Firmus Energy Ten Towns Home Gas Tariff (PAYG)

5 Trench Road, Mallusk,
Newtownabbey, BT36 4TY
Customer Service: 0330 024 9000
www.firmusenergy.co.uk

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

Firmus Energy Network Ten Towns Gas Tariff (Pay As You Go)	
Effective from 1st October 2026	
Pence per kWh (ex VAT)	Pence per kWh (inc VAT)
8.225	8.636

Firmus Energy Ten Towns Home Gas Tariff (Pay As You Go) Terms and Conditions

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. Firmus Energy Supply terms and conditions apply.

Keep your card in a safe place

Loss of card can mean loss of money. Unfortunately, if the card is lost or misplaced before the top-up value is transferred on to the gas meter it is like losing cash, however, if the card is found at a later date the top-up value will still be recorded on the card and it can be returned to us for a full refund. No one else will be able to use this card as each one is locked to an individual meter.

Keep the Smart Card 'gold chip' clean

Keeping the card clean can save an unnecessary trip to a local shop to get a replacement card. We advise keeping the 'gold chip' on the card as clean as possible. A soft cloth or an eraser can be used.

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

