

# Greater Belfast Home Gas Tariff (Online)



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 Greater Belfast Home Gas (Online) customers from 1st April 2024.

| firmus energy Greater Belfast<br>Home Gas Tariff (Online)<br>Effective 1st April 2024 |                            |
|---|----------------------------|
| Pence per kWh<br>(ex VAT)   | Pence per kWh<br>(inc VAT) |
| 10.166  | 10.674                     |

**Annual Online Account Discount** for customers using more than 8,000 kWh is £30.00 (inc VAT). For annual consumption under 8,000 kWh per annum the Annual Online Discount is £16.00 (inc VAT). Monthly Direct Debit payment amounts will be calculated based on your annual consumption of natural gas.

## Greater Belfast Home Gas Tariff (Online) Terms and Conditions

You must:

- Pay by Direct Debit.
- Read your own meter every three months and submit the readings to us through your firmus energy online account within the time frames stated in the reminder email or text.
- View your bills online. Paper copies will not be issued.
- If you fail to adhere to any of these conditions you will not receive the Online Account Discount.

Remember:

- We will remind you when your meter reading is due. If you submit a late meter reading this will not be used to generate or correct your estimated bill.
- firmus energy will endeavour to physically read all meters annually with any reconciliation being added to the following bill.
- Standard payment terms for domestic customers are 14 days from the date on the bill.

1. Payment can be made by variable or monthly Direct Debit. This offer will be void unless a valid Direct Debit is set up. If you opt for a monthly Direct Debit, the amount you pay will be reviewed on each quarterly bill and may change.
2. Direct Debit Discount will be applied to bills on a quarterly basis. Pricing bands will be applied per quarterly billing cycle.
3. 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.
4. 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.
5. If you wish to switch to another supplier, firmus energy must be given written confirmation 28 days before the date you would like to switch.
6. We may share the information we have about you with relevant industry organisations based on agreed industry processes. Should you choose to transfer your natural gas supply we may need to share information with your chosen supplier including details of any outstanding debt on your account.

Independent information and advice can be obtained from The Consumer Council, Floor 3, Seatern 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 Greater Belfast Supply

- Bangor
- Belfast
- Carrickfergus
- Carryduff
- Castlereagh
- Donaghadee
- Dundonald
- Hollywood
- Larne
- Lisburn
- Newtownabbey
- Newtownards
- Annahilt
- Ballygowan
- Ballynahinch
- Castlewellan
- Crossgar
- Downpatrick
- Dromore
- Drumaness
- Dundrum
- Hillsborough
- Newcastle
- Saintfield
- The Spa

