

# switch on

a guide for energy users



## Electricity and Gas

# Switch and Save: Electricity and Gas

Energy costs are one of the biggest household and business expenses. We have prepared this guide to help consumers get the best from their electricity or gas supply and save money.

<b>1. The Gas and Electricity Networks</b> .....	3
<b>2. Switching</b> .....	4
<b>3. Energy Efficiency</b> .....	9
<b>4. Energy Bills</b> .....	10
<b>5. Power Cuts and Gas Safety</b> .....	12
<b>6. Moving House</b> .....	14
<b>7. New Connections</b> .....	15
<b>8. Customer and Critical Care Registers</b> .....	16
<b>9. Codes of Practice</b> .....	17
<b>10. Energy Advice for Businesses and Farms</b> .....	18
<b>11. Complaints</b> .....	21
<b>12. Useful Contacts</b> .....	22

## 1.The Gas and Electricity Networks

### Electricity Network Operator

Northern Ireland Electricity Networks (NIE Networks) owns and manages the electricity network - wires, pylons and meters. Electricity suppliers pay NIE Networks a transportation fee and then sell electricity straight to the consumer. It doesn't matter who your supplier is, NIE Networks is responsible for your meter and making sure the electricity reaches your home.

### Electricity Suppliers

Domestic customers in Northern Ireland (NI) have the choice of five electricity suppliers to choose from – Power NI, SSE Airtricity, Budget Energy, Electric Ireland and Click Energy. Business customers have a choice of eight suppliers (See Section 12: Useful Contacts).

### Natural Gas Network Operator

The natural gas network in NI is divided into three areas; the greater Belfast area, where the network is owned and managed by Phoenix Natural Gas; the Ten Towns area, which includes Londonderry/Derry, Limavady, Ballymena, Ballymoney, Coleraine, Portstewart, Newry, Craigavon, Antrim, Banbridge and Armagh, which is owned and managed by firmus energy and the west region which is currently being developed by SGN.

### Gas Suppliers

Domestic customers in the Greater Belfast area can choose from two suppliers at present; firmus energy and SSE Airtricity. Business customers have a choice of six suppliers (See Section 12: Useful Contacts).

In the Ten Towns area, domestic customers currently can only be supplied by firmus energy. If new suppliers enter the market then these customers will have a choice of supplier and will be able to switch.

Business customers have a choice of four suppliers; Firmus Energy, SSE Airtricity Gas Supply, Go Power and Flogas (See Section 12: Useful Contacts).

## 2. Switching

### Reasons to Switch

- **Cheaper electricity or natural gas;**
- **You may get a better service** - competition encourages suppliers to offer a better service or additional services, such as offers on energy saving products;
- **You can switch if you are a homeowner or private tenant,** as long as you pay the bill;
- When switching electricity or natural gas supplier there is **no change to your meter or the quality of the supply;**
- During switching there will be **no interruption to your supply of energy;**
- **Hassle free** - your new supplier takes care of any paperwork;
- You can switch as many times and whenever you wish, but you may incur an early exit fee if you are on a fixed contract; and
- You have a ten working days **"cooling off period"** in which you can cancel the switch if you change your mind.

### How to switch:

1. Check the latest tariffs on the Consumer Council's online energy price comparison tool: [www.consumerCouncil.org.uk](http://www.consumerCouncil.org.uk) or call 0800 121 6022.
2. Contact the new supplier and they will start the switching process and deal with the paperwork. You have a ten working days 'cooling off period', in which you can cancel the switch if you change your mind. The switch must be completed within 15 working days after the end of the cooling off period, unless you have a longer notice period to give to your old supplier.
3. For electricity you will need your Meter Point Reference Number (MPRN), which can be found on your paper or online bill or your 19 digit code if you have a pre-payment meter. For natural gas use your SMP Reference Number, which can be found on your paper or online bill.
4. It will help if you can provide a current meter read but the new supplier will read the meter anyway.
5. There will be no interruption to your supply because you switch. Nor will there be any changes to your meter, your wiring, your pipework or connection. The new supplier may require a positive credit check and/or security deposit.
6. The new supplier will let you know when the switch has taken place.
7. Your old supplier will send you a closing bill if you have a credit meter.

**Top  
Tip!**



**You don't have to always switch supplier – even look at switching tariff from the same provider to save money!**

## What to look for before you switch:

### What are the terms of the tariff?

Some suppliers offer cheaper rates if you sign up to a minimum term contract, meaning you must stay with them for that length of time before switching again or pay a charge for cancelling the contract.

### How will I receive my bills?

You can choose how you receive your bills, either via a paper bill or online bill.

### Contracts:

- Your energy contract is a legally binding document.
- A contract can be agreed over the telephone, online or signed face to face with a sales adviser.
- Don't feel pressured to agree to or sign anything on your doorstep, even if the salesperson says it is not a contract or an agreement. Take your time and find out if it's right for you.

### Your new supplier must provide you with written confirmation of your contract.

Your supplier must explain:

- Unit prices of gas and electricity;
- Terms and conditions of the tariff;
- Length of contract (if fixed term);
- Cancellation charges (sometimes called 'exit fees')– for example if you want to end your contract early;

- Discounts; and
- Security deposits if required.

### Saving without switching supplier:

Change your payment and billing method:

### Pre-payment and pay as you go (PAYG):

- Using a prepayment meter means you pay for your gas and electricity as you use it and won't receive a bill;
- Helps you budget and keep track of what you spend on energy;
- If credit runs out, there is a limited emergency credit before supply is disconnected; and
- Some suppliers offer cheaper tariffs for PAYG customers.

### Paying by Direct debit (DD):

- This option can suit customers with a regular income, although you will need a bank/building society account; and
- All suppliers offer discounts for paying by DD.

## Other Payment Methods:

- Electricity and natural gas suppliers offer a range of other payment methods. For example paying by cash, cheque or card at your local post office or by cash using PayPoint.
- If you don't have a bank account and would like information on setting up a bank account in order to pay by DD the Consumer Council has produced a factsheet 'Opening a Bank Account'. Contact the Consumer Council to get a copy (See Section 12: Useful Contacts).

## Switch Tariff

- It's worthwhile checking with your current electricity supplier to see if you are on the most suitable tariff. Changing tariff may involve changing your billing or payment method.

## Billing Method

There are usually different charges between receiving a paper bill and an online bill.

## You're protected:

All electricity and gas suppliers must have a licence provided by the Utility Regulator and adhere to Codes of Practice and a Marketing Code of Conduct, which are enforced by the Utility Regulator (See Section 9: Codes of Practice).

**Top  
Tip!**



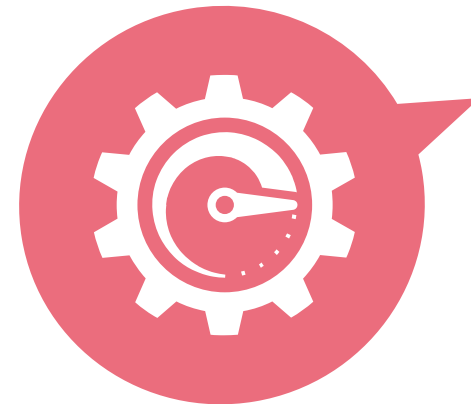
You have a ten working days 'cooling off period', in which you can cancel the switch if you change your mind.

## 3. Energy Efficiency

The Energy Saving Trust advises that by being more energy efficient an average UK property could make savings:

- Consumers with a non-condensing boiler spend on average an estimated 18 per cent more a year than those with the more efficient condensing system;
- Turning down your thermostat by 1°C can save around £90 a year;
- Insulating your hot water tank can save around 10 per cent a year; and
- Turning appliances off at the wall socket when not in use and avoiding standby saves around £30 a year.

For more information on energy efficiency measures and the grants available visit [www.consumerCouncil.org.uk/energy/energy-efficiency-schemes/](http://www.consumerCouncil.org.uk/energy/energy-efficiency-schemes/) or contact Bryson Energy or the Energy Saving Trust (See Section 12: Useful Contacts).



## 4. Energy Bills

Things to look out for on your energy bills:

### Reference Numbers

Your Meter Point Reference Number (MPRN) for electricity and your SMP Reference Number for gas are the unique numbers for your property and should be printed on your recent bill. You will need these numbers if you wish to change supplier.

### Meter Readings

1. Make sure your bills are based on actual readings as this helps ensure they are accurate and will help you avoid unexpectedly high bills.
2. Your meter should be read on a regular basis but you can also submit a reading yourself by contacting your supplier.
3. If you're unsure about reading your meter, its location or have difficulty reading it, contact your supplier and they can arrange a reading at a suitable time.



**Top  
Tip!**



**Make sure your meter is read regularly.  
You can submit a reading yourself by  
contacting your supplier.**

### Receiving a higher bill than normal

Receiving a much higher energy bill than expected can be a shock. However, there may be a number of reasons why this might happen:

- **Estimated meter readings** - Your previous bill may have been based on an estimated reading. Once an actual meter reading is taken it may turn out that your consumption is higher than the estimated bill suggested.
- **Your tariff has expired** – If you are on a fixed term contract you may be switched back to a standard rate when your contract ends. When this happens your supplier must tell you what your new tariff is. Always check when your tariff ends and what your tariff will be once it does end.
- **Increased usage** – For example have you bought a new appliance recently eg dishwasher.
- **Mistakes on your bill** – Incorrect meter reading or being billed for the wrong meter or wrong address.
- **Faulty meter** - If you think there may be a fault, try switching off all of your appliances and checking if your meter is registering usage.

### Standing Charges

Some electricity and natural gas tariffs have standing charges, a fixed charge which is applied regardless of how much energy you use, or a minimum consumption charge which is applied if your consumption is below a certain level. These costs are made up of the distributor's cost of transporting energy to your premises and the meter operator's cost of maintaining your meter.

## 5. Power Cuts and Gas Safety

If you experience a power cut and you want more information, contact NIE Networks Customer Helpline on 03457 643 643 - have your house number and postcode ready or your MPRN.

### Tips on power cuts:

- Know where your household fuses and trip switches are located.
- Keep a supply of batteries for torches, as well as candles in the house.
- Customers dependent on electrical equipment for healthcare should join NIE Networks Critical Care Register (See Section: 8 Customer and Critical Care Registers).
- Check on elderly or vulnerable neighbours or relatives.
- Never approach broken lines or damaged poles.

### If you smell gas:

- Shut off the gas supply at the emergency control valve.
- Open all doors and windows to ventilate the room.
- Do not operate electrical equipment.
- Contact the Northern Ireland Gas Emergency Service immediately on 0800 002 001.
- Ensure your appliances are correctly installed and serviced annually by a Gas Safe Registered engineer.

## Carbon Monoxide

Carbon monoxide is a highly toxic poisonous gas which can kill quickly and with no warning. It is odourless, colourless and tasteless and therefore difficult to detect.

Carbon monoxide is produced when appliances like boilers, wood burning stoves, ovens or cookers aren't fully burning their fuel. This usually happens if they have been incorrectly or badly fitted, not properly maintained, or if vents, chimneys or flues become blocked.

The Gas Safe Register has identified some tell tale carbon monoxide signs:

- Yellow or orange cooker flames - gas flames should be crisp and blue;
- Soot or yellow-brown staining around or on appliances;
- Inconsistent boiler pilot lights which frequently blow out; or
- More condensation inside windows than usual.

### Symptoms of carbon monoxide poisoning include:

- Headaches
- Dizziness
- Nausea
- Breathlessness
- Collapse
- Loss of consciousness



**Top  
Tip!**

**Buy a carbon monoxide detector. These are usually inexpensive and easy to install.**

## 6. Moving House

If you are moving house you must let your supplier know as soon as possible as to when you have moved out of the property and provide a closing meter reading. This is also the case if you are a tenant or have a prepayment meter.

When you move to a new property it's important to contact the existing supplier, to let them know and provide them with a meter reading. If you don't you may end up paying the previous occupant's electricity or gas bills. If you wish to switch to a different supplier you should then contact your chosen supplier.



**Top  
Tip!**



If you're moving house remember to provide a closing meter reading.

## 7. New Connections

### Electricity

To get a new electricity connection you will need to contact NIE Networks and complete an application form. You can obtain this online or contact NIE Networks directly to request a form.

If it's a new connection at a property, NIE Networks will issue you with a quote for connection once they have received your details. If you are building a new property it is important that you plan the electricity connection as soon as possible as the process can take between nine months to a year to complete and there may be other considerations such as if the new connection requires access to someone else's land. You will also need to consider which supplier you will choose.

### Natural Gas

If you want to install natural gas in your home or business you should contact the relevant gas distribution company to see if they operate in your area:

- For Greater Belfast and Larne - contact Phoenix Natural Gas.
- For Antrim, Armagh, Banbridge, Craigavon, Newry, Ballymena, Ballymoney, Coleraine, Portstewart, Limavady and Derry/Londonderry contact Firmus Energy.
- For the West region contact SGN.

**Top  
Tip!**



When you're setting up a new connection, you will need to choose a supplier for your electricity/gas.



## 8. Customer and Critical Care Registers

### Customer Care Registers

If you have a disability, are a pensioner or are chronically sick, electricity and natural gas companies can provide additional assistance to customers who register their details with them. These services include bills in different formats such as large print or Braille and password schemes to help identify representatives from a service provider. A list of the services offered by the different companies is available on the Consumer Council website.

### NIE Networks Critical Care Register

The NIE Networks Critical Care Register is for customers who rely on electricity for life saving equipment. This includes medical equipment such as oxygen concentrators, nebulisers, patient vital signs monitoring systems and home dialysis.

Customers on this register will receive up to date information should they contact NIE Networks during a power cut. NIE Networks will also contact customers on the register before any planned interruption.

Contact NIE Networks Customer Helpline on 03457 643 643.

**Top  
Tip!**



Contact your electricity or gas supplier to enquire about the Customer Care Register.

## 9. Codes of Practice

### Codes of Practice

All electricity and gas suppliers and network operators like NIE Networks, Phoenix Natural Gas (PNG), SNG and firmus energy must have Codes of Practice in place. These let customers know what levels of service they can expect and how to make a complaint. The codes will be available on the respective company's websites or you can request a copy directly from them.

### Marketing Code of Practice

All electricity and gas suppliers must adhere to the Marketing Code of Practice. This protects gas and electricity customers, in particular vulnerable customers, from inappropriate marketing practices and guards against the mis-selling of products.

### Guaranteed Standards of Service

Both gas and electricity suppliers and the companies who manage the network such as PNG, firmus energy and NIE Networks have guaranteed standards of service. These standards let customers know how companies should perform in the event of a complaint or network problems and include payments to customers should they fail to meet them. There are some exceptions to the guaranteed standards and the company may not have to make a compensation payment in all instances.

For a full list of the Guaranteed Standards of Service see the network distributor/supplier website or visit the Consumer Council's website.

## 10. Energy Advice for Businesses & Farms

In most cases electricity suppliers do not advertise a range of tariffs for businesses to choose from. Electricity suppliers will ask businesses to contact them to discuss and arrange a tariff that suits their business. While this has its advantages, it does mean a lot of responsibility is left to the customer to get the best deal.

### Electricity Tariffs

#### Single Rate Tariff

With this you may pay a standing charge and then a fixed amount for each unit (kWh) of electricity used.

#### Twin rate and Weekend tariffs

These tariffs offer different rates day and night. The rate charged at night is cheaper than during the day, or in the evenings and weekends in the case of weekend tariffs. These tariffs can be useful for businesses that need to use energy in the evening or have equipment that needs to be left on or used at night. These tariffs will require a dual rate meter.

#### Seasonal Time of Day (STOD) tariffs

These tariffs charge different rates at different times of year with peak charges during the winter and different times of the day. These tariffs require a more sophisticated type of meter and can have up to eight different tariff bands.

If you're unsure what tariff is the best for your business you can ask suppliers to provide comparison forms in writing or via email, so you can compare these with your current or prospective tariffs.

### Electricity Billing for Business

The format of the bill you receive will depend on your tariff. Energy bills can sometimes be confusing and it's worth remembering that the responsibility is on the supplier to make sure all the charges on your bill can be explained.

Some items you will find on your bill:

- Energy supplied – the actual kWh that you have used.
- Transmission and distribution (T&D) cost – this is applied per kWh supplied and is the cost levied by the distribution company that looks after the network.
- Supply capacity or availability – typically in kVA (at unity power factor  $kVA = kW$ ). This charge relates to the infrastructure costs (the size of cable, etc.) for your site and is determined by the maximum connected load or an agreed supply capacity.
- Standing charges – fixed costs, either monthly or per day.
- Climate Change Levy. This will be reduced if you are part of a Climate Change Agreement or waived if your electricity comes from an approved renewable supply.

### Natural Gas Tariffs

Some gas suppliers will offer published tariffs for small to medium business users but in general you will need to contact a supplier and discuss your needs to get the best tariff available.

- **IC1 Tariff** – this tariff is most suitable for small businesses.
- **IC2 Tariff** – this tariff is most suitable for medium businesses.

If your consumption is above these levels you may also be able to negotiate a tariff that's unique to your business needs. You will need to contact a supplier and decide on the most suitable tariff.

## Contracts:

Quick tips on contracts:

- Consider what energy contract is suitable for your business, shop around and compare suppliers' offers;
- Read the full Terms and Conditions of your contract and the Statement of Renewal Terms when you receive them; and
- Keep a copy for future reference; and in case of any disputes with your supplier, keep copies of all correspondence.

**Top  
Tip!**



The Consumer Council can provide independent advice and investigate energy complaints for NI businesses.

# 11. Complaints for Businesses & Households

## A step by step guide to complaining:



### Step 1 - Complain to the energy company

Firstly complain to the energy company. Most companies will acknowledge and attempt to resolve your complaint within 10 working days and under the Codes of Practice guidelines all complaints made to your supplier should be resolved within three months.



### Step 2 - Get in touch with the Consumer Council

If the complaint remains unresolved or you are not satisfied with the response from the energy company or they have failed to respond contact the Consumer Council and we can investigate your complaint on your behalf.

Tel: 0800 121 6022

Email: [contact@consumercouncil.org.uk](mailto:contact@consumercouncil.org.uk)



## 12. Useful Contacts

### The Consumer Council

Seatem House  
Floor 3  
28 - 32 Alfred Street  
Belfast  
BT2 8EN

**Tel:** 0800 121 6022

**Email:** [contact@consumercouncil.org.uk](mailto:contact@consumercouncil.org.uk)

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

### Northern Ireland Authority for Utility Regulation

Queens House  
14 Queen Street  
Belfast  
BT1 6ED

**Tel:** 028 9031 1575

**Email:** [info@uregni.gov.uk](mailto:info@uregni.gov.uk)

**Web:** [www.uregni.gov.uk](http://www.uregni.gov.uk)

### Northern Ireland Ombudsman

Freepost BEL 1478  
Belfast  
BT1 6BR

**Tel:** 0800 34 34 24 or 028 9023 3821

**Email:** [ombudsman@ni-ombudsman.org.uk](mailto:ombudsman@ni-ombudsman.org.uk)

**Web:** [www.ni-ombudsman.org.uk](http://www.ni-ombudsman.org.uk)

## Electricity Suppliers:

### Power NI - Domestic and Business

Greenwood House  
64 Newforge Lane  
Belfast  
BT9 5NF

**Tel:** 03457 455 455

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

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

### SSE Airtricity - Domestic and Business

2nd Floor  
83-85 Great Victoria Street  
Belfast  
BT2 7AF

**Sales:** 0845 603 4444

**Electricity customers:** 0345 601 9093

**Gas customers:** 0345 900 5253

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

### Budget Energy - Domestic and Business

Energy House  
30-32 Ballinska Road  
Springtown Industrial Estate  
Derry  
BT48 0LY

**Tel:** 0800 012 1177

**Email:** [info@budgetenergy.co.uk](mailto:info@budgetenergy.co.uk)

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

### **Electric Ireland - Domestic and Business**

1st Floor  
1 Cromac Quay  
Gasworks  
Belfast BT7 2JD

**Tel:** 0345 600 5335

**Email:** customerservice@electricireland.com

**Web:** www.electricireland.com

### **Energia - Business Only**

P.O. Box 1275  
Belfast BT9 5WH

**General Enquiries:** 03450 730 099 (09.00 – 17.00)

**Email:** customer.service@energia.ie

**Web:** www.energia.ie

### **Go Power - Business Only**

1 Lissan Road  
Cookstown  
BT80 8EN

**Tel:** 028 8676 0600

**Email:** support@gopower.energy

**Web:** www.gopower.co.uk

### **Click Energy – Domestic & Business**

1st Floor  
Timberquay  
100 -114 Strand Road  
Derry/Londonderry BT48 7NR

**Tel:** 0800 107 0732

**Email:** chat@clickenergyni.com

**Web:** www.clickenergyni.com

### **Vayu Limited – Business only**

1 Whitehall Quay  
Leeds  
LS1 4HR

**Tel:** 00353 1884 9400

**Email:** info@vayuenergy.co.uk

### **Gas Suppliers:**

#### **SSE Airtricity - Belfast and Larne only**

2nd Floor  
83-85 Great Victoria Street  
Belfast  
BT2 7AF

**Sales:** 0845 603 4444

**Electricity customers:** 0345 601 9093

**Gas customers:** 0345 900 5253

**Web:** www.airtricity.com

#### **Firmus Energy**

Kilbegs Business Park  
Antrim  
BT41 4NN

**Tel:** 0800 032 4567

**Email:** furtherinfo@firmusenergy.co.uk

**Web:** www.firmusenergy.co.uk

#### **Go Power - Business only**

1 Lissan Road  
Cookstown  
BT80 8EN

**Tel:** 028 8676 0600

**Email:** support@gopower.energy

**Web:** www.gopower.co.uk

**Flogas - Business only**

40 - 48 Airport Road West  
Belfast  
BT3 9ED

**Tel:** 028 9073 0277

**Email:** natgas@flogasni.com

**Electric Ireland - Business only**

1st Floor  
1 Cromac Quay  
Gasworks  
Belfast  
BT7 2JD

**Tel:** 0345 600 5335

**Web:** business@electricireland.ie

**Vayu Limited – Business only**

1 Whitehall Quay  
Leeds  
LS1 4HR

**Tel:** 00353 1884 9400

**Email:** info@vayuenergy.co.uk

**Gas Network Operators:****Phoenix Natural Gas**

197 Airport Road West  
Belfast, BT3 9ED

**Tel:** 03454 55 55 55

**Web:** www.phoenixnaturalgas.com

**Firmus Energy**

Kilbegs Business Park  
Antrim  
BT41 4NN

**Tel:** 0800 032 4567

**Email:** furtherinfo@firmusenergy.co.uk

**Web:** www.firmusenergy.co.uk

**SGN**

Inveralmond House  
200 Dunkeld Road  
Perth PH1 3AQ

**Tel:** 0800 912 1700

**Web:** www.sgn.co.uk

Energy suppliers listed are correct at time of print.  
For the most up to date list of energy suppliers visit  
the Consumer Council website [www.consumercouncil.org.uk/energy/electricity-gas-price-comparison](http://www.consumercouncil.org.uk/energy/electricity-gas-price-comparison)

## Electricity Network Operator:

### NIE Networks

120 Malone Road  
Belfast  
BT9 5HT

**Tel:** 03457 643 643

**Minicom:** 03457 147 128 - Available 24 hours, seven days a week

## General:

### Gas Safe Register

PO Box 6804  
Basingstoke  
RG24 4NB

**Emergency number:** 0800 002 001

**General Enquiries:** 0800 408 5500

**Text Phone:** 0800 408 0606.

**Email:** enquiries@gassaferegister.co.uk

### NI Direct

**Web:** [www.nidirect.gov.uk](http://www.nidirect.gov.uk)

## Energy Efficiency:

### Bryson Energy Advice Line

**Tel:** 0800 1422 865

**Web:** [www.brysonenergy.org.uk](http://www.brysonenergy.org.uk)

### Energy Saving Trust (EST)

**Web:** [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)

## Debt and Financial Advice:

### Debt Action NI

Advice NI  
1 Rushfield Avenue  
Belfast  
BT7 3FP

**Tel:** 0800 917 4607

**Tel:** 028 9064 5919

**Web:** [www.debtaction-ni.net](http://www.debtaction-ni.net)

### Citizens Advice

46 Donegall Pass  
Belfast  
BT7 1BS

**Tel:** 028 9023 1120

**Email:** [info@citizensadvice.co.uk](mailto:info@citizensadvice.co.uk)

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

## Business Contacts:

### nibusinessinfo.co.uk

Bedford Square  
Bedford Street  
Belfast  
BT2 7ES

**Tel:** 0800 181 4422

**Email:** [info@nibusinessinfo.co.uk](mailto:info@nibusinessinfo.co.uk)

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

### **Invest NI**

Bedford Square  
Bedford Street  
Belfast  
BT2 7ES

**Tel:** 0800 181 4422

**Textphone:** 028 9069 8585

**Email:** eo@investni.com

**Web:** www.investni.com

### **FSB Northern Ireland**

143 Royal Avenue  
Belfast  
BT1 1FH

**Tel:** 028 9032 6035

**Email:** customerservices@fsb.org.uk

**Web:** www.fsb.org.uk

### **Northern Ireland Chamber of Commerce and Industry**

4-5 Donegall Square South  
Belfast  
BT1 5JA

**Tel:** 028 9024 4113

**Email:** mail@northernirelandchamber.com

**Web:** www.northernirelandchamber.com

### **Confederation of British Industry**

Hamilton House  
3 Joy Street  
Belfast  
BT2 8LE

**Tel:** 028 9010 1100

**Email:** enquiries@cbi.org.uk

**Web:** www.cbi.org.uk

### **Manufacturing NI**

C/o W.D. Irwin & Sons  
5 Diviny Drive  
Portadown  
BT63 5WE

**Email:** info@manufacturingni.org

**Web:** www.manufacturingni.org

### **Retail NI**

245 Upper Newtownards Road  
Belfast  
BT4 3JF

**Tel:** 028 9022 0004

**Email:** info@niirta.com

**Web:** www.niirta.com

### **The Carbon Trust**

Unit 3, The Innovation Centre  
Northern Ireland Science Park  
Queen's Road  
Belfast  
BT3 9DT

**Tel:** 028 9073 4394

**Web:** www.carbontrust.com





Floor 3  
Seatem House  
28 - 32 Alfred Street  
Belfast  
BT2 8EN

**Complaints line:**

0800 121 6022

**Tele/Textphone:**

028 9025 1600

**Fax:**

028 9025 1663

**Email:**

[contact@consumercouncil.org.uk](mailto:contact@consumercouncil.org.uk)

**Web:**

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

