



PHOENIX NATURAL GAS LIMITED
ACCESS STATEMENT
June 2018

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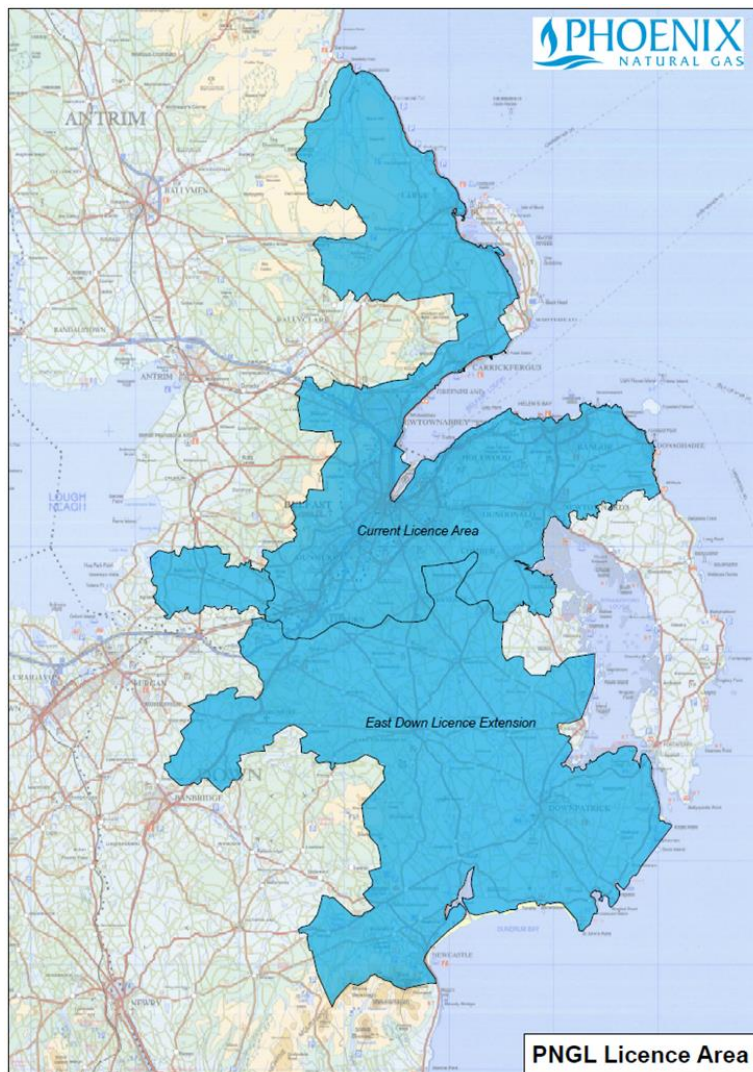
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Access Statement

Natural Gas Distribution Network

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 this Network Access Statement.



Who should use this Access Statement?

There are two categories of client that interact with Phoenix ; those who are already connected to the Network or intending to connect (Connection Clients); and those who require information about the Network in order to undertake their own works (Infrastructure Clients).

This Access Statement is a central location for all information required for those individuals or organisations:

1. Connection Clients

A Connection Client is anyone seeking to connect their property or alter their existing connection to our network.

For instructions on the process of connecting to our gas network, see the [Get Connected](#) section of our website. This will guide you through the steps involved in the connection process.

Connection to the network is governed by our [Connection Policy](#); This provides details of how a customer can obtain a connection to the natural gas network, together with charges associated with both obtaining a new connection and any further works required post connection . This policy also sets out the timelines to receive a quotation for any connection to the network.

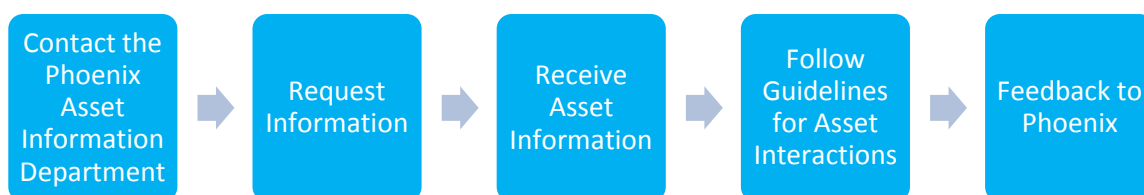
Our [Notice of Rights](#) document explains the individual standards of performance you can expect from us with regards the works we undertake at your premises and outlines the compensation you could receive if we fail to deliver these standards.

We also have an [Accuracy Scheme](#) which outlines the compensation you could receive if a quotation provided to you is deemed to be inaccurate by us or an independent expert.

2. Infrastructure Clients

An infrastructure Client is anyone who requires information about our network to allow them to carry out their own works in the vicinity of the network. Infrastructure Clients include other utilities constructing their own infrastructure (telephones and broadband providers, electricity network operators, water or sewage infrastructure providers , or other gas network operators) as well as clients such as property developers, land owners, those carrying out civil works, DRD, emergency services etc.

What Infrastructure Clients need to consider when interacting with our network



1. Who Should Contact Phoenix?

If you are planning or intending to carry out work within our network area, you should utilise our free **Dial Before You Dig** service.

'Dial Before You Dig' is a dedicated information service, provided by us to guide Infrastructure Clients through the process of obtaining the necessary information you will need before any interaction you may have with our network commences. This initiative is designed to promote safety as well as protect our network.

The **Dial Before You Dig booklet** explains the risk involved with working near our network and also guidelines on how to use the information provided by us to safely carry out excavation works in proximity to our network.

2. How to Request Information

The Dial Before You Dig service has a dedicated contact email and phone number. Please use the below contact details for all correspondence.

Email: DialBeforeYouDig@PhoenixNaturalGas.com

Phone: **02890 55 5819**

You should provide as much information to us as possible, including plans of the work area, expected commencement date and duration of work, nature of the work to be carried out and contact information for relevant personnel.

3. Receive Asset Information

We will 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. The information provided will include documents on safe digging practices, maps of our network in the area you will be working and information on how to interpret the maps.

All information will be provided in good faith at the time of provision to you and is **valid for 28 days** only. Should your works be delayed or extended beyond this time, please make an additional information request to us.

4. **Follow Guidelines for Asset Interaction**

The Northern Ireland Health and Safety Executive's document '[Avoiding danger from underground services](#)' (HGS47) sets out Safe Digging Principles which must be adhered to whilst working in proximity to our network. These are explained in the [Dial Before You Dig booklet](#) along with information on how to interpret a plan.

We also have a designated Plant Protection Officer who can provide further assistance and guidance on any works being undertaken free of charge. Please ensure you give a minimum of 48 hours' notice when requesting assistance from the Plant Protection Officer.

Our Plant Protection Officer can be contacted on **07800 62 6051**

5. **Feedback to Phoenix**

If during your works, you discover any issue in the information provided by us, please contact either our Plant Protection Officer or our Dial Before you Dig helpline as soon as possible.

If you have any issues with the Dial Before You Dig service, please contact our Customer Services Department on: **03454 55 5555**

Bespoke Information Sharing Contracts

The above timelines for interaction with us do not supersede arrangements already entered into by individual parties. If you are unsure if your organisation is party to a bespoke arrangement then please contact our Records Department, using the Dial Before You Dig contact information.

If you would like to discuss entering into an ongoing information sharing agreement, please contact our Records Department, using the Dial Before You Dig contact information.

Email: DialBeforeYouDig@PhoenixNaturalGas.com

Phone: **02890 55 5819**

Fees and Charges

We take our responsibility of both protecting our network and the safety of the communities we service extremely seriously therefore we encourage any work carried out near our network to meet the highest safety standards. We strongly encourage the sharing of information between parties and therefore we will not charge for any reasonable request for provision of our network information through our Dial Before You Dig service.

Note: It is our policy to always charge for damages caused to our apparatus by third parties

Infrastructure Client Feedback Questionnaire

We continuously strive to improve the services we offer and therefore if you would like to provide us with feedback of your experience as an Infrastructure Client, please complete our Infrastructure Client Feedback Questionnaire which is available to download from the [Access Statement](#) webpage.

Infrastructure Interactions Standards of Performance

Our clients have provided feedback and comment on the level of performance they received from Phoenix in 2017. You can view our 2017 Infrastructure Interactions Standards of Performance by visiting the [Access Statement](#) webpage.