

# Consumer Information Pack

December 2016



**SGN**  
Natural Gas

## Contents

<b>1 Introduction .....</b>	<b>3</b>
<b>2 Confirm Gas Availability .....</b>	<b>3</b>
<b>3 Connecting to the SGN Natural Gas Network .....</b>	<b>3</b>
<b>4 Choosing a Supplier.....</b>	<b>4</b>
<b>5 Choosing an Installer.....</b>	<b>5</b>
<b>6 How to Lodge a Complaint .....</b>	<b>5</b>
<b>7 Standard Terms and Conditions for Connection .....</b>	<b>5</b>
<b>8 The SGN Natural Gas Standards of Service .....</b>	<b>6</b>
<b>9 Emergency Contact Details .....</b>	<b>6</b>
<b>10 Contact SGN Natural Gas .....</b>	<b>7</b>

## 1 Introduction

- 1.1 SGN Natural Gas owns, operates and is responsible for developing the natural gas network throughout towns in the West of Northern Ireland including Strabane, Dungannon, Cookstown, Coalisland, Magherafelt, Omagh, Enniskillen and Derrylin.
- 1.2 Gas Distribution System Operators, in compliance with section 2 of the Consumer Information Code are required to produce a set of standard information detailing the services that consumers engaging with SGN Natural Gas should expect to receive.
- 1.3 The information provided in this document applies to privately-owned domestic properties and commercial premises only. With regard to the Northern Ireland Housing Executive and various Housing Associations, SGN Natural Gas will continue to ensure that where economically viable, natural gas is available as a fuel choice for their tenants.

## 2 Confirm Gas Availability

- 2.1 To determine if a property is connectable to the SGN Natural Gas network, contact us using any of the methods outlined in more detail in [section 10](#) of this document. SGN Natural Gas are in the process of developing an online postcode Search tool to determine natural gas availability, which will soon be available to use on our website, [www.sgnnaturalgas.co.uk](http://www.sgnnaturalgas.co.uk).
- 2.2 Consumers can get full details on how to get connected to the natural gas network in the Connection Policy available for viewing on our [website](#). Information is also provided on connection charges and terms for connection, it also provides costs associated with maintaining, repairing, altering, renewing and removing connections.

## 3 Connecting to the SGN Natural Gas Network

### 3.1 Is the connection to an existing home or business?

An SGN Natural Gas Energy Consultant will detail the benefits of natural gas whilst also providing consumers with expert advice to help them save on energy in their home or business. To book an appointment please:

- (a) complete an online form at [www.sgnnaturalgas.co.uk](http://www.sgnnaturalgas.co.uk) and a member of the team will be in contact; or
- (b) contact SGN Natural Gas using any of the options outlined in [section 10](#) of this document.

### 3.2 Is the connection to a new build or are you refurbishing an existing property?

SGN Natural Gas will discuss the installation of natural gas to any new build property or refurbishment within the SGN Natural Gas network. Full designs for all projects (subject to survey) will be provided and an SGN Natural Gas Energy Consultant can offer advice from the design stage to the installation of the natural gas infrastructure.

- 3.3 Following consultation with an SGN Natural Gas Energy Consultant, the property will either be fitted with a pre-payment (domestic only) or credit meter (domestic or commercial). On receiving confirmation of the planned connection date, it is the consumers' responsibility to advise the installer in order for them to schedule the installation/conversion of their appliances in your home or business accordingly.

## 4 Choosing a Supplier

- 4.1 Any connection to the SGN Natural Gas network must be carried out by SGN Natural Gas or a contractor appointed by SGN Natural Gas. Consumers are invited to nominate their preferred natural gas Supplier, SGN Natural Gas will then advise the gas Supplier of the consumer's choice in order to complete the registration process. Suppliers contact details can be found in sections 4.5 and 4.6 below.
- 4.2 Domestic customers will automatically commence supply with the network 'Commissioning Supplier', SSE Airtricity. Once the customer is connected they may change their Supplier after 15 days by simply contacting an alternative Supplier. Please note that a minimum 'switching period' may apply and your gas supplier will be able to provide advice on this.
- 4.3 Small and Medium-sized Enterprises (SME) nominate a Supplier of choice who will commence their supply once their meter is commissioned. However, if the meter has been commissioned and the customer has not yet decided which Supplier they would like to proceed with, or there is a problem with their registration to the chosen Supplier, they will revert to the network Default Supplier, SSE Airtricity.
- 4.4 Large Industrial & Commercial customers with a consumption greater than 25,000 therms per annum will need to register with their chosen Supplier in advance of their meter being installed.

### 4.5 Domestic and Commercial Properties

#### **SSE Airtricity**

3rd Floor Millennium House  
17 Great Victoria Street Belfast  
BT2 7AQ

Phone: 0345 900 5253

Web: [www.airtricitygasni.com](http://www.airtricitygasni.com)

### 4.6 Commercial Properties Only

#### **Electric Ireland**

Forsyth House  
Cromac Square  
Belfast  
BT2 8LA

Phone: 0800 056 9914

Web: [www.electricireland.com](http://www.electricireland.com)

#### **firmus energy**

A4/A5 Fergusons Way Kilbegs Road  
Antrim  
BT41 4LZ

Phone: 0800 032 4567

Web: [www.firmusenergy.co.uk](http://www.firmusenergy.co.uk)

**Flogas Natural Gas Ltd**  
40 - 48 Airport Road West  
Belfast  
BT3 9ED

Phone: 02890 730277  
Web: [www.flogasni.com](http://www.flogasni.com)

**Go Power**  
16 Churchtown Road  
Cookstown  
Co. Tyrone  
BT80 9XD

Phone: 02886 760600  
Web: [www.gopower.energy](http://www.gopower.energy)

## 5 Choosing an Installer

- 5.1 SGN Natural Gas will produce a directory of [Gas Safe Register](#) installation companies who have provided evidence of their ability to meet certain acceptable standards along with a desire to work on the network. The SGN Natural Gas installer directory can be viewed in due course on our [website](#).
- 5.2 It is the consumers' responsibility to ensure that their selected installation company is qualified in the work category required. This can be confirmed directly with the installer or by contacting [Gas Safe Register](#).
- 5.3 The contract for the work completed will be between the consumer and their nominated Gas Safe installation company. SGN Natural Gas accepts no liability for any appliances installed/converted or for the standard of work completed by a [Gas Safe Register](#) installation company.
- 5.4 The consumer will be required to apply for the relevant building control certificate(s) for all types of installation work involving all fuel types (unless stated otherwise) through building control offices in their council area.

## 6 How to Lodge a Complaint

- 6.1 At SGN Natural Gas, ensuring a positive customer experience is a major goal and despite our best efforts, we acknowledge that nobody gets it right all of the time. In the unfortunate event a consumer is dissatisfied with a certain aspect of the service provided, SGN Natural Gas have a complaints handling procedure which can be found on our website ([www.sgnnaturalgas.co.uk](http://www.sgnnaturalgas.co.uk)) or a copy can be requested by contacting SGN Natural Gas by methods advised in [section 10](#).

## 7 Standard Terms and Conditions for Connection

- 7.1 The terms and conditions applying to all SGN Natural Gas connections, irrespective of whether a consumer has signed a gas connection application form or not, can be found on our [website](#). The registered owner of the connected property (including landlords) are bound by these terms and conditions of contract.

## 8 The SGN Natural Gas Standards of Service

- 8.1 As per the Gas Individual Standards of Performance Regulations (Northern Ireland) 2014, all gas companies in Northern Ireland must adhere to a set of guaranteed Standards of Service (SoS). The SGN Natural Gas SoS Notice of Rights details the individual standards of performance consumers can expect and outlines the compensation they could receive if these standards aren't achieved. The SGN Natural Gas SoS Notice of Rights document can be accessed on our [website](#).

## 9 Emergency Contact Details

**If you smell gas you must telephone the**

**24 hour Northern Ireland gas emergency number on 0800 002 001**

- 9.1 Whilst SGN Natural Gas are confident that customers will enjoy the many benefits of natural gas, like all fuels it must be handled in such a manner to ensure safety.

If you **think** you smell gas:



(a) Phone the Northern Ireland gas emergency number on **0800 002 001**, please don't leave it to someone else to call the emergency service. Check gas appliances to see if the gas has been left on unlit or that a pilot light is out.



(b) Isolate the Gas Supply by locating the isolation valve unless the smell of gas and the meter are in a cellar. In most houses or businesses, the gas meter and the isolation valve will be located outside in the gas meter cabinet. To switch to the off position please ensure the valve is perpendicular to the gas pipework



(c) Open doors and windows to ventilate the property.



(d) Put out naked flames and don't smoke.



(e) **Don't** turn **OFF** or **ON** any power or light switches.



(f) **Don't** enter the cellar if the smell of gas is in there.

**If you smell gas you must telephone the**

**24 hour Northern Ireland gas emergency number on 0800 002 001**

## 10 Contact SGN Natural Gas

10.1 For information and advice relating to a natural gas connection please contact SGN Natural Gas using one of the following options:

(a) **Online:**

Consumers are able to contact our customer services team by visiting our website ([www.sgnnaturalgas.co.uk](http://www.sgnnaturalgas.co.uk)) and completing an online form.

**(b) Telephone:**

To talk with a member of the SGN Natural Gas team, please call the following number **0800 975 7774**, the lines are open from:

Monday to Thursday	9.00am to 5.00pm
Friday	9.00am to 4.00pm
Saturday / Sunday / Public Holidays	Closed

**(c) Write:**

To contact SGN Natural Gas in writing, please use the following address:

**SGN Natural Gas**  
**3rd Floor**  
**83/85 Great Victoria Street**  
**Belfast**  
**BT2 7AF**

**10.2 Please note:**

If an enquiry is in relation to a gas bill, pay-as-you-go card, direct debit or any special payment arrangement (e.g debt recovery), it should be directed to the consumers' nominated natural gas Supplier. The contact details for Suppliers can be found on recent correspondence or in [section 4.5 and 4.6](#) of this document.