

	STANDARD OF SERVICE	ACTUAL	PERFORMANCE LEVEL TARGET
CUSTOMER CONTACT			
1	Telephone Answering We will endeavour to answer all calls promptly.	Average call answer time - 5 seconds	
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 firmus energy will publish a code of practice for the handling of customer complaints.	On website	
5	All complaints, whether made in person, by telephone, in writing, or otherwise will be recorded and classified.	All members of Customer Services and Billing Teams receive extensive call handling training. This tailor-made training focuses on using our values of clarity, integrity, empathy and teamwork to ensure customer complaints 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.	On website	
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.	The firmuscare scheme is promoted on our website and on bills. The Customer Service team also send a firmuscare leaflet when they send a welcome letter to any new customer. By 31st December 2016 firmusenergy had signed up 619 to the scheme in the Greater Belfast area.	
14	Energy Care 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% firmus energy, in partnership with registered installers, provide a free annual service to firmuscare customers. This service is offered to residential customers, (servicing to the rental sector legally resides with the landlord) and commences the year after a firmuscare customer has connected to the gas network. These services are carried out annually for each customer.	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.	All firmus energy staff have attained a City & Guilds qualifications in Energy Awareness. We provide energy efficiency tips on our website and our staff offer energy efficiency advice to customers and potential customers. If the customer requires further information we refer them to Bryson Energy for independent energy advice.	
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.	On 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.	On 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.	On 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.	100%	95%