



**PHOENIX NATURAL GAS LIMITED  
INFRASTRUCTURE INTERACTIONS  
STANDARDS OF PERFORMANCE**

**2018 Annual Report**

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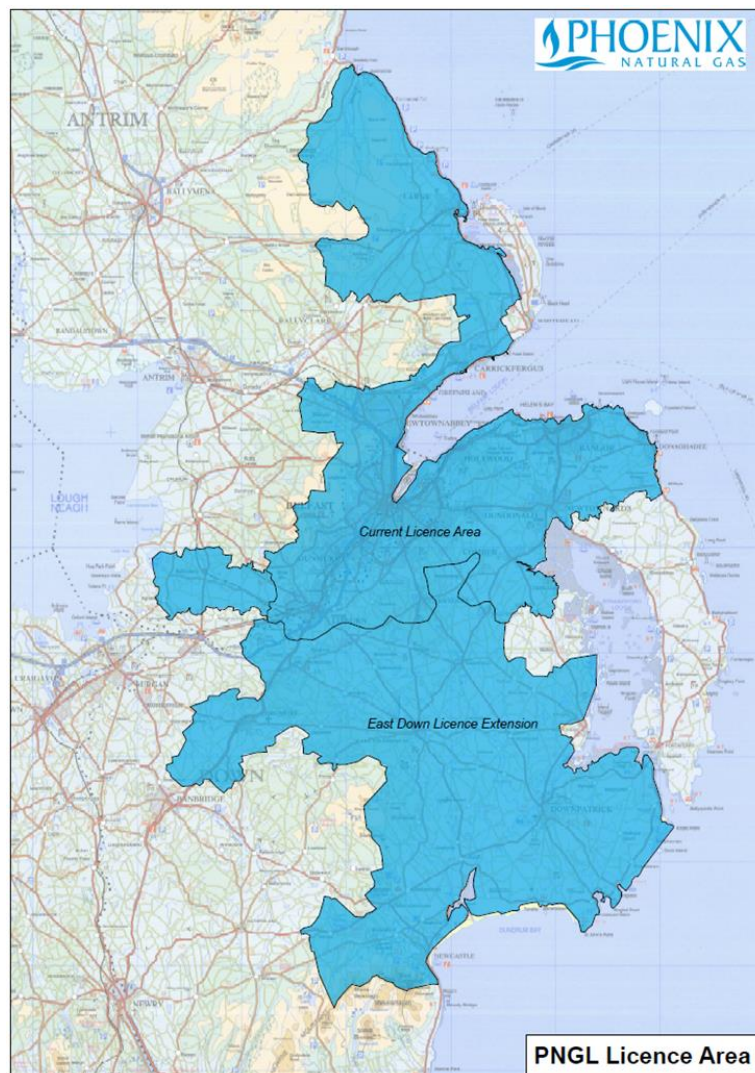
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## Natural Gas Distribution Network

Phoenix Natural Gas Ltd. (Phoenix) owns, operates and develops the natural gas network throughout the Greater Belfast area, which includes: Belfast, Lisburn, Bangor, Holywood, Donaghadee, Groomsport, Millisle, Newtownards, Carryduff, Comber, Newtownabbey, Carrickfergus and Larne. We are also currently extending our gas network to East Down which will make gas available to 13 new towns including: Annahilt, Ballygowan, Ballynahinch, Castlewellan, Crossgar, Downpatrick, Dromore, Drumaness, Dundrum, Hillsborough, Newcastle, Saintfield and Spa.

Below is a map of the our distribution network area, which currently has thousands of kilometres of underground live gas mains and services , therefore it is essential that any person needing to interact with our network does so in accordance with the guidelines set out in our Network Access Statement.



In 2018 we received and processed a total of **3,176** network information requests from our Connection and Infrastructure clients.

## Performance

As per our Network Access Statement, Phoenix endeavour to fulfil any reasonable information request for network information within 10 working days of receiving a request via our Dial Before You Dig service. In 2018 our performance was as follows:

	ACTUAL	PERFORMANCE LEVEL TARGET
<b>Responding to Network Information requests</b>		
All network information requests received from clients will receive a response within 10 working days.	100%	100%

## Client Feedback

We encourage both Connection and Infrastructure clients to provide feedback to us on our service by completing an "Infrastructure Client Feedback Questionnaire". This allows us to actively monitor the level of service we are providing to our clients, by gathering the largest possible amount of feedback data.

Clients were asked to score our performance out of 5 (5 being excellent and 1 being the very poor). The feedback for 2018 was as follows:

	ACTUAL	PERFORMANCE LEVEL TARGET
<b>Infrastructure Client Feedback Questionnaire</b>		
How well did Phoenix handle your information request?	92%	90%
How easy was it to speak to the correct person at Phoenix?	92%	90%
How easy was it to follow the information provided by Phoenix?	100%	90%