



Guaranteed Standards of Service

Notice of Rights

Flogas Natural Gas is committed to providing products and services that fully and consistently meet the needs of our customers. We take great pride in the level of service we provide and guarantee our customers are treated in a professional manner at all times. To demonstrate the Company's policy and commitment to providing quality products and services, we have put a number of customer service guarantees in place. This document 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, and is effective from 1st September 2014.

As your current gas supplier, Flogas will help you should you have any queries in relation to:

- Switching Suppliers
- Payment/bill queries
- Moving premises
- Meter readings
- Meter exchanges
- New Accounts

Flogas Natural Gas Ltd are not responsible for the following –

- Building, owning, operating and maintaining our network or
- Developing the natural gas market in our Licensed Area

The items listed above are the responsibility of Phoenix Natural Gas Ltd.

Our contact details are as follows;

Flogas Natural Gas Ltd

Airport Road West

Sydenham

Belfast BT3 9ED

Tel: 028-9073-0277

Website: www.flogasni.com

Our Office Hours;

Monday to Friday 9.00am to 5.30pm

Meter Issues

If you inform us that the wrong meter is assigned to your property and you are billed incorrectly as a result. We will notify the Network Company (Phoenix Natural Gas) on your behalf.

Payment by the Network Company if they fail to meet this standard: IC customers will receive £25

Payment Automatic: Yes

Supply Restoration

Your Network company (Phoenix Natural Gas) will resume your gas supply within 24 hours should it be interrupted as a result of a failure, fault or damage to the gas pipe network.

Payment by the Network Company if they fail to meet this standard: IC Customers will receive £125 for each 24hrs up to £1,000

Payment Automatic: Yes

Reinstatement of Customer's Premises

Your Network Company (Phoenix Natural Gas) will reinstate consumer's premises within five working days following work on a gas pipe within the property.

Payment by the Network Company if they fail to meet this standard: IC Customers will receive £125 plus additional £125 for each subsequent five working days period up to £1,000.

Payment Automatic: Yes

Connections

Your Network Company (Phoenix Natural Gas) will provide a standard quotation for new connection or alteration to existing one within 10 workings days (28 days for non-standard connection).

Payment by the Network Company if they fail to meet this standard: IC Customers will receive on request £50 plus £50 for each additional working day up to £250 (up to £500 for connection >275kwh/hr)

Payment Automatic: No, Consumer should apply directly to the Network Company

Notification of planned Interruption

Your Network Company (Phoenix Natural Gas) will provide at least three days notice if the gas supply is to be interrupted by planned maintenance or replacement work to the pipe line system.

Payment by the Network Company if they fail to meet this standard: IC Customers will receive £50

Payment Automatic: No, Consumer should apply directly to the Network Company

Responding to Complaints

Where a complaint requires a visit to the property:

- Provide an initial response to a complaint within ten working days
- Provide a substantive response within 20 working days

Where the complaint does not require a visit to the property a substantive response will be provided within 10 working days.

Payment by Flogas or the Network Company will be up to £100 for IC customers

Automatic Payment: Yes

Making Standard payments

If a gas company fails to meet any of these standards, the consumer should receive the relevant payment within 20 working days.

Payment by Flogas or the Network Company will be £25 for IC customers

Automatic Payment: Yes

Exemptions

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.
- 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, you contact us outside our working hours.
- Where we could not have reasonably been expected to meet our guaranteed standards 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 the natural gas equipment
 - Have failed to pay outstanding charges
 - Where you have been disconnected or refused connection to the 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

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 on the following details –

Utility Regulator

Queens House

14 Queen Street

Belfast

BT1 6ED

Tel: +44 (0) 28 9031 1575

Email: infor@uregni.gov.uk

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