















# 2021/2022 in summary

	Average electricity bills rose from <b>£571</b> to <b>£741</b>	Average notional water bill rose from <b>£421</b> to <b>£424</b>	
	Average gas bills in Greater Belfast rose from <b>£516</b> to <b>£626</b> Average gas bills in the Ten Towns area rose from <b>£518</b> to <b>£1293</b>		
	<b>£2 billion</b> of investment in water and sewerage network	Overall investment in networks since 2009 = <b>£4.5 billion</b>	
	<b>£43 million</b> electricity network investment approved in low carbon technology	Single Electricity Market auctions secured capacity at lowest cost	
	<b>£8 million</b> provided under the NI Sustainable Energy Programme	A new agreement to provide access to gas markets in Great Britain was finalised	
	We supported DfE to develop a new Northern Ireland Energy Strategy	Our enforcement action running total exceeded the <b>£1 million</b> mark	
	We protected Bright Energy's customers' supply when the company left the market	Best Practice Framework proposals were developed to protect consumers	
	93% of Forward Work Programme projects were achieved or partially achieved	We attained the Diversity Charter mark, bronze accreditation	