

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

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

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 Website: www.nienetworks.co.uk	Address: NIE Networks 120 Malone Road Belfast BT9 5HT
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Gas

SSE Airtricity Gas Supply (NI) formerly Phoenix Supply Ltd (Energy Care Scheme)	firmus energy (firmuscare scheme)
Telephone: 0345 900 5253 Minicom: 028 9055 5801 E-mail: info@airtricitygasni.com Website: www.airtricitygasni.com	Telephone: 0800 032 4567 Textphone/Minicom: 028 9442 7896 E-mail: furtherinfo@firmusenergy.co.uk Website: www.firmusenergy.co.uk
Address: Airtricity Gas (NI) Ltd 197 Airport Road West Belfast BT3 9ED	Address: firmus energy A4-A5 Fergusons Way Kilbegs Road Antrim BT41 4LZ

Water

Northern Ireland Water (Customer Care Register)
Telephone: 03457 440 088 Typetalk: 03457 440 088 E-mail: waterline@niwater.com Website: 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 Website: www.consumercouncil.org.uk	Address: Floor 3 Seatem House 28-32 Alfred Street Belfast BT2 8EN