Firmus Energy Network Ten Towns Tariff (Credit)

firmus energy | all about you
5 Trench Road, Mallusk,
Newtownabbey, BT36 4TY
Customer Service: 0330 024 9000
www.firmusenergy.co.uk

The table below shows the tariff for Firmus Energy Ten Towns Home Gas Tariff (Credit) customers from 1st October 2026

firmus energy Ten Towns Home Gas Tariff (Credit)	
Effective from 1st October 2026	
Pence per kWh (ex VAT)	Pence per kWh (inc VAT)
8.405	8.825

Direct Debit Discount: A discount of £5.50 per quarter (inc VAT) will be offered to customers paying by Direct Debit

Firmus Energy Network Ten Towns 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

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

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

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.

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

