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

Terms and Conditions £200 Welcome Bonus

1. The £200 Welcome Bonus is available to new customers who have completed an application to switch to Firmus Energy from 15th October 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 £200 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 £200 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. 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
7. 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
8. 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 £200). 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
9. There is no cash alternative for the Welcome Bonus
10. Only one Welcome Bonus can be claimed during the 12-month contract period
11. Any customer who avails of the Welcome Bonus is not eligible for any other Welcome incentive that may be offered by Firmus Energy
12. The Welcome Bonus can only be claimed by the named Customer and is not transferable
13. The Welcome Bonus offer may be withdrawn or amended at any time without notice
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 account can be found on our website https://www.firmusenergy.co.uk/ or provided to you in writing upon request