

**Phoenix Natural Gas Ltd**  
**Guaranteed Standards of Service**  
**Notice of Rights**

January 2019

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## Introduction

This document explains the individual standards of performance you can expect from Phoenix Natural Gas Ltd (“PNGL”) and outlines the compensation you could receive if we fail to deliver these standards. The document has been written in accordance with the Gas (Individual Standards of Performance) Regulations (Northern Ireland) 2014.

PNGL is a licensed natural gas distribution business responsible for the safe delivery of natural gas through its network within an area covering approximately 45% of the population of Northern Ireland: including Greater Belfast (comprising Belfast, Newtownabbey, Carrickfergus, Lisburn and North Down), Larne and East Down.

Our main business activities as a gas distribution business include:

- building, owning, operating and maintaining our network;
- developing the natural gas market in our Licensed Area; and
- providing an operational and transportation service platform to gas suppliers, the rules of which are set out in our Distribution Code.

PNGL does not sell natural gas. You should always contact your natural gas supplier for queries relating to:

- replacement meter cards
- payment /bill queries
- meter exchanges
- faulty cards
- moving home
- new accounts
- switching suppliers
- meter readings

Your natural gas supplier’s contact details can be found on your latest bill or statement.

### **Our contact details;**

Phoenix Natural Gas Ltd  
197 Airport Road West  
Belfast  
BT3 9ED

*Telephone:* 03454 55 55 55

*Internet:* <https://www.phoenixnaturalgas.com/contact-us>

### **Our Office Hours;**

Monday to Thursday  
8:30am to 7pm

Friday 8:30am to 4:30pm

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## Individual (Guaranteed) Standards of Service

### **GSS1 (Regulation conditions 3 and 16)** **Meter disputes**

If you are a domestic customer and advise us that you suspect your meter to be operating incorrectly, we will provide you with an explanation on the probable cause within 15 working days. If an appointment is necessary, we will offer this within 7 working days to investigate. If you inform your supplier of an issue, your supplier must report this to us within 1 working day. Where we are notified after 4pm on a working day or at any time on any other day, the period will commence on the next following working day.

*Payment if we fail to meet this standard;*

Domestic customers will receive £25.

### **GSS2 (Regulation condition 4)** **Meter mix-ups**

We will make a payment to you if you are billed an incorrect amount by your gas supplier due to us having incorrectly advised your gas supplier of the meter assigned to your property.

*Payment if we fail to meet this standard;*

Domestic and non-domestic customers will receive £50.

### **GSS3 (Regulation condition 5)** **Prepayment meters**

If you are a domestic customer and you notify us that your prepayment meter is not operating so as to permit the supply of gas to your premises, we will deal with the reported failure of your prepayment meter within 4 working hours<sup>1</sup>. If you inform your supplier of a problem with your prepayment meter, your supplier must notify us of any report of the problem within 4 working hours.

*Payment if we fail to meet this standard;*

Domestic customers will receive £25.

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<sup>1</sup> 8.30am to 5.00pm on each working day and 9.00am to 5.00pm on any other day.

**GSS4 (Regulation condition 6)  
Appointments**

If you are a domestic customer we will offer and keep an appointment within the time bands 8.30-13.00 or 12.00-17.00 or, if requested, within a minimum two hour time band.

*Payment if we fail to meet this standard;*

Domestic customers will receive £25.

**GSS5 (Regulation condition 7)  
Supply restoration**

PNGL will resume the conveyance of gas to your property within 24 hours if this has been discontinued as a result of a failure of, fault in or damage to our pipe-line system.

*Payment if we fail to meet this standard;*

Domestic customers will receive £50 plus a further £25 for each additional period of 24 hours in which you are without supply, to a maximum of £1,000.

Non-domestic customers (whose annual consumption is less than 73,250kWh) will receive £125 plus a further £25 for each additional period of 24 hours in which you are without supply, to a maximum of £1,000.

These payments will not apply where the fault occurred because of an act or default on the part of the customer, or the event caused the loss of supply to more than 30,000 customers.

**GSS6 (Regulation condition 8)  
Reinstatement of customer's premises**

PNGL will reinstate your premises within five working days following completion of work to a service pipe and any associated work to a distribution main where the pipe or main lies under or within your premises.

*Payment if we fail to meet this standard;*

Domestic customers will receive £50 plus a further £25 for each additional period of five working days until the premises are reinstated, to a maximum of £1,000.

Non-domestic customers will receive £100 plus a further £25 for each additional period of five working days until the premises are reinstated, to a maximum of £1,000.

These payments will not apply if the work is required because of the actions of the customer.

**GSS7 (Regulation condition 9)  
Connections <sup>2</sup>**

PNGL will provide an accurate Standard Quotation for obtaining a new connection or altering an existing connection within 10 working days. A “Standard Quotation” means a quotation (excluding a self-quote) that can be determined without visiting your premises. If your quotation is non-standard and we need to visit your premises, we will provide an accurate quotation within 28 days.<sup>3</sup>

*Payment if we fail to meet this standard;*

Domestic and non-domestic customers will receive £50 plus a further £50 for each additional working day we fail to provide a quotation, to a maximum of £250 (for a new connection or altering an existing connection up to and including 275kWh per hour) or £500 (for a new connection or altering an existing connection greater than 275kWh per hour), or the quotation sum, whichever is lowest.

**GSS8 (Regulation condition 10)  
Notification of planned interruption**

PNGL will give you at least 3 days notice if your supply is to be interrupted by planned maintenance or replacement work to our pipe-line system.

*Payment if we fail to meet this standard;*

Domestic customers will receive £25 and non-domestic customers will receive £50.

**GSS9 (Regulation condition 11)  
Responding to complaints**

- 1) Where a telephone complaint or written complaint is received, but we are unable to provide a substantive response without visiting your premises or make enquires of persons other than officers, employees or agents of our company, you will receive an **initial** response within 10 working days. This

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<sup>2</sup> Please refer to PNGL’s Connection Policy for detail  
<https://www.phoenixnaturalgas.com/about-us/about-phoenix/network-information/connection-policy>

<sup>3</sup> Please refer to PNGL’s Published Accuracy Scheme  
<https://www.phoenixnaturalgas.com/about-us/about-phoenix/consumer-information/our-standards-of-service>

will include the name, telephone number and address of an employee you can contact regarding your complaint.

*Payment if we fail to meet this standard;*

Domestic and non-domestic customers will receive £25.

- 2) Where an initial response has been provided, we will provide a **substantive** response within 20 working days from the date the complaint was received.

*Payment if we fail to meet this standard;*

Domestic and non-domestic customers will receive £25 plus a further £25 for each additional period of 10 days which expires for a failure to provide a substantive response, to a maximum of £100.

- 3) Where a telephone complaint or written complaint is received and we do not need to visit your premises or make enquires of persons other than officers, employees or agents of our company we will send you a **substantive** response within 10 working days from the date the complaint was received.

*Payment if we fail to meet this standard;*

Domestic and non-domestic customers will receive £25 plus a further £25 for each additional period of 10 days which expires for a failure to provide a substantive response, to a maximum of £100.

### **Note**

*The aggregate compensation limit for the failure to provide an initial and / or substantive response under points 1, 2, & 3 (above) is £100.*

### **GSS10 (Regulation condition 14) Making standard payments**

If PNLG fail to provide you with your compensatory payment within 20 working days, we will make an additional payment.

*Payment if we fail to meet this standard;*

Domestic customers will receive £25 and non-domestic customers will also receive £25.

**Note**

*Payments will be made automatically (on condition that you have provided relevant details to PNGL), with the exception of standard GSS 8 (Regulation condition 10) which requires you to claim payment from PNGL. Claims made under GSS 8 (Regulation condition 10) must be received by us within 3 months. Claims can be made by contacting our office during working hours.*

## **Exemptions** (*Regulation condition 15*)

The Gas (Individual Standards of Performance) Regulations (Northern Ireland) 2014 detail a number of circumstances where the guaranteed standards may not apply. These include:

- Where you inform us that you do not want us to take any action or further action.
- Where you agree that any action we have taken (or promise to take) meets the requirement of the guaranteed standard. If we make a promise to take action as part of this exemption, we shall do so promptly.
- Where we require information from you in order to meet our guaranteed standard, you either telephone a number or send the information to an address other than the one which we provided, or you contact us outside our working hours.
- Where we could not have reasonably been expected to meet our guaranteed standard(s) due to
  - severe weather conditions
  - industrial action by our employees or contractors
  - the actions of a third party
  - inability of PNGL to gain access to relevant premises
  - the possibility we may break the law by complying with the guaranteed standard
  - the effects of an event for which emergency regulations have been made under Part 2 of the Civil Contingencies Act 2004 (8)
  - delays imposed by a requirement to obtain a permit for street works under the Road (Miscellaneous Provisions) Act (Northern Ireland) 2010 (9)
  - other exceptional circumstances beyond our control
- Where information provided by the customer is considered frivolous or vexatious



- Where you:
  - are responsible for damage to our natural gas equipment<sup>4</sup>
  - have failed to pay outstanding charges
- Where you have been disconnected or refused connection<sup>5</sup> to our network

If we invoke any of the exemptions permitted within the Regulations, we are required to demonstrate that we have taken all reasonable steps to prevent failure.

### **Disputes** *(Regulation condition 13)*

If you wish to dispute any decision made by PNGL regarding payment for failing to meet any of our guaranteed standards, you may refer your query to the Northern Ireland Authority for Utility Regulation, (“NIAUR”).

#### **NIAUR’s contact details;**

Utility Regulator

Queens House

14 Queen Street

Belfast

BT1 6ED

*Telephone:* +44 (0) 28 9031 1575

*Fax:* +44 (0) 28 9031 1740

*Email:* [info@uregni.gov.uk](mailto:info@uregni.gov.uk)

*Internet:* <http://www.uregni.gov.uk/contacts>

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<sup>4</sup> In accordance with Section 10 of the Energy Act (Northern Ireland) 2011

<sup>5</sup> In accordance with our licence, as held under Article 8 (1) (a) of the Gas Order

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