

# **£400 Energy Efficiency Reward Guidance Notes**

**Note: If you are intending to submit an offer 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 '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 are aware of the supporting documentation you must provide within 63 days of the meter install date.**



# Customer Claim Form

## £400 Energy Efficiency Reward



### 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 is 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 <sup>^</sup>

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:

### 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

\*Calls to 03454 numbers are charged at the same rate as calls to standard landline numbers starting with 01 and 02. The cost will be the same if you are calling from a landline or mobile. If you have "free" minutes as part of your mobile phone tariff then calls to 0345 numbers should come out of that and there should be no additional charges on your bill.

# £400 Energy Efficiency Reward

## Terms and Conditions

1. This offer is only available to householders living in addresses that are part of the Phoenix Natural Gas East Down Network Extension Project and have had gas available to their property for the first time after June 2016. If you wish to clarify if your property is part of the East Down Network Extension Project you can call our customer service team on 03454 55 55 55.
2. 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 our gas network. The property owner must install an 'A rated' natural gas condensing boiler, manufactured by Baxi, Glow-worm, Ideal, Vaillant or Worcester Bosch, and full controls upgrade, where appropriate.
3. In these Conditions the 'Offer' means the £400 Energy Efficiency Cashback Reward whereby the claimant will receive £400 providing the requirements specified in these terms and conditions are fully met. The cash back will be paid against the gross price of the natural gas central heating system by Phoenix Natural Gas ('Phoenix') to the claimant.
4. To qualify for the Offer claimants must first request their connection to the Phoenix network after 1st October 2022 and before 30th November 2022. 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 October 2022 will invalidate the 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 £400 Energy Efficiency Cashback Reward;
  - (a) The installer must invoice the customer for the full (gross) cost of the heating installation.
  - (b) The property owner must send their completed claim form, which can be downloaded from [www.phoenixnaturalgas.com/eastdown2022](http://www.phoenixnaturalgas.com/eastdown2022) and their receipted installer invoice marked 'Paid in Full' to Phoenix Natural Gas Customer Services for consideration.
  - (c) 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.
  - (d) 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 [www.phoenixnaturalgas.com/eastdown2022](http://www.phoenixnaturalgas.com/eastdown2022) for the duration of the original offer period. This should be referenced prior to progressing with the connection request.
8. Property owners will only be able claim the £400 Energy Efficiency Reward if they employ a Gas Safe registered company who are also registered with Phoenix to offer this incentive to undertake the full installation of the heating system including the provision of all relevant materials. These can be found at <https://www.phoenixnaturalgas.com/get-connected/find-an-installer>.
9. This offer can be used with the 'Free connection to a Natural Gas Meter Offer' and Boiler Replacement Allowance managed 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.
10. Phoenix will not accept liability for any equipment installed or quality of work performed by any installer. Any agreement made, even with regards to 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.

### 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)