

# £300 Boiler Replacement Allowance Top Up Guidance Notes

**Note:** If you are intending to submit an incentive claim ensure that Phoenix Natural Gas receives all the relevant documentation within 63 days of the meter install date. This deadline will not be extended and claims/documentation received later than 63 days after the meter has been installed or where a submitted claim remains incomplete after 63 days have lapsed, will not be processed under any circumstances.

If you wish to confirm delivery of your claim documentation to Phoenix Natural Gas you are advised to use recorded delivery. We do not accept late claims that are allegedly 'lost in the post' without proof of postage and receipt by us.

In all cases you are advised to read the terms and conditions of the offer to ensure that you are eligible and appreciate what supporting documentation you must provide within 63 days of the meter install date.



# Customer Claim Form

£300 Boiler Replacement Allowance Top Up



## Customer Claim Form Details

Important: No cashback will be authorised unless all contact details on this form are completed and a copy of the Phoenix registered installer's receipted invoice and proof of age (this can be a copy of driving licence or passport) are provided. To qualify, this claim must be submitted and received by Phoenix Natural Gas within 63 days of the first meter install of the property.

Cashback Amount ^

Installer Details

Installer Name:

Gas Safe Registration Number

## Claimant Details

Title:

(e.g Mr/Mrs/Ms)

First Name:

Surname:

Connection  
Address:

Postcode:

Home Tel:

Mobile:

Email:

## I have enclosed the following

Copy of Installer Invoice

Copy of Boiler Replacement Allowance approval letter or email from NIHE

## Declaration

Sign below to confirm that you have read and accept the terms and conditions of this offer and the heating system has been installed according to the guidelines provided. Please state the exact details to whom the cheque is to be made payable to:

Customer's Signature

Date

Print Name

Installer's Signature

Date

Installer's Name

This form must be signed by the claimant and installer

If further information is required please contact us on 03454 55 55 55\*

Office Use

SMP Number

Date

# £300 Boiler Replacement Allowance Top Up

## Terms and Conditions

1. The offer is open only to domestic property owner occupiers, not tenants or landlords that have never been connected or are not in the process of being connected to the Phoenix Natural Gas network. The registered property will have no heating or an existing central heating system fuelled by LPG, oil, solid fuel or electricity (storage heaters).
2. The property owner must install an 'A rated' natural gas condensing boiler, manufactured by Baxi, Ideal, Glow-worm, Vaillant or Worcester Bosch, and full controls upgrade, where appropriate.
3. In these Conditions the 'Offer' means the Boiler Replacement Top Up cashback whereby the property owner will receive £300 providing the requirements specified in these terms and conditions are fully met. The cashback will be paid against the gross price of the natural gas central heating system by Phoenix Natural Gas ('Phoenix').
4. To qualify for the Offer claimants must first request their connection to the Phoenix network after 1st January 2023 and before 31st March 2023. The claimant must also be the same signatory as on the gas connection agreement.
5. Verbal or written connection requests to Phoenix submitted before 1st January 2023 will invalidate this offer even if the physical connection appointment has been subsequently cancelled or re-arranged by Phoenix or the property owner.
6. The property connection must be completed within 28 days of the first request date.
7. To obtain the £300 Boiler Replacement Top Up cashback;
  - (a) The installer must invoice the customer for the full (gross) cost of the heating installation.
  - (b) The applicant must have received confirmation of their Boiler Replacement Allowance grant from the Northern Ireland Housing Executive.
  - (c) The property owner must complete the claim form, which can be downloaded from our website, attach their receipted installer invoice marked 'Paid in Full' and attach a copy of the Boiler Replacement Allowance approval email or letter from NIHE. The documents must be sent to Phoenix Natural Gas Customer Services for consideration.
  - (d) The claim documentation must be received by Phoenix within 63 days of the actual meter install date. Claims received later than 63 days after the meter installation or where the documentation remains incomplete after 63 days will not be processed.
8. This offer can be used with the 'Free connection to a Natural Gas Meter Offer' and 'Boiler Replacement Allowance' funded by Northern Ireland Housing Executive. The offer cannot be used in conjunction with any other Phoenix offer, 'Northern Ireland Sustainable Energy Programme' grants or 'Affordable Warmth' grant scheme.
9. Property owners will only be able claim the £300 Boiler Replacement Top Up cashback if they employ a Gas Safe registered company, who are also registered with Phoenix, to undertake the full installation of the heating system, including the provision of all relevant materials. A full list of Gas Safe registered installers can be found at [www.phoenixnaturalgas.com/get-connected/find-an-installer](http://www.phoenixnaturalgas.com/get-connected/find-an-installer).
10. Phoenix will not accept liability for any equipment installed or quality of work performed by any installer. Any agreement made, even with regards the acceptance of this 'offer' is between the property owner and their installer, including any financial transactions.
11. Phoenix accepts no responsibility for any claims that are lost, damaged, delayed or mislaid howsoever caused.
12. In the unlikely event that we need to amend or replace the Terms and Conditions of this offer an amended or replacement version of Terms and Conditions will be posted on the Phoenix website [www.phoenixnaturalgas.com/getconnected/offers](http://www.phoenixnaturalgas.com/getconnected/offers) page for the duration of the original offer period. This should be referenced prior to progressing with the connection request.

### Contacting Phoenix Natural Gas

If you require further information on any Phoenix incentive please telephone **03454 55 55 55**. Our office hours are Monday to Thursday 08:30 to 19:00 and Fridays 08:30 to 16:30. Alternatively visit our website [phoenixnaturalgas.com](http://phoenixnaturalgas.com)