box Key <i>(Via Post Only)</i>	No Charge	No Charge	No Charge	No Charge
Install Anti-Vandal Cover <i>(Self-Repair Must be Approved in Advance by Phoenix Natural Gas who will also Supply a free Security Lock)</i>	£274.41 <i>Self -Repair Feasible</i>	£272.52 <i>Self -Repair Feasible</i>	£274.41 <i>Self -Repair Feasible</i>	£272.52 <i>Self -Repair Feasible</i>
Supply and Install 'Metal Over-Cover and Lid' on Damaged Meter Box. (Unless Box is Significantly Damaged)	N/A	N/A	N/A	£245.48 <i>Subject to Pre-Survey</i>
Replace Whole Meter Box Utilising Existing Meter Apparatus (No change of position and <u>includes</u> excavation and reinstatement as appropriate)	N/A	£723.22 <i>Subject to Pre-Survey</i>	£ 717.56 ₁ <i>Subject to Pre-Survey</i>	£ 718.18 <i>Subject to Pre-Survey</i>

Note: All the charges above are listed in our Connections Policy and are validated and approved by the 'Northern Ireland Authority for Utility Regulation' and are available in the Phoenix Natural Gas Licence Area Only.

'Self- Repair Feasible'

Where we use this term we assume that a competent person should be able to fit the replacement part(s), without any assistance from Phoenix Natural Gas. See section 1.