

Fire Charges Frequently Asked Questions

What should I do once I receive a fire invoice?

In cases where the property or vehicle is covered by insurance, you are advised to contact your insurance company as you may be covered for fire brigade charges under your insurance policy.

How can I pay an invoice?

Payment can be made in one of the following ways:

- **By Post** – Cheques, Bank Drafts or Postal Orders should be made payable to Sligo County Council and forwarded to Finance Department, Sligo County Council, County Hall, Riverside, Sligo.
- **In person** at any Sligo County Council office or at Sligo Fire Service Office
Opening Hours: Monday to Friday, 10:00 a.m. to 4:00 p.m.
- Pay Online www.sligococo.ie/Payments/
 1. Enter your Customer ID
 2. Enter the **first** letter of your **first Name** and the **last** letter of your **Surname**
- **By Debit Card** – Please contact the Finance Department at 071-9111305/9111304 or alternatively contact Fire Services at 071-9111413/9111404/9111403
- **Electronic Funds Transfer (EFT) / Bank Credit Transfer** – this must be arranged with your bank directly. Bank Details:
Bank of Ireland, Stephen Street, Sligo
IBAN: IE16BOFI90544018581472
IBIC: BOFIE2D
- **Standing Order** – Weekly, fortnightly or monthly. Standing Order form is sent out with all invoices

Please quote Customer Number (701****) when making payment to ensure correct allocation of your payment.

What if I received an invoice for a road traffic accident?

An invoice is sent to the registered owner of each vehicle involved in a road traffic accident.

When two or more parties are involved in a road traffic accident, payment in full should be made by the person accepting liability or who has been deemed liable, either by agreement or as determined by a court of law.

What if I didn't call the fire brigade?

An invoice is issued to the person who has received the benefit of the service, and liability for the charge is not dependent on whether the person called the fire service.

In accordance with the *Fire Service Act 1981 & 2003 Section 35 (3)*...*A fire Authority shall be entitled to charge users or beneficiaries of a Fire Service for the Service it provides.*

What if I don't have insurance and I can't afford to pay the invoice?

Sligo County Council have introduced a waiver scheme/reduced charge for beneficiaries of their service. Those eligible for a reduction in charges should complete the Application for Waiver – Reduction of Fire Brigade Charges www.sligococo.ie/Services/FireService/FireBrigadeCharges and also issued with each invoice and forward to Sligo Fire Services, Sligo County Council, Riverside, Sligo. The council will then respond by advising on the final cost taking into account if the beneficiary is entitled to a reduction or waiver in part or full.

Payment of the invoice can be facilitated in installments. A person can write to Fire Services, St. Anne's Place, Sligo, or email fireoff@sligococo.ie outlining their circumstances and it will be examined, taking the following factors into account:

- Personal circumstances
- Ability to pay
- Amount of charges