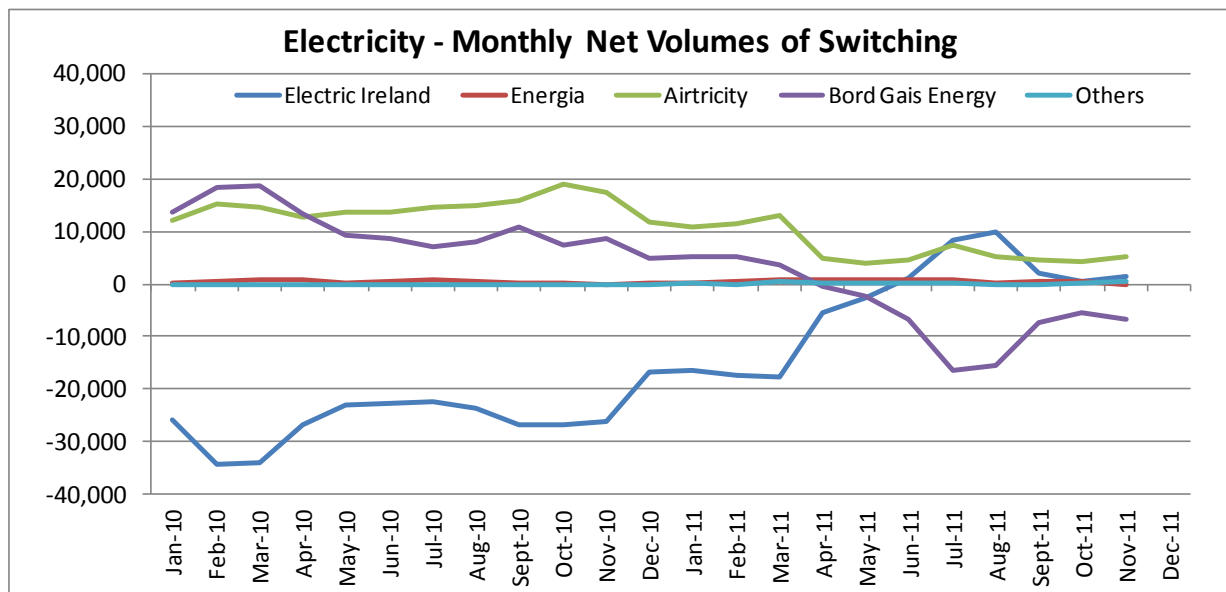


## CHANGE OF SUPPLIER UPDATE FOR NOVEMBER 2011

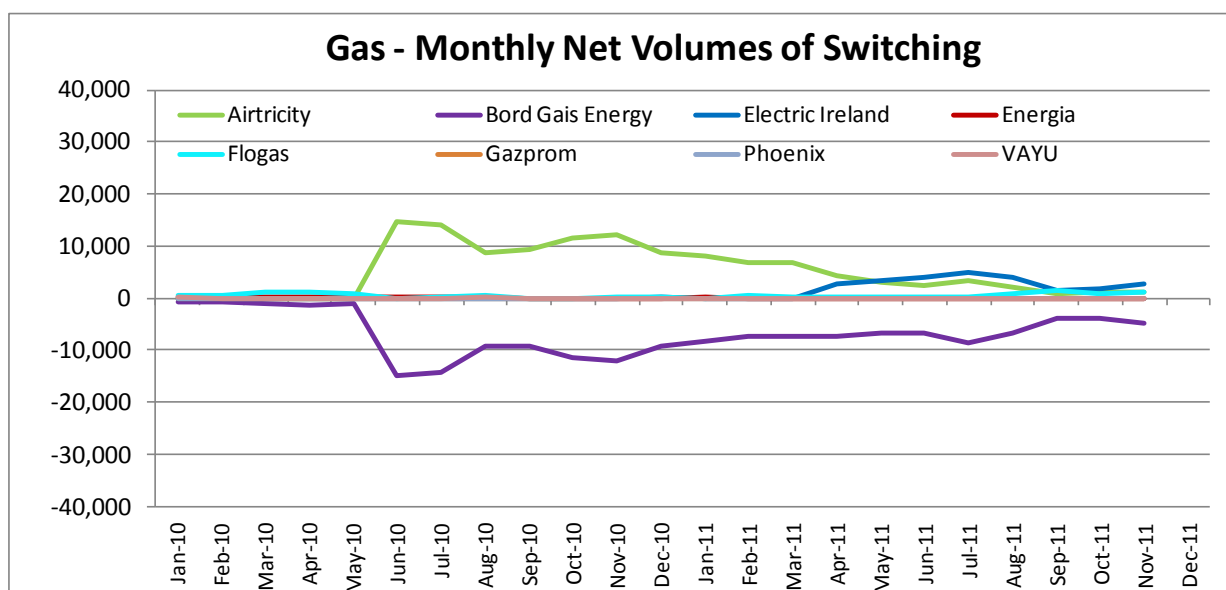
Any comments should be addressed to James Curtin at the Commission for Energy Regulation ([jcurtin@cer.ie](mailto:jcurtin@cer.ie))

This memo gives an update to the Electricity and Gas Retail Markets of the customer net gains by supplier across the various market sectors<sup>12</sup>. Electricity and gas is reported on a monthly basis, using data from the DSOs (the MRSO for electricity and the GPRO for gas) on actual completed switches.

**Figure 1**



**Figure 2**



1 Customer categories included in the electricity market are domestic, small, medium and large energy users.

2 Customer categories included in the gas market are Powergen, above RTF, RTF, FVT, NDM I&C and NDM Residential.

**Table 1 – Electricity: Monthly Losses by Supplier**

	Electric Ireland	Energia	Airtricity	Bord Gais Energy	Others	Total
Jan-10	27,230	808	2,042	1,989	13	32,082
Feb-10	36,103	558	2,496	2,963	1	42,121
Mar-10	36,344	705	3,501	4,346	-	44,896
Apr-10	29,085	582	3,640	4,656	-	37,963
May-10	25,304	1,312	3,645	6,579	-	36,840
Jun-10	25,480	634	3,938	7,655	-	37,707
Jul-10	25,499	487	4,145	7,794	-	37,925
Aug-10	26,648	488	3,806	7,285	-	38,227
Sept-10	30,146	628	4,534	7,673	-	42,981
Oct-10	29,467	507	4,077	9,295	-	43,346
Nov-10	28,980	914	4,659	9,466	-	44,019
Dec-10	18,882	692	3,567	6,934	-	30,075
Jan-11	19,535	545	4,582	6,978	1	31,641
Feb-11	21,075	909	5,379	7,788	1	35,152
Mar-11	21,646	675	6,078	9,098	1	37,498
Apr-11	12,563	269	6,981	8,398	4	28,215
May-11	11,677	384	7,882	9,550	4	29,497
Jun-11	10,534	512	8,637	11,678	2	31,363
Jul-11	8,276	660	7,624	18,830	9	35,399
Aug-11	6,057	841	7,691	16,448	4	31,041
Sept-11	5,837	389	5,222	8,533	7	19,988
Oct-11	6,041	405	4,786	7,053	7	18,292
Nov-11	6,450	1,027	5,577	8,335	11	21,400

**Table 2 – Electricity: Monthly Gains by Supplier**

	Electric Ireland	Energia	Airtricity	Bord Gais Energy	Others	Total
Jan-10	1,490	944	14,008	15,634	6	32,082
Feb-10	1,791	1,118	17,797	21,415	-	42,121
Mar-10	2,238	1,520	18,130	23,007	1	44,896
Apr-10	2,121	1,260	16,443	18,137	2	37,963
May-10	2,359	1,370	17,280	15,831	-	36,840
Jun-10	2,699	1,259	17,527	16,218	4	37,707
Jul-10	3,027	1,370	18,703	14,820	5	37,925
Aug-10	3,075	948	18,891	15,310	3	38,227
Sept-10	3,309	795	20,411	18,461	5	42,981
Oct-10	2,672	840	22,983	16,850	1	43,346
Nov-10	2,943	845	22,182	18,049	-	44,019
Dec-10	2,025	774	15,473	11,799	4	30,075
Jan-11	3,128	874	15,379	12,210	50	31,641
Feb-11	3,730	1,397	16,890	13,119	16	35,152
Mar-11	3,908	1,437	19,054	12,720	379	37,498
Apr-11	7,086	1,036	11,953	8,068	72	28,215
May-11	9,174	1,069	11,769	7,269	216	29,497
Jun-11	11,779	1,252	13,141	5,046	145	31,363
Jul-11	16,658	1,330	14,946	2,374	91	35,399
Aug-11	15,882	1,098	12,991	1,061	9	31,041

Sept-11	7,803	1,018	9,913	1,230	24	19,988
Oct-11	6,443	878	9,140	1,511	320	18,292
Nov-11	7,749	770	10,829	1,482	570	21,400

**Table 3 - Electricity: Net gains/losses January 2010 to November 2011**

Electric Ireland	Energia	Airtricity	Bord Gais Energy	Others
- 345,770	10,271	251,344	82,297	1,858

**Table 4 – Gas: Monthly Losses by Supplier**

	Airtricity	Bord Gais Energy	Electric Ireland	Energia	Flogas	Gazprom	Phoenix	VAYU	Total
Jan-10	0	778	0	11	26	0	0	1	816
Feb-10	0	790	0	47	40	0	0	0	877
Mar-10	1	1,156	0	43	34	0	0	0	1,234
Apr-10	0	1,443	0	38	37	0	0	1	1,519
May-10	0	1,020	0	44	61	0	0	1	1,126
Jun-10	0	14,827	0	46	832	0	0	2	15,707
Jul-10	58	14,527	0	44	494	0	0	1	15,124
Aug-10	148	9,427	0	38	335	0	0	0	9,948
Sep-10	260	9,548	0	87	442	0	0	0	10,337
Oct-10	253	11,872	0	60	527	0	0	3	12,715
Nov-10	452	12,650	0	274	573	0	0	3	13,952
Dec-10	490	9,597	0	80	415	0	0	0	10,582
Jan-11	640	8,918	1	62	408	0	1	13	10,043
Feb-11	714	7,919	3	140	339	0	0	5	9,120
Mar-11	1,035	8,071	1	126	455	0	0	9	9,697
Apr-11	1,281	8,083	0	160	571	0	0	6	10,101
May-11	1,568	7,651	21	100	436	0	0	4	9,780
Jun-11	2,050	7,580	33	149	394	0	0	2	10,208
Jul-11	2,032	9,474	58	133	385	0	0	2	12,108 <sup>3</sup>
Aug-11	2,196	7,764	100	94	293	0	0	47	10,498 <sup>4</sup>
Sept-11	1,981	4,893	158	84	301	0	0	3	7,420
Oct-11	1,921	4,983	225	67	324	0	0	5	7,525
Nov-11	2,209	5,768	412	78	367	0	0	32	8,866

<sup>3</sup> 24 LPG GPRNs which are converting over from LPG to Nat gas are included. Meters are already fitted in 2004 but site remained LPG until now.

<sup>4</sup> 4 LPG GPRNs which are converting over from LPG to Nat gas are included. Meters are already fitted in 2004 but site remained LPG until now.

**Table 5 – Gas: Monthly Gains by Supplier**

	Airtricity	Bord Gais Energy	Electric Ireland	Energia	Flogas	Gazprom	Phoenix	VAYU	Total
Jan-10	2	29	1	155	571	0	1	57	816
Feb-10	1	19	0	211	634	0	0	12	877
Mar-10	0	25	0	137	1,072	0	0	0	1,234
Apr-10	6	23	0	154	1,331	0	1	4	1,519
May-10	6	35	0	165	908	0	0	12	1,126
Jun-10	14,665	36	0	174	832	0	0	0	15,707
Jul-10	14,190	88	0	109	702	0	1	34	15,124
Aug-10	8,775	178	0	107	841	0	0	47	9,948
Sep-10	9,539	280	0	70	444	0	0	4	10,337
Oct-10	11,810	268	2	60	555	1	2	17	12,715
Nov-10	12,614	417	3	72	829	0	4	13	13,952
Dec-10	9,185	462	143	64	726	0	2	0	10,582
Jan-11	8,646	602	2	330	428	1	9	25	10,043
Feb-11	7,656	665	9	57	705	0	0	28	9,120
Mar-11	7,973	866	0	104	720	0	0	34	9,697
Apr-11	5,595	809	2,835	87	770	0	1	4	10,101
May-11	4,594	903	3,478	64	713	0	1	27	9,780
Jun-11	4,585	916	3,978	73	639	0	0	17	10,208
Jul-11	5,269	977	5,112	96	643	0	4	7	12,108
Aug-11	4,253	908	4,128	104	1,100	0	0	5	10,498
Sep-11	2,870	1,131	1,734	73	1,609	0	0	3	7,420
Oct-11	3,199	1,027	2,097	19	1,162	0	2	19	7,525
Nov-11	3,440	930	3,097	24	1,364	0	1	10	8,866

**Table 6 – Gas: Net Gains/Losses January 2010 to November 2011**

Airtricity	Bord Gais Energy	Electric Ireland	Energia	Flogas	Gazprom	Phoenix	VAYU
119,584	-157,145	25,607	504	11,209	2	28	239