

# DOMESTIC CUSTOMERS FAQ'S

## Do you have a Problem/Query with your Utility Provider?

### Step 1

- In all instances your first point of contact should be your utility provider - they may be able to solve your problem/query.

### Step 2

- If your utility provider does not solve the problem/query or you are not happy with the response, please contact the Consumer Council. The Consumer Council for Northern Ireland has been empowered to help you with Electricity, Gas and Water and Sewerage complaints arising in your home, in industry or business.

### Step 3

- If the Consumer Council is unable to deal with your problem/query, or resolve the matter to your complete satisfaction, they may refer it to us for determination. The Utility Regulator has the legal power to act on your behalf and investigate the matter provided it is something we have the legal authority to make a determination on.

## Problems the Utility Regulator can not consider.

Neither the Utility Regulator nor the Consumer Council can deal with problems arising from the sale and use of electrical or gas appliances or with electrical work done in your home.

## What happens when the Utility Regulator investigates a matter you have raised?

Provided your problem/query is one the Utility Regulator can make a formal determination on, we will consider all the relevant facts and proceed in the following manner:

- We will contact the company and/or the Consumer Council with specific questions about your appeal, complaint or dispute and discuss how it can be resolved.
- We will work impartially in order to arrive at a fair and satisfactory outcome.
- We will aim to keep you fully briefed.
- The Utility Regulator will attempt to issue a determination on each appeal/complaint/dispute in as short a time as possible. However, some determinations can take up to three months to fully investigate.

## What if I'm not satisfied with the service I receive from the Utility Regulator?

- Email the relevant appeals/complaints/disputes representative (Electricity – [tanya.wishart@niaur.gov.uk](mailto:tanya.wishart@niaur.gov.uk), Water – [peter.naylor@niaur.gov.uk](mailto:peter.naylor@niaur.gov.uk) and Gas – [neil.bingham@niaur.gov.uk](mailto:neil.bingham@niaur.gov.uk)), who will acknowledge your complaint within three working days and respond within 10 working days. After a full investigation, we will issue a final determination. If we have made a mistake, we will apologise and put things right if we can.
- If you are dissatisfied you may then refer the matter to the Northern Ireland Ombudsman's Office or seek third party assistance.

## Who to Contact

### ELECTRICITY

You should always contact NIE Energy first, using the appropriate local rate number as shown below:



**For Billing Enquires; Ways to Pay; Price Information; Meter Readings; Moving House; Energy Efficiency Advice and Eco Energy**

**Telephone:** 08457 455 455 (8am - 8pm, Mon - Fri & 9am - 1pm Sat)

**Email:** [home@nieenergy.co.uk](mailto:home@nieenergy.co.uk)

**Minicom:** 08457 147 128 (24 hrs)

**Web:** [www.nieenergy.co.uk](http://www.nieenergy.co.uk)

**For failure of electricity supply; a new electricity supply; alterations to lines and equipment and any physical supply matter**

**Telephone:** 08457 643 643 (24hrs for failure of supply 8.30am-5pm Mon - Fri for other services)

### WATER

You should always contact Northern Ireland Water first using the appropriate local rate number below:



**For all emergencies and general enquiries:**

**Waterline:** 08457 440 088

**Typetalk :** 08000 515 446 (for customers with hearing difficulties)

**Email:** [waterline@niwater.com](mailto:waterline@niwater.com)

**Web:** [www.niwater.com](http://www.niwater.com)

**Leakline:** 08000 282 011

## Who to Contact

### GAS

You should always contact your gas supplier first:



**For General Enquiries:**

**Telephone:** 08454 555 555

**Email:** [info@phoenixnaturalgas.com](mailto:info@phoenixnaturalgas.com)

**Web:** [www.phoenixnaturalgas.com](http://www.phoenixnaturalgas.com)

**In an Emergency:**

**Telephone:** 0800 002 001 (24 Hour Emergency Line Free phone)



**Customer Careline:** 08456 080 088

**Email:** [furtherinfo@firmusenergy.co.uk](mailto:furtherinfo@firmusenergy.co.uk)

**Web:** [www.firmusenergy.co.uk](http://www.firmusenergy.co.uk)

### UTILITY REGULATOR



**Address:** Queens House  
14 Queen Street  
Belfast  
BT1 6ED

**Telephone:** 02890 311 575  
**Fax:** 02890 311 740  
**Email:** [info@niaur.gov.uk](mailto:info@niaur.gov.uk)  
**Web:** [www.niaur.gov.uk](http://www.niaur.gov.uk)

## Who to Contact

### CONSUMER COUNCIL



The Consumer Council

You can contact the consumer council by letter, telephone, fax or email:

**By Letter:** The Consumer Council  
116 Hollywood Road  
Belfast  
BT4 1NY

If you have a complaint about your electricity, natural gas or water and sewerage provider:

**Telephone:** 08001 216 022  
**Fax:** 02890 657 701  
**Email:** [complaints@consumercouncil.org.uk](mailto:complaints@consumercouncil.org.uk)

For further information on how the Consumer Council can help you please visit their website at:

[www.consumercouncil.org.uk](http://www.consumercouncil.org.uk)

## How can I reduce my energy bills?

For information on how you can save energy within in your home, renewable technologies as well as saving water please contact:



**Address:** Energy Savings Trust  
Northern Ireland Advice Centre  
1-11 May Street  
Belfast  
BT1 4NA

**Telephone:** 0800 512 012  
**Fax:** 02890 246 133  
**Email:** [ni.advice@est.org.uk](mailto:ni.advice@est.org.uk)

**Web:** <http://www.energysavingtrust.org.uk/Northern-Ireland-advice-centre>

**Action Renewables**  
*the future of energy, today*



**Address:** Action Renewables  
The Innovation Centre  
NI Science Park  
Queens Road  
Belfast  
BT3 9DT

**Telephone:** 02890 737 821  
**Fax:** 02890 737825  
**Email:** [info@actionrenewables.org](mailto:info@actionrenewables.org)

**Web:** <http://www.actionrenewables.org/site/home.asp>