

SSE Airtricity Gas Supply (NI) Limited

Report of Performance 2023

Gas Supply Service		Performance
Energy Care		
1	Service Types of Services offered by SSE Airtricity to domestic customers registered on the SSE Airtricity Energy Care Register.	Password Scheme Nominated Contact Alternative Format Communications Special Control Taps or Adaptors Meter Exchange Meter Movement Quarterly Meter Reading Free Natural Gas Safety Check Special Advice
2	Energy Care Register Total number of domestic customers registered on the SSE Airtricity Energy Care Register.	5,545
Payment Type		
3	Credit Total number of domestic customers paying by Credit.	77,739
4	Prepayment Total number of domestic customers paying by Prepayment.	125,398
Disconnections		
5	Non-Payment Total number of domestic customers where SSE Airtricity disconnected the premises due to non-payment of charges.	0
Gas Supply		
6	Gas Supplied Total quantity of gas supplied by SSE Airtricity to domestic customers.	65,137,961
7	Gas Charges Total value of gas charges recovered by SSE Airtricity for domestic customers.	£149,445,472
Customer Contact		
8	Customer Correspondence Total number of responses to enquiries. Correspondence may be responded to by telephone unless a written response is requested.	162,368

Customer Complaints			
9	Complaints Received Total number of customer complaints received whether made in person, by telephone, in writing or otherwise.	Domestic	Non-Domestic
		55,755	2,977
10	Complaints Resolved Total number of complaints resolved.	Domestic	Non-Domestic
		55,755	2,977
Customer Complaints			
11	Visits Total number of visits made to domestic customer's premises.	574,161	