Greater Belfast Home Gas Tariff (PAYG)

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

The table below shows the tariff for Greater Belfast Home Gas (Pay As You Go) customers from 8th October 2026

Greater Belfast Home Gas Tariff (PAYG)	
Effective 8th October 2026	
Pence per kWh (ex VAT)	Pence per kWh (inc VAT)
10.324	10.840

Greater Belfast 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.

If switching your natural gas supply to Firmus Energy;

1. As the owner or tenant of the property, you confirm that you give Firmus Energy permission to terminate your natural gas supply with your current supplier.
2. You give authorisation to Firmus Energy to validate your Meter Module Number, Meter Serial Number and address details held by Phoenix Natural Gas.
3. The effective switch date from your current supplier will be at least 15 days from the end of your cooling off period (you have a cooling off period of 10 working days from the date of receipt of your completed application). If you wish to switch to another supplier, Firmus Energy must be given written confirmation 28 days before the date you would like to switch.
4. To complete your switch you are required to collect your Change of Supplier message. To collect this message take your existing gas card to your nominated PayPoint outlet within 28 days of your switch date. You should not top up more than £20 on this occasion and should check your receipt to confirm this completed successfully. Failure to collect this message will mean that you are not paying your selected tariff and your account may be returned to your previous supplier.
5. We may share the information we have about you with relevant industry organisations based on agreed industry processes. In order to transfer your gas supply we may need to share information with your current supplier to establish details of any outstanding debt on your account.

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 Greater Belfast Supply

Bangor
Belfast
Carrickfergus
Carryduff
Castlereagh
Donaghadee
Dundonald
Holywood
Larne
Lisburn
Newtownabbey
Newtownards

Annahilt
Ballygowan
Ballynahinch
Castlewellan
Crossgar
Downpatrick
Dromore
Drumaness
Dundrum
Hillsborough
Newcastle
Saintfield
The Spa

