5 Trench Road
Newtownabbey, BT36 4TY
Customer Services: **0330 024 9000**
Email: **customeroperations@firmusenergy.co.uk**

Terms and Conditions 24% Welcome Discount (Domestic)

1. The 24% Welcome Discount (Domestic) is available to new domestic customers, with a credit (billed) meter, who completed an application to switch to firmus energy from 9th February 2026
2. To be eligible for the 24% 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 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 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 will continue to apply to your account, and the 24% discount will cease
5. 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 24% 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
6. Should you terminate the contract within the 12-month period the offer of the Welcome Discount will be withdrawn, and the Customer must pay an amount of £100
7. 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
8. There is no cash alternative for the Welcome Discount
9. Any customer who avails of the Welcome Discount is not eligible for any other Welcome incentive that may be offered by firmus energy
10. The Welcome Discount can only be applied to the account of the named customer and is not transferable to another account
11. The Welcome Discount offer may be withdrawn or amended at any time without notice
12. Should you no longer wish to proceed, please contact us within 10 days of receiving the offer to cancel.
13. Full details of the Terms and Conditions of Supply 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