

SSE Airtricity Energy Supply Limited – customer notifications and tariffs

The Utility Regulator has concluded its investigation into matters relating to elements of SSE Airtricity Energy Supply Limited's ("**SSE Airtricity**") customer notifications and tariffs. This investigation was opened following the voluntary and proactive disclosure of the issues by SSE Airtricity to inform of the discovery of potential licence breaches.

SSE Airtricity has given assurances to the Utility Regulator that appropriate and adequate systems and procedures are now in place to ensure that it meets its obligations and the standards expected from it in respect of customer communications and tariffs. At the UR's request, SSE Airtricity is also undertaking an independent audit on the operation of the relevant systems and procedures, the results of which will be reported to the Utility Regulator.

In acknowledgement of the issues identified in meeting the standards expected of it in respect of the implementation and operation of such systems and processes, SSE Airtricity has made a voluntary contribution of £75,000, divided between the following charities:

- Simon Community NI; and
- Northern Ireland Hospice.

The Utility Regulator acknowledges SSE Airtricity's co-operation with this process.