

# SSE Airtricity Gas Supply (NI) Limited

## Report of Performance 2024

Gas Supply Service		Performance
<b>Energy Care</b>		
1	<b>Service</b> 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	<b>Energy Care Register</b> Total number of domestic customers registered on the SSE Airtricity Energy Care Register.	5855
<b>Payment Type</b>		
3	<b>Credit</b> Total number of domestic customers paying by Credit.	79,220
4	<b>Prepayment</b> Total number of domestic customers paying by Prepayment.	128,894
<b>Disconnections</b>		
5	<b>Non-Payment</b> Total number of domestic customers where SSE Airtricity disconnected the premises due to non-payment of charges.	0
<b>Gas Supply</b>		
6	<b>Gas Supplied</b> Total quantity of gas supplied by SSE Airtricity to domestic customers.	68,387,775
7	<b>Gas Charges</b> Total value of gas charges recovered by SSE Airtricity for domestic customers.	£184,776,964
<b>Customer Contact</b>		
8	<b>Customer Correspondence</b> Total number of responses to enquiries. Correspondence may be responded to by telephone unless a written response is requested.	203,294

Customer Complaints			
9	<b>Complaints Received</b> Total number of customer complaints received whether made in person, by telephone, in writing or otherwise.	Domestic	Non-Domestic
		60,034	2,598
10	<b>Complaints Resolved</b> Total number of complaints resolved.	Domestic	Non-Domestic
		60,034	2,598
Customer Visits			
11	<b>Visits</b> Total number of visits made to domestic customer's premises.	686,069	