

# firmus energy Network Home Gas Tariff (Credit)



transitioning to *net zero* carbon

A4-A5 Fergusons Way, Kilbegs Road,  
Antrim, BT41 4LZ  
Customer Service: 0330 024 9000  
[www.firmusenergy.co.uk](http://www.firmusenergy.co.uk)

The table below shows the tariff for firmus energy Network Home Gas Tariff (Credit) customers from 1st April 2024

firmus energy Network Home Gas Tariff (Credit)		Effective from 1st April 2024
	Pence per kWh (ex VAT)	Pence per kWh (inc VAT)
	9.132	9.589
Direct Debit Discount: A discount of £5.50 per quarter (inc VAT) will be offered to customers paying by Direct Debit.		

## firmus energy Network Home Gas Tariff (Credit) Terms and Conditions

firmus energy will:

- Endeavour to read your meter twice per year subject to access.
- Send you quarterly paper bills to make sure that you are up to date with your account.

Remember:

1. Payment by Direct Debit is not mandatory. However, if you do pay by Direct Debit you will receive Direct Debit Discount. Payment by Direct Debit is subject to a successful credit check.
2. Payment can be made by variable or monthly Direct Debit. If you opt for a monthly Direct Debit, the amount you pay will be reviewed on each quarterly bill and may change.
3. Direct Debit Discount will be applied to bills on a quarterly basis.
4. Direct Debit failures will incur a charge of £7.50 + VAT. Two consecutive Direct Debit failures may result in firmus energy terminating this agreement and your supply may be disconnected.
5. Failure to pay debt owing to firmus energy may result in firmus energy passing your information to debt recovery agents and where appropriate law enforcement authorities.
6. The Company may change the terms and conditions of the Agreement by providing the Customer with 21 days' notice in writing. If the Customer does not wish to continue with the Agreement as a result of the change, the Customer must notify the Company of this within this 21 day period. If the Customer does this, the change will not take effect and the Agreement, in its unchanged form, will terminate 28 days from the date of receipt by the Company of the Customer's notification. If the Customer does not reply within the 21 day notice period, the change will be applied to the Agreement without further notice.
7. firmus energy Supply terms and conditions apply.

Independent information and advice can be obtained from The Consumer Council, Floor 3, Seatem House, 28-32 Alfred Street, Belfast, BT2 8EN. Tel: 0800 121 6022, Textphone: 028 9025 1600, E-mail: [contact@consumercouncil.org.uk](mailto:contact@consumercouncil.org.uk)

The European Energy Consumer Checklist is a set of questions put together by the European Commission to allow consumers to compare information on energy markets across member states. Further information is available on request or at [www.firmusenergy.co.uk/publications](http://www.firmusenergy.co.uk/publications)

Guaranteed Service Standards: 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. A copy of these guaranteed service standards is available on request or can be found on the firmus energy website [www.firmusenergy.co.uk/gss](http://www.firmusenergy.co.uk/gss)

At firmus energy we understand that no two customers are the same. We introduced our firmuscare scheme to make life easier for customers who have special requirements. Further information is available upon request or at [firmusenergy.co.uk/firmuscare](http://firmusenergy.co.uk/firmuscare).

**If you smell gas or suspect a gas leak please report this immediately to the 24 hour Northern Ireland Gas Emergency Service on 0800 002 001, minicom/textphone 0800 7314 710.**

# firmus energy natural gas network

Ahoghill  
Antrim  
Armagh  
Ballyclare  
Ballymena  
Ballymoney  
Banbridge  
Benburb  
Bessbrook  
Blackwatertown  
Broughshane  
Bushmills  
Camlough

Coleraine  
Craigavon  
Crumlin  
Cullybackey  
Derry ~ Londonderry  
Doagh  
Dunadry  
Eglinton  
Laurelvale  
Limavady  
Loughgall  
Lurgan  
Maghaberry  
Magheralin

Moy  
Newbuildings  
Newry  
Parkgate  
Portadown  
Portballintrae  
Portstewart  
Richhill  
Seapatrick  
Strathfoyle  
Tandragee  
Templepatrick  
Waringstown  
Warrenpoint

