

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

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