

# domestic tariff

## Credit and direct debit customers:

The tables below show the domestic tariff pricing from 1st October 2009.

### pence per kilowatt hour for the first 2,000 kWh each year

4.649p (inc. VAT at 5%)

### pence per kilowatt hour for each kilowatt hour over 2,000 kWh

3.134p (inc. VAT at 5%)

## Pre-payment customers:

Using the firmus energy smartcard, operate under a flat rate tariff, as shown right:

### pence per kilowatt hour (flat rate)

3.210p (inc. VAT at 5%)

- A discount of £5 per quarter will be offered to customers paying by direct debit.
- Credit and direct debit customers are billed on a quarterly basis.
- Consumption bands will be applied in proportion to each billing period, i.e. the rate of 4.649 will be applied to the first 500kWh each quarter.
- All domestic customers will be subject to a minimum gas usage of £15 plus VAT per quarter. The minimum usage equates to the amount of gas consumed using a typical gas cooker.
- For customers using less than £15 worth of gas in a quarter, their quarterly bill will be rounded up to £15 plus VAT.
- For customers using more than £15 worth of gas in a quarter, they will be billed solely on the amount of gas (kWh) they have used, based on the appropriate tariff rates above.

**Customer careline: 08456 08 00 88**

Textphone/minicom: 08456 03 10 08

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



## What you can expect from us

- Our fully trained staff will explain the connection process and any associated costs to you.
- We will use clear and understandable language.
- We will send you clear bills in plenty of time for you to pay.
- We will offer a range of payment options to make paying for gas easy.
- Our costs will be clear and easy to understand. We won't hit you with unexpected costs or charges.
- We may offer a connection, only if there is an available gas supply.
- If you accept our conditions (and any associated connection costs), we will connect you within 30 working days.
- If we cannot provide a gas supply, we will explain the reasons why.
- We will install all pipework and fit the gas meter according to our connection policy.
- Within five working days, we will repair any damage caused after connecting your supply.
- We will take responsibility for any issues you raise about our service or that of our contractors or associates.
- We will sort out your complaints quickly and efficiently.

## What we expect from you

- You must pay for the gas you use in line with our credit and payment policies.
- You must tell us if you have not received a gas bill for a significant period of time or if your payments have not been processed correctly.
- You must sign all relevant documents, such as gas application forms, as soon as you receive them so we can process your application to supply or connect the gas.
- You must tell us about any wayleaves we may need and make sure that they have been signed.
- You must tell us about any problems you have with our services so that we can improve them.
- You must keep to any safety guidelines we have given you on using gas, including reporting any gas leaks using our emergency phone line (**0800 002 001**).
- You must use a CORGI-registered installer for all gas installations and servicing.

