

## Media Release

### CER Publishes Energy Retail Markets Report for Q3 2015

- **Energia Showed the Greatest Gain for an Individual Supplier in Domestic Gas Sector during 2016**
- **Electric Ireland's Share in Electricity Market Decreased**
- **Fall of up to 12% in discounted electricity prices and up to 5% in gas between Q1 2015 and Q1 2016 with various suppliers**
- **Disconnections for Domestic Customers Declined Significantly for both Electricity and Gas**

**Friday, 11 March 2016:** The Commission for Energy Regulation today published its Electricity and Gas Retail Market Report for Q3 2015 which shows the continued movement of supplier market share and prices across the domestic and non-domestic sectors.

The Report, which studied consumer behaviour in the Irish energy market, highlights the continued development of a consumer driven sector that continues to exert downward pressure on supplier offerings and prices.

In the electricity market, Electric Ireland retained the largest market share in electricity in terms of consumption, but experienced a drop in market share of 2.65% in terms of consumption, from 56.76% to 54.93% between Q1 and Q3 2015. Bord Gáis Energy gained the most during that period in terms of consumption for domestic electricity with a 0.55% increase in market share. This follows a gain of 2.98% between Q1 and Q2 in terms of consumption.

Pinergy's domestic electricity market share continued to be above 1%, with a market share of 1.09% in terms of consumption. The remaining market share, by consumption in the domestic electricity sector was 19% for SSE Airtricity, 16% for Bord Gáis Energy, 5% for PrePayPower and 4% for Energia.

In the domestic gas market, Energia showed the greatest gain in the sector with a market share increase of 0.34% in customer numbers between Q2 and Q3. SSE Airtricity's market share reduced by 0.79% and Bord Gáis, the supplier with the largest market share, showing a decrease of 0.16% in terms of customer numbers to 51.11%. The remaining market share was 23.64% for Electric Ireland, 15.96% for SSE Airtricity, 5.13% for Energia and 4.96% for Flogas.

From January 2015 to January 2016, competition intensified in the electricity and gas retail markets resulting in price reductions through varied supplier offers available to consumers. Overall there was a decrease in prices for both standard and discounted plans for electricity and gas customers, with standard electricity prices falling up to 4.57% and standard gas supplier prices falling by up to 5%. The discounted plans offered by suppliers saw a decrease of between 2.3% to 12% in the electricity market and a decrease of up to 8% in the gas market.

In the electricity sector, prices decreased for all standard plans offered by suppliers between Q1 2015 and Q1 2016. The largest decrease in the standard price between January 2015 and 2016 was 4.57%. During the same period, discounted plans also decreased, with the largest decrease for a discounted price plan of 12% offered by Bord Gáis Energy.

In the gas market, all suppliers reduced their domestic gas prices, with the highest decrease for a standard price plan of 5%, both offered by Bord Gáis Energy and Flogas and the highest decrease for a discounted price plan of 8% offered by Flogas.

Customer switching is a key indicator of retail competition and supplier activity within the retail market. The range of options available to consumers can help to promote competition in the electricity and gas retail markets and increase consumer switching and this was illustrated by the fact that switching rates by consumers to new suppliers maintained an upward trend, with 77,080 customers switching electricity supplier and 28,191 switching gas suppliers in Q3 2015.

The disconnection of a customer's energy supply should 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. In May 2014, a voluntary agreement was introduced by most energy suppliers which saw them committing to never disconnect an engaging customer.

Disconnections of customers for non-payment declined significantly in 2014 compared to 2013; by 30% in electricity and 36% in gas. The total number of disconnections between Q1 2015 and Q3 2015 was 5,313 for electricity and 2,236 for gas.

A full copy of the CER Market Electricity and Gas Retail Market Report is available [here](http://www.cer.ie) on [www.cer.ie](http://www.cer.ie).

**Ends**

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**Notes to Editors**

- The CER is Ireland's independent energy regulator with a wide range of economic, customer and safety functions. The CER is also the economic regulator of Ireland's public water system. The CER protects energy customers by working for a safe, secure and sustainable supply of electricity and natural gas, as well as a competitive market which delivers reasonable prices and a good quality service to customers. For further details please see [www.cer.ie](http://www.cer.ie).

- It is the CER's statutory obligation to ensure a high standard of protection for energy customers. The [Supplier Handbook](#) sets out the minimum service levels that electricity and gas suppliers must provide to their customers. The CER has an important related function in customer protection by resolving complaints that customers have with an energy company - please see [www.energycustomers.ie](http://www.energycustomers.ie) for further information.
  - The CER has overseen the liberalisation of both the electricity and gas retail markets. With the continued development of competition, all electricity and gas markets have been price deregulated. Retail prices for all electricity customers were price deregulated by the CER by April 2011. Gas business prices were then price deregulated by the CER in October 2011, and domestic gas prices were deregulated in July 2014.
  - The CER has accredited two price comparison websites, [www.bonkers.ie](http://www.bonkers.ie) and [www.uswitch.ie](http://www.uswitch.ie), to help customers easily compare the competing tariffs on offer from energy suppliers.
  - Recent disconnection initiatives: the CER, in conjunction with industry and the Department of Communications, Energy and Natural Resources (DCENR), reviewed the market processes to ascertain if more could be done in further reduce disconnections. In May 2014, most suppliers introduced a voluntary agreement which saw them committing to never disconnect an engaging customer – the Energy Engage Code.
  - In dealing with customers that are in arrears, suppliers must take a number of steps prior to disconnecting a property. The disconnection of a customer's energy supply should always be the last resort and all suppliers are required to offer a payment plan and a Pay-As-You-Go meter to customers in arrears in advance of proceeding to disconnect. Suppliers must also facilitate a customer that wishes to nominate a third party to represent them, for example from MABS.
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