Firmus Energy - KeyPad Standard 24hr

Product terms and conditions

ELECTRICITY | ALL ABOUT YOU

Domestic electricity

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

Firmus KeyPad Standard 24hr unit rates (Pence per kWh)	
Unit rate **39.619p** excluding VAT	Unit rate **41.600p** including VAT
Standing charge **(Pence per day)**	
Standing charge **18.095p** excluding VAT	Standing charge **19.000p** including VAT

Prices effective from 15th October 2026

WHY CHOOSE THIS PRODUCT?

- ✓ Clear unit rate and standing charge
- ✓ No hidden product charges
- ✓ 12-month discount term
- ✓ Local customer support based in Northern Ireland

Your product at a glance

Who can join	Any domestic electricity customers in Northern Ireland with a keypad meter.
Payment method	Keypad top-up
Contract term	Not applicable

Firmus KeyPad Standard 24hr
KEY PRODUCT TERMS

Version 1.0
15th October 2026

Conditions

1. Eligibility - You must be a domestic Keypad 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 during the Agreement Term, you may continue to avail of this Tariff for the remainder of the Agreement Term for electricity supply at your new address, providing you continue to meet the eligibility criteria as set out in paragraph 1 above.

6. End of term - After the contract end date, your account will revert to the Firmus Energy KeyPad 24hr Standard keypad unit rates applicable at that time.

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

IMPORTANT INFORMATION

- Keep a copy of these Product Terms and Conditions. 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