

## CHANGE OF SUPPLIER UPDATE - APRIL 2014<sup>1,2</sup>

### 1. Electricity Market

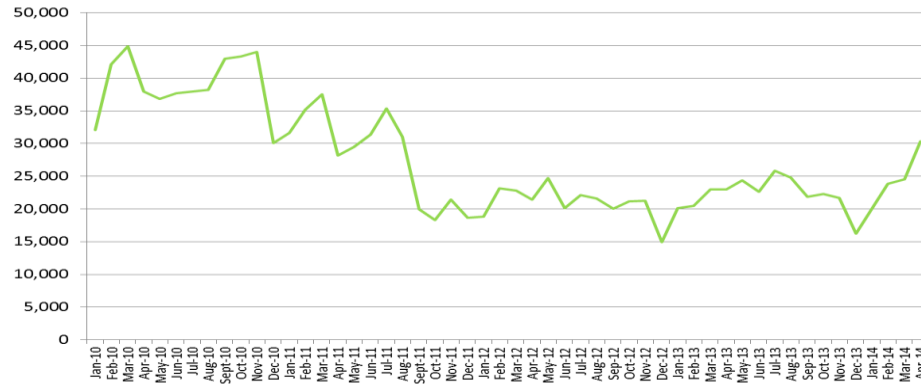


Figure 1a Electricity Total Monthly Switches Jan 2010-April 2014

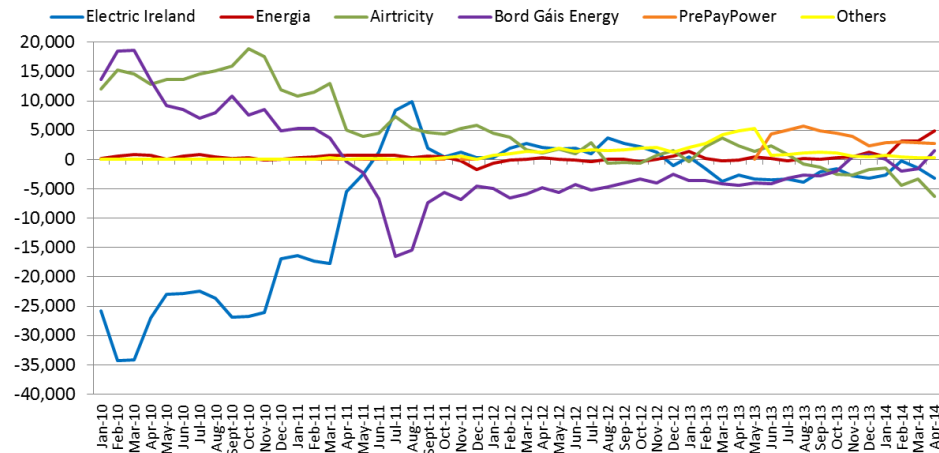


Figure 1b Electricity Net Switching by Supplier Jan 2010- April 2014

### 2. Gas Market



Figure 2a Gas Total Monthly Switches Jan 2010- April 2014

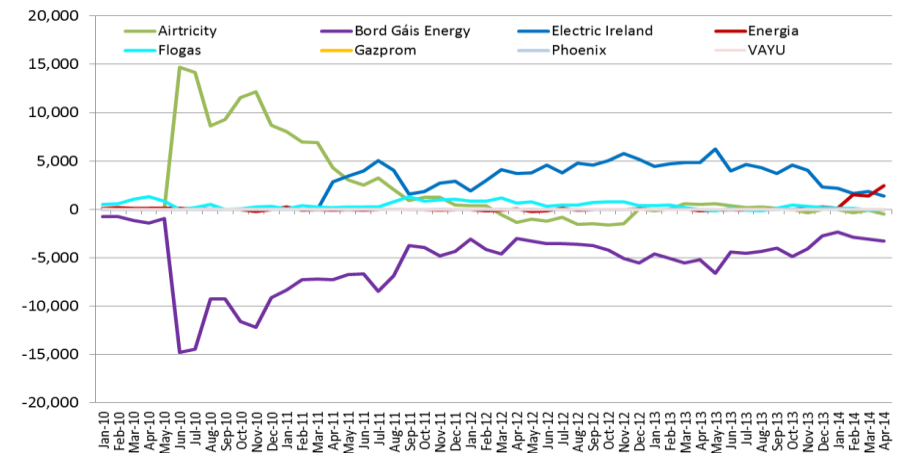


Figure 2b Gas Net Switching by Supplier Jan 2010- April 2014

<sup>1</sup> 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.

<sup>2</sup> Any comments should be addressed to Adrienne Costello at the Commission for Energy Regulation ([acostello@cer.ie](mailto:acostello@cer.ie))

## Electricity Market<sup>3</sup>

	Electric Ireland	Energia	Airtricity	Bord Gáis Energy	PrePayPower	Others	Total
2010	339,168	8,315	44,050	76,635	-	14	<b>468,182</b>
2011	135,100	9,635	74,939	118,442	-	66	<b>338,182</b>
2012	79,741	12,726	82,009	77,082	-	498	<b>252,056</b>
2013	108,555	10,888	82,134	61,928	1,723	999	<b>266,226</b>

Jul-12	7,424	1,163	6,708	6,773	-	30	<b>22,098</b>
Aug-12	6,461	773	7,840	6,473	-	37	<b>21,584</b>
Sep-12	6,163	807	7,120	5,910	-	48	<b>20,048</b>
Oct-12	6,650	994	7,600	5,862	-	45	<b>21,151</b>
Nov-12	7,016	1,120	7,099	5,866	-	117	<b>21,218</b>
Dec-12	5,518	903	4,668	3,733	-	76	<b>14,898</b>
Jan-13	6,559	817	7,423	5,239	-	100	<b>20,137</b>
Feb-13	7,923	793	6,233	5,415	-	100	<b>20,464</b>
Mar-13	9,512	1,275	5,990	6,058	-	138	<b>22,973</b>
Apr-13	9,284	1,034	6,584	5,961	-	118	<b>22,981</b>
May-13	9,955	1,002	7,314	5,917	-	149	<b>24,337</b>
Jun-13	9,637	685	6,487	5,694	119	25	<b>22,647</b>
Jul-13	10,832	1,141	7,892	5,696	232	25	<b>25,818</b>
Aug-13	10,735	1,090	7,407	5,294	259	38	<b>24,823</b>
Sept-13	9,010	793	6,770	4,941	272	53	<b>21,839</b>
Oct-13	8,872	865	7,455	4,782	270	73	<b>22,317</b>
Nov-13	9,066	791	7,217	4,152	329	131	<b>21,686</b>
Dec-13	7,170	602	5,362	2,779	242	49	<b>16,204</b>
Jan-14	8,406	1,151	6,323	3,727	355	101	<b>20,063</b>
Feb-14	8,633	754	8,998	5,000	348	80	<b>23,813</b>
Mar-14	9,395	803	8,795	5,056	388	70	<b>24,507</b>
Apr-14	11,762	925	11,426	5,772	370	75	<b>30,330</b>

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	<b>468,182</b>
2011	99,107	13,424	156,312	67,339	-	2,000	<b>338,182</b>
2012	100,504	12,458	99,377	21,338	-	18,379	<b>252,056</b>
2013	77,380	14,977	85,829	29,219	32,512	26,310	<b>266,226</b>

Jul-12	8,394	825	9,600	1,585	-	1,694	<b>22,098</b>
Aug-12	10,113	877	7,269	1,782	-	1,543	<b>21,584</b>
Sep-12	8,936	824	6,664	1,857	-	1,767	<b>20,048</b>
Oct-12	8,907	689	6,981	2,546	-	2,028	<b>21,151</b>
Nov-12	8,269	1,188	7,809	1,832	-	2120	<b>21,218</b>
Dec-12	4,552	1,434	6,245	1,286	-	1,381	<b>14,898</b>
Jan-13	6,966	2,214	7,111	1,669	-	2,178	<b>20,137</b>
Feb-13	6,355	1,020	8,403	1,879	-	2,807	<b>20,464</b>
Mar-13	5,774	1,114	9,689	2,001	-	4,395	<b>22,973</b>
Apr-13	6,632	939	8,916	1,544	-	4,950	<b>22,981</b>
May-13	6,606	1,506	8,740	1,976	-	5,509	<b>24,337</b>
Jun-13	6,176	811	8,844	1,630	4,450	736	<b>22,647</b>
Jul-13	7,526	950	8,750	2,460	5,232	900	<b>25,818</b>
Aug-13	6,931	1,323	6,658	2,701	6,026	1,184	<b>24,823</b>
Sept-13	6,888	855	5,462	2,226	5,147	1,261	<b>21,839</b>
Oct-13	7,264	1,214	4,992	2,870	4,778	1,199	<b>22,317</b>
Nov-13	6,304	1,193	4,549	4,566	4,343	731	<b>21,686</b>
Dec-13	3,958	1,838	3,715	3,697	2,536	460	<b>16,204</b>
Jan-14	5,704	1,654	4,864	3,770	3,284	787	<b>20,063</b>
Feb-14	8,391	3,922	4,597	3,012	3,361	530	<b>23,813</b>
Mar-14	7,912	3,909	5,519	3,436	3,323	408	<b>24,507</b>
Apr-14	8,632	5,854	5,103	7,246	3,156	339	<b>30,330</b>

Table 2 – Electricity: Gains by Supplier

<sup>3</sup> 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	<b>93,937</b>
2011	19,702	86,246	1,297	1,251	4,651	0	1	132	<b>113,308</b>
2012	37,337	58,752	6,451	1,412	6,454	1	8	164	<b>110,579</b>
2013	24,737	66,262	14,399	1,382	9,853	1	27	341	<b>117,002</b>

Jul-12	3,022	4,517	569	118	591	0	0	5	<b>8,822</b>
Aug-12	3,390	4,646	579	74	432	0	0	0	<b>9,121</b>
Sep-12	3,294	4,814	645	63	511	0	0	6	<b>9,333</b>
Oct-12	3,291	5,185	630	63	549	0	0	4	<b>9,722</b>
Nov-12	3,679	5,898	862	94	834	0	3	10	<b>11,380</b>
Dec-12	1,730	6,216	661	53	542	0	4	45	<b>9,251</b>
Jan-13	2,279	5,419	894	78	732	1	2	15	<b>9,420</b>
Feb-13	2,500	5,940	1,020	107	844	0	0	86	<b>10,497</b>
Mar-13	2,107	6,444	1,250	105	931	0	8	21	<b>10,866</b>
Apr-13	2,255	6,070	1,344	173	973	0	17	5	<b>10,837</b>
May-13	2,212	7,513	1,355	164	995	0	0	14	<b>12,253</b>
Jun-13	1,869	5,240	1,241	72	688	0	0	14	<b>9,124</b>
Jul-13	2,172	5,500	1,312	182	849	0	0	5	<b>10,020</b>
Aug-13	1,892	5,260	1,232	108	849	0	0	18	<b>9,359</b>
Sept-13	1,792	4,858	1,156	54	806	0	0	0	<b>8,666</b>
Oct-13	2,029	5,692	1,194	161	825	0	0	120	<b>10,021</b>
Nov-13	2,282	4,993	1,399	93	850	0	0	14	<b>9,631</b>
Dec-13	1,348	3,333	1,002	85	511	0	0	29	<b>6,308</b>
Jan-14	1,776	3,027	1,393	57	724	0	0	2	<b>6,979</b>
Feb-14	2,215	3,574	1,830	79	863	0	0	0	<b>8,561</b>
Mar-14	2,174	3,736	1,679	56	810	-	-	2	<b>8,457</b>
Apr-14	2,435	3,905	1,853	117	947	-	-	3	<b>9,260</b>

**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	<b>93,937</b>
2011	60,585	10,502	29,638	1,074	11,304	1	20	184	<b>113,308</b>
2012	27,067	11,228	56,573	884	14,672	6	5	144	<b>110,579</b>
2013	26,836	10,221	66,998	1,384	11,520	0	0	43	<b>117,002</b>

Jul-12	2,190	1,001	4,366	254	1,010	0	0	1	<b>8,822</b>
Aug-12	1,835	1,004	5,358	16	898	0	0	10	<b>9,121</b>
Sep-12	1,789	1,059	5,226	30	1,228	0	0	1	<b>9,333</b>
Oct-12	1,706	967	5,640	54	1,354	0	0	1	<b>9,722</b>
Nov-12	2,199	839	6,625	71	1,645	0	1	0	<b>11,380</b>
Dec-12	1,768	662	5,818	77	920	0	0	6	<b>9,251</b>
Jan-13	2,107	791	5,363	68	1,090	0	0	1	<b>9,420</b>
Feb-13	2,555	832	5,719	80	1,310	0	0	1	<b>10,497</b>
Mar-13	2,684	879	6,080	122	1,100	0	0	1	<b>10,866</b>
Apr-13	2,750	888	6,204	52	939	0	0	4	<b>10,837</b>
May-13	2,813	902	7,588	80	866	0	0	4	<b>12,253</b>
Jun-13	2,278	834	5,189	50	772	0	0	1	<b>9,124</b>
Jul-13	2,321	920	5,932	109	736	0	0	2	<b>10,020</b>
Aug-13	2,165	938	5,515	61	679	0	0	1	<b>9,359</b>
Sept-13	1,911	849	4,874	91	941	0	0	0	<b>8,666</b>
Oct-13	1,990	836	5,754	159	1,264	0	0	18	<b>10,021</b>
Nov-13	1,908	938	5,456	197	1,130	0	0	2	<b>9,631</b>
Dec-13	1,354	614	3,324	315	693	0	0	8	<b>6,308</b>
Jan-14	1,760	646	3,540	171	860	0	0	2	<b>6,979</b>
Feb-14	1,865	721	3,452	1,567	956	0	0	0	<b>8,561</b>
Mar-14	2,101	645	3,535	1,426	747	-	-	3	<b>8,457</b>
Apr-14	1,966	596	3,207	2,553	934	1	-	3	<b>9,260</b>

**Table 4 – Gas: Gains by Supplier**