



The Consumer Council

Elizabeth House  
116 Hollywood Road  
Belfast  
BT4 1NY

**Karen Wilson  
Utility Regulator  
Queens House  
14 Queen Street  
Belfast  
BT1 6ED**

**17 April 2014**

Dear Karen

**Re: Consultation on New Gas Supply Licence for Flogas Natural Gas Limited**

The Consumer Council welcomes the opportunity to respond to this consultation.

The Consumer Council notes the Utility Regulator's proposal to grant a gas supply licence to Flogas Natural Gas Limited (FNGL) under The Gas (Northern Ireland) Order 1996.

While the Consumer Council does not have any specific comments about the proposal, we note conditions 2.8, 2.9, 2.11 and 2.12 of the current standard gas supply licence. This will require FNGL to develop the Codes of Practice on the Complaints Handling Procedure, Services for Prepayment Meter Consumers, Provision of Services for Persons who are of pensionable age, or disabled or Chronically Sick and Payment of bills in consultation with the Consumer Council.

Therefore I would be grateful if the Regulator could keep the Consumer Council informed of developments regarding Flogas Natural Gas Limited entry into the regulated gas market in Northern Ireland, particularly into the domestic supply, so that we can engage effectively with the supplier.

If you wish to discuss the attached in more detail, please do not hesitate to contact Paulino Garcia on 028 9067 2488 or by e-mail at [paulino.garcia@consumercouncil.org.uk](mailto:paulino.garcia@consumercouncil.org.uk) .

Yours sincerely

**Paulino Garcia**  
**Policy Officer (energy)**