

**Standards of Performance**  
**firmus energy (Supply) Limited**  
**Greater Belfast & West Licensed Area**  
**2024**

Overall Standard Ref	STANDARD OF SERVICE	ACTUAL	PERFORMANCE LEVEL TARGET
<b>CUSTOMER CONTACT</b>			
1	<p><b><i>Telephone Answering</i></b></p> <p>We will endeavour to answer all calls promptly.</p>	Compliant	
2	<p><b><i>Customer correspondence</i></b></p> <p>Written correspondence will receive a reply within ten working days. Correspondence may be responded to by telephone unless you request a written response.</p>	100%	97%
4	<p><b><i>Customer Complaints</i></b></p> <p>firmus energy Supply will publish a code of practice for the handling of customer complaints.</p>	Published on website and referenced on bills/statements	
5	<p>All complaints, whether made in person, by telephone, in writing, or otherwise will be recorded and classified.</p>	<p>All members of Customer Services and Billing Teams receive extensive call handling training. This tailor-made training focuses on using our values of clarity, integrity, empathy, and teamwork to ensure customer complaints are dealt with effectively.</p> <p>All complaints have been recorded and classified.</p>	
6	<p>Complaints will receive a full response to their complaint within 10 days, where applicable.</p>	100%	97%

ENERGY CARE			
12	<p><b>Code of Practice</b></p> <p>firmus energy Supply will publish a code of practice describing the services the Licensee will make available for each of its domestic customers who are of pensionable age, disabled or chronically sick.</p>	Published on our website	
13	<p><b>Energy Care Register</b></p> <p>firmus energy will maintain and promote the firmuscare register for our customers who are of pensionable age, disabled or chronically sick.</p>	<p>firmus energy promote the firmuscare scheme on various collateral sent to customers, including new customer letters, bills, and tariff mailers. The scheme is also promoted on firmus energy's website. As of 31st December 2024, firmus energy had 973 customers registered to the firmuscare scheme in the Greater Belfast area.</p>	
14	<p><b>firmuscare Scheme</b></p> <p>For those customers who are registered on the firmuscare scheme, and who qualify for a safety inspection, firmus energy Supply will arrange to carry out the safety inspection of gas appliances and other fittings.</p>	<p>100%</p> <p>We attempted to carry out an inspection with every eligible customer registered for the firmuscare scheme.</p>	90%
ENERGY EFFECIENCY			
16	<p><b>Reducing your bill</b></p> <p>firmus energy Supply has a duty to promote the efficient use of our product. We will do this by training relevant staff, by offering free energy efficiency advice to customers and promoting energy efficiency to customers and potential customers.</p>	<p>firmus energy target 100% staff attainment of NEA City &amp; Guilds qualification in Energy Awareness. We provide energy efficiency tips on our website and include energy efficiency tips with our tariff mailers. Staff also provide energy efficiency advice to customers and potential customers. If the customer requires further information, we refer them to Bryson Energy for independent energy advice.</p>	
17	<p><b>Code of Practice</b></p> <p>firmus energy Supply will publish a code of practice setting out the ways in which it will make available to consumers information and guidance on the efficient use of gas.</p>	Published on our website.	

PREPAYMENT METERS			
18	<p><b>Code of Practice</b></p> <p>firmus energy Supply will publish a code of practice on the services the Licensee will make available for its domestic consumers who pay by prepayment meter</p>	Published on our website.	
PAYMENT OF BILLS			
22	<p><b>Code of Practice</b></p> <p>firmus energy Supply will publish a code of practice which sets out the services the Licensee will make available to assist domestic consumers who through misfortune or inability to cope with credit terms, may have difficulty in paying their gas bills.</p>	Published on our website.	
METER READING			
23	<p><b>Statement of account</b></p> <p>firmus energy Supply will provide a statement of account at least once a year to each of its domestic customers.</p>	100%	100%
24	<p><b>Reading of meters</b></p> <p>firmus energy Supply will use all reasonable endeavours to take an actual meter reading in respect of each of its consumers on at least an annual basis.</p>	99%	95%