

# firmuscare scheme

For customers who may need  
additional support based on  
their individual needs and/or  
circumstances

The logo for Firmus Energy features the word "firmus" in a bold, white, sans-serif font with a stylized swirl above the letter 'i'. Below "firmus" is the word "energy" in a smaller, white, sans-serif font.

**firmus**  
energy

*transitioning to net zero carbon*

# What is firmuscare?

**At firmus energy we understand that no two customers are the same and it is important to have a range of services in place to help meet their individual needs. To help make life as easy as possible for our customers the firmuscare scheme offers a range of services for those who are of pensionable age, disabled, chronically sick, terminally ill and for customers who may need a little extra support based on their individual needs and circumstances.**

These services are offered free of charge and are completely confidential. Our Code of Practice on Provision of services for Consumers in Vulnerable Circumstances, can be found at [www.firmusenergy.co.uk](http://www.firmusenergy.co.uk)

## **Password protection**

When someone you do not know comes to your door always ask them to identify themselves. All firmus energy representatives carry a company identity card, with photographic ID and a telephone number. We also offer the added reassurance of a pre-agreed password to be used when any of our staff visit your home.

## **Quick Check 101**

The Quick Check 101 scheme is to offer reassurance to customers that the caller at their door, seeking to gain access to their property, is an employee of the company they claim to be representing. Any customer who is concerned about the validity of the caller to their door can call the PSNI on 101.

## **Make your appliances easier to use**

firmus energy may be able to provide special controls and adapters for your gas appliances to make it easier for households with occupants who are of pensionable age, disabled, terminally or chronically ill and may be experiencing difficulties.

## **Meter reading**

If you find it difficult to read your own meter, contact us and we can talk you through it or arrange to read it for you and notify you of the meter reading.

## **Alternative format communications**

If you are visually impaired or find it difficult to read your bill or other communications from us, we can produce these in Braille, large print or audio format.

This will include as a minimum, our Terms and Conditions, Billing information, Codes of Practice and Complaints Procedure. When registering for our firmuscare scheme you can pick the communication format best suited to your needs or contact us at any time to update this.

## **Bill nominee scheme**

firmus energy can arrange for a copy of your bills to be posted to a friend, relative, or carer's address so they can help you read and check your bill. Please ensure you agree this with the nominee before providing their details to us.

## **Support and advice available for customers**

We understand at times some people may find themselves in unexpected financial difficulty. If you are concerned about paying for your natural gas bill, we will do our best to help. We will work with you to come to a suitable arrangement which may include a repayment plan.

We can also, with your permission, pass your details to external organisations who offer free and impartial advice and support.

## **FREE gas safety inspection**

firmus energy offers homeowners a free annual gas safety inspection on your natural gas heating installation and appliances if you live alone, with a minor, or if all occupants of the household are eligible for the firmuscare scheme.

If you are unsure of your eligibility to receive a free gas safety inspection, please call us on 0330 024 9000 and we can talk you through this.

Please note that this check is not a substitute for having your natural gas appliances serviced and maintained regularly. You should check with your boiler manufacturer or Installer regarding any warranty. A safety inspection should not be taken as a boiler service for warranty purposes.

Gas appliances should be serviced by a Gas Safe Registered Installer, in line with manufacturer's instructions, to ensure they run safely and efficiently.

If your boiler is situated in your attic there must be a permanent means of access/fixed ladder, permanent light and flooring to permit the safety inspection to be carried out.

Any further work identified as part of the safety inspection will be chargeable and it is the customer's responsibility to pay for this.

Costs will be notified and agreed with the customer before any work is carried out. If the Gas Safe Registered Installer discovers that an appliance or installation could be dangerous, they may have to shut off the gas supply until the problem is fixed.

This will only be done where it is necessary to protect your safety and you will always be told about it and the reason why.

If you are a homeowner and believe you are eligible for a gas safety inspection under the firmuscare scheme, complete the firmuscare application form and return to us.

### **A little extra help**

Our Customer Service Team can advise you on the most efficient use of your gas heating system and/or gas appliances. If you would like some energy efficiency advice, please call us on 0330 024 9000.

### **Moving your gas meter**

For households with occupants who are either of pensionable age, disabled, terminally ill or chronically ill, if you find it difficult to read your meter, we will endeavour to move it to a more suitable position free of charge, providing that it meets all safety standards and recommendations. Confirmation of eligibility for this service will apply.

# We're here to help

At firmus energy, we know that sometimes things can go wrong and we take complaints very seriously.

If you are unhappy with any level of our service or wish to make a complaint, please contact us.

firmus energy shall resolve any complaint as soon as possible. This will be done based on a six step approach, which is detailed in our Complaints Policy, a copy of which is available upon request.

## How to make a complaint

You can make a complaint by contacting firmus energy by the following means:

- Telephone: 0330 024 9000 (Customer Services)
- Email: [customerservices@firmusenergy.co.uk](mailto:customerservices@firmusenergy.co.uk)
- By audiotape or letter:

Complaints Administrator, firmus energy,  
A4 & A5 Fergusons Way, Kilbegs Road, Antrim, BT41 4LZ

See the Code of Practice for Complaints Handling by visiting [www.firmusenergy.co.uk](http://www.firmusenergy.co.uk)

## Taking a complaint further...

If having discussed the matter and received a formal response, you feel that your complaint has still not been satisfactorily resolved, you may refer the matter to the Consumer Council.

The Consumer Council will investigate your complaint on your behalf and at no cost. This does not affect your statutory right to go to court if you deem the solution unsatisfactory.

## The Consumer Council

The Consumer Council is an independent consumer organisation. It provides free advice and can investigate complaints about buses, trains, planes, ferries, natural gas, electricity, coal, private parking, water, sewage and postal services. We would appreciate if you contact the Consumer Council after we have been given the opportunity to resolve the complaint through firmus energy's full complaint handling procedure.

The Consumer Council can be contacted by the following means:

- Telephone: 0800 121 6022
- Textphone: 028 9025 1600
- Fax: 028 9025 1663
- Email: [contact@consumercouncil.org.uk](mailto:contact@consumercouncil.org.uk)
- Website: [www.consumercouncil.org.uk](http://www.consumercouncil.org.uk)
- By audiotape or letter:

Freepost THE CONSUMER COUNCIL

- In person:

The Consumer Council, Floor 3, Seatem House, 28-32 Alfred House, Belfast BT2 8EN

## The Utility Regulator

The Utility Regulator may be able to resolve complaints where the Consumer Council is unable to reach a satisfactory resolution.

The Utility Regulator can be contacted by the following means:

- Telephone: 028 9031 1575
- Email: [info@uregni.gov.uk](mailto:info@uregni.gov.uk)
- By audiotape or letter: Utility Regulator, Queens House, 14 Queen Street, Belfast, BT1 6ED



# The firmuscare application form

<b>Name</b>		<b>Phone</b>	
<b>Address</b>		<b>Email</b>	
		<b>Account Number</b> (Found at top of your bill)	

<b>Please tell us if you:</b>	<b>If you have ticked any of the boxes on the left, please tell us if you are:</b>
Are of pensionable age <input type="checkbox"/>	Blind <input type="checkbox"/>
Are registered disabled <input type="checkbox"/>	Visually impaired <input type="checkbox"/>
Are terminally or chronically ill <input type="checkbox"/>	Deaf <input type="checkbox"/>
Have any other medical condition or are experiencing circumstances that require additional support <input type="checkbox"/>	Hearing impaired <input type="checkbox"/>

<b>To ensure we are providing you with the best support, please confirm if you are living alone or with others:</b>	Living alone <input type="checkbox"/>	Living with others <input type="checkbox"/>
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<b>Are any of the occupants living in your household:</b>	
Of pensionable age <input type="checkbox"/>	Blind <input type="checkbox"/>
Registered disabled <input type="checkbox"/>	Visually impaired <input type="checkbox"/>
Terminally or chronically ill <input type="checkbox"/>	Deaf <input type="checkbox"/>
Experiencing other medical conditions or experiencing circumstances that require additional support from firmus energy <input type="checkbox"/>	Hearing impaired <input type="checkbox"/>
Under 18 years old <input type="checkbox"/>	Under 5 years old <input type="checkbox"/>

<b>Would you like to set up a personal password for your account?</b>	<b>Would you like to have a nominated representative to receive copies of your bills and statements?</b>
Yes <input type="checkbox"/>	Yes <input type="checkbox"/>
No <input type="checkbox"/>	No <input type="checkbox"/>

If you have selected 'yes' a member of our customer service team will contact you to set this up.	If you have selected 'yes' a member of our customer service team will contact you to set this up.
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To allow us to support your needs, please let us know if any of the following apply to you or anyone living in your household:

**Need Extra Time:**

If an occupant may need a little extra time when speaking to us on the phone or when we visit the property.

**Physical or Mobility Difficulties:**

If an occupant has any physical or mobility restrictions that may affect their ability to access the gas meter or answer the door to a meter reader/ engineer.

**Language & Communication**

If an occupant has any communication or language barriers and wish to make us aware of this so we can use appropriate communication methods to meet their needs.

**Temporary/Personal Circumstances:**

If an occupant is facing difficult circumstances or life events such as carer's responsibilities, bereavement, pregnancy, financial difficulties, etc.

**Please select your preferred contact method:**

Letter

Email

Phone

**Alternative format communication:**

Braille

Large print

Audio format

**Please tell us if your property is:**

Owner Occupied

Private Rented

NIHE

Housing Association

## FREE Gas Safety Inspection

If you are the property owner and **all** occupants of your household meet one or more of the criteria below, you may qualify for a free gas safety inspection:

- Pensionable age
- Disabled
- Terminally or Chronically Ill
- Under the age of 18
- Experiencing other medical conditions or experiencing circumstances that require additional support from firmus energy

If you have multiple properties you may register for the firmuscare scheme but will only be eligible for a gas safety inspection for the property which is your main residence, not for the additional properties.

Based on the criteria above I am eligible for a free gas safety inspection and would like firmus energy to arrange this.

Yes

No

I confirm the details provided in this application are correct and that I have read and understood the information outlined overleaf:

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

The information collected for our firmuscare register is completely confidential. Once accepted onto the firmuscare scheme we will record the details provided on the application form on our system to enable us to identify you as a member of the scheme and the eligibility criteria that you have met. We will not keep the copies of your documentation after you have proved eligibility for the scheme.

Independent Gas Safe Registered Installers will carry out the free gas safety inspections under the firmuscare scheme. To arrange the inspection we will pass details of your name, address, contact information and that you are registered on the firmuscare scheme to the Gas Safe Registered Installer so that they may contact you to arrange the inspection and carry this out at your property.

Information provided on this form will be held by firmus energy in order to provide the services required under firmuscare and other licence obligations. Your personal details, may, in the course of the performance of this firmuscare scheme, be shared within our company group and third parties as listed in the firmus energy Privacy Notice which is available on request. This includes confirmation of your registration on the scheme and the eligibility criteria that you have met.

We will share certain data with your Network Operator so you are provided with the full benefits of the firmuscare scheme. In the event we are unable to provide customers with a gas supply, the Network Operator may forward all data they are required to hold to the Supplier of Last Resort appointed by the Utility Regulator.

**If your eligibility circumstances change, please contact us and let us know to ensure we are providing the best support to you and other occupants within the household.**

## **How to join the scheme?**

If you wish to join the firmuscare scheme, complete the application form and return to us along with any copies of proof of eligibility (if required). Once we receive and approve your application we will write to welcome you to the scheme.

**In any gas emergency call the  
24hr NI Gas Emergency Service**

**0800 002 001**

**Textphone: 0800 7314 710**

firmus energy  
A4 – A5 Fergusons Way,  
Kilbegs Road Antrim,  
BT41 4LZ

call: 0330 024 9000  
email: [customerservices@firmusenergy.co.uk](mailto:customerservices@firmusenergy.co.uk)  
[www.firmusenergy.co.uk](http://www.firmusenergy.co.uk)

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