

Quarterly Retail Energy Market Monitoring Report

Period: 01 October to 31 December 2024

Published: 14th March 2025



About the Utility Regulator

The Utility Regulator is the independent non-ministerial government department responsible for regulating Northern Ireland's electricity, gas, water and sewerage industries, to promote the short and long-term interests of consumers.

We are not a policy-making department of government, but we make sure that the energy and water utility industries in Northern Ireland are regulated and developed within ministerial policy as set out in our statutory duties.

We are governed by a Board of Directors and are accountable to the Northern Ireland Assembly through financial and annual reporting obligations.

We are based at Queens House in the centre of Belfast. The Chief Executive and two Executive Directors lead teams in each of the main functional areas in the organisation: CEO Office; Price Controls; Networks and Energy Futures; Markets; Consumer Protection and Enforcement. The staff team includes economists, engineers, accountants, utility specialists, legal advisors and administration professionals.

OUR MISSION

To protect the short and long-term interests of consumers of electricity, gas and water.

OUR VISION

To ensure value and sustainability in energy and water.

OUR VALUES

ACCOUNTABLE

We take ownership of our actions.

TRANSPARENT

Ensuring trust through openness and honesty.

COLLABORATIVE

Connecting and working with others for a shared purpose.

DILIGENT

Working with care and rigour.

RESPECTFUL

Treating everyone with dignity and fairness.

Abstract

The Quarterly Retail Energy Market Monitoring (QREMM) report is the latest of a series of Utility Regulator (UR) reports (previously known as the Quarterly Transparency Reports (QTRs)) that provide a range of information about the retail energy market in Northern Ireland (NI).

The data relates mainly to market shares, market activity and domestic prices in the electricity and gas retail markets. The data also includes information on non-domestic, or industrial and commercial (I&C), prices.

We collect and monitor market information through the Retail Energy Market Monitoring (REMM) framework.

The information shown in this report comes from network companies, suppliers, DESNZ (Department for Energy Security and Net Zero) and Eurostat. Some figures have been calculated internally.

Audience

Electricity and gas industry, government departments, associations of consumers, regulators, statistical bodies, suppliers, potential new market entrants, consultants, researchers and journalists.

Consumer impact

The information used to produce these reports allows us to monitor the retail market, flag potential concerns and to inform regulatory decisions. All of this directly impacts on consumers.

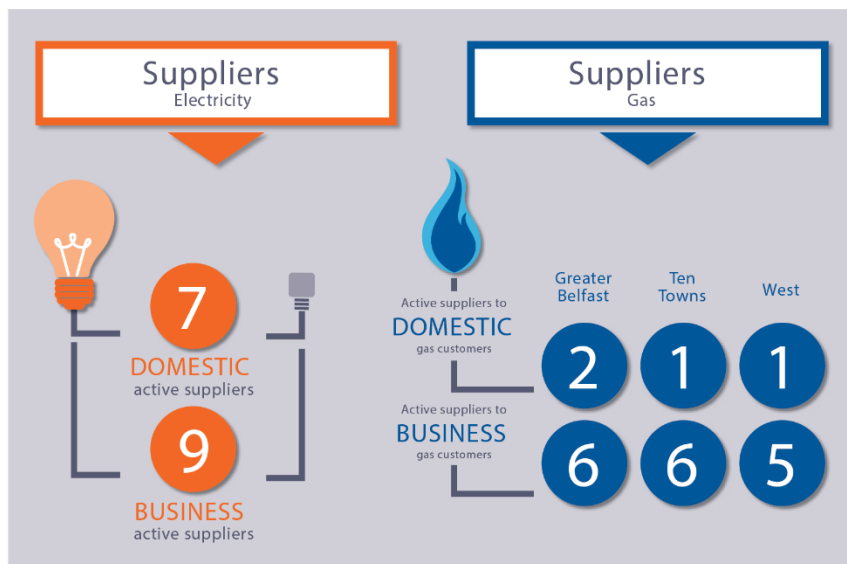
This report increases transparency for consumers on matters of their direct interest, such as the active suppliers in each energy market sector and NI prices compared against other jurisdictions.

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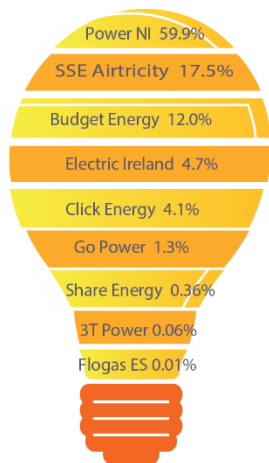
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1. Summary of key market indicators

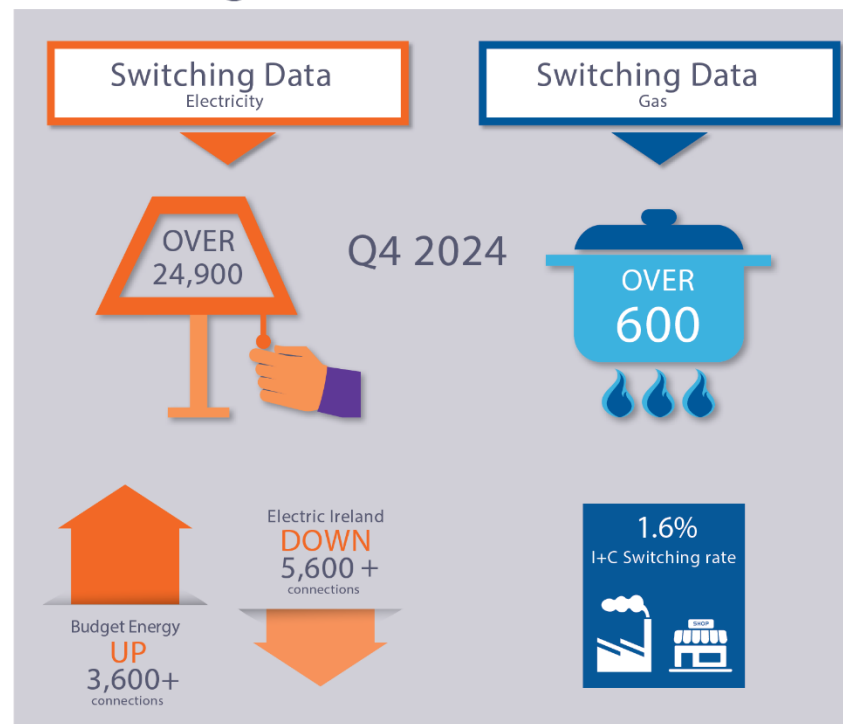
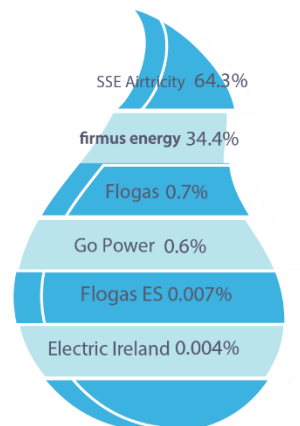
Northern Ireland Retail Market Monitoring Quarter 4 2024



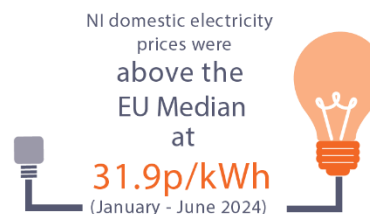
Total market share by connections Electricity



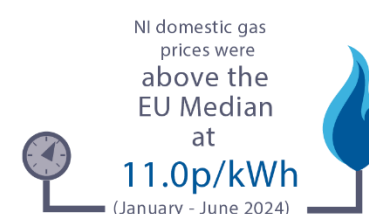
Total market share by connections Gas



Domestic pricing data Electricity



Domestic pricing data Gas








































2. Key developments during Q4 2024

1. Overall electricity switching activity in Q4 2024 increased from the previous quarter. Domestic customers continue to engage in the market with over 23,700 domestic switches completed during Q4 2024, a switching rate of 2.8% (an increase from 2.7% in Q3 2024). The I&C sector saw a decrease in the electricity switching rate, from 1.8% in Q3 2024 to 1.5% in Q4 2024.
2. In the gas sector, domestic switching in the Greater Belfast area saw c391 switches completed during Q4 2024 (an increase from c261 in Q3 2024). I&C switching saw an increase in switching activity from 1.1% in Q3 2024 to 1.6% in Q4 2024.
3. The semester 1 (January to June) 2024 electricity pricing data is sourced from Eurostat, DESNZ and individual supplier's submissions under the REMM framework. The pricing data for the period illustrates the following:
 - NI domestic electricity prices (31.9 p/kWh), similar to Ireland (31.9 p/kWh) and the UK (31.2 p/kWh). The EU median was (23.3 p/kWh). Since April 2024 there has been a downward adjustment of the NI's regulated tariffs for domestic consumers, this adjustment has not been fully reflected in this report due to the mismatch in time horizons.
 - The NI I&C electricity price for the Very Small connections (which represent c71% of I&C connections) was 26.6 p/kWh, which was lower than the UK (31.8 p/kWh) and Ireland (27.7 p/kWh) but higher than the EU median (21.9 p/kWh).
 - For Large and Very Large I&C customers (c0.01% of connections) NI prices (15.6 p/kWh) slightly below Ireland (17.2 p/kWh) and significantly below the UK (25.7 p/kWh) but again higher than the EU median (10.2 p/kWh).
4. The semester 1 (January – June) 2024 gas pricing data is sourced from Eurostat, DESNZ and individual supplier's submissions under the REMM framework. The pricing data for the period illustrates the following:
 - NI domestic gas prices (11.0 p/kWh) were slightly above Ireland (10.9 p/kWh). This was also higher than the UK (7.3 p/kWh) and the EU (10.1 p/kWh).
 - The NI I&C gas price for the Very Small connections was 8.0 p/kWh, which was below the EU median (8.2 p/kWh), Ireland (9.4 p/kWh) and the UK (9.5 p/kWh).
 - For Medium and Large I&C customers NI gas prices (5.7p/kWh) were higher than the EU median (4.8 p/kWh) and Ireland (4.9 p/kWh) and below the UK (6.0 p/kWh).

3. Introduction

- 3.1 The purpose of this report is to deliver transparency for stakeholders and consumers, providing readers with readily accessible information on the evolution and performance of Northern Ireland (NI) electricity and natural gas retail sectors.
- 3.2 This report is one of the tools we use to communicate some of the main indicators we monitor in the retail energy markets. We protect consumers by promoting effective competition wherever appropriate, and by monitoring the markets. Therefore, monitoring the retail markets is key when complying with our statutory duties¹.

Energy suppliers in NI market

	Network Operator							
	NIE Networks		PNGL ²		FeDL ³		Evolve (formerly SGN) ⁴	
	Electricity		Gas Greater Belfast		Gas Ten Towns		Gas West	
	Dom	I&C	Dom	I&C	Dom	I&C	Dom	I&C
Budget Energy								
Click Energy								
Electric Ireland								
firmus energy								
Flogas								
Go Power								
Power NI								
SSE Airtricity								
Flogas Enterprise Solutions ⁵								
3T Power								
Share Energy								
Suppliers	7	9	2	6	1	6	1	5

Source: Utility Regulator

¹ Detail on the background to this report, information sources and methodology is contained in Annex A.

² Phoenix Natural Gas Ltd

³ Firmus Energy (Distribution) Ltd

⁴ Evolve Network, previously known as SGN up to September 2023

⁵ Flogas Enterprise Solutions, previously known as Naturgy Ltd.

- 3.3 The electricity and gas (in the Greater Belfast area) markets have been open to competition to domestic customers since 2007. However, there were no competing suppliers in the domestic market until 2010.
- 3.4 The Ten Towns area opened to gas competition for large I&C customers (those consuming over 732,000 kWh per annum) in 2012, and to domestic and small I&C customers in 2015. The first gas connection to the West gas distribution area was a large I&C user during 2017.
- 3.5 During the fourth quarter of 2024 there were **nine** suppliers in the electricity market and **six** suppliers in the gas market although not all of these suppliers are certified to operate in all sectors (or in all gas distribution areas).
- 3.6 The detail of the dates of entry for the suppliers in each of the retail market segments is available in Annex B of this report. For more information about the retail energy market in NI, please visit: <https://www.uregni.gov.uk/supply>.

4. Electricity

Electricity Q4 2024

Total Electricity Connections

925,584



848,983
Domestic connections

Domestic Credit = 461,018
Domestic Prepayment = 387,965



76,601
I&C connections

I&C <20 MWh = 54,318
I&C 20 - 49 MWh = 12,077
I&C 50 - 499 MWh = 9,156
I&C 500 - 1,999 MWh = 790
I&C 2,000 - 19,999 MWh = 241
I&C >20,000 MWh = 19

Total Electricity Consumption

1,956 (GWh)



770.1 (GWh)
Domestic consumption

Domestic Credit = 441.5 GWh
Domestic Prepayment = 328.6 GWh



1,185.4 (GWh)
I&C consumption

I&C <20 MWh = 71.2 GWh
I&C 20 - 49 MWh = 83.7 GWh
I&C 50 - 499 MWh = 322.6 GWh
I&C 500 - 1,999 MWh = 191.5 GWh
I&C 2,000 - 19,999 MWh = 331.4 GWh
I&C >20,000 MWh = 185.1 GWh

Domestic Electricity Pricing

31.9 p/kWh

January - June 2024

Total Electricity Switches

24,939

Total NI electricity market shares by connections

- 4.1 The chart⁶ to the right shows the percentage market share by connections⁷ for each electricity supplier at the **end of December 2024**.
- 4.2 When looking at the electricity retail market as a whole by connections (domestic and I&C customers), Power NI, the incumbent supplier, has the leading position with 59.9% share of the market.
- 4.3 Electric Ireland announced on 9 May 2024 that they would be leaving the domestic electricity market⁸. Share Energy entered the market in September 2024.

Figure 1: Electricity market share by connections – total NI market

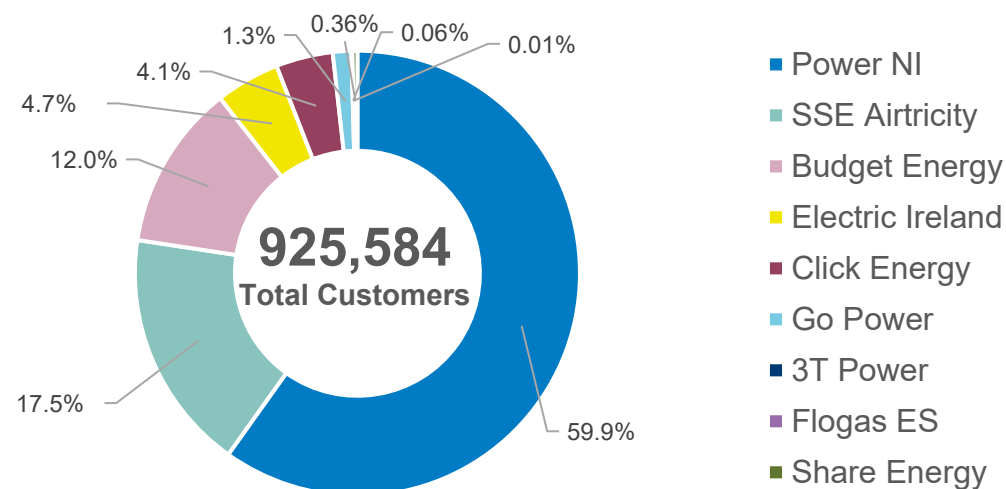


Table 1: Total electricity market share by connections

Market Segment	Power NI	SSE Airtricity	Budget Energy	Electric Ireland	Click Energy	Go Power	Share Energy	3T Power	Flogas ES	Total Customers
Domestic credit	308,833	104,167	16,918	18,287	10,558	1,257	998	0	0	461,018
Domestic prepayment	208,184	43,726	93,515	14,995	25,239	0	2,306	0	0	387,965
I&C < 20 MWh	29,034	10,022	656	5,692	1,430	7,195	3	254	32	54,318
I&C 20 – 49 MWh	4,642	2,715	187	1,764	538	2,104	0	116	11	12,077
I&C 50 – 499 MWh	3,052	1,473	74	2,035	531	1,765	6	171	49	9,156
I&C 500 – 1,999 MWh	238	113	0	263	22	117	0	13	24	790
I&C 2,000 – 19,999 MWh	83	17	0	101	7	25	0	1	7	241
I&C ≥ 20,000 MWh	0	5	0	12	0	2	0	0	0	19
Total	554,066	162,238	111,350	43,149	38,325	12,465	3,313	555	123	925,584

Data source: Northern Ireland Electricity Network (NIEN)

[DATA DOWNLOAD](#)

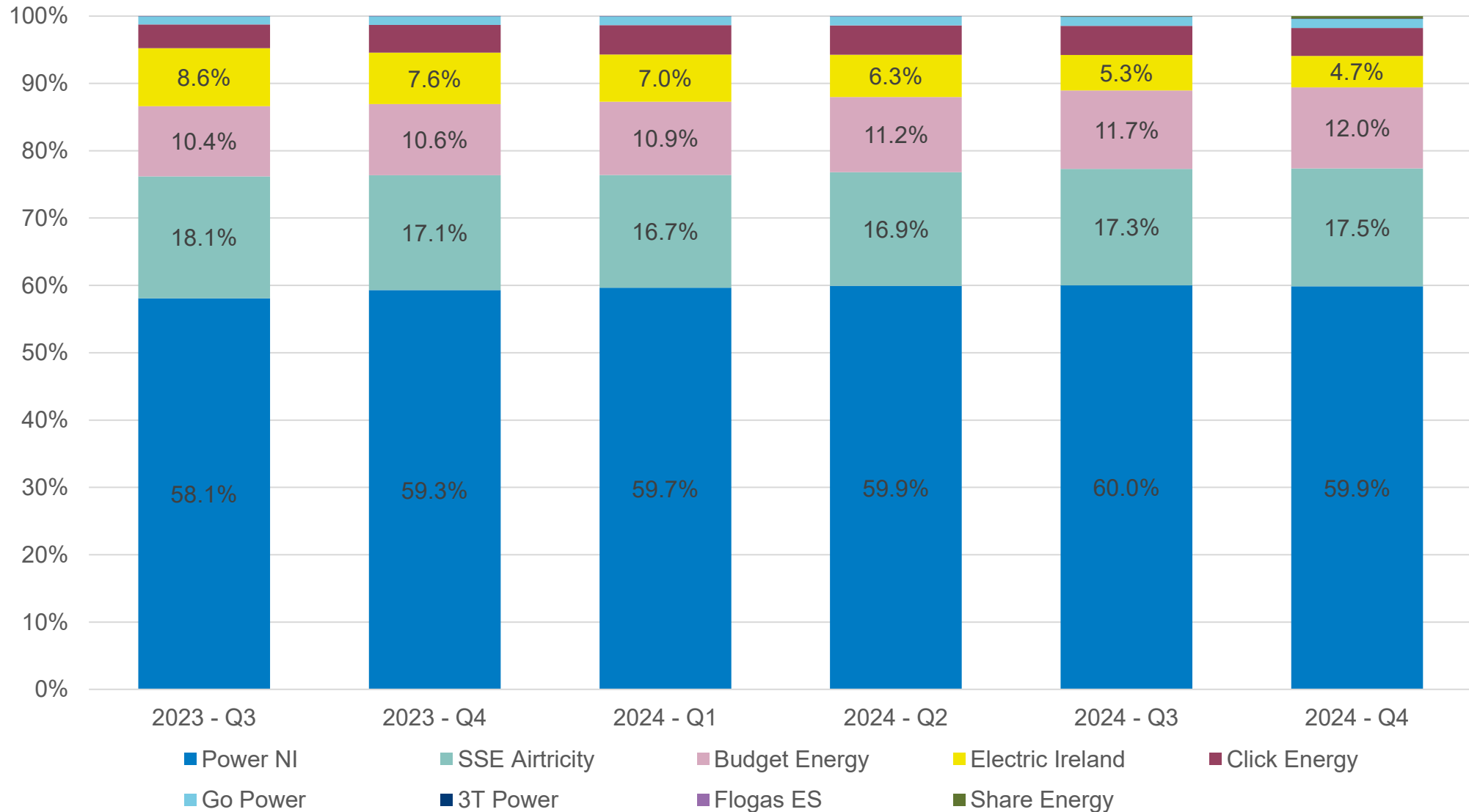
⁶ Please note the percentages in the chart may not tally to 100% as the data labels for some suppliers are not labelled due to the size of their market share.

⁷ Note that long-term vacant sites are not included in connection numbers, and that combined premises are included in the <20MWh category.

⁸ [Electric Ireland pulls out of NI residential electricity market - BBC News](#)

4.4 The bar chart below shows the trends in the market shares (by customer numbers) for each active domestic and I&C supplier in NI for the previous six quarters.

Figure 2: Electricity market share by connections (over time) – total NI market



Data source: NIEN

[DATA DOWNLOAD](#)

Total NI electricity market shares by consumption

4.5 The chart to the right shows the percentage market share by consumption for each electricity supplier for the period **October to December 2024**.

4.6 Electricity consumption in the NI retail market for Q4 2024 was 1,956 GWh.

Figure 3: Electricity market share by consumption – total NI market

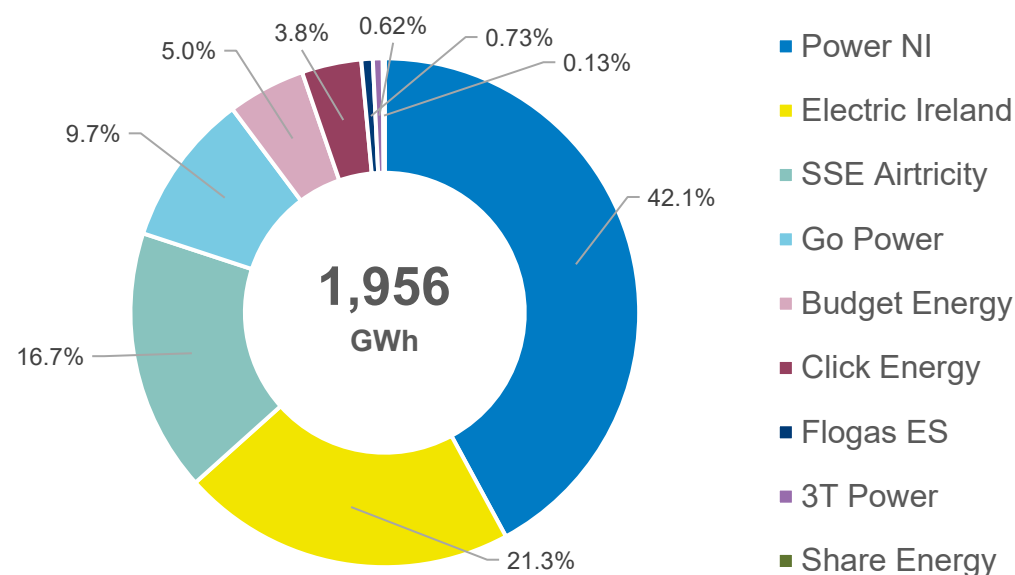


Table 2: Total electricity market share by consumption (GWh)

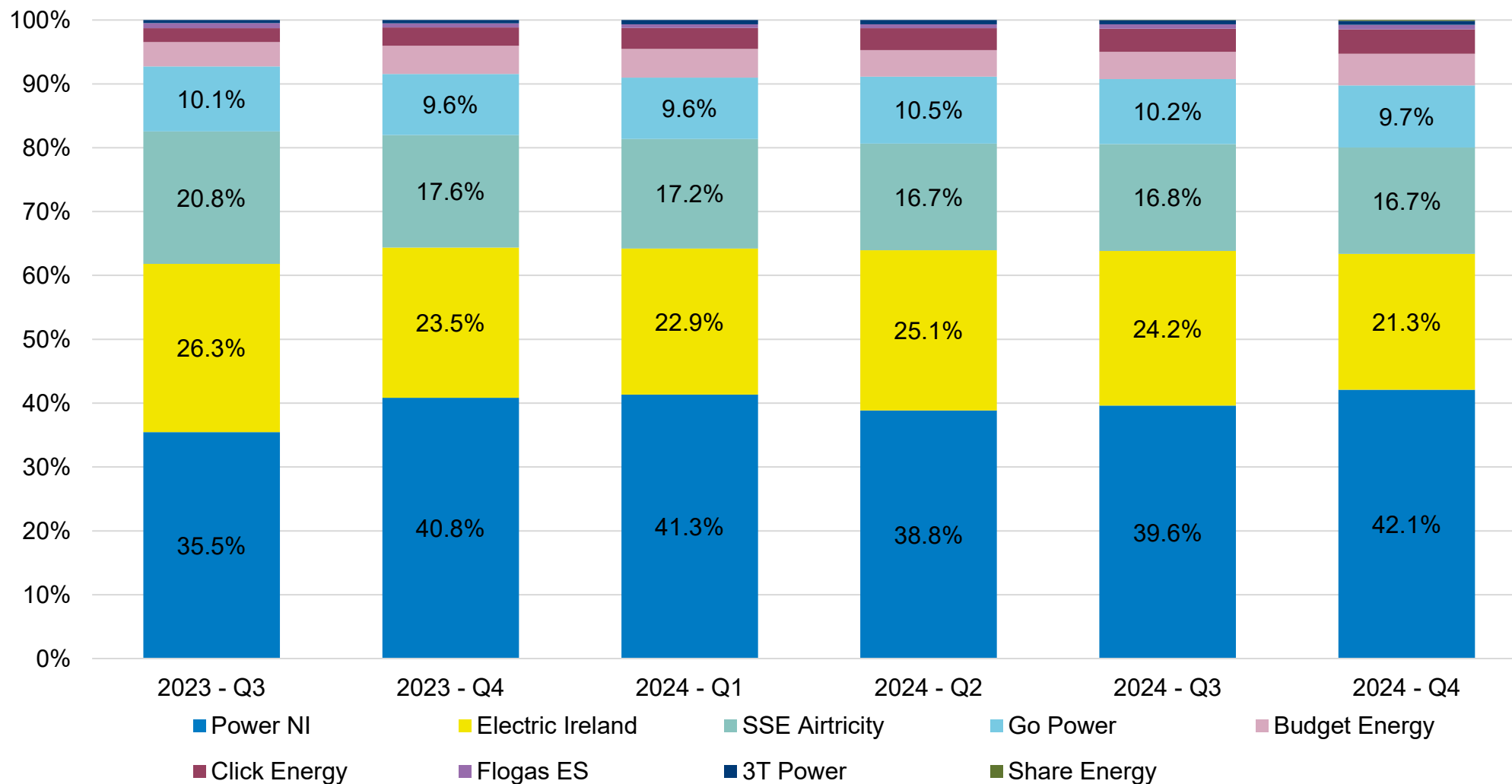
Market Segment	Power NI	Electric Ireland	SSE Airtricity	Go Power	Budget Energy	Click Energy	Flogas ES	3T Power	Share Energy	Total Consumption
Domestic credit	286	17	103	2	17	15	0	0	1	441
Domestic prepayment	182	12	34	0	76	24	0	0	1	329
I&C < 20 MWh	37	8	13	9	1	2	0	0	0	71
I&C 20 – 49 MWh	33	14	18	13	1	3	0	1	0	84
I&C 50 – 499 MWh	109	83	49	57	2	15	2	7	0	323
I&C 500 – 1,999 MWh	55	60	28	34	0	5	5	3	0	191
I&C 2,000 – 19,999 MWh	122	132	27	32	0	10	7	1	0	331
I&C ≥ 20,000 MWh	0	90	53	42	0	0	0	0	0	185
Total	823	416	326	190	97	74	14	12	3	1,956

Data source: NIEN



4.7 The bar chart below shows the trends in the market shares (by consumption) for each active domestic and I&C supplier in NI for the previous six quarters.

Figure 4: Electricity market share by consumption (over time) – total NI market



Data source: NIEN



Domestic electricity market analysis by connections

4.8 This section of the report provides a more detailed analysis of the electricity domestic market, by connections.

4.9 The non-incumbents now represent 39.1% of total domestic connections in NI.

Figure 5: Electricity domestic market share (by connections) by market segment

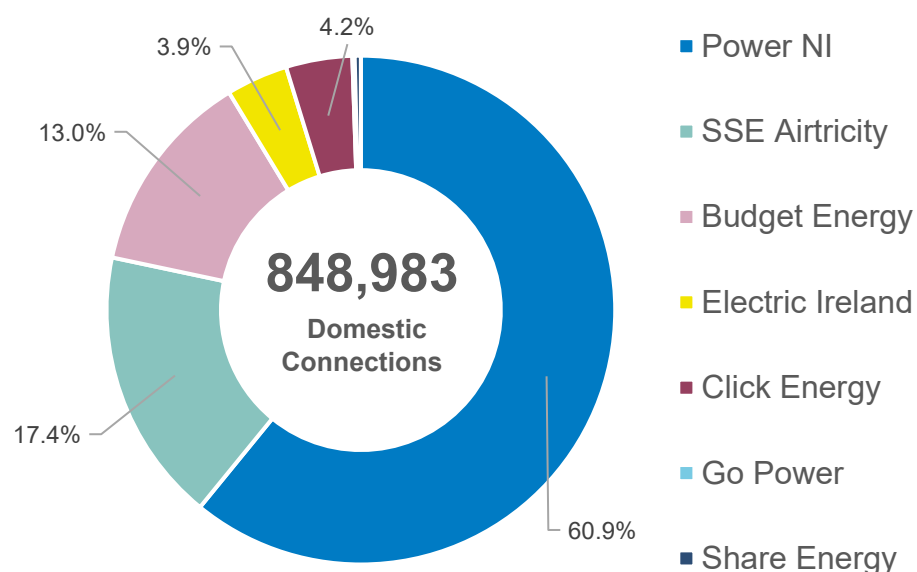


Figure 6: Electricity domestic market share by connections

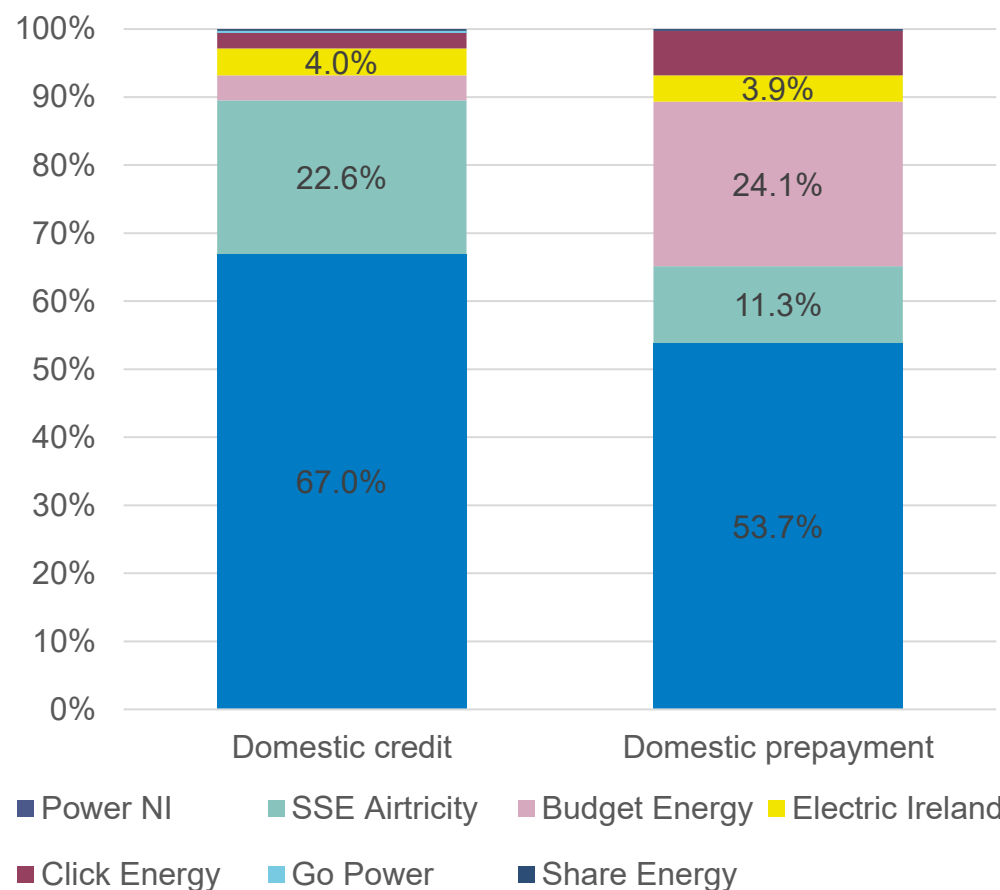


Table 3: Electricity domestic connections by market segment

Market Segment	Power NI		SSE Airtricity		Budget Energy		Electric Ireland		Click Energy		Share Energy		Go Power		Total Customers	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
Domestic prepayment	208,184	40%	43,726	30%	93,515	85%	14,995	45%	25,239	71%	2,306	70%	0	0%	387,965	46%
Domestic credit	308,833	60%	104,167	70%	16,918	15%	18,287	55%	10,558	29%	998	30%	1,257	100%	461,018	54%
Total	517,017		147,893		110,433		33,282		35,797		3,304		1,257		848,983	

Data source: NIEN

[DATA DOWNLOAD](#)

I&C electricity market analysis by consumption

4.10 This section of the report provides a more detailed analysis of the electricity I&C market, by consumption. I&C consumption for the period was 1,185.4 GWh.

Figure 7: Electricity I&C market share (by consumption) by market segment

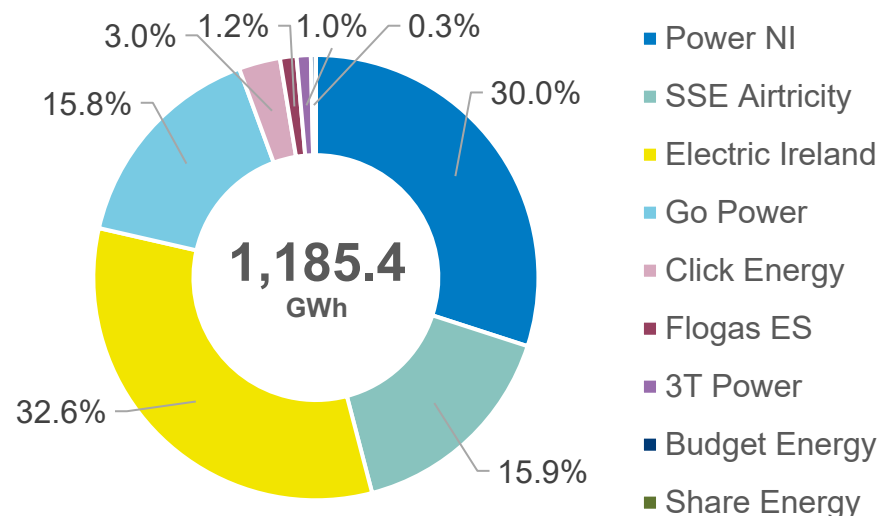


Figure 8: Electricity I&C market share (by consumption) by market segment

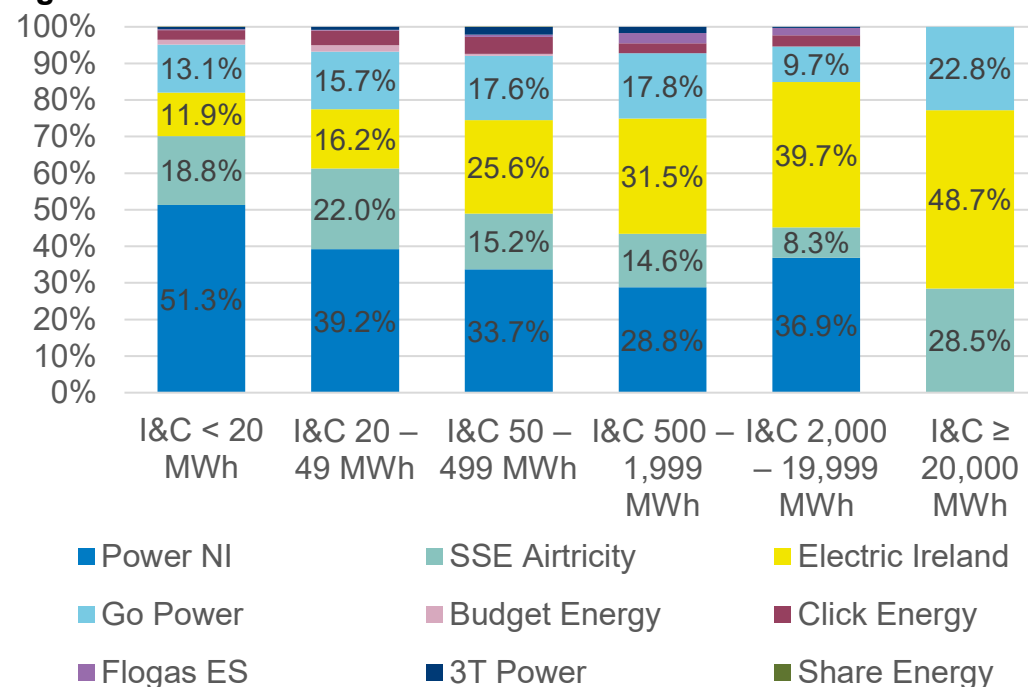


Table 4: Electricity I&C consumption by market segment

Market Segment	Electric Ireland	Power NI	SSE Airtricity	Go Power	Click Energy	Flogas ES	3T Power	Budget Energy	Share Energy	Total Consumption
I&C < 20 MWh	8.4	36.5	13.4	9.3	1.8	0.2	0.5	0.9	0.0	71.2
I&C 20 – 49 MWh	13.5	32.8	18.4	13.2	3.4	0.1	0.7	1.5	0.0	83.7
I&C 50 – 499 MWh	82.7	108.7	49.0	56.7	15.1	1.9	6.6	1.7	0.19	322.6
I&C 500 – 1,999 MWh	60.4	55.2	27.9	34.1	5.3	5.3	3.3	0.0	0.0	191.5
I&C 2,000 – 19,999 MWh	131.6	122.2	27.5	32.3	10.1	6.7	1.1	0.0	0.0	331.4
I&C ≥ 20,000 MWh	90.2	0.0	52.8	42.1	0.0	0.0	0.0	0.0	0.0	185.1
Total	386.9	355.4	189.0	187.7	35.6	14.2	12.2	4.1	0.19	1,185.4

Data source: NIEN



Market activity - switching

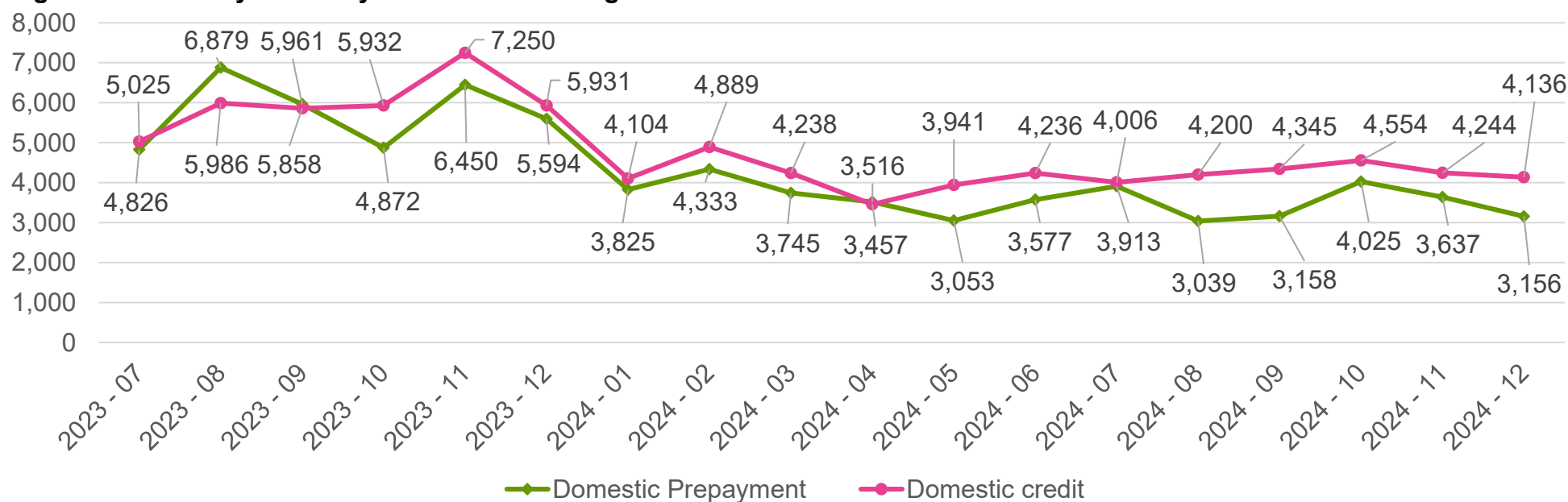
- 4.11 The table below shows the total market activity through changes of supplier (CoSs) on a quarterly basis for the domestic and I&C sectors including the quarterly switching rate⁹.

Table 5: Switching rate – total NI market

Quarter	2023 - Q3	2023 - Q4	2024 - Q1	2024 - Q2	2024 - Q3	2024 - Q4
No. of Switches	36,094	37,970	26,471	23,141	24,058	24,939
Switching rate (%)	3.9%	4.1%	2.9%	2.5%	2.6%	2.7%

- 4.12 The graph below shows the number of domestic switches, split by domestic credit and domestic prepayment on a monthly basis, followed by a table with the total domestic switches and domestic switching rate for the quarter.

Figure 9: Electricity - monthly domestic switching



Data source: NIEN

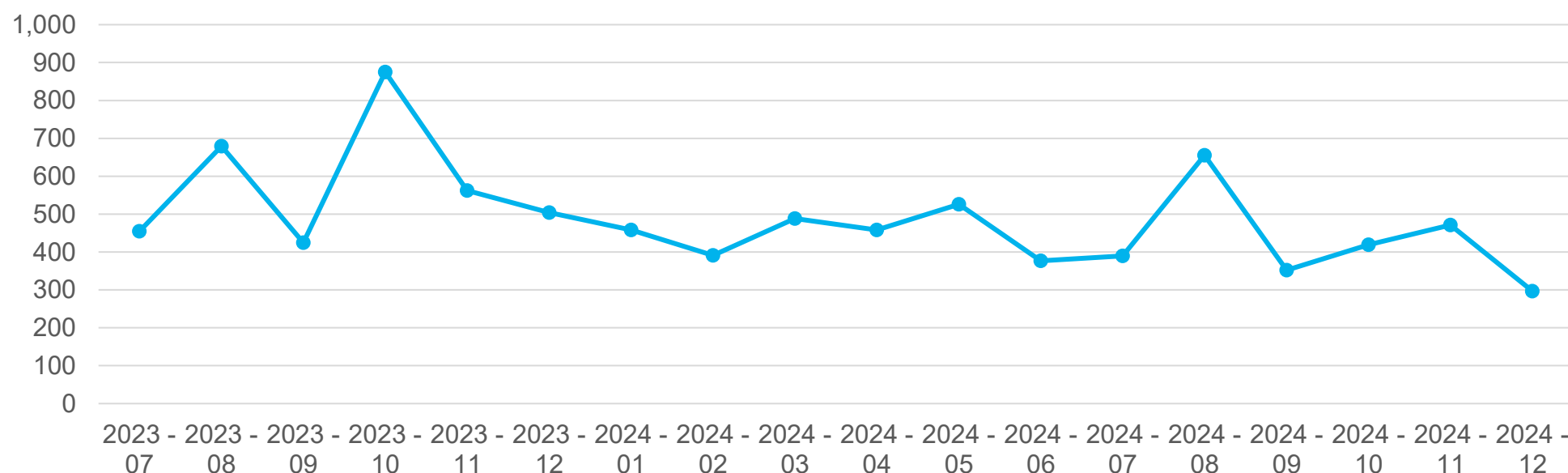


⁹ The switching rate percentages are calculated using the number of quarterly switches divided by the number of customers at the end of the quarter in the relevant market.

Table 6: Switching rate – domestic market

Quarter	2023 - Q3	2023 - Q4	2024 - Q1	2024 - Q2	2024 - Q3	2024 - Q4
No. of Switches	34,535	36,029	25,134	21,780	22,661	23,752
Switching rate (%)	4.1%	4.3%	3.0%	2.6%	2.7%	2.8%

4.13 The graph below shows the number of I&C switches on a monthly basis and the table details the total switches and switching rate for the quarter.

Figure 10: Electricity - monthly I&C switching

Table 7: Switching rate – I&C market

Quarter	2023 - Q3	2023 - Q4	2024 - Q1	2024 - Q2	2024 - Q3	2024 - Q4
No. of Switches	1,559	1,941	1,337	1,361	1,397	1,187
Switching rate (%)	2.1%	2.6%	1.8%	1.8%	1.8%	1.5%

Data Source: NIEN

[DATA DOWNLOAD](#)

5. Electricity pricing – semester 1 2024

- 5.1 **Domestic price comparison with EU:** In the domestic graphs shown, we use unit prices which include Climate Change Levy (CCL) and include VAT as this reflects the final prices paid by domestic customers. The medium sized domestic customers (annual consumption of between 2,500 and 4,999 kWh) have been selected for the purpose of analysis, as this consumption category reflects the majority of domestic customers in NI.
- 5.2 Figure 11¹⁰ shows for semester 1 2024¹¹ (January – June) the NI price was higher than the EU median and UK and comparable with Ireland.
- 5.3 Figure 12¹⁰ shows the medium domestic connections unit price¹² (incl. all taxes) over the last five years compared to the EU median, UK and Ireland.
- 5.4 For semester 1 (January to June) 2024 the domestic electricity prices for NI (31.9 p/kWh), similar to Ireland (31.9 p/kWh) and the UK (31.2 p/kWh). The EU median was (23.3 p/kWh). Since April 2024 there has been a downward adjustment of the NI's regulated tariffs for domestic consumers, this adjustment has not been fully reflected in this report due to the mismatch in time horizons.

Figure 11¹⁰: Medium domestic connections unit prices incl. all taxes (January – June 2024)

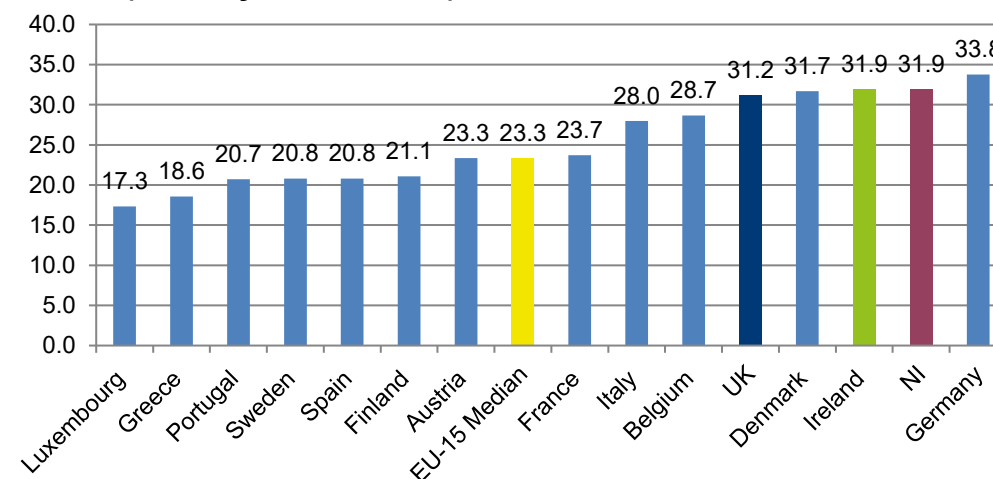
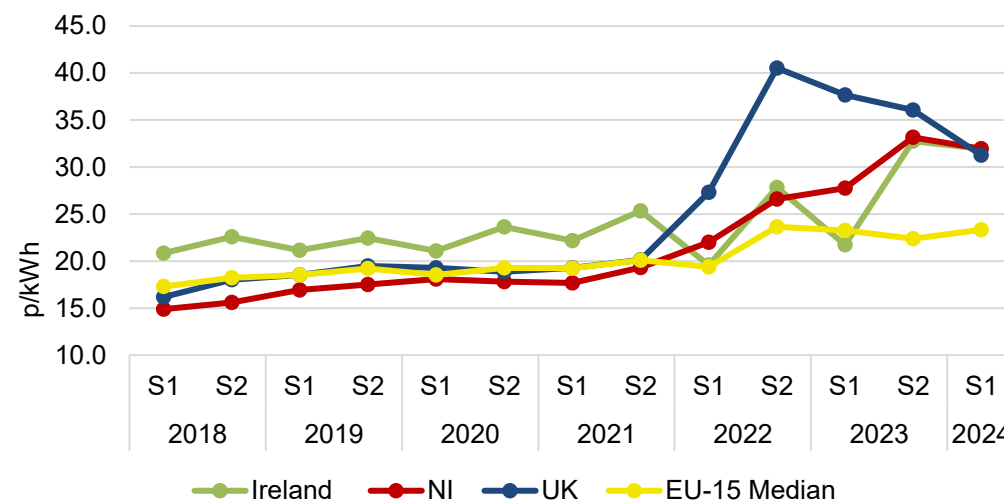


Figure 12¹⁰: Medium domestic connections - unit price over time



¹⁰ Please note data revised 14 August 2025

¹¹ The pricing data relates to the period end Q2 2024 (S1 January - June 2024). This is due to the timing of the availability of pricing data from Eurostat, DESNZ and Suppliers.

¹² Various governments across the EU have taken different actions to mitigate against rising energy costs. This Eurostat article provides some information on the measures implemented for domestic electricity consumers – [link](#).

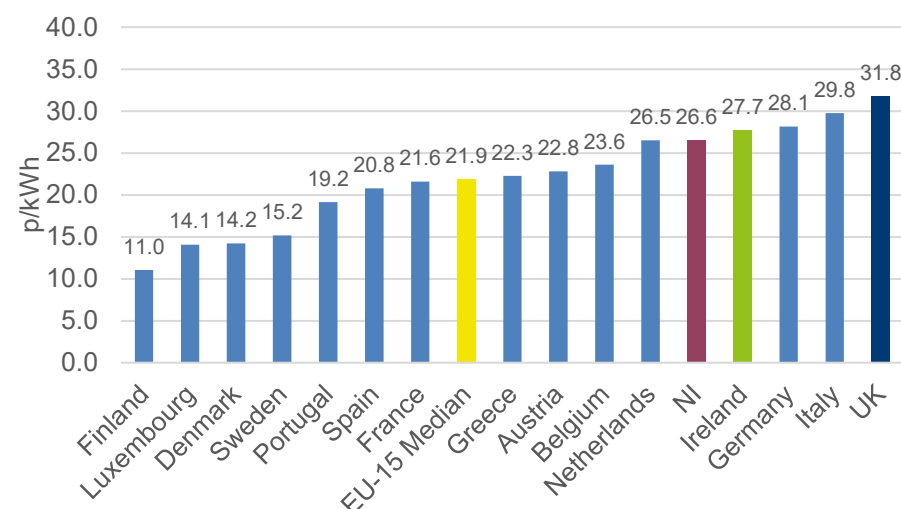
Data source: NI electricity suppliers, DESNZ, Eurostat and UR internal calculations

- 5.5 **I&C price comparison with EU¹³:** The graphs below show I&C electricity prices in the 15 EU¹⁴ countries (converted to GBP) and in NI, per consumption size bands (following standard EU categorisation). The I&C graphs use unit prices which include Climate Change Levy (CCL) but exclude VAT, as VAT is a refundable expense for many businesses. This reflects the final prices paid by I&C customers. We amalgamate the two largest categories of annual consumption (large and very large connections) to avoid any confidentiality issues in sectors where there are a small number of customers and suppliers involved.
- 5.6 During semester 1 2024 (January - June) the NI prices in the very small I&C category were higher than the EU median and lower than Ireland and UK (c71% of I&C connections in NI are in this size category). During the same period, for the large and very large I&C customers (c0.02% of connections), NI prices were lower than the UK and Ireland, but higher than the EU median¹⁵.

Table 8: I&C connections and consumption end of Q2 2024

Size of Customer	Annual Consumption bands (MWh)	% of I&C connections	% of I&C consumption	I&C connection numbers
Very small	< 20	71.0%	6.6%	54,011
Small	20 – 499	27.7%	33.1%	21,050
Small / Medium	500 – 1,999	1.0%	17.0%	798
Medium	2,000 – 19,999	0.3%	28.3%	238
Large & Very Large	>20,000	0.02%	15.1%	17

Figure 13: Very small connections prices excl. VAT, incl. other taxes



Data source: NIEN



¹³ Various governments across the EU have taken different actions to mitigate against rising energy costs. This Eurostat article provides some information on the measures implemented for non-domestic electricity consumers – [link](#).

¹⁴ Some graphs do not include all 15 EU countries due to availability of data from Eurostat.

¹⁵ The pricing data relates to the period end Q2 2024 (S1 January - June 2024). This is due to the timing of the availability of pricing data from Eurostat, DESNZ and Suppliers.

Figure 14: Small connections prices excl. VAT, incl. other taxes

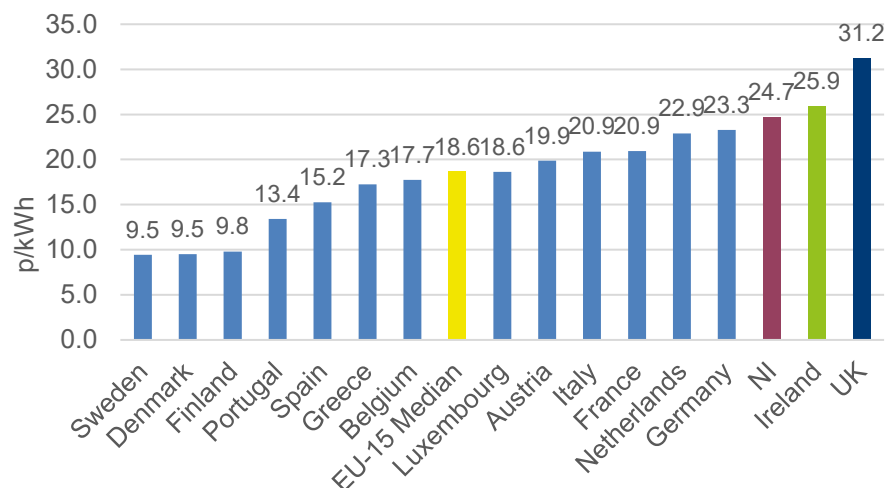


Figure 15: Small/medium connections prices excl. VAT, incl. other taxes

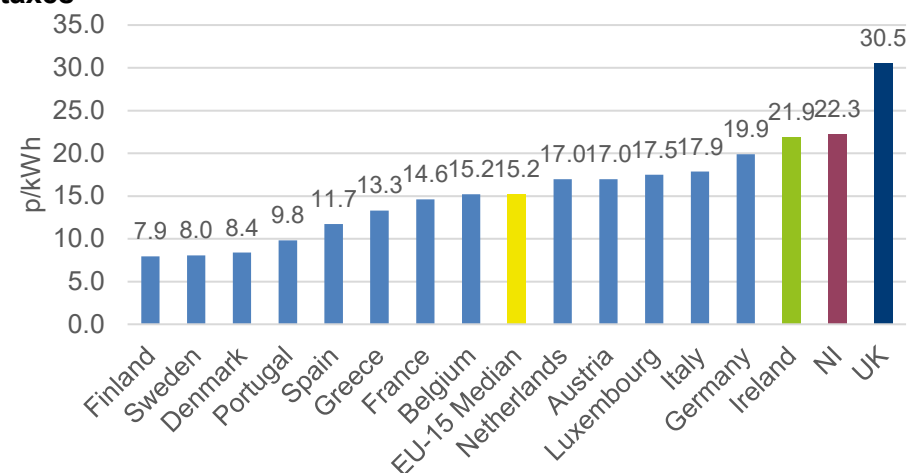


Figure 16: Medium connections prices excl. VAT, incl. other taxes

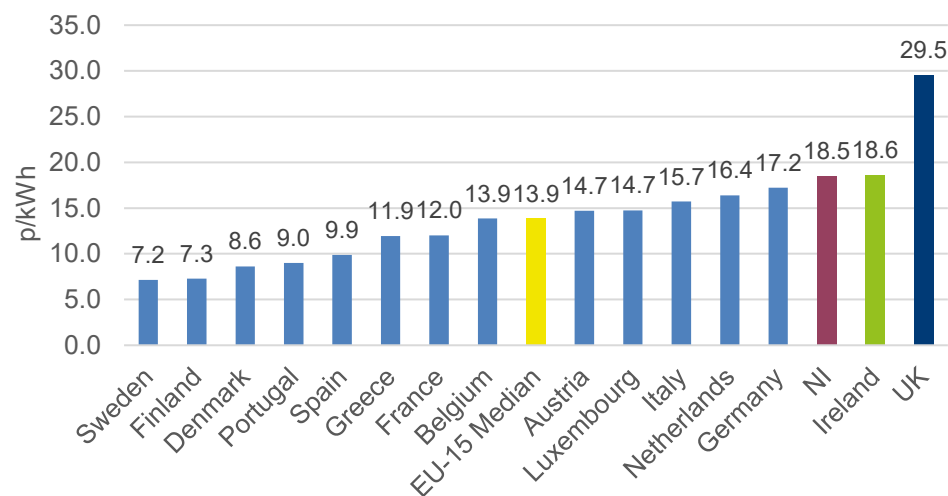
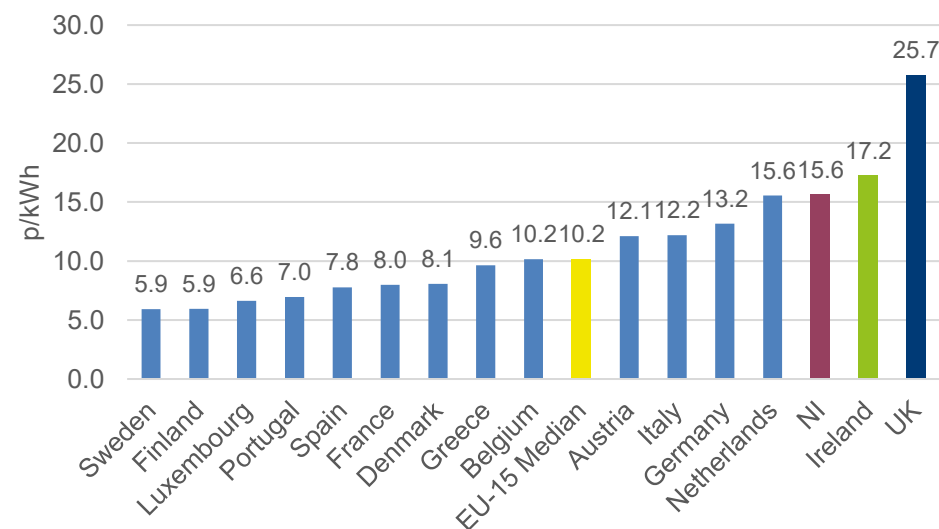


Figure 17: Large + very large connections prices excl. VAT, incl. other taxes



Data source: NI electricity suppliers, DESNZ, Eurostat and UR internal calculations

[DATA DOWNLOAD](#)

5.7 The graphs below show the unit price over time for the two I&C groups (Small and Medium) which have the majority percentage share of I&C sector, by consumption.

Figure 18: Small I&C connections - unit price over time

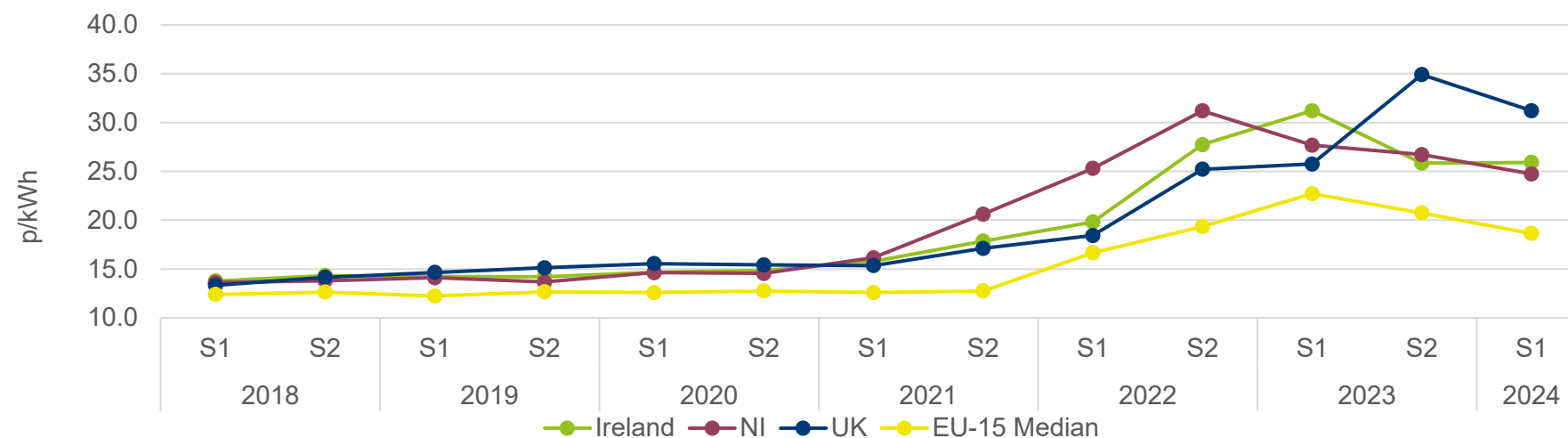
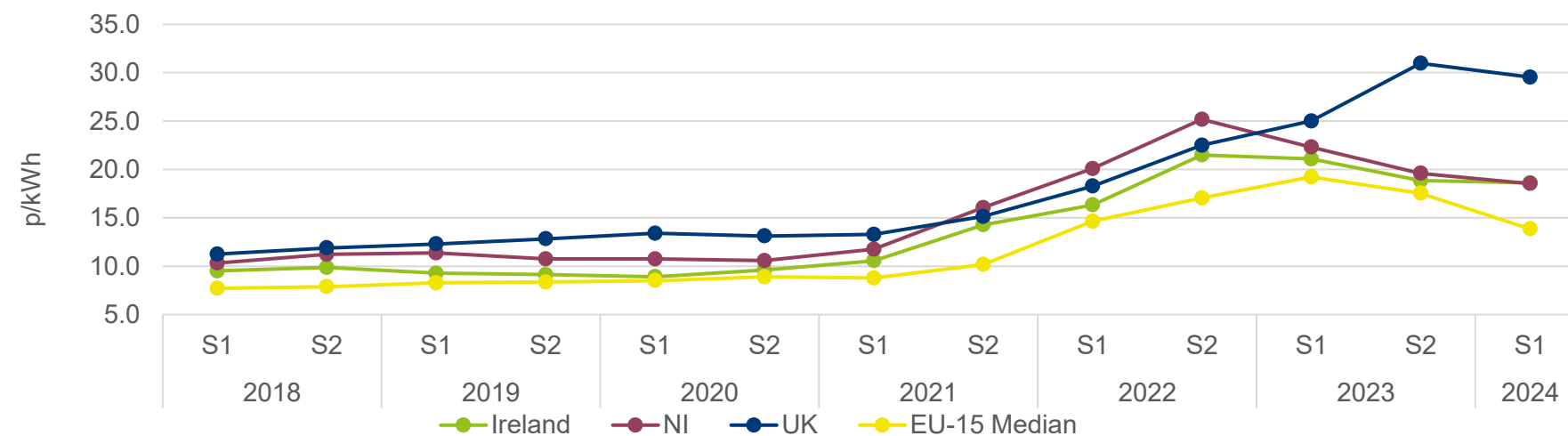


Figure 19: Medium I&C connections - unit price over time



Source: NI electricity suppliers, DESNZ, Eurostat and UR internal calculations

[DATA DOWNLOAD](#)

6. Gas¹⁶

GAS Q4 2024

Total Gas Connections

334,523

Total Gas Consumption

2,129,601 (MWh)

West

Connections = 4,664

West

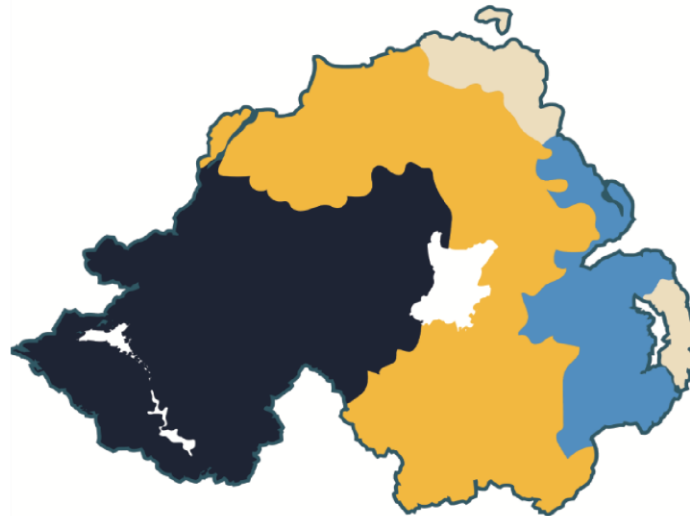
Consumption = 212,438 (MWh)

G. Belfast

Connections = 256,817

G. Belfast

Consumption = 1,344,879 (MWh)



Ten Towns

Connections = 73,042

Ten Towns

Consumption = 572,283 (MWh)

Domestic Gas Pricing

11.0 p/kWh

January - June 2024

Total Gas Switches

635

¹⁶ Section 6 consolidates the gas connection, consumption and switching data from the three gas distribution areas (where applicable).

Total gas NI market share by connections

- 6.1 This section provides information on the total connection numbers in NI, by supplier, in all three-distribution areas. The market shares in terms of connections¹⁷ are as at the **end of December 2024**.

Figure 20: Gas market share by distribution license area by connections

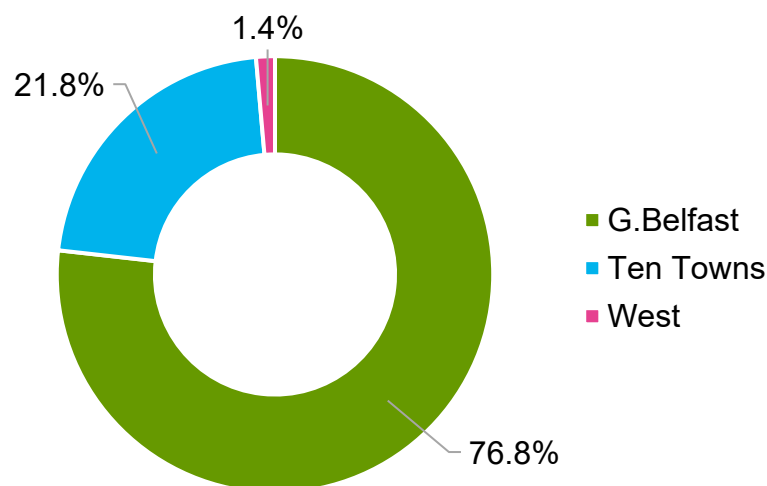


Figure 21: Gas market share by supplier by connections

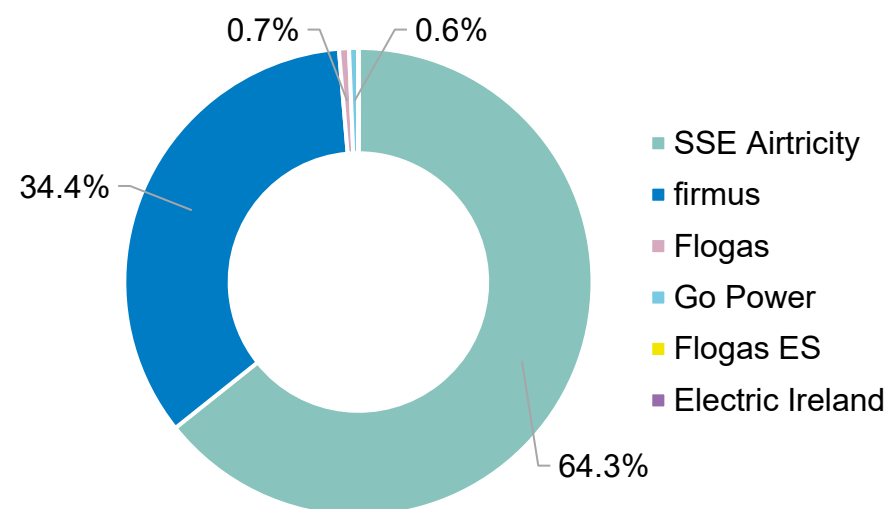


Table 9: Gas market share by connections

Distribution License Area	Market Segment	SSE Airtricity	firmus	Flogas	Go Power	Flogas ES	Electric Ireland	Total Connections
G.Belfast	Domestic Only	204,744	40,379	6	7	0	0	245,136
G.Belfast	I&C Only	5,678	2,638	1,691	1,648	19	7	11,681
Ten Towns	Domestic Only	0	69,923	0	0	0	0	69,923
Ten Towns	I&C Only	80	2,008	583	436	6	6	3,119
West	Domestic Only	4,538	0	0	0	0	0	4,538
West	I&C Only	21	59	27	17	0	2	126
Total		215,061	115,007	2,307	2,108	25	15	334,523

Data source: PNGL / FeDL / Evolve



¹⁷ Please note the percentages in the chart may not tally to 100% as the data labels for some suppliers are not reflected due to the size of their market share.

Total gas NI market share by consumption

6.2 The pie chart below shows the total gas consumption in NI for the period **October to December 2024**, with a breakdown by distribution area.

Figure 22: Gas market share by distribution license area by consumption

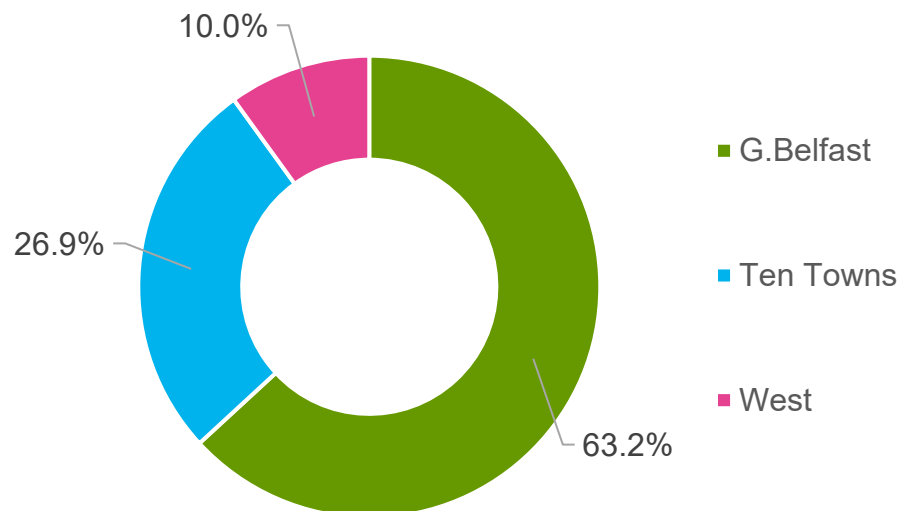


Figure 23: Gas market share by supplier by consumption

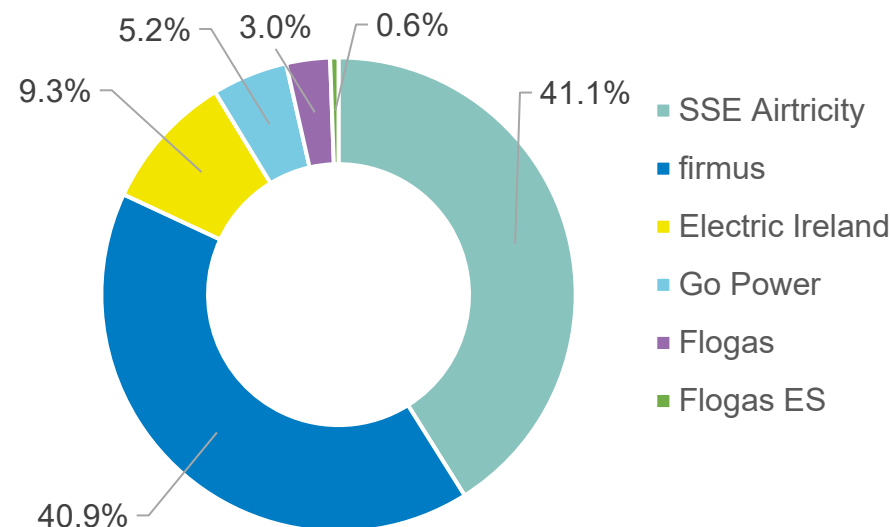


Table 10: Gas market share by consumption (MWh)

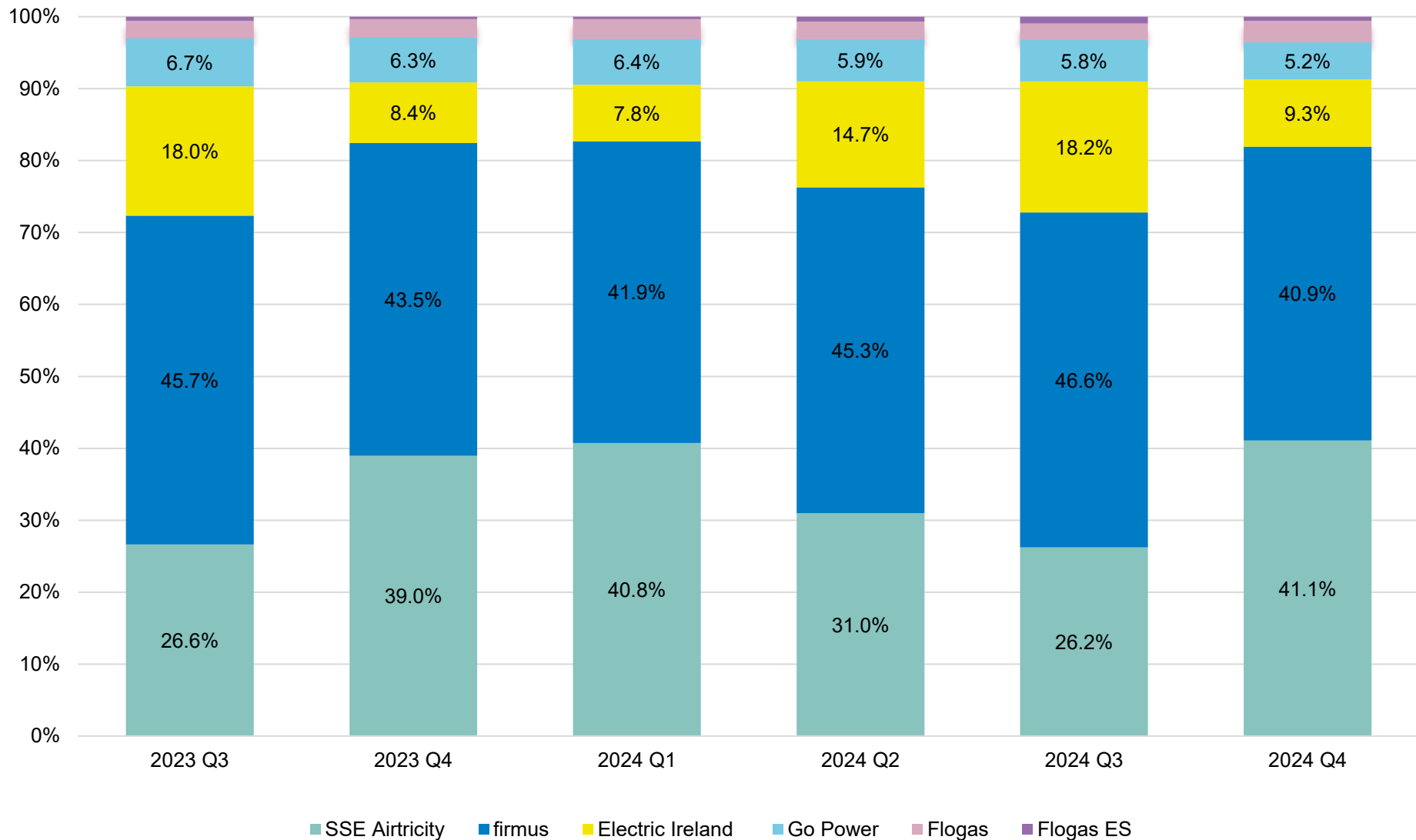
Distribution Licensed Area	SSE Airtricity	firmus	Flogas	Go Power	Flogas ES	Electric Ireland	Total Consumption
G.Belfast	756,817	414,936	43,817	76,588	7,564	45,156	1,344,879
Ten Towns	66,794	418,860	17,243	32,011	4,530	32,845	572,283
West	51,094	36,509	2,581	1,162	0	121,092	212,438
Total	874,705	870,306	63,642	109,761	12,094	199,093	2,129,601

Data source: PNGI / FeDL / Evolve



6.3 The bar chart below shows the trends in the market shares (by consumption) for each active domestic and I&C supplier in NI for the previous six quarters.

Figure 24: Gas market share by consumption over time - total NI market



Data source: PNGL / FeDL / Evolve



Domestic and small I&C analysis by connections

6.4 This section of the report provides a more detailed analysis of the gas **domestic and small I&C sector**¹⁸, by connections (at the end of December 2024).

Figure 25: Domestic and small I&C market shares by connections

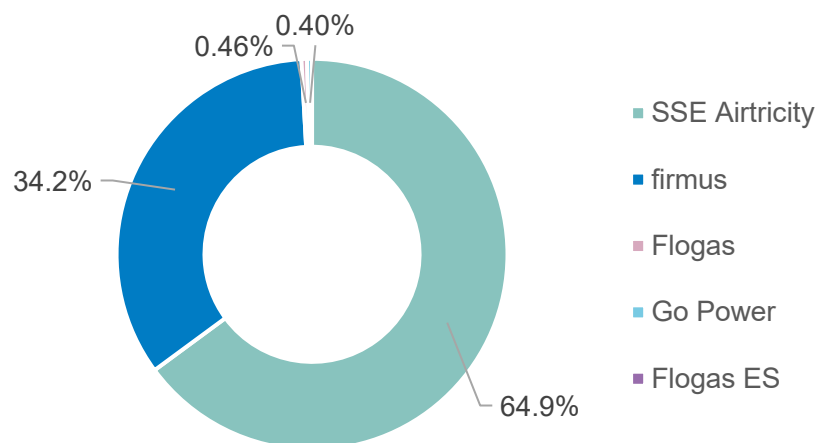


Figure 26: Domestic and small I&C connections by market segment

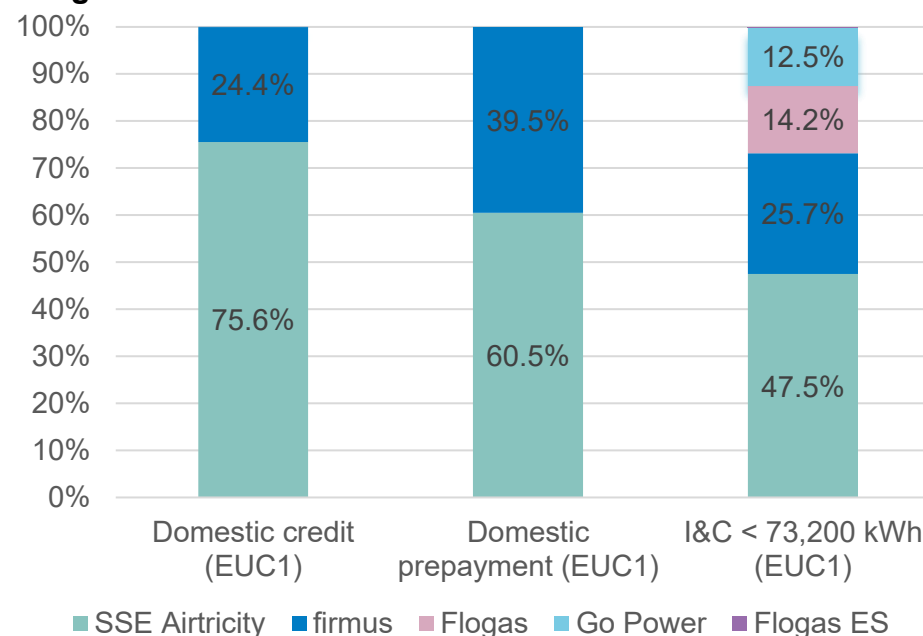


Table 11: Domestic and small I&C analysis by connections

Distribution Licensed Area	Market Segment	SSE Airtricity	firmus	Flogas	Go Power	Flogas ES	Total Connections
G.Belfast	Domestic credit (EUC1)	78,631	10,553	6	7	0	89,197
G.Belfast	Domestic prepayment (EUC1)	126,113	29,826	0	0	0	155,939
G.Belfast	I&C < 73,200 kWh (EUC1)	5,024	1,454	1,117	1,065	8	8,668
Ten Towns	Domestic credit (EUC1)	0	15,278	0	0	0	15,278
Ten Towns	Domestic prepayment (EUC1)	0	54,645	0	0	0	54,645
Ten Towns	I&C < 73,200 kWh (EUC1)	10	1,254	382	252	0	1,898
West	Domestic credit (EUC1)	1,307	0	0	0	0	1,307
West	Domestic prepayment (EUC1)	3,231	0	0	0	0	3,231
West	I&C < 73,200 kWh (EUC1)	16	21	16	13	0	66
Total		214,332	113,031	1,521	1,337	8	330,229

Data sources: PNGL / FeDL / Evolve



¹⁸ The domestic and small I&C sector relates to any customers using less than 73,200 kWh per annum.

Medium and large I&C analysis by consumption

6.5 This section of the report provides a more detailed analysis of the gas **medium and large I&C sector**¹⁹, by consumption.

Figure 27: Medium and large I&C market share by consumption

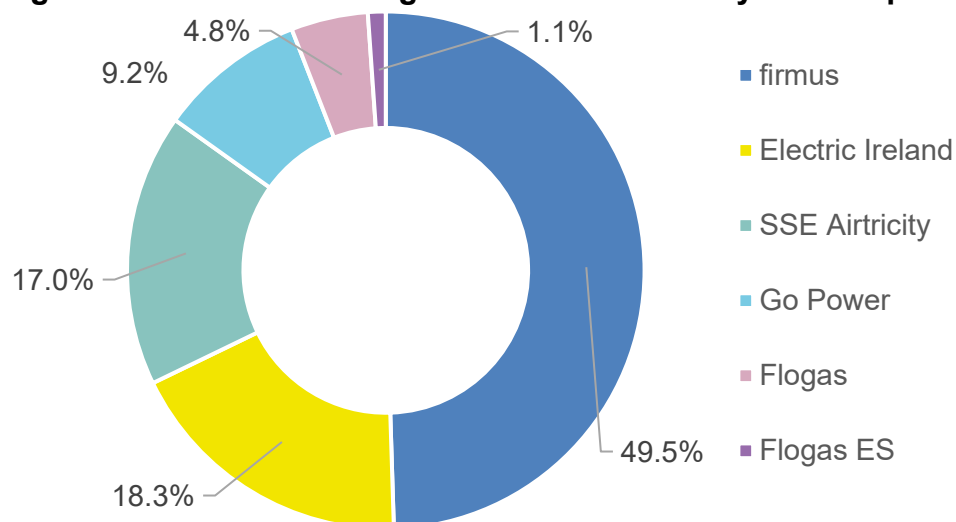


Figure 28: Medium and large I&C market share by market segment and consumption

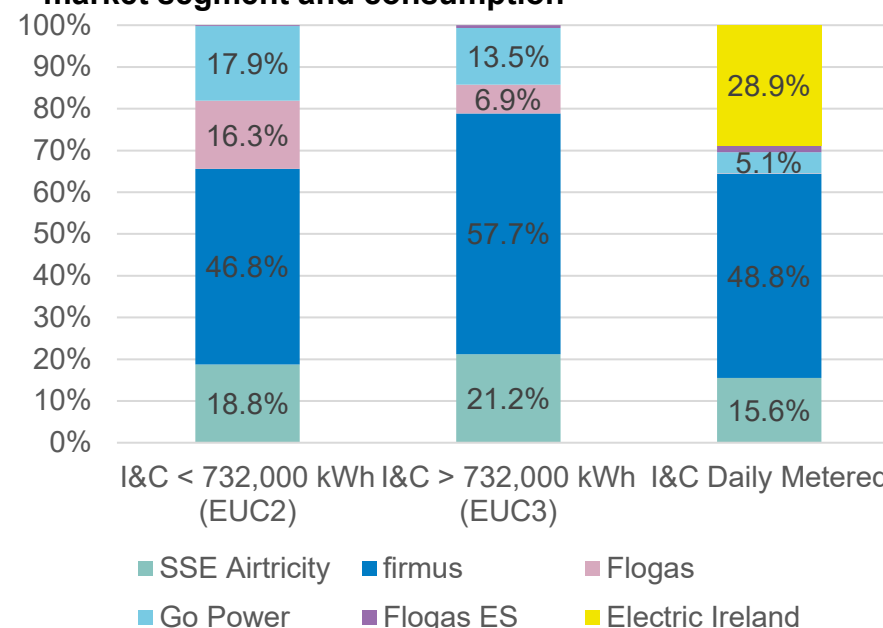


Table 12: Medium and large I&C analysis by consumption (MWh)

Distribution Licensed Area	Market Segment	SSE Airtricity	firmus	Flogas	Go Power	Flogas ES	Electric Ireland	Total Consumption
G.Belfast	I&C < 732,000 kWh (EUC2)	45,388	70,862	29,703	33,660	360	0	179,974
G.Belfast	I&C > 732,000 kWh (EUC3)	18,186	45,243	5,713	13,207	344	0	82,694
G.Belfast	I&C Daily Metered	17,354	168,853	0	22,133	6,816	45,156	260,313
Ten Towns	I&C < 732,000 kWh (EUC2)	2,495	47,273	11,381	11,876	127	0	73,153
Ten Towns	I&C > 732,000 kWh (EUC3)	11,271	33,256	2,947	5,564	631	0	53,669
Ten Towns	I&C Daily Metered	52,970	136,004	0	12,586	3,772	32,845	238,178
West	I&C < 732,000 kWh (EUC2)	95	1,667	603	272	0	0	2,636
West	I&C > 732,000 kWh (EUC3)	339	2,536	1,027	215	0	0	4,118
West	I&C Daily Metered	36,991	32,029	866	625	0	121,092	191,603
Total		185,091	537,723	52,241	100,139	12,051	199,093	1,086,338

Data sources: PNGL / FeDL / Evolve

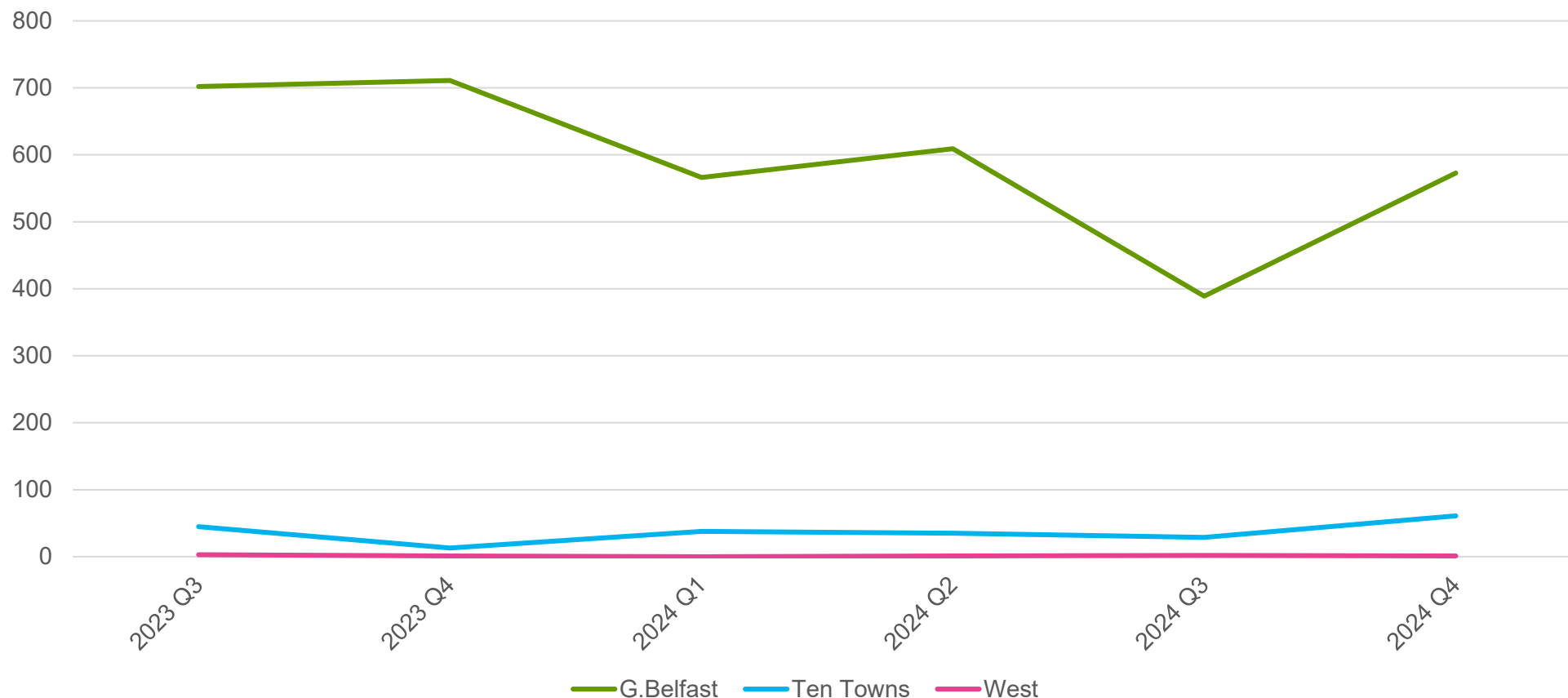


¹⁹ The medium and large I&C sector relates to any customers with annual consumption that is greater than or equal to 73,200 kWh per annum. The I&C Daily Metered sector relates to any customer with annual consumption that is greater than 2,196,000 kWh per annum.

Market activity - switching

- 6.6 The graph below shows the market activity through changes of supplier (CoSs) on a quarterly basis in the NI gas market (domestic and I&C) across the three distribution areas. The table that follows shows the number of switches and switching rate²⁰ per quarter.

Figure 29: Gas - quarterly total change of supplier



Data source: PNGL / FeDL / Evolve

[DATA DOWNLOAD](#)

²⁰ The switching rate percentages are calculated using the number of quarterly switches divided by the number of customers at the end of the quarter in the relevant market.

6.7 Greater Belfast is the only distribution area in which there is competition within the domestic credit and prepayment²¹ sectors. The Figure below reflects the monthly change of customer numbers (gains), per market segment within the domestic sector. The table shows the total domestic gains and switching rate per quarter.

Figure 30: Gas - monthly domestic switches (G.Belfast)

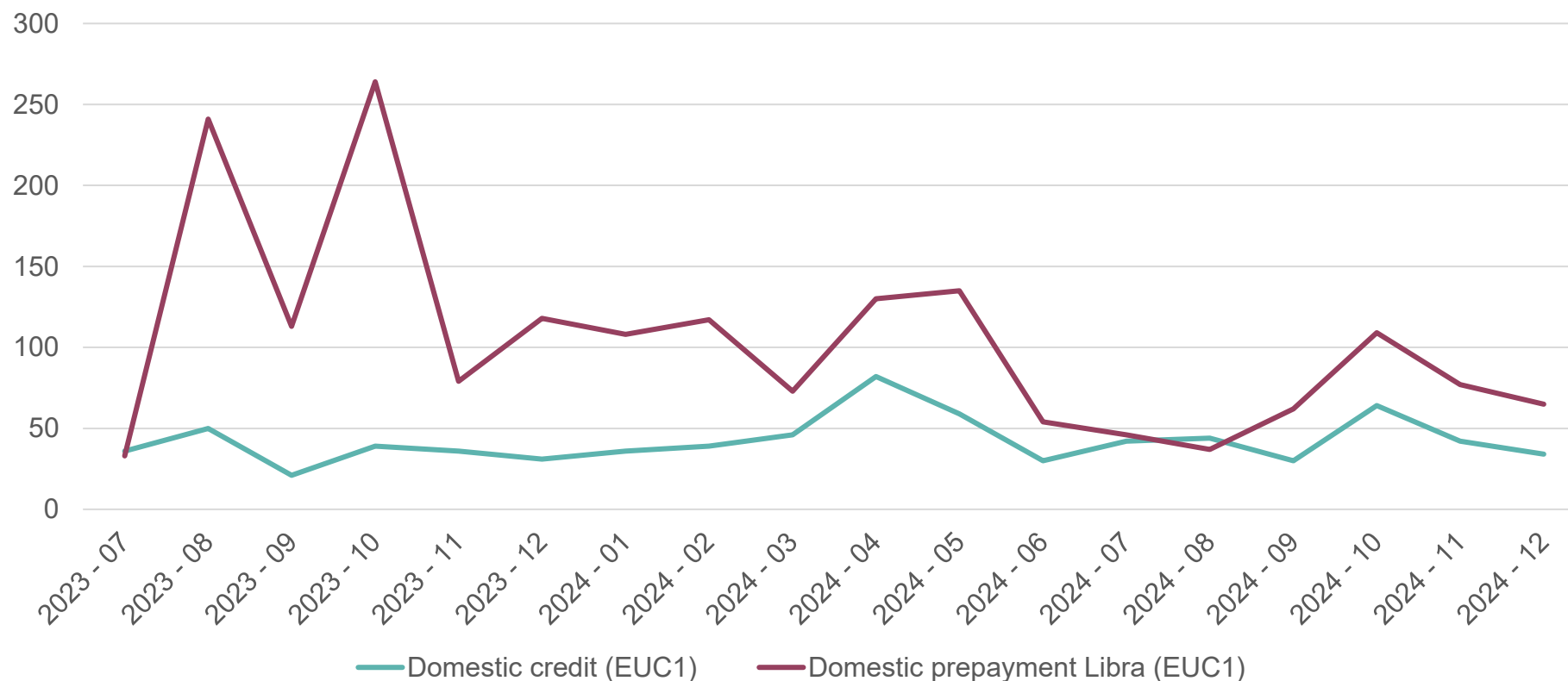


Table 13: Switching rate - domestic market (G. Belfast only)

Quarter	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4
No. of switches	494	567	419	490	261	391
Switching rate (%)	0.2%	0.2%	0.2%	0.2%	0.1%	0.2%

Data source: PNGL

[DATA DOWNLOAD](#)

²¹ Note that prepayment switches, within the domestic sector, include switches back to the previous supplier in cases where the customer has not taken the required action to complete their switch.

6.8 The Figure below reflects the monthly change of customer numbers (gains), within the I&C sector across the three gas distribution areas. The table that follows shows the number of I&C switches and switching rate per quarter.

Figure 31: Gas I&C switches by distribution licensed area

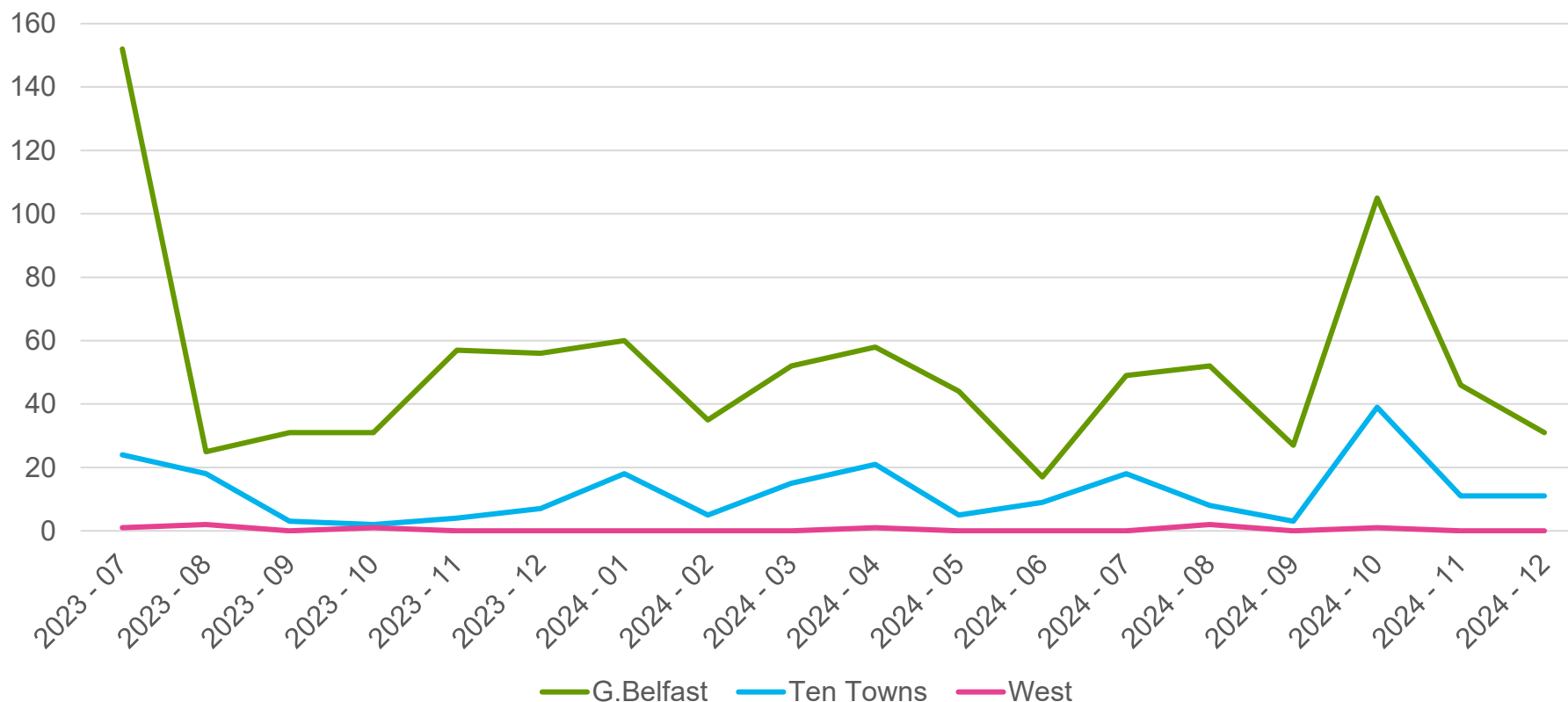


Table 14: Switching rate – I&C market

Quarter	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4
No. of switches	256	158	185	155	159	244
Switching rate (%)	1.7%	1.1%	1.2%	1.0%	1.1%	1.6%

Data source: PNGL / FeDL /Evolve

[DATA DOWNLOAD](#)

7. Gas pricing – semester 1 2024²²

- 7.1 The pricing data detailed in this report is for the semester January – June 2024 (S1 2024). In the domestic graph to the right, we use unit prices which include Climate Change Levy (CCL) and include VAT, as this reflects the final prices paid by domestic customers. The medium sized domestic customers (annual consumption between 5,557 - 55,557 kWh) have been selected for the purpose of analysis, as this consumption category reflects the majority of domestic customers in NI.
- 7.2 The NI unit price is the average pence per kWh for medium customers for the Greater Belfast, Ten Towns and West network areas. For semester 1 2024 (January - June), the NI domestic gas prices were comparable to Ireland. The NI gas price was higher than the UK and EU median²³.

Figure 32: Medium domestic connections unit prices incl. all Taxes (January - June 2024)

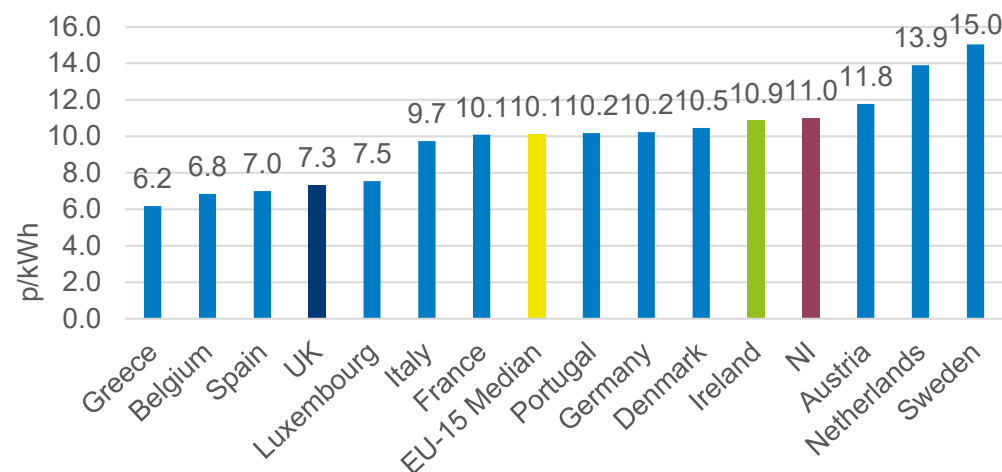
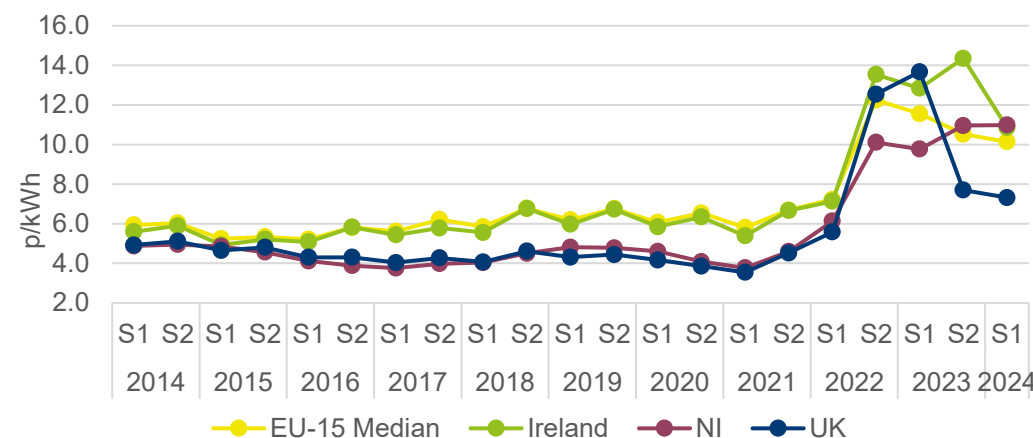


Figure 33: Medium domestic connections - unit price over time



Data source: Eurostat, DESNZ and NI gas suppliers collated by UR



²² Various governments across the EU have taken different actions to mitigate against rising energy costs. This Eurostat article provides some information on the measures implemented for domestic electricity consumers – [link](#).

²³ The pricing data relates to the period end Q2 2024 (S1 January - June 2024). This is due to the timing of the availability of pricing data from Eurostat, DESNZ and Suppliers

7.3 **I&C price comparison with EU:** The graphs below show I&C gas prices. Similar to the electricity prices above they use unit prices which include Climate Change Levy (CCL) but exclude VAT, as VAT is a refundable expense for many businesses. This reflects the final prices paid by I&C customers. We also amalgamate the two largest categories of annual consumption (medium and large connections) to avoid any confidentiality issues in sectors where there are a small number of customers and suppliers involved.

7.4 During semester 1 2024 (January - June), the NI prices in the very small I&C category were below the EU median, the UK and Ireland (c86% of I&C connections in NI are in this size category). During the same period, for the medium and large I&C category, NI gas prices were below the UK, and slightly above Ireland and the EU.

Figure 34: Very small connections prices excl. VAT, incl. other taxes

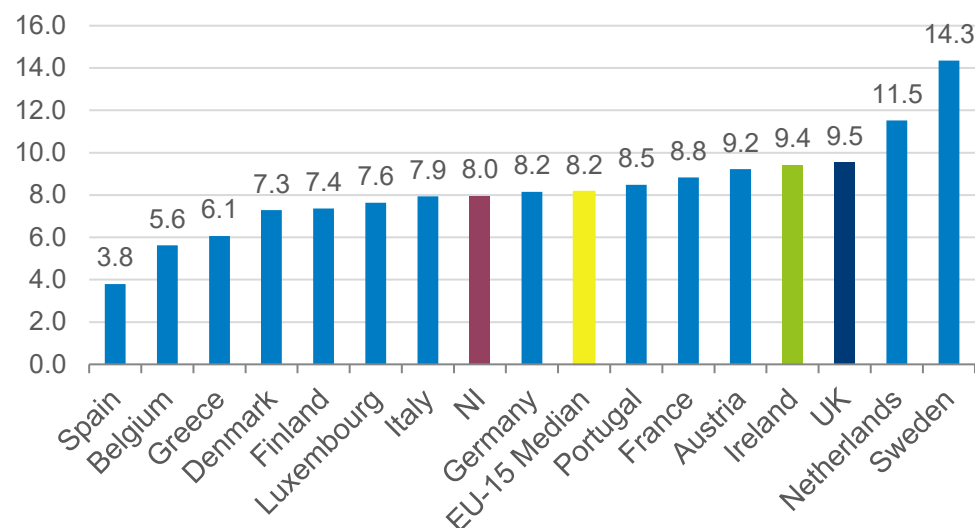


Figure 35: Small connections prices excl. VAT, incl. other taxes

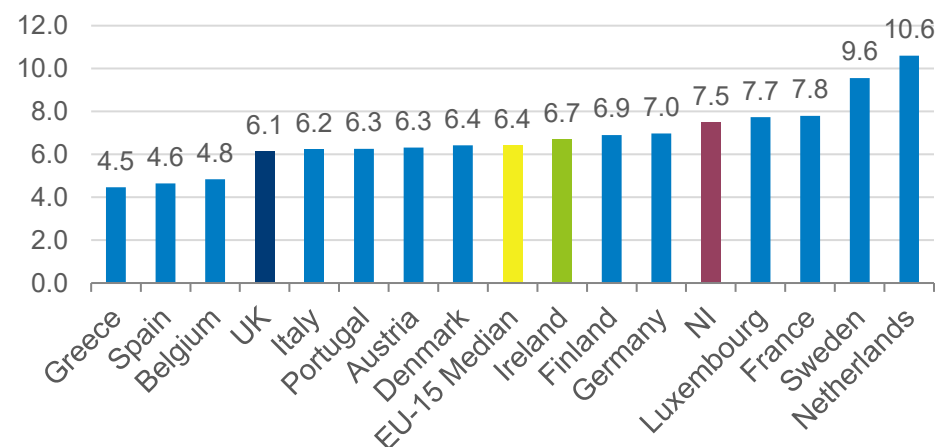
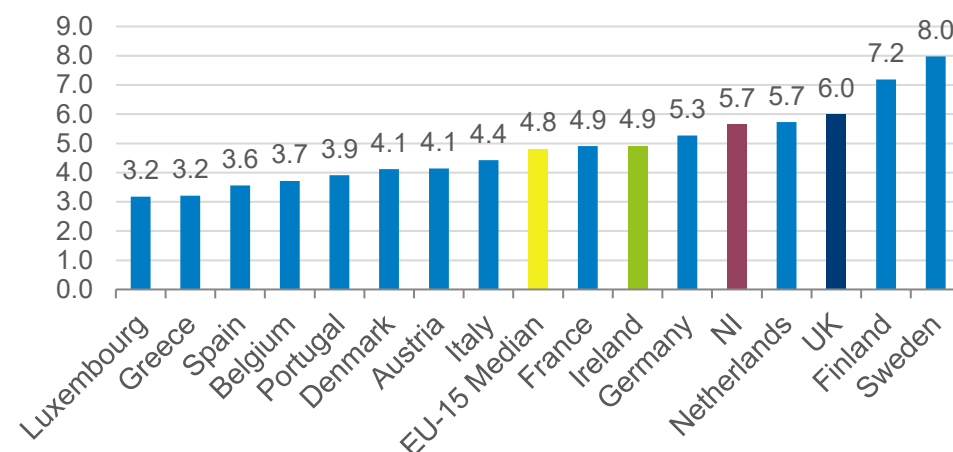


Figure 36: Medium and large connections prices excl. VAT, incl. other taxes



Data source: Eurostat, DESNZ and NI gas suppliers collated by UR

[DATA DOWNLOAD](#)

Annex A: Background & Sources

Purpose, methodology and data sources

The framework in which this quarterly report lies is called Retail Energy Market Monitoring (REMM) which was introduced in 2015. The ultimate objective of introducing this enhanced framework was to develop the current monitoring of retail indicators, and to provide increased transparency in the retail energy markets in NI.

The main data sources for this report are as follows:

1. Connections and consumption, market shares and market activity information are provided by the network companies:
2. Northern Ireland Electricity Networks (NIEN) for electricity data; and
3. Phoenix Natural Gas Limited (PNGL), firmus energy (Distribution) Limited (feDL) and Evolve Networks for gas data.

EU domestic and I&C electricity prices are from Eurostat and the Department for Energy Security and Net Zero (DESNZ). NI domestic and I&C electricity prices are derived directly from REMM data submitted by suppliers. NI domestic gas prices are also derived from REMM data submitted by suppliers.

Electricity pricing

For the electricity prices section, we follow Eurostat's format and methodology. As a result, the average prices for NI are comparable with prices in other EU countries (those published in the DESNZ's Quarterly Energy Prices reports²⁴ and Eurostat data base²⁵) once these figures have been converted to GBP (Note: from 01 January 2021, DESNZ no longer provide pricing data to Eurostat. Therefore, the UK figures reported in the pricing graphs have been obtained directly from DESNZ publicised data).

The base figures are all submitted on a quarterly basis by suppliers, split by domestic and non-domestic (I&C). The UR performs a high-level reasonableness check of the base figures, but the suppliers are responsible for the accuracy of the information that is provided to the UR. The base figures are as follows:

1. **Volume** of electricity sold to consumers.

²⁴ <https://www.gov.uk/government/collections/quarterly-energy-prices>

²⁵ <http://ec.europa.eu/eurostat/web/energy/data/database>

2. The **value**, or revenue gained from the sale, split into three categories: excluding all taxes, excluding VAT, and including all taxes.
3. The **number** of customers supplied in that particular size category.

The volume and value are used to calculate a NI quarterly average value per size band. This value per unit (per size band) is what we refer to in this paper as “price”. For clarity we do not receive from suppliers the actual price paid by their customers. Instead, we calculate the average value or revenue collected per unit in that particular size category, as per the Eurostat methodology.

As the Eurostat figures are published on a semester basis (semester 1 (S1) January to June and semester 2 (S2) July to December) we therefore average the two relevant quarters to obtain the comparable six-month period for NI.

It should be noted that the comparability of the derived NI prices to the other Member States can be greatly affected by fluctuations in the Euro GBP exchange rate. For the purposes of tariff comparisons, we convert the EU tariff data from Euro to GBP using the monthly average exchange rate applicable for the semester (published by Eurostat). Therefore, tariff movements and comparisons between NI and other Member States can be impacted by both an increase and decrease in a tariff and/or also by any variation in exchange rates.

Gas pricing

The gas prices section also follows the Eurostat format and methodology (as outlined in Electricity Prices). As a result, the average prices for NI are comparable with prices in other EU countries (those published in DESNZ’s Quarterly Energy Prices reports²⁶ and Eurostat data base²⁷) once these figures have been converted to GBP.

Electricity wholesale market monitoring data

Readers should also be aware of the Monthly Market Monitoring Report which provides an overview of the SEM and sets out recent trends in the market in relation to pricing, demand, scheduling and contract prices. It focuses in particular on the wholesale element of electricity prices, which makes up roughly 60% of customers’ bills. These reports²⁸ are prepared by the Market Monitoring Unit (MMU) within the UR in joint collaboration with the Commission for Regulation of Utilities (CRU).

Northern Ireland gas markets

The gas distribution network licensees are responsible for the medium and low-pressure mains that convey to the licensed areas throughout

²⁶ www.gov.uk/government/collections/quarterly-energy-prices

²⁷ <http://ec.europa.eu/eurostat/web/energy/data/database>

²⁸ The latest SEM market monitoring report is [here](#)

Northern Ireland. There are three Distribution Network Operators²⁹ (DNOs) who operate in separate distribution areas as follows:

1. firmus energy (Distribution) Ltd (feDL) from the North West through the Central region to the Southern areas of Northern Ireland;
2. Phoenix Natural Gas Ltd (PNGL) mainly Greater Belfast, Larne and an extension into East Down; and
3. Evolve Network Ltd (formerly SGN Natural Gas Ltd) in the West of Northern Ireland.

Each DNO owns and manages the natural gas distribution network in their distribution area. Those companies who supply gas (suppliers) pay the relevant DNO a fee to transport natural gas and then sell it straight to the consumer. Although a DNO is responsible for making sure the natural gas reaches individual homes, it is the responsibility of the gas supplier to bill consumers for the gas they use.

Contacts

For further information contact:

Retail Energy Market Monitoring Inbox

Email: REMM.Reporting@uregni.gov.uk

²⁹ [Natural Gas NI – Natural Gas Network Operators and Suppliers](#)

Annex B: Supplier entry to NI retail markets

The tables below set out the dates that each supplier entered the retail market sectors.

Electricity		Gas: Greater Belfast ³⁰	
Domestic	Incumbent supplier: Power NI June 2010: SSE Airtricity June 2009: firmus supply June 2011: Budget Energy October 2011: Electric Ireland October 2015: Click Energy October 2015: Open Electric December 2016: Open Electric ceased supply October 2019: Go Power November 2020: Bright Energy January 2022: Bright Energy ceased supply September 2024: Share Energy	Domestic	Incumbent supplier since September 1996: SSE Airtricity ³¹
		I&C	Incumbent supplier since September 1996: SSE Airtricity September 2008: firmus energy March 2009: Vayu (Naturgy as of 29 th November 2018) (Flogas Enterprise Solutions Ltd as of 20 th December 2021) May 2013: Electric Ireland August 2014: Go Power December 2014: Flogas
		Gas: Ten Towns ³²	
I&C	Incumbent supplier: Power NI July 1999: ESB Independent Energy (NI) t/a Electric Ireland August 1999: Energia January 2008: SSE Airtricity April 2009: firmus supply ³³ July 2011: Budget Energy February 2012: VAYU (Naturgy as of 29 th November 2018) (Flogas Enterprise Solutions Ltd as of 20 th December 2021) April 2012: Go Power October 2015: Click Energy April 2018: 3T Power October 2019: Energia supply business transferred to Power NI September 2024: Share Energy	Domestic	Incumbent supplier since 2005: firmus
		I&C	Incumbent supplier since 2005: firmus January 2013: SSE Airtricity May 2015: Flogas June 2015: Go Power January 2017: Vayu (Naturgy as of 29 th November 2018) (Flogas Enterprise Solutions Ltd as of 20 th December 2021) April 2017: Electric Ireland
		Gas: West ³⁴	
		Domestic	July 2017 Designated Commissioning Supplier: SSE Airtricity
		I&C	January 2017: Electric Ireland July 2017: SSE Airtricity January 2018: Flogas Q1 2019: firmus energy Q3 2019: Go Power

³⁰ The Greater Belfast area is defined in Schedule 1 of the Phoenix Natural Gas Limited conveyance licence.

³¹ Formerly Phoenix Supply Ltd (PSL).

³² The Ten Towns area is defined in Schedule 1 of the firmus energy (Distribution) Limited conveyance licence.

³³ Note that firmus supply left the electricity market at the end of 2015.

³⁴ The West area is defined in Schedule 1 of the Scotia Gas Networks Northern Ireland Ltd (Distribution) Limited conveyance licence.

Glossary

CCL	The Climate Change Levy (CCL) is a tax on electricity, gas and solid fuels delivered to I&C consumers. Its objective is to encourage businesses to reduce their energy consumption or use energy from renewable sources. The rate changes every year.	Ofgem	Office of the Gas and Electricity Markets
CoS	Change of supplier	PNGL	Phoenix Natural Gas Limited
EU	European Union	Q	Quarter. In this report, Q refers to the calendar year (i.e. Q1 refers to the quarter January-March).
Eurostat	Statistical office of the EU. Its task is to provide the EU with statistics at European level that enable comparisons between countries and regions	QTRs	Quarterly Transparency Reports published by the UR at the end of the second month after each calendar quarter (at the end of Feb, May, Aug and Nov).
feDL	firmus energy (Distribution) Limited	REMM	Retail Energy Market Monitoring
firmus energy	firmus energy (Supply) Limited	SEM	Single Electricity Market
GB	Great Britain	SGN NG	SGN Natural Gas
GBP	Great British Pound	S1	Semester 1
I&C	Industrial and Commercial	S2	Semester 2
kWh	Kilowatt hour. Unit of energy equivalent to one kilowatt (1kW) of power expended for one hour (1h) of time. 1,000kWh = 1MWh. 1,000MWh = 1GWh.	UR	Utility Regulator
NI	Northern Ireland	VAT	Value Added Tax
NIEN	Northern Ireland Electricity Networks	UK	United Kingdom