

taking natural gas further

www.firmusenergy.co.uk

a new approach
to natural gas



clean. controllable. affordable.
new energy for Ballymena.

call **08456 08 00 88**
to see if you can get connected

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**Social Action Plan
update**

1 June 2009

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- **a new & local energy provider**
- **our approach to market development**
- **working in partnership towards corporate social responsibility**

a new energy choice for customers

- > £1/3 billion investment in Northern Ireland
- 1st industrial & commercial gas customer connected December 05
 - Michelin - Ballymena
- 1st domestic properties connected April 06
 - Strathfoyle - Londonderry
 - NIHE and new build properties
- almost 5,000 connections to date
 - simultaneous rollout in North West towns
 - Coleraine, Derry, Ballymena, Ballymoney and Limavady
 - 1st connections in SN towns (Craigavon) Spring 07
 - Antrim, Lurgan, Banbridge and Newry

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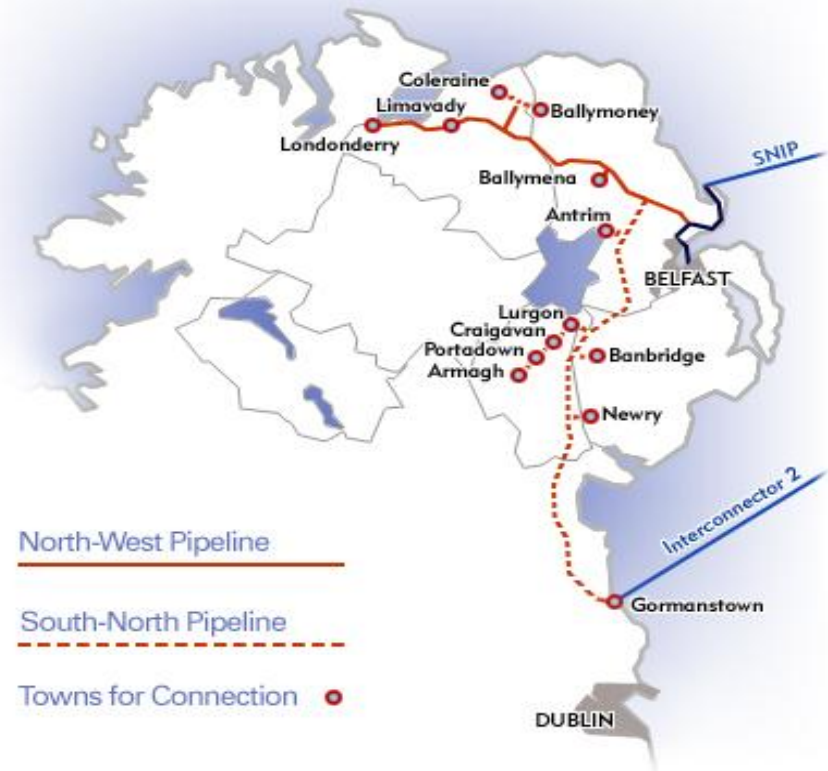
a new energy choice for customers

- firmus energy brand focused around 3 core values:
 - empathy
 - clarity
 - integrity
- developing a **local business** delivering benefits of natural gas to **local customers**
- NEW cost, environmental and lifestyle benefits for domestic customers and local businesses



developing the gas network in NI

- **network design centred around**
 - bringing gas mains initially into key 'volume' sites in the town
 - optimising gas load capture which will deliver "value for money" product
- **mains development justified economically via cost/benefit principle**
 - no speculative mains laid
 - avoids the build up of a legacy cost base, thereby offering longer term stable pricing
- **customer connection focus:**
 - industrial & commercial sector
 - new housing
 - NIHE refurbishments
 - existing housing where properties are immediately adjacent to the gas main



our organisation

- **offices based in Antrim**
 - 1 of our '10 towns'
- **focused on:**
 - designing & evaluating mains and service connections
 - driving customer connections
 - managing connected customers (supply)
 - managing and working with our Period Contractor



working in partnership

- **firmus energy has a number of key stakeholders:**

- Business in the Community
- Carbon Trust
- Energy Saving Trust
- Utility Regulator
- DETI
- Consumer Council
- Eaga Plc
- NIEA
- Northern Ireland Housing Executive
- CORGI
- National Energy Action
- NIE

- **demonstrating corporate social responsibility, supported by Business in the Community. We've worked on a number of projects....**

- Arena Network
- Time to Read programme
- World Environment Day

- **looking forward to rolling out environmental and financial benefits of natural gas to larger energy users**



firmuscare

- background:
 - licence obligation to provide special services to vulnerable customers
 - firmus energy keen to promote scheme with the support of Consumer Council and other key stakeholders
 - firmus energy has, with support from Consumer Council, Help the Aged, RNIB, RNID and Disability Action developed a full range of services....using firmus energy's gas distribution and supply licences as framework
 - firmus energy has notified all key stakeholders about the firmuscare scheme
 - scheme is promoted on rear of gas bills
 - website
 - as part of tariff review process
 - £10 discount for firmuscare customers

firmuscare launch

- firmuscare formally launched in September 2007 at Antrim Civic centre (Promoting scheme 2 June - Comfort Inn with support from Macmillan Nurses)
- Key stakeholders were invited –

Northwest Community Network	CAB
Carers NI	Consumer Council
Adapt NI	NIAUR
Leonard Cheshire	DETI
Speech matters	EST
Disability action	EAGA
RNIB	NIHE
RNID	CORGI
Help the Aged	NEA
Age Concern	NIE
Clanmil Housing Association	Gas Installers

firmuscare

- At firmus energy we're committed to considering the needs of our customers.....especially those who have specific requirements
- 165 customers signed up to firmuscare
- firmuscare offers a range of additional services to:
 - Customers over 60, living alone or with a minor
 - Customers with a disability (including hearing or sight impairments), living alone or with a minor
- firmuscare offers the following:
 - password scheme
 - special controls and adaptors
 - talking bill service
 - nominee scheme
 - free gas service
 - minicom facilities
 - re-positioning gas meter

firmuscare

- Free gas annual service:
 - to eligible households
- Password scheme:
 - we will agree a pre-arranged password to be used by our staff should they visit your home..... offering “peace of mind” to some of our more vulnerable customers
- Special controls & adaptors:
 - we will arrange to provide special controls
- Talking bill service:
 - we can contact you by phone to advise you on your latest bill amount
- Nominee scheme:
 - we can arrange for your bill to be sent to a nominated relative or neighbour
- Moving gas meter:
 - gas meters can be repositioned FoC.....subject to survey

firmuscare

**If you feel that any of our customers would
benefit from any of these services, then please
advise them to contact us on
08456 08 00 08**



thank you



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