



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

An Coimisiún um Rialáil Fóntas
Commission for Regulation of Utilities

September 2019

Customer Switching

Report for the Electricity and Gas Retail Markets

The Information Paper

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Executive Summary

This CRU report presents information on the number of customers switching supplier between January 2014 and September 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 from January to September 2019 was 27,115. The average number of electricity monthly switches for the same period in 2018 was 26,610. This represents an 1.8% increase. The total number of electricity monthly switches for September 2019 was 24,957.
- The average number of gas monthly switches in 2019 from January to September 2019 was 10,486. The average number of gas monthly switches for the same period in 2018 was 11,537. This represents a 10% decrease. The total number of gas monthly switches for September 2019 was 9,779.

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 message¹. *(The time of this change has been highlighted in the suppliers' gains and losses 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.

¹ <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 in Ireland. 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

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1. Customer Switching in the Electricity Retail Markets

This section of the report provides monthly data for the electricity retail markets. It covers switching from January 2014 to September 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. Please 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 September 2019.

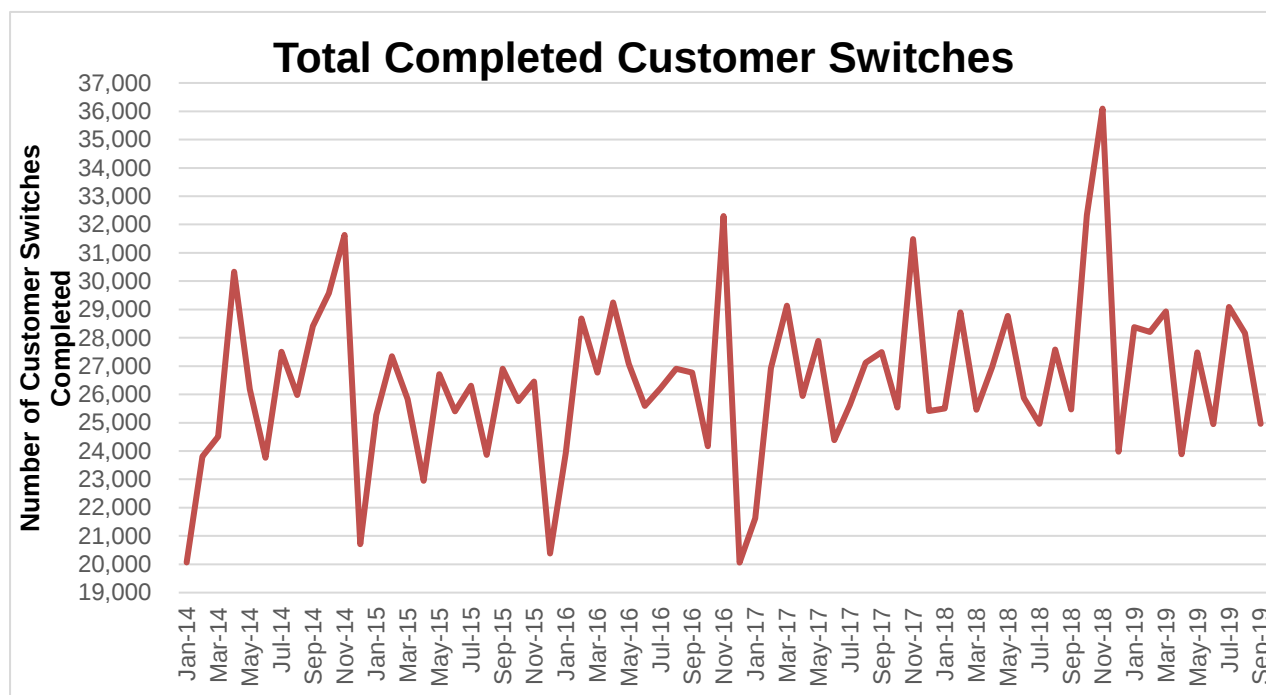


Figure 1. The total number of electricity customer switches completed per month from January 2014 to September 2019.

Figure 1 shows that for 2019, the highest number of electricity switches occurred in July with 29,086 switches. The average number of electricity monthly switches from January to September 2018 was 27,115 while the average number of electricity monthly switches for the same period in 2019 was 26,610. This represents a 1.8% increase.

1.2 Suppliers' 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 position².

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

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

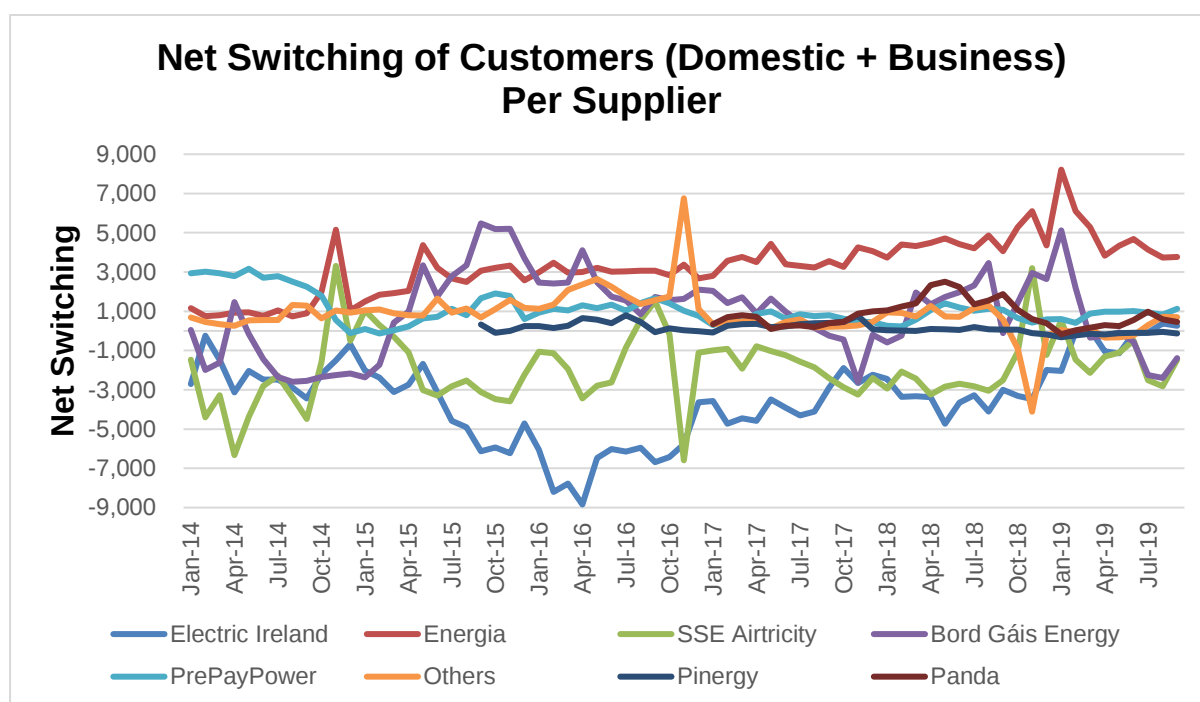


Figure 2. The net switching position of each electricity supplier from January 2014 to September 2019, for domestic and business customers.

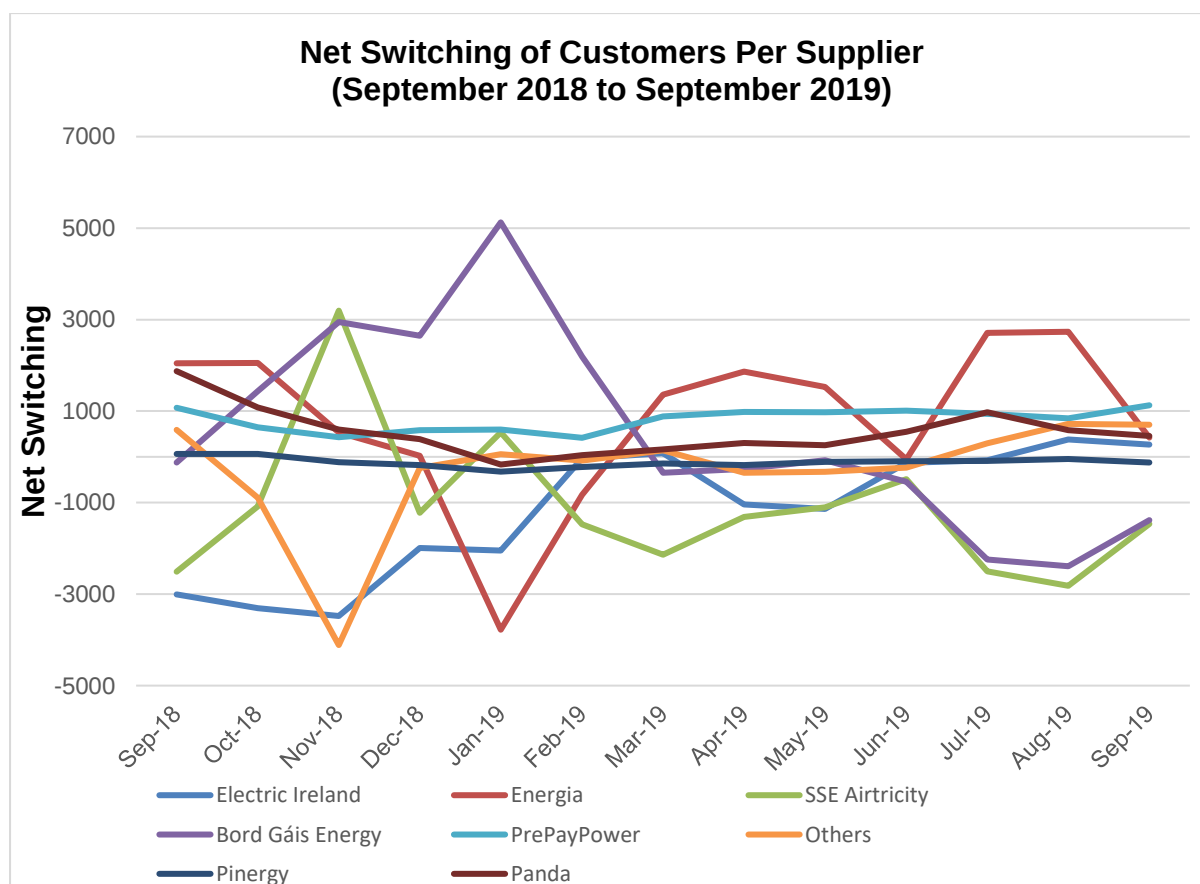


Figure 3. The net switching position of each electricity supplier from September 2018 to September 2019.

Electric Ireland, Energia, PrePayPower, Others and Panda gained customers in September 2019.
SSE Airtricity, Bord Gáis Energy, and Pinergy lost customers in September 2019.

	Electric Ireland	Energia	SSE Airtricity	Bord Gáis Energy	PrePayPower	Pinergy	Panda Power	Others
Sep-19	268	421	-1,468	-1,386	1,127	-124	458	704

Net switching for suppliers, September 2019

1.3 Suppliers' 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. This data as with 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
Change in reporting methodology of electricity switches									
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	32,331
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
Feb-19	7,848	6,092	5,844	4,743	1,496	581	896	712	28,212
Mar-19	8,375	5,292	6,264	5,329	1,392	546	944	786	28,928
Apr-19	7,256	3,831	4,718	4,525	1,216	584	934	818	23,882
May-19	8,315	4,337	5,263	5,204	1,360	558	1,190	1,251	27,478
Jun-19	7,245	4,681	4,542	4,794	1,127	459	982	1,124	24,954
Jul-19	7,642	4,141	7,111	6,527	1,127	474	1,056	1,008	29,086
Aug-19	7,452	3,735	6,877	6,455	1,314	495	882	953	28,163
Sep-19	6,995	3,763	5,169	5,489	1,171	506	1,030	834	24,957

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
Jun-16	4,094	5,928	3,558	5,566	2,699	1,319	-	2,431	25,595
Jul-16	4,466	4,883	4,824	5,756	2,677	1,591	-	2,015	26,212
Aug-16	4,824	4,357	6,134	5,509	2,842	1,462	-	1,774	26,902
Sep-16	4,225	3,347	7,111	6,296	2,739	1,100	-	1,955	26,773
Oct-16	3,493	4,575	5,056	5,847	2,373	688	-	2,141	24,173
Nov-16	4,587	6,281	4,397	6,436	2,473	793	-	7,334	32,301
Dec-16	3,793	3,461	3,442	5,477	1,804	543	-	1,541	20,061
Change in reporting methodology of electricity switches									
Jan-17	4,300	4,450	3,703	5,807	1,660	415	868	423	21,626
Feb-17	5,090	5,839	5,032	6,120	2,282	828	1,282	453	26,926
Mar-17	5,823	6,333	4,983	6,704	2,372	941	1,373	600	29,129
Apr-17	4,696	5,337	4,754	5,990	2,167	866	1,374	760	25,944
May-17	4,748	4,416	3,664	6,017	2,421	783	925	163	27,890
June-17	5,068	5,980	3,878	5,520	2,125	349	920	546	24,386
Jul-17	5,125	6,691	3,884	5,703	2,189	409	928	709	25,638
Aug-17	5,441	7,512	4,283	5,507	2,243	894	829	415	27,124
Sep-17	5,879	7,283	4,260	5,239	2,351	978	981	527	27,498
Oct-17	5,713	6,711	3,529	4,848	2,014	923	981	817	25,536
Nov-17	6,200	10,344	3,969	4,718	2,260	1,365	1,444	1,188	31,488
Dec-17	5,088	6,935	3,303	5,147	2,078	615	1,507	738	25,411
Jan-18	4,983	7,419	2,927	5,121	1,804	524	1,538	1,191	25,507
Feb-18	5,491	7,682	4,160	5,907	2,128	643	1,780	1,107	28,898
Mar-18	4,447	5,395	3,455	6,723	2,069	517	1,916	939	25,461
April-18	5,057	4,993	3,318	6,251	2,342	618	2,867	1,518	26,964
May-18	5,084	5,830	3,558	6,846	2,698	622	3,027	1,107	28,772
Jun-18	4,974	4,610	3,171	6,357	2,372	605	2,779	1,011	25,876
Jul-18	4,694	4,266	2,981	6,741	2,251	628	1,878	1,524	24,963
Aug-18	4,869	4,528	3,242	8,103	2,540	604	2,080	1,618	27,584
Sept-18	4,874	6,109	3,361	4,619	2,559	603	2,334	1,007	25,466
Oct-18	6,676	7,330	5,591	6,880	2,580	702	1,693	879	32,331
Nov-18	6,433	6,642	9,528	8,143	2,443	576	1,382	947	36,094
Dec-18	5,004	4,383	3,621	6,576	2,051	441	1,188	717	23,981
Jan-19	5,101	4,438	5,909	9,267	1,855	311	760	736	28,377
Feb-19	7,814	5,260	4,369	6,934	1,912	357	934	632	28,212
Mar-19	8,454	6,651	4,127	4,981	2,279	399	1,110	927	28,928
Apr-19	6,215	5,693	3,408	4,262	2,197	402	1,236	469	23,882
May-19	7,175	5,863	4,161	5,130	2,336	449	1,441	923	27,478
Jun-19	7,111	4,624	4,053	4,248	2,137	361	1,529	891	24,954
Jul-19	7,566	6,851	4,607	4,280	2,065	383	2,031	1,303	29,086
Aug-19	7,832	6,469	4,059	4,064	2,154	445	1,467	1,673	28,163
Sep-19	7,263	4,184	3,701	4,103	2,298	382	1,488	1,538	24,957

2 Customer Switching in the Gas Retail Markets

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

- Total completed switches;
- Suppliers' net switching position³;
- 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. Please 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.

³ 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 below details the total number of completed switches in each month from January 2014 to August 2019.

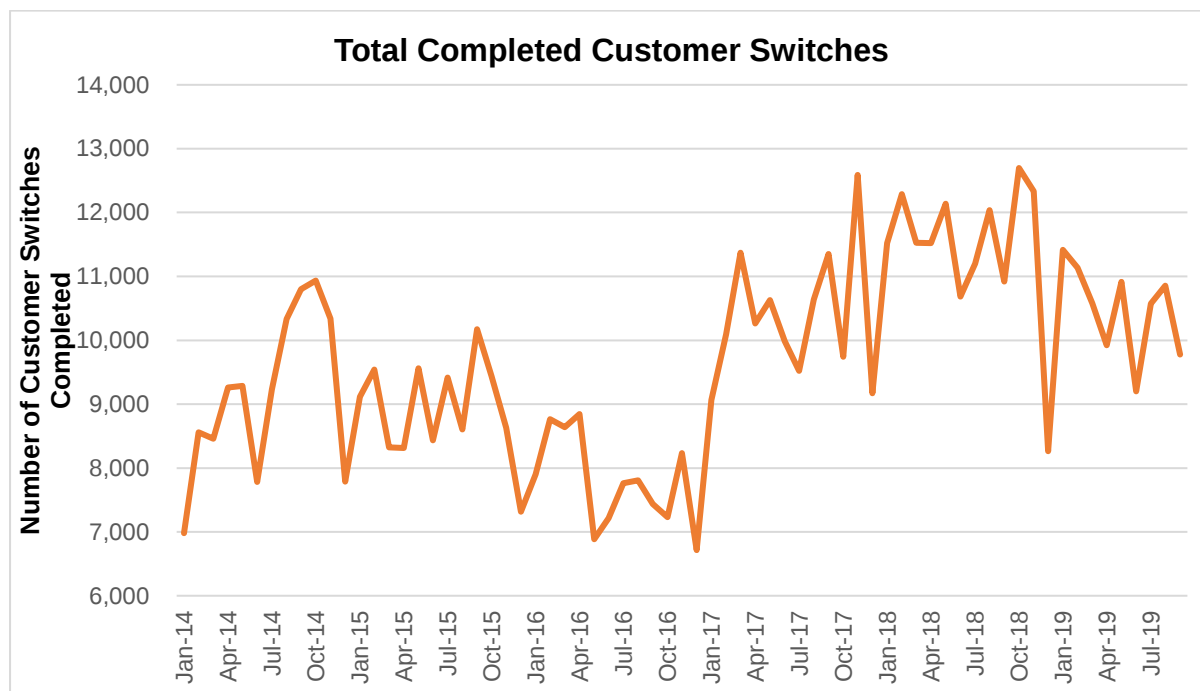


Figure 4. The total number of gas customer switches completed per month from January 2014 to September 2019.

The average number of gas switches per month between January 2010 and December 2018 was 9,393, with an average of 11,427 switches per month between January 2018 and December 2018.

The average number of gas monthly switches from January to September 2018 was 11,537, while the average number of gas monthly switches for the same period in 2019 was 10,486. This represents a 10% decrease. The highest monthly rate of switching in 2019 was in January, with 11,417 switches, as shown in Figure 4.

2.2 Suppliers' 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 position⁴. Figure 5 presents this data from January 2014 to September 2019 while figure 6 presents the last 12 months of available data (September 2018 to September 2019).

⁴ If a supplier has lost more customers than it has gained, then its net position will be a loss of customers and a negative figure will be presented and *vice versa*.

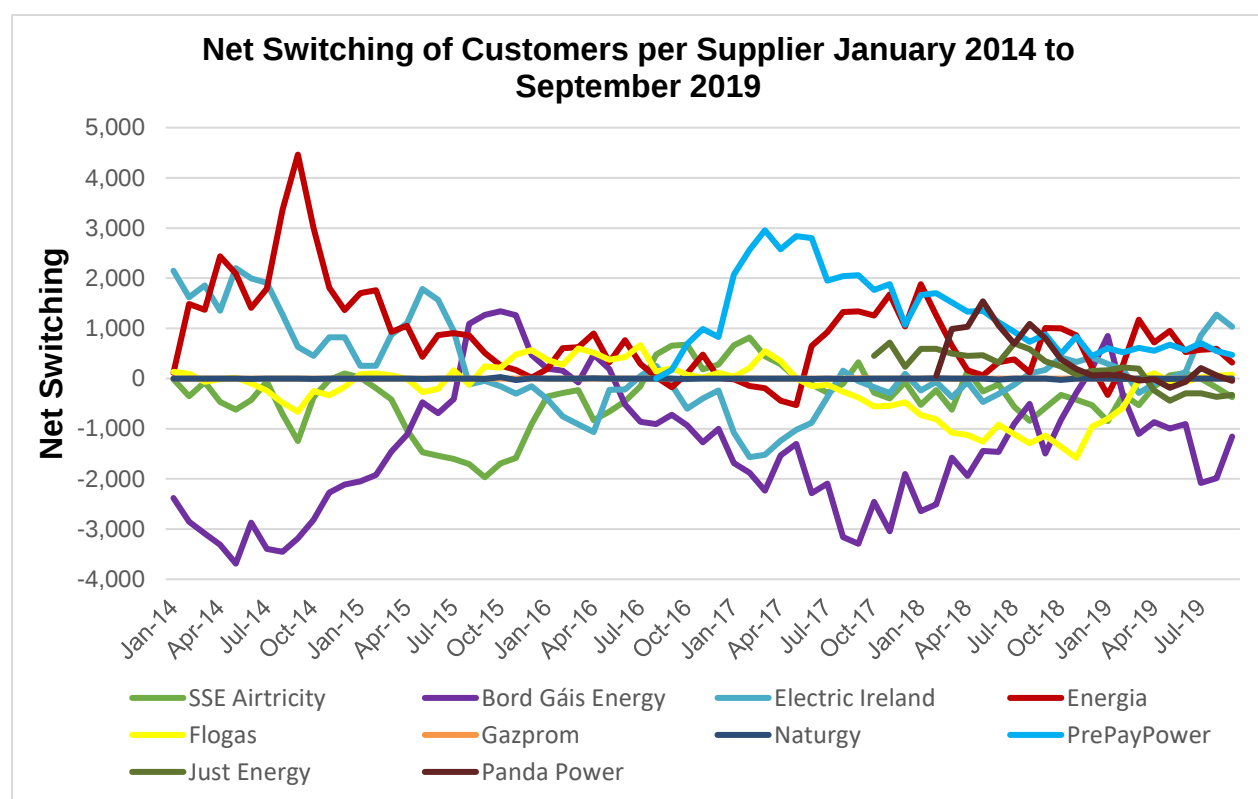


Figure 5. The net switching position of each gas supplier from January 2014 to September 2019, for domestic and business customers.

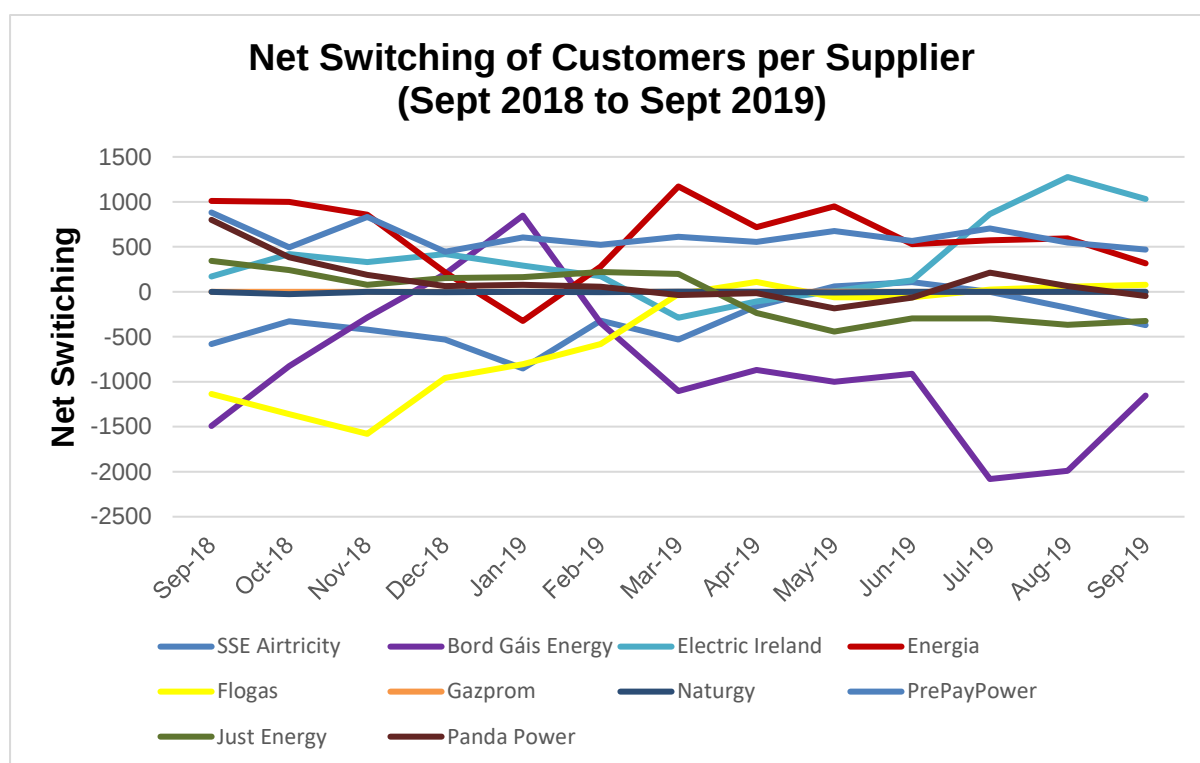


Figure 6. The net switching position of each gas supplier from September 2018 to September 2019.

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

	SSE Airtricity	Bord Gáis Energy	Electric Ireland	Energia	Flogas	PrePayPower	Panda Power	Others
Sep-19	-369	-1,155	1,031	316	77	469	-45	-325

Net switching for suppliers, September 2019

In September 2019, Electric Ireland, Energia, Flogas and PrePayPower gained customers, while SSE Airtricity, Bord Gáis Energy, Panda Power and Others lost 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. This data as with all other data in this report does 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	1139	677	4	-	-	-	7,314
Jan-16	1,866	2,070	2,009	1239	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
Jun-17	1,718	3,924	2,534	935	797	5	73	-	-	9,986
Jul-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
Jul-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
Feb-19	2,353	2,834	2,131	2,087	967	7	464	101	192	11,136
Mar-19	2,289	3,077	2,191	1,556	645	0	406	221	194	10,579
Apr-19	1,972	2,781	2,033	1,503	617	0	387	296	332	9,921
May-19	2,007	3,136	2,334	1,462	617	50	389	444	476	10,915
Jun-19	1,735	2,714	1,908	1,281	583	1	315	357	306	9,200
Jul-19	1,933	3,693	2,049	1,395	468	2	402	334	297	10,573
Aug-19	2,041	3,708	2,023	1,415	447	5	482	360	374	10,855
Sep-19	1,916	2,911	1,985	1,400	398	0	395	442	332	9,779

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
Apr-17	1,794	2,140	1,599	997	1,063	0	2,668	-	-	10,261
May-17	1,713	2,369	1,779	914	875	44	2,935	-	-	10,629

Jun-17	1,599	1,638	1,655	1,583	641	0	2,870	-	-	9,986
Jul-17	1,465	1,677	1,868	1,836	631	0	2045	-	-	9,522
Aug-17	1,853	1,458	2,370	2,313	493	0	2,152	-	-	10,639
Sep-17	2,306	1,504	2,386	2,458	485	1	2,204	-	-	11,353
Oct-17	1,604	1,355	1,830	2,221	348	41	1,890	-	454	9,743
Nov-17	2,041	1,697	2,256	3,121	693	1	2,058	-	720	12,587
Dec-17	1,536	1,590	1,951	2,077	447	0	1,332	-	239	9,172
Jan-18	1,655	1,573	2,108	3,038	566	0	1,984	-	595	11,519
Feb-18	1,890	1,745	2,581	2,570	611	4	2,233	55	654	12,288
Mar-18	1,617	2,173	2,051	1,907	330	2	1,950	985	1,495	11,525
Apr-18	2,192	2,111	2,241	1,511	172	2	1,793	1,035	462	11,519
May-18	1,993	2,195	2,299	1,577	131	41	1,858	1,552	493	12,139
Jun-18	1,906	2,011	2,167	1,433	140	0	1,608	337	1,083	10,685
Jul-18	1,652	2,595	2,269	1,692	171	2	1,368	723	729	11,201
Aug-18	1,706	2,877	2,534	1,720	121	2	1,318	1,131	627	12,036
Sept-18	1,668	1,789	2,357	2,410	94	3	1,369	840	388	10,918
Oct-18	2,306	2,722	2,796	2,749	77	43	1,164	452	388	12,697
Nov-18	2,091	3,027	2,558	2,684	42	2	1,309	288	334	12,335
Dec-18	1,282	2,307	1,918	1,454	103	0	702	196	301	8,263
Jan-19	1,715	3,518	2,458	1,828	214	1	1,122	215	346	11,417
Feb-19	2,031	2,488	2,306	2,367	385	2	988	157	412	11,136
Mar-19	1,758	1,974	1,903	2,727	620	2	1,018	184	395	10,579
Apr-19	1,813	1,914	1,927	2,220	727	1	943	280	96	9,921
May-19	2,068	2,137	2,340	2,412	557	42	1,065	260	34	10,915
Jun-19	1,843	1,804	2,037	1,810	521	2	880	294	9	9,200
Jul-19	1,931	1,612	2,912	1,969	492	0	1,108	546	3	10,573
Aug-19	1,862	1,720	3,299	2,009	503	3	1,029	422	8	10,855
Sep-19	1,547	1,756	3,016	1,716	475	1	864	397	7	9,779
