

Phoenix Energy Holdings

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Presentation Structure

Group Structure

Energy Efficiency

Phoenix Natural Gas Ltd

Phoenix Supply Ltd

Paying for your gas

Phoenix Energy Care Scheme

Group Structure



Group Structure

PHOENIX ENERGY HOLDINGS GROUP



Group Structure

- ⌘ **Phoenix Natural Gas Ltd** is the owner and operator of the distribution pipeline network in the Greater Belfast area.
- ⌘ **Phoenix Supply Ltd** supplies natural gas to around 125,000 customers in the Greater Belfast area. This company buys natural gas on the wholesale market, bills the customer and collects payment.
- ⌘ **Phoenix Energy Ltd** has been established to supply natural gas in the Republic of Ireland.
- ⌘ **Phoenix Energy Services Ltd** is a boiler servicing and maintenance company which provides boiler servicing to domestic customers and also provides the emergency response provision for Greater Belfast.

Energy Efficiency



Not yet connected?

Phoenix Natural Gas Ltd promotes energy efficiency to natural gas customers at the time of connection to the natural gas network e.g.

Free Home Heating Check

It's not always obvious where your central heating system could be losing heat. For example, your radiators may feel warm to touch, but sludge and residue in the system could be preventing them from radiating heat efficiently.

Using a state of the art thermal camera, our Expert Energy Advisor will be able to show you exactly where your current system is losing heat and offer you real solutions that could save you energy and money.

How you could benefit from a free home heating check.

- Free expert advice to help you save energy and money throughout your home.
- Our thermal camera can help show you where your current system might be wasting money.
- A clear explanation of how natural gas could benefit you.

Already using Natural Gas?

- ⌚ **Phoenix Supply Ltd** regularly promotes energy efficiency to all its natural gas customers e.g.
- ⌚ Codes of Practice (Using Gas Efficiently In Your Home) available on our website
- ⌚ Back of bills - Promotion of other independent external bodies which can assist customers
- ⌚ By phone

Phoenix Natural Gas



Other Provisions

- ⌘ **Priority List** – maintain a list of non-domestic consumers who should be given priority as respects the maintenance of a supply of gas and the maintenance of the conveyance of gas to their premises
- ⌘ **Special arrangements for domestic consumers** - All natural gas suppliers can provide Phoenix Natural Gas Ltd with a list of their vulnerable domestic customers i.e. pensioners or those who are chronically sick or disabled and do not share their home with any person who is not a pensioner, chronically sick, disabled or a minor) and we will ensure that these customers are not deprived of adequate heating and cooking facilities where, so far as is reasonably practicable, the conveyance of natural gas to their homes has been disconnected for the purpose of averting danger to life or property

Connecting to the network

Phoenix Natural Gas Ltd works closely with NIE Energy and other organisations to actively promote natural gas schemes under the Northern Ireland Energy Efficiency Levy:

Snug Plus

Aims to improve energy efficiency in low income households:

- Offers £1500 towards a highly efficient fully controlled natural gas heating system
- Cavity Wall and Loft insulation up to the value of £800
- No central heating, Economy 7 or solid fuel central heating system
- Must be homeowner or private tenant

Contact us to see if you qualify or to find out more about this and other offers for new customers connecting to the natural gas network.

Paying For Your Gas

Convenient ways to pay

- 🔥 Quarterly bills
- 🔥 Direct Debit
- 🔥 Pay As You Go (PAYG)

Further details are contained in the Codes of Practice published on our website.

Phoenix Energy Care Scheme

Phoenix Energy Care Scheme

- ⤵ Provides a range of additional services to customers free of charge
- ⤵ To be eligible, the customer must be:
 - ⤵ Older (60 years of age or older);
 - ⤵ Disabled (including those who are deaf or blind); and
 - ⤵ Chronically sick.
- ⤵ The register is entirely voluntary and completely confidential
- ⤵ Around 1,800 customers on Energy Care Register

Phoenix Energy Care Scheme

⌄ Password Scheme

- ⌄ Visit to customer property required to obtain a meter reading
- ⌄ All Phoenix representatives carry an identity card
- ⌄ Password Scheme provides additional reassurance
- ⌄ We can arrange for our staff to use a password (agreed with the customer in advance) when we visit a customer's property

⌄ Nominee Scheme

- ⌄ Some customers have a relative or friend who look after their finances
- ⌄ We can send correspondence including bills to a nominated representative of the customer

Phoenix Energy Care Scheme

⤵ Provision of Special Controls or Adaptors

- ⤵ We have a range of special controls and adaptors for customers who have problems using their natural gas appliances
- ⤵ If the customer informs us of the difficulties they are having we can advise on what special controls or adaptors are available
- ⤵ Where we are able to fit special controls or adaptors they are free of charge

⤵ Talking Bill Service, Enlarged Bills and Braille Bills

- ⤵ Services for the visually impaired
- ⤵ We can provide a talking bill service, enlarged bills or braille bills to customers on request

Phoenix Energy Care Scheme

A large, stylized flame logo in light blue and yellow-green, positioned on the right side of the slide.

↻ Minicom Facilities

- ↻ For customers who have hearing difficulties we provide a minicom facility

General Enquiries
Emergency

(028) 9055 5801
0800 731 4710

↻ Special Advice

- ↻ We have trained staff to help and advise customers on the efficient use of natural gas and natural gas appliances.

Phoenix Energy Care Scheme

🔥 Free Gas Safety Check

🔥 For peace of mind, on request we will carry out a free gas safety check on natural gas appliances and installation, where the customer meets one of the following criteria:

🔥 60 years of age or older and either living alone or with someone under the age of 18;

🔥 Registered as disabled and either living alone or with someone under the age of 18;

🔥 Receiving a State disability benefit and either living alone or with someone under the age of 18.

Phoenix Energy Care Scheme

Free Gas Safety Check

- ✦ The Free Gas Safety Check confirms that the gas supply and gas appliances in the customer's home are safe
- ✦ This is not a substitute for having appliances maintained or serviced regularly
- ✦ If the check shows that more work is required there may be a charge for this

Moving the Gas Meter

- ✦ If a customer finds it difficult to access their gas meter we will do our best to move it to a more suitable location, subject to a technical survey

Phoenix Energy Care Scheme

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- ⌚ The Scheme is promoted by us in the following ways:
 - ⌚ Contact centre
 - ⌚ Sales advisors visiting customers in their homes
 - ⌚ Back of bills
 - ⌚ Media (radio and newspapers)
 - ⌚ Phoenix Energy Care Scheme booklet
- ⌚ If you know of anyone who could qualify for any of these services please let us know

Phoenix Energy Care Scheme



How to Register

Telephone 0845 900 5253
(028) 9055 5801 (minicom)

In writing Phoenix Supply Ltd
197 Airport Road West
Belfast
BT3 9ED

Complete the application form at the rear of the Phoenix Energy Care Scheme booklet and forward this to us