

The firmuscare scheme

For pensionable age,
registered disabled
or chronically ill people

**firmus**
energy

transitioning to net zero carbon

www.firmusenergy.co.uk

The firmuscare scheme

At firmus energy, we understand that no two customers are the same and it is important to have a range of services to meet their differing needs.

To help make life as easy as possible for our customers, we have set up the firmuscare scheme to look after customers who have specific requirements.

firmuscare offers a range of services designed to help:

- **Customers who are of pensionable age.**
- **Customers who have a registered disability (including those who have hearing or sight impairments).**
- **Chronically ill customers.**

We take all your specific requirements into consideration and offer you the best possible service to suit your specific needs. These services are offered voluntarily, free of charge and are completely confidential.

Our codes of practice on the provision of services for persons who are of pensionable age, disabled or chronically sick are available on our website www.firmusenergy.co.uk

Please don't hesitate to contact our customer service team for more information or with any questions you may have. We're happy to help.

Password protection

When someone you do not know comes to your door always ask them to identify themselves. All firmus energy representatives carry a company identity card, with photographic ID and a telephone number.

We also offer the added reassurance of a pre-agreed password to be used when any of our staff visit your home. Contact our customer service team to agree your password.

Make your appliances easier to use

There are special controls and adaptors available for gas appliances to make it easier for customers who have dexterity difficulties. We can provide details of where to buy these or, we may be able to supply them free of charge.

Meter reading

If you find it difficult to read your own meter, call us on **0330 024 9000** and we can talk you through it.

Talking bill

If you are visually impaired or find it difficult to read your bill, we will arrange for one of our representatives to phone you each quarter and give you the details on your latest bill.

Additionally, we can produce your bill in either Braille, large print or audio format. All you need to do is call our customer service team and request a bill format that best suits your needs.

Bill nominee scheme

If you would like your bills or a copy of your bills, to be sent to a friend, relative, or carer's address so they can help you read and check your bill, we can arrange this on request. You can also provide us with the name and telephone number of a friend, relative or carer to discuss your account in the future.

***“...at firmus energy,
we understand that
no two customers
are the same and it
is important to have
a range of services
to meet all their
differing needs...”***

Niall Martindale
Chief Executive Officer
firmus energy



FREE gas safety inspection

firmus energy offers homeowners a free annual gas safety inspection on your natural gas heating installation if you are:

- Of pensionable age and living alone.
- Registered disabled and living alone.
- Chronically ill and living alone.

If you are not living alone you may still qualify for the free gas safety inspection. An eligibility table is on the scheme application form or call us on **0330 024 9000** and we can talk you through this.

Please note that this check is not a substitute for having your natural gas appliances serviced and maintained regularly. You should check with your boiler manufacturer or Installer regarding any warranty, a safety inspection should not be taken as a boiler service for warranty purposes.

Gas appliances should be serviced in line with the manufacturer's instructions to ensure they run safely and efficiently by a Gas Safe Registered Installer.

If your boiler is situated in your attic there must be a permanent means of access/fix ladder, permanent light and flooring to permit the safety inspection to be carried out.



Any further work identified as part of the safety inspection will be chargeable and the customer is responsible to pay for this. Costs would be notified and agreed with the customer before any work would be carried out.

If the Gas Safe Registered Installer discovers that an appliance or installation could be dangerous, they may have to shut off the gas supply until the problem is fixed. This will only be done where it is necessary to protect your safety and you will always be told about it and the reason why.

If you are a homeowner and believe you are eligible for a gas safety inspection under the firmuscare scheme, please complete the application form and return to us. Please note that confirmation of eligibility will apply for this element of the scheme. If you prefer to talk to one of our advisors, call our customer service team on **0330 024 9000**.

Quick Check 101

The Quick Check 101 scheme is operated by the PSNI in conjunction with Network Companies feD, PNG, NI Water, NIE, SGN & the Utility Regulator.

The scheme is to offer reassurance to customers that the caller at their door, seeking to gain access to their property is an employee of the company they claim to be representing.

Any customer who is concerned about the validity of the caller to their door can **call the PSNI on 101**.

The PSNI will contact the company involved and ask them to confirm the name of the caller at the door is an employee.

If the company is unable to confirm the details the customer will be advised not to permit access to their home and the PSNI will dispatch a control car to attend the property.

A little extra help

Our customer service team can advise you on the most efficient use of your gas heating system and/or gas appliances. If you would like some energy efficiency advice, please call us on **0330 024 9000**.

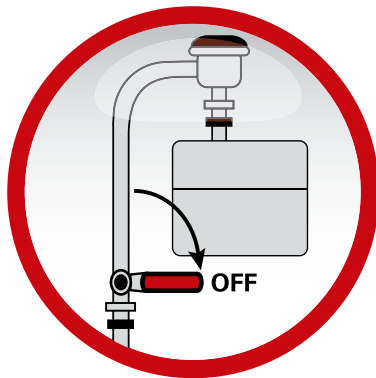
Moving your gas meter

If you find it difficult to read your meter we will endeavour to move it free of charge to a more suitable position, providing that it meets all safety standards and recommendations.

Confirmation of eligibility for the firmuscare scheme would apply.

Turning on and off your gas

For your own safety, make sure you know how to turn off the gas supply at the meter. If your meter is in a box outside, keep the meter box key to hand. If you don't have a meter box key, contact our customer service team and they will send you one free in the post.



Turn the emergency control valve to the 'off' position. It is off when the lever is at a right angle to the pipe.

If you smell gas

1. Immediately contact the 24hr NI Gas Emergency Service on **0800 002 001** or minicom/textphone only **0800 7314 710** giving your name, address and location of where you can smell the gas. **Follow the advice given.**
2. Turn off the gas supply immediately at the emergency control valve (inside your meter box). Then:
3. Open all windows and doors.
4. Turn off all gas appliances. Remember: Do not turn the gas back on. The leak must be repaired by a suitably qualified/competent person.
5. Don't smoke or use a naked flame.
6. Don't unplug or switch anything electrical on or off.
7. Don't use a mobile phone in the immediate area of a suspected gas leak.
8. Ensure access is available to your property for the emergency service engineer.

How to contact us

If you would like to find out more about the firmuscare scheme as outlined in this leaflet, complete the firmuscare scheme application form and return to us along with any copies of proof of eligibility (if required). Once we receive and approve your application we will write to welcome you to the scheme.
or

call: **0330 024 9000**

email: customerservices@firmusenergy.co.uk

visit: www.firmusenergy.co.uk

We're here to help

At firmus energy, we know that sometimes things can go wrong and we take complaints very seriously.

If you are unhappy with any level of our service or wish to make a complaint, please contact us.

firmus energy shall resolve any complaint as soon as possible. This will be done based on a six step approach, which is detailed in our Complaints Policy, a copy of which is available upon request.

How to make a complaint

You can make a complaint by contacting firmus energy by the following means:

- Telephone: 0330 024 9000 (Customer Services)
- Email: customerservices@firmusenergy.co.uk
- By audiotape or letter:

Complaints Administrator,

firmus energy,

A4 & A5 Fergusons Way,

Kilbegg Road, Antrim, BT41 4LZ

See the code of practice for complaints handling by visiting www.firmusenergy.co.uk.

Taking a complaint further...

If having discussed the matter and received a formal response, you feel that your complaint has still not been satisfactorily resolved, you may, refer the matter to the Consumer Council.

The Consumer Council will investigate your complaint on your behalf and at no cost. This does not affect your statutory right to go to court if you deem the solution unsatisfactory.

The firmuscare Scheme - Application Form

A4 – A5 Fergusons Way,
Kilbegs Road, Antrim,
BT41 4LZ
Customer Service Team:
0330 024 9000



Name:	Phone:
Address:	Email:
	Account No (found on top of your bill):

Please tell us if you are:	If you have ticked any of the boxes on the left please also tell us if you are:
Of pensionable age <input type="checkbox"/>	Blind or visually impaired <input type="checkbox"/>
Registered disabled <input type="checkbox"/>	Deaf or hearing impaired <input type="checkbox"/>
Chronically ill <input type="checkbox"/>	Have mobility difficulty <input type="checkbox"/>
Any other details: <input type="checkbox"/>	Have speech difficulty <input type="checkbox"/>

Would you like to set up a personal password for your account?
Yes No

If you have selected 'yes' please provide us with your chosen password:

Is your property: Owner Occupied Private Rented NIHE Housing Association

If you live in a rented property and the gas appliances belong to your landlord, the landlord, NIHE or Housing Association is responsible, by law for carrying out an annual boiler service. If in doubt please contact your landlord.

If you would like to apply for the free gas safety inspection, please tell us about the makeup of your household. If you can tick any of the boxes below you may qualify for the inspection:

Please tick which boxes or box that apply to you

	I am a property owner, pensionable age and	I am a property owner, registered disabled and	I am a property owner, chronically sick and
Living alone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Living with someone of pensionable age	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Living with someone registered disabled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Living with someone chronically sick	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Living with minors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Living with other*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*Living with other meaning any other person living in the household that is not disabled, sick, pensionable age or a minor

Please confirm which documentation you have included with this application to support your request for a free gas safety inspection*. Copies only required, original documentation should not be sent in the post.

Age: Copy Birth Certificate Copy Passport Copy Driving License

Disability: GP letter confirming you are disabled Official letter to confirm you are in receipt of State Disability Benefit

I confirm the details provided in this application are correct and that I have read and understood the information outlined overleaf:

Signature: _____ **Date:** _____

***Only one form of age confirmation and disability confirmation is required. We will safely dispose of the copy of the confirmation you have sent us once your application for the scheme has been accepted and keyed onto our database. If you have multiple properties you may register for our firmuscare scheme but will not be eligible for safety inspections on the additional properties. Only for the property which is your main residence.**

The information collected for our firmuscare register is completely confidential. Once accepted onto the firmuscare scheme we will record the details provided on the application form on our system to enable us to identify you as a member of the scheme and the eligibility criteria that you have met. We will not keep the copies of your documentation after you have proved eligibility for the scheme.

Independent Gas Safe Registered Installers will carry out the free gas safety inspections under the firmuscare scheme. To arrange the inspection we will pass details of your name, address, contact information and that you are registered on the firmuscare scheme to the Gas Safe Registered Installer so that they may contact you to arrange the inspection and carry this out at your property.

Information provided on this form will be held by firmus energy in order to provide the services required under firmuscare and other licence obligations. Your personal details, may, in the course of the performance of this firmuscare scheme, be shared within our company group and third parties as listed in the firmus energy Privacy Notice. This is available on request from our customer services team and our website: firmusenergy.co.uk/privacy This includes confirmation of your registration on the scheme and the eligibility criteria that you have met. We will share certain data with your Network Operator so that you are provided with the full benefits of the firmuscare scheme. In the event that we are unable to provide customers with a gas supply, the Network Operator may forward all data they wish to hold to the Supplier of Last Resort appointed by the Utility Regulator. Should your circumstances change and you no longer wish to remain on the firmuscare scheme please contact us and we will update our records.

The Consumer Council is an independent consumer organisation. It provides free advice and can investigate complaints about buses, trains, planes, ferries, natural gas, electricity, coal, private parking, water, sewage and postal services. We would appreciate if you contact the Consumer Council after we have been given the opportunity to resolve the complaint through firmus energy's full complaint handling procedure.

The Consumer Council can be contacted by the following means:

- Telephone: 0800 121 6022
- Textphone: 028 9025 1600
- Fax: 028 9025 1663
- Email: contact@consumercouncil.org.uk
- Website: www.consumercouncil.org.uk
- By audiotape or letter:
Freepost THE CONSUMER COUNCIL
- In person:
The Consumer Council,
Floor 3, Seatem House,
28-32 Alfred House,
Belfast BT2 8EN

The Utility Regulator may be able to resolve complaints where the Consumer Council is unable to reach a satisfactory resolution.

The Utility Regulator can be contacted by the following means:

- Telephone: 028 9031 1575
- Email: info@uregni.gov.uk
- By audiotape or letter:
Utility Regulator,
Queens House,
14 Queen Street,
Belfast, BT1 6ED

**In any gas emergency call the
24hr NI Gas Emergency Service
0800 002 001**

Textphone: 0800 7314 710

firmus energy
A4 – A5 Fergusons Way, Kilbegs Road
Antrim, BT41 4LZ
call: 0330 024 9000
email: customerservices@firmusenergy.co.uk

www.firmusenergy.co.uk

