

Terms and Conditions £250 Welcome Bonus

1. The Welcome Bonus is available to new customers who have completed an application to switch to firmus energy from 9th May 2025. A customer is considered as new when they have not had an open and active account with firmus energy for the supply of natural gas at the property that is switching within the last 3 months
2. To be eligible for the £250 Welcome Bonus (the 'Welcome Bonus') you must have successfully completed your switch to firmus energy for your natural gas supply. You will have an open and active account and registered as a firmus energy Supply customer (the 'Customer') and have fully complied with these Terms and Conditions
3. The Welcome Bonus signifies a rebate offered by the company to you the Customer. They are offered at the sole discretion of the company. If you avail of the rebate you are deemed to have accepted the Terms and Conditions £250 Welcome Bonus
4. The Welcome Bonus is subject to a 12-month contract and our standard Greater Belfast Home Gas Tariff PAYG/ Online/ Offline (dependent on meter type and Customer choice of Online/Offline) will apply. At the end of the 12-month contract period this standard tariff will continue to apply to your account
5. Should you terminate the contract within the 12-month period the offer of the Welcome Bonus will be withdrawn, and the Customer must repay the amount in full
6. The Customer claiming the Welcome Bonus must reside at a property where firmus energy supplies the natural gas in the Greater Belfast Network Area as owned and operated by Phoenix Energy
7. Where the Customer has a credit meter, the Welcome Bonus will be added as a credit to your natural gas account to be used towards your bill within 56 days of your switch completing
8. Where the Customer has a Pay As You Go meter, the Welcome Bonus will be issued within 56 days of your switch completing, and you successfully collecting your Change of Supplier message, via PayPoint voucher. The voucher can be redeemed at any PayPoint outlet and will be added as a gas top up onto your gas card. firmus energy Supply accepts no liability should you lose your gas card before transferring the credit to the meter
9. There is no cash alternative for the Welcome Bonus
10. Only one Welcome Bonus can be claimed during the 12-month contract period
11. The Welcome Bonus can only be claimed by the named Customer and is not transferrable
12. The Welcome Bonus offer may be withdrawn or amended at any time without notice
13. Should you no longer wish to proceed, please contact us within 10 days of receipt of the offer to cancel. If the Welcome Bonus has been redeemed, this must be paid back in full
14. Full details of the Terms and Conditions of Supply and the tariff that will apply to your account can be found on our website <https://www.firmusenergy.co.uk/> or provided to you in writing upon request