



An Coimisiún  
um Rialáil Fóntas  
Commission for  
Regulation of Utilities

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**Commission for Regulation of Utilities**

# January 2019 Customer Switching Report for the Electricity and Gas Retail Markets

## Information Paper

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## Revisions

Version	Published	Update
1	04/03/2019	Report published

## Executive Summary

This report presents information on the number of customers switching supplier between January 2014 and January 2019 in the electricity and gas retail markets. The report covers customer gains, customer losses and the net switching rate for all suppliers with a market share of greater than 1% for domestic and business customer switches completed in a given month. All data presented in this report excludes new registrations as they do not involve a switch from one supplier to another.

- The average number of electricity monthly switches in 2017 was 26,550, and in 2018 was 27,658. The total number of electricity monthly switches in January 2019 was 28,377.
- The average number of gas monthly switches in 2017 was 10,368, and in 2018 was 11,427. The total number of gas monthly switches in January 2019 was 11,417.

This report is compiled from data received from the MRSO and GPRO. For information on the roles and responsibilities of the MRSO see [here](#) and for the GPRO see [here](#).

- From January 2017, the methodology for reporting on switching in Electricity changed, from reports from MRSO based on billing information to reports based on transaction data associated with the 105L market message<sup>1</sup>. *(The time of this change has been highlighted in the Suppliers gains and loses tables)*
- This difference should be taken into account when comparing information before 2017 and the series break is marked on the tables in this report.

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<sup>1</sup> <https://rmdsie.files.wordpress.com/2015/02/105l-change-of-supplier-confirmation-customer-loss.pdf>

## **Public/ Customer Impact Statement**

The purpose of this paper is to report the level of switching in both the electricity and gas retail markets. This data is used internally by the CRU in its ongoing retail market monitoring activities and should be of interest not only to electricity and gas customers and suppliers but also those considering entering the gas and electricity retail markets. This report complements the more detailed retail market reports published by the CRU; such as the CRU's quarterly and annual retail reports. This switching report is published on a monthly basis.

For further information on this report, please contact [retaildata@CRU.ie](mailto:retaildata@CRU.ie)

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# 1. Customer Switching in the Electricity Retail Markets

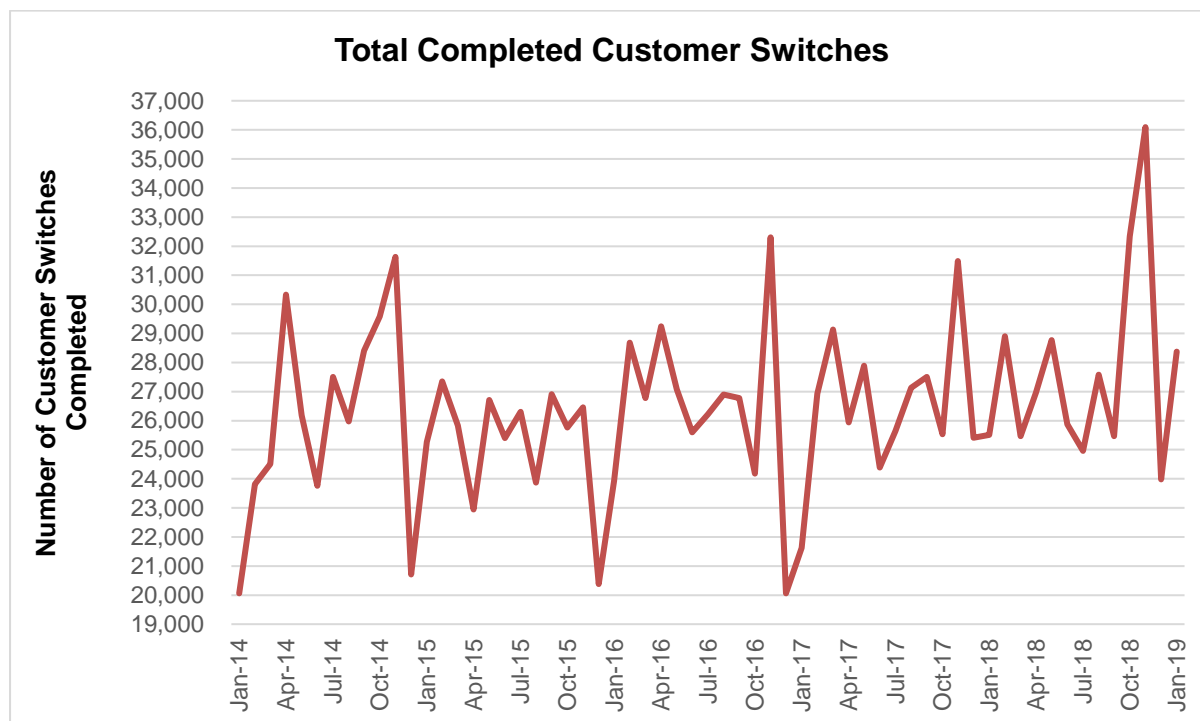
This section provides monthly data for the electricity retail markets. The report covers switching from January 2014 to January 2019 and includes;

- Total completed switches.
- Suppliers' net switching position (this shows whether or not a supplier is winning more customers than it is losing in a given month).
- The number of customers switching to each supplier.
- The number of customers moving away from each supplier.

The data includes all switches completed by domestic and business customers. The data excludes new registrations as these customers have not switched from one supplier to another. Note that the data also does not include customers who have moved to a different plan with the same supplier. Where data is presented per supplier, only suppliers with a 1% market share (on a consumption basis) or greater are presented – based on data from the most recent retail quarterly retail markets report.

## 1.1 Completed Electricity Switches per Month

Figure 1 details the total number of completed electricity switches in each month from January 2014 to January 2019.



**Figure 1.** The total number of electricity customer switches completed per month from January 2014 to January 2019.

Figure 1 shows that for 2018, the highest number of switches occurred in November with 36,094 switches overall. It should be noted that this is the highest number of switches recorded since March 2011 when there were 37,498 switches.

The average number of switches for 2017 was 26,550 while the average number of switches for 2018 was 27,658.

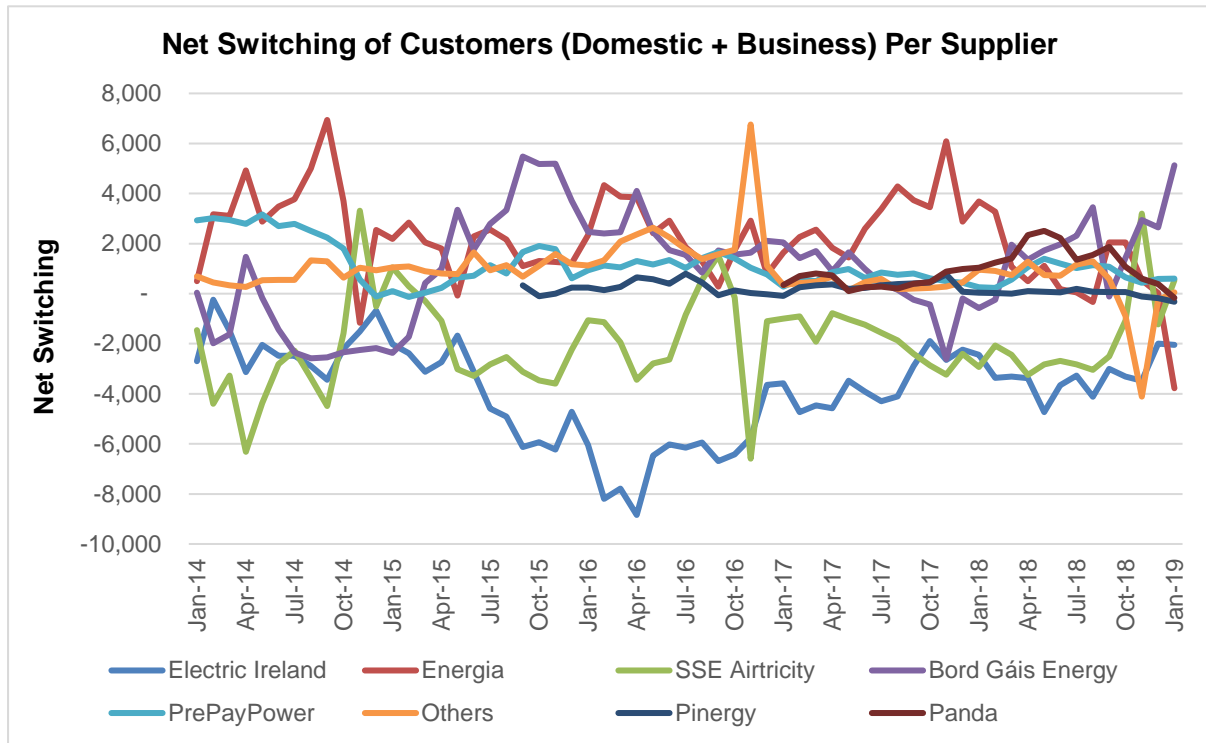
The number of switches in January 2019 was 28,377.

## 1.2 Supplier's Net Switching Position

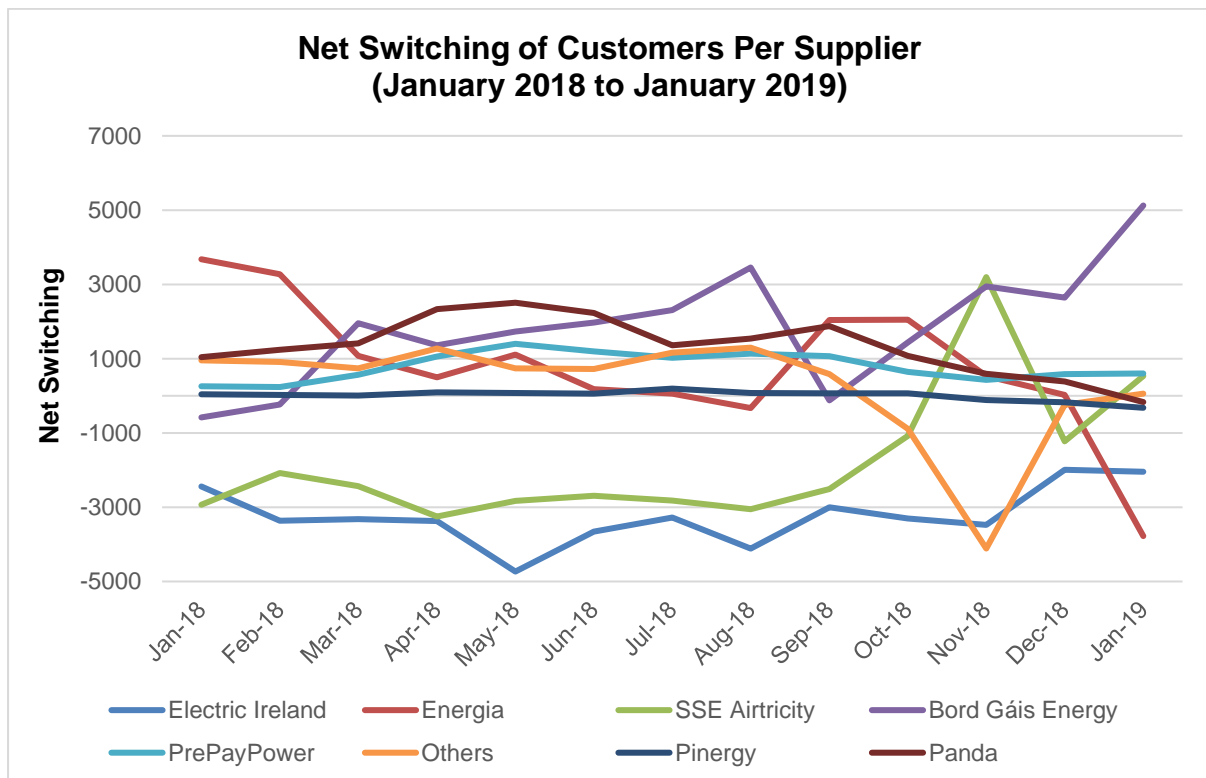
Figures 2 and 3 present the net monthly switching positions per supplier. This net switching data considers the number of customers that have moved to and from each supplier and show a net position<sup>2</sup>.

<sup>2</sup> If a supplier has lost more customers than it has gained, then their net position will be a loss of customers and a negative figure will be presented and *vice versa*.

Figure 2 presents this data from January 2014 to January 2019 while Figure 3 presents the last 12 months of available data (January 2018 to January 2019).



**Figure 2.** The net switching position of each electricity supplier from January 2014 to January 2019, for domestic and business customers.



**Figure 3.** The net switching position of each electricity supplier from January 2018 to January 2019.



SSE Airtricity, Bord Gáis Energy, and PrePay Power gained customers in January 2019. Electric Ireland, Energia, Pinergy and Panda Power lost customers in January 2019.

In January 2019 there were also a number of switches within the ‘others’ category. These suppliers fall below the de minimus threshold and so are reported on separately.

	Electric Ireland	Energia	SSE Airtricity	Bord Gáis Energy	PrePayPower	Pinergy	Panda Power	Others
<b>Jan-19</b>	-2,045	-3,778	534	5,125	600	-323	-168	55

*Net switching for suppliers, January 2019*

## 1.3 Supplier’s Gains and Losses

Table 1 presents the number of customer losses per electricity supplier per month. Table 2 presents the number of customers each electricity supplier has gained per month – recall that this data like all other data in this report does not include new registrations.

**Table 1.** Monthly customer losses by electricity supplier.

	Electric Ireland	Energia	SSE Airtricity	Bord Gáis Energy	PrePayPower	Pinergy	Panda Power	Others	Total
Jan-14	8,406	1,151	6,323	3,727	355	-	-	101	20,063
Feb-14	8,633	754	8,998	5,000	348	-	-	80	23,813
Mar-14	9,395	803	8,795	5,056	388	-	-	70	24,507
Apr-14	11,762	925	11,426	5,772	370	-	-	75	30,330
May-14	10,276	944	9,231	5,232	431	-	-	70	26,184
Jun-14	9,277	772	8,109	4,792	674	-	-	138	23,762
Jul-14	10,789	1,037	8,814	5,862	820	-	-	186	27,508
Aug-14	10,181	740	8,384	5,566	948	-	-	158	25,977
Sept-14	11,047	899	9,275	5,966	1,104	-	-	119	28,410
Oct-14	11,069	1,997	8,887	6,168	1,234	-	-	224	29,579
Nov-14	10,384	5,148	8,305	5,918	1,686	-	-	191	31,632
Dec-14	7,387	1,045	6,106	4,505	1,503	-	-	169	20,715
Jan-15	9,637	1,499	6,838	5,325	1,738	-	-	231	25,268
Feb-15	10,274	1,841	7,732	5,253	1,955	-	-	292	27,347
Mar-15	10,346	1,924	7,202	4,340	1,694	-	-	327	25,833
Apr-15	9,002	2,038	6,349	3,708	1,495	-	-	352	22,944
May-15	9,462	4,364	7,243	3,596	1,573	-	-	474	26,712
Jun-15	9,476	3,207	7,017	3,865	1,301	-	-	538	25,404
Jul-15	10,396	2,678	7,362	3,686	1,406	-	-	779	26,307
Aug-15	9,548	2,501	6,614	3,204	1,325	-	-	675	23,867
Sep-15	10,884	3,063	7,272	3,321	1,395	952	-	19	26,906
Oct-15	10,259	3,210	6,888	3,104	1,268	1000	-	36	25,765
Nov-15	10,483	3,323	7,192	3,161	1,308	941	-	47	26,455
Dec-15	8,312	2,581	5,344	2,372	1,172	558	-	40	20,379
Jan-16	10,024	2,982	5,951	3,283	1,073	541	-	71	23,925
Feb-16	12,282	3,471	7,125	3,810	1,259	653	-	84	28,684
Mar-16	11,461	2,971	6,654	3,637	1,299	669	-	80	26,771
Apr-16	12,534	3,005	7,405	3,686	1,595	923	-	97	29,244
May-16	10,514	3,212	6,845	3,842	1,611	912	-	143	27,079
Jun-16	10,112	3,010	6,187	3,822	1,361	919	-	184	25,595
Jul-16	10,622	3,031	5,665	4,212	1,652	795	-	234	26,211
Aug-16	10,768	3,062	5,580	4,662	1,424	1,010	-	396	26,902
Sep-16	10,917	3,072	5,593	4,569	1,077	1,159	-	386	26,773
Oct-16	9,911	2,834	5,214	4,289	972	564	-	389	24,173
Nov-16	10,361	3,370	10,988	4,797	1,441	767	-	577	32,301
Dec-16	7,434	2,680	4,548	3,368	1,032	564	-	435	20,061

<b>Change in reporting methodology of electricity switches</b>									
Jan-17	7,875	2,810	4,703	3,761	1,373	503	520	81	21,626
Feb-17	9,821	3,572	5,945	4,699	1,712	572	573	32	26,926
Mar-17	10,281	3,773	6,905	4,999	1,869	604	567	131	29,129
Apr-17	9,276	3,507	5,530	5,099	1,304	500	648	80	25,944
May-17	8,232	2,972	4,693	4,364	1,432	587	822	35	27,890
June-17	8,981	3,386	5,116	4,538	1,497	121	666	81	24,386
Jul-17	9,423	3,312	5,447	5,280	1,341	71	647	117	25,638
Aug-17	9,546	3,231	6,144	5,354	1,486	505	628	230	27,124
Sep-17	8,770	3,548	6,668	5,483	1,550	571	591	317	27,498
Oct-17	7,601	3,264	6,399	5,286	1,401	472	523	590	25,536
Nov-17	8,850	4,258	7,210	7,330	1,763	600	568	909	31,488
Dec-17	7,320	4,058	5,707	5,340	1,644	539	517	286	25,411
Jan-18	7,428	3,742	5,861	5,703	1,548	487	500	238	25,507
Feb-18	8,856	4,406	6,237	6,144	1,892	623	542	198	28,898
Mar-18	7,765	4,318	5,892	4,768	1,502	511	505	200	25,461
April-18	8,429	4,491	6,569	4,894	1,284	522	531	244	26,964
May-18	9,817	4,718	6,388	5,116	1,298	546	520	369	28,772
June-18	8,632	4,428	5,863	4,389	1,174	551	549	293	25,879
Jul-18	7,972	4,212	5,804	4,432	1,227	434	519	363	24,963
Aug-18	8,983	4,861	6,292	4,652	1,408	529	537	322	27,584
Sept-18	7,880	4,065	5,873	4,740	1,488	539	461	420	25,466
Oct-18	9,983	5,279	6,671	5,442	1,933	638	614	1,771	32,311
Nov-18	9,911	6,106	6,332	5,197	2,011	691	786	5,060	36,094
Dec-18	6,996	4,360	4,846	3,932	1,465	619	801	962	23,981
Jan-19	7,146	8,216	5,375	4,142	1,255	634	928	681	28,377

**Table 2. Monthly customer gains by electricity supplier.**

	Electric Ireland	Energia	SSE Airtricity	Bord Gáis Energy	PrePayPower	Pinergy	Panda Power	Others	Total
Jan-14	5,704	1,654	4,864	3,770	3,284	-	-	787	20,063
Feb-14	8,391	3,922	4,597	3,012	3,361	-	-	530	23,813
Mar-14	7,912	3,909	5,519	3,436	3,323	-	-	408	24,507
Apr-14	8,632	5,854	5,103	7,246	3,156	-	-	339	30,330
May-14	8,236	3,825	4,860	5,066	3,596	-	-	601	26,184
Jun-14	6,793	4,246	5,298	3,358	3,378	-	-	689	23,762
Jul-14	8,314	4,803	6,533	3,513	3,608	-	-	737	27,508
Aug-14	7,290	5,742	5,022	2,977	3,460	-	-	1,486	25,977
Sept-14	7,601	7,837	4,784	3,426	3,347	-	-	1,415	28,410
Oct-14	8,864	5,694	7,301	3,822	3,033	-	-	866	29,580
Nov-14	8,881	3,989	11,618	3,662	2,249	-	-	1,233	31,632
Dec-14	6,709	3,595	5,597	2,334	1,382	-	-	1,098	20,715
Jan-15	7,616	3,688	7,888	2,958	1,842	-	-	1,276	25,268
Feb-15	7,896	4,683	8,032	3,527	1,824	-	-	1,385	27,347
Mar-15	7,225	3,966	6,914	4,768	1,732	-	-	1,228	25,833
Apr-15	6,263	3,842	5,265	4,694	1,728	-	-	1,152	22,944
May-15	7,791	4,293	4,219	6,947	2,207	-	-	1,253	26,710
Jun-15	6,352	5,493	3,726	5,630	2,014	-	-	2,191	25,406
Jul-15	5,810	5,240	4,541	6,471	2,538	-	-	1,707	26,307
Aug-15	4,641	4,665	4,084	6,541	2,125	-	-	1,811	23,867
Sep-15	4,753	4,158	4,154	8,798	3,059	1,282	-	702	26,906
Oct-15	4,322	4,519	3,421	8,284	3,174	901	-	1,144	25,765
Nov-15	4,252	4,594	3,601	8,356	3,080	937	-	1,635	26,455
Dec-15	3,592	3,799	3,109	6,080	1,781	807	-	1,211	20,379
Jan-16	3,973	5,316	4,892	5,751	2,007	784	-	1,202	23,925
Feb-16	4,079	7,808	5,992	6,217	2,379	795	-	1,414	28,684
Mar-16	3,678	6,848	4,707	6,095	2,346	931	-	2,166	26,771
Apr-16	3,694	6,859	3,963	7,795	2,895	1,571	-	2,468	29,244
May-16	4,044	5,630	4,054	6,316	2,769	1,485	-	2,782	27,079

<b>Jun-16</b>	4,094	5,928	3,558	5,566	2,699	1,319	-	2,431	<b>25,595</b>
<b>Jul-16</b>	4,466	4,883	4,824	5,756	2,677	1,591	-	2,015	<b>26,212</b>
<b>Aug-16</b>	4,824	4,357	6,134	5,509	2,842	1,462	-	1,774	<b>26,902</b>
<b>Sep-16</b>	4,225	3,347	7,111	6,296	2,739	1,100	-	1,955	<b>26,773</b>
<b>Oct-16</b>	3,493	4,575	5,056	5,847	2,373	688	-	2,141	<b>24,173</b>
<b>Nov-16</b>	4,587	6,281	4,397	6,436	2,473	793	-	7,334	<b>32,301</b>
<b>Dec-16</b>	3,793	3,461	3,442	5,477	1,804	543	-	1,541	<b>20,061</b>
<b>Change in reporting methodology of electricity switches</b>									
<b>Jan-17</b>	4,300	4,450	3,703	5,807	1,660	415	868	423	<b>21,626</b>
<b>Feb-17</b>	5,090	5,839	5,032	6,120	2,282	828	1,282	453	<b>26,926</b>
<b>Mar-17</b>	5,823	6,333	4,983	6,704	2,372	941	1,373	600	<b>29,129</b>
<b>Apr-17</b>	4,696	5,337	4,754	5,990	2,167	866	1,374	760	<b>25,944</b>
<b>May-17</b>	4,748	4,416	3,664	6,017	2,421	783	925	163	<b>27,890</b>
<b>June-17</b>	5,068	5,980	3,878	5,520	2,125	349	920	546	<b>24,386</b>
<b>Jul-17</b>	5,125	6,691	3,884	5,703	2,189	409	928	709	<b>25,638</b>
<b>Aug-17</b>	5,441	7,512	4,283	5,507	2,243	894	829	415	<b>27,124</b>
<b>Sep-17</b>	5,879	7,283	4,260	5,239	2,351	978	981	527	<b>27,498</b>
<b>Oct-17</b>	5,713	6,711	3,529	4,848	2,014	923	981	817	<b>25,536</b>
<b>Nov-17</b>	6,200	10,344	3,969	4,718	2,260	1,365	1,444	1,188	<b>31,488</b>
<b>Dec-17</b>	5,088	6,935	3,303	5,147	2,078	615	1,507	738	<b>25,411</b>
<b>Jan-18</b>	4,983	7,419	2,927	5,121	1,804	524	1,538	1,191	<b>25,507</b>
<b>Feb-18</b>	5,491	7,682	4,160	5,907	2,128	643	1,780	1,107	<b>28,898</b>
<b>Mar-18</b>	4,447	5,395	3,455	6,723	2,069	517	1,916	939	<b>25,461</b>
<b>April-18</b>	5,057	4,993	3,318	6,251	2,342	618	2,867	1,518	<b>26,964</b>
<b>May-18</b>	5,084	5,830	3,558	6,846	2,698	622	3,027	1,107	<b>28,772</b>
<b>June-18</b>	4,974	4,610	3,171	6,357	2,372	605	2,779	1,011	<b>25,876</b>
<b>Jul-18</b>	4,694	4,266	2,981	6,741	2,251	628	1,878	1,524	<b>24,963</b>
<b>Aug-18</b>	4,869	4,528	3,242	8,103	2,540	604	2,080	1,618	<b>27,584</b>
<b>Sept-18</b>	4,874	6,109	3,361	4,619	2,559	603	2,334	1,007	<b>25,466</b>
<b>Oct-18</b>	6,676	7,330	5,591	6,880	2,580	702	1,693	879	<b>32,331</b>
<b>Nov-18</b>	6,433	6,642	9,528	8,143	2,443	576	1,382	947	<b>36,094</b>
<b>Dec-18</b>	5,004	4,383	3,621	6,576	2,051	441	1,188	717	<b>23,981</b>
<b>Jan-19</b>	5,101	4,438	5,909	9,267	1,855	311	760	736	<b>28,377</b>

## 2 Customer Switching in the Gas Retail Markets

This section provides monthly data for the gas retail markets from January 2014 to January 2019 and includes:

- Total completed switches
- Suppliers' net switching position<sup>3</sup>
- The number of customers switching to each supplier
- The number of customers moving away from each supplier

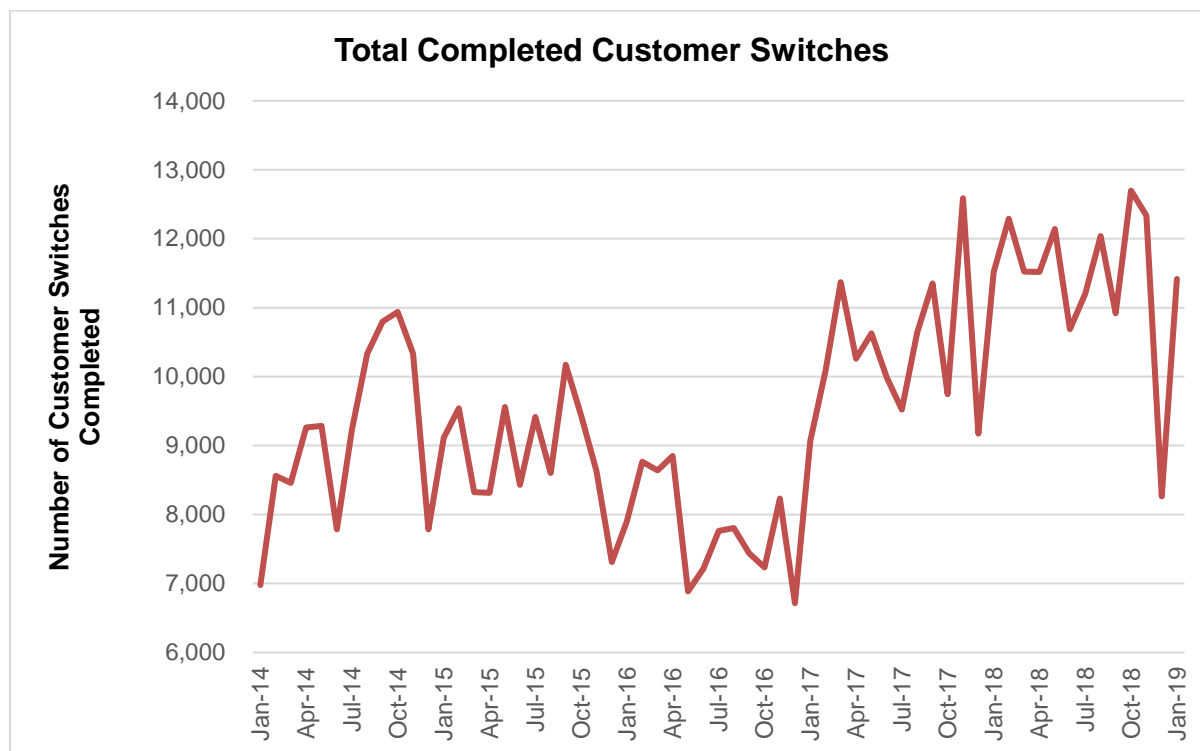
The data includes all switches completed by domestic and business customers. The data excludes new registrations as these customers have not switched from one supplier to another. Note that the data also does not include customers who have moved to a different plan with the same supplier. Where data is presented per supplier, only suppliers with a 1% market share (on a consumption basis) or greater are presented.

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<sup>3</sup> Shows whether or not a supplier is winning more customers than it is losing in a given month

## 2.1 Completed Gas Switches per Month

Figure 4 details the total number of completed switches in each month from January 2014 to January 2019.



**Figure 4.** The total number of gas customer switches completed per month from January 2014 to January 2019.

The average number of gas switches per month between January 2010 and December 2017 was 9,055, with an average of 10,368 switches per month between January 2017 and December 2017.

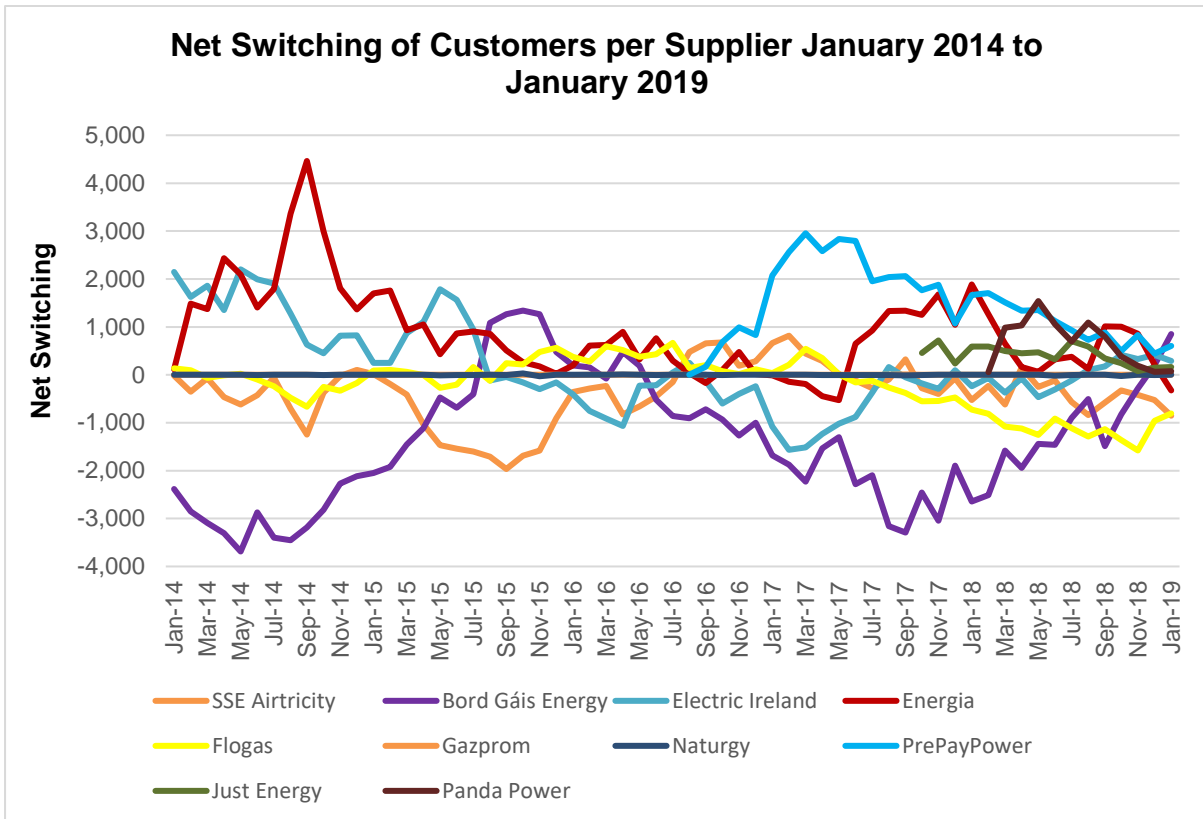
The average number of switches in 2018 was 11,427. The highest rate of switching in 2018 was in October, with 12,697 switches, as shown in Figure 4. It should be noted that this is the highest number of switches recorded since November 2010 when there were 13,952 switches.

The number of switches in January 2019 was 11,417.

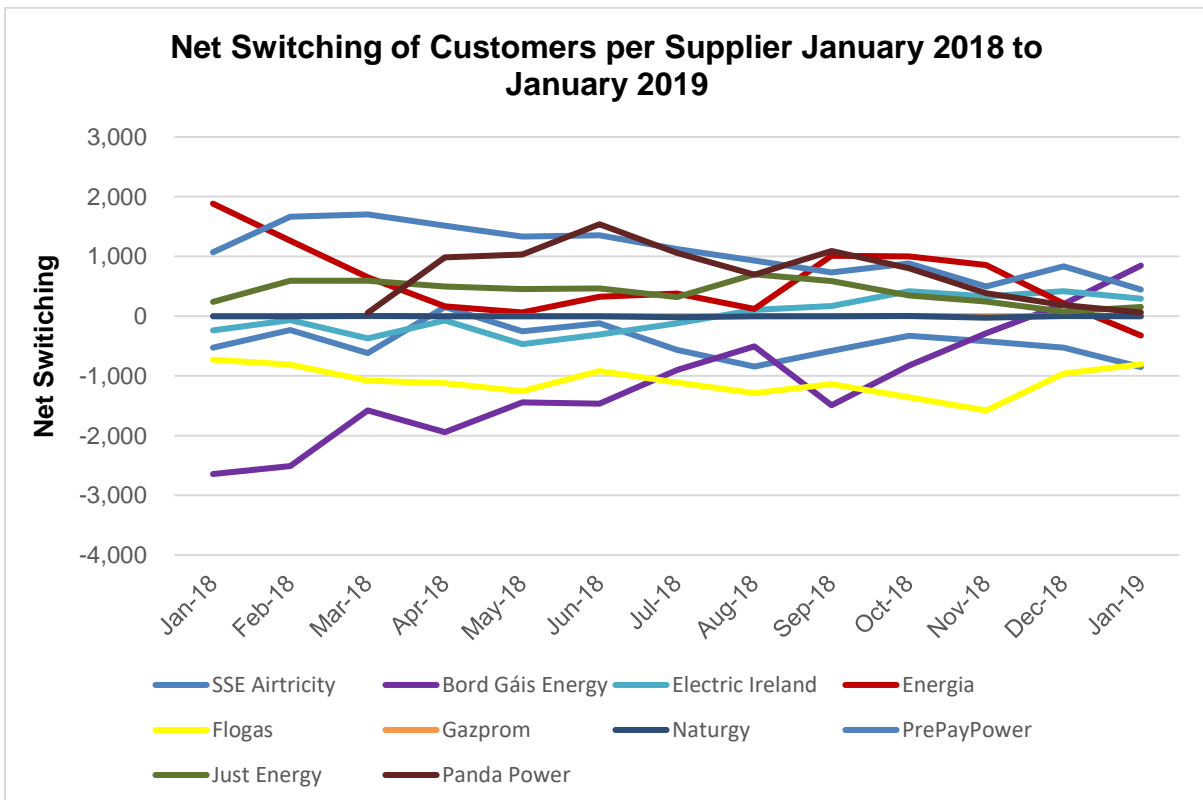
## 2.2 Supplier's net switching position

Figures 5 and 6 present the net monthly switching positions per gas supplier. This net switching data considers the number of customers that have moved to and from each supplier and presents a net position<sup>4</sup>. Figure 5 presents this data from January 2014 to January 2019 while figure 6 presents the last 12 months of available data (January 2018 to January 2019).

<sup>4</sup> If a supplier has lost more customers than it has gained then their net position will be a loss of customers and a negative figure will be presented and *vice versa*



**Figure 5.** The net switching position of each gas supplier from January 2014 to January 2019, for domestic and business customers.



**Figure 6.** The net switching position of each gas supplier from December 2017 to January 2019.

The net switching position for all suppliers for January 2019 is shown below.

	SSE Airtricity	Bord Gáis Energy	Electric Ireland	Energia	Flogas	PrePayPower	Panda Power	Others
Jan-19	-852	847	292	-324	-806	604	77	162

*Net switching for suppliers, January 2019*

In January 2019 SSE Airtricity, Energia, and Flogas lost customers, while Bord Gáis Energy, Electric Ireland, Prepay Power and Panda Power gained customers.

## 2.3 Suppliers' Gains and Losses

Table 3 presents the number of customer losses per gas supplier per month. Table 4 presents the number of customers each gas supplier has gained per month – recall that these data like all other data in this report do not include new registrations.

**Table 3.** Monthly customer losses by gas supplier.

	SSE Airtricity	Bord Gáis Energy	Electric Ireland	Energia	Flogas	Naturgy	PrePayPower	Panda Power	Other	Total
Jan-14	1,776	3,027	1,393	57	724	2	-	-	-	6,979
Feb-14	2,215	3,574	1,830	79	863	-	-	-	-	8,561
Mar-14	2,174	3,736	1,679	56	810	2	-	-	-	8,457
Apr-14	2,435	3,905	1,853	117	947	3	-	-	-	9,260
May-14	2,460	4,319	1,614	81	810	2	-	-	-	9,286
Jun-14	1,991	3,516	1,407	96	723	51	-	-	-	7,784
Jul-14	2,245	4,145	1,892	101	845	3	-	-	-	9,231
Aug-14	2,660	4,319	2,314	110	925	5	-	-	-	10,333
Sept-14	2,860	4,324	2,412	113	1,090	-	-	-	-	10,799
Oct-14	2,584	4,308	2,793	171	1,032	46	-	-	-	10,936
Nov-14	2,421	4,109	2,518	245	1,041	2	-	-	-	10,336
Dec-14	1,731	3,245	1,864	138	806	4	-	-	-	7,788
Jan-15	2,155	3,419	2,385	216	934	1	-	-	-	9,115
Feb-15	2,316	3,410	2,460	355	1,000	1	-	-	-	9,542
Mar-15	2,153	2,983	1,930	455	801	1	-	-	-	8,323
Apr-15	2,416	2,828	1,785	523	759	2	-	-	-	8,314
May-15	2,602	3,046	1,924	775	1,161	53	-	-	-	9,561
Jun-15	2,447	2,860	1,693	596	834	2	-	-	-	8,432
Jul-15	2,628	3,011	2,101	843	830	2	-	-	-	9,415
Aug-15	2,522	2,101	2,229	902	847	1	-	-	-	8,602
Sep-15	2,812	2,582	2,440	1,424	906	10	-	-	-	10,174
Oct-15	2,588	2,225	2,259	1,364	944	60	-	-	-	9,440
Nov-15	2,364	2,025	2,091	1,302	817	30	-	-	-	8,630
Dec-15	1,875	1,878	1,741	1,139	677	4	-	-	-	7,314
Jan-16	1,866	2,070	2,009	1,239	706	8	-	-	-	7,900
Feb-16	2,059	2,187	2,317	1,341	861	1	-	-	-	8,766
Mar-16	2,014	2,271	2,362	1,268	719	5	-	-	-	8,639
Apr-16	2,239	2,211	2,612	1,114	666	5	-	-	-	8,847
May-16	1,788	1,907	1,714	927	504	44	-	-	-	6,884
Jun-16	1,738	2,297	1,822	857	498	3	-	-	-	7,215
Jul-16	1,739	2,614	1,910	1,003	492	3	-	-	-	7,761
Aug-16	1,539	2,669	1,876	1,104	616	1	-	-	-	7,805
Sep-16	1,402	2,582	1,820	1,040	592	0	-	-	-	7,436
Oct-16	1,236	2,451	1,918	989	593	44	2	-	-	7,233
Nov-16	1,486	2,946	2,135	970	693	0	3	-	-	8,233
Dec-16	1,186	2,455	1,756	790	516	0	12	-	-	6,715
Jan-17	1,355	3,230	2,646	1,080	739	1	15	-	-	9,066
Feb-17	1,390	3,620	3,005	1,331	719	0	27	-	-	10,092
Mar-17	1,679	4,116	3,382	1,341	761	0	90	-	-	11,369

Apr-17	1,506	3,675	2,836	1,440	711	2	90	-	-	10,261
May-17	1,701	3,673	2,799	1,443	867	47	99	-	-	10,629
June-17	1,718	3,924	2,534	935	797	5	73	-	-	9,986
July-17	1745	3771	2241	911	756	3	95	-	-	9,522
Aug-17	1954	4618	2209	984	758	5	111	-	-	10,639
Sep-17	1981	4797	2440	1118	862	11	143	-	-	11,353
Oct-17	1883	3810	2006	968	904	45	126	-	1	9,743
Nov-17	2437	4739	2546	1445	1236	1	180	-	3	12,587
Dec-17	1607	3489	1854	1036	923	1	260	-	2	9,172
Jan-18	2,182	4,216	2,347	1,154	1,295	0	321	-	4	11,519
Feb-18	2,120	4,253	2,648	1,305	1,425	0	529	0	8	12,288
Mar-18	2,235	3,752	2,425	1,254	1,408	2	435	0	14	11,525
Apr-18	2,039	4,051	2,310	1,349	1,295	3	458	3	11	11,519
May-18	2,247	3,638	2,767	1,514	1,387	41	506	13	26	12,139
June-18	2,024	3,474	2,474	1,109	1,057	20	487	23	17	10,685
July-18	2,217	3,496	2,390	1,313	1,285	6	437	28	29	11,201
Aug-18	2,548	3,381	2,431	1,598	1,410	2	586	41	39	12,036
Sept-18	2,250	3,280	2,185	1,400	1,230	2	487	44	40	10,918
Oct-18	2,635	3,548	2,378	1,748	1,437	69	668	69	145	12,697
Nov-18	2,513	3,311	2,229	1,827	1,621	1	476	100	257	12,335
Dec-18	1,811	2,107	1,500	1,239	1,062	4	257	133	150	8,263
Jan-19	2,567	2,671	2,166	2,152	1,020	2	518	138	183	11,417

**Table 4. Monthly customer gains by gas supplier.**

	SSE Airtricity	Bord Gáis Energy	Electric Ireland	Energia	Flogas	Naturgy	PrePayPower	Panda Power	Others	Total
Jan-14	1,760	646	3,540	171	860	2	-	-	-	6,979
Feb-14	1,865	721	3,452	1,567	956	0	-	-	-	8,561
Mar-14	2,101	645	3,535	1,426	747	3	-	-	-	8,457
Apr-14	1,966	596	3,207	2,553	934	3	-	-	-	9,260
May-14	1,837	631	3,815	2,173	829	1	-	-	-	9,286
Jun-14	1,562	646	3,402	1,502	626	46	-	-	-	7,784
Jul-14	2,189	747	3,797	1,892	604	2	-	-	-	9,231
Aug-14	1,954	866	3,591	3,471	447	4	-	-	-	10,333
Sept-14	1,613	1,141	3,042	4,576	426	1	-	-	-	10,799
Oct-14	2,212	1,491	3,245	3,166	782	40	-	-	-	10,936
Nov-14	2,397	1,837	3,337	2,054	709	2	-	-	-	10,336
Dec-14	1,831	1,130	2,687	1,500	637	3	-	-	-	7,788
Jan-15	2,170	1,368	2,636	1,917	1,022	2	-	-	-	9,115
Feb-15	2,122	1,490	2,711	2,117	1,101	1	-	-	-	9,542
Mar-15	1,740	1,528	2,800	1,388	864	3	-	-	-	8,323
Apr-15	1,385	1,711	2,889	1,575	753	1	-	-	-	8,314
May-15	1,135	2,576	3,709	1,206	891	44	-	-	-	9,561
Jun-15	908	2,172	3,260	1,462	630	0	-	-	-	8,432
Jul-15	1,024	2,604	3,045	1,748	994	0	-	-	-	9,415
Aug-15	815	3,188	2,113	1,762	723	1	-	-	-	8,602
Sep-15	845	3,849	2,396	1,932	1,149	3	-	-	-	10,174
Oct-15	898	3,566	2,102	1,627	1,158	89	-	-	-	9,440
Nov-15	782	3,289	1,789	1,474	1,296	0	-	-	-	8,630
Dec-15	970	2,352	1,585	1,158	1,242	7	-	-	-	7,314
Jan-16	1,508	2,267	1,601	1,432	1,084	8	-	-	-	7,900
Feb-16	1,770	2,344	1,564	1,949	1,137	2	-	-	-	8,766
Mar-16	1,785	2,194	1,447	1,890	1,316	7	-	-	-	8,639
Apr-16	1,411	2,686	1,543	2,014	1,180	13	-	-	-	8,847
May-16	1,131	2,095	1,488	1,250	877	43	-	-	-	6,884
Jun-16	1,286	1,777	1,606	1,620	925	1	-	-	-	7,215
Jul-16	1,585	1,754	1,961	1,298	1,159	4	-	-	-	7,761
Aug-16	2,017	1,762	2,128	1,137	756	3	2	-	-	7,805
Sep-16	2,059	1,859	1,691	866	792	0	169	-	-	7,436
Oct-16	1,910	1,517	1,320	1,089	671	39	687	-	-	7,233
Nov-16	1,672	1,676	1,738	1,445	709	-	993	-	-	8,233
Dec-16	1,467	1,452	1,519	803	631	2	841	-	-	6,715
Jan-17	2,017	1,546	1,567	1,068	777	1	2,090	-	-	9,066
Feb-17	2,207	1,742	1,439	1,183	928	2	2,591	-	-	10,092
Mar-17	2,122	1,883	1,865	1,147	1,306	2	3,044	-	-	11,369



An Coimisiún um Rialáil Fóntas **Commission for Regulation of Utilities**

<b>Apr-17</b>	1,794	2,140	1,599	997	1,063	0	2,668	-	-	<b>10,261</b>
<b>May-17</b>	1,713	2,369	1,779	914	875	44	2,935	-	-	<b>10,629</b>
<b>June-17</b>	1,599	1,638	1,655	1,583	641	0	2,870	-	-	<b>9,986</b>
<b>July-17</b>	1,465	1,677	1,868	1,836	631	0	2,045	-	-	<b>9,522</b>
<b>Aug-17</b>	1,853	1,458	2,370	2,313	493	0	2,152	-	-	<b>10,639</b>
<b>Sep-17</b>	2,306	1,504	2,386	2,458	485	1	2,204	-	-	<b>11,353</b>
<b>Oct-17</b>	1,604	1,355	1,830	2,221	348	41	1,890	-	454	<b>9,743</b>
<b>Nov-17</b>	2,041	1,697	2,256	3,121	693	1	2,058	-	720	<b>12,587</b>
<b>Dec-17</b>	1,536	1,590	1,951	2,077	447	0	1,332	-	239	<b>9,172</b>
<b>Jan-18</b>	1,655	1,573	2,108	3,038	566	0	1,984	-	595	<b>11,519</b>
<b>Feb-18</b>	1,890	1,745	2,581	2,570	611	4	2,233	55	654	<b>12,288</b>
<b>Mar-18</b>	1,617	2,173	2,051	1,907	330	2	1,950	985	1,495	<b>11,525</b>
<b>Apr-18</b>	2,192	2,111	2,241	1,511	172	2	1,793	1,035	462	<b>11,519</b>
<b>May-18</b>	1,993	2,195	2,299	1,577	131	41	1,858	1,552	493	<b>12,139</b>
<b>June-18</b>	1,906	2,011	2,167	1,433	140	0	1,608	337	1,083	<b>10,685</b>
<b>July-18</b>	1,652	2,595	2,269	1,692	171	2	1,368	723	729	<b>11,201</b>
<b>Aug-18</b>	1,706	2,877	2,534	1,720	121	2	1,318	1,131	627	<b>12,036</b>
<b>Sept-18</b>	1,668	1,789	2,357	2,410	94	3	1,369	840	388	<b>10,918</b>
<b>Oct-18</b>	2,306	2,722	2,796	2,749	77	43	1,164	452	388	<b>12,697</b>
<b>Nov-18</b>	2,091	3,027	2,558	2,684	42	2	1,309	288	334	<b>12,335</b>
<b>Dec-18</b>	1,282	2,307	1,918	1,454	103	0	702	196	301	<b>8,263</b>
<b>Jan-19</b>	1,715	3,518	2,458	1,828	214	1	1,122	215	346	<b>11,417</b>