

Frequently Asked Questions for Domestic Customers

What if I have a problem/query with my utility provider (i.e. electricity or gas supplier)?

Step 1 – In all instances your first point of contact should be with your utility provider – they may be able to solve your complaint/query.

Step 2 – If your utility provider does not solve your complaint/query or you are not happy with the response, please contact the Consumer Council for Northern Ireland (CCNI), who has been empowered to help you with electricity, gas and water complaints arising in your home, industry or business.

Step 3 – If CCNI is unable to deal with your complaint/query or resolve the matter to your complete satisfaction, they may refer it to the Utility Regulator for determination. We have 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.

Please note, neither the Utility Regulator nor CCNI can deal with problems arising from the sale and use of electricity or gas appliances, or with electrical work carried out in your home.

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

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

- contact the company and/or CCNI with specific questions about your complaint/query and discuss how it can be resolved;
- work impartially to arrive at a fair and satisfactory outcome;
- aim to keep you fully briefed; and
- attempt to issue a determination on each complaint/query as quickly as possible, however, some determinations could take up to three months to fully investigate.

What can I do if I am not satisfied with the service received from the Utility Regulator?

You should email the details of your complaint to the relevant representative:

- Electricity – tanya.wishart@uregni.gov.uk
- Gas – neil.bingham@uregni.gov.uk
- Water – peter.naylor@uregni.gov.uk

They 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 possible.

If you are not satisfied with our response, you may refer the matter to the Northern Ireland Ombudsman's Office or seek third party assistance.

How can I contact the utility providers?

Electricity

There are currently two electricity suppliers:

NIE Energy

Website: www.nieenergy.co.uk

Tel: 08457 455 455 (8am – 8pm
Monday – Friday and 9am – 1pm
Saturday)

Email: home@nieenergy.co.uk

Minicom: 08457 147 128 (24hours)

Airtricity

Website: www.airtricity.com

Tel: 0845 601 9093 (8am – 7pm
Monday – Friday)

Email:
customerservice@airtricity.com

If you experience a power cut, require your meter read, need a new electricity supply or alterations to lines and equipment, you should contact NIE, a separate company to NIE Energy. NIE is the electricity network business which owns the wires and meters and is responsible for transporting power to homes and businesses.

NIE

Website: www.nie.co.uk

Tel: 08457 643 643 (8am – 5pm
Monday – Friday and 24 hours for
faults)

Email: customercontact@nie.co.uk

Water

Northern Ireland Water

For emergencies and general enquiries.

Website: www.niwater.com

Tel: 08457 440 088 (24hrs)

Leakline: 08000 282 011 (24hrs)

Email: waterline@niwater.com

Gas

Phoenix Natural Gas

Website:
www.phoenixnaturalgas.com

For emergencies: 0800 002 001
(24hrs)

Tel: 08454 555 555 (8.30am – 7pm
Monday – Thursday and 8.30am –
4.30pm Friday)

Email: info@phoenixnaturalgas.com

firmus energy

Website: www.firmusenergy.co.uk

For emergencies: 0800 002 001
(24hrs)

Tel: 08456 080 088 (8.30am –
5.30pm Monday – Friday)

Email:
furtherinfo@firmuseneergy.co.uk

How can I contact the Utility Regulator?

Utility Regulator

Website: www.uregni.gov.uk

Tel: 028 90 311 575 (9am – 5pm
Monday – Friday)

Email: info@uregni.gov.uk

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

How can I complain to CCNI?

The Consumer Council for Northern Ireland

Website:

www.consumercouncil.org.uk

Tel: 0800 121 6022 (9am – 5pm
Monday – Friday)

Email:

complaints@consumercouncil.org.uk

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

Who should I contact to find out how to save energy within my home?

Energy Saving Trust

Website:

www.energysavingtrust.org.uk/Northern-Ireland-advice-centre

Tel: 0800 512 012 (9am – 5pm
Monday – Friday)

Email: ni.advice@est.org.uk

Actions Renewables

Website: www.actionrenewables.org

Tel: 0808 141 2020 (9am – 5pm
Monday – Friday)

Email: info@actionrenewable.org