

## Utility customers with specific needs

Electricity, gas and water suppliers in Northern Ireland offer a range of free additional services for older consumers or those with specific needs.

To find out more about these services you can contact your supplier using the details below:



The Consumer Council

### Electricity

<b>Power NI (Customer Care)</b>  Telephone: 03457 455 455 Minicom: 03457 147 128 E-mail: <a href="mailto:home@powerni.co.uk">home@powerni.co.uk</a> Website: <a href="http://www.powerni.co.uk">www.powerni.co.uk</a>  Address: Power NI 120 Malone Road Belfast BT9 5HT	<b>SSE Airtricity (Special Assistance)</b>  Telephone: 0345 603 4444 Fax: 028 9043 7750 E-mail: <a href="mailto:customerservice@airtricity.com">customerservice@airtricity.com</a> Website: <a href="http://www.airtricity.com">www.airtricity.com</a>  Address: SSE Airtricity Supply (NI) Ltd 3 <sup>rd</sup> Floor, Millennium House 17/25 Great Victoria Street Belfast BT2 7AQ
<b>Budget Energy</b>  Telephone: 0800 012 1177 Fax: 028 7127 5099 E-mail: <a href="mailto:customerservice@budgetenergy.co.uk">customerservice@budgetenergy.co.uk</a> Website: <a href="http://www.budgetenergy.co.uk">www.budgetenergy.co.uk</a>  Address: Budget Energy Ltd Energy House 30-32 Ballinska Road Springtown Industrial Estate L'Derry BT48 0LY	<b>Electric Ireland</b>  Telephone: 0345 600 5335 Email: <a href="mailto:customerservice@electricireland.com">customerservice@electricireland.com</a> Website: <a href="http://www.electricireland.com">www.electricireland.com</a>  Address: Electric Ireland Forsyth House Cromac Square Belfast BT2 8LA
<b>Click Energy</b>  Telephone: 0800 107 0732 Email: <a href="mailto:chat@clickenergyni.com">chat@clickenergyni.com</a> Website: <a href="http://www.clickenergyni.com">www.clickenergyni.com</a>  Address: Click energy 1 <sup>st</sup> Floor Timberquay 100-114 Strand Road L'Derry BT48 7NR	

**NIE Networks (Critical Care) – information service for those who depend on life supporting electrical equipment)**

Telephone: 03457 643 643  
Minicom: 03457 147 128  
E-mail: [customercontact@nie.co.uk](mailto:customercontact@nie.co.uk)  
Website: [www.nienetworks.co.uk](http://www.nienetworks.co.uk)

Address: NIE Networks  
120 Malone Road  
Belfast  
BT9 5HT

## Gas

**SSE Airtricity Gas Supply (NI)  
formerly Phoenix Supply Ltd  
(Energy Care Scheme)**

Telephone: 0345 900 5253  
Minicom: 028 9055 5801  
E-mail: [info@airtricitygasni.com](mailto:info@airtricitygasni.com)  
Website: [www.airtricitygasni.com](http://www.airtricitygasni.com)

Address: Airtricity Gas (NI) Ltd  
197 Airport Road West  
Belfast  
BT3 9ED

**firmus energy (firmuscare scheme)**

Telephone: 0800 032 4567  
Textphone/Minicom: 028 9442 7896  
E-mail: [furtherinfo@firmusenergy.co.uk](mailto:furtherinfo@firmusenergy.co.uk)  
Website: [www.firmusenergy.co.uk](http://www.firmusenergy.co.uk)

Address: firmus energy  
A4-A5 Fergusons Way  
Kilbegg Road  
Antrim  
BT41 4LZ

## Water

**Northern Ireland Water  
(Customer Care Register)**

Telephone: 03457 440 088  
Typetalk: 03457 440 088  
E-mail: [waterline@niwater.com](mailto:waterline@niwater.com)  
Website: [www.niwater.com](http://www.niwater.com)

Address: Northern Ireland Water  
PO Box 1026  
Belfast  
BT1 9DJ

## Further advice and information

**The Consumer Council**

Telephone: 0800 121 6022  
Text phone: 028 9025 1600  
Fax: 028 9025 1663  
E-mail: [complaints@consumercouncil.org.uk](mailto:complaints@consumercouncil.org.uk)  
Website: [www.consumercouncil.org.uk](http://www.consumercouncil.org.uk)

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

