



Guaranteed Standards of Service

Accuracy Scheme

January 2017

1. Accuracy Review Scheme

A refund, where applicable, will be paid to customers where quotation amounts are agreed by Phoenix Natural Gas Limited ("PNGL"), or judged by an independent expert, to be inaccurate. PNGL will only be liable for an accuracy claim where the original quotation is inaccurate.

"Accurate" is defined for quotations as:

- Standard Quotation =<275kWh per hour – the correct amount as specified in PNGL connection charging statement issued in accordance with standard condition 2.4 of our Licence.
- Non-Standard Quotation =<275kWh per hour – within 5% or £150 (whichever is greater) of the correct amount as calculated in accordance with PNGL connection charging statement issued in accordance with standard condition 2.4 of our Licence.
- Non-Standard Quotation =>275kWh per hour – within 5% or £300 (whichever is greater) of the correct amount as calculated in accordance with PNGL connection charging statement issued in accordance with standard condition 2.4 of our Licence.

Successful claims will result in a reissued quotation to all parties who requested a quotation for the same site where that quotation is identified as also being inaccurate. A re-quotation issued as a result of a successful accuracy challenge will be defined as having a request received at the same time as the original request that resulted in the inaccurate quotation.

In addition to the refund due under the accuracy scheme in accordance with Regulation Condition 9 of Gas (Individual Standards of Performance) Regulations (Northern Ireland) 2014, a standards of service compensation payment may also be due – these will be based on the reissued new quotation contract sum not on the original inaccurate quotation. The compensation cap for the issue of a quotation will apply to the sum of any compensation payments made, against the original quotation and the re-quotation.

Submission of Accuracy Claims

The procedure for the submission of a claim is as follows:

- These rules do not preclude the customer from accepting a quotation that is subject to an accuracy challenge.
- A claim must be received in writing by PNGL within 28 days of the date of issue of the quotation or, if it is accepted, within 10 days of the date of acceptance, with a statement of the reasons why the quotation is thought to be excessive and an estimate of the excess.

Claims must be sent in writing to:

Customer Services Manager

Phoenix Natural Gas Ltd

197 Airport Road West

Belfast

BT3 9ED

- PNGL will ascertain whether a claim is valid in respect of timescale and customer / job details.

A claim is not valid if:

- More than 60 days has elapsed from the quotation date or more than 10 days from acceptance whichever is earlier.
- It refers to the makeup of a standard charge.
- It is not fully completed.
- It refers to an indicative cost or budget indication.
- Non valid claims- PNGL will respond by fax, where available, or by post recording the date of receipt and PNGL claim reference.
- Valid claim - PNGL will acknowledge receipt of claim, recording the date of receipt, date of proposed response and PNGL claim reference.
- If, within 20 days after being submitted to PNGL the claim has not been resolved it may be referred by either party to an independent person acting as an expert and not as an arbiter, who may be nominated, in default of agreement between parties, by the Authority on application of either party, and whose costs shall be paid, in default of agreement between the parties, as the Authority may direct.
- A refund is not payable where the original quotation is deemed to be accurate.

Accuracy Payments

If your quote is deemed inaccurate, you will receive payment in accordance with Regulation Condition 9.

Exclusions from the Accuracy Review Scheme

Quotation errors arising from a failure by the customer to provide the minimum information requirements or any inaccuracies by the customer shall be excluded from claims under the scheme.

PNGL will not accept a claim for accuracy, where this is a challenge to the construction of a standard price, as specified in the Charging Statement. However, where PNGL has applied the wrong standard charge to a quotation, this will be accepted as a valid claim under the scheme.

Our contact details;

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

Telephone: 03454 55 55 55

Internet: <http://www.phoenix-natural-gas.co.uk/get-in-touch/>

Our Office Hours;

Monday to Thursday 8:30am to 7pm

Friday 8:30am to 4:30pm