

Terms and Conditions 32% Welcome Discount (Domestic)

1. The 32% Welcome Discount (Domestic) is available to new domestic customers, with a credit (billed) meter, who 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 32% Welcome Discount (Domestic), (the 'Welcome Discount'), 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 Discount 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 of the 32% Welcome Discount
4. The Welcome Discount is subject to a 12-month contract and our standard Greater Belfast Home Gas Tariff Online/ Offline (dependent on customer choice of Online/Offline) 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 and the 32% discount will cease
5. We reserve the right to amend the unit rates that apply to the standard tariff during the term of your contract; however, the discount applied of this rate will not change
6. The Welcome Discount will be applied to each bill during the 12-month contract. The discount will be shown as a single line on the bill. The discount will be calculated as 32% of the gas consumed within each billing period and deducted from the amount due. Should the contract period expire within a billing cycle, the Welcome Discount will be applied pro rata up to the date of contract end
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after the Cooling Off period and during the 12-month term will result in the offer of the Welcome Discount being withdrawn, and the customer must pay a termination fee of £100.
8. The Customer claiming the Welcome Discount 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. There is no cash alternative for the Welcome Discount
10. Any customer who avails of the Welcome Discount is not eligible for any other Welcome incentive that may be offered by firmus energy
11. The Welcome Discount can only be applied to the account of the named customer and is not transferable to another account
12. The Welcome Discount 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 receiving the offer to cancel.
14. 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 found on our website <https://www.firmusenergy.co.uk/> or provided to you in writing upon request