Firmus Energy - BillPay Standard 24hr

Product terms and conditions

ELECTRICITY | ALL ABOUT YOU

Domestic electricity

Firmus BillPay Standard 24hr | Simple pricing. Clear terms.

Firmus BillPay Standard 24hr unit rates (Pence per kWh)	
Unit rate **40.000p** excluding VAT	Unit rate **42.000p** including VAT
Standing charge **(Pence per day)**	
Standing charge **14.286p** excluding VAT	Standing charge **15.000p** including VAT

Prices effective from 15th October 2026

WHY CHOOSE THIS PRODUCT?

- ✓ Clear unit rate and standing charge
- ✓ No hidden product charges
- ✓ No fixed term contracts
- ✓ No exit fees
- ✓ Local customer support based in Northern Ireland

Your product at a glance

Who can join	Domestic electricity customers in Northern Ireland with a credit meter.
Payment method	Firmus offers 2 different payment options for our BillPay Standard 24hr product: • You can call our Customer Service team to make payment over the phone on 0330 024 9000. Lines are open Mon to Thurs 9am to 5pm and Fri 9am to 3.30pm. • Or you can also send a cheque payment to:

	Billing at Firmus Energy, 5 Trench Road, Mallusk, Newtownabbey, BT36 4XA • You can also call us to set up a Direct Debit to pay your bills and avail of our discount offers.
Contract term	Not applicable.

Firmus BillPay Standard 24hr KEY PRODUCT TERMS

Version 1.0
15th October 2026

Conditions

1. Eligibility - You must be a domestic electricity customer in Northern Ireland and meet the meter and payment requirements shown on page 1.

2. When supply starts - The product applies from the date Firmus Energy is registered as your electricity supplier.

3. Cooling-off - You may cancel without charge, during the 10 working days from when the Agreement is first made ("Cooling Off Period") by calling us on 0330 024 9000, by e-mail to electricitysupport@firmusenergy.co.uk or by writing to us by post to 'Firmus Energy 5 Trench Road, Mallusk, Newtownabbey, BT36 4TY'

4. Price changes - Firmus Energy reserves the right to amend the electricity unit rates or charges that apply to the Tariff at any time during the Contract Term, if there is a cost imposed to Firmus Energy by a governmental or statutory body (including a change in VAT) or as otherwise provided for in the Firmus Energy General Conditions. If your tariff rate changes during the term, we will notify you 21 calendar days in advance using your chosen method of communication.

5. Moving home - If you move house, you may continue to avail of this Tariff at your new address, providing you continue to meet the eligibility criteria as set out in paragraph 1 above.

6. End of term - if you are a Firmus BillPay Standard 24hr customer you will be entered into a supply agreement with Firmus Energy, but you will not be placed on a fixed term contract.

7. Priority of terms - These product terms apply alongside the Domestic Electricity General Terms and Conditions. In the event of any conflict between these terms, the Firmus Energy General Terms and Conditions and the Customer Agreement Form, these terms will apply.

IMPORTANT INFORMATION

- Keep a copy of this product. It identifies the product and prices that apply to your agreement.

Need help?

Visit firmusenergy.co.uk | Call 0330 024 9000 | Write to Firmus Energy, 5 Trench Road, Mallusk, Newtownabbey, BT36 4XA