

SGN Natural Gas Domestic Incentive Policy

Version 1



SGN
Natural Gas

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1 Introduction

- 1.1 SGN Natural Gas owns, operates and is responsible for developing the natural gas distribution network throughout towns in the West of Northern Ireland including Coalisland, Cookstown, Derrylin, Dungannon, Enniskillen, Magherafelt, Omagh and Strabane.
- 1.2 This Incentive Policy provides information on our Conversion Incentives and where applicable, the process that must be followed with regard to applying for an SGN Natural Gas Conversion Incentive. This policy also has information on what to do if you have a complaint in relation to the procedure.
- 1.3 The information provided in this document applies to existing privately-owned domestic properties where an existing central heating system is being displaced. With regard to the Northern Ireland Housing Executive (NIHE) and Housing Associations (HA), Conversion Incentives are not applicable.
- 1.4 Appendix 1 defines the Conversion Incentive relevant to the type of property where natural gas has been installed.
- 1.5 SGN Natural Gas reserves the right to update this policy, including the available Conversion Incentives as highlighted in Appendix 1, at any time.
- 1.6 **This Incentive Policy forms the terms and conditions that must be adhered to by all parties when processing the claiming of Conversion Incentives.** The signing of the Incentive Payment Form is your agreement to abide by these terms and conditions.

2 Qualifying Criteria

- 2.1 To determine if a property is connectable to the SGN Natural Gas network, simply contact us using any of the methods outlined in more detail in [section 8](#) 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).
- 2.2 In accordance with the SGN Natural Gas Connection Policy, tenants of a readily connectible property, where the gas meter does not exceed 6 standard cubic metres per hour (scmh) and the property is situated 30 metres or less from a natural gas main with no other obstructions along the service route, are entitled to a connection free of charge. There may also be a Conversion Incentive available subject to confirmation from an authorised representative of SGN Natural Gas.
- 2.3 Where a natural gas connection is deemed outside the parameters of a 'readily connectible' property, highlighted in 2.2 of this Incentive Policy and as per the SGN Natural Gas Connection Policy, we will produce a quotation for the desired works to proceed. Quotations, which may include the balance of a Conversion Incentive, are only valid for 28 days from the date of issue, although this may be extended at our sole discretion.
- 2.4 If any balance remains from the Conversion Incentive, once the cost of connection has been removed, then this will be reimbursed by following the guidelines set out in this document.
- 2.5 Should SGN Natural Gas not receive all relevant paperwork within 90 days of the relevant natural gas meter installation date, the Conversion Incentive payment will not be processed under any circumstances. It is the responsibility of the customer and their chosen Gas Safe Registered

Installers to ensure that the relevant documentation has been received by SGN Natural Gas by the required date. Customers can contact SGN Natural Gas using one of the methods outlined in [section 8](#) of this Incentive Policy.

- 2.6 Conversion Incentives can be claimed in conjunction with other SGN Natural Gas approved schemes, a complete list of schemes along with the maximum available Conversion Incentive is available in [Appendix 1](#) of this policy.

3 Supporting Documentation

- 3.1 To process a Conversion Incentive payment, SGN Natural Gas will require copies of the documentation set out in this policy to demonstrate that a downstream installation has been completed and this documentation must be produced in advance of any payment being made. It is the customers' responsibility to ensure that their chosen Gas Safe Registered Installer is qualified in the work category required. This can be confirmed either directly with the Gas Safe Registered Installer or by contacting [Gas Safe Register.co.uk](http://GasSafeRegister.co.uk).
- 3.2 An **Incentive Payment Form** must be submitted with all relevant sections completed. These forms are available by contacting SGN Natural Gas via the methods advised in [section 8](#). The Incentive Payment Form has a customer declaration and a Gas Safe Registered Installer declaration which must be signed by each party. The Incentive Payment Form and supporting documentation will not be processed by SGN Natural Gas without a signature from both the customer and their chosen Gas Safe Registered Installer.
- 3.3 A copy of the **original quotation** provided by the Gas Safe Registered Installer prior to the order of works by the customer must be provided. Please note the quotation must be on company headed paper and dated accordingly.
- 3.4 **Receipt of payment** from the Gas Safe Registered Installer detailing out the work completed along with the appliances installed must be submitted. Only a receipt provided by the Gas Safe Registered Installer will be recognised as proof of payment and installation. **An invoice, or invoice marked paid, from a customer's Gas Safe Registered Installer is not an acceptable form of evidence of payment.**
- 3.5 **Landlord & Homeowner Gas Safety Record**, which was formerly known as CP12, must be provided alongside the receipt and completed Incentive Payment Form. Failure to provide the Landlord & Homeowner Gas Safety Record will result in the application for payment of the Conversion Incentive not being processed.
- 3.6 Should a customer and/or a Gas Safe Registered Installer have any uncertainty regarding what is classified as acceptable documentation, then they should contact SGN Natural Gas prior to completing the natural gas conversion. Failure to provide the correct, completed documentation will result in the Conversion Incentive not being processed.
- 3.7 **Checklist Of Required Documentation**
- 3.7.1 Completed **Conversion Incentive Payment Form** signed by Customer and their Gas Safe Registered Installer.

- 3.7.2 **Original quotation** for the conversion works from the customer’s chosen Gas Safe Registered Installer.
 - 3.7.3 **Receipt** from the Gas Safe Registered Installer for the amount paid by the customer.
 - 3.7.4 **Landlord & Homeowner Gas Safety Record** (formerly known as CP12) from the customer’s chosen Gas Safe Registered Installer.
 - 3.7.5 **Invoice** from the Gas Safe Registered Installer to SGN Natural Gas for the agreed Conversion Incentive. This should include the total cost of the work along with the amount received from the customer.
 - 3.7.6 Where a Gas Safe Registered Installer is claiming the Conversion Incentive for the first time, they will be required to complete and return the **SGN Natural Gas supplier set up forms**. Please note supplier set up can take up to 28 days to process and Incentive payments can not be made until the supplier set up process has been completed.
 - 3.7.7 **Other supporting documentation** as and when required by SGN Natural Gas.
- 3.8 Any supporting documentation submitted by the customer and their chosen Gas Safe Registered Installer that is discovered to be fraudulent, will result in the Conversion Incentive offer being removed from the natural gas connection. If the incentive has already been claimed prior to detection of fraudulent paperwork by SGN Natural Gas, then we will look to recover the full cost of the Conversion Incentive from the Gas Safe Registered Installer. As a result of fraudulent paperwork, the Gas Safe Registered Installer will be removed from any of the SGN Natural Gas approved installers list and they will no longer be able to claim Connection Incentives from SGN Natural Gas, we will also inform all relevant authorities of the incident.

4 Reconnections/Non-Burns

- 4.1 Any Conversion Incentive offered against the cost of connecting a property is applicable for the first connection to the property only. In circumstances where a re-connection of the property to the SGN Natural Gas network is required, the customer **will not be eligible** for a Conversion Incentive and the works will be chargeable in accordance with the SGN Natural Gas Connection Policy.
- 4.2 A customer taking over a property with a natural gas connection that has never burned natural gas will not be entitled to a Conversion Incentive if the meter has been fitted for more than 90 days prior to attainment of the dwelling. Proof of the date of attainment of the property will be required as part of the supporting documentation i.e. deed of sale.

5 How to Lodge a Complaint

- 5.1 At SGN Natural Gas, ensuring a positive customer experience is one of our key goals. In the unfortunate event a consumer is dissatisfied with a certain aspect of the service provided, SGN Natural Gas have a complaint handling procedure which can be found on www.sgnnaturalgas.co.uk. Alternatively, a copy can be requested by contacting SGN Natural Gas by methods advised in [section 8](#).

6 Standard Terms and Conditions for Connection

- 6.1 The Standard Domestic Terms and Conditions for connection apply to all SGN Natural Gas domestic connections irrespective of whether a consumer has signed an Application Form for natural gas. The latest Standard Domestic Terms and Conditions can be found on www.sgnnaturalgas.co.uk. The registered owner of the connected property (including landlords) are bound by these terms and conditions of contract.

7 Payment

- 7.1 Following submission and SGN Natural Gas approval of the relevant documentation detailed in [section 3](#) of this Incentive Policy, we will commence the ‘process to pay’ the previously agreed Conversion Incentive less any customer connection charges.
- 7.2 Once the Conversion Incentive has received ‘approval to pay’ by SGN Natural Gas, payment will be made to the customer’s chosen Gas Safe Registered Installer who completed the conversion work, signed the Incentive Payment and supplied all the required documentation in line with section 7.1 and [Section 3](#) of this policy document.
- 7.3 Payment will be issued up to 28 working days from the date all of the relevant documentation has been submitted and approved for payment by SGN Natural Gas.
- 7.4 All payments of Conversion Incentive will be made by BACS. SGN Natural Gas will **not** pay out Conversion Incentives in other formats.
- 7.5 Appendix 1 clearly sets out the Conversion Incentive amount permitted to each property. Failure to make SGN Natural Gas aware of any other incentive entitlement may result in the Conversion Incentive being annulled. Any Conversion Incentive already paid by SGN Natural Gas prior to us being made aware of the other incentive(s) being received will require the immediate reimbursement of our Conversion Incentive by the Gas Safe Registered Installer.

8 Contact SGN Natural Gas

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

(a) **Email:**

info@sgnnaturalgas.co.uk

(b) **Telephone:**

To talk with a member of the SGN Natural Gas team, please call the following number **0800 975 7774**.

Lines are open from:

Monday to Friday	8.00am to 8.00pm
Saturday	8.00am to 4.00pm
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

8.2 **Please note:**

Other incentives for conversion may be available from natural gas supply companies, Gas Safe Registered Installers and boiler manufacturers however these are wholly separate to the SGN Natural Gas Conversion Incentive payment.

Dwellings with no existing form of central heating or new-build developments do not qualify for a Conversion Incentive payment. If you have uncertainties on whether your property will qualify for a Conversion Incentive, please seek confirmation from an authorised SGN Natural Gas representative before proceeding with your connection.

9 Appendices

9.1 Appendix 1:

Table 1 – Conversion Incentives		
Property Type	SGN Natural Gas Conversion Incentive (£)	Comments
Owner-occupied or private rented property not able to avail of any grant aided funding and installing a new natural gas Sedbuk ‘A’ rated boiler.	The lesser of either £500 or the conversion/ installation cost.	In instances where converting an existing heating system costs less than £500, the lesser cost of conversion will be the maximum claimable incentive.
Owner-occupied or private rented property not able to avail of any grant aided funding, installing natural gas appliance in their home e.g. fire, cooker, tumble dryer etc	The lesser of either £150 or the conversion/ installation cost.	In instances where converting an existing appliance costs less than £150, the lesser cost of conversion will be the maximum claimable incentive. Prior approval is required from SGN Natural Gas that the appliance qualifies for the Conversion Incentive.
Owner-occupied households availing of lower level NIHE Boiler Replacement Scheme i.e. £400 or £500 (with controls).	The lesser of either £500 or the balance once the NIHE BR has been applied.	Relates to households with a total gross income between £20,000 and £40,000. Boiler being displaced must be 15 years or older. Further information can be found at http://www.nihe.gov.uk/index/benefits/boiler_replacement_allowance.htm

Owner-occupied households availing of upper level NIHE Boiler Replacement Scheme i.e. £700 or £1,000 (with controls).	The lesser of either £500 or the balance once the NIHE BR has been applied.	Relates to households with total gross income below £20,000. Boiler being displaced must be 15 years or older. Further information can be found at http://www.nihe.gov.uk/index/benefits/boiler_replacement_allowance.htm
Owner-occupied or private rented property availing of a part funded heating conversion through Northern Ireland Sustainable Energy Programme (NISEP).	The lesser of either £200 or the balance once NISEP funding has been applied.	A list of schemes available for the 2017/18 financial year and their qualifying criteria can be found at https://www.uregni.gov.uk/sites/uregni/files/media-files/NISEP%20List%20of%20Schemes%202017-18.pdf
Owner-occupied or private rented property availing of a fully funded heating conversion through the Northern Ireland Sustainable Energy Programme (NISEP).	£0	A list of schemes available for the 2017/18 financial year and their qualifying criteria can be found here at https://www.uregni.gov.uk/sites/uregni/files/media-files/NISEP%20List%20of%20Schemes%202017-18.pdf
Owner Occupied property availing of an affordable warmth fully funded heating conversion.	£0	Please contact your local council office to find out if you can be referred to this scheme. A list of councils can be found at https://www.nidirect.gov.uk/contacts/local-councils-in-northern-ireland
Private rented property availing of an affordable warmth funded heating conversion where the Landlord must contribute 50% of the total cost of the natural gas heating improvements.	The lesser of either £200 or the balance once Affordable Warmth funding has been applied.	Please contact your local council office to find out if you can be referred to this scheme A list of councils can be found at https://www.nidirect.gov.uk/contacts/local-councils-in-northern-ireland
Northern Ireland Housing Executive (NIHE).	£0	Properties being converted as part of the NIHE heat replacement programme or NIHE properties which undertake their own heating conversions outside of NIHE heat replacement programme.
Housing Association (HA).	£0	Properties being converted as part of HA heat replacement programme or HA properties which undertake their own heating conversions outside the Housing Association heat replacement programme.
New Build (any).	£0	No new build properties are entitled to a Conversion Incentive.

Table 1 – List of property conversion types and their corresponding Conversion Incentive amounts. Please note, SGN Natural Gas reserves the right to review and make amendments at its sole discretion. The most up to date version of the Domestic Incentive Policy can be found at www.sgnnaturalgas.co.uk.