RETAIL MARKET MONITORING

Quarterly Transparency Report

Quarter 3: July - September 2017

Published 30th November 2017

Abstract

This paper is the latest of a series of Utility Regulator (UR) reports – 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), electricity 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 and Eurostat. Some figures have been calculated internally.

These reports are released at the end of the second month after each calendar quarter (in Feb, May, Aug and Nov).

Audience

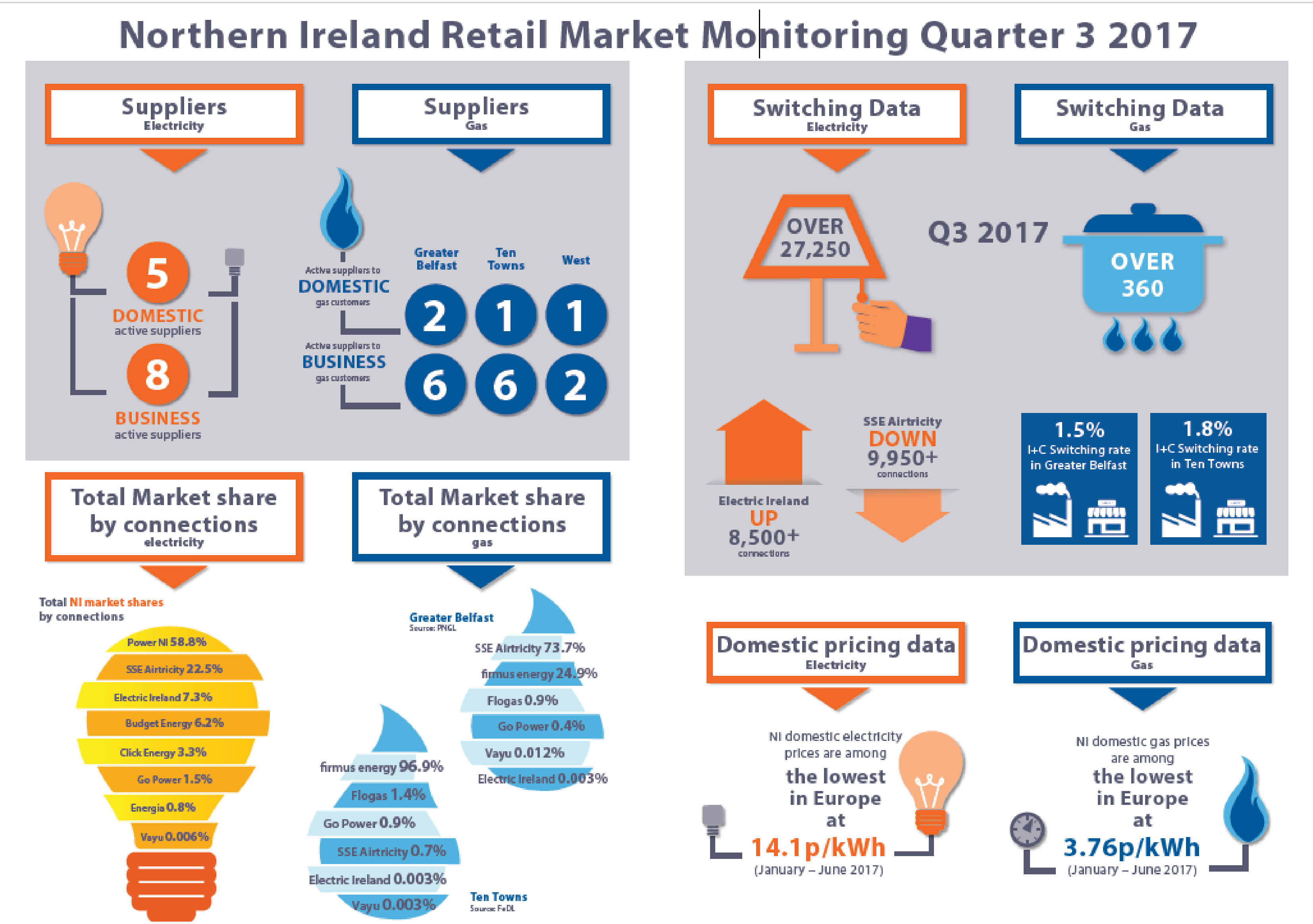
Electricity and gas industry, associations of consumers, regulators, statistical bodies, suppliers, potential new market entrants, consultants, researchers and journalists.

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 set of reports 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.

Contents

1 Summary of key market indicators



1.1 Key developments during Quarter 3 2017

1. The semester 1 (January - June) 2017 electricity pricing data is sourced from Eurostat and individual supplier's submissions under the REMM framework. The current pricing data illustrates the following: • NI domestic electricity prices continue to rank amongst the lowest in Europe at 14.1 p/kWh and are considerably lower than the Republic of Ireland (19.8 p/kWh), the EU median (16.8p/kWh) and the UK (15.2 p/kWh). • NI I&C electricity prices for the Very Small connections (which represent 67% of I&C connections) remain among the lowest in Europe. The NI price at 12.4 p/kWh is lower than the EU median (15.7 p/kWh), the Republic of Ireland (16.4 p/kWh) and the UK (12.8 p/kWh). • For medium and larger I&C customers, prices are marginally above those in RoI but are lower than in the UK overall.
2. This is the first QTR where the gas pricing section is presented using the Eurostat methodology, with the NI price derived from data submitted by suppliers under the REMM framework. Consequently for our reporting purposes this aligns how the NI gas and electricity prices are calculated. It is evident that the domestic gas prices in NI are amongst the lowest in Europe at 3.76 p/kWh. This is less than RoI at 5.44 p/kWh and the rest of the UK at 4.03 p/kWh.
3. Market activity in the electricity domestic and I&C sectors continues to illustrate a change in the market dynamics. Power NI (the incumbent price controlled electricity supplier) retain their dominant position with 59.5% of connections in the domestic market with continued growth of the competing suppliers.
4. Domestic customers continue to actively engage in the electricity market with 26,230 switches completed during Q3 2017 which is a 3.3% quarterly switching rate (a decrease from 3.6% in Q2 2017). I&C electricity switching decreased to a switching rate of 1.4% (from 2.2% in the previous quarter).
5. In the gas sector, switching activity returned to traditionally lower levels in both the Greater Belfast and Ten Towns I&C market. There was a switching rate of 1.5% in Greater Belfast and .8% in the Ten Towns (compared to 7.8% and 10.9% respectively in Q2 2017).

2 Introduction

2.1 Purpose, methodology and data sources

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.

The Quarterly Transparency Reports (QTRs) are 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 duties.

The framework in which this set of quarterly reports lies is called Retail Energy Market Monitoring (REMM) which was introduced in July 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. As a result of this new framework, there have been a number of changes made to the format of this publication and how some of the indicators are presented. We will continue to make changes as appropriate to represent the new indicators that we are monitoring under REMM.

The main data sources for this QTR are as follows:

- Connections and consumption, market shares and market activity information is provided by the network companies:
  - Northern Ireland Electricity Networks (NIEN) for electricity data; and
  - Phoenix Natural Gas Limited (PNGL), firmus energy (Distribution) Limited (feDL) and Scotia Gas Networks Northern Ireland (SGN) for gas data.
- EU domestic and I&C electricity prices are from Eurostat. 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.

2.2 Energy suppliers in NI energy market

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.

The Ten Towns area opened to gas competition for large I&C customers (those consuming over 732,000 kWh per annum) in October 2012, and to domestic and small I&C customers in April 2015.

The first gas connection to the West[1] was a large I&C user during Q1 2017. We do not plan to publish detailed consumption or connection data per supplier for the West area until there are a higher number of gas connections.

[1] It is anticipated that gas in the West distribution area will be developed as per Annex 2, Part 3 of the Scotia Gas Networks Northern Ireland licence.

Table 2 Suppliers in the Retail Market
End of Q3 2017

	Network Operator							
	NIEN		PNGL		feDL		SGN	
	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	💡	💡		🔥		🔥		🔥
Energia		💡						
firmus energy			🔥	🔥	🔥	🔥		
Flogas				🔥		🔥		
Go Power		💡		🔥		🔥		
Power NI	💡	💡						
SSE Airtricity	💡	💡	🔥	🔥		🔥	🔥	🔥
Vayu		💡		🔥		🔥		
Suppliers	**5**	**8**	**2**	**6**	**1**	**6**	**1**	**2**

Source: UR

During the third quarter of 2017 there were **eight** 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).

The detail of the dates of entry for the suppliers in each of the retail market segments is available in Annex A.

For more information about the retail energy market in NI, please visit: http://www.uregni.gov.uk/retail/.

2.3 Wholesale market monitoring data

Readers should also be aware of the Quarterly 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 reports[2] are prepared by the Market Monitoring Unit (MMU) within the UR in joint collaboration with the Commission for Regulation of Utilities (CRU).

[2] SEM Monitoring Report Q2 2017, published September 2017.

3 Electricity

3.1 NI connections and total consumption

The table below shows electricity customer numbers[3] at end September 2017 and consumption from July to September 2017.

Table 3 Electricity connections and consumption per market segment

Q3 2017

Customer groups	Number of connections	% share of connections in market sector	Consumption (GWh)	% share of consumption in market sector
Domestic prepayment	349,918	43.8%	252.6	41.9%
Domestic credit	448,220	56.2%	350.1	58.1%
Total Domestic	**798,138**	**100%**	**602.7**	**100%**
I&C < 20 MWh	48,228	66.9%	68.5	5.8%
I&C 20 – 49 MWh	13,023	18.1%	87.6	7.5%
I&C 50 – 499 MWh	9,773	13.5%	296.5	25.2%
I&C 500 – 1,999 MWh	837	1.2%	196.0	16.7%
I&C 2,000 – 19,999 MWh	257	0.4%	326.0	27.7%
I&C ≥ 20,000 MWh	20	0.03%	200.9	17.1%
Total I&C	**72,138**	**100%**	**1,175.5**	**100%**
Total	**870,276**		**1,778.2**	

Of the total customers in Northern Ireland, 92% belong to the domestic sector, while the remaining 8% are I&C customers. In this quarter, this share translates into 34% and 66%

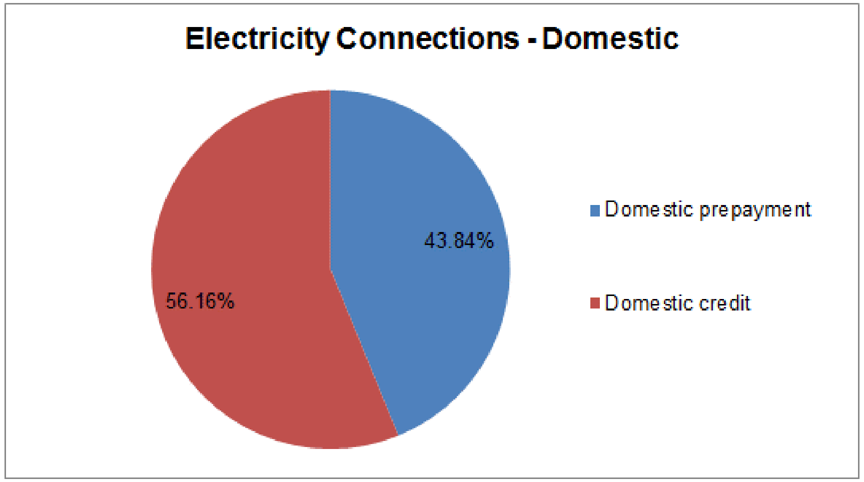
in terms of consumption.

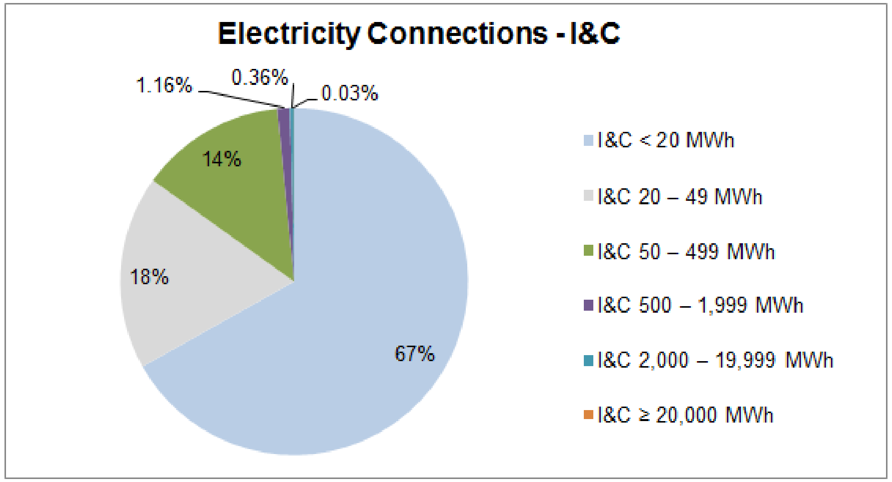
Within the domestic sector, 44% of the market use prepayment meters and 56% pay by credit.

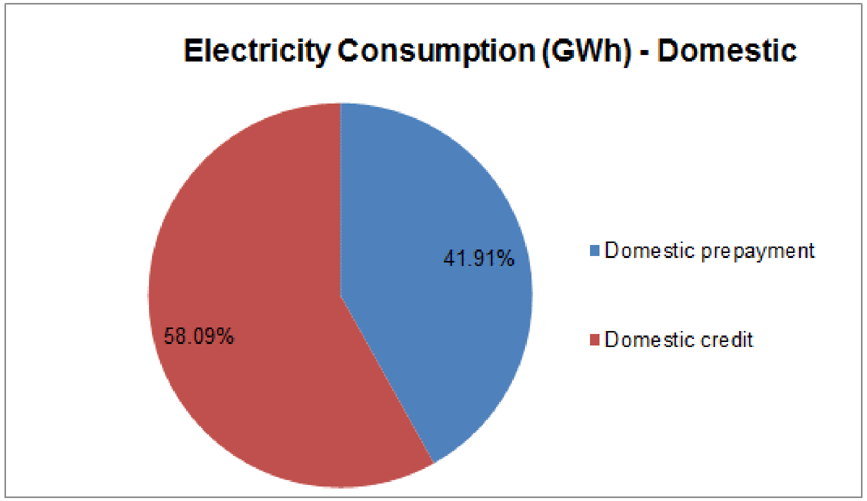
Within the I&C sector, more than 99.9% of the customers are small and medium enterprises (consuming less than 19,999 MWh), with 82.9% of the I&C consumption. The remaining are Large Energy Users (LEU) connections, that represent 11% of the total NI volume in this quarter, and 17.1% of the I&C consumption.

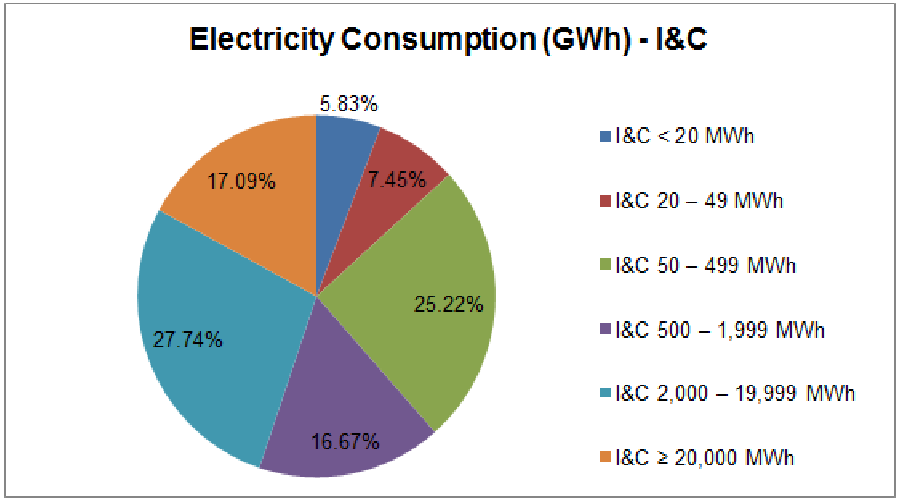
Source: NIEN

[3] Note that long term vacant sites are not included in connection numbers, and that combined premises are included in the <20MWh category


Electricity Connections - Domestic
43.84%
56.16%
Domestic prepayment
Domestic credit


Electricity Connections - I&C
1.16%
0.36%
0.03%
14%
18%
67%
I&C < 20 MWh
I&C 20 – 49 MWh
I&C 50 – 499 MWh
I&C 500 – 1,999 MWh
I&C 2,000 – 19,999 MWh
I&C ≥ 20,000 MWh


Electricity Consumption (GWh) - Domestic
41.91%
58.09%
Domestic prepayment
Domestic credit


Electricity Consumption (GWh) - I&C
5.83%
7.45%
17.09%
25.22%
27.74%
16.67%
I&C < 20 MWh
I&C 20 – 49 MWh
I&C 50 – 499 MWh
I&C 500 – 1,999 MWh
I&C 2,000 – 19,999 MWh
I&C ≥ 20,000 MWh

3.2 Electricity Market shares

Electricity shares by connections[4]

During the quarter there were five domestic electricity suppliers in NI, and eight active suppliers in the I&C electricity market. The total number of domestic customers at the end of Q3 2017 was 798,128. As is evident from the table below a significant number of domestic customers (59.5%) remain with the previously incumbent supplier Power NI. The introduction of a number of new suppliers and the associated increase in competition indicates that the dynamic of the domestic market is gradually changing for example market shares for Electric Ireland continue to increase.

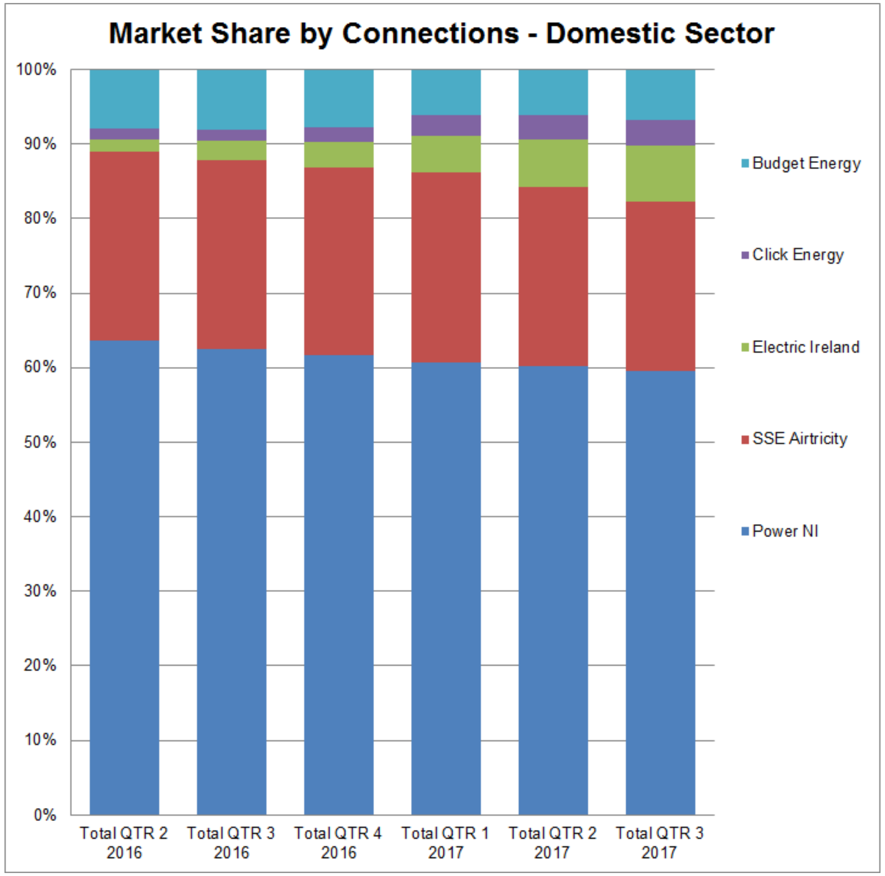


Table 4 Domestic market shares by connections

End of Q3 2017

Domestic Suppliers	Domestic Prepayment		Domestic Credit		Domestic Total	
Power NI	160,946	46.0%	314,189	70.1%	475,135	59.5%
SSE Airtricity	85,648	24.5%	96,140	21.4%	181,788	22.8%
Electric Ireland	31,911	9.1%	27,589	6.2%	59,500	7.5%
Click Energy	25,807	7.4%	2,453	0.5%	28,260	3.5%
Budget Energy	45,606	13.0%	7,849	1.8%	53,455	6.7%
Dom Market	**349,918**	**100%**	**448,220**	**100%**	**798,138**	**100%**

Source: NIEN

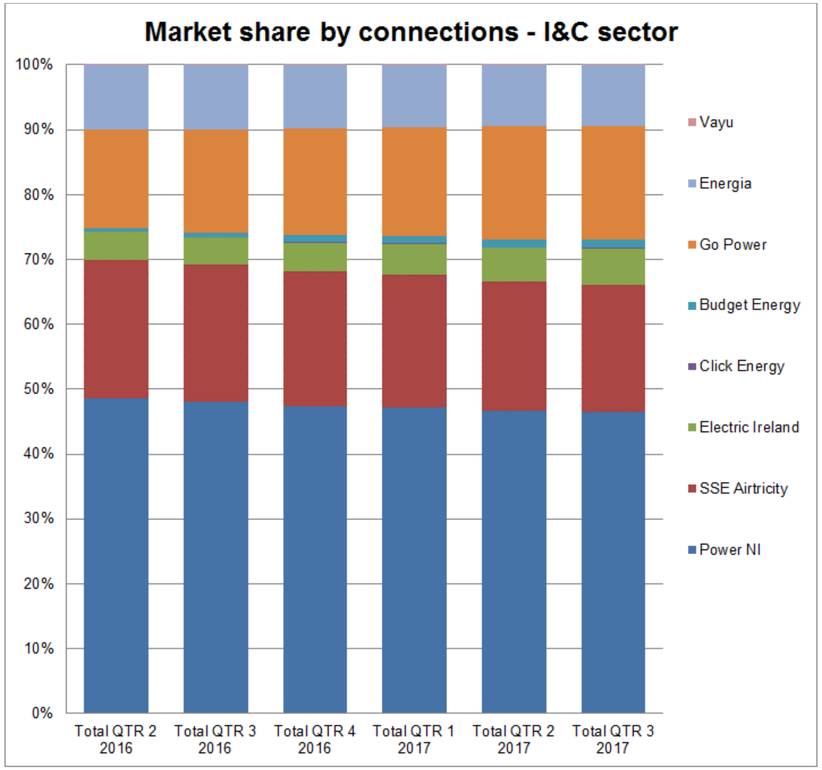
The market shares in this quarter illustrate a decrease for Power NI. For Q3 2017 Power NI supplied 46.0% of the domestic prepayment and 70.1% of the domestic credit market. This shows a decrease from the last quarter and also from the same period in 2016 when Power NI held 49.0% of the domestic prepayment and 72.7% of the domestic credit connections. The continued growth of the new entrants in the domestic market is clear, given that the non-incumbents now represent over 40.5% of total domestic connections in NI (an increase from 38.5% in the same period last year).

[4] Market shares figures do not include de-energised nor Long Term Vacant sites.

Table 5 I&C market shares by connections

End of Q3 2017

I&C Suppliers	I&C < 20 MWh		I&C 20 – 49 MWh		I&C 50 – 499 MWh		I&C 500 – 1,999 MWh		I&C 2,000 – 19,999 MWh		I&C ≥ 20,000 MWh		I&C Total	
Power NI	26,255	54.4%	4,525	34.7%	2,642	27.0%	99	11.8%	22	8.6%	0	0%	33,543	46.5%
SSE Airtricity	8,946	18.5%	3,218	24.7%	1,867	19.1%	111	13.3%	28	10.9%	4	20.0%	14,174	19.6%
Go Power	7,154	14.8%	2,553	19.6%	2,546	26.1%	327	39.1%	91	35.4%	10	50.0%	12,681	17.6%
Electric Ireland	1,956	4.1%	787	6.0%	1,065	10.9%	124	14.8%	52	20.2%	5	25.0%	3,989	5.5%
Energia	3,235	6.7%	1,735	13.3%	1,515	15.5%	170	20.3%	59	23.0%	1	5.0%	6,715	9.3%
Budget Energy	572	1.2%	189	1.5%	118	1.2%	0	0%	1	0.4%	0	0%	880	1.2%
Vayu	37	0.08%	1	0.01%	7	0.07%	6	0.7%	3	1.2%	0	0%	54	0.07%
Click Energy	73	0.15%	15	0.08%	13	0.13%	0	0%	1	0.4%	0	0%	102	0.14%
I&C Market	**48,228**	**100%**	**13,023**	**100%**	**9,773**	**100%**	**837**	**100%**	**257**	**100%**	**20**	**100%**	**72,138**	**100%**



Source: NIEN

The graph shows the trends in market shares (by customer numbers) for each active I&C supplier in NI by market segment, for the previous six quarters. Competition in the I&C market is more developed than the domestic sector, and consequently market shares are much more dispersed. Out of the eight active suppliers at the end of Q3 2017, based on customer numbers, three of these suppliers have shares in excess of 10% in the total I&C market.

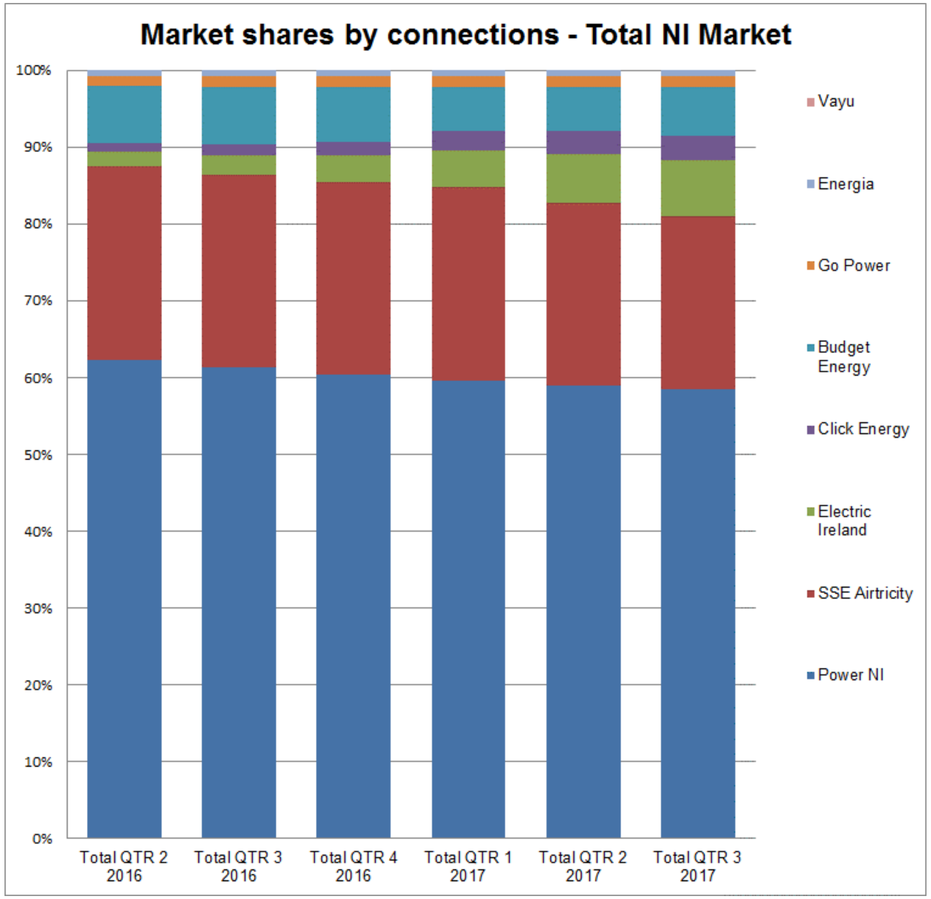
The graph to the left shows the trends in I&C market shares (by customer numbers) for each active supplier in NI for the previous six quarters.

Table 6 Total NI market shares by connections

End of Q3 2017

Suppliers	Total	
Power NI	508,678	58.8%
SSE Airtricity	195,962	22.5%
Go Power	12,681	1.5%
Electric Ireland	63,489	7.3%
Energia	6,715	0.8%
Click Energy	28,362	3.3%
Budget Energy	54,335	6.2%
Vayu	54	0.006%
Total Market	**870,276**	**100%**

Source: NIEN



When looking at the electricity retail market as a whole by connections, (domestic and I&C customers) Power NI's leading position as the incumbent supplier remains at 58.8%, although this has decreased when compared to their 61.3% total market share in the same quarter last year (Q3 in 2016). This is attributable to the growth of market activity of the non-incumbent suppliers and further growth by the new entrants to the market. Electric Ireland continue to make considerable gains this quarter, their total connections have increased by 8,545 connections whilst SSE Airtricity total connections have decreased by 9,971.

The graph to the right shows the trends in market shares (by customer numbers) for each active domestic and I&C supplier in NI for the previous six quarters.

Electricity shares by consumption (GWh)

Table 7 Domestic market shares by consumption

Q3 2017

Domestic Suppliers	Domestic Prepayment		Domestic credit		Domestic Total	
	GWh	%	GWh	%	GWh	%
Power NI	110.9	43.9%	230.1	65.7%	341.0	56.6%
SSE Airtricity	66.4	26.3%	90.7	25.9%	157.1	26.1%
Electric Ireland	23.4	9.3%	21.3	6.1%	44.7	7.4%
Click Energy	19.5	7.7%	1.9	0.5%	21.5	3.6%
Budget Energy	32.3	12.8%	6.2	1.8%	38.5	6.4%
Dom Market	**252.6**	**100%**	**350.1**	**100%**	**602.8**	**100%**

Source NIEN

In Q3 2017, Power NI's share of the market by consumption was 43.9% for domestic prepayment and 65.7% for domestic credit, this shows a decrease when compared to the same quarter in 2016 when Power NIs domestic prepayment market share was 47.1% and domestic credit was 68.3%.

The graph to the right shows the trends in market shares (by consumption) for each active domestic supplier in NI for the previous six quarters.

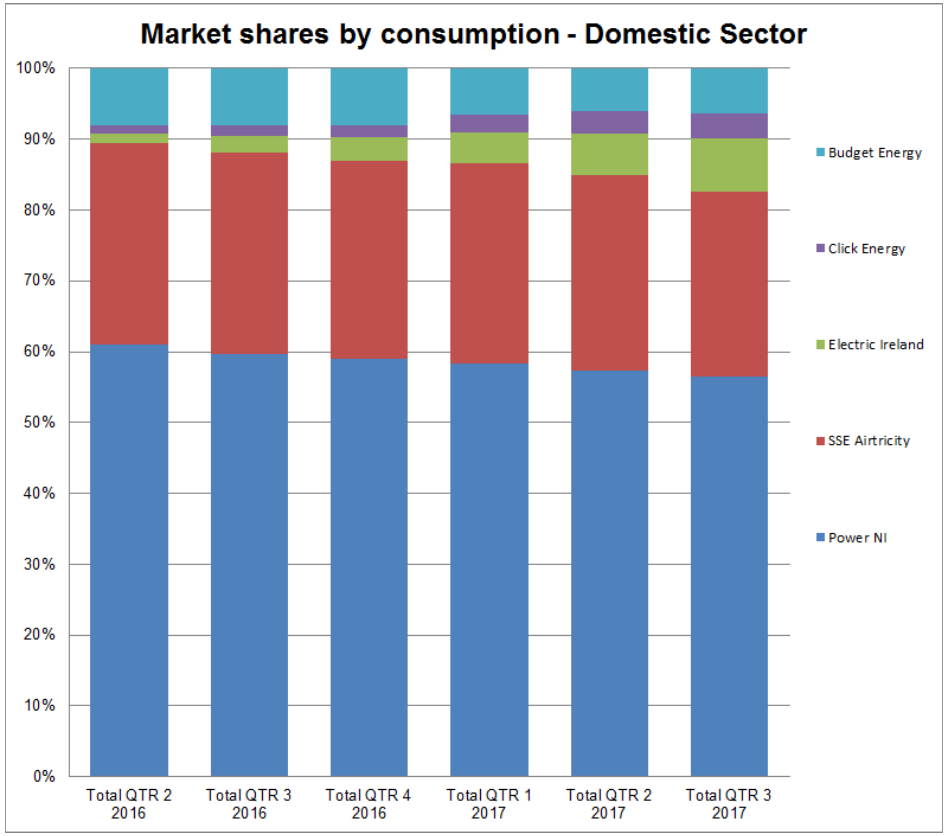


Table 8 I&C market shares by consumption

Q3 2017

I&C Suppliers	I&C < 20 MWh		I&C < 20 – 49 MWh		I&C 50 – 499 MWh		I&C 500 – 1,999 MWh		I&C 2,000 – 19,999 MWh		I&C ≥ 20,000 MWh		I&C Total	
	GWh	%	GWh	%	GWh	%	GWh	%	GWh	%	GWh	%	GWh	%
Power NI	31.9	46.5%	30.2	34.5%	69.8	23.6%	22.2	11.3%	41.5	12.7%	0.0	0.0%	195.6	16.6%
SSE Airtricity	13.7	20.0%	21.8	24.9%	54.2	18.3%	22.6	11.5%	42.8	13.1%	41.6	20.7%	196.7	16.7%
Go Power	13.1	19.2%	18.1	20.6%	84.3	28.4%	81.6	41.7%	115.6	35.5%	122.0	60.7%	434.8	37.0%
Electric Ireland	3.4	4.9%	5.4	6.2%	39.0	13.2%	27.3	13.9%	62.6	19.2%	30.7	15.3%	168.4	14.3%
Energia	5.7	8.3%	10.7	12.2%	46.2	15.6%	40.5	20.6%	58.4	17.9%	6.6	3.3%	168.0	14.3%
Budget Energy	0.7	1.0%	1.3	1.5%	2.2	0.8%	0.0	0.0%	1.8	0.0%	0.0	0.0%	6.0	0.5%
Vayu	0.02	0.029%	0.01	0.01%	0.3	0.09%	1.8	0.7%	2.4	0.8%	0.0	0.0%	4.5	0.4%
Click Energy	0.08	0.12%	0.07	0.08%	0.3	0.1%	0.0	0%	0.9	0.3%	0.0	0.0%	1.4	0.1%
I&C Market	**68.5**	**100%**	**87.6**	**100%**	**296.5**	**100%**	**196.0**	**100%**	**326.0**	**100%**	**200.9**	**100%**	**1,175.5**	100.0%

Source: NIEN

The main suppliers by consumption in the I&C sector are Go Power (37.0%), SSE Airtricity (16.7%), Power NI (16.6%), Energia (14.3%) and Electric Ireland (14.3%).

The graph to the right shows the trends in market shares (by consumption) for each active I&C supplier in NI for the previous six quarters.

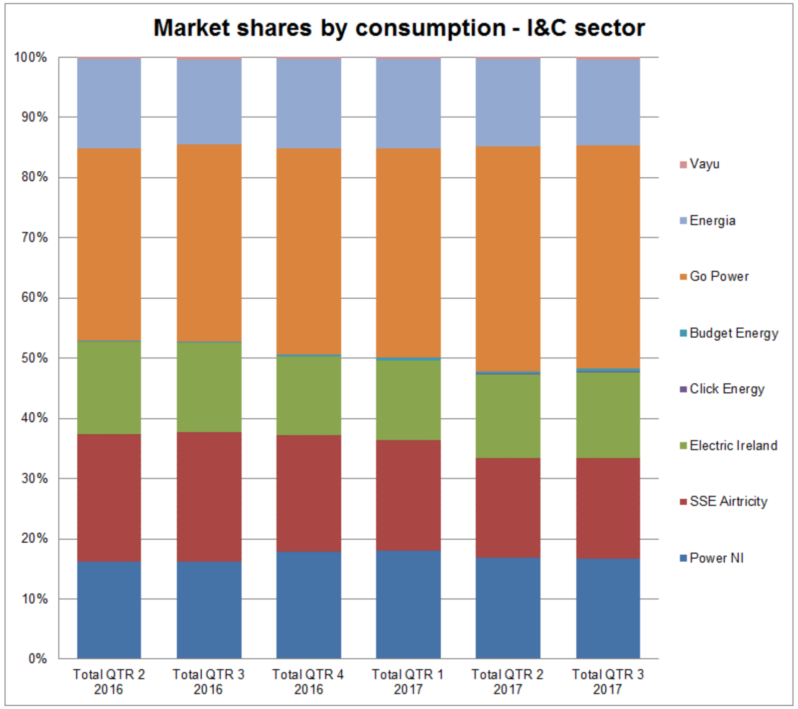


Table 9 Total NI market shares by consumption

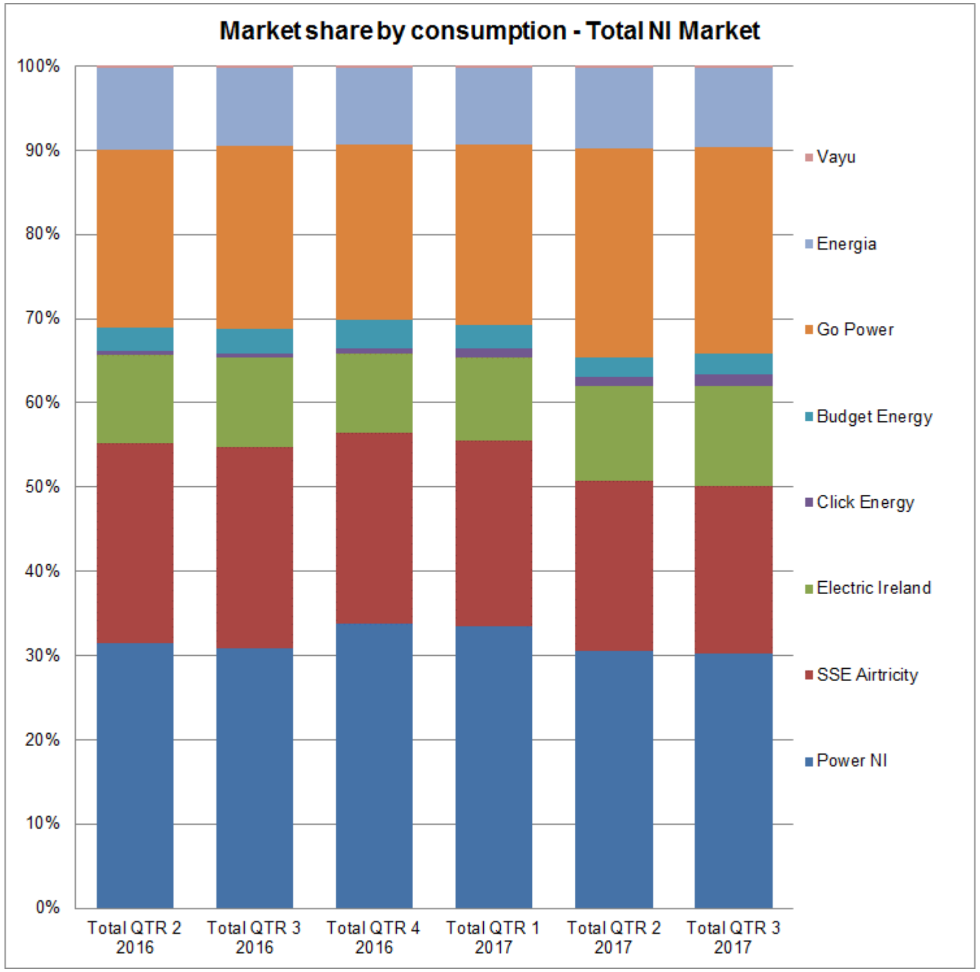
Q3 2017

Total Market	Total	
	GWh	%
Power NI	536.6	30.2%
SSE Airtricity	353.8	19.9%
Go Power	434.8	24.5%
Electric Ireland	213.1	12.0%
Energia	168.0	9.4%
Click Energy	22.8	1.3%
Budget Energy	44.6	2.5%
Vayu	4.5	0.2%
Total Market	**1,778.2**	**100%**

Source: NIEN

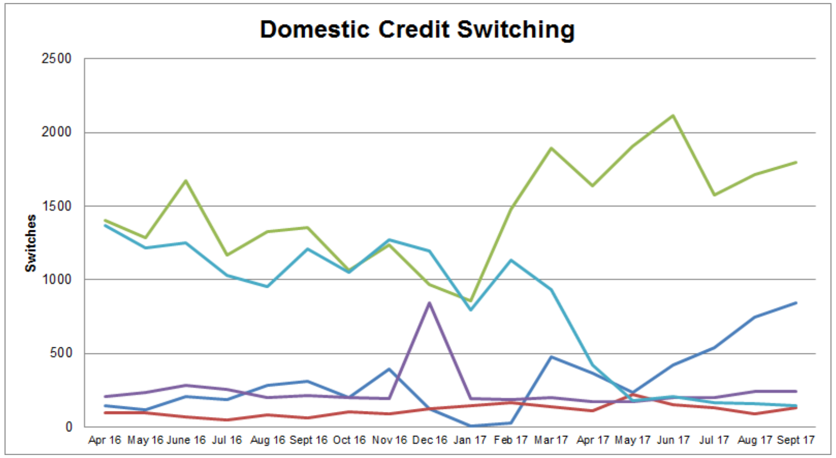
Electricity consumption in NI retail market for Q3 2017 was over 1,778 GWh, which indicates a minimal year on year increase when compared to 1,768 GWh consumed in Q3 2016.

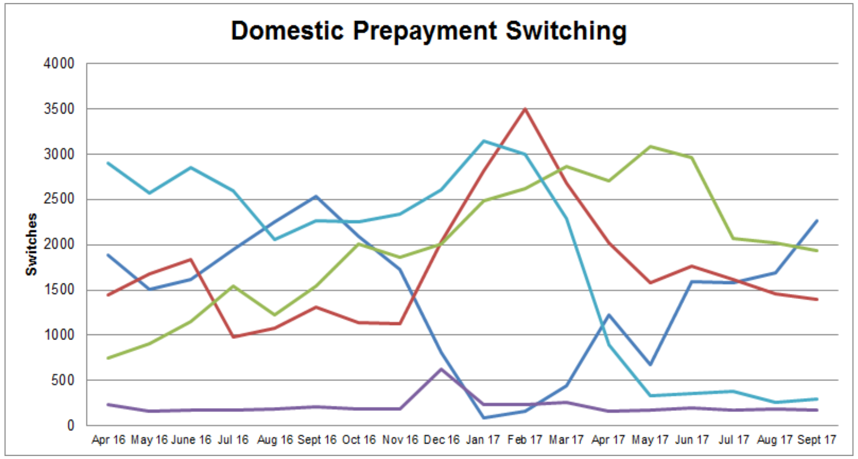
The graph to the right reflects the trends in market shares (by total consumption) for each active domestic and I&C supplier in NI for the previous six quarters.

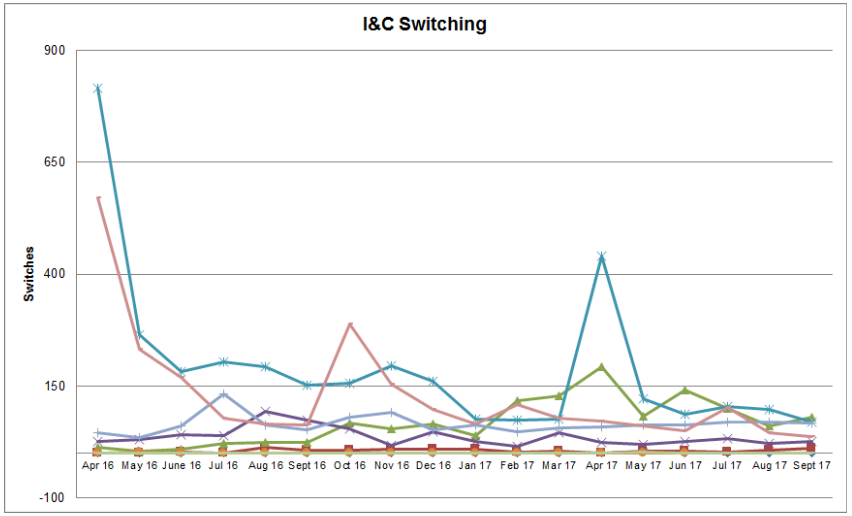


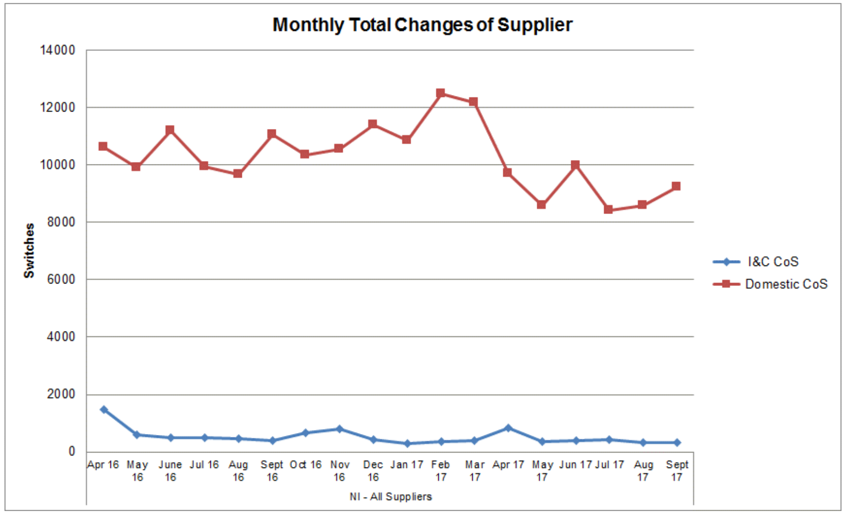
3.3 Electricity market activity

The line charts below reflect the change of customer numbers (gains per supplier), per market segment and anonymised supplier.









The table below shows market activity through changes of supplier (CoSs) on a quarterly basis in the whole NI market split by domestic and I&C. These 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 10 Electricity market activity

Q3 2017

Period	Domestic Switching		I&C Switching		Total Switching	
2016 Q2	31,709	4.0%	2,566	3.6%	34,275	4.0%
2016 Q3	30,694	4.0%	1,372	1.9%	32,066	3.9%
2016 Q4	32,295	4.1%	1,911	2.7%	34,206	3.9%
2017 Q1	35,543	4.5%	1,060	1.5%	36,603	4.2%
2017 Q2	28,253	3.6%	1,574	2.2%	29,827	3.4%
2017 Q3	26,230	3.3%	1,044	1.4%	27,274	3.1%

Source: NIEN

The number of domestic switches over this quarter has decreased from the previous quarter, with an average of c9,000 switches per month compared to c9,400 switches per month for the previous quarter. The percentage of domestic switching is currently 3.3% for the quarter which illustrates a slight dip in market activity when compared to the same period last year (4.0%).

The I&C sector market activity has also decreased when comparing quarter on quarter, with a switching rate of 1.4% (from 2.2% for Q2 2017).

3.4 Electricity prices

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 BEIS's Quarterly Energy Prices reports[5] and Eurostat data base[6]) once these figures have been converted to GBP.

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:

- **Volume** of electricity sold to consumers.
- The **value**, or revenue gained from the sale, split into three categories: excluding all taxes, excluding VAT, and including all taxes.
- 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.

[5] https://www.gov.uk/government/collections/quarterly-energy-prices

[6] http://ec.europa.eu/eurostat/web/energy/data/database

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.

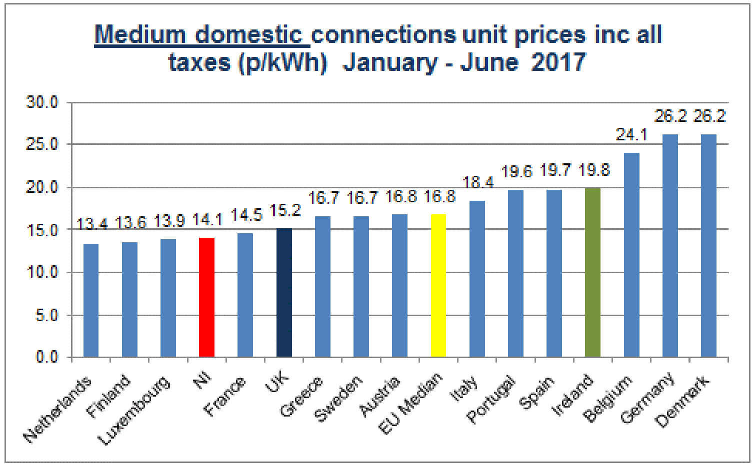
The pricing data detailed in this QTR is for the semester January to June 2017.

Domestic price comparison with EU

In the domestic graph shown below, 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.

In S1 2017 the NI price was significantly below the EU median, and ranks among the cheapest in Europe. The NI domestic price is also less than that of GB and considerably less than RoI. This is largely attributable to exchange rate fluctuations as well as movements in the tariffs.

It should be noted that Power NI announced a 5.6% increase in their regulated domestic tariff, effective from 1st October 2017.



I&C price comparison with EU

The following graphs show I&C electricity prices in the 15 EU 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 therefore 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.

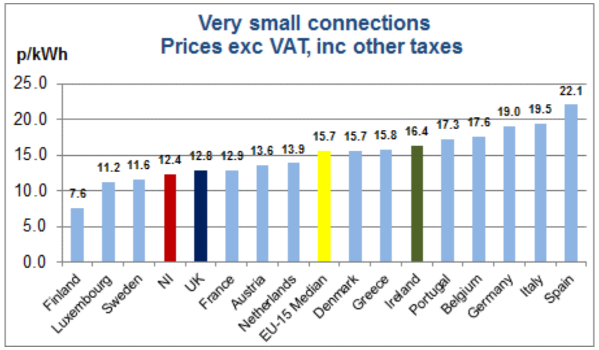
For the Very Small I&C Category the NI prices are now listed as one of the most reasonable in the EU and also significantly lower than RoI (two thirds of I&C connections in NI are in this size category). For medium and larger I&C customers, prices are marginally above those in RoI but are lower than in the UK overall. The following table shows the percentage of connections and consumption for the period end detailed in the I&C graphs (S1 2017).

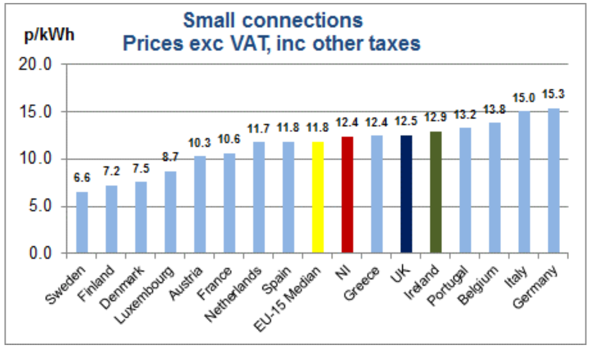
Table 11 Electricity market % by I&C consumption band

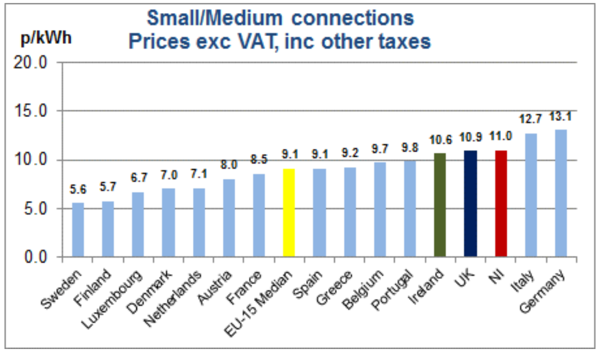
End of Q2 2017[7]

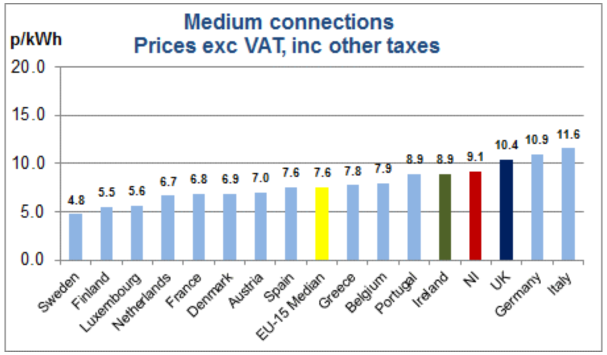
Size of customer	Annual consumption bands (MWh)	% of I&C connections[8]	% of I&C consumption	I&C connection numbers
Very small	< 20	66.7%	8.3%	47,920
Small	20 – 499	31.7%	32.7%	22,838
Small / Medium	500 – 1,999	1.2%	16.2%	842
Medium	2,000 – 19,999	0.4%	27.4%	254
Large & Very Large	>20,000	0.03%	15.5%	19

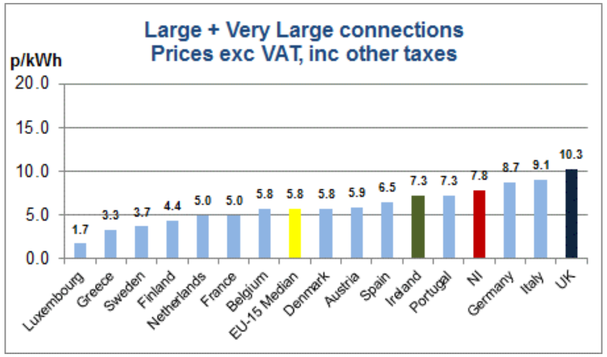
Source: NIEN











Source: NI electricity suppliers, Eurostat and UR internal calculations

[7] The pricing data relates to Q2 2017 as opposed to Q3 2017. This is due to the availability of pricing data from Eurostat and suppliers.

4 Gas in the Greater Belfast area

4.1 Connections and consumption in the Greater Belfast area

The table below shows gas connection numbers in the Greater Belfast area at the end of September 2017 and the consumption in this area during July to September 2017.

Table 12 Gas connections and consumption per market segment in the Greater Belfast area

Q3 2017

Market sector	Number of connections	% share of connections in sector	Consumption (MWh)[9]	% share of consumption in sector
Domestic prepayment	123,939	62.4%	121,170	49.3%
Domestic credit	66,945	33.7%	124,835	50.7%
I&C < 73,200 kWh	7,789	3.9%		
Total Domestic and Small I&C[10]	**198,673**	**100%**	**246,006**	**100%**
I&C 73,200 to 732,000 kWh	2,810	87.9%	81,777	25.1%
I&C 732,001 to 2,196,000 kWh	278	8.7%	41,333	12.7%
I&C > 2,196,000 kWh	108	3.4%	202,838	62.2%
Medium & Large I&C[11]	**3,196**	**100%**	**325,948**	**100%**
Total	**201,869**		**571,953**	

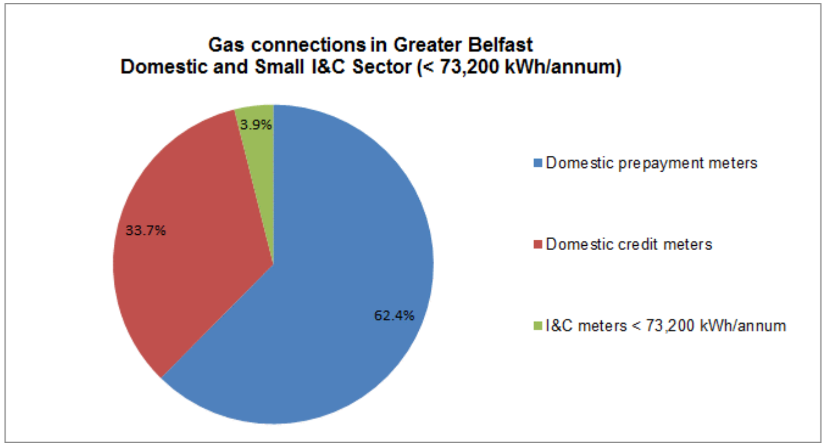
Source: PNGL

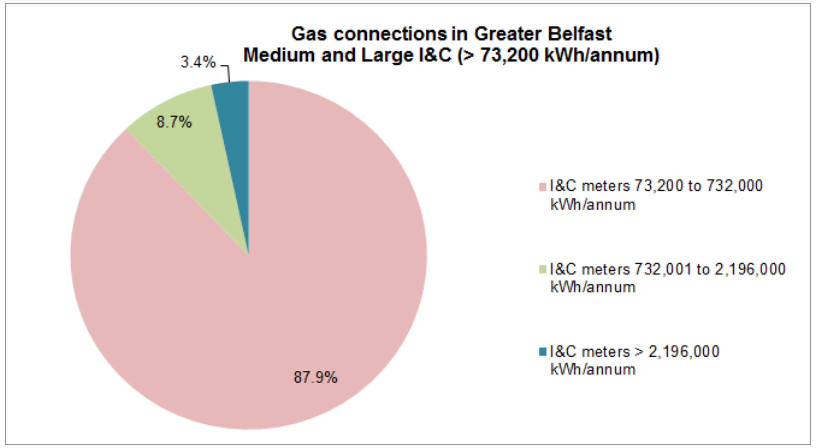
At the end of September 2017, the domestic and small I&C connections represent 98.4% of the total connections and 43.0% by consumption. The remaining 1.6% of connections are medium and large I&C which represent 57% of consumption.

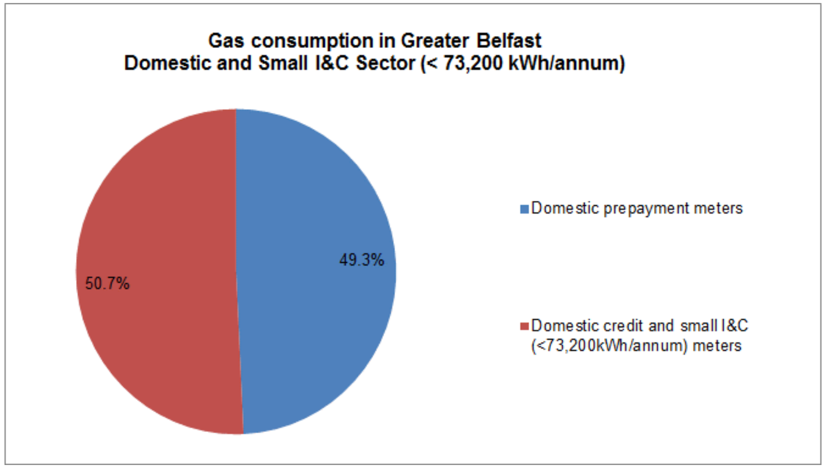
Within the domestic sector, 64.9% of the connections use prepayment meters and 35.1% use credit meters to pay for their gas.

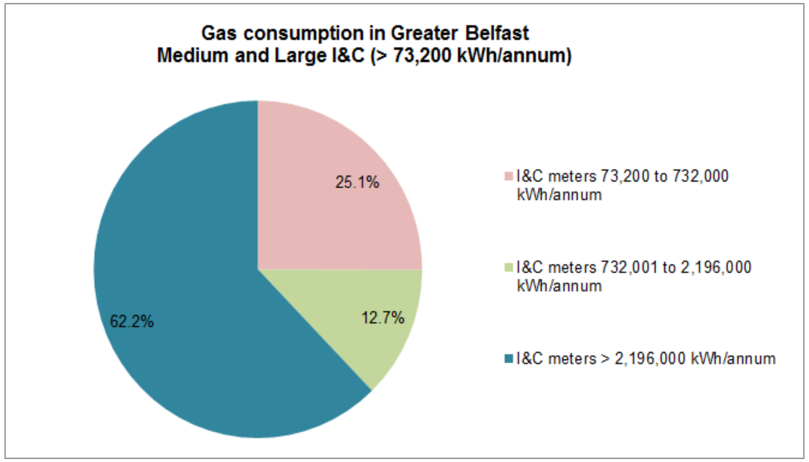
[9] Gas consumption is presented in MWh (previously up to 2015 gas consumption was presented in Therms in the QTRs.
[10] The domestic and small I&C sector relates to any customers using less than 73,200 kWh per annum. The consumption information for domestic credit and small I&C are combined as this information is not available separately.
[11] 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 charts below show the numbers of gas connections in the Greater Belfast area at the end of September 2017 and the consumption in this area during July to September 2017.









4.2 Gas market shares in the Greater Belfast area

This section provides information on the connection numbers and consumption, by supplier, in the Greater Belfast area. The market shares in terms of connections are as at the end of September 2017 and the market shares in terms of consumption are for the period July to September 2017. There are five suppliers in the domestic and small I&C sector, although only two of these suppliers are active in the domestic market. In the medium and large I&C market there are currently six active suppliers.

Gas shares by connections numbers

The table below shows the market shares for each supplier within the domestic and small I&C sector in the Greater Belfast area. The market shares are shown as number of connections per supplier and also as a percentage share within the sector (as at the end of September 2017).

Table 13 Domestic and small I&C[12] market shares by connections

End of Q3 2017

Supplier	Domestic prepayment		Domestic Credit		I&C < 73,200 kWh		Total for Domestic and Small I&C	
SSE Airtricity	88,662	71.5%	53,814	80.4%	5,182	66.5%	**147,658**	**74.3%**
firmus energy	35,277	28.8%	13,131	19.6%	888	11.4%	**49,296**	**24.8%**
Vayu	0	0%	0	0%	15	0.2%	**15**	**0.01%**
Go Power	0	0%	0	0%	523	6.7%	**523**	**0.3%**
Flogas	0	0%	0	0%	1,181	15.2%	**1,181**	**0.6%**
Total	**123,939**	**100%**	**66,945**	**100%**	**7,789**	**100%**	**198,673**	**100%**

Source: PNGL

In terms of market shares by connections, SSE Airtricity (the incumbent supplier) retains a significant share of the domestic and small I&C market of currently 74.3%. This market share has increased marginally when compared to the equivalent quarter in 2016 (73.2%).

Flogas and Go Power market shares, in terms of connection numbers, are gradually increasing each quarter with a combined share of the domestic and small I&C market of 0.9% (an increase from 0.8% for Q3 in 2016).

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

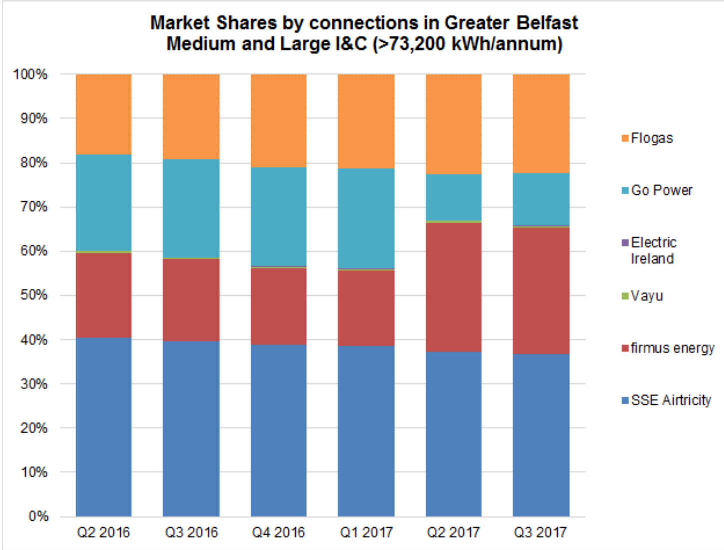
The table below shows the market shares for each supplier within the medium and large I&C sector (i.e. I&Cs with consumption over 73,200 kWh per annum) in the Greater Belfast area at the end of September 2017. The corresponding graph shows the change in market shares by supplier within the same sector over the last eighteen months.

Table 14 Medium and large I&C[13] market shares by connections

End of Q3 2017

Supplier	I&C 73,200 to 732,000 kWh		I&C 732,001 to 2,196,000 kWh		I&C > 2,196,000 kWh		Total for Medium and Large I&C	
SSE Airtricity	1,038	36.9%	99	35.6%	39	36.1%	**1,176**	**36.8%**
firmus energy	787	28.0%	93	33.5%	34	31.5%	**914**	**28.6%**
Vayu	9	0.3%	1	0.4%	0	0%	**10**	**0.3%**
Electric Ireland	0	0%	0	0%	6	5.6%	**6**	**0.2%**
Go Power	304	10.8%	52	18.7%	21	19.4%	**377**	**11.8%**
Flogas	672	23.9%	33	11.9%	8	7.4%	**713**	**22.3%**
Total	**2,810**	**100%**	**278**	**100%**	**108**	**100%**	**3,196**	**100%**

Source: PNGL



Competition in the medium and large I&C market is more active in the Greater Belfast area. At the end of Q3 2017, Go Power and Flogas had 11.8% and 22.3% share of the medium and large I&C market respectively. Firmus energy has significantly increased their market share when comparing year on year, from 18.5% in Q3 2016 to 28.6% in this reporting period.

[13] 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.

Gas shares by consumption[14]

This section provides information on the consumption, by supplier, in the Greater Belfast area during Q3 2017. The table below shows the market shares for each supplier within the domestic and small I&C sector in the Greater Belfast area.

Table 15 Domestic and small I&C[15] market shares by consumption

Q3 2017

Supplier	Total for Domestic and Small I&C Sector (MWh)	% share
SSE Airtricity	175,947	71.5%
firmus energy	65,022	26.4%
Vayu	45	0.02%
Go Power	1,345	0.6%
Flogas	3,646	1.5%
Total	**246,005**	**100%**

Source: PNGL

SSE Airtricity has retained the majority of the domestic and small I&C market share in the Greater Belfast area. Based on consumption their percentage market share in Q3 2017 was 71.5% compared with 70.3% in the same period last year.

firmus energy's market share has decreased from 27.9% during Q3 2016 to 26.4% during Q3 2017. The market share of the remaining suppliers based on consumption levels continues to be minimal as they are not active in the domestic market and supply only to a limited number of small I&C customers.

[14] Gas consumption is presented in this QTR in MWh.
[15] The domestic and small I&C sector relates to any customers using less than 73,200 kWh per annum.

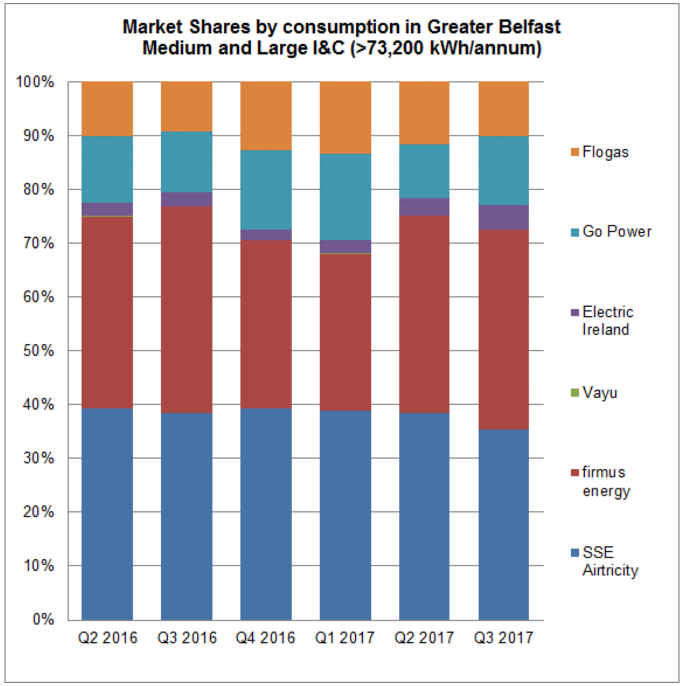
The table below shows the market shares for each supplier within the medium and large I&C sector (i.e. those using at least 73,200 kWh per annum) in the Greater Belfast area during Q3 2017. The corresponding graph shows the change in market shares by supplier within the same sector over the last eighteen months.

Table 16 Medium and large I&C[16] market shares by consumption

Q3 2017

Supplier	I&C 73,200 to 732,000 kWh		I&C 732,001 to 2,196,000 kWh		I&C > 2,196,000 kWh		Total for Medium and Large I&C	
	(MWh)	% share	(MWh)	% share	(MWh)	% share	(MWh)	% share
SSE Airtricity	28,749	35.2%	16,077	38.9%	70,694	34.9%	**115,520**	**35.4%**
firmus	24,931	30.5%	10,904	26.4%	84,779	41.8%	**120,613**	**37.0%**
Vayu	238	0.3%	0	0%	0	0%	**238**	**0.1%**
Electric Ireland	0	0%	0	0%	14,540	7.2%	**14,540**	**4.5%**
Go Power	8,047	9.8%	8,879	21.5%	25,020	12.3%	**41,946**	**12.9%**
Flogas	19,812	24.2%	5,473	13.2%	7,805	3.8%	**33,090**	**10.2%**
Total	**81,777**	**100%**	**41,333**	**100%**	**202,838**	**100%**	**325,948**	**100%**

Source: PNGL



Market share by consumption fluctuates throughout the year due to the movement of customers between suppliers, and also due to the amount of gas consumed by each customer during different seasons (as gas usage can be weather dependent for many, but not all, customers).

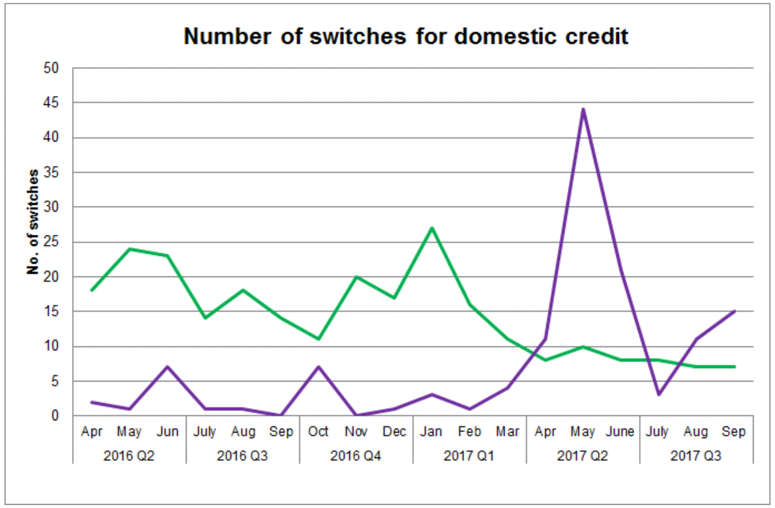
Flogas' market share by consumption in the medium and large I&C market has increased compared to the same period last year. In Q3 2016 they held 9.3% compared to 10.2% in Q3 2017. Electric Ireland has also increased their market share from 2.6% in Q3 2016 to 4.5% in Q3 2017. Go Power market shares by consumption has also increased from 10.1% (Q2 2017) to 12.9% in the current quarter.

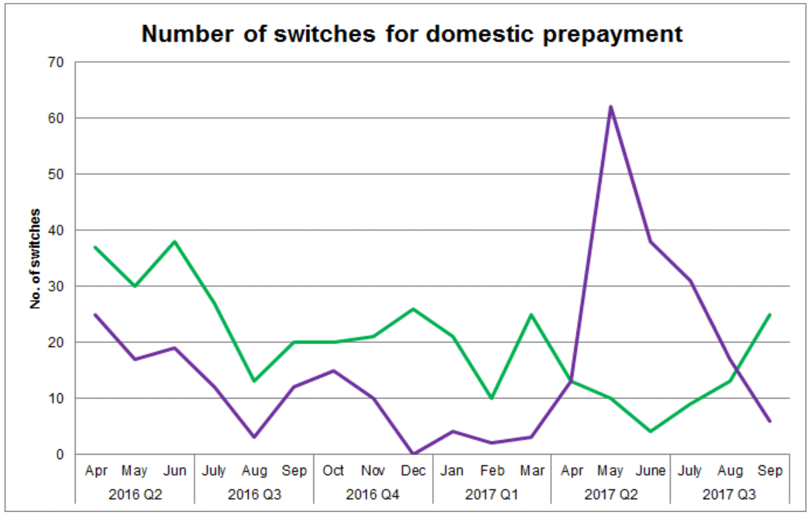
The market shares of SSE Airtricity in this market has decreased from 38.5% during Q3 2016 to 35.4% in Q3 2017.

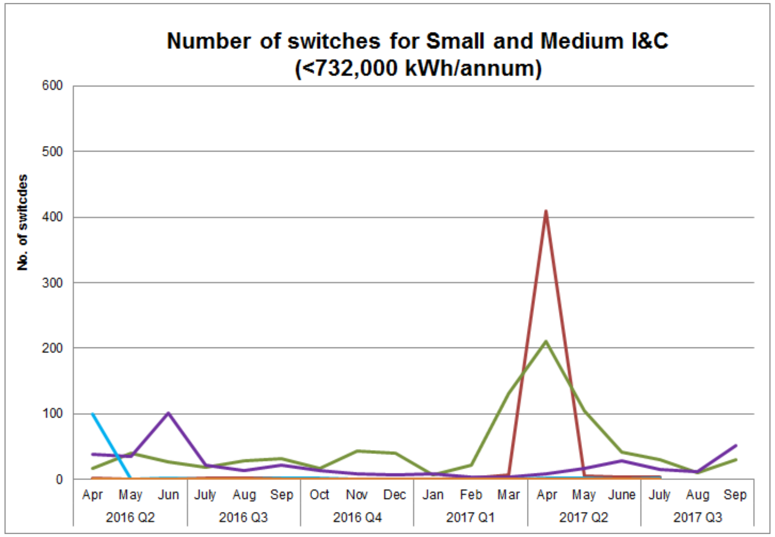
[16] The medium and large I&C sector relates to any customers with annual consumption that is greater than or equal to 73,200 kWh per annum.

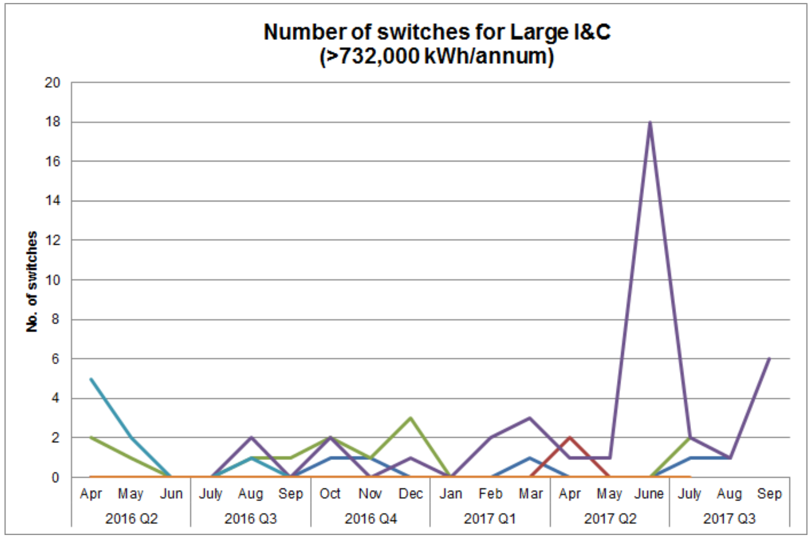
4.3 Market activity in the Greater Belfast area

The line charts below reflect the number of switching gains per market sector in the Greater Belfast area. The switching gains are displayed by supplier; however the supplier names have been anonymised. 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.









There are only two active suppliers in the domestic market and market switching has continued at a low level. The I&C graphs above represent the split between the small and medium I&C customers (i.e. customers consuming less than 732,000 kWh per annum) and large I&C consumers (i.e. consuming more than 732,000 kWh per annum). There was a spike in switching in the small and medium I&C sector (<732,000 kWh/annum) as well as the Large I&C sector (>732,000) during Q2 2017.

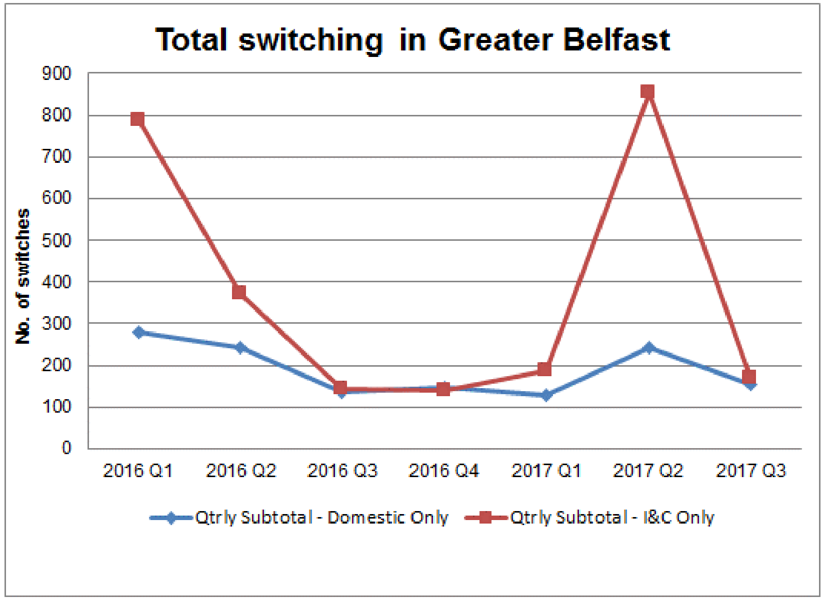
The table below shows market activity through the number of customer switches on a quarterly basis in the Greater Belfast gas market and the associated percentage switching rate. The switching rate percentages are calculated using the number of quarterly switches divided by the number of customers at the end of the quarter in the relevant market.

Table 17 Market activity in the Greater Belfast area

Period	Domestic Switching		I&C Switching		Total Switching	
2016 Q2	241	0.1%	370	3.4%	611	0.3%
2016 Q3	135	0.1%	143	1.3%	278	0.1%
2016 Q4	148	0.1%	140	1.3%	288	0.1%
2017 Q1	127	0.1%	188	1.7%	315	0.2%
2017 Q2	242	0.1%	852	7.8%	1,094	0.5%
2017 Q3	154	0.1%	167	1.5%	319	0.2%

Source: PNGL

The graph to the right represents the total number of switches completed on a monthly basis, split by the domestic and I&C markets. The graph shows that the overall level of switching has been consistently low over the last year, until a large increase in switching within the I&C sector at the end of Q2 2017 reaching similar switching levels last experienced in early 2016. However in Q3 2017 the gas customer market engagement returned to its traditional lower levels.



5 Gas in the Ten Towns area

5.1 Connections and consumption in the Ten Towns area

The table below shows gas connection numbers in the Ten Towns area at the end of September 2017 and the consumption in this area during July to September 2017.

Table 18 Gas connections and consumption per market segment in the Ten Towns area

Q3 2017

Market segment	Number of connections	% share of connections in sector	Consumption (MWh)[17]	% share of consumption in sector
Domestic prepayment	29,536	85.3%	40,108	78.1%
Domestic credit	3,804	11.0%	11,283	21.9%
I&C < 73,200 kWh	1,296	3.7%		
Total Domestic and Small I&C[18]	**34,636**	**100.0%**	**51,391**	**100%**
I&C 73,200 to 732,000 kWh	951	79.3%	22,166	8.8%
I&C 732,001 to 2,196,000 kWh	159	13.3%	25,561	10.1%
I&C > 2,196,000 kWh	90	7.5%	204,748	81.1%
Medium & Large I&C[19]	**1,200**	**100%**	**252,475**	**100.0%**
Total	**35,836**		**303,866**	

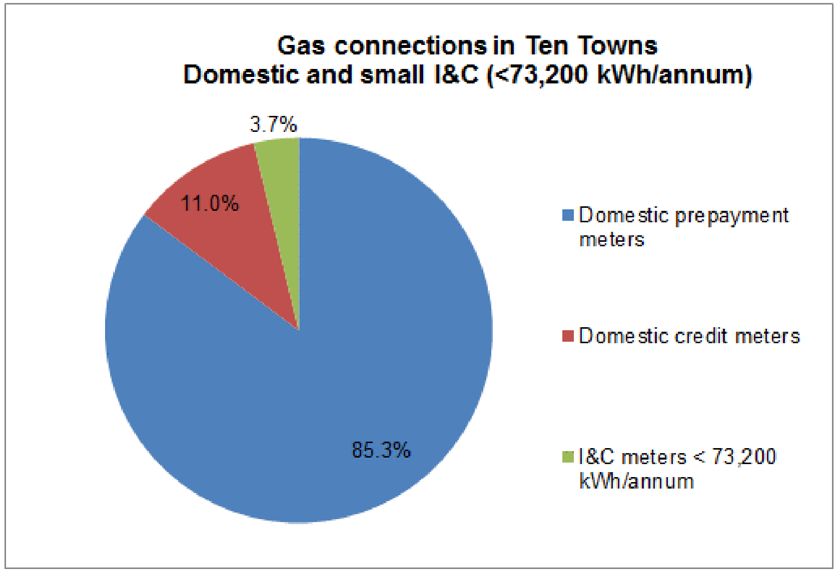
Source: feDL

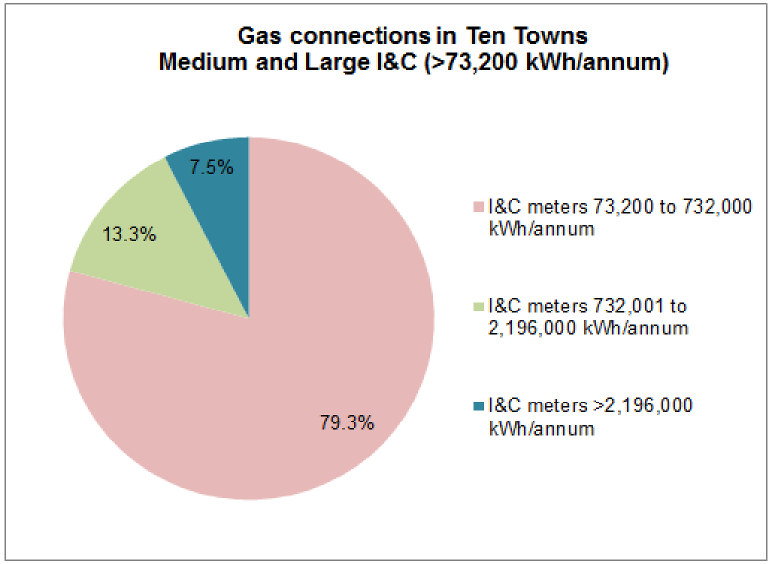
At the end of September 2017, the domestic and small I&C connections represent 96.6% of the total connections and 16.9% of consumption. The remaining 3.4% are medium and large I&C connections and represent 83.1% of total consumption in this area.

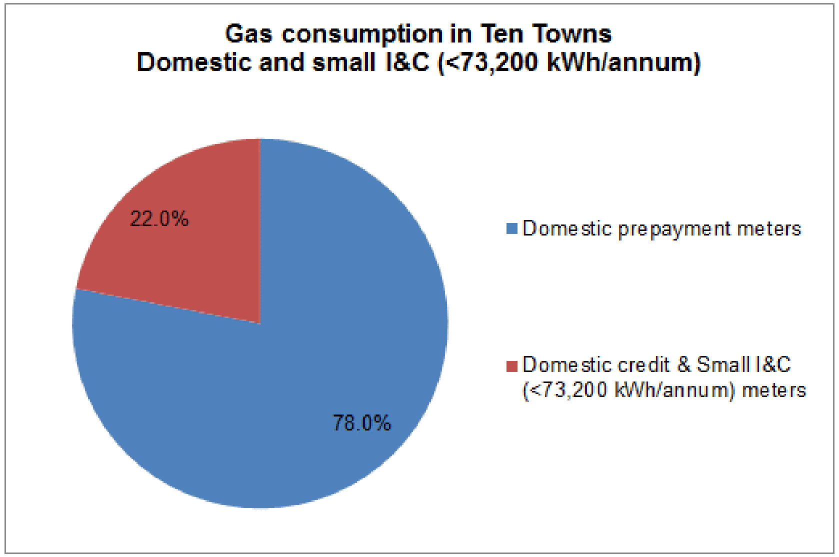
Within the domestic sector, 88.6% of the domestic connections use prepayment meters and 11.4% use credit meters to pay for their gas.

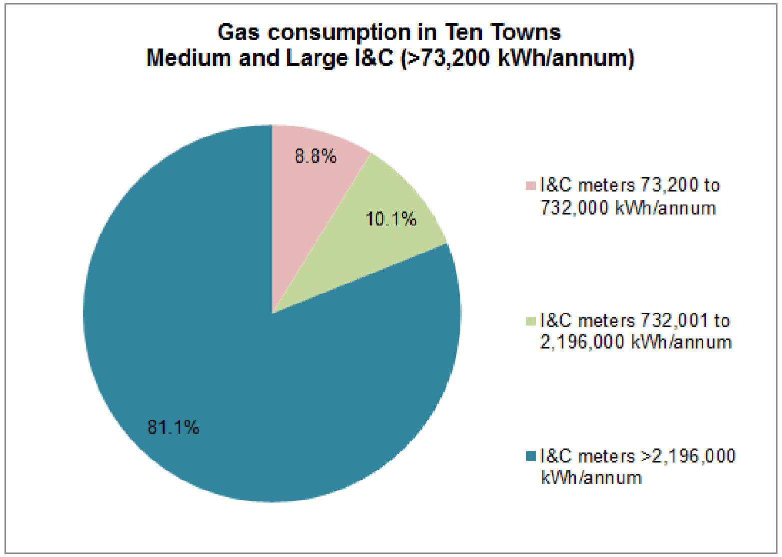
[17] Gas consumption is presented in this QTR in MWh. It is important to note that gas consumption was presented in Therms in the QTRs for 2015 and previous years.
[18] The domestic and small I&C sector relates to any customers using less than 73,200 kWh per annum. The consumption information for domestic credit and small I&C are combined as this information is not available to us with a full split.
[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 charts below show the numbers of gas connections in the Ten Towns area at the end of September 2017 and the consumption in this area during July to September 2017.









5.2 Gas market shares in the Ten Towns area

This section provides information on the connection numbers and consumption, by supplier, in the Ten Towns area. The market shares in terms of connections are as at the end of September 2017 and the market shares in terms of consumption are for the period July to September 2017.

Competition opened in the Ten Towns large I&C market (>732,000 kWh per annum) in October 2012. The remainder of the market opened to competition in April 2015. There were four suppliers in the domestic and small I&C sector during Q3 2017, although only one supplier was active in the domestic market (the incumbent supplier). In the medium and large I&C market there were five active suppliers.

Gas shares by connections numbers

The table below shows the market shares for each supplier within the domestic and small I&C sector in the Ten Towns area.

Table 19 Domestic and small I&C[20] market shares by connections

End of Q3 2017

Supplier	Domestic prepayment		Domestic credit		I&C < 73,200 kWh		Total for Domestic and Small I&C	
SSE Airtricity	0	0%	0	0%	55	4.2%	**55**	**0.2%**
firmus energy	29,536	100%	3,804	100%	884	68.2%	**34,224**	**98.8%**
Go Power	0	0%	0	0%	106	8.2%	**106**	**0.3%**
Flogas	0	0%	0	0%	251	19.4%	**251**	**0.7%**
Total	**29,536**	**100%**	**3,804**	**100%**	**1,296**	**100%**	**34,636**	**100%**

Source: feDL

firmus energy, the incumbent supplier, is the only domestic supplier in the Ten Towns area. In terms of market share by connections, firmus energy retains the majority of the small I&C market with 68.2% share at the end of Q3 2017. The competing suppliers in the small I&C market, SSE Airtricity, Go Power and Flogas have been steadily increasing their market shares since entering the I&C market. At the end of Q3 2016, the collective market share of these three suppliers was 22.8% compared to 31.8% at the end of Q3 2017.

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

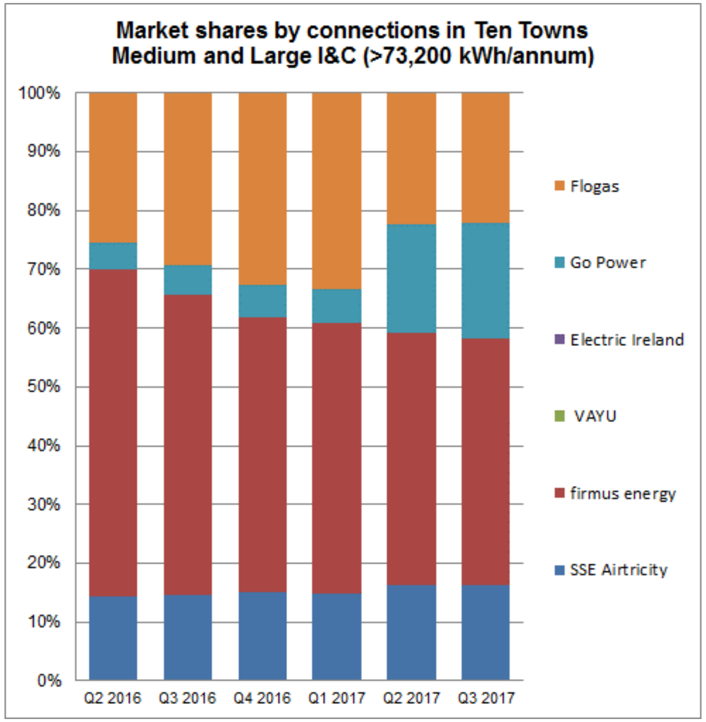
The following table shows the market shares for each supplier within the medium and large I&C sector (i.e. I&Cs with consumption over 73,200 kWh per annum) in the Ten Towns area at the end of Q3 2017. The corresponding graph shows the change in market shares by supplier within the same sector over the last eighteen months.

Table 20 Medium and large I&C[21] market shares by connections

End of Q3 2017

Supplier	I&C 73,200 to 732,000 kWh		I&C 732,001 to 2,196,000 kWh		I&C > 2,196,000 kWh		Total for Medium and Large I&C	
SSE Airtricity	137	14.4%	32	20.1%	26	28.9%	**195**	**16.3%**
firmus energy	359	37.7%	94	59.1%	50	55.6%	**503**	**41.9%**
Vayu	0	0%	0	0%	1	1.1%	**1**	**0.1%**
Go Power	205	21.6%	19	11.9%	10	11.1%	**234**	**19.5%**
Flogas	250	26.3%	14	8.8%	2	2.2%	**266**	**22.2%**
Electric Ireland	0	0%	0	0%	1	1.1%	**1**	**0.1%**
Total	**951**	**100%**	**159**	**100%**	**90**	**100%**	**1,200**	**100%**

Source: feDL



Competing suppliers are more active in the medium and large I&C market than the small I&C market in the Ten Towns area.

Overall in the medium and large sector market shares of SSE Airtricity, Go Power and Flogas are 16.3%, 19.5% and 22.2% respectively at the end of Q3 2017, compared to 14.6%, 5.0% and 29.3% respectively at the end of Q3 2016. The shares of firmus energy, the incumbent supplier, have decreased from 51.2% to 41.9% over the same period. Electric Ireland entered the Ten Towns I&C market in Q2 2017.

[21] 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.

Gas shares by consumption (MWh[22])

This section provides information on the consumption, by supplier, in the Ten Towns area. The market shares in terms of consumption are for the period from July to September 2017.

Table 21 Domestic and small I&C[23] market shares by consumption

Q3 2017

Supplier	Total for Domestic and Small I&C Sector (MWh)	% share
SSE Airtricity	247	0.5%
firmus energy	49,656	96.6%
Go Power	515	0.9%
Flogas	974	1.9%
Total	**51,391**	**100%**

Source: feDL

As firmus energy is the only supplier in the domestic market they hold the large majority of the market share by consumption in the domestic and small I&C sector.

The other competing suppliers in the small I&C section of this market (SSE Airtricity, Go Power and Flogas) have been active since Q3 2015 and are gradually increasing their market share as they take on more customers. During Q3 2017 their combined market share in terms of consumption in the domestic and small I&C market was 3.4% compared to 2.7% in the same period last year (i.e. Q3 2016).

[22] Gas consumption is presented in this QTR in MWh. It is important to note that gas consumption was presented in Therms in the QTRs for 2015 and previous years.
[23] The domestic and small I&C sector relates to any customers using less than 73,200 kWh per annum.

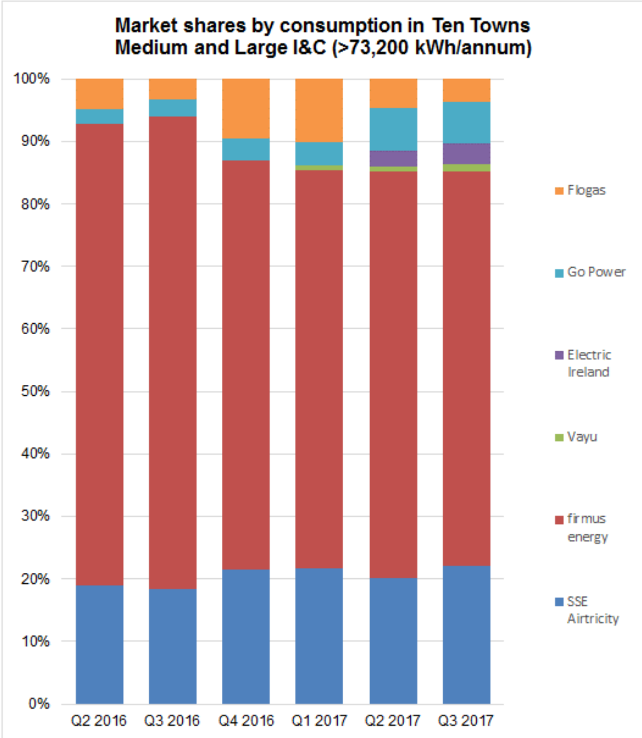
The table below shows the market shares for each supplier within the medium and large I&C sector (I&Cs using more than 73,200 kWh per annum) in the Ten Towns area during Q3 2017.

Table 22 Medium and large I&C[24] market shares by consumption

Q3 2017

Supplier	I&C 73,200 to 732,000 kWh (MWh)	% share	I&C 732,001 to 2,196,000 kWh (MWh)	% share	I&C > 2,196,000 kWh (MWh)	% share	Total for Medium and Large I&C (MWh)	% share
SSE Airtricity	4,058	18.3%	6,576	25.7%	45,140	22.0%	**55,774**	**22.1%**
firmus energy	7,456	33.6%	13,816	54.1%	138,130	67.5%	**159,402**	**63.1%**
Vayu	0	0%	0	0%	2,708	1.3%	**2,708**	**1.1%**
Go Power	5,500	24.8%	2,306	9.0%	9,068	4.4%	**16,874**	**6.7%**
Flogas	5,153	23.2%	2,862	11.2%	1,379	0.7%	**9,394**	**3.7%**
Electric Ireland	0	0%	0	0%	8,324	4.1%	**8,324**	**3.3%**
Total	**22,166**	**100%**	**25,561**	**100%**	**204,748**	**100%**	**252,475**	**100%**

Source: feDL

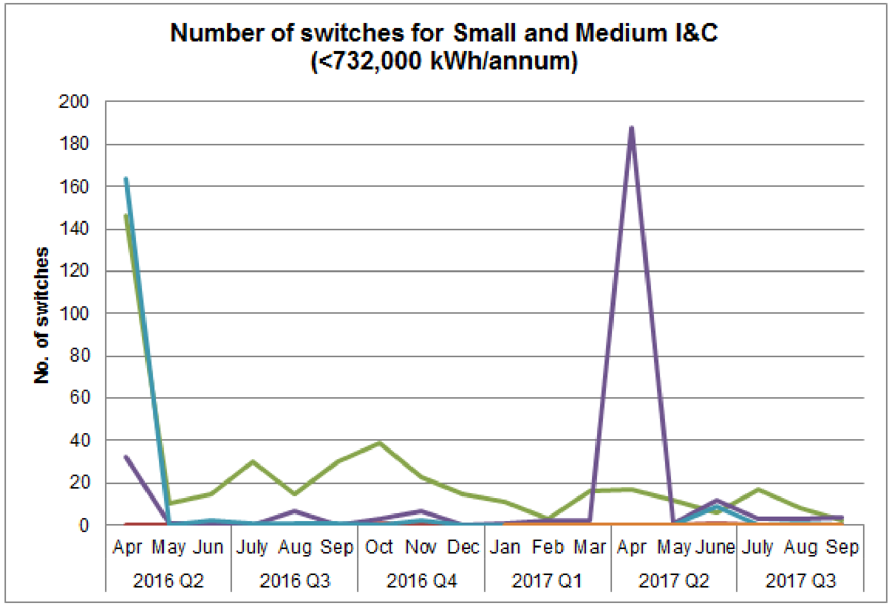


In terms of market share by consumption, firmus energy retains the largest share of the medium and large I&C sector. At the end of Q3 2017, firmus energy has 63.1% share of this market sector compared to 75.7% at the end of Q3 2016. SSE Airtricity and Flogas made notable gains this quarter, increasing by 1.9% and 0.9% respectively when compared to Q2 2017.

[24] 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.

5.3 Market activity in the Ten Towns area

The line graphs below reflect the number of switching gains in the I&C market sector in the Ten Towns area. The switching gains are displayed by supplier; however the supplier names have been anonymised. There is no information is provided on domestic switching in the Ten Towns area as there are no competing suppliers in the domestic market.



These line graphs represent the split between the price-regulated and non price-regulated sectors in the Ten Towns. In both sectors there was a spike in the number of switches in April 2016 and April 2017 and then the switching numbers returned to lower levels.

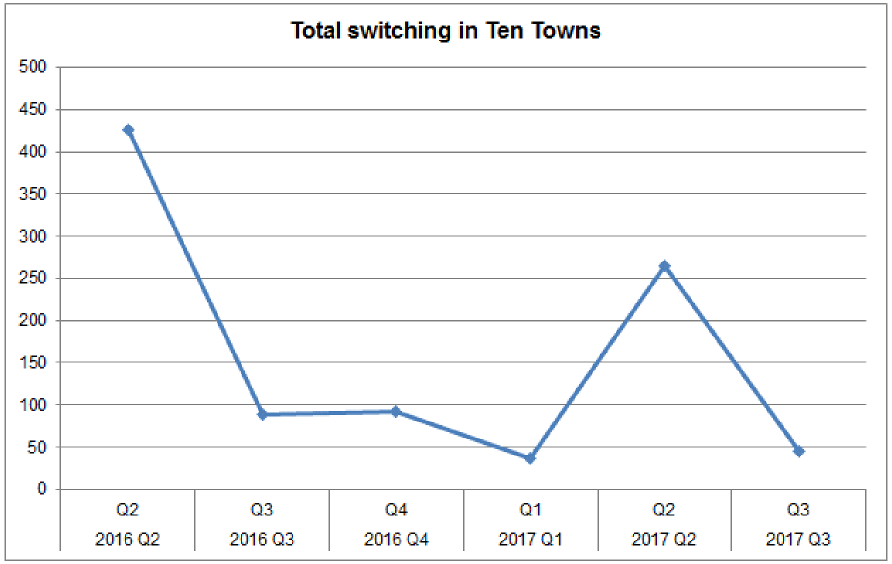
The table below shows market activity through the number of switches on a quarterly basis in the Ten Towns gas market and the associated percentage switching rate. The switching rate percentages are calculated using the number of quarterly switches divided by the number of customers at the end of the quarter in the relevant market.

Table 23 Market activity in the Ten Towns area

Period	I&C Switching	
2016 Q2	426	18.3%
2016 Q3	89	3.8%
2016 Q4	92	3.8%
2017 Q1	37	1.5%
2017 Q2	265	10.9%
2017 Q3	45	1.8%

Source: feDL

The overall level of switching has been consistently low in the Ten Towns however there was a substantial increase in switches within the I&C sector in April 2016 and again in April 2017 which is shown in the graph below.

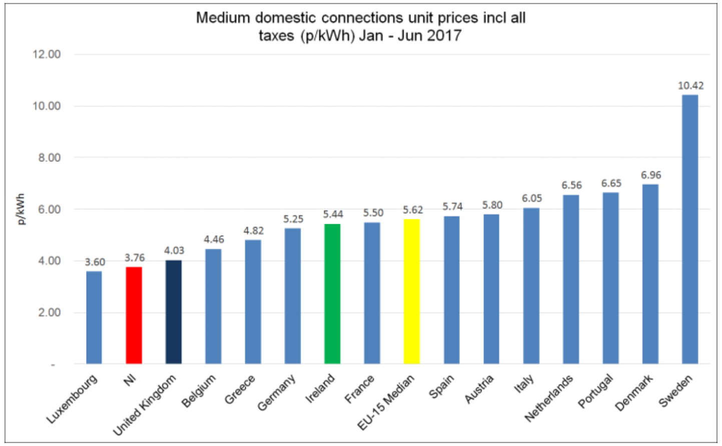


6 Gas prices in the Greater Belfast & Ten Towns areas

6.1 Comparison against EU prices

The gas prices section, also follows the Eurostat format and methodology (as outlined in section 3.4 electricity prices). As a result the average prices for NI are comparable with prices in other EU countries (those published in BEIS's Quarterly Energy Prices reports[25] and Eurostat data base[26]) once these figures have been converted to GBP.

The pricing data detailed in this QTR is for the semester January to June 2017. In the domestic graph show below, 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.



Source: Eurostat and NI gas suppliers collated by UR

The NI unit price is the average pence per kWh for medium customers for the Greater Belfast and Ten Towns network areas. The NI domestic gas prices rank among the lowest in the EU. The NI gas prices is less than GB, RoI and considerably less than the EU median. It should be noted that the vast majority of NI domestic gas connections are customers of the relevant network incumbent suppliers and are therefore subject to their regulated tariffs. During the period illustrated in the graph (Semester 1: January to June 2017), price increases were announced by SSE Airtricity in the Greater Belfast area and firmus energy in the Ten Towns. The table below illustrates the changes in the regulated tariffs during the period.

1 January to 30 March 2017	**Greater Belfast SSE Airtricity**	**Ten Towns firmus energy**
Domestic Regulated Tariff Usage for first 2,000 kWh	5.061 p/kWh	5.965 p/kWh
Domestic Regulated Tariff Usage >2,000 kWh	3.468 p/kWh	4.022 p/kWh
Following Regulated Tariff Reviews:		
31 March to 30 June 2017	**Greater Belfast SSE Airtricity**	**Ten Towns firmus energy**
Domestic Regulated Tariff Usage for first 2,000 kWh	5.445 p/kWh	6.690 p/kWh
Domestic Regulated Tariff Usage >2,000 kWh	3.732 p/kWh	4.511 p/kWh

[25] https://www.gov.uk/government/collections/quarterly-energy-prices

[26] http://ec.europa.eu/eurostat/web/energy/data/database

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.
CoS	Change of supplier
ERGEG	European Regulators' Group for Electricity and Gas
EU	European Union
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
feDL	firmus energy (Distribution) Limited
firmus energy	firmus energy (Supply) Limited
GB	Great Britain
GBP	Great British Pound
I&C	Industrial and Commercial
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.
NI	Northern Ireland
NIEN	Northern Ireland Electricity Networks
LEU	Large Energy Users
Ofgem	Office of the Gas and Electricity Markets
PNGL	Phoenix Natural Gas Limited
Q	Quarter. In this report, Q refers to the calendar year (i.e. Q1 refers to the quarter January-March).

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).
REMM	Retail Energy Market Monitoring
RoI	Republic of Ireland
S1	Semester 1
S2	Semester 2
UR	Utility Regulator
VAT	Value Added Tax
UK	United Kingdom

Annex A: Supplier Entry to Retail Markets

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

Electricity	
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
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[27] July 2011: Budget Energy February 2012: VAYU April 2012: Go Power October 2015: Click Energy

Gas: Greater Belfast Area[28]	
Domestic	Incumbent supplier since September 1996: SSE Airtricity[29] July 2010: firmus energy
I&C	Incumbent supplier since September 1996: SSE Airtricity September 2008: firmus energy March 2009: Vayu May 2013: Electric Ireland August 2014: Go Power December 2014: Flogas

Gas: Ten Towns Area[30]	
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 April 2017: Electric Ireland

Gas: West Area[31]	
Domestic	July 2017 Designated Commissioning Supplier: SSE Airtricity
I&C	January 2017: Electric Ireland July 2017: SSE Airtricity

[27] Note that firmus supply left the electricity market at the end of 2015.
[28] The Greater Belfast area is defined in Schedule 1 of the Phoenix Natural Gas Limited conveyance licence.
[29] Formerly Phoenix Supply Ltd (PSL).
[30] The Ten Towns area is defined in Schedule 1 of the firmus energy (Distribution) Limited conveyance licence.
[31] The West area is defined in Schedule 1 of the Scotia Gas Networks Northern Ireland Ltd (Distribution) Limited conveyance licence.