

Bulletin No 28 Flogas

A number of residents have asked for an update on our gas supplier, Flogas, and particularly an explanation about why they allowed the tanks to run dry in December. We now have the full story about this, we have completed negotiating compensation, and we have just been advised about the tariff for the second year of our two year contract.



It was a considerable length of time after the event that Flogas confirmed the circumstances surrounding the loss of our gas supply over the Christmas holidays. The telemetry fitted to the tanks in the village, which communicate with Flogas head office, failed in September. Under this scenario they rely on an automated system that reorders gas deliveries based on historic usage, taking account of seasonal requirements. The tanks were replenished under this system in October and November. Flogas thought they had repaired the telemetry by early December, so when the December delivery was requested by the automated system, it was manually cancelled, because the Engineer thought the telemetry was working properly. Sadly the telemetry was not working, resulting in the tanks running dry.

Flogas have issued a sincere apology for these events.

We challenged Flogas about the locality of the emergency engineer, who travelled from Blackpool! Flogas assured us that they have a number of engineers in the Yorkshire region who would normally be called upon for such an emergency, however on the night of our problem all the local engineers were either already working elsewhere or were on holiday.

Flogas have offered to attend our next village meeting to reassure their Crambeck customers of their commitment to the village.

After protracted discussions with Flogas, they have offered various compensations:

- A Gourmet Society Membership worth £75 at various venues (terms & conditions apply).
- A £20 Love to shop Voucher
- A £20 Gas Credit

The Directors personal opinion is that the Voucher/Membership is unsuitable and would recommend the £20 Gas credit to each householder's bill. If you would prefer either of the other options please advise Flogas in writing by 31st May – see contact details below.

They have also offered to consider payment/contribution of any reasonable invoices from certified gas engineers who were called out to identify a boiler fault as a consequence of losing the gas supply. Anyone with such a claim should contact Sarah Parsons at one of the following addresses:

sarah.parsons@flogas.co.uk

Flogas Britain
Rayns Way
Watermead Business Park
Syston
Leicester
LE7 1PF

Flogas have just advised that the tariff for the next 12 months will be 34.84p/l, i.e. an increase of 2.1p/l. The standing charge will remain unchanged.

As soon as the new tariff is in place, we will re-start discussions with BATA, in the hope that they will be interested in taking over the contract at a competitive rate.

We will keep you informed about any progress on these matters.

Best wishes

Richard Pollard – Chairman
Andy Craig-Smith
Peter Roberts

28.4.17