

Standards of Performance firmus energy (Supply) Ltd

Greater Belfast & West Licensed Area

2025

	STANDARD OF SERVICE	ACTUAL	PERFORMANCE LEVEL TARGET
CUSTOMER CONTACT			
1	Telephone Answering We will endeavour to answer all calls promptly.	Compliant	
2	Customer correspondence Written correspondence will receive a reply within ten working days. Correspondence may be responded to by telephone unless you request a written response.	100%	97%
4	Customer Complaints [The company] will publish a code of practice for the handling of customer complaints.	Published on website and referenced on bills/statements.	
5	All complaints, whether made in person, by telephone, in writing, or otherwise will be recorded and classified.	All members of our customer facing teams receive complaint handling training to ensure customer queries or issues are dealt with effectively. All complaints have been recorded and classified.	
6	Complainants will receive a full response to their complaint within 10 days, where applicable.	100%	97%
ENERGY CARE			
12	Code of Practice firmus energy will publish a code of practice describing the services the Licensee will make available for each of its domestic customers who are of pensionable age, disabled or chronically sick.	firmus energy promote the firmuscare scheme on various collateral sent to customers, including new customer letters, bills and tariff mailers. The scheme is also promoted on firmus energy's website. As of 31st December 2025, firmus energy had 1353 customers registered to the firmuscare scheme in the Greater Belfast area.	
13	Energy Care Register firmus energy will maintain and promote the firmuscare register for our customers who are of pensionable age, disabled or chronically sick.	Compliant	

14	firmuscare Scheme For those customers who are registered on the firmuscare Scheme, and who qualify for a safety inspection, firmus energy will arrange to carry out the safety inspection of gas appliances and other fittings	100% We attempted to carry out an inspection with every eligible customer registered for the firmuscare scheme.	90%
ENERGY EFFICIENCY			
16	Reducing your bill firmus energy has a duty to promote the efficient use of our product. We will do this by training relevant staff, by offering free energy efficiency advice to customers and promoting energy efficiency to customers and potential customers.	We provide energy efficiency tips on our website and include energy efficiency tips with our tariff mailers. Staff also provide energy efficiency advice to customers and potential customers via the telephone and email. In 2025 our staff completed energy efficiency training provided by Energy Savings Trust.	
17	Code of Practice firmus energy will publish a code of practice setting out the ways in which it will make available to consumers information and guidance on the efficient use of gas.	Published on our website.	
PREPAYMENT METERS			
18	Code of Practice firmus energy will publish a code of practice on the services the Licensee will make available for its domestic consumers who pay by prepayment meter.	Published on our website.	
PAYMENT OF BILLS			
22	Code of Practice firmus energy will publish a code of practice which sets out the services the Licensee will make available to assist domestic consumers who through misfortune or inability to cope with credit terms, may have difficulty in paying their gas bills.	Published on our website.	
METER READING			
23	Statement of account firmus energy will provide a statement of account at least once a year to each of its domestic customers.	100%	100%
24	Reading of meters firmus energy will use all reasonable endeavours to take an actual meter reading in respect of each of its consumers on at least an annual basis.	99%	95%