

# Natural Gas Industry Covid Support

We understand the COVID-19 pandemic may mean that circumstances have changed for you or your family. Across the natural gas industry we're working to support consumers and can help you with:



## Energy Care Schemes

if you depend on your natural gas supply, contact your supplier to find out more and see if you might be eligible to register for their Energy Care Scheme.



## Payment and meter

we'll help you find the nearest places to top up your prepayment card and if you don't have anyone to help you top-up it's important that we know so we can help.



## Energy Efficiency

becoming more energy efficient means you can save money on home energy bills.



## Energy Bills

if your circumstances have changed or if it's getting difficult to manage your bills, we're here to help. Contact your natural gas supplier to find out more.



## Additional Support

There are a range of organisations offering support to consumers at this time, further information on some of these organisations can be found overleaf.



## Codes of Practice

Natural gas network operators and suppliers have committed to Codes of Practice to ensure you receive the best service possible. Further detail on the Codes of Practice can be provided by your network operator or gas supplier.

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To find out more about the many ways the natural gas industry is working to support consumers at this time visit [www.naturalgasni.com](http://www.naturalgasni.com) or contact your natural gas supplier.



[firmusenergy.co.uk](http://firmusenergy.co.uk)  
Tel: 0330 024 9000



[airtricitygasni.com](http://airtricitygasni.com)  
Tel: 0345 900 5253

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**Smell Gas? Call 0800 002 001**

[naturalgasni.com](http://naturalgasni.com)

# Additional Support Services

Organisation	Area of expertise	Contact
<b>Advice NI</b>	Advice and information on benefits, debt & money, business debt, tax credits & HMRC products, EU Settlement Scheme and COVID-19	Tel: <b>0800 915 4604</b>  Email: <b>advice@advniceni.net</b>
<b>The Consumer Council for Northern Ireland</b>	Advice and help across a range of consumer-related issues	Tel: <b>0800 121 6022</b>  Email: <b>contact@consumercouncil.org.uk</b>
<b>NI Energy Advice</b>	Help with energy efficiency measures including energy efficiency grant advice and heating your home	Tel: <b>0800 111 4455</b>  Email: <b>NIenergyadvice@nihe.gov.uk</b>
<b>Covidwellbeing NI</b>	Information, self-help guides and ways to access help to support your mental health and wellbeing.	Website: <b>covidwellbeingni.info</b>
<b>Quick Check 101</b>	If you are concerned about the identity of someone calling at your door, call 101 to the Quick Check facility and verify them before giving access to your home	Tel: <b>101</b>

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Tel: 0800 975 7774

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