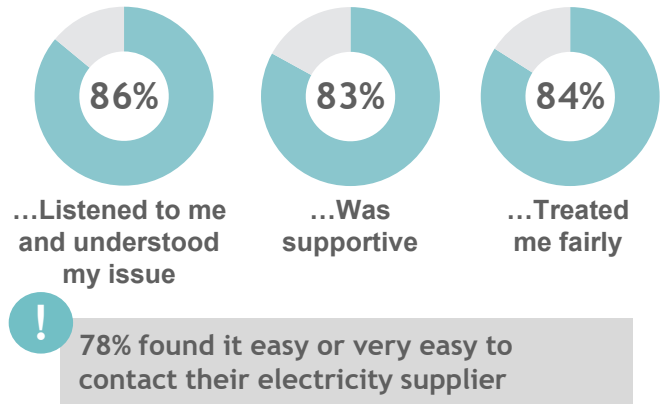


INTERACTIONS WITH ENERGY SUPPLIER

Contact with electricity supplier

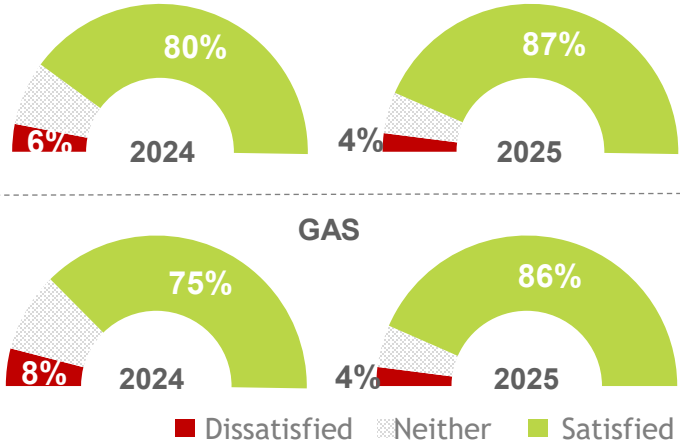
My electricity supplier...



¹ Of those (n=118) who had contacted their electricity supplier in the last 12 months

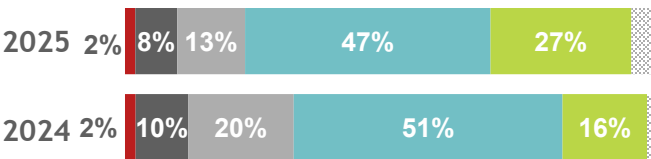
Satisfaction with overall service

ELECTRICITY

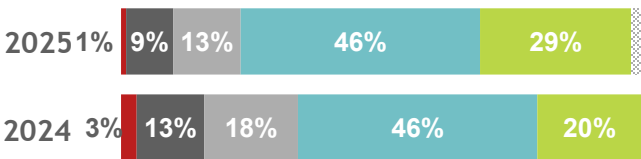


Trust in...

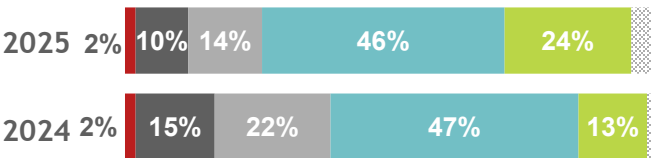
...electricity supplier to treat fairly



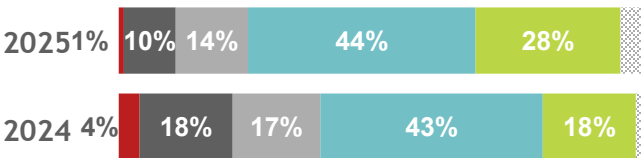
...gas supplier to treat fairly



...electricity supplier to provide a fair price



...gas supplier to provide a fair price

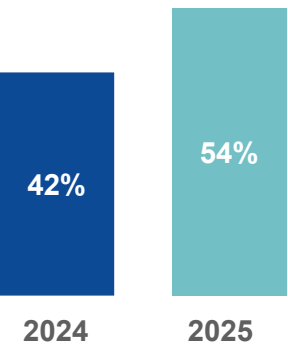


Strongly distrust Tend to distrust Neither Tend to trust Completely trust Not sure

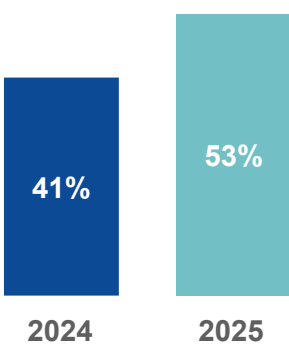
ENGAGEMENT WITH CORRESPONDENCE

% who read last written correspondence from supplier

ELECTRICITY



GAS



% who said last written correspondence from supplier was clear and easy to understand

85%
of electricity
consumers

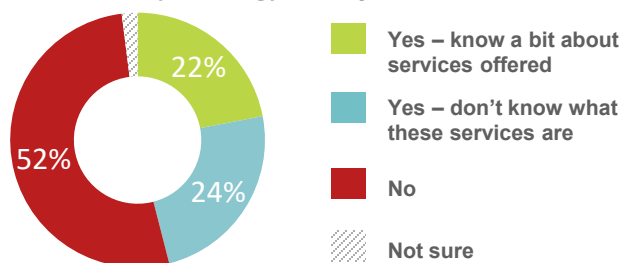


84%
of gas
consumers

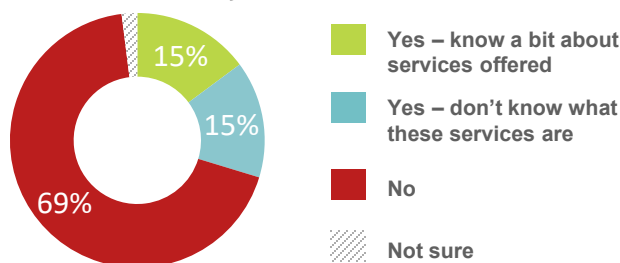
Those who found the information in the last written correspondence they received to be clear and understandable increased from 76% of electricity and 73% of gas consumers in 2024.

AWARENESS AND UPTAKE OF SUPPORTS

Awareness of support services offered by energy companies

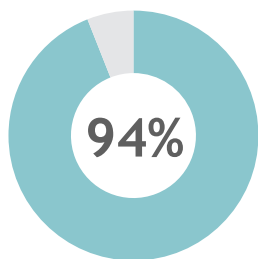


Awareness of support services offered by NI Water

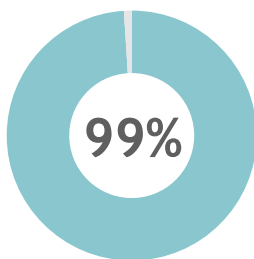


% of vulnerable consumers who have not signed up for support services

Energy companies



NI Water



48% of those in the high and medium vulnerability group were aware of the support services offered by energy companies, and 27% had heard of the support services offered by NI Water

CONSUMERS IN VULNERABLE CIRCUMSTANCES

Disability/illness in the household

% saying yes

Disability/illness

No disability/illness



Sometimes struggle to pay electricity bills

17%

8%



Delayed getting essentials to pay for electricity

8%

1%



Reduced electricity usage

41%

32%



39% of those who have someone with a disability or illness in the household reported a monthly electricity spend of at least £100, compared to 33% without.



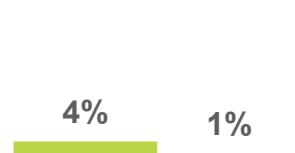
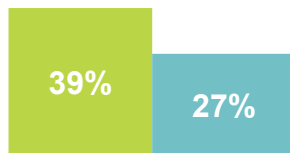
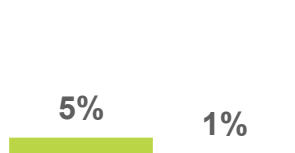
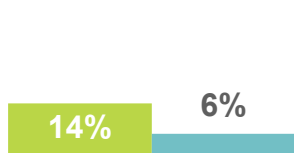
Those in the high and medium vulnerability group (37%) were more likely than those who are not vulnerable (30%) to spend £100 or more per month on electricity

% sometimes struggle to pay electricity bills

% delayed getting essentials to pay for electricity

% reduced electricity usage

% borrowed money to pay for electricity



High/medium vulnerability

Not vulnerable

*Consumers in the high and medium vulnerability group include those with a chronic/serious illness; who require the use of medical equipment in the home; who require oxygen use; with physical impairments; who are unable to answer the door; who are aged 65 plus; who are blind or partially sighted; who have hearing or speech difficulties; who have dementia; who have a developmental condition; and who have mental health issues

Some totals may not sum to 100% due to rounding. Only significant differences are reported. These results should be considered in the context of their timing, as data was collected before the recent escalation of geopolitical tensions in the Middle East, which may have altered perceptions of energy affordability. This study was conducted with 1500 domestic consumers during September and November 2025 by the independent research company: