Gas Appliance Grant Offer Guidance

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.

PHOENIX NATURAL GAS

Customer Claim Form
Gas Appliance Grant

PHOENIX NATURAL GAS

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, plus written proof as to the purchase date of the appliance. To qualify, this claim must be submitted and recieved 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:

Conversion Details

Type of conversion ☐ Gas Cooker ☐ Gas Fire ☐ Gas Tumble Dryer ☐ Other

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.

Gas Appliance Grant Offer
Terms and Conditions

Gas Appliance Grant - £200 Cash Back

This 'offer' is open to domestic home owners (the claimant) who are permanently resident at their property which is located in the Phoenix Natural Gas license area. It is not available to landlords, tenants, new build properties, builders or developers and can only be claimed when requesting a 'Free Connection to the Phoenix Network' for the 1st time.

1. In these Conditions 'the Offer' means the '£200 Appliance Only offer'. 'Installer' means a Gas Safe Registered Installer. 'Appliance' means a gas cooker, gas fire, gas tumble drier or gas hob. 'Phoenix' means Phoenix Natural Gas Limited having its registered address at 197 Airport Road West, Belfast, BT3 9ED.
2. To qualify;

2.1 The claimant must, between 1st April 2018 and 31st August 2018 make a request for 'Phoenix' to connect their domestic property to the natural gas network for the first time.

2.2 The property connection must be completed within 28 calendar days of the request date.

2.3 'The claimant' must purchase a new 'appliance' from a local participating retailer and engage an 'installer' to fit it. A copy of the appliance purchase receipt must be sent to 'Phoenix' with a copy of the 'Installer's' receipted invoice with the claim paperwork.

2.4 'The claimant' must complete the installation of 'the appliance' and ensure that 'Phoenix' receives all the relevant claim documentation within 63 calendar days of the actual meter installation date.

2.5 Where claim documentation remains incomplete or is received more than 63 days after the property is 1st connected, it will not be processed under any circumstances.

2.6 'The Offer' can only be claimed where the 'appliance' is not being installed in conjunction with gas central heating.

3. This 'offer' can only be used with the 'Free Connection to a Natural Gas Meter' and cannot be used in conjunction with any other offer made available by Phoenix or any independent governmental agency or grant processing facility.

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