RETAIL MARKET MONITORING

Quarterly Transparency Report

Quarter 1: January - March 2016

Published 31st May 2016



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.

The information shown in this report comes from network companies, suppliers, Department of Energy & Climate Change (DECC) 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).

There have been a number of changes made to the format of this publication and how some of the indicators are presented, due to the introduction of the Retail Energy Market Monitoring (REMM) framework.

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

Table 1 Summary of retail market

Q1 2016 (Jan – Mar)	Electricity		Gas – Greater Belfast		Gas – Ten Towns	
	Domestic	I&C	Domestic and Small I&C[1]	Medium and Large I&C[2]	Domestic and Small I&C[1]	Medium and Large I&C[2]
Number of active suppliers in this quarter	6	8	5[3]	6	4[4]	4
Connections at end of quarter	787,515	70,513	185,708	3,025	27,737	1,148
Market shares of largest suppliers (by connections)	Power NI 64.7% SSE Airtricity 25.3% Budget Energy 8.2%	Power NI 50.2% SSE Airtricity 21% Go Power 13.5%	SSE Airtricity 72.8% firmus energy 26.5% Go Power 0.3%	SSE Airtricity 40.5% firmus energy 22.5% Go Power 19.7%	firmus energy 99.6% Flogas 0.3% Go Power 0.1%	firmus energy 78.7% Flogas 17.3% SSE Airtricity 2.4%
Market shares of largest suppliers (by consumption)	Power NI 62.4% SSE Airtricity 28.4% Budget Energy 7.8%	Go Power 29.2% SSE Airtricity 20.5% Power NI 19.4%	SSE Airtricity 70% firmus energy 28.9% Flogas 0.7%	SSE Airtricity 39.5% firmus energy 38.4% Go Power 12.8%	firmus energy 98.9% Flogas 0.9% Go Power 0.2%	firmus energy 83.6% SSE Airtricity 9.4% Flogas 6.5%
Quarterly switching rate	3.7%	2.5%	Domestic 0.2%	All I&C 7.3%	Domestic 0%	All I&C 3.1%
Percentage of prepayment customers within domestic sector	42.8%		Domestic 64.6%		Domestic 89.6%	

[1] The domestic and small I&C sector relates to any customers using less than 73,200 kWh per annum.
[2] 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.
[3] Of these five active suppliers in the domestic and small I&C sector in Greater Belfast area, only two are active in the domestic market.
[4] Of these four active suppliers in the domestic and small I&C sector in Greater Belfast area, only one is active in the domestic market.

1.1 Key developments during Quarter 1 2016

1.	Market activity in the electricity domestic and I&C sectors continues to illustrate a gradual change in the market dynamics. Power NI (the incumbent price controlled electricity supplier) still retain their dominant position with 63.5% of the total market. Click Energy and Open Electric entered the electricity market in Q4 2015 and have made good headway in the domestic sector, with 6,657 and 559 connections respectively.
2.	Power NI announced an electricity price drop of 10.3% (to take effect 1 April). Other non price regulated electricity suppliers have since made similar announcements.
3.	Both SSE Airtricity and firmus (the incumbent price controlled gas suppliers) announced gas price drops in the domestic and small I&C sectors. firmus published a 7.7% decrease in the Ten Towns and SSE a 10.2% decrease in Greater Belfast. Other non price regulated gas suppliers have made similar announcements. Although these announcements were made in Q1 2016 they do not take effect until Q2 2016.
4.	The pricing section for electricity and gas details the updated NI and EU prices in domestic and I&C sectors for semester 2 (July – December) 2015. The NI domestic price is now 15.7 p/kWh having dropped below the EU Median of 16.0 p/kWh as well as being below the UK price of 16.0 p/kWh and the RoI price of 18.0 p/kWh.
5.	NI I&C prices retain their position against EU comparators while reflecting the drop in wholesale prices, which is similarly observed throughout the broader EU. For the smaller I&C customers (two thirds of the I&C market in NI) prices are marginally above the EU median but they are lower than the RoI. NI larger I&C prices are high relative to RoI and the EU median but are lower when compared to the UK.
6.	Switching in the domestic electricity sector continues to increase moving from 24,210 switches in Q4 2015 to 29,307 switches in Q1 2016. I&C electricity switching is down from the previous quarter.
7.	In the gas sector, switching activity in the Greater Belfast domestic market remains static at 0.2% as per the previous quarter. I&C switching in the Greater Belfast area has increased significantly from 1.9% in Q4 2015 to 7.3% in Q1 2016. I&C market activity in the Ten Towns also increased in Q1 2016 to 3.1% compared to 2% in Q4 2015.
8.	This is the first Quarterly Transparency Report (QTR) where we have published data collected as part of the new Retail Energy Market Monitoring (REMM) framework. Some of the initial changes are attributable to how the consumption data for electricity is reported to align with the EU consumption categorisation. As a result the trend data presented for some of the indicators represents the data received from Q3 2015 since the new REMM reporting framework has been in place. Going forward, with subsequent data submissions we will build on the trend data to allow us to further analyse key market developments and the associated trends.

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) and firmus energy (Distribution) Limited (feDL) for gas data.
- EU domestic and I&C electricity prices are from Eurostat. NI domestic and I&C electricity prices are derived directly from data submitted by suppliers.
- EU domestic gas prices are from Eurostat. GB and ROI domestic gas prices are derived from tariffs published by relevant suppliers. NI domestic gas prices are derived from the tariffs published by NI 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.

Table 2 Suppliers in the Retail Market
End of Q1 2016

Supplier	Electricity		Gas Greater Belfast		Gas Ten Towns	
	Dom	**I&C**	**Dom**	**I&C**	**Dom**	**I&C**
Budget Energy	✓	✓				
Click Energy	✓	✓				
Electric Ireland	✓	✓		✓		
Energia		✓				
firmus energy			✓	✓	✓	✓
Flogas				✓		✓
Go Power		✓		✓		✓
Open Electric	✓					
Power NI	✓	✓				
SSE Airtricity	✓	✓	✓	✓		✓
Vayu		✓		✓		
Suppliers	**6**	**8**	**2**	**6**	**1**	**4**

Source: UR

In summary there are **nine** 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.

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[5] are prepared by the Market Monitoring Unit (MMU) within the UR in joint collaboration with the Commission for Energy Regulation (CER).

[5] SEM Monitoring Report Q4 2015, published March 2016: https://www.semcommittee.com/sites/semcommittee.com/files/media-files/SEM-16-014%20MMU%20Quarterly%20Report%20Q4%202015.pdf

3 Electricity

3.1 NI connections and total consumption

The table below shows electricity customer numbers[6] at end March 2016 and consumption from January to March 2016.

Table 3 Electricity connections and consumption per market segment

Q1 2016

Customer groups	Number of connections	% share of connections in market sector	Consumption (GWh)	% share of consumption in market sector
Domestic prepayment	337,178	42.8%	323.7	39.93%
Domestic credit	450,337	57.2%	486.0	60.07%
Total Domestic	**787,515**	**100%**	**809.7**	**100%**
I&C < 20 MWh	46,453	65.88%	98.5	7.53%
I&C 20 – 49 MWh	13,145	18.70%	119.7	9.24%
I&C 50 – 499 MWh	9,798	13.94%	355.8	27.46%
I&C 500 – 1,999 MWh	831	1.18%	207.7	16.03%
I&C 2,000 – 19,999 MWh	267	0.38%	334.8	25.84%
I&C ≥ 20,000 MWh	19	0.027%	180.2	13.91%
Total I&C	**70,513**	**100%**	**1,296.7**	**100%**
Total	**858,028**		**2,106.4**	

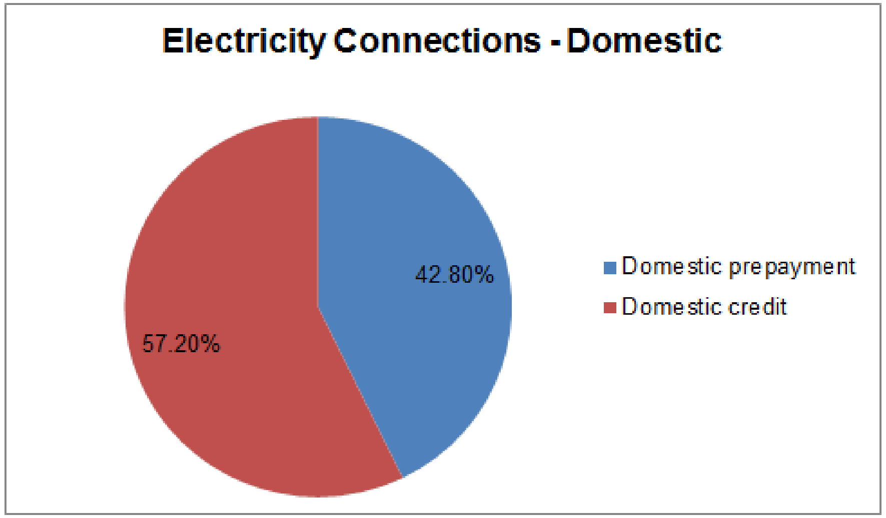
Source: NIEN

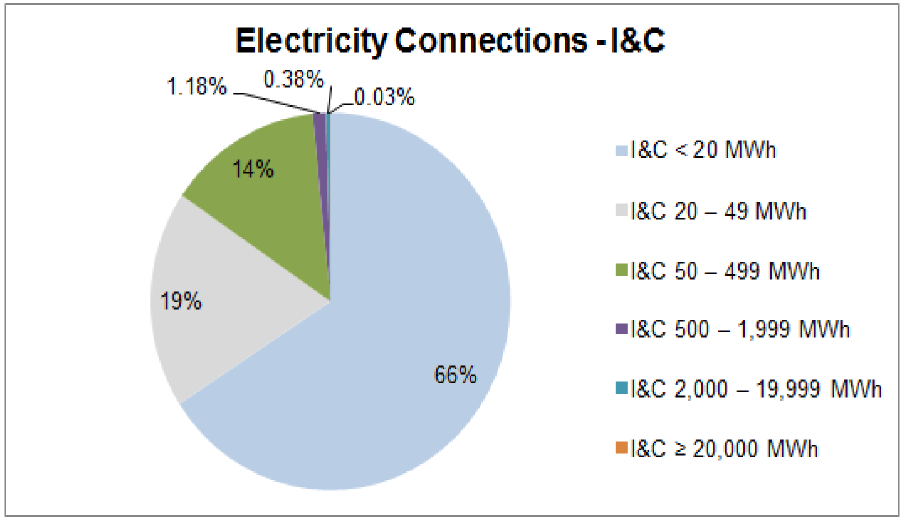
Of the total customers in Northern Ireland, 92% belong to the domestic sector, while the remaining 8% are I&C customers. In this quarter, this translates into 38% and 62% respectively in terms of consumption.

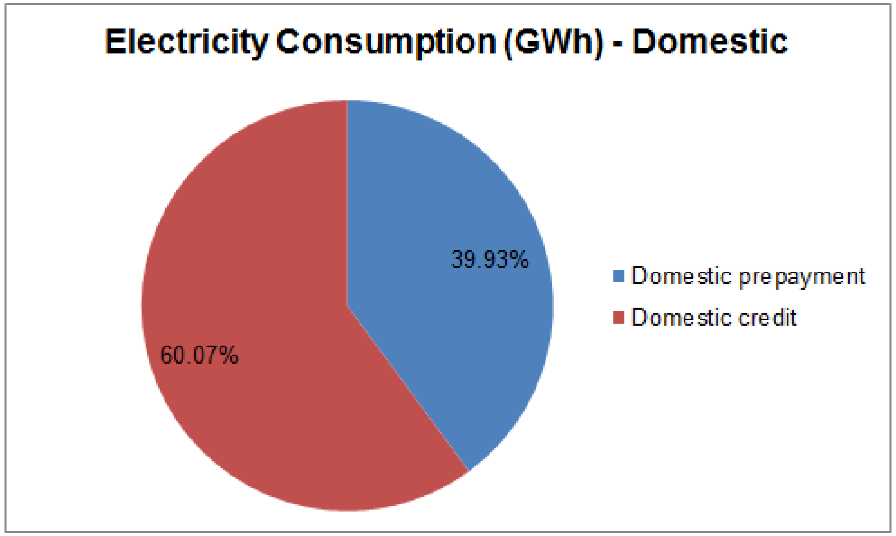
Within the domestic sector, 42.8% of the market use prepayment meters and 57.2% pay by credit.

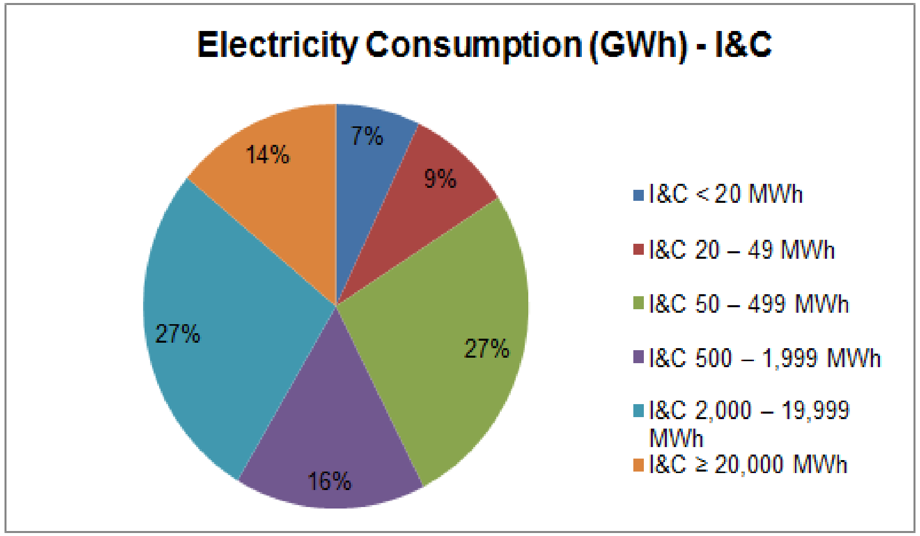
Within the I&C sector, more than 99.8% of the customers are small and medium enterprises (consuming less than 19,999 MWh), with 86% of the I&C consumption. The remaining are Large Energy Users (LEU) connections, that consumed 8.6% of the total NI volume in this quarter, and 14% of the I&C consumption.

[6] 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
42.80%
57.20%
Domestic prepayment
Domestic credit


Electricity Connections - I&C
1.18%
0.38%
0.03%
14%
19%
66%
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
39.93%
60.07%
Domestic prepayment
Domestic credit


Electricity Consumption (GWh) - I&C
7%
9%
14%
27%
27%
16%
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[7]

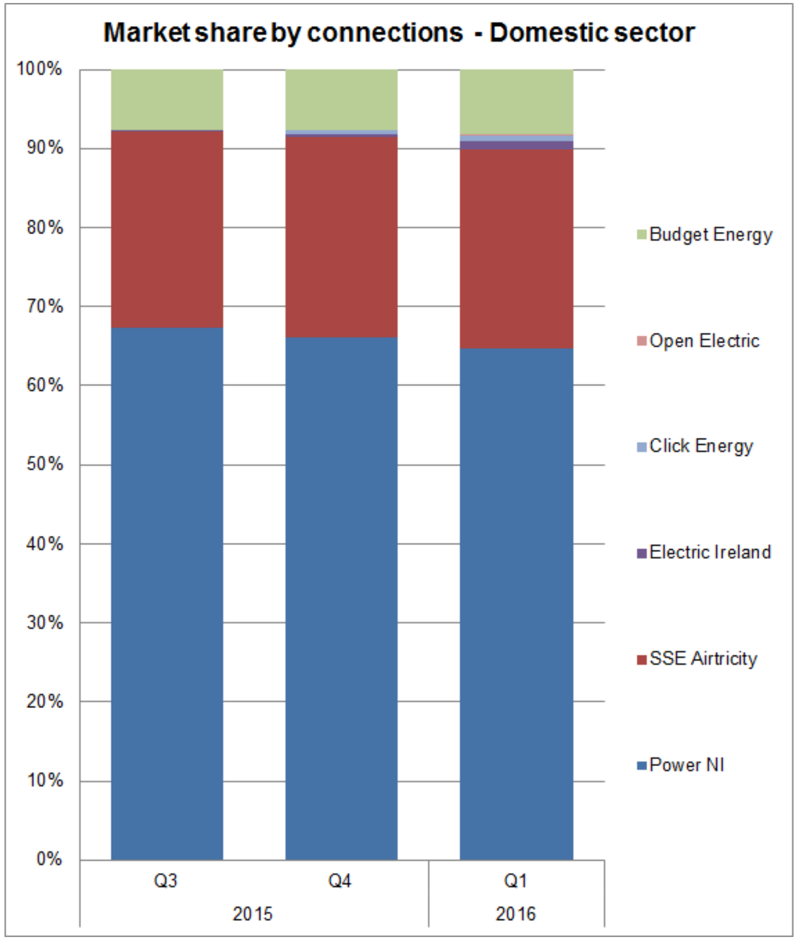
There are currently six domestic electricity suppliers in NI, and seven active suppliers in the I&C electricity market. The total number of domestic customers at the end of Q4 was 787,515. As is evident from the table below a significant number of domestic customers (65%) remain with the previously incumbent 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.

Table 4 Domestic market shares by connections

End of Q1 2016

Domestic Suppliers	Domestic Prepayment		Domestic Credit		Domestic Total	
Power NI	174,145	51.6%	335,330	74.5%	509,475	64.7%
SSE Airtricity	93,632	27.8%	105,359	23.4%	198,991	25.3%
Electric Ireland	2,401	0.7%	4,640	1.0%	7,041	0.9%
Click Energy	5,770	1.7%	887	0.2%	6,657	0.8%
Budget Energy	61,077	18.1%	3,717	0.8%	64,794	8.2%
Open Electric	153	0%	404	0.1%	557	0.1%
I&C Market	**337,178**	**100%**	**450,337**	**100%**	**787,515**	**100%**

Source: NIEN



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

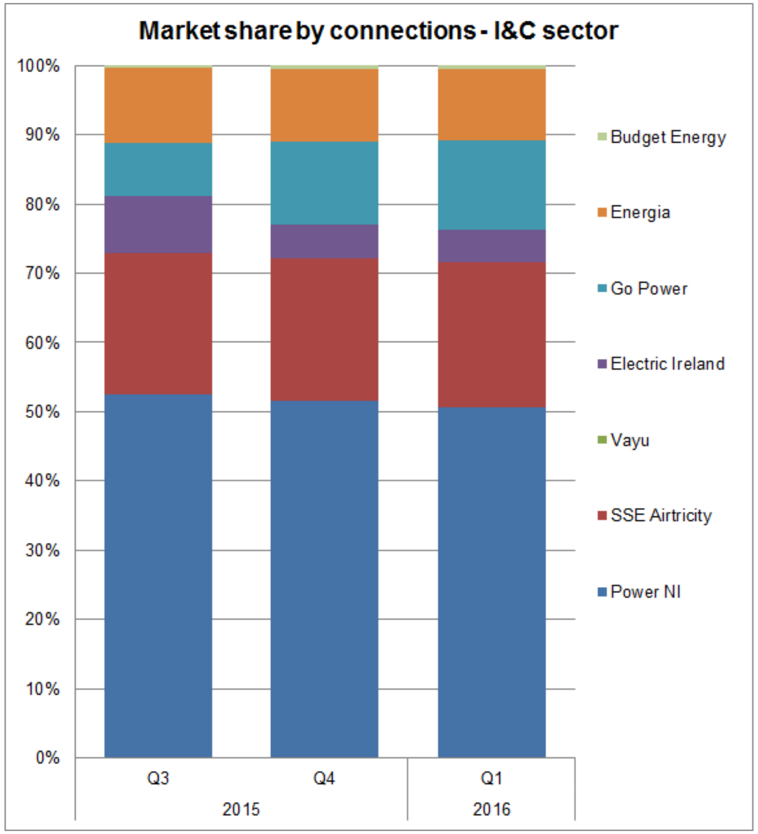
For Q1 2016 Power NI supplied 51.6% of the domestic prepayment and 74.5% of the domestic credit market. This shows a decrease from the same period in 2015 when Power NI held 59.2% of the domestic prepayment and 77.2% of the domestic credit connections. The continued growth of the new entrants in the domestic market is clear, given that the non-incumbents now represent over 35% of total domestic connections in NI. The graph above shows the trends in market shares (by customer numbers) for each active domestic supplier in NI by market segment, for the previous three quarters.

Table 5 I&C market shares by connections

End of Q1 2016

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	26,984	58.1%	5,325	40.5%	2,938	30%	124	14.9%	19	7.1%	0	0%	35,390	50.2%
SSE Airtricity	8,946	19.3%	3,304	25.1%	2,336	23.8%	154	18.5%	34	12.7%	6	31.6%	14,780	21.0%
Go Power	5,479	11.8%	1,897	14.4%	1,808	18.5%	246	29.6%	90	33.7%	8	42.1%	9,528	13.5%
Electric Ireland	1,354	2.9%	632	4.8%	1,067	10.9%	142	17.1%	59	22.1%	4	21%	3,258	4.6%
Energia	3,437	7.4%	1,903	14.5%	1,588	16.2%	159	19.1%	63	23.6%	1	5.2%	7,151	10.1%
Budget Energy	236	0.5%	83	0.6%	55	0.6%	0	0%	0	0%	0	0%	374	0.5%
Vayu	15	0.03%	1	0%	6	0.1%	6	0.7%	2	0.7%	0	0%	30	0.04%
I&C Market	**46,451**	**100%**	**13,145**	**100%**	**9,798**	**100%**	**831**	**100%**	**267**	**100%**	**19**	**100%**	**70,511**	**100%**

Source: NIEN



Competition in the I&C market is more developed, and consequently market shares are much more dispersed than in the domestic sector. Out of the seven active suppliers at the end of Q1 2016, based on customer numbers, five of these suppliers have shares in excess of 10% in the largest consumption categories (greater than 500MWh).

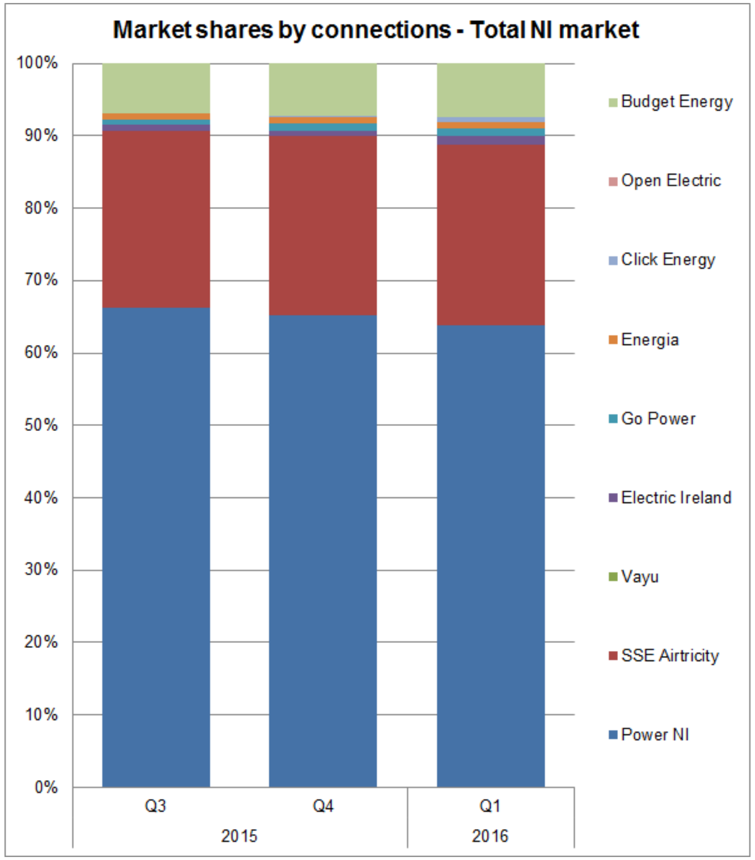
The graph to the left shows the trends in I&C market shares (by customer numbers) for each active supplier in NI for the previous three quarters.

Table 6 Total market shares by connections

End of Q1 2016

Suppliers	Total	
Power NI	544,865	63.5%
SSE Airtricity	213,771	24.9%
Go Power	9,528	1.1%
Electric Ireland	10,299	1.2%
Energia	7,151	0.8%
Click Energy	6,657	0.8%
Budget Energy	65,168	7.6%
Vayu	30	0.003%
Open Electric	559	0.07%
Total Market	**858,028**	**100%**

Source: NIEN



When looking at the electricity retail market as a whole Power NI's leading position as the incumbent supplier remains at 63.5%, although this has decreased when compared to their 68.4% total market share in the same quarter (Q1) in 2015. This is attributable to the growth of market activity of the non incumbent suppliers including new entrants to the market.

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

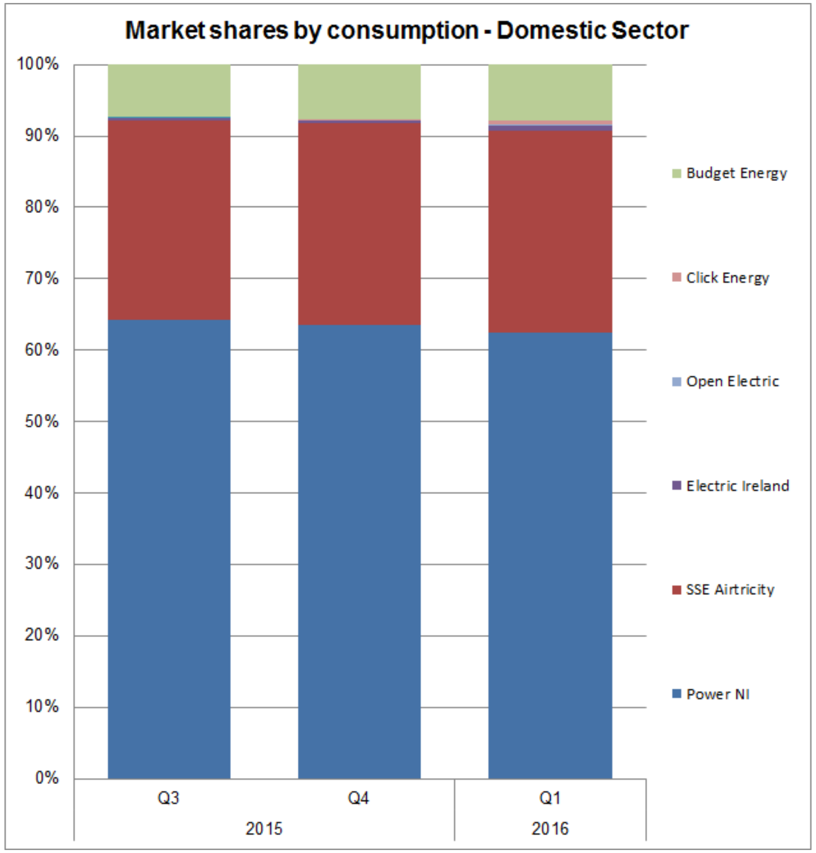
Electricity shares by consumption (GWh)

Table 7 Domestic market shares by consumption

Q1 2016

Domestic Suppliers	Domestic Prepayment		Domestic credit		Domestic Total	
	GWh	%	GWh	%	GWh	%
Power NI	162.6	50.2%	342.7	70.5%	505.4	62.4%
SSE Airtricity	96.0	29.7%	133.8	27.5%	229.9	28.4%
Electric Ireland	1.8	0.6%	3.8	0.8%	5.6	0.7%
Click Energy	4.4	1.3%	0.8	0.2%	5.2	0.6%
Budget Energy	58.8	18.2%	4.6	0.9%	63.3	7.8%
Open Electric	0.1	0.2%	0.2	0.05%	0.3	0.03%
Total Market	**323.7**	**100%**	**486.0**	**100%**	809.7	100%

Source NIEN



In Q1 2016, Power NI's share of the market by consumption was 50.2% for domestic prepayment and 70.5% for domestic credit, this shows a decrease when compared to Q1 2015 where Power NIs domestic prepayment market share was 57.4% and domestic credit was 72.7%.

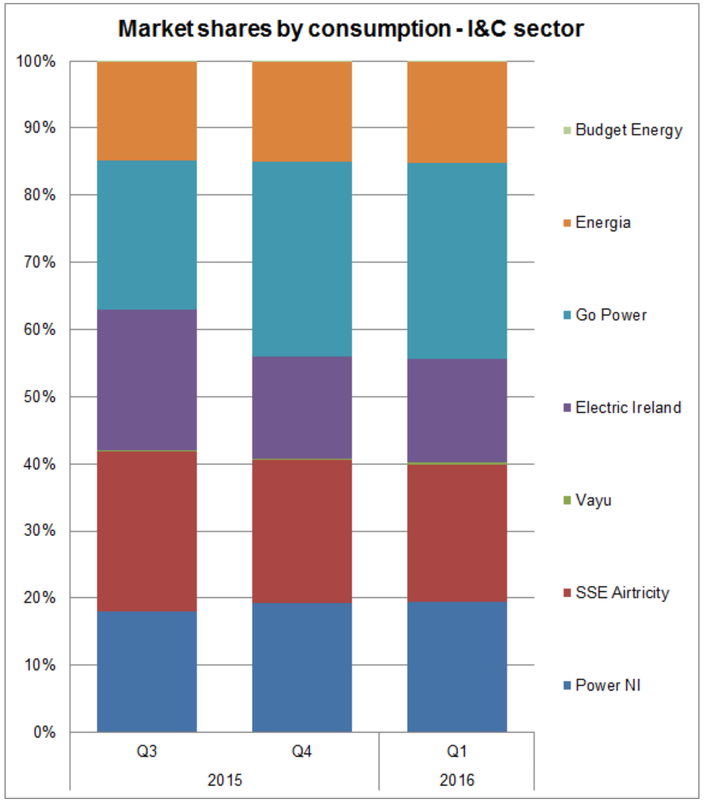
The graph to the right shows the trends in market shares (by consumption) for each active domestic supplier in NI for the previous three quarters.

Table 8 I&C market shares by consumption

Q1 2016

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	51.0	51.8%	49.7	41.5%	95.7	26.9%	30.7	26.9%	24.0	7.2%	0	0%	251.1	19.4%
SSE Airtricity	19.8	20.1%	28.7	24.0%	81.1	22.8%	33.9	22.8%	44.8	13.4%	57.9	32.1%	266.2	20.5%
Go Power	13.7	13.9%	17.2	14.4%	70.5	19.8%	65.2	19.8%	128.5	38.4%	83.4	46.3%	378.5	29.2%
Electric Ireland	4.4	4.5%	5.9	4.9%	46.1	13.0%	35.8	13.0%	77.9	23.3%	29.8	16.5%	199.9	15.4%
Energia	9.2	9.3%	17.4	14.5%	60.8	17.1%	39.8	17.1%	58.1	17.4%	9.2	5.1%	194.5	15.0%
Budget Energy	0.4	0.4%	0.8	0.7%	1.4	0.4%	0	0.4%	0	0%	0	0%	2.6	0.2%
Vayu	0.008	0.01%	.01	0.01%	0.2	0.1%	2.2	0.1%	1.4	0.4%	0	0%	3.9	0.3%
Total Market	**98.5**	**100%**	**119.6**	**100%**	**355.8**	**100%**	**207.7**	**100%**	**334.8**	**100%**	**180.2**	**100%**	**1,296.7**	**100%**

Source: NIEN



The main suppliers by consumption in the I&C sector are Go Power (29.2%), SSE Airtricity (20.5%), Power NI (19.4%), Electric Ireland (15.4%) and Energia (15.0%).

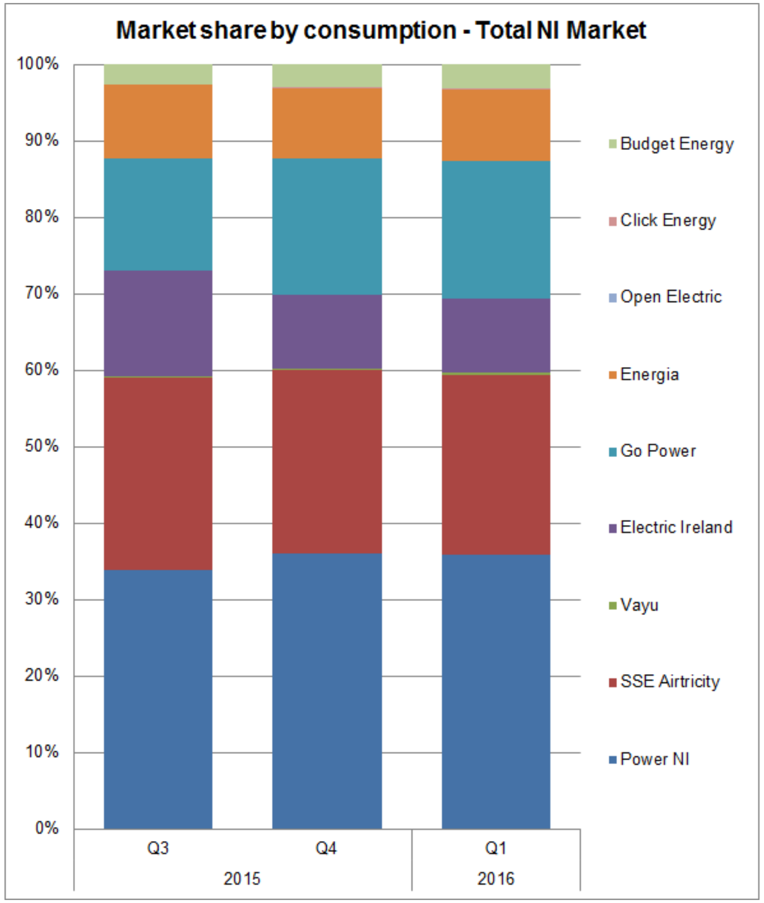
The graph to the left shows the trends in market shares (by consumption) for each active I&C supplier in NI for the previous three quarters.

Table 9 Total market shares by consumption

Q1 2016

Total Market	Total	
	GWh	%
Power NI	756.4	35.9%
SSE Airtricity	496.1	23.6%
Go Power	378.5	18.0%
Electric Ireland	205.6	9.8%
Energia	194.5	9.2%
Click Energy	5.2	0.2%
Open Electric	0.3	0.01%
Budget Energy	66.0	3.1%
Vayu	3.9	0.2%
Total Market	**2106.4**	**100%**

Source: NIEN

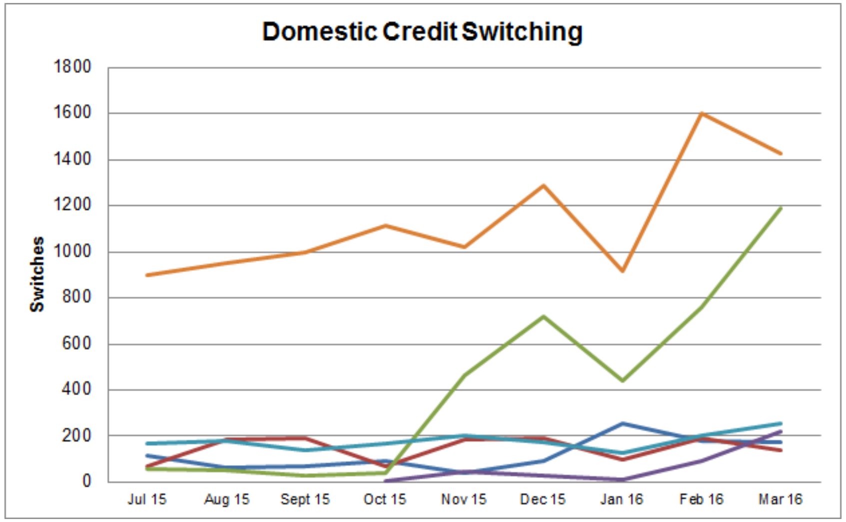


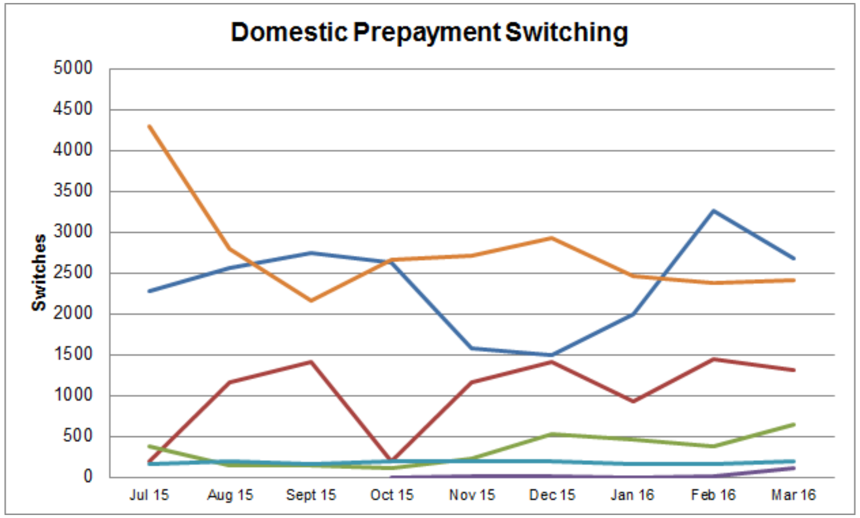
Electricity consumption in NI retail market for Q1 2016 was over 2,106 GWh, which indicates a small year on year decrease when compared to 2,134 GWh consumed in Q1 2015. The mild temperate winter of 2015/16 is seen as the primary reason for a decrease in consumption.

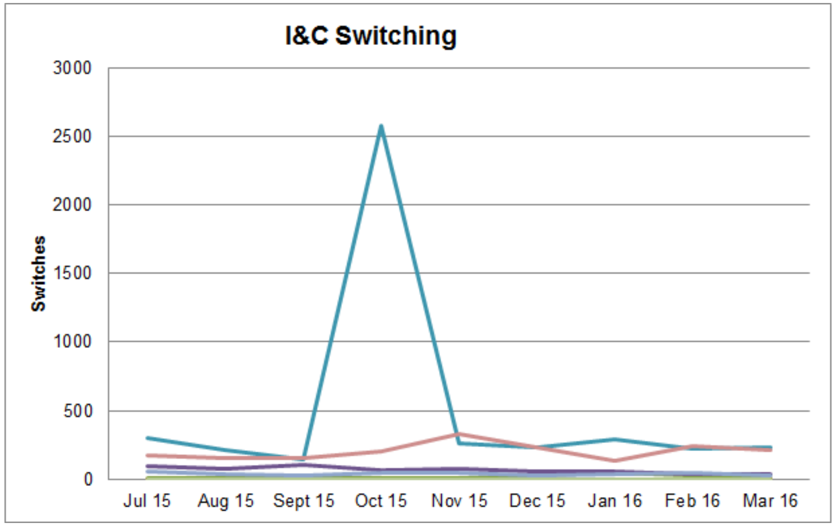
The graph to the right reflects the trends in market shares (by consumption) for each active I&C supplier in NI for the previous three quarters.

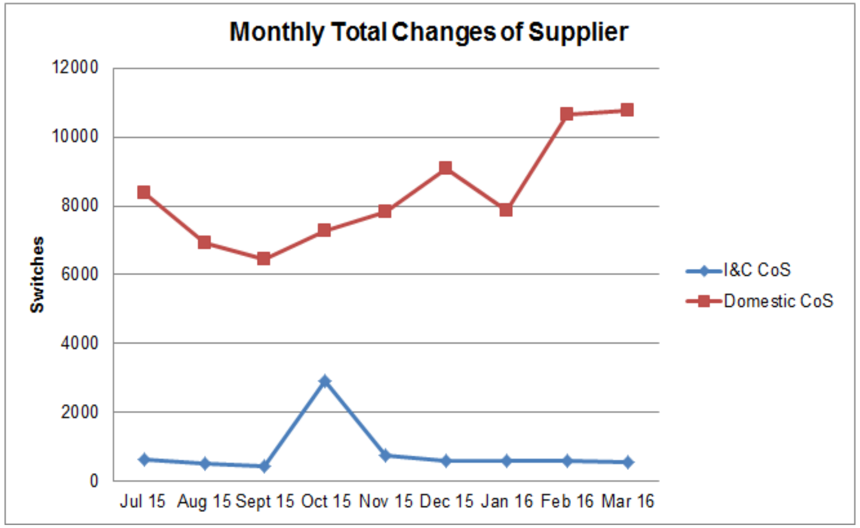
3.3 Electricity market activity

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

Q1 2016

Period	Domestic Switching		I&C Switching		Total Switching	
2015 Q3	21,763	2.8%	1,598	2.3%	23,361	2.7%
2015 Q4	24,210	3.1%	4,256	6.1%	28,466	3.3%
2016 Q1	29,307	3.7%	1,724	2.5%	31,031	3.6%

Source: NIEN

The number of domestic switches over this quarter have increased from the previous quarter, with an average of c10,300 switches per month. There is also a marked increase in market activity when compared to the last quarter of 2015 where there were c8,910 switches per month. The percentage of domestic switching is currently 3.7% for the quarter which illustrates considerably more market activity when compared to the same period last year (2.4%).

The I&C sector market activity is down when comparing quarter on quarter. The percentage of I&C switching is now at 2.5%.

3.4 Electricity prices

For the electricity prices, we follow DECC's format and methodology. As a result the average prices for NI are comparable with prices in other EU countries (those published in DECC's Quarterly Energy Prices reports[8] and Eurostat data base[9]).

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 DECC 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.

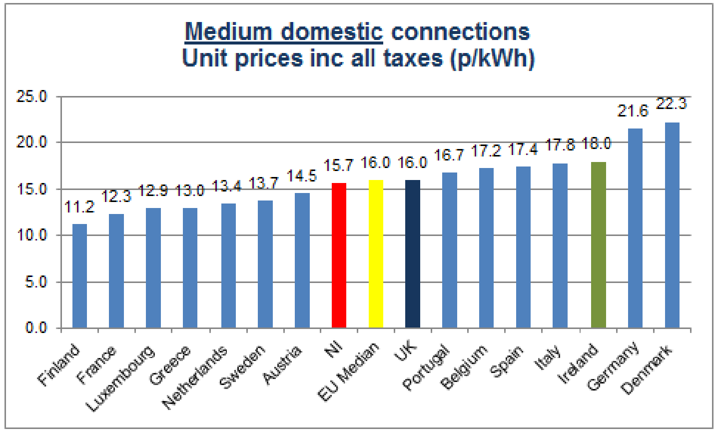
[8] https://www.gov.uk/government/collections/quarterly-energy-prices
[9] http://ec.europa.eu/eurostat/web/energy/data/database

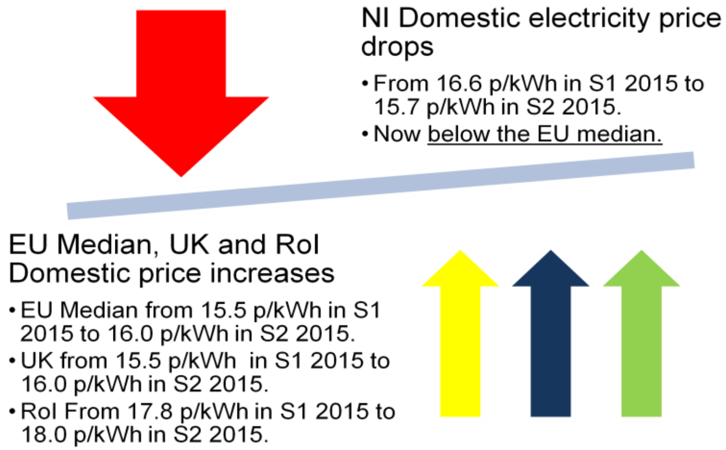
It should be noted that the comparability of the derived NI prices to the other Member States can be greatly affected by fluctuations in the Euro GBP exchange rate. For the purposes of tariff comparisons we convert the EU tariffs from Euro to GBP using the monthly average exchange rate applicable for the semester. Therefore tariff movements and comparisons between NI and other Member States can be impacted by both an increase and decrease in a tariff and also by any variation in exchange rates.

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 2015 the NI price was above the EU median. This is now changed whereby the average NI price is below the EU median price.





I&C price comparison with EU

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

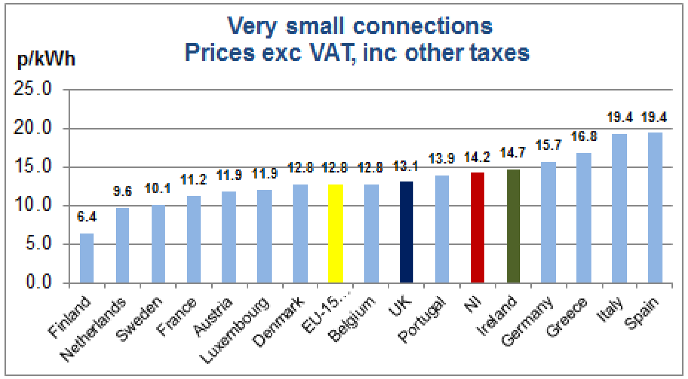
For the Very Small I&C Category the NI prices are above EU median, though marginally so, and are lower than RoI (two thirds of I&C customers in NI are in this size category). For the larger I&C customers, prices lie above those in RoI but are lower than in the UK overall. The following table shows the percentage of connections and consumption for the period end detailed in the I&C graphs (S2 2015).

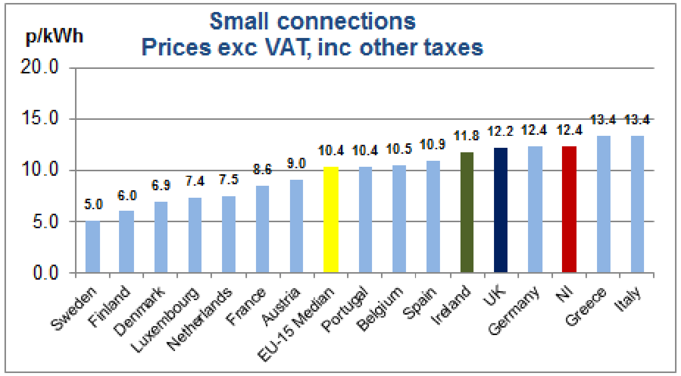
Table 11 Electricity market % by I&C consumption band

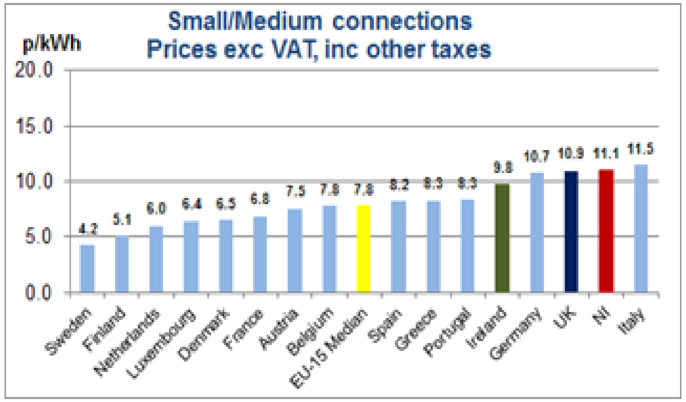
End of Q4 2015[10]

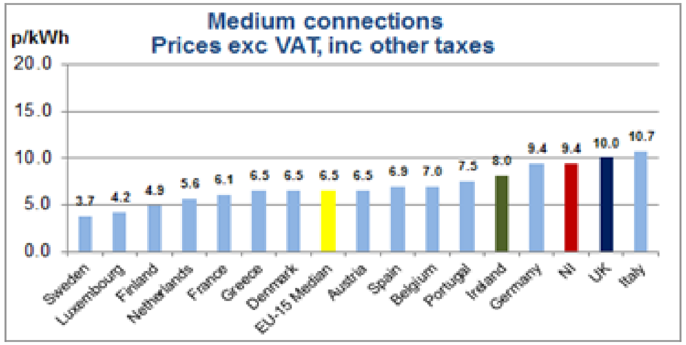
Size of customer	Annual consumption bands (MWh)	% of I&C connections[11]	% of I&C consumption	I&C connection numbers
Very small	< 20	65.7%	7.1%	46,012
Small	20 – 499	32.7%	35.4%	22,908
Small / Medium	500 – 1,999	1.2%	16.0%	829
Medium	2,000 – 19,999	0.4%	27.4%	265
Large & Very Large	>20,000	0.03%	14.0%	20

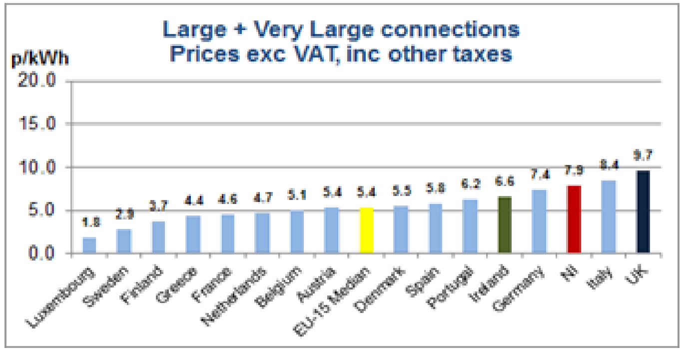
Source: NIEN











Source: NI electricity suppliers, Eurostat and UR internal calculations

[10] The pricing data relates to Q4 2015 as opposed to Q1 2016. This is due to the availability of data from Eurostat and suppliers.

[11] Note the percentages in this column were updated on 02/06/2016.

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 March 2016 and the consumption in this area during January to March 2016.

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

Q1 2016

Market sector	Number of connections	% share of connections in sector	Consumption (MWh)[12]	% share of consumption in sector
Domestic prepayment	114,920	61.9%	406,833	46.5%
Domestic credit	63,006	33.9%	468,050	53.5%
I&C < 73,200 kWh	7,782	4.2%		
Total Domestic and Small I&C[13]	**185,708**	**100%**	**874,883**	**100%**
I&C 73,200 to 732,000 kWh	2,626	86.8%	219,664	34.1%
I&C 732,001 to 2,196,000 kWh	296	9.8%	119,404	18.6%
I&C > 2,196,000 kWh	103	3.4%	304,589	47.3%
Medium & Large I&C[14]	**3,025**	**100%**	**643,658**	**100%**
Total	**188,733**		**1,518,541**	

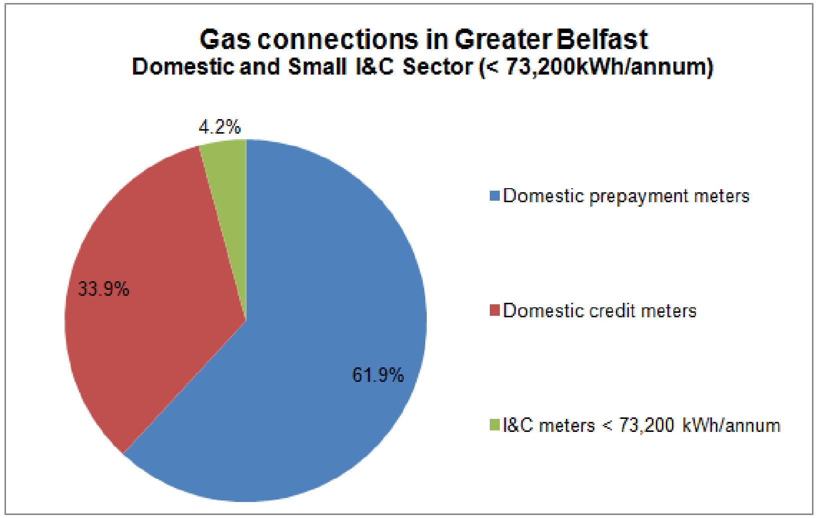
Source: PNGL

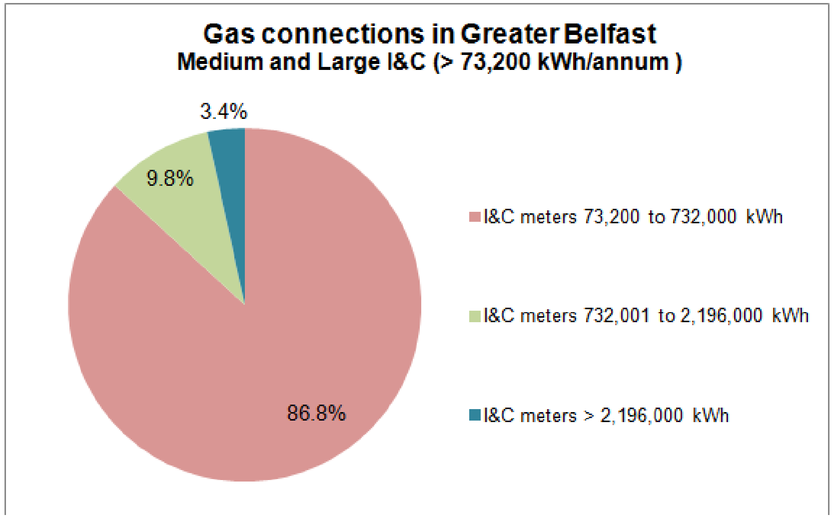
At the end of March 2016, the domestic and small I&C connections represent 98.4% of the total connections and 57.6% by consumption. The remaining 1.6% of connections are medium and large I&C which represent 42.4% of consumption.

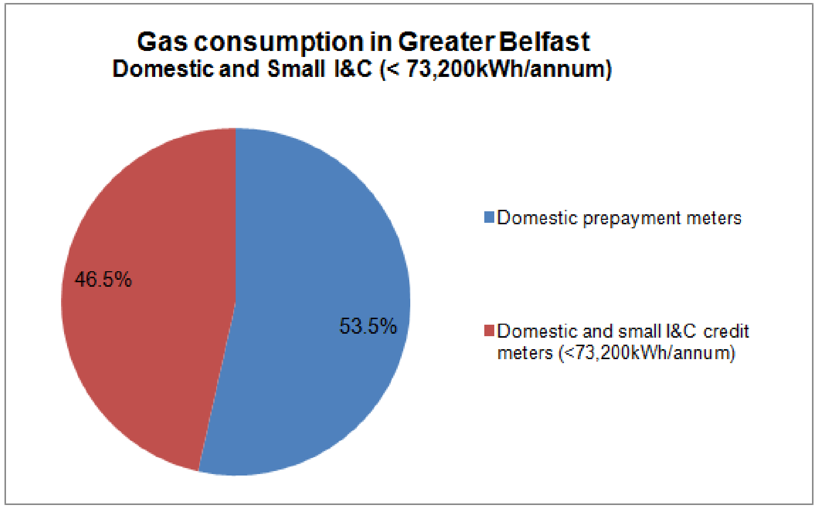
Within the domestic sector, 64.6% of the connections use prepayment meters and 35.4% use credit meters to pay for their gas.

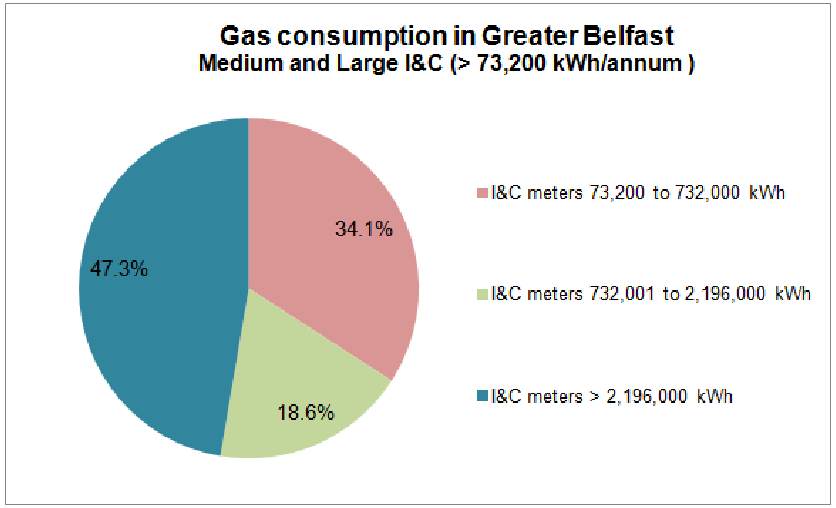
[12] Gas consumption is presented in this QTR in MWh. It is important to note that gas consumption was presented in Therms in previously QTRs.
[13] The domestic and small I&C sector relates to any customers using less than 73,200 kWh per annum. The consumption information for domestic credit and small I&C are combined as this information is not available to us with a full split.
[14] 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 March 2016 and the consumption in this area during January to March 2016.









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 March 2016 and the market shares in terms of consumption are for the period January to March 2016. 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 March 2016).

Table 13 Domestic and small I&C[15] market shares by connections
End of Q1 2016

Supplier	Domestic prepayment		Domestic credit		I&C < 73,200 kWh		Total for Domestic and Small I&C	
SSE Airtricity	79,908	69.5%	49,858	79.2%	5,449	69.9%	**135,215**	**72.8%**
firmus energy	35,012	30.5%	13,130	20.8%	1,103	14.1%	**49,245**	**26.5%**
Vayu	0	0%	0	0%	14	0.2%	**14**	**0.01%**
Go Power	0	0%	0	0%	645	8.3%	**645**	**0.3%**
Flogas	0	0%	0	0%	589	7.6%	**589**	**0.3%**
Total	**114,920**	**100%**	**62,988**	**100%**	**7,800**	**100%**	**185,708**	**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 72.8% (market share at the end of Q4 2015 was 72.7%). This market share has remained similar to the equivalent quarter in 2015 (72.3%).

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 0.6% (an increase from 0.1% for Q1 in 2015).

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

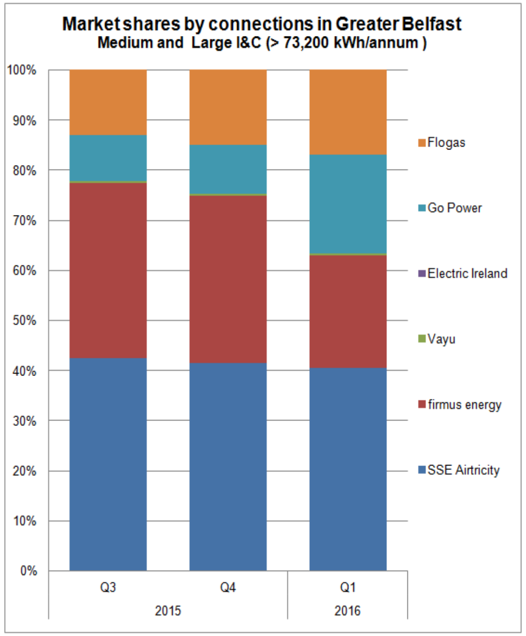
The table below shows the market shares for each supplier within the medium and large I&C sector (i.e. I&Cs with consumption over 73,200 kWh per annum) in the Greater Belfast area. The corresponding graph shows the change in market shares by supplier within the same sector over the last nine months.

Table 14 Medium and large I&C[16] market shares by connections

End of Q1 2016

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	1,058	40.3%	124	41.9%	43	41.7%	**1,225**	**40.5%**
firmus energy	523	19.9%	117	39.5%	41	39.8%	**681**	**22.5%**
Vayu	11	0.4%	1	0.3%	0	0%	**12**	**0.4%**
Electric Ireland	0	0%	0	0%	1	1.0%	**1**	**0.03%**
Go Power	549	20.9%	29	9.8%	18	17.5%	**596**	**19.7%**
Flogas	485	18.5%	25	8.4%	0	0%	**510**	**16.9%**
Total	**2,626**	**100%**	**296**	**100%**	**103**	**100%**	**3,025**	**100%**

Source: PNGL



Competition in the medium and large I&C market is more active and the market shares have moved quite substantially for some suppliers. Flogas and Go Power both entered the Greater Belfast market in 2014 and have steadily increased their market shares each quarter. At the end of Q1 2016, Flogas and Go Power had 16.9% and 19.7% share of the medium and large I&C market respectively, which is a substantial increase from 4.2% and 2.1% share at the end of Q1 2015.

Conversely, firmus energy's share of the medium and large I&C market has seen the largest decrease over the year. They had 22.5% share at the end Q1 2016 compared to 44.7% share at the end of Q1 2015.

[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.

Gas shares by consumption[17]

This section provides information on the consumption, by supplier, in the Greater Belfast area during Q1 2016. 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[18] market shares by consumption
Q1 2016

Supplier	Total for Domestic and Small I&C Sector (MWh)	% share
SSE Airtricity	612,430	70.0%
firmus energy	252,676	28.9%
Vayu	123	0.01%
Go Power	3,279	0.4%
Flogas	6,374	0.7%
Total	**874,883**	**100%**

Source: PNGL

SSE Airtricity has retained the majority of the domestic and small I&C market share in the Greater Belfast area. In Q1 2016 their market share was 70.0% compared to 67.8% in Q1 2015.

firmus energy's market share has decreased from 32.1% during Q1 2015 to 28.9% during Q1 2016. The market share of the remaining suppliers continues to be minimal as they are not active in the domestic market and supply to a limited number of small I&C customers.

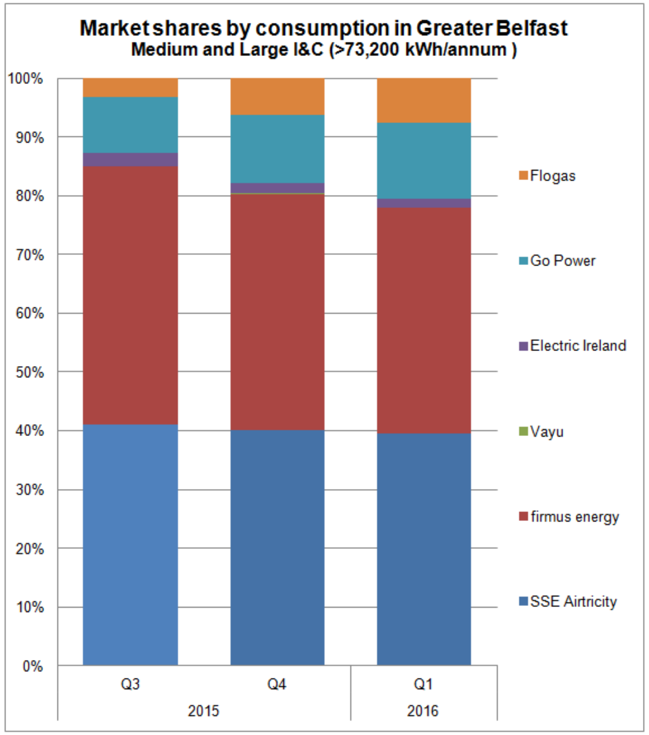
[17] Gas consumption is presented in this QTR in MWh. It is important to note that gas consumption was presented in Therms in previously QTRs.
[18] The domestic and small I&C sector relates to any customers using less than 73,200 kWh per annum.

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 Q1 2016.

Table 16 Medium and large I&C[19] market shares by consumption
Q1 2016

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	84,386	38.4%	54,162	45.4%	115,475	37.9%	254,023	**39.5%**
firmus	68,225	31.1%	48,596	40.7%	130,538	42.9%	247,359	**38.4%**
Vayu	635	0.3%	471	0.4%	0	0%	1,105	**0.2%**
Electric Ireland	0	0%	0	0%	9,749	3.2%	9,749	**1.5%**
Go Power	24,279	11.1%	9,297	7.8%	48,826	16.0%	82,403	**12.8%**
Flogas	42,139	19.2%	6,879	5.8%	0	0%	49,018	**7.6%**
Total	**219,664**	**100%**	**119,404**	**100%**	**304,589**	**100%**	**643,658**	**100%**

Source: PNGL



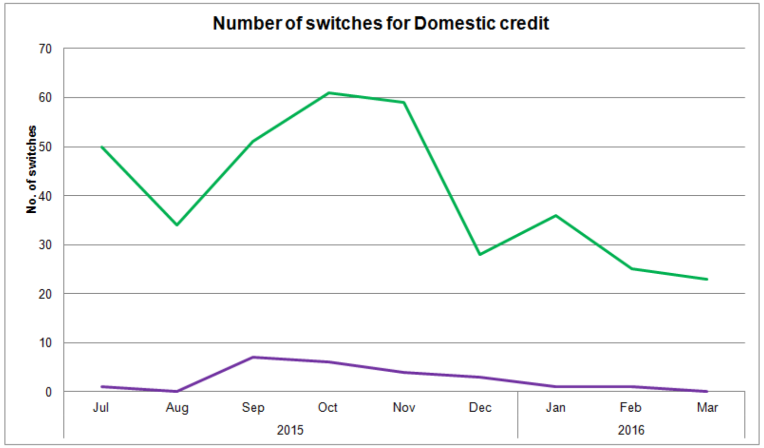
In terms of market share by consumption, SSE Airtricity and firmus energy have consistently held around equal shares of the medium and large I&C market over the last year. SSE Airtricity and firmus energy had 39.5% and 38.4% share respectively in Q1 2016 compared to 45.5% and 48.6% in Q1 2015.

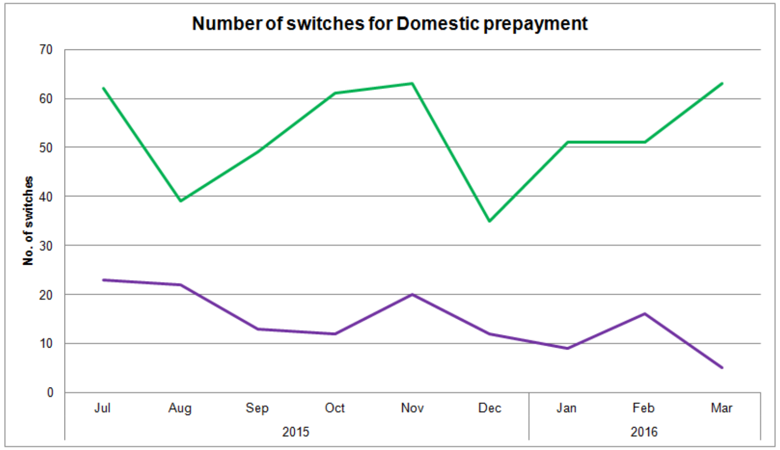
Flogas and Go Power market shares in this sector have increased steadily over the year. Flogas has increased from 0.9% in Q1 2015 to 7.6% in Q1 2016 and Go Power from 3.7% in Q1 2015 to 12.8% in Q1 2016.

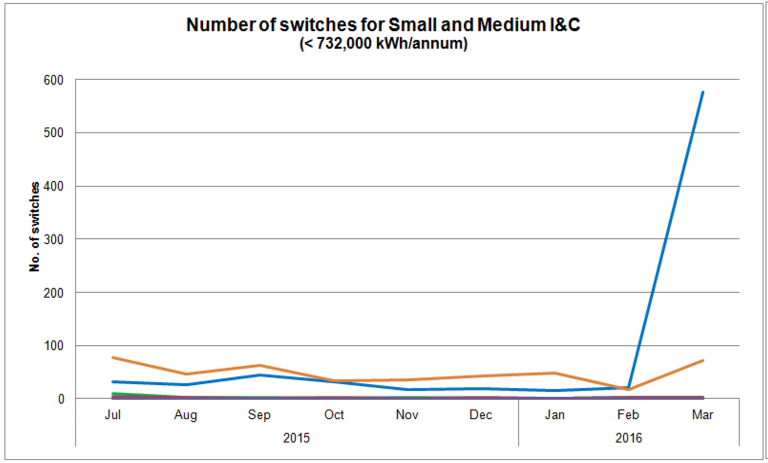
[19] The medium and large I&C sector relates to any customers with annual consumption that is greater than or equal to 73,200 kWh per annum.

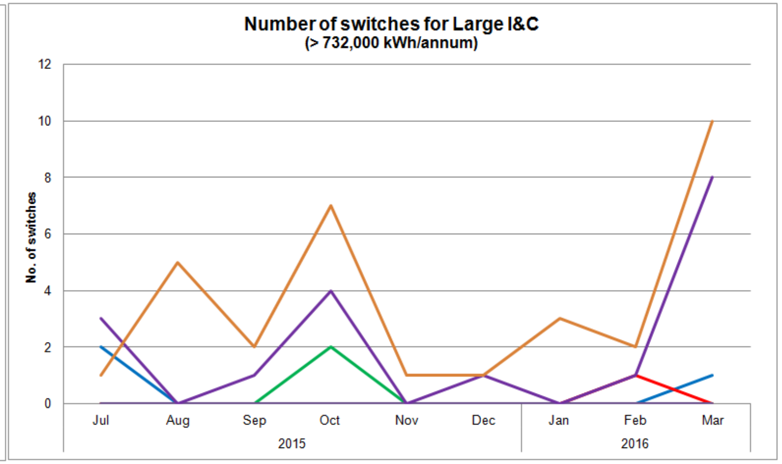
4.3 Market activity in the Greater Belfast area

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 remained at a low level over the last quarter. The I&C graphs above represent the split between the price-regulated and non price-regulated sectors. In both sectors there was a substantial spike in the number of switches in March 2016.

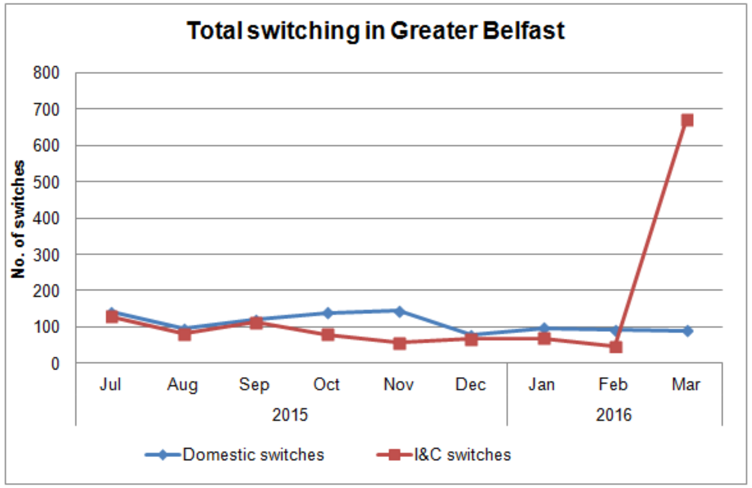
The table below shows market activity through the number of customer switches on a quarterly basis in the Greater Belfast gas market and the associated percentage switching rate. The switching rate percentages are calculated using the number of quarterly switches divided by the number of customers at 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	
2015 Q3	356	0.2%	324	3.1%	680	0.4%
2015 Q4	364	0.2%	203	1.9%	567	0.3%
2016 Q1	281	0.2%	789	7.3%	1,070	0.6%

Source: PNGL

The graph below 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 however there was a large increase in switching within the I&C sector in March 2016.



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 March 2016 and the consumption in this area during January to March 2016.

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

Q1 2016

Market segment	Number of connections	% share of connections in sector	Consumption (MWh)[20]	% share of consumption in sector
Domestic prepayment	23,769	85.7%	61,741	76.6%
Domestic credit	2,769	10.0%	18,833	23.4%
I&C < 73,200 kWh	1,199	4.3%		
Total Domestic and Small I&C[21]	**27,737**	**100.0%**	**80,573**	**100%**
I&C 73,200 to 732,000 kWh	902	78.6%	105,468	21.4%
I&C 732,001 to 2,196,000 kWh	155	13.5%	64,118	13.0%
I&C > 2,196,000 kWh	91	7.9%	322,187	65.5%
Medium & Large I&C[22]	**1,148**	**100%**	**491,773**	**100.0%**
Total	**28,885**		**572,347**	

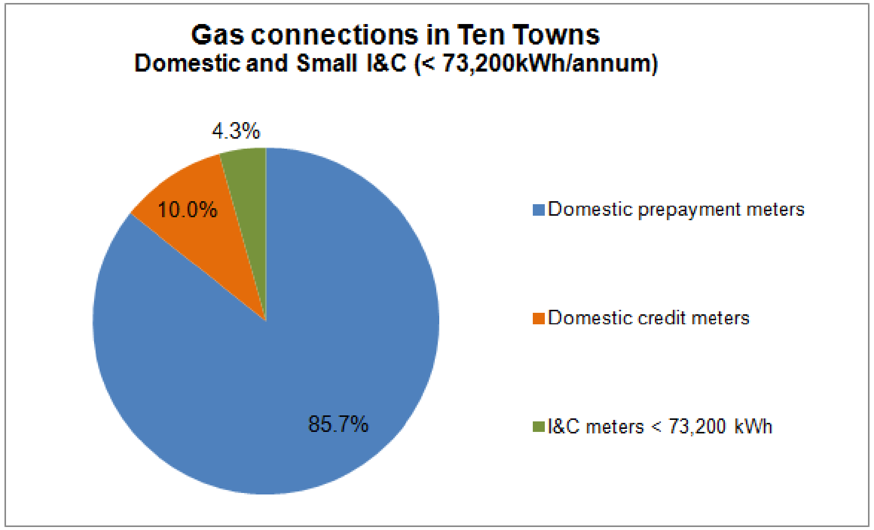
Source: feDL

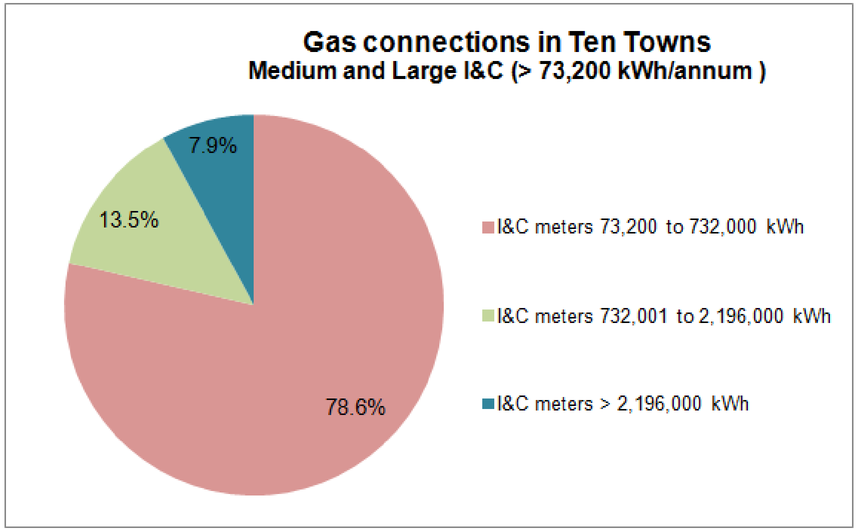
At the end of March 2016, the domestic and small I&C connections represent 96.0% of the total connections and 14.1% of consumption. The remaining 4.0% are medium and large I&C connections and represent 85.9% of total consumption in this area.

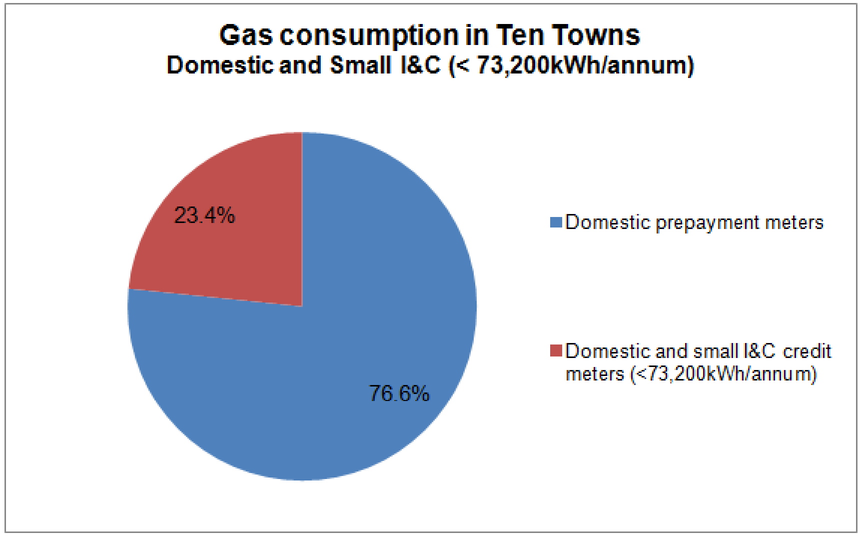
Within the domestic sector, 89.6% of the domestic connections use prepayment meters and 10.4% use credit meters to pay for their gas.

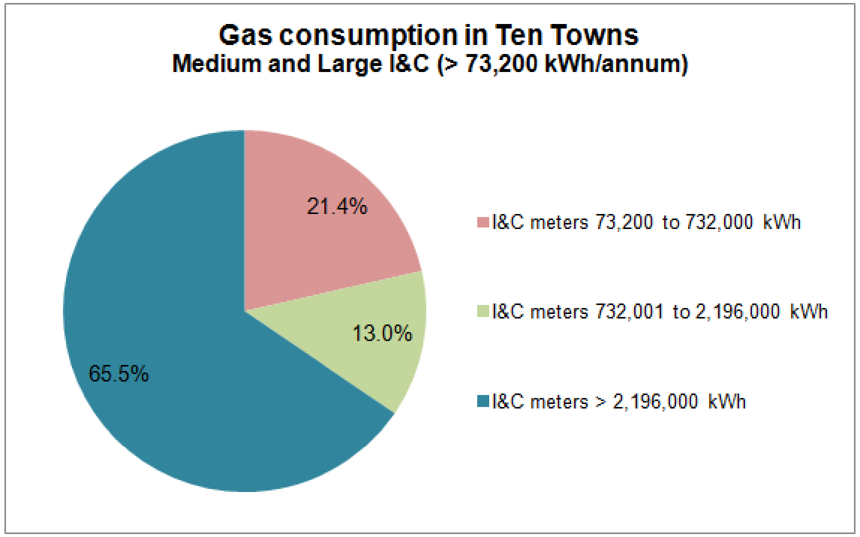
[20] Gas consumption is presented in this QTR in MWh. It is important to note that gas consumption was presented in Therms in previously QTRs.
[21] The domestic and small I&C sector relates to any customers using less than 73,200 kWh per annum. The consumption information for domestic credit and small I&C are combined as this information is not available to us with a full split.
[22] 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 March 2016 and the consumption in this area during January to March 2016.









5.2 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 March 2016 and the market shares in terms of consumption are for the period January to March 2016.

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 are four suppliers in the domestic and small I&C sector, although only one supplier is active in the domestic market (the incumbent supplier). In the medium and large I&C market there are currently four 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[23] market shares by connections

End of Q1 2016

Supplier	Domestic prepayment		Domestic credit		I&C < 73,200 kWh		Total for Domestic and Small I&C	
SSE Airtricity	0	0%	0	0%	1	0.1%	**1**	**0.004%**
firmus energy	23,769	100%	2,769	100%	1,078	89.9%	**27,616**	**99.6%**
Go Power	0	0%	0	0%	23	1.9%	**23**	**0.1%**
Flogas	0	0%	0	0%	97	8.1%	**97**	**0.3%**
Total	**23,769**	**100%**	**2,769**	**100%**	**1,199**	**100%**	**27,737**	**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 also retains the majority of the small I&C market with 89.9% share at the end of Q1 2016.

Flogas and Go Power are continuing to grow their market shares in this sector with Flogas now holding 8.1% of the small I&C sector and Go Power 1.9%.

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

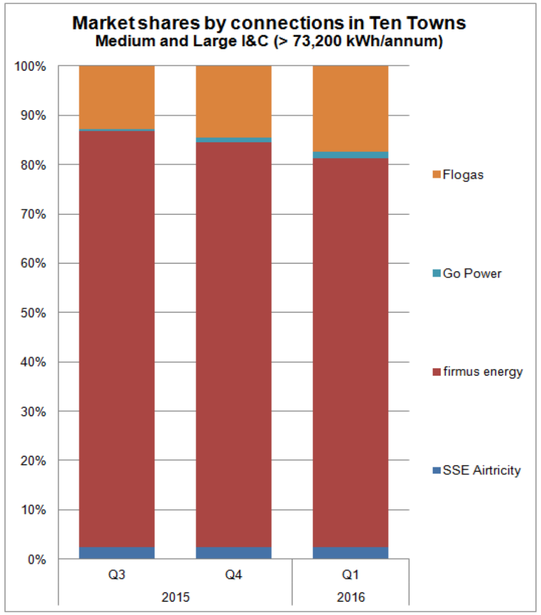
The table below shows the market shares for each supplier within the medium and large I&C sector (i.e. I&Cs with consumption over 73,200 kWh per annum) in the Ten Towns area.

Table 20 Medium and large I&C[24] market shares by connections

End of Q1 2016

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	3	0.3%	19	12.3%	6	6.6%	**28**	**2.4%**
firmus energy	707	78.4%	117	75.5%	80	87.9%	**904**	**78.7%**
Go Power	14	1.6%	3	1.9%	0	0%	**17**	**1.5%**
Flogas	178	19.7%	16	10.3%	5	5.5%	**199**	**17.3%**
Total	**902**	**100%**	**155**	**100%**	**91**	**100%**	**1,148**	**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.

Flogas entered the Ten Towns I&C market during Q2 2015 after the Ten Towns market opened to full competition. Since then their market shares has continued to increase and at the end of Q1 2016 Flogas had 17.3% share of the medium and large I&C market which is an increase from 14.5% at the end of Q4 2015.

Since other suppliers have started to enter the Ten Towns I&C market, firmus energy's share of the medium and large I&C market has decreased. At the end of Q4 2015, firmus energy had 82.0% share of this sector which has reduced to 78.7% by the end of the current quarter.

[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.

Gas shares by consumption (MWh[25])

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 January 2016 to March 2016.

Table 21 Domestic and small I&C[26] market shares by consumption

Q1 2016

Supplier	Total for Domestic and Small I&C Sector (MWh)	% share
SSE Airtricity	4	0.01%
firmus	79,701	98.9%
Go Power	139	0.2%
Flogas	729	0.9%
Total	**80,573**	**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 this market (SSE Airtricity, Go Power and Flogas) have been active since Q2 2015 and are gradually increasing their market share. During Q2 2015, these three suppliers had a combined market share of 0.1% which has increased to 1.1% during Q1 2016

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

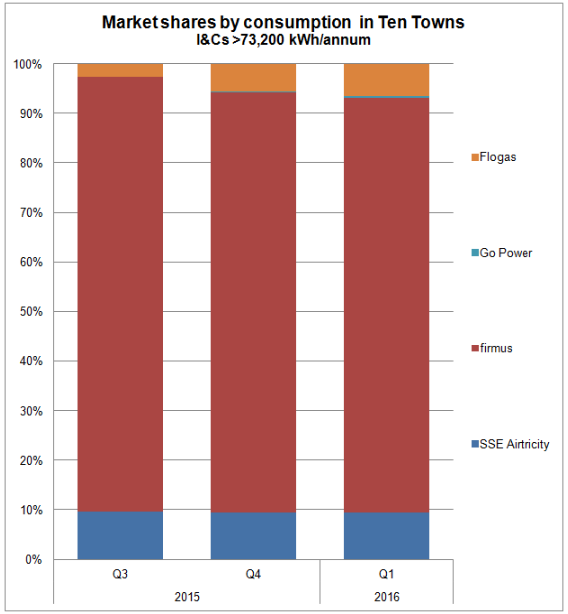
The table below shows the market shares for each supplier within the medium and large I&C sector (I&Cs using more than 73,200 kWh per annum) in the Ten Towns area.

Table 22 Medium and large I&C[27] market shares by consumption

Q1 2016

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	977	0.9%	9,941	15.5%	35,132	10.9%	**46,050**	**9.4%**
firmus	80,415	76.2%	48,270	75.3%	282,633	87.7%	**411,318**	**83.6%**
Go Power	1,681	1.6%	674	1.1%	0	0%	**2,355**	**0.5%**
Flogas	22,395	21.2%	5,233	8.2%	4,421	1.4%	**32,049**	**6.5%**
Total	**105,468**	**100%**	**64,118**	**100%**	**322,187**	**100%**	**491,773**	**100%**

Source: feDL

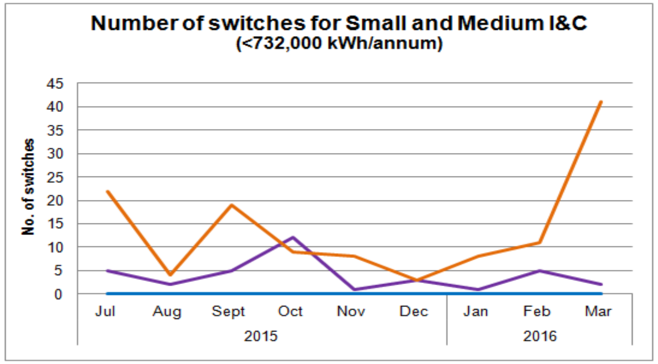


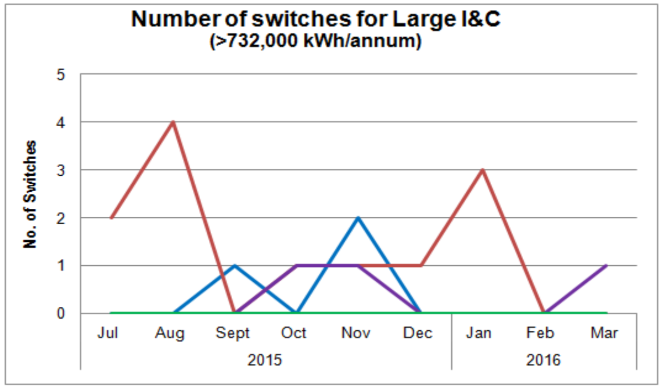
In terms of market share by consumption, firmus energy retains the largest share of the medium and large I&C sector. Part of this sector only opened to full competition from April 2015. Since then, firmus energy's share in this sector has reduced from 92.2% during Q2 2015 to 83.6% during Q1 2016.

[27] 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 per I&C market sector in the Ten Towns area. The switching gains are displayed by supplier; however the supplier names have been anonymised. Note that no information is provided on domestic switching in the Ten Towns area as there are no competing suppliers in the domestic market.





The line graphs above represent the split between the price-regulated and non price-regulated sectors. In the price-regulated sector (i.e. small and medium I&C) there was a substantial spike in the number of switches in March 2016.

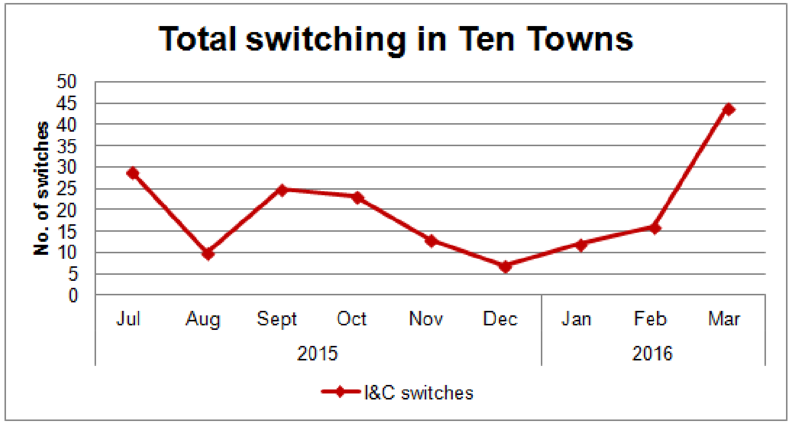
The table below shows market activity through the number of switches on a quarterly basis in the Ten Towns gas market and the associated percentage switching rate. The switching rate percentages are calculated using the number of quarterly switches divided by the number of customers at the end of the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

Table 23 Market activity in the Ten Towns area

Period	I&C Switching	
2015 Q3	64	2.9%
2015 Q4	43	2.0%
2016 Q1	72	3.1%

Source: feDL

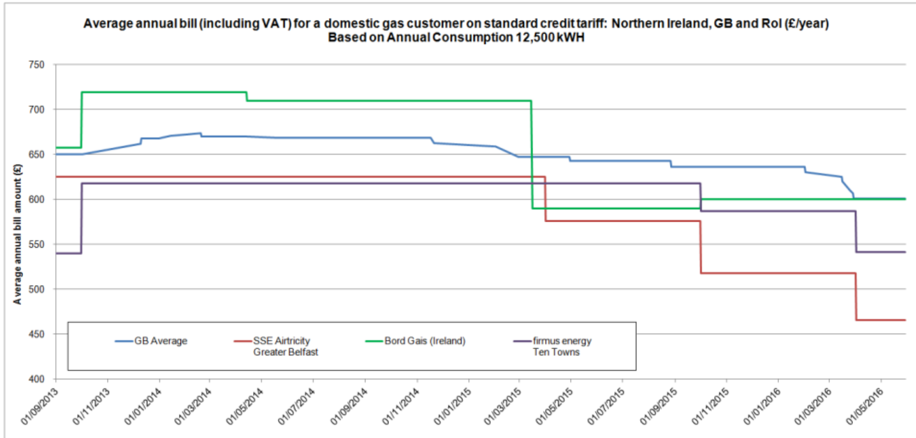
The overall level of switching has been consistently low however there was a large increase in switches within the I&C sector in March 2016.



6 Gas prices in the Greater Belfast & Ten Towns areas

6.1 Comparison against GB and RoI standard tariffs

The graph below compares gas domestic prices for standard gas tariffs. It shows a GB average which includes the 'Big Six' suppliers[28]. The annual usage estimate used is 12,500 kWh[29]. The tariffs used for comparison purposes are the standard tariff rates for domestic credit customers excluding any discounts that might be available such as payment by direct debit, viewing bills online etc.



Source: GB, ROI & NI published tariffs collated by UR

Each of the Big 6 Suppliers in GB have decreased their standard domestic gas tariffs since the beginning of this year. These decreases ranged from 5% to 5.4% and took effect between 1st February 2016 and 29 March 2016. In the Republic of Ireland (RoI) Bord Gais announced a reduction of 2.5% off its gas tariffs from 1 October 2015. This reduction is included in the figures used to plot the graph above but is displayed as an increase. This is because, for the purposes of tariff comparison, we convert the RoI tariff from Euro to GBP using the exchange rate applicable at the date of each tariff change.

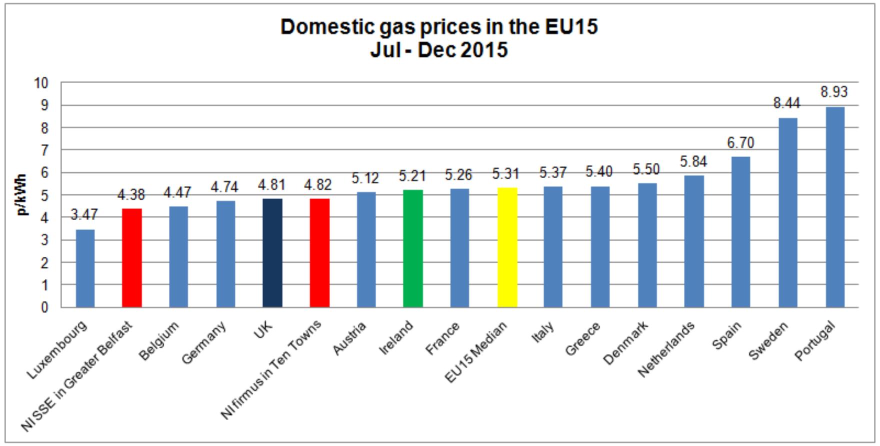
In NI, SSE Airtricity decreased its domestic tariff in the Greater Belfast area by 10% from 1 October 2015. SSE Airtricity then announced a further decrease of 10.2% to its tariffs in the Greater Belfast area. This decrease took effect from 1 April 2016.

The firmus energy tariffs in the Ten Towns area were reduced by 5% from 1 October 2015. firmus energy then implemented a further reduction of 7.7% to their tariffs in the Ten Towns area which took effect from 1 April 2016.

[28] The larger energy suppliers in GB (often called the 'Big Six') are the companies that supply most of the energy to domestic households in the GB market. They are: British Gas, E.ON UK, Scottish and Southern Energy (SSE), nPower, EDF Energy and Scottish Power.
[29] Ofgem's most recent review of the typical domestic consumption is 12,500kWh per annum.

6.2 Comparison against EU prices

The graph below compares NI regulated gas tariffs with the prices for other countries in Europe, including taxes, for the period July to December 2015.



Source: Eurostat and NI published tariffs collated by UR

The NI price for Greater Belfast shown in the graph is based on the standard credit tariffs of SSE Airtricity, including VAT, that applied during July to December 2015. The price has been calculated as an average of the SSE Airtricity tariff that applied from July to September 2015 and the tariff that applied from October to December 2015. The average pence per kWh was calculated based on a domestic customer with average annual consumption of 12,500 kWh.

- The SSE Airtricity tariff that applied during the period July to September 2015 was: 6.261 p/kWh for first 2000 kWh, and then 4.291 p/kWh (note that this is not the current SSE Airtricity tariff in the Greater Belfast area).
- The SSE Airtricity tariff that applied during the period October to December 2015 was: 5.635 p/kWh for first 2000 kWh, and then 3.862 p/kWh (note that this is not the current SSE Airtricity tariff in the Greater Belfast area).

The NI price for Ten Towns shown in the graph is based on the standard credit tariffs of firmus energy, including VAT, that applied during July to December 2015. The price has been calculated as an average of the firmus energy tariff that applied from July to September 2015 and the tariff that applied from October to December 2015. The average pence per kWh was calculated based on a domestic customer with average annual consumption of 12,500 kWh.

- The firmus energy tariff that applied during the period July to September 2015 was: 6.804 p/kWh for first 2000 kWh, and then 4.586 p/kWh (note that this is not the current firmus energy tariff in the Ten Towns area).
- The firmus energy tariff that applied during the period October to December 2015 was: 6.464 p/kWh for first 2000 kWh, and then 4.357 p/kWh (note that this is not the current firmus energy tariff in the Ten Towns area).

The prices for the EU countries shown in the graph above are the average domestic gas prices for medium consumers (5,557-55,556 kWh per annum) during the period from July to December 2015. These prices include taxes. These prices are published by the Department of Energy & Climate Change (DECC) in their Quarterly Energy Prices, Table 5.10.2.

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
DECC	Department of Energy and Climate Change
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

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 2011: Budget Energy October 2011: Electric Ireland October 2015: Click Energy October 2015: Open Electric
I&C	Incumbent supplier: Power NI February 2012: VAYU April 2012: Go Power October 2015: Click Energy

Gas: Greater Belfast Area[30]	
Domestic	Incumbent supplier since September 1996: SSE Airtricity[31] 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[32]	
Domestic	Incumbent supplier since 2005: firmus
I&C	Incumbent supplier since 2005: firmus January 13: SSE Airtricity May 15: Flogas June 15: Go Power

[30] The Greater Belfast area is defined in Schedule 1 of the Phoenix Natural Gas Limited conveyance licence.
[31] Formerly Phoenix Supply Ltd (PSL).
[32] The Ten Towns area is defined in Schedule 1 of the firmus energy (Distribution) Limited conveyance licence.