

firmus energy (Distribution) Limited

Consumer Information Pack

The following set of standard information details the business and the services that consumers can receive or expect to receive from firmus energy as required under Section 2 of the [Consumer Information Code](#).

Steps 1 to 6 below apply to privately-owned housing and commercial premises. We will continue to liaise with the Northern Ireland Housing Executive and Housing Associations to ensure that natural gas, where available, is the fuel of choice for its tenants.

1. How to check gas availability

1.1 firmus energy (Distribution) Ltd owns, operates and develops the natural gas network throughout the Ten Towns Licence area, including Derry/Londonderry, Coleraine, Ballymena, Ballymoney, Limavady, Antrim, Armagh, Craigavon, Banbridge and Newry.

1.2 To find out if your property can get connected, simply enter your town and postcode online on our [Gas Availability](#) website page.

1.3 If you would prefer to talk with a firmus energy gas representative or have us contact you, please get in touch using any of the options detailed in Section 10.

1.4 Full details on how to get connected to the natural gas network can be found in the Connection Policy available for viewing on our [website](#).

2. How to contact firmus energy to discuss connecting to the natural gas network

Existing Homes and Businesses

2.1 Your firmus energy representative can offer you expert advice to help you save energy and money throughout your home or business as well as a clear explanation of how natural gas could benefit you. To make an appointment please:

- complete the enquiry form online at our [contact us](#) page and a member of our Customer Services team will get in touch with you; or
- contact us using any of the options detailed in Section 10.

New Build Properties and Refurbishments

2.2 Your firmus energy representative would be delighted to talk to anyone with regard to the installation of natural gas in any new build properties or refurbishments. We provide a full design for all projects and will give advice from early design stage to actual installation.

2.3 Please get in touch using any of the options detailed in Section 10.

3. How to arrange a connection to the firmus energy Natural Gas network

3.1 To arrange your connection to the natural gas network please call our Customer Services team on 0330 024 9000 or contact us using any of the options detailed in Section 10.

3.2 Your home or business will either be fitted with a pre-payment or credit meter; this can be discussed with your firmus energy representative. Once your planned connection date has been confirmed, you should then advise your installer so they can schedule the installation of your natural gas appliances in your home or business.

4. The firmus energy (Distribution) Limited Standard Terms and Conditions for connection

4.1 The [Terms and Conditions](#) applying to all connected homes or businesses regardless as to whether you have signed a Gas Connection Agreement can be found on our website.

4.2 If you are the current owner of the property, including landlords, you are bound by these terms and conditions of contract.

5. How to choose a supplier

5.1 firmus energy (Distribution) Ltd owns, operates and develops the natural gas network throughout the Ten Towns Licence area, including Derry/Londonderry, Coleraine, Ballymena, Ballymoney, Limavady, Antrim, Armagh, Craigavon, Banbridge and Newry.

5.2 firmus energy is responsible for connecting homes and businesses to the natural gas network. Home owners or business premises wishing to connect to the natural gas network must request this from firmus energy (Distribution) Limited. Customers have the choice of using any licenced Gas Supplier in the ten towns area. Gas users may change gas supplier by simply contacting an alternative supplier. Supplier contact details can be found in the section below.

5.3 All Domestic and Commercial Properties

firmus energy

A4/A5 Fergusons Way

Kilbegg Road

Antrim

BT41 4LZ

Phone: 0800 032 4567

Web: www.firmusenergy.co.uk

5.4 Large Industrial and Commercial Only

firmus energy

A4/A5 Fergusons Way
Kilbegs Road
Antrim
BT41 4LZ
Phone: 0332 024 9000
Web: www.firmusenergy.co.uk

SSE Airtricity

17 Great Victoria Street
Belfast,
BT2 7AQ
Phone: 0345 900 5253
Web: www.airtricitygasni.com

Go Power

16 Churchstown Road
Cookstown
County Tyrone
BT80 9XD
Phone: 02886 760600
Web: www.gopower.co.uk

Flogas Natural Gas

40-48 Airport Road West
Belfast
BT3 9ED
Phone: 02890 730277
Web: www.flogasni.com

Electric Ireland

1 Cromac Quay
Belfast
BT7 2JD
Phone: 0800 056 9914
Web: www.electricireland.com

Naturgy

Macken House
39-40a Mayor Street
Dublin 1
D01C9W8
Phone: 00353 1 884 9400
Web: www.naturgy.ie

6. How to find an installer

6.1 From the 1st April 2010 the Gas Safe Register¹ replaced Corgi as the new official hallmark for gas safety in Northern Ireland. To find out more visit the Gas Safe Register [website](#).

6.2 To help you find a suitable installer, firmus energy has compiled localised directories of Gas Safe Registered Installation companies who have all demonstrated their ability to meet certain minimum standards. The names addresses of your local installers are available on our [website](#).

6.3 Please ensure that your selected installation company is qualified in the work category you require.

6.4 firmus energy accepts no liability for any equipment installed or for the standard of work completed by an installation company listed in the customer guide. The contract for the work carried out is between yourself and your chosen installation company.

6.5 For all types of installation work involving any fuel type you will require a building warrant. This can be obtained from your local building control office.

7. How to make an enquiry or lodge a complaint

7.1 firmus energy has a separate note which provides you with everything you need to know about making an enquiry. It also describes our [complaints handling procedure](#) in the event that you wish to lodge a complaint. To find out more visit our website.

8. firmus energy Standards of Service

8.1 firmus energy is committed to delivering a high quality service to its customers. Under the Gas (Individual Standards of Performance) Regulations (Northern Ireland) 2014, all gas companies in Northern Ireland must observe a set of agreed Guaranteed Service Standards. The targets themselves have been fully endorsed by the Northern Ireland Authority for Utility Regulation and the Consumer Council for Northern Ireland, the consumer body charged with representing the interests of gas consumers, in accordance with Condition 2.9 of firmus energy's Gas Distribution Licence.

8.2 The firmus energy Guaranteed Standards of Service can be assessed online at [Guaranteed Standards of Service](#).

9. Contact Details or other Special Services in the event of an Emergency

If you smell gas you must telephone the 24-hour gas emergency service on 0800 002 001

9.1 Natural gas is a very convenient, clean and versatile fuel. But like all fuels it must be handled wisely to ensure its safety and efficiency.

¹ For further information contact: Gas Safe Register, PO BOX 6804, Basingstoke, RG24 4NB; Phone: 0800 408 5500; Web: <http://www.gassaferegister.co.uk/>

9.2 If you think you smell gas:

DO

Do Phone our 24 hour emergency 0800 002 001
Do turn off the gas supply at the meter;
Do extinguish all naked flames;
Do check gas appliances to see if the gas has been left on unlit or that a pilot is out; and
Do allow immediate access to our engineer.

DO NOT

Do not turn any electrical switches, including door entry systems, on or off;
Do not use matches or light naked flames;
Do not smoke.

9.3 Also, for all reports of 'smell of gas in cellar' customers are advised:

- Do not enter the cellar; and
- Evacuate the entire premises.

The call handling team may ask you to provide additional information that may be useful to pass on to the first response engineer.

9.4 How to Isolate Your Gas Supply

If you smell gas you must telephone the 24-hour gas emergency service on 0800 002 001

- In addition, to turn off your gas supply, you first need to locate the gas isolation valve. In many houses or businesses, the gas meter and isolation valve are often located outside in a meter box.



Turn off the gas supply at the emergency control valve on your meter.

10. Contact us

10.1 If you require any advice please get in touch using any of the following options:


10.2 Online

a. You can contact our Customer Services team by visiting our website and completing the [online form](#).

b. You can send our Customers Services team an email at furtherinfo@firmusenergy.co.uk

10.3 Telephone

a. If you would prefer to talk with a firmus energy representative, please call the following number:

 0330 024 9000

b. Lines open from: Monday to Friday – 9.00am to 5.00pm
Saturday/Sunday/Public Holidays - Closed

c. Please note: All enquiries concerning your gas bill, prepayment meter card, direct debit or special payment arrangement should be directed to your gas supplier. Your gas supplier contact details can be found on your latest bill or statement.

10.4 Write

a. If you would prefer to contact us in writing, please use the following address:

firmus energy
A4/A5 Fergusons Way
Kilbegg Road
Antrim
BT41 4LZ