

CHANGE OF SUPPLIER UPDATE - NOVEMBER 2013^{1,2}

1. Electricity Market

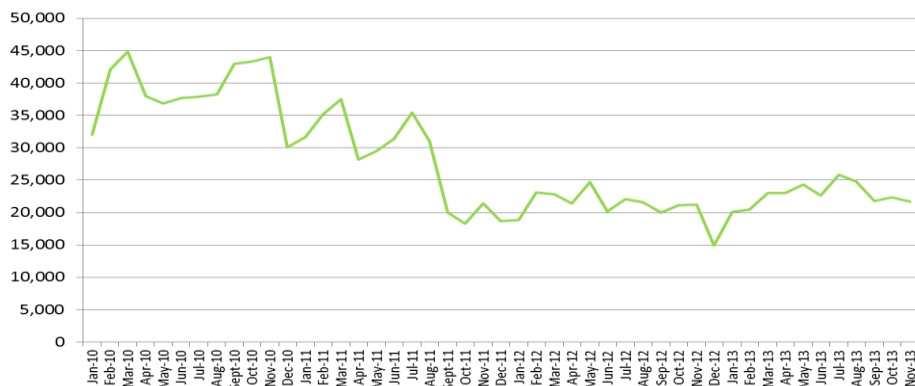


Figure 1a Electricity Total Monthly Switches Jan 2010-November 2013

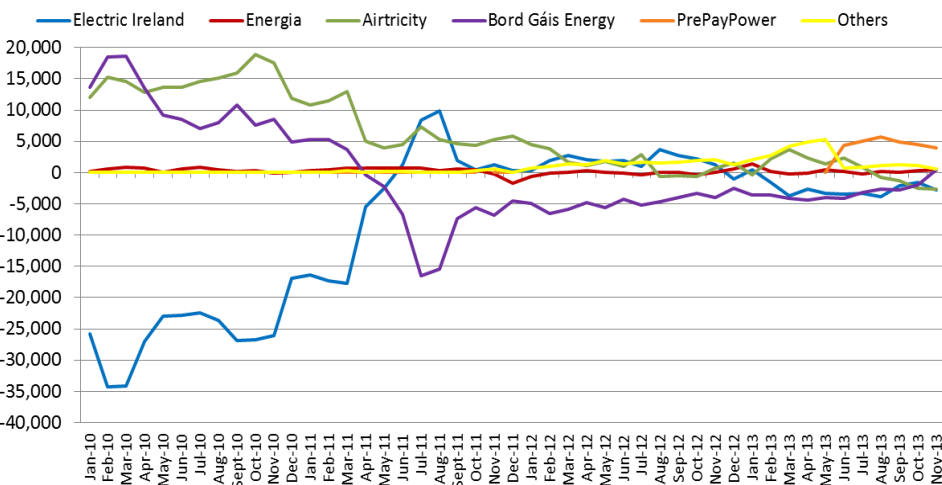


Figure 1b Electricity Net Switching by Supplier Jan 2010- November 2013

2. Gas Market



Figure 2a Gas Total Monthly Switches Jan 2010- November 2013

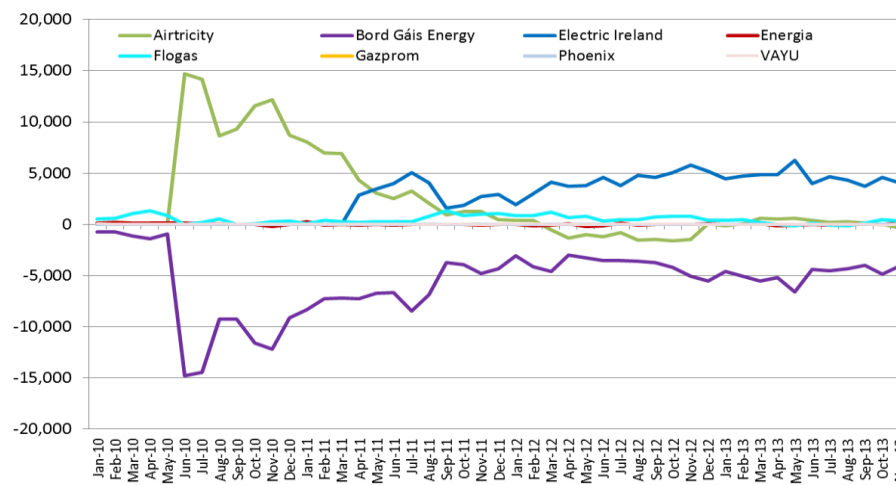


Figure 2b Gas Net Switching by Supplier Jan 2010- November 2013

¹ This memo gives an update to the Electricity and Gas Retail Markets on customer switching by supplier across the various market sectors. Electricity and gas customer switches are reported on a monthly basis, using data from the DSOs (the MRSO for electricity and the GPRO for gas) on actual completed switches.

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Electricity Market³

	Electric Ireland	Energia	Airtricity	Bord Gáis Energy	PrePayPower	Others	Total
2010	339,168	8,315	44,050	76,635	-	14	468,182
2011	135,100	9,635	74,939	118,442	-	66	338,182
2012	79,741	12,726	82,009	77,082	-	498	252,056

Jan-12	5,895	1,418	5,195	6,338	-	16	18,862
Feb-12	7,093	1,029	6,656	8,333	-	19	23,130
Mar-12	6,763	943	7,438	7,624	-	28	22,796
Apr-12	6,706	844	7,166	6,647	-	23	21,386
May-12	7,681	1,789	7,818	7,415	-	29	24,732
Jun-12	6,371	943	6,701	6,108	-	30	20,153
Jul-12	7,424	1,163	6,708	6,773	-	30	22,098
Aug-12	6,461	773	7,840	6,473	-	37	21,584
Sep-12	6,163	807	7,120	5,910	-	48	20,048
Oct-12	6,650	994	7,600	5,862	-	45	21,151
Nov-12	7,016	1,120	7,099	5,866	-	117	21,218
Dec-12	5,518	903	4,668	3,733	-	76	14,898
Jan-13	6,559	817	7,423	5,239	-	100	20,137
Feb-13	7,923	793	6,233	5,415	-	100	20,464
Mar-13	9,512	1,275	5,990	6,058	-	138	22,973
Apr-13	9,284	1,034	6,584	5,961	-	118	22,981
May-13	9,955	1,002	7,314	5,917	-	149	24,337
Jun-13	9,637	685	6,487	5,694	119	25	22,647
Jul-13	10,832	1,141	7,892	5,696	232	25	25,818
Aug-13	10,735	1,090	7,407	5,294	259	38	24,823
Sept-13	9,010	793	6,770	4,941	272	53	21,839
Oct-13	8,872	865	7,455	4,782	270	73	22,317
Nov-13	9,066	791	7,217	4,152	329	131	21,686

Table 1 – Electricity: Losses by Supplier

	Electric Ireland	Energia	Airtricity	Bord Gáis Energy	PrePayPower	Others	Total
2010	29,749	13,043	219,828	205,531	-	31	468,182
2011	99,107	13,424	156,312	67,339	-	2,000	338,182
2012	100,504	12,458	99,377	21,338	-	18,379	252,056

Jan-12	6,195	850	9,668	1,381	-	768	18,862
Feb-12	8,962	915	10,490	1,795	-	968	23,130
Mar-12	9,561	986	9,121	1,762	-	1,366	22,796
Apr-12	8,837	1,158	8,283	1,820	-	1,288	21,386
May-12	9,497	1,798	9,609	1,859	-	1,969	24,732
Jun-12	8,281	914	7,638	1,833	-	1,487	20,153
Jul-12	8,394	825	9,600	1,585	-	1,694	22,098
Aug-12	10,113	877	7,269	1,782	-	1,543	21,584
Sep-12	8,936	824	6,664	1,857	-	1,767	20,048
Oct-12	8,907	689	6,981	2,546	-	2,028	21,151
Nov-12	8,269	1,188	7,809	1,832	-	2120	21,218
Dec-12	4,552	1,434	6,245	1,286	-	1,381	14,898
Jan-13	6,966	2,214	7,111	1,669	-	2,178	20,137
Feb-13	6,355	1,020	8,403	1,879	-	2,807	20,464
Mar-13	5,774	1,114	9,689	2,001	-	4,395	22,973
Apr-13	6,632	939	8,916	1,544	-	4,950	22,981
May-13	6,606	1,506	8,740	1,976	-	5,509	24,337
Jun-13	6,176	811	8,844	1,630	4,450	736	22,647
Jul-13	7,526	950	8,750	2,460	5,232	900	25,818
Aug-13	6,931	1,323	6,658	2,701	6,026	1,184	24,823
Sept-13	6,888	855	5,462	2,226	5,147	1,261	21,839
Oct-13	7,264	1,214	4,992	2,870	4,778	1,199	22,317
Nov-13	6,304	1,193	4,549	4,566	4,343	731	21,686

Table 2 – Electricity: Gains by Supplier

³ The gains/losses of PrePayPower are included in the 'Others' category until June 2013, when PrePayPower had a market share of MWhs of greater than 1% in the domestic electricity market.

Gas Market

	Airtricity	Bord Gáis Energy	Electric Ireland	Energia	Flogas	Gazprom	Phoenix	VAYU	Total
2010	1,662	87,635	0	812	3,816	0	0	12	93,937
2011	19,702	86,246	1,297	1,251	4,651	0	1	132	113,308
2012	37,337	58,752	6,451	1,412	6,454	1	8	164	110,579

Jan-12	2,192	3,988	294	66	349	1	1	2	6,893
Feb-12	2,923	5,125	447	232	589	0	0	14	9,330
Mar-12	3,703	5,539	474	155	580	0	0	31	10,482
Apr-12	3,279	3,969	416	41	406	0	0	6	8,117
May-12	3,410	4,285	395	253	555	0	0	31	8,929
Jun-12	3,424	4,570	479	200	516	0	0	10	9,199
Jul-12	3,022	4,517	569	118	591	0	0	5	8,822
Aug-12	3,390	4,646	579	74	432	0	0	0	9,121
Sep-12	3,294	4,814	645	63	511	0	0	6	9,333
Oct-12	3,291	5,185	630	63	549	0	0	4	9,722
Nov-12	3,679	5,898	862	94	834	0	3	10	11,380
Dec-12	1,730	6,216	661	53	542	0	4	45	9,251
Jan-13	2,279	5,419	894	78	732	1	2	15	9,420
Feb-13	2,500	5,940	1,020	107	844	0	0	86	10,497
Mar-13	2,107	6,444	1,250	105	931	0	8	21	10,866
Apr-13	2,255	6,070	1,344	173	973	0	17	5	10,837
May-13	2,212	7,513	1,355	164	995	0	0	14	12,253
Jun-13	1,869	5,240	1,241	72	688	0	0	14	9,124
Jul-13	2,172	5,500	1,312	182	849	0	0	5	10,020
Aug-13	1,892	5,260	1,232	108	849	0	0	18	9,359
Sept-13	1,792	4,858	1,156	54	806	0	0	0	8,666
Oct-13	2,029	5,692	1,194	161	825	0	0	120	10,021
Nov-13	2,282	4,993	1,399	93	850	0	0	14	9,631

Table 3 – Gas: Losses by Supplier

	Airtricity	Bord Gáis Energy	Electric Ireland	Energia	Flogas	Gazprom	Phoenix	VAYU	Total
2010	80,793	1,860	149	1,478	9,445	1	11	200	93,937
2011	60,585	10,502	29,638	1,074	11,304	1	20	184	113,308
2012	27,067	11,228	56,573	884	14,672	6	5	144	110,579

Jan-12	2,581	883	2,178	28	1,214	6	2	1	6,893
Feb-12	3,288	989	3,419	70	1,454	0	0	110	9,330
Mar-12	3,165	901	4,564	100	1,745	0	1	6	10,482
Apr-12	1,956	926	4,129	69	1,036	0	1	0	8,117
May-12	2,382	989	4,164	66	1,321	0	0	7	8,929
Jun-12	2,208	1,008	5,086	49	847	0	0	1	9,199
Jul-12	2,190	1,001	4,366	254	1,010	0	0	1	8,822
Aug-12	1,835	1,004	5,358	16	898	0	0	10	9,121
Sep-12	1,789	1,059	5,226	30	1,228	0	0	1	9,333
Oct-12	1,706	967	5,640	54	1,354	0	0	1	9,722
Nov-12	2,199	839	6,625	71	1,645	0	1	0	11,380
Dec-12	1,768	662	5,818	77	920	0	0	6	9,251
Jan-13	2,107	791	5,363	68	1,090	0	0	1	9,420
Feb-13	2,555	832	5,719	80	1,310	0	0	1	10,497
Mar-13	2,684	879	6,080	122	1,100	0	0	1	10,866
Apr-13	2,750	888	6,204	52	939	0	0	4	10,837
May-13	2,813	902	7,588	80	866	0	0	4	12,253
Jun-13	2,278	834	5,189	50	772	0	0	1	9,124
Jul-13	2,321	920	5,932	109	736	0	0	2	10,020
Aug-13	2,165	938	5,515	61	679	0	0	1	9,359
Sept-13	1,911	849	4,874	91	941	0	0	0	8,666
Oct-13	1,990	836	5,754	159	1,264	0	0	18	10,021
Nov-13	1,908	938	5,456	197	1,130	0	0	2	9,631

Table 4 – Gas: Gains by Supplier