Electricity & Gas Retail Markets Report
Q3 2013

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1.0 Introduction

The purpose of this paper is to provide industry and interested stakeholders with relevant information[1] on the developments of competition in the electricity and gas retail markets in the Third quarter of 2013.

2.0 Market Share

2.1 Electricity Market Share by Customer Numbers & MWhs

This section contains the market share data for all electricity suppliers. Data is presented in terms of actual customer numbers and consumption (MWhs) for Q3 2013 as well as showing the change in percentage share since the previous quarter.[2]

Q3 2013	Domestic Market Share	
	Cust Nos	MWhs
Electric Ireland	1,277,101	1,028,102
Airtricity	379,361	397,750
Bord Gáis Energy	296,359	317,385
PrePayPower	56,145	45,069
Others	10,587	10,857
Total	**2,019,553**	**1,799,164**

1 (a) Domestic Market

Q3 2013	Small Business Market Share	
	Cust Nos	MWhs
Electric Ireland	89,479	276,780
Airtricity	37,118	176,711
Bord Gáis Energy	17,092	74,907
Energia	44,498	292,142
Others	254	3,512
Total	**188,441**	**824,052**

1 (b) Small Business Market

Q3 2013	Medium Business[3] Market Share	
	Cust Nos	MWhs
Electric Ireland	14,577	323,560
Airtricity	3,094	245,971
Bord Gáis Energy	1,007	81,700
Energia	5,632	338,102
Vayu	130	19,878
Others	34	3,203
Total	**24,474**	**1,012,414**

1 (c) Medium Business Market

Q3 2013	LEU Market Share	
	Cust Nos	MWhs
Electric Ireland	754	864,918
Airtricity	362	429,360
Bord Gáis Energy	159	209,683
Energia	369	362,381
Vayu	79	66,270
Others	37	111,033
Total	**1,760**	**2,043,644**

1 (d) LEU Market

Tables 1 (a)-1 (d) Q3 2013 Electricity Customer Nos. & MWhs

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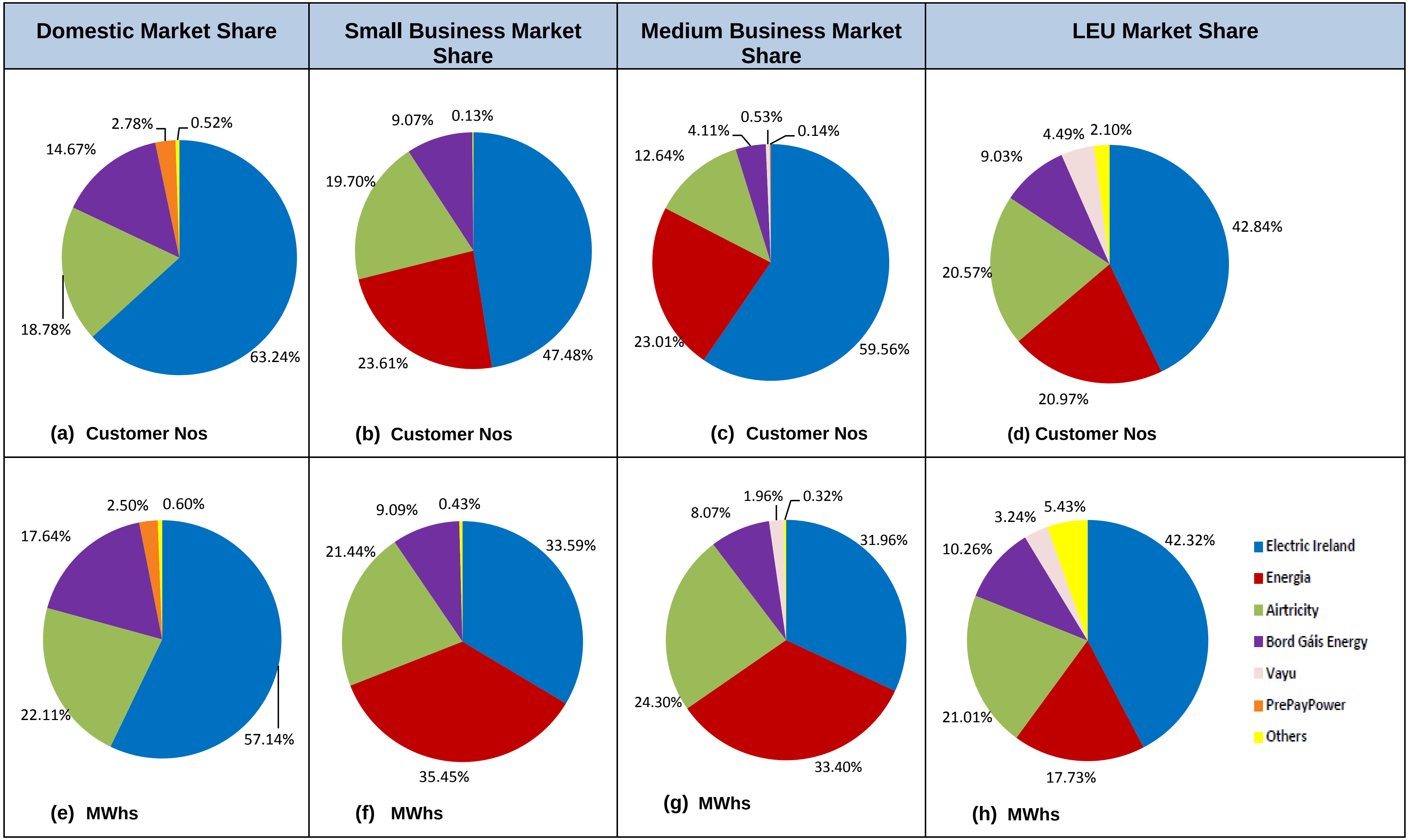
[1] The primary sources of data in this report are: Electricity: MRSO (Meter Registration System Operator), ESBN (ESB Networks) and Gas: GPRO (Gas Point Registration Operator), Gaslink, BGN (Bord Gáis Networks).
[2] Only active electricity suppliers with greater than 1% share of MWhs are reported separately in each market segment.
[3] 'Medium-sized business' includes low voltage maximum demand (DG6) and public lighting (DG 3&DG4).



Figures 1 (a) – 1 (h) Q3 2013 Electricity Market Share by Market Segment

Q2 2013-Q3 2013	Domestic Market - Change in Market Share	
	Cust Nos	MWhs
Electric Ireland	-0.13%	-1.15%
Airtricity	-0.04%	+0.59%
Bord Gáis Energy	-0.13%	-0.32%
PrePayPower	+0.24%	+0.79%
Others	+0.06%	+0.09%

2 (a) Domestic Market

Q2 2013-Q3 2013	Small Business - Change in Market Share	
	Cust Nos	MWhs
Electric Ireland	+0.35%	+1.28%
Airtricity	-0.21%	-1.49%
Bord Gáis Energy	-0.04%	-0.43%
Energia	-0.11%	+0.60%
Others	0.00%	+0.04%

2 (b) Small Business Market

Q2 2013-Q3 2013	Medium Business - Change in Market Share		LEUs - Change in Market Share	
	Cust Nos	MWhs	Cust Nos	MWhs
Electric Ireland	+0.08%	+4.25%	-2.10%	+2.09%
Airtricity	-0.45%	-3.39%	-1.12%	-1.71%
Bord Gáis Energy	-0.04%	-0.16%	-0.49%	-0.14%
Energia	+0.42%	-0.78%	+4.01%	-0.10%
Vayu	-0.01%	+0.06%	-0.30%	+0.10%
Others	-0.54%	-1.87%	+0.01%	-0.25%

2 (c) Medium Business & LEU Markets

Tables 2 (a)-2 (c) Change in Electricity Market Share from Q2 2013 - Q3 2013 by Supplier

- Customer numbers have declined in the domestic, small business and medium business segments since Q2 2013, by -0.001%, -0.05% and -0.008% respectively. Customer numbers increased in the LEU segment by +5%.
- Electric Ireland is the largest supplier in terms of customers across all segments, and is the largest supplier in consumption (MWh) terms in the domestic and LEU segments (shares of MWhs of 57.14% and 42.32% respectively). Electric Ireland's share of MWhs declined in the domestic market (by -1.15%) but increased in the small business, medium business and LEU segments (by +1.28%, +4.25% and +2.09% respectively).
- Energia continues to be the largest supplier in terms of MWhs in the small and medium-sized business segments (shares of 35.45% and 33.4% respectively). While Energia has gained market share in the small business segment (by +0.60%), it has lost share in the medium and LEU segments (by -0.78% and -0.10% respectively).
- Bord Gáis Energy is the third largest supplier in the domestic electricity market, however, its share of customers and MWhs continues to decline in this market. Its market share also continued to decline in the small and medium-sized business segments compared to Q2 2013 (decline in share of MWhs of -0.43% & -0.16% respectively). While Bord Gáis Energy experienced an increase in market share in Q2 2013 in the LEU segment, data for Q3 shows a decline in Bord Gáis Energy's share in this segment (of -0.14% of MWhs).
- PrePayPower continued to gain market share in the domestic market compared to Q2 2013 (of +0.79% in terms of MWhs share). While the increase in MWhs share is higher than the increase it experienced in Q2, PrePayPower's share of customers did not increase as much as in the previous quarter.

2.2 Gas Market Share by Customer Numbers & GWhs

This section contains the market share data for all gas suppliers. Data is presented in terms of actual customer numbers and consumption (GWhs) for Q3 2013 as well as showing the change in the percentage share since the previous quarter.

Q3 2013	Domestic Market Share	
	Cust Nos	GWhs
Bord Gáis Energy	373,192	3,358
Airtricity	110,174	956
Electric Ireland	117,907	806
Flogas	31,501	275
Others	40	0
Total	**632,814**	**5,395**

3 (a) Domestic Market

Q3 2013	NDM IC[4] Market Share	
	Cust Nos	GWhs
Bord Gáis Energy	9,731	447
Airtricity	1,758	89
Electric Ireland	1,443	32
Flogas	5,706	398
Energia	3,614	240
Vayu	529	46
Total	**22,781**	**1,252**

3 (b) NDM IC Market

Q3 2013	FVT[5] eligible Market Share	
	Cust Nos	GWhs
Bord Gáis Energy	560	514
Airtricity	234	101
Flogas	425	412
Energia	269	294
Vayu	278	306
Others	4	2
Total	**1,770**	**1,628**

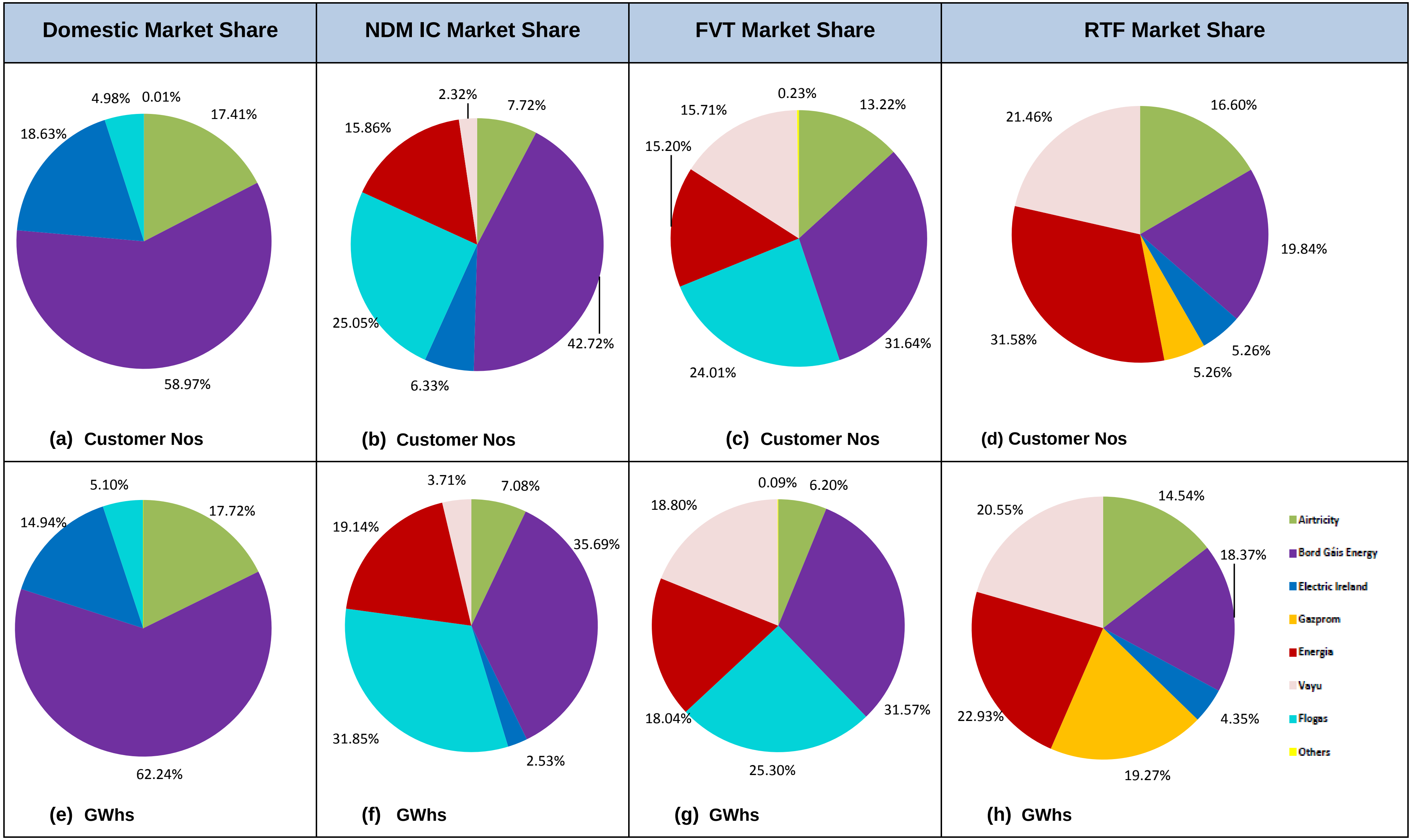
3 (c) FVT Market

Q3 2013	RTF[6] eligible Market Share	
	Cust Nos	GWhs
Bord Gáis Energy	49	773
Airtricity	41	612
Electric Ireland	13	183
Gazprom	13	811
Energia	78	965
Vayu	53	865
Total	**247**	**4,209**

3 (d) RTF Market

Tables 3 (a)-3 (d) Gas Customer Nos. (Q3 2013) & GWhs (Jan-Sept 2013)

[4] Non-daily metered industrial and commercial.
[5] Fuel variation tariff.
[6] Regulated tariff formula.



Figures 2 (a) – 2 (h) Q3 2013 Gas Market Share by Market Segment

Q2 2013-Q3 2013	Domestic - Change in Market Share	
	Cust Nos	GWhs
Bord Gáis Energy	-1.99%	-0.21%
Airtricity	+0.11%	-0.02%
Electric Ireland	+1.87%	+0.23%
Flogas	+0.01%	+0.01%

4 (a) Domestic Market

Q2 2013-Q3 2013	NDM IC- Change in Market Share	
	Cust Nos	GWhs
Bord Gáis Energy	-0.97%	-1.01%
Airtricity	0.00%	+0.15%
Electric Ireland	+1.97%	+0.29%
Flogas	-0.65%	+0.86%
Energia	-0.37%	-0.15%
Vayu	+0.02%	-0.13%

4 (b) NDM IC Market

Q2 2013-Q3 2013	FVT- Change in Market Share	
	Cust Nos	GWhs
Bord Gáis Energy	-0.69%	-0.15%
Airtricity	+1.95%	+0.32%
Flogas	+0.29%	+0.95%
Energia	-0.66%	-0.50%
Vayu	-0.94%	-0.63%
Others	+0.06%	+0.02%

4 (c) FVT Market

Q2 2013-Q3 2013	RTF- Change in Market Share	
	Cust Nos	GWhs
Bord Gáis Energy	-0.89%	-0.62%
Airtricity	-0.47%	+3.96%
Electric Ireland	+0.39%	+0.75%
Gazprom	-0.02%	-0.80%
Energia	+5.16%	-0.74%
Vayu	-4.15%	-2.56%

4 (d) RTF Market

Tables 4 (a) – 4 (d) Change in Gas Market Share from Q2 2013 - Q3 2013

- Customer numbers have increased in the domestic, FVT and RTF segments by +0.07%, +0.22% and +0.40% respectively compared to Q2 2013. Customer numbers declined in the IC segment by -0.86% in the same period.
- Bord Gáis Energy remains the largest supplier (customers and GWhs) in the domestic, IC and FVT segments (share of customer numbers of 58.97%, 42.72% and 31.64% respectively). While this is the case, Bord Gáis Energy continues to lose market share in each of these market segments (loss of customer share of -1.99% in domestic, -0.97% in IC and -0.69% in FVT). While Bord Gáis Energy experienced an increase in RTF share in Q2 2013, data for Q3 shows a decline in its share of customers in this segment (of -0.89% of customer share).
- Energia is the largest supplier in the RTF segment. While Energia gained market share in this segment compared to Q2 (of +5.16%), it has lost share in the IC and FVT segments (of -0.37% and -0.66% in terms of customer numbers respectively).
- Flogas (the second largest supplier in the FVT and IC segments) has lost share in the IC segment but increased share in the FVT market.
- Electric Ireland increased share in all markets of operation (by +1.87% in domestic, +1.97% in IC and +0.39% in the RTF segment).
- All other suppliers had varied outcomes in terms of market share across market segments in Q3 2013 compared to Q2 2013.

3.0 Customer Switching & New Registrations

Customer switching is a key indicator of retail competition and supplier activity within the retail market. This section contains data on customer switching activity with a breakdown of suppliers' switches in the relevant markets and new registrations.

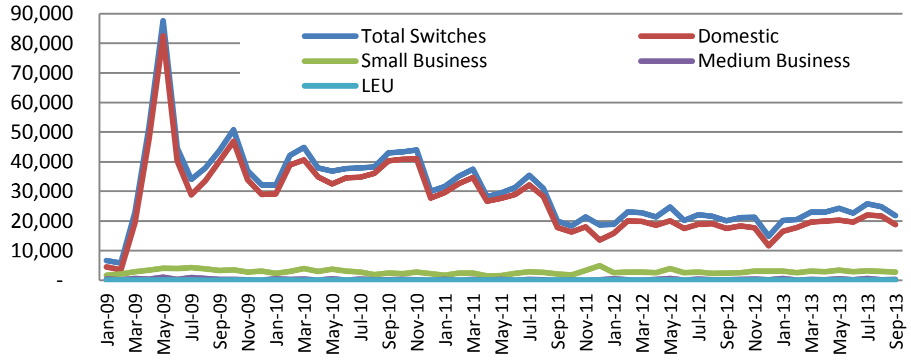


Figure 3 Total Switching - Electricity

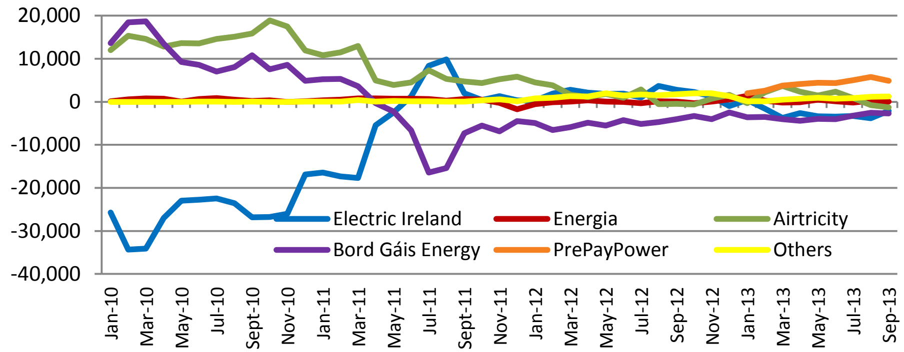


Figure 4 Total Net Change by Supplier - Electricity

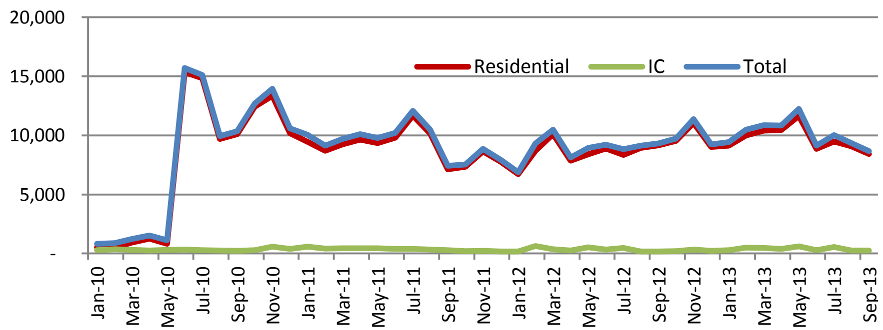


Figure 5 Total Switching - Gas

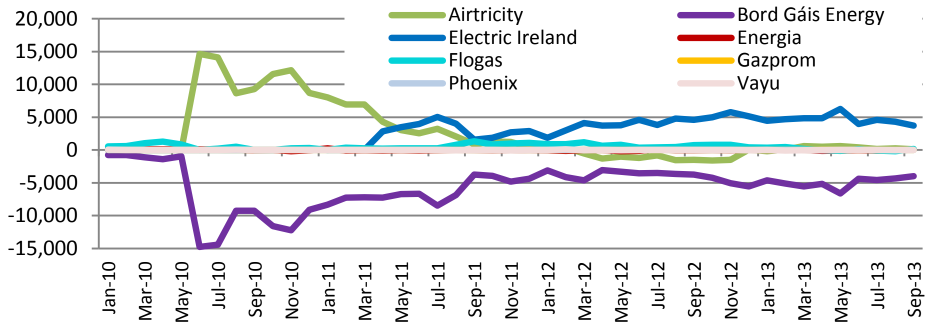


Figure 6 Total Net Change by Supplier - Gas

Total Switching	Q1 2012	Q2 2012	Q3 2012	Q4 2012	Q1 2013	Q2 2013	Q3 2013	*% Change Q3 2012 - Q3 2013*
Electricity	64,788	66,271	63,730	57,267	63,574	69,964	72,480	*+13.7%*
Gas	26,705	26,245	27,276	30,353	30,783	32,214	28,045	*+2.82%*

Table 5 Electricity & Gas Total Switching Trends

Electricity Switching

- Total switching in electricity was 72,480 in Q3 2013 (86.3% of which was in the domestic market). This represented an increase in switching when compared to Q3 2012 of +13.7%.
- Compared to Q3 2012, switching increased in the domestic, small business and medium business segments (by +12.9%, +16.8% and +51.0% respectively), however, switching declined in the LEU segment by -30.6%.
- At a supplier level, PrePayPower continued to experience the largest customer net gain in Q3 (of +15,642). Net gains were also experienced by Energia and the ‘others’ category (of +104 and +3,229 respectively).
- Electric Ireland experienced the largest net loss in customers in Q3 (of -9,232) followed by Bord Gáis Energy (of -8,544). Airtricity experienced its first ever net loss in a quarter (of -1,199).

Gas Switching

- Total switching in gas was 28,045 in Q3 2013 (96.2% of which was in the domestic market). This represented an increase in switching of +2.82% compared to the same period in 2012.
- Total switching increased in the domestic and the IC segments by +2.03% and +28.07% respectively compared to Q3 2012.
- At a supplier level, Bord Gáis Energy continued to experience the largest net loss in Q3 (of -12,911). Losses were also experienced by Flogas, Energia and Vayu (of -148, -83 and -20 respectively).
- Electric Ireland continued to experience the largest net gain (of +12,621 customers). Airtricity also gained in Q3 2013 (+541).

New Registrations

- In Q3 2013, there were 3,675 new electricity and 1,645 new gas registrations.
- 84.63% of the new electricity registrations in Q3 2013 were with Electric Ireland, which represents a reduction of 1.32% compared to the previous quarter.
- 66.14% of gas registrations were with Bord Gáis Energy, 1.59% less than in Q2 2013.

4.0 PAYG, Debt Flagging & Disconnections

4.1 Pay as You Go Meters – PAYG

The CER has been working with industry to facilitate the installation of electricity and gas PAYG meters free of charge for customers experiencing financial hardship. This section looks at the trend in the installation of PAYG meters.

PAYG Meters	Q4 2011	Q1 2012	Q2 2012	Q3 2012	Q4 2012	Q1 2013	Q2 2013	Q3 2013	Cumulative total
Electricity PAYG	711	2,485	3,596	4,384	4,248	5,303	7,323	7,336	**51,545 (approx. including 16,159 Token meters)**
Gas PAYG	8,188	3,276	3,491	3,431	2,532	4,369	6,680	4,192	**81,421 (approx.)**

Table 6 PAYG Meter Installations Electricity & Gas

- There were 7,336 electricity PAYG meters installed in Q3 2013. This represents a 0.18% increase since Q2 2013 and is the highest level of electricity PAYG installs to date. The total number of electricity PAYG meters installed since October 2011 is 35,386. In addition, there were approximately 16,159 token meters in operation at the end of Q3 2013.
- There were 4,192 gas PAYG meters installed in Q3 2013 (of which 84.16% were installed for financial hardship reasons). This represents a decline of 37.25% compared to Q2 2013. This can be explained by seasonal effects. The total number of gas PAYG meters installed since December 2008 is 81,421, with almost 36,159 installed since October 2011.

4.2 Debt Flagging

Where a customer requests to change to a new supplier, the customer's existing supplier has the facility to inform the new supplier if the customer has an outstanding debt, above the industry thresholds approved by the CER. The new supplier can then choose whether to proceed with or cancel the change of supplier (CoS) request where this 'flag' has been raised.

Debt Flags	Electricity Market					Gas Market				
	Q3 2012	Q4 2012	Q1 2013	Q2 2013	Q3 2013	Q3 2012	Q4 2012	Q1 2013	Q2 2013	Q3 2013
Total Debt Flags	1,393	1,028	1,188	1,558	2,176	318	178	174	382	439
Debt Flagged CoS request as % total CoS	2.14%	1.73%	1.93%	2.17%	2.93%	1.17%	0.63%	0.57%	1.19%	1.57%
% of Debt Flagged CoS orders Cancelled by New Supplier	42.4%	31.3%	23.1%	23.2%	15.1%	49.7%	59.0%	59.8%	70.2%	53.1%

Table 7 Debt Flagging in Electricity & Gas

- There were 2,176 debt flags raised in the electricity market in Q3 2013 (corresponding to approximately 2.93% of all CoS requests). This represents an increase of 39.7% compared to Q2 2013. Over 15% of all debt flagged CoS requests were cancelled by the new supplier in Q3 2013, representing a lower proportion than the number cancelled in Q2 2013.
- There were 439 debt flags raised in the gas market in Q3 2013 (corresponding to 1.57% of gas switches). This represents an increase of 14.9% in the number of debt flags raised compared to Q2 2013. Approximately 53% of debt flagged CoS requests were cancelled by the new supplier in Q3 2013, representing a decline in the proportion cancelled compared to Q2 2013.

4.3 Non-Payment of Account Disconnections

The disconnection of a customer's energy supply must always be the last resort and all suppliers are required to offer a payment plan and prepayment solution to customers in advance of proceeding to disconnect. This section analyses trends in disconnections for reasons of non-payment of account (NPA) in both electricity and gas.

4.3.1 Electricity Disconnections

Total Electricity Disconnections	Electric Ireland	Airtricity	Bord Gáis Energy	Energia	Total Disconnections	% Of total that are in the domestic market
Q3 2011	2,894	2,277	727	243	**6,141**	84.09%
Q4 2011	1,191	1,940	690	131	**3,952**	82.39%
Q1 2012	887	2,658	1,325	193	**5,063**	82.50%
Q2 2012	1,248	1,276	892	194	**3,610**	82.08%
Q3 2012	1,971	1,436	649	125	**4,181**	83.58%
Q4 2012	3,091	740	614	140	**4,585**	87.50%
Q1 2013	1,105	991	429	166	**2,691**	74.92%
Q2 2013	900	1,088	787	135	**2,910**	79.45%
Q3 2013	1,732	1,069	661	148	**3,610**	83.66%
% Change Q3 2012-Q3 2013	*-12.1%*	*-25.6%*	*+1.8%*	*+18.4%*	*-13.7%*	

Table 8 Total Electricity Disconnections by Supplier

Domestic Disconnections	Electric Ireland	Airtricity	Bord Gáis Energy	Total
Q3 2011	2,629	2,009	526	**5,164**
Q4 2011	1,076	1,668	512	**3,256**
Q1 2012	693	2,326	1,158	**4,177**
Q2 2012	1,073	1,152	738	**2,963**
Q3 2012	1,707	1,259	530	**3,496**
Q4 2012	2,863	641	508	**4,012**
Q1 2013	859	860	297	**2,016**
Q2 2013	684	937	691	**2,312**
Q3 2013	1,554	920	546	**3,020**
% Change Q3 2012- Q3 2013	*-8.9%*	*-26.9%*	*+3.0%*	*-13.6%*

Table 9 Domestic Electricity Disconnections by Supplier

- In Q3 2013, there were 3,610 disconnections for non-payment of account in the electricity market. 83.66% of these were in the domestic market.
- There was a reduction in the number of electricity disconnections in Q3 2013 compared to Q3 2012, of -13.7%.
- While total disconnections of customers of Electric Ireland and Airtricity declined compared to Q3 2012 (which suppliers attribute to the increase in the uptake of PAYG meters), total electricity disconnections of customers of Bord Gáis Energy and Energia increased in the period.
- While Electric Ireland completed the highest number of domestic disconnections, it continued to have the lowest disconnection rate per 10,000 customers. Airtricity continued to have the highest domestic disconnection rate.

Domestic Disconnection Rate	Electric Ireland	Airtricity	Bord Gáis Energy
Q3 2011	20.59	58.52	13.23
Q4 2011	8.41	47.02	13.39
Q1 2012	5.39	64.04	31.70
Q2 2012	8.30	31.59	20.99
Q3 2012	13.12	34.50	15.67
Q4 2012	21.94	17.56	15.46
Q1 2013	6.61	23.16	9.36
Q2 2013	5.35	24.65	23.11
Q3 2013	12.17	24.25	18.42
% Change Q3 2012 – Q3 2013	*-7.2%*	*-29.7%*	*+17.5%*

Table 10 Domestic Electricity Disconnections per 10,000 Customers

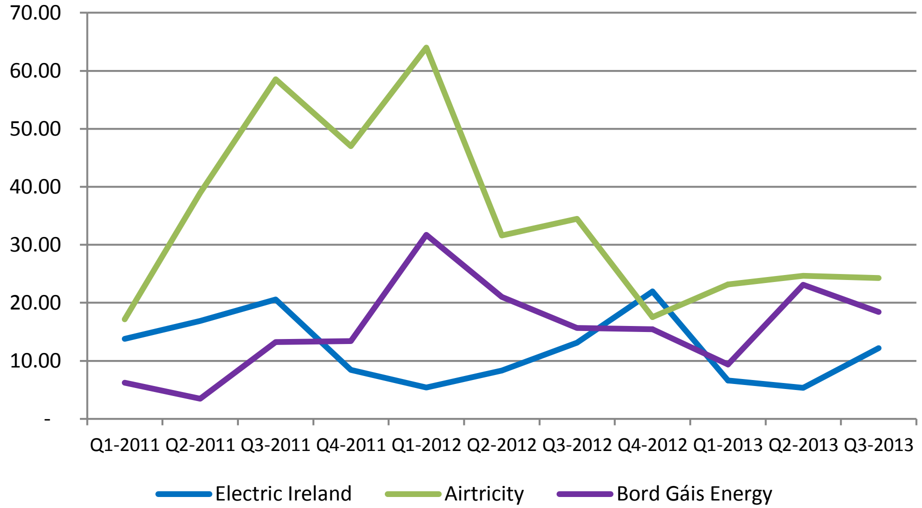


Figure 7 Domestic Electricity Disconnections per 10,000 Customers

4.3.2 Gas Disconnections[7]

Total Gas Disconnections	Bord Gáis Energy	Airtricity	Flogas	Energia	Electric Ireland	Total Disconnections	% Of total that are in the domestic market
Q3 2011	1,403	136	244	35	1	**1,819**	89.22%
Q4 2011	643	128	56	21	-	**848**	84.67%
Q1 2012	1,342	189	153	21	1	**1,706**	90.39%
Q2 2012	1,815	283	274	10	5	**2,387**	91.6%
Q3 2012	1,803	480	165	9	22	**2,479**	95.8%
Q4 2012	543	305	106	13	19	**986**	91.6%
Q1 2013	338	351	137	23	11	**860**	88.8%
Q2 2013	1,631	329	156	8	34	**2,158**	94.4%
Q3 2013	1,485	499	278	12	39	**2,313**	95.2%
% Change Q3 2012-Q3 2013	*-17.6%*	*+4%*	*+68.5%*	*+33.3%*	*+77.3%*	*-6.7%*	

Table 11 Total Gas Disconnections by Supplier

Domestic Disconnections	Bord Gáis Energy	Airtricity	Flogas	Electric Ireland	Total Domestic
Q3 2011	1,260	134	228	1	**1,623**
Q4 2011	547	124	47	-	**718**
Q1 2012	1,217	187	137	1	**1,542**
Q2 2012	1,646	276	261	4	**2,187**
Q3 2012	1,726	471	155	22	**2,374**
Q4 2012	490	303	91	19	**903**
Q1 2013	288	338	127	11	**764**
Q2 2013	1,556	322	127	33	**2,038**
Q3 2013	1,420	494	250	39	**2,203**
% Change Q3 2012-Q3 2013	*-17.7%*	*+4.9%*	*+61.3%*	*+77.3%*	*-7.2%*

Table 12 Domestic Gas Disconnections by supplier

Domestic Disconn rate	Bord Gáis Energy	Airtricity	Flogas	Electric Ireland
Q3 2011	26.89	11.57	112.50	0.47
Q4 2011	11.98	10.44	20.54	0.00
Q1 2012	27.24	15.78	53.39	0.27
Q2 2012	37.64	24.04	96.34	0.81
Q3 2012	40.42	42.47	54.41	3.53
Q4 2012	11.84	28.04	29.85	2.43
Q1 2013	7.19	31.28	40.41	1.21
Q2 2013	40.36	29.43	40.42	3.11
Q3 2013	38.05	44.84	79.36	3.31
% Change Q3 2012-Q3 2013	*-5.9%*	*+5.6%*	*+45.9%*	*-6.2%*

Table 13 Domestic Gas Disconnections per 10,000 Customers

[7] This data relates to disconnections that were undertaken for NPA reasons. It includes all credit locks, and NPA street isolations (CTSRs) and disconnect meters (DMs).

- In Q3 2013, there were 2,313 NPA disconnections in the gas market. Over 95% were in the domestic market.
- There was a reduction in the number of gas disconnections compared to Q3 2012, of -6.7%.
- This decline can be associated with Bord Gáis Energy which reduced its total disconnections by -17.6% compared to Q3 2012. Bord Gáis Energy attributes this decline to the increased uptake of gas PAYG meters and the reduction in BGE customer numbers.
- Total disconnections of customers of all other suppliers increased in the same period (of +4% with Airtricity, +68% with Flogas, +33% with Energia and +77% with Electric Ireland). Airtricity and Electric Ireland attribute the increase to the date of their respective market entry, the subsequent increase in their customer numbers and the fact that relatively new customers who are in difficulty are only reaching the disconnection stage now. Flogas state that while it streamlined its credit control process which may have flagged accounts which were not paying and not detected previously, the lack of engagement on the part of customers has driven the increase in disconnections.
- While Bord Gáis Energy has the highest number of domestic disconnections, when adjusted for market share, Flogas continued to have the highest disconnection rate per 10,000 customers.
- Electric Ireland continues to have the lowest domestic disconnection rate per 10,000 customers.

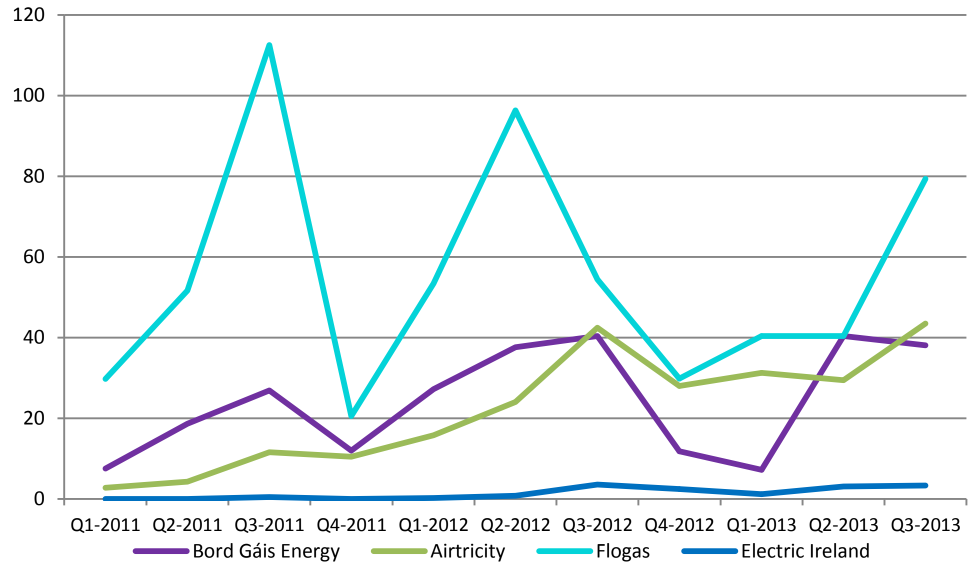


Figure 8 Domestic Gas Disconnections per 10,000 Customers