

Terms and Conditions £275 Welcome Bonus

1. The £275 Welcome Bonus is available to new customers who have completed an application to switch to firmus energy from 18th May 2026. 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 £275 Welcome Bonus (the 'Welcome Bonus') you must successfully complete 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, with the total value inclusive of VAT, 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 £275 Welcome Bonus
4. The Welcome Bonus is subject to a 12-month contract and our standard Greater Belfast Home Gas Tariff PAYG will apply. At the end of the 12-month contract period this standard tariff, at the unit rates applicable at the time, will continue to apply to your account.
5. We reserve the right to amend the unit rates that apply to the standard tariff during the term of your contract
6. Terminating the contract within the 12-month period will result in the offer of the Welcome Bonus being withdrawn, and the Customer must repay the amount in full.
7. A customer may cancel their contract within the Cooling Off period (10 working days from submission of your application) with no charge using the contact methods above. Any request to cancel the contract after the Cooling Off period and during the 12-month term must pay a termination fee of £50. This fee is in addition to the repayment of any Welcome Bonus outlined in condition 5.
8. 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
9. The Welcome Bonus will be issued within 56 days of your switch completing, subject to you successfully collecting your Change of Supplier message. The Welcome Bonus will be issued via several PayPoint vouchers (totaling £275). The vouchers are valid for a period of 6 weeks and 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
10. There is no cash alternative for the Welcome Bonus
11. Only one Welcome Bonus can be claimed during the 12-month contract period
12. Any customer who avails of the Welcome Bonus is not eligible for any other Welcome incentive that may be offered by firmus energy
13. The Welcome Bonus can only be claimed by the named Customer and is not transferable
14. The Welcome Bonus offer may be withdrawn or amended at any time without notice
15. These terms are in addition to the General Terms and Conditions for the supply of natural gas by Firmus Energy (Supply) Limited, which may be amended from time to time. A copy of these Terms and Conditions 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