

VALUE OF LOST LOAD RESEARCH

Commission for Regulation of Utilities

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15th July 2022



An Coimisiún
um Rialáil Fóntas

Commission for
Regulation of Utilities



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INTRODUCTION

1

BACKGROUND & OBJECTIVES

- In autumn 2021, the Commission for Regulation of Utilities (CRU) appointed Ipsos to conduct research to collect the data needed to determine a single Value of Lost Load (VoLL) for the all-island Single Electricity Market (SEM).
- The requirement to calculate a new single VoLL based on consumer surveys is set out in legislation in Regulation (EU) 2019/943 of the Clean Energy Package (CEP) and in the ensuing ACER methodology.
- The research was conducted on an all Ireland basis, across domestic (households) and non-domestic (businesses) markets.
- This report details the findings from both elements of the research.

RESEARCH METHODOLOGY

DOMESTIC RESEARCH

- The VoLL Domestic Research was conducted online among a sample of 900 respondents in the Republic of Ireland and 350 respondents in Northern Ireland.
- To be eligible to participate, respondents had to be mainly/jointly responsible for paying the household electricity and to know the amount paid for their most recent electricity bill.
- Fieldwork took place during January and February 2022.
- Data was weighted to the known profile of bill payers at the analysis stage.

NON-DOMESTIC RESEARCH

- The VoLL Non-Domestic Research was conducted using a mixed mode methodology (telephone and online) among a sample of 454 businesses in the Republic of Ireland and 145 businesses in Northern Ireland.
- Fieldwork took place between January and March 2022.
- Data was weighted to the known profile of businesses both sides of the border using CSO data for the Republic of Ireland and NISRA (Northern Ireland Statistics Research Agency) data for Northern Ireland.

WILLINGNESS TO PAY TO AVOID ELECTRICITY SUPPLY INTERRUPTION

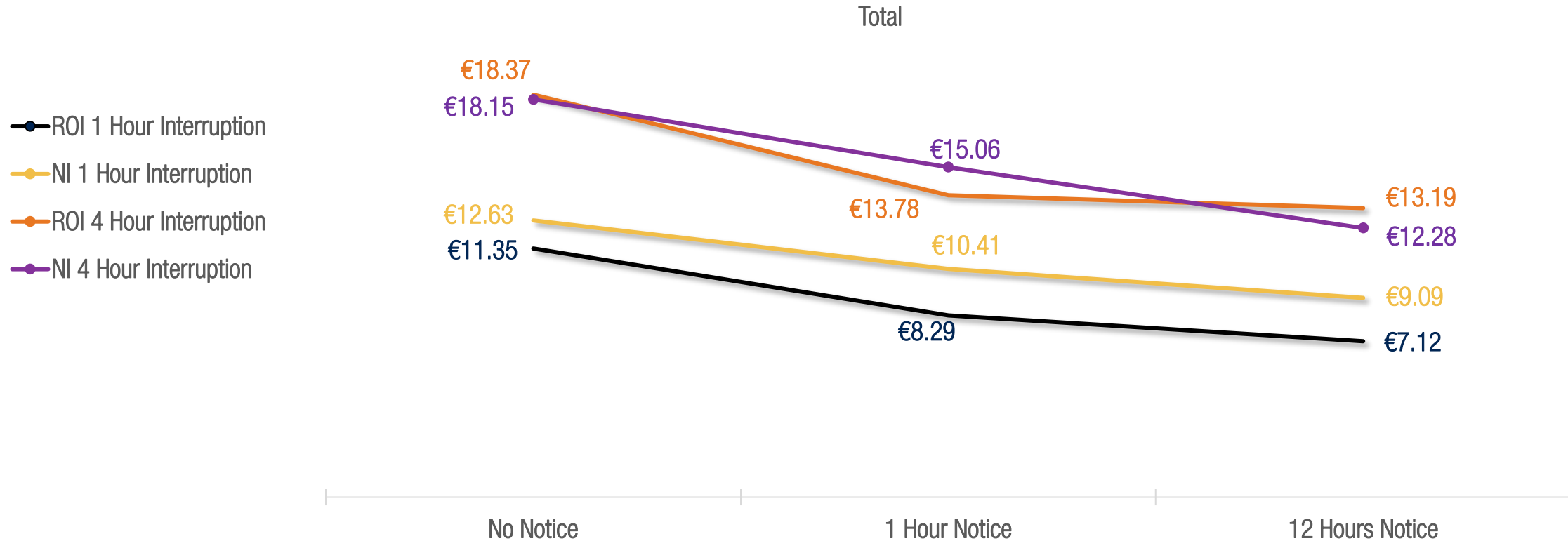
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DOMESTIC WILLINGNESS TO PAY TO AVOID ELECTRICITY SUPPLY INTERRUPTION



DOMESTIC WINTER EVENING PEAK INTERRUPTION – SCENARIOS OVERVIEW (I)

Average Amount Willing to Pay to Avoid Interruption in Given Scenario (EURO)



An exchange rate of 1.18 was used to convert GBP to Euro for NI respondents as per the rate on xe.com on the morning of 12th July 2022.

Base: All respondents willing to pay in given scenario. ROI 1hr & no notice (256), ROI 1hr & 1hr notice (183), ROI 1hr & 12hrs notice (149), NI 1hr & no notice (89), NI 1hr & 1hr notice (72), NI 1hr & 12hrs notice (51). ROI 4hr & no notice (333), ROI 4hr & 1hr notice (285), ROI 4hr & 12hrs notice (225), NI 4hr & no notice (127), NI 4hr & 1hr notice (108), NI 4hr & 12hrs notice (83).

DOMESTIC WINTER EVENING PEAK INTERRUPTION – SCENARIOS OVERVIEW (II)

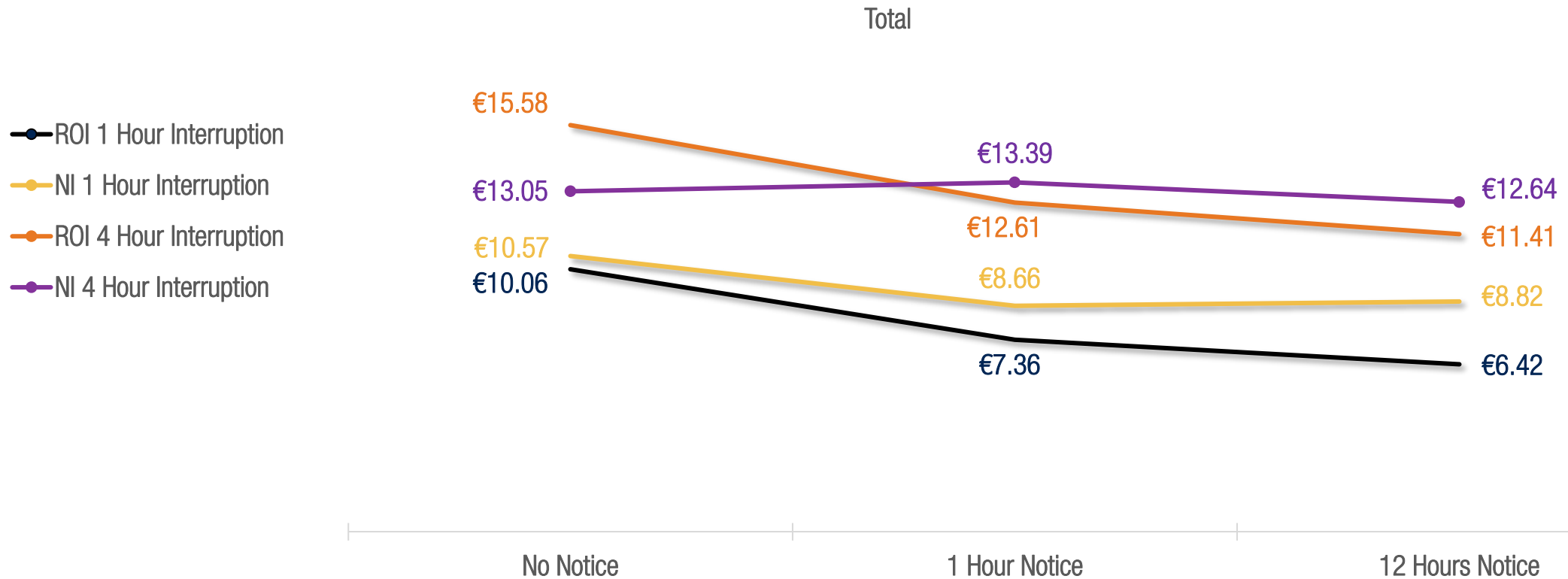
Average Amount Willing to Pay to Avoid Interruption in Given Scenario (EURO AND GBP)

	NO NOTICE %	1HR NOTICE %	12HRS NOTICE %
ROI 1HR INTERRUPTION	€11.35	€8.29	€7.12
NI 1HR INTERRUPTION	£10.69	£8.81	£7.69
ROI 4HR INTERRUPTION	€18.37	€13.78	€13.19
NI 4HR INTERRUPTION	£15.36	£12.74	£10.39

Base: All respondents willing to pay in given scenario. ROI 1hr & no notice (256), ROI 1hr & 1hr notice (183), ROI 1hr & 12hrs notice (149), NI 1hr & no notice (89), NI 1hr & 1hr notice (72), NI 1hr & 12hrs notice (51). ROI 4hr & no notice (333), ROI 4hr & 1hr notice (285), ROI 4hr & 12hrs notice (225), NI 4hr & no notice (127), NI 4hr & 1hr notice (108), NI 4hr & 12hrs notice (83).

DOMESTIC WINTER MIDDAY PEAK INTERRUPTION – SCENARIOS OVERVIEW (I)

Average Amount Willing to Pay to Avoid Interruption in Given Scenario (EURO)



An exchange rate of 1.18 was used to convert GBP to Euro for NI respondents as per the rate on xe.com on the morning of 12th July 2022.

Base: All respondents willing to pay in given scenario. ROI 1hr & no notice (195), ROI 1hr & 1hr notice (155), ROI 1hr & 12hrs notice (138), NI 1hr & no notice (84), NI 1hr & 1hr notice (67), NI 1hr & 12hrs notice (53). ROI 4hr & no notice (281), ROI 4hr & 1hr notice (235), ROI 4hr & 12hrs notice (200), NI 4hr & no notice (120), NI 4hr & 1hr notice (100), NI 4hr & 12hrs notice (74).

DOMESTIC WINTER MIDDAY PEAK INTERRUPTION – SCENARIOS OVERVIEW (II)

Average Amount Willing to Pay to Avoid Interruption in Given Scenario (EURO AND GBP)

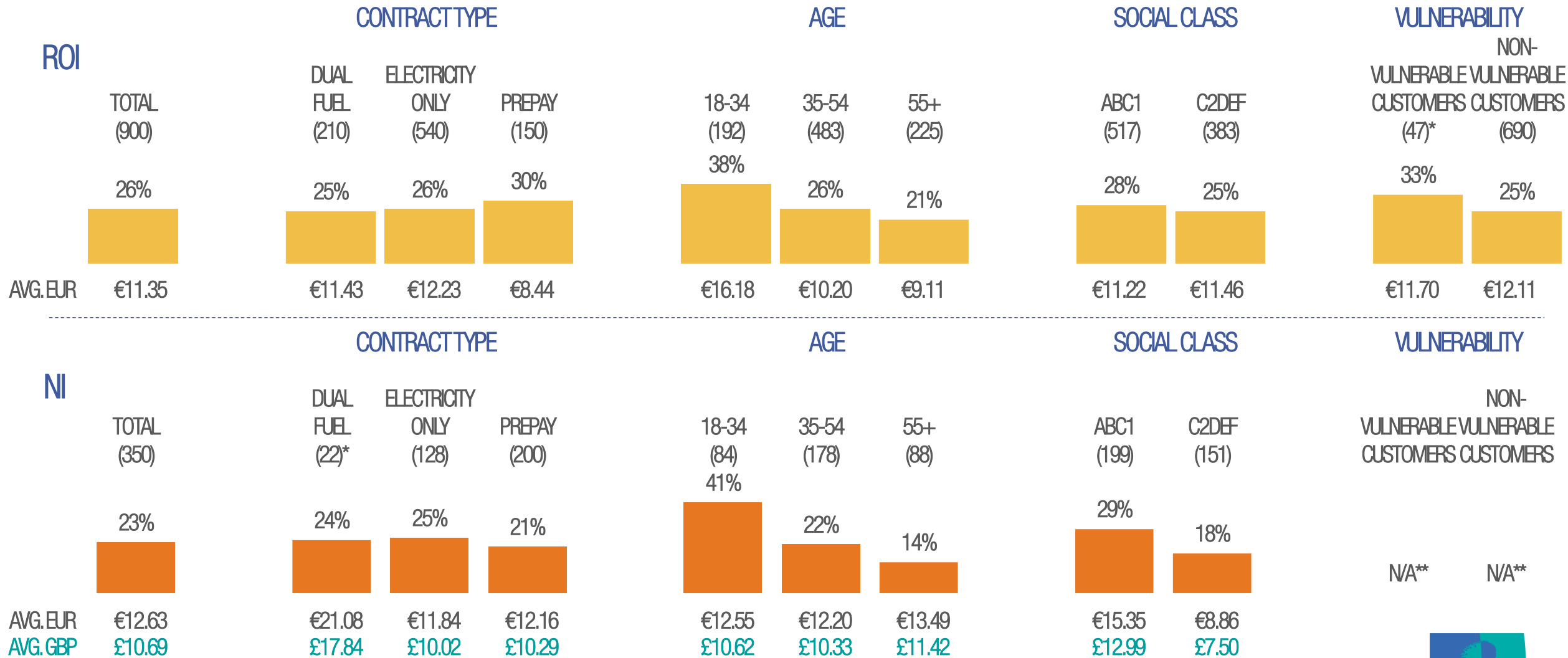
	NO NOTICE %	1HR NOTICE %	12HRS NOTICE %
ROI 1HR INTERRUPTION	€10.06	€7.36	€6.42
NI 1HR INTERRUPTION	£8.94	£7.33	£7.46
ROI 4HR INTERRUPTION	€15.58	€12.61	€11.41
NI 4HR INTERRUPTION	£11.04	£11.33	£10.69

Base: All respondents willing to pay in given scenario. ROI 1hr & no notice (195), ROI 1hr & 1hr notice (155), ROI 1hr & 12hrs notice (138), NI 1hr & no notice (84), NI 1hr & 1hr notice (67), NI 1hr & 12hrs notice (53). ROI 4hr & no notice (281), ROI 4hr & 1hr notice (235), ROI 4hr & 12hrs notice (200), NI 4hr & no notice (120), NI 4hr & 1hr notice (100), NI 4hr & 12hrs notice (74).

DOMESTIC WILLINGNESS TO PAY TO AVOID ELECTRICITY INTERRUPTION – DETAILED FINDINGS

DOMESTIC WINTER EVENING PEAK 1 HOUR INTERRUPTION - NO NOTICE

% Willing to Pay to Avoid Interruption & Average Amount Willing to Pay



*Caution small base size

** Base size too small for reporting

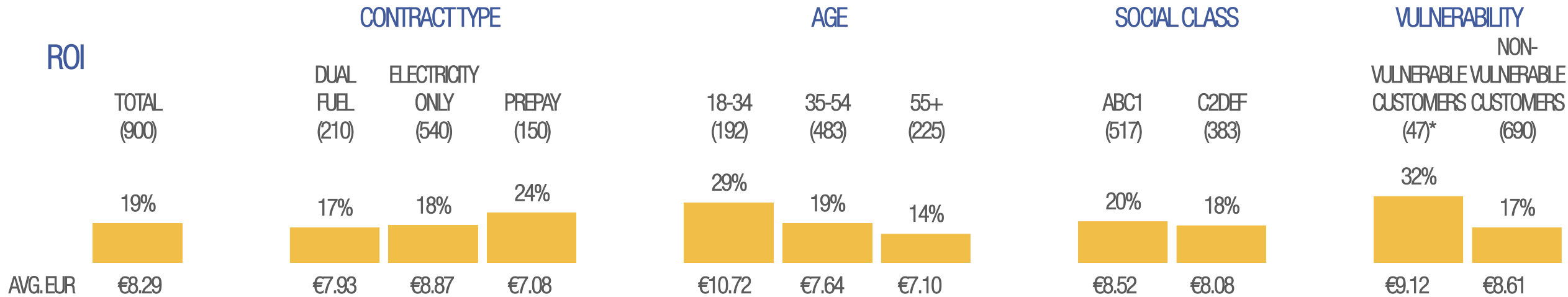
An exchange rate of 1.18 was used to convert GBP to Euro for NI respondents as per the rate on xe.com on the morning of 12th July 2022.



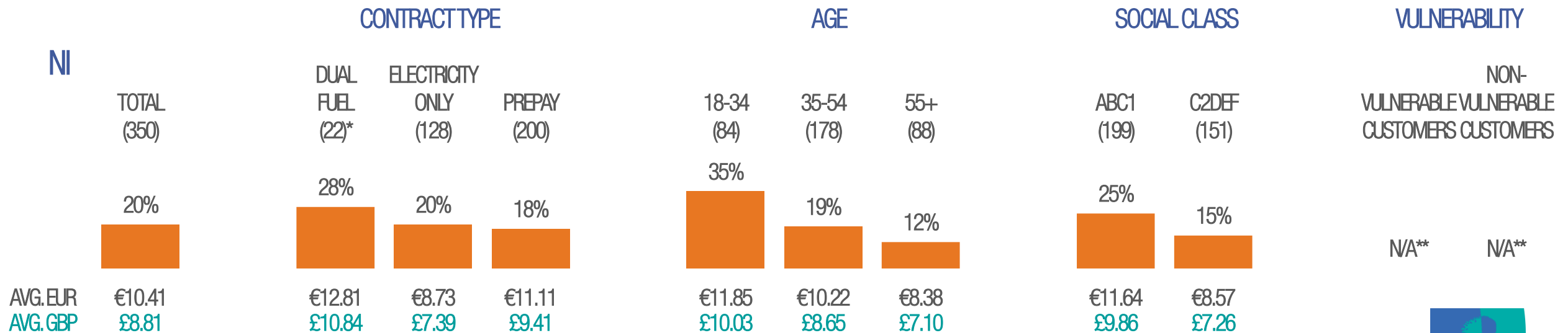
DOMESTIC WINTER EVENING PEAK 1 HOUR INTERRUPTION – 1 HOUR NOTICE

% Willing to Pay to Avoid Interruption & Average Amount Willing to Pay

ROI



NI



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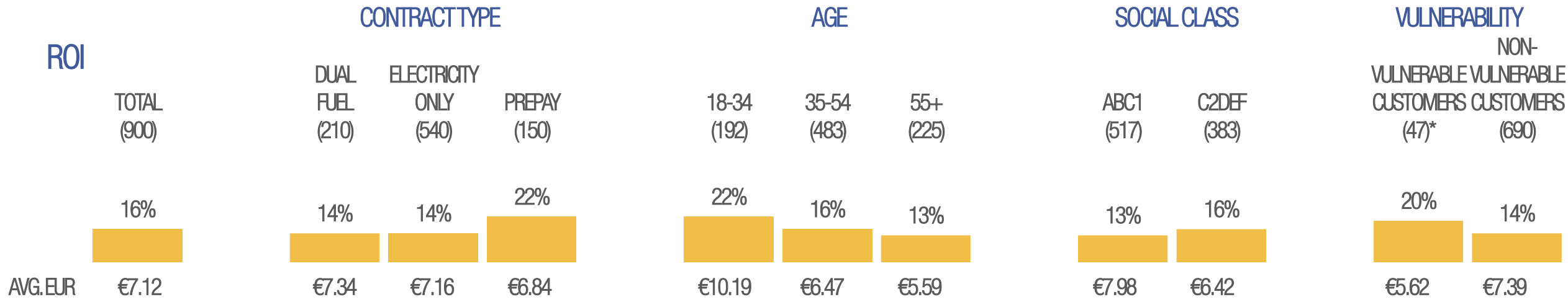
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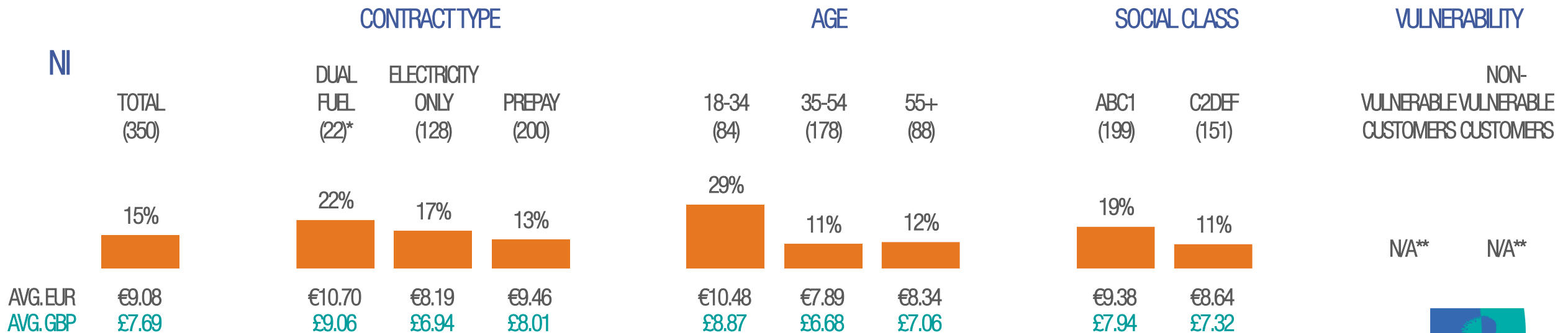
DOMESTIC WINTER EVENING PEAK 1 HOUR INTERRUPTION – 12 HOURS NOTICE

% Willing to Pay to Avoid Interruption & Average Amount Willing to Pay

ROI



NI



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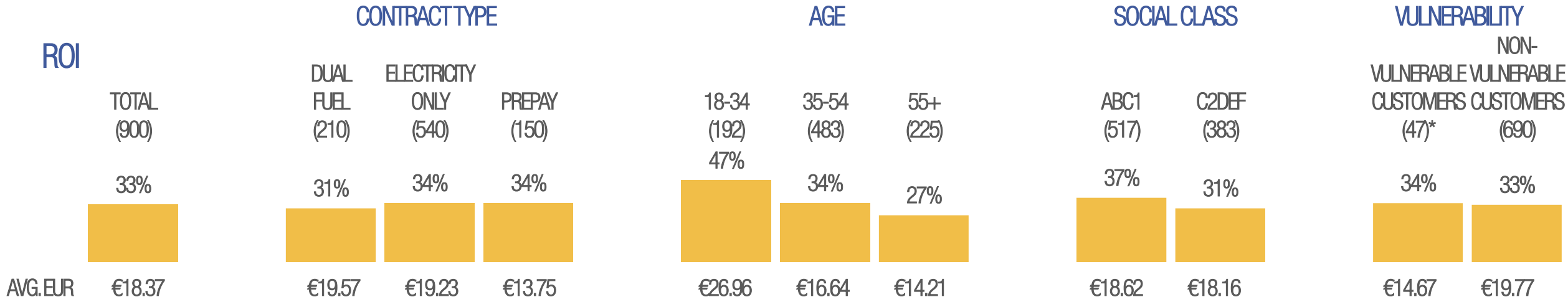
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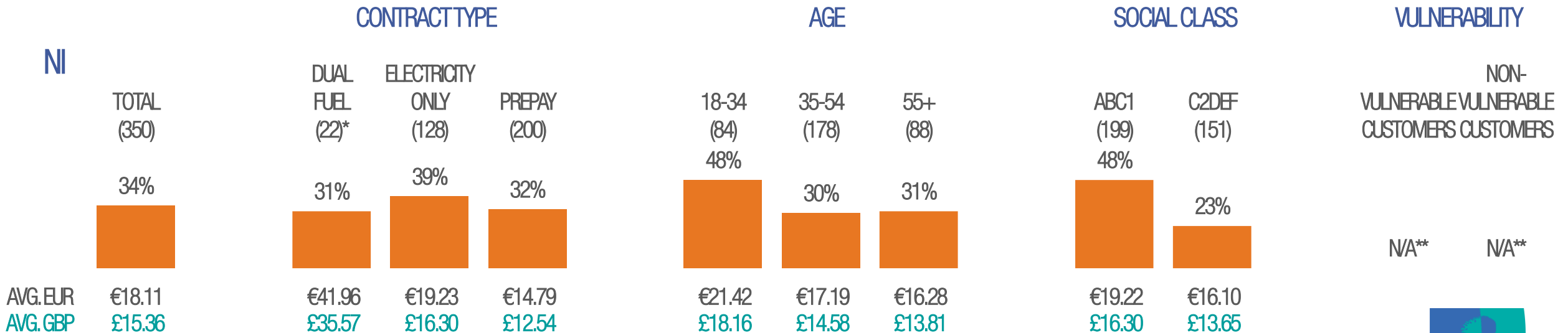
DOMESTIC WINTER EVENING PEAK 4 HOUR INTERRUPTION – NO NOTICE

% Willing to Pay to Avoid Interruption & Average Amount Willing to Pay

ROI



NI



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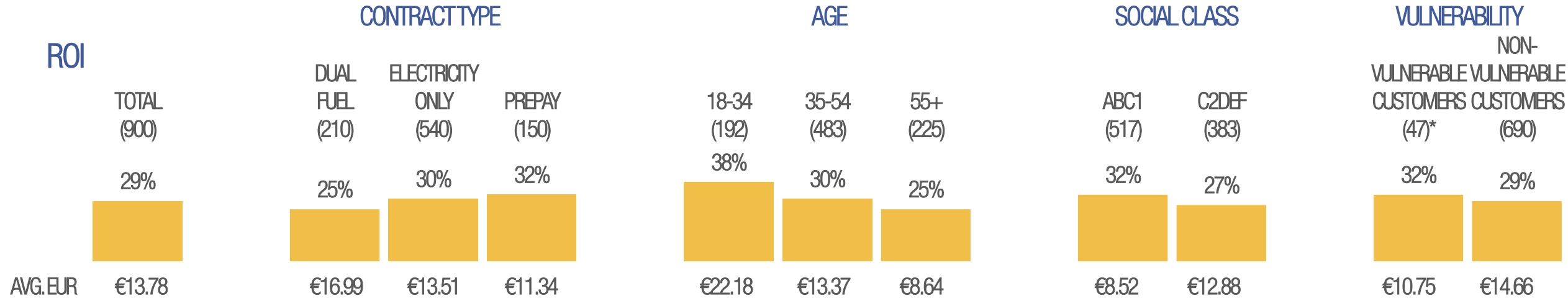
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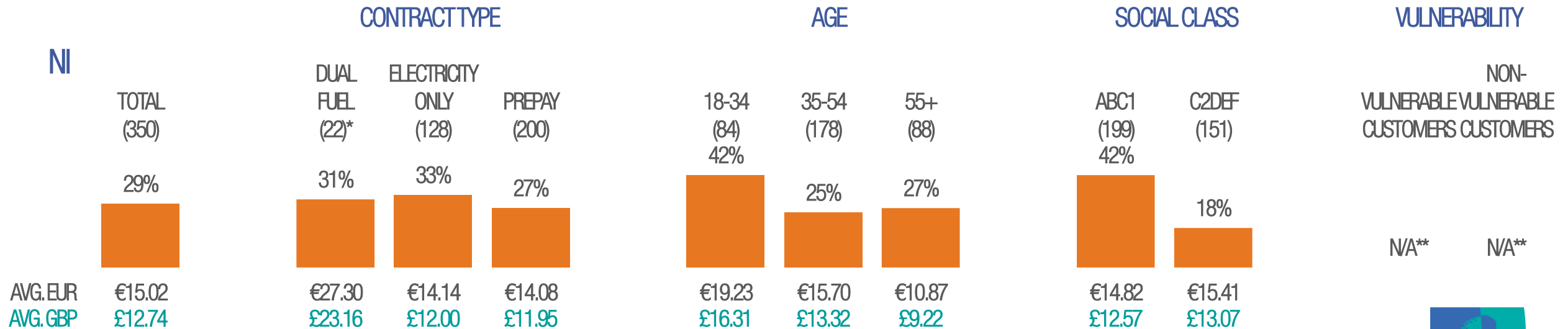
DOMESTIC WINTER EVENING PEAK 4 HOUR INTERRUPTION – 1 HOUR NOTICE

% Willing to Pay to Avoid Interruption & Average Amount Willing to Pay

ROI



NI



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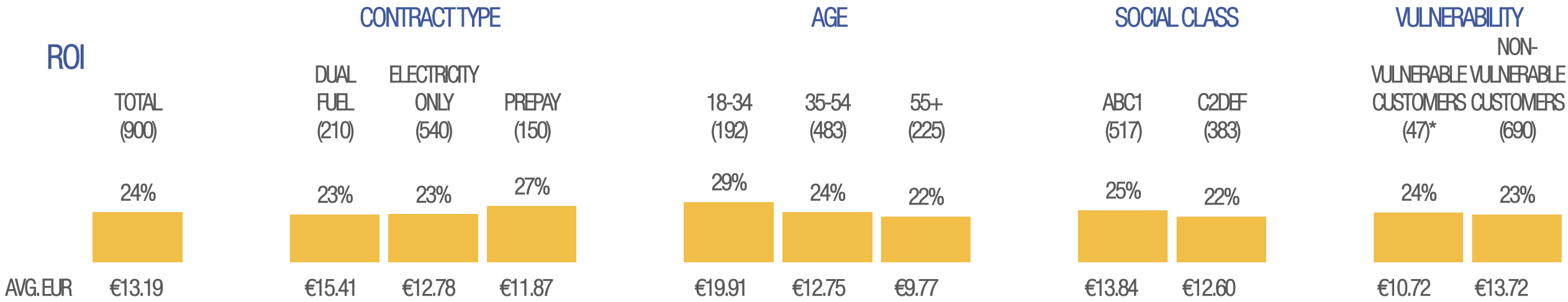
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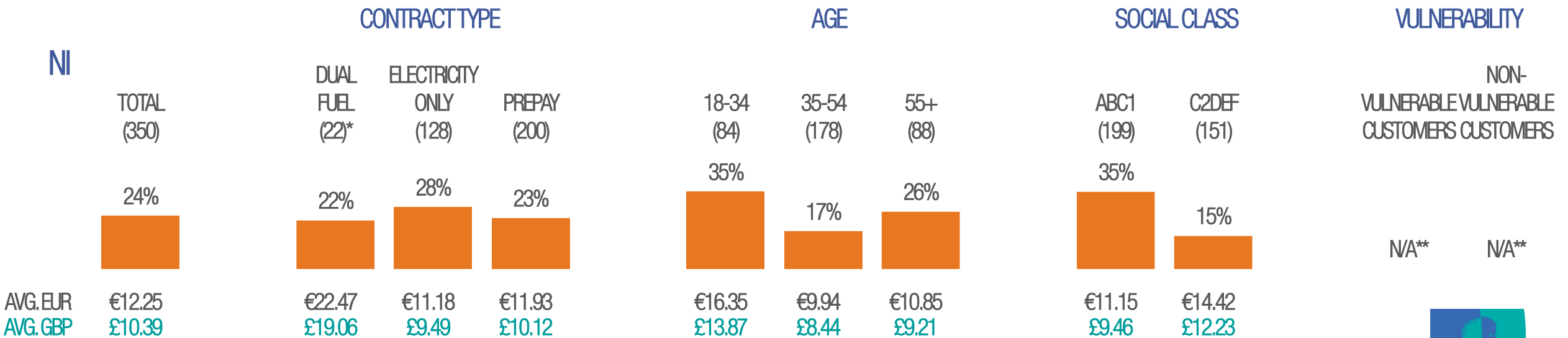
DOMESTIC WINTER EVENING PEAK 4 HOUR INTERRUPTION – 12 HOURS NOTICE

% Willing to Pay to Avoid Interruption & Average Amount Willing to Pay

ROI



NI



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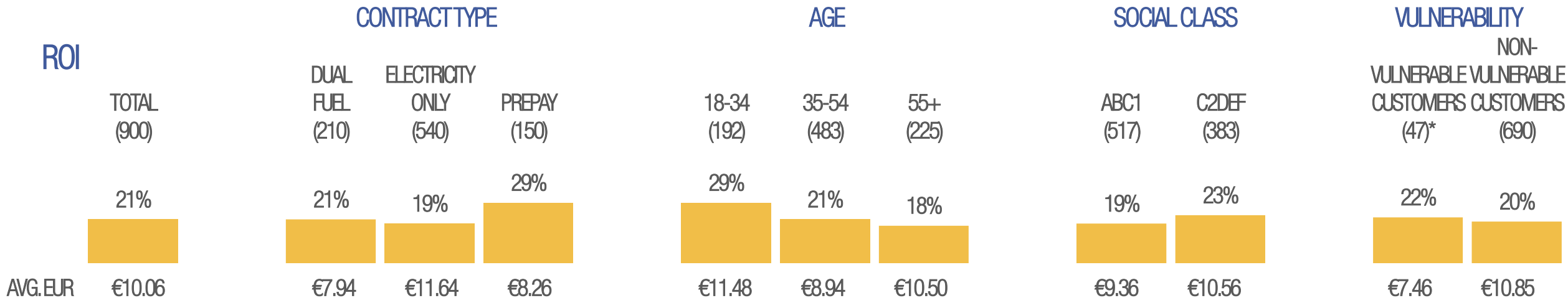
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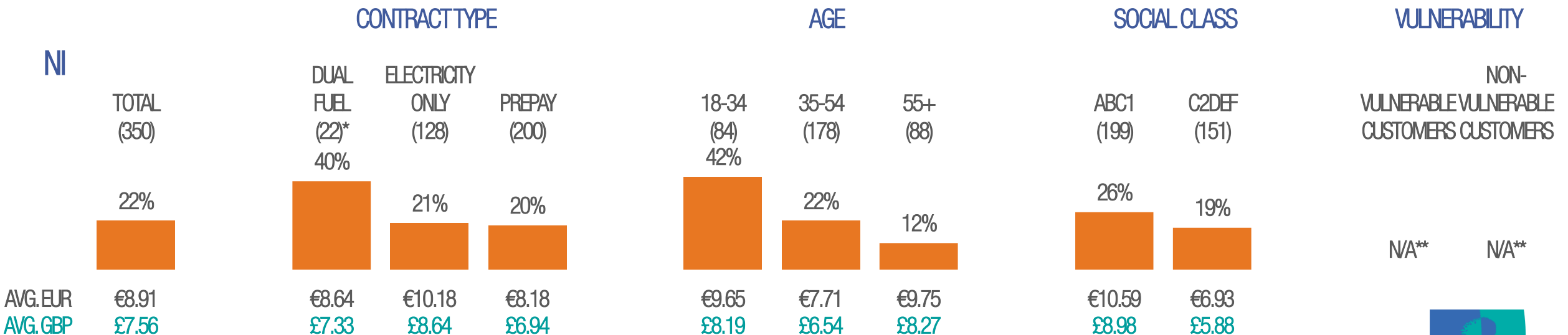
DOMESTIC WINTER MIDDAY PEAK 1 HOUR INTERRUPTION – NO NOTICE

% Willing to Pay to Avoid Interruption & Average Amount Willing to Pay

ROI



NI



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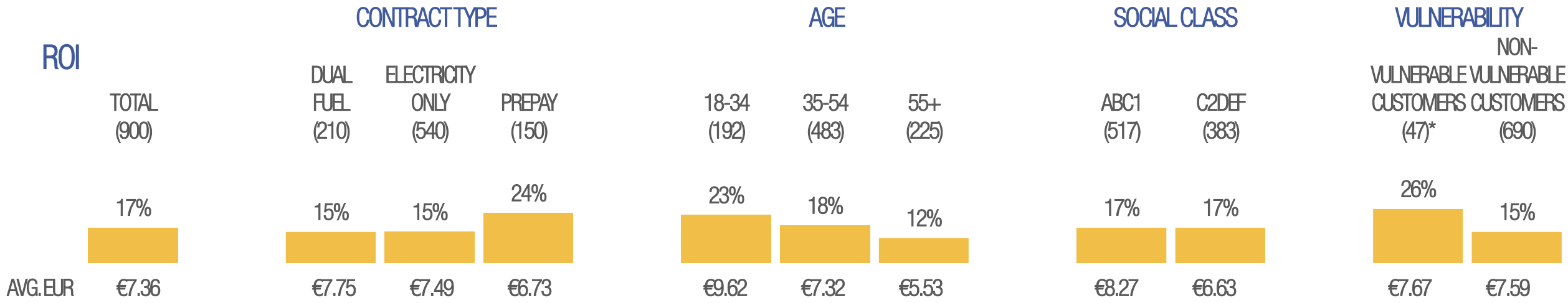
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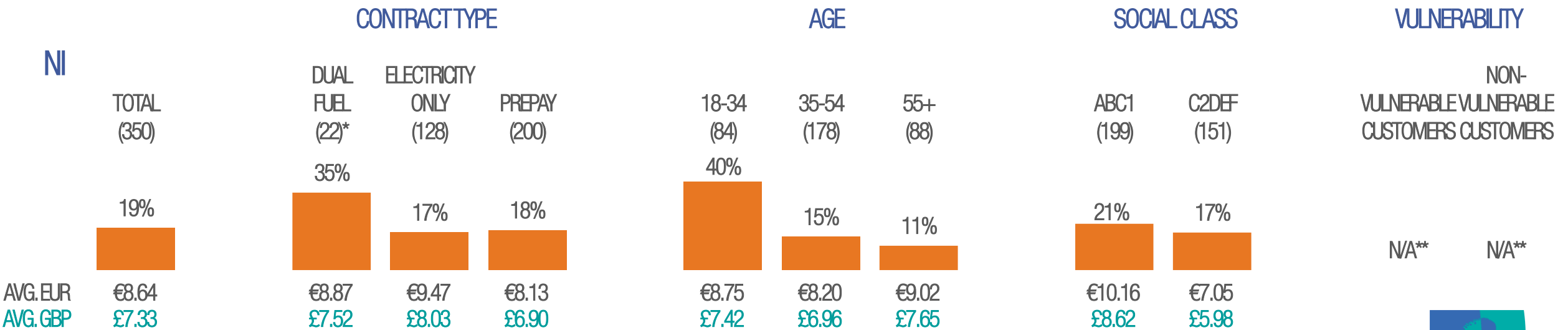
DOMESTIC WINTER MIDDAY PEAK 1 HOUR INTERRUPTION – 1 HOUR NOTICE

% Willing to Pay to Avoid Interruption & Average Amount Willing to Pay

ROI



NI



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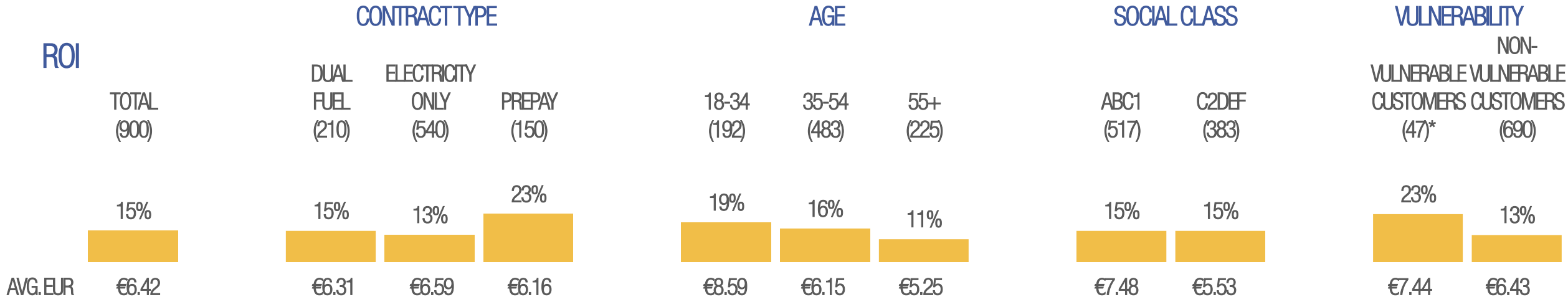
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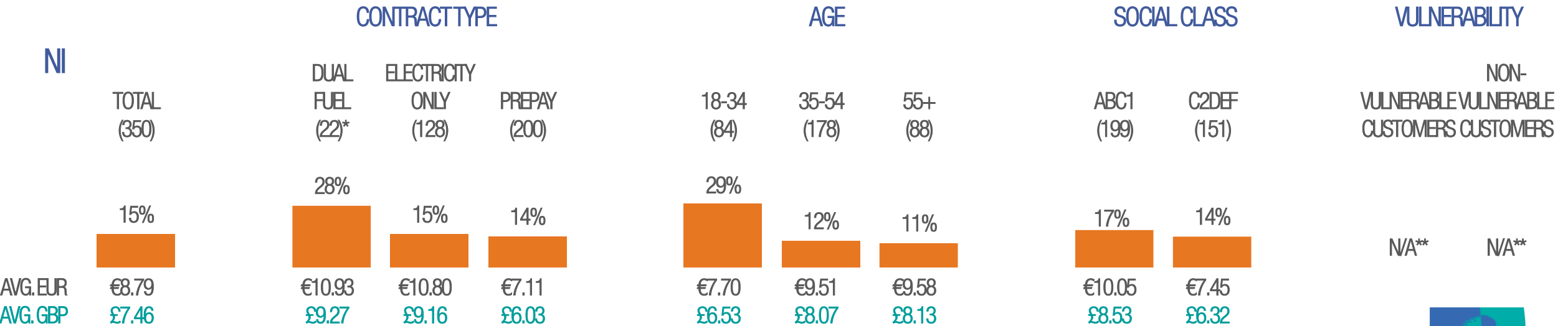
DOMESTIC WINTER MIDDAY PEAK 1 HOUR INTERRUPTION – 12 HOURS NOTICE

% Willing to Pay to Avoid Interruption & Average Amount Willing to Pay

ROI



NI



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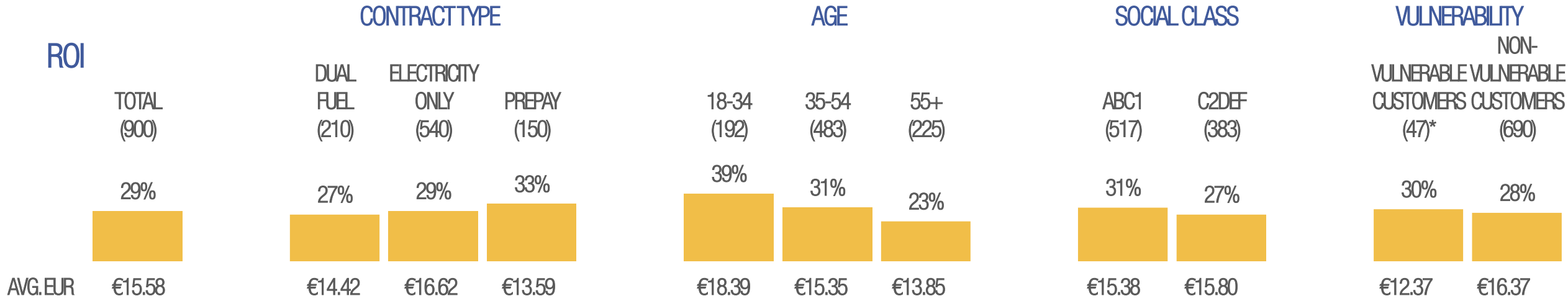
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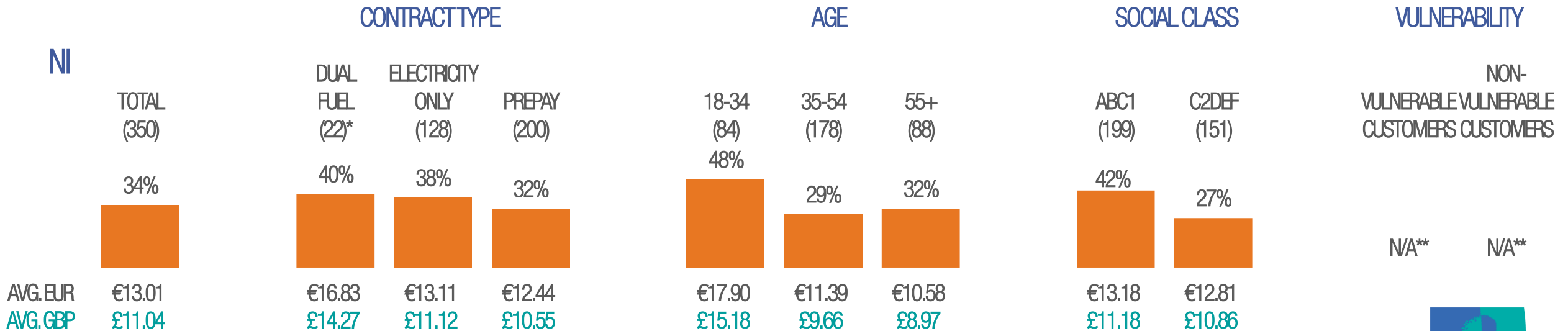
DOMESTIC WINTER MIDDAY PEAK 4 HOUR INTERRUPTION – NO NOTICE

% Willing to Pay to Avoid Interruption & Average Amount Willing to Pay

ROI



NI



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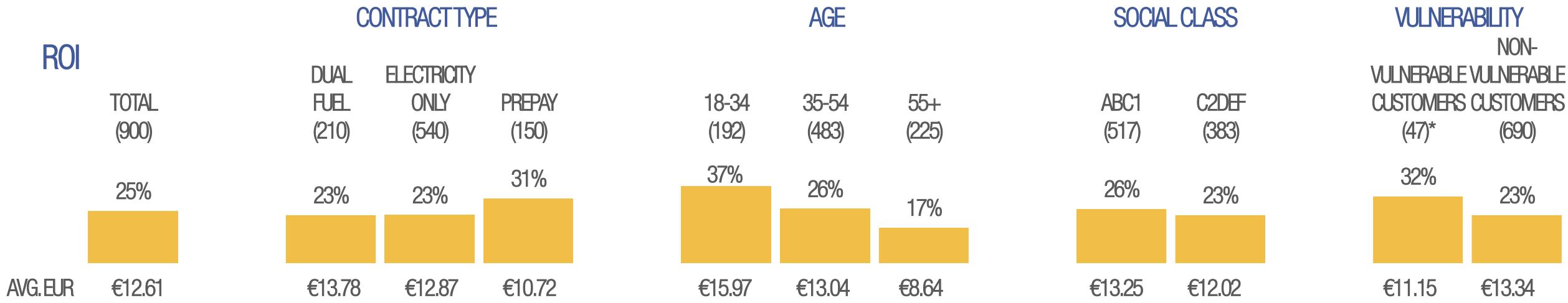
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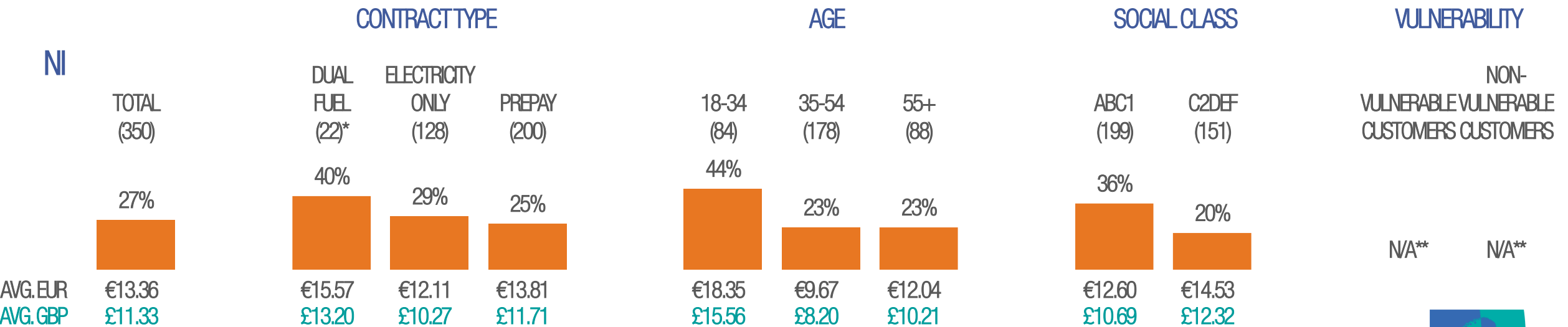
DOMESTIC WINTER MIDDAY PEAK 4 HOUR INTERRUPTION – 1 HOUR NOTICE

% Willing to Pay to Avoid Interruption & Average Amount Willing to Pay

ROI



NI



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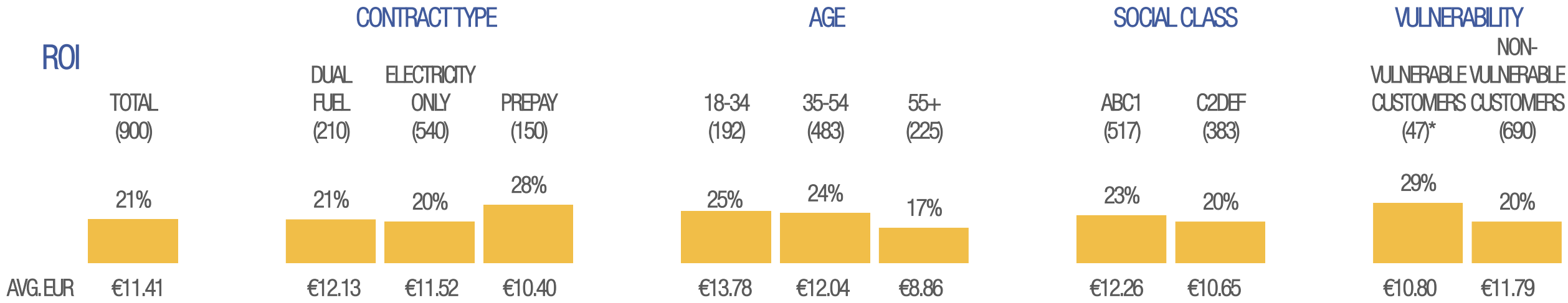
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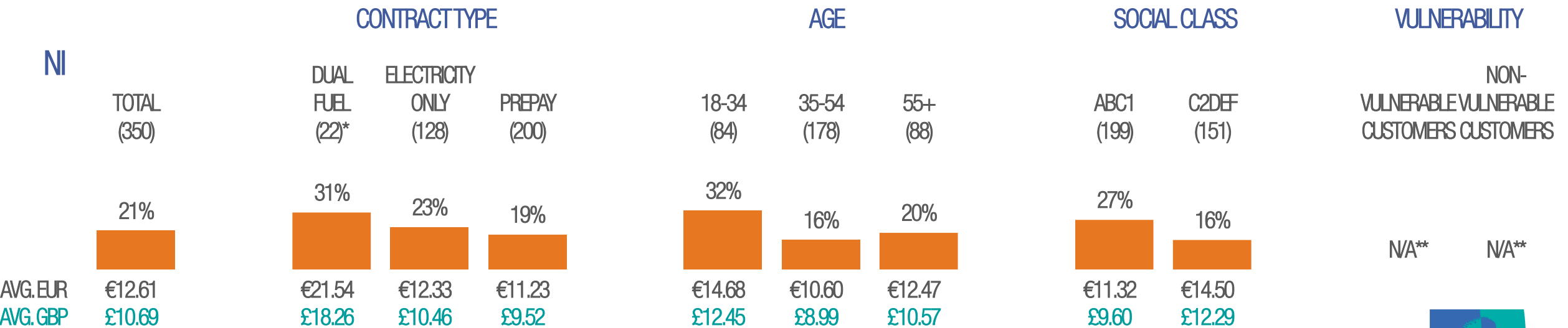
DOMESTIC WINTER MIDDAY PEAK 4 HOUR INTERRUPTION – 12 HOURS NOTICE

% Willing to Pay to Avoid Interruption & Average Amount Willing to Pay

ROI



NI



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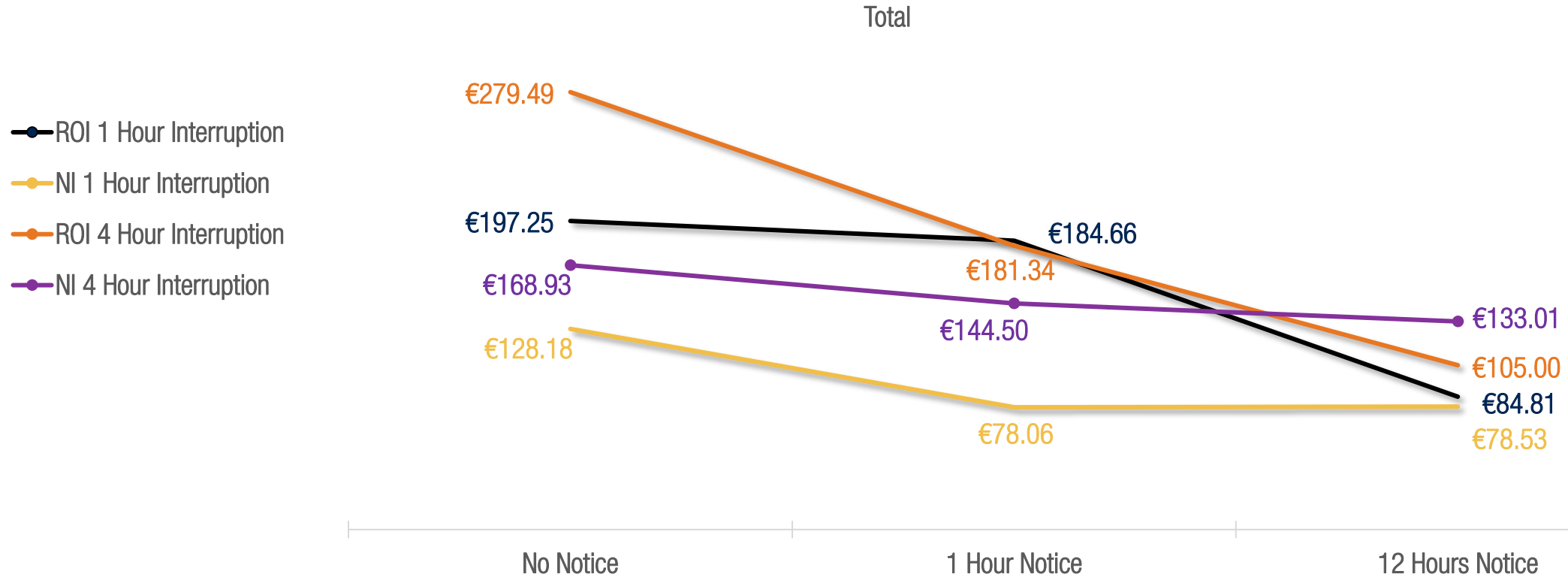
RESEARCH HIGHLIGHTS – DOMESTIC RESEARCH

- At the overall level, the data shows that **bill payers are willing to pay more to avoid a winter 4 hour interruption than to avoid a 1 hour interruption**, either in the evening or at midday.
- The average amount domestic bill payers are willing to pay to avoid electricity supply interruptions declines as the notice period of the interruption increases.
- The **highest average amounts** that domestic bill payers are willing to pay to avoid an interruption are **€18.37** in the Republic of Ireland and **£15.36** in Northern Ireland. In both regions the highest amount would be paid to avoid a winter 4 hour interruption to electricity supply in the evening, with no notice.
- There are no statistically significant differences in the proportion of bill payers willing to pay to avoid interruption in the Republic of Ireland compared to Northern Ireland across all scenarios, with the exception of a **winter 4 hour midday interruption with no notice**. In this scenario a significantly **higher proportion of billpayers in Northern Ireland (34%) were willing to pay than in the Republic of Ireland (29%)**.
- When it comes to demographics, **those aged 18-34 are more likely to be willing to pay to avoid an interruption** than any other age cohort, regardless of the scenario. In addition, the average amounts that 18-34s are willing to pay are higher than for other age cohorts, particularly in the Republic of Ireland. These patterns were also observed in Northern Ireland, with the exception of **a winter evening 1 hour interruption with no notice and all winter midday 1 hour interruptions**, in which **those aged 55 and over are willing to pay more** than any other age cohort.

NON-DOMESTIC WILLINGNESS TO PAY TO AVOID ELECTRICITY SUPPLY INTERRUPTION

NON-DOMESTIC WINTER EVENING PEAK INTERRUPTION – SCENARIOS OVERVIEW (I)

Average Amount Willing to Pay to Avoid Interruption in Given Scenario (EURO)



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Base: All respondents willing to pay in given scenario. ROI 1hr & no notice (82), ROI 1hr & 1hr notice (60), ROI 1hr & 12hrs notice (54), NI 1hr & no notice (30), NI 1hr & 1hr notice (27), NI 1hr & 12hrs notice (17). ROI 4hr & no notice (112), ROI 4hr & 1hr notice (90), ROI 4hr & 12hrs notice (71), NI 4hr & no notice (33), NI 4hr & 1hr notice (32), NI 4hr & 12hrs notice (23).

NON-DOMESTIC WINTER EVENING PEAK INTERRUPTION – SCENARIOS OVERVIEW (II)

Average Amount Willing to Pay to Avoid Interruption in Given Scenario (EURO AND GBP)

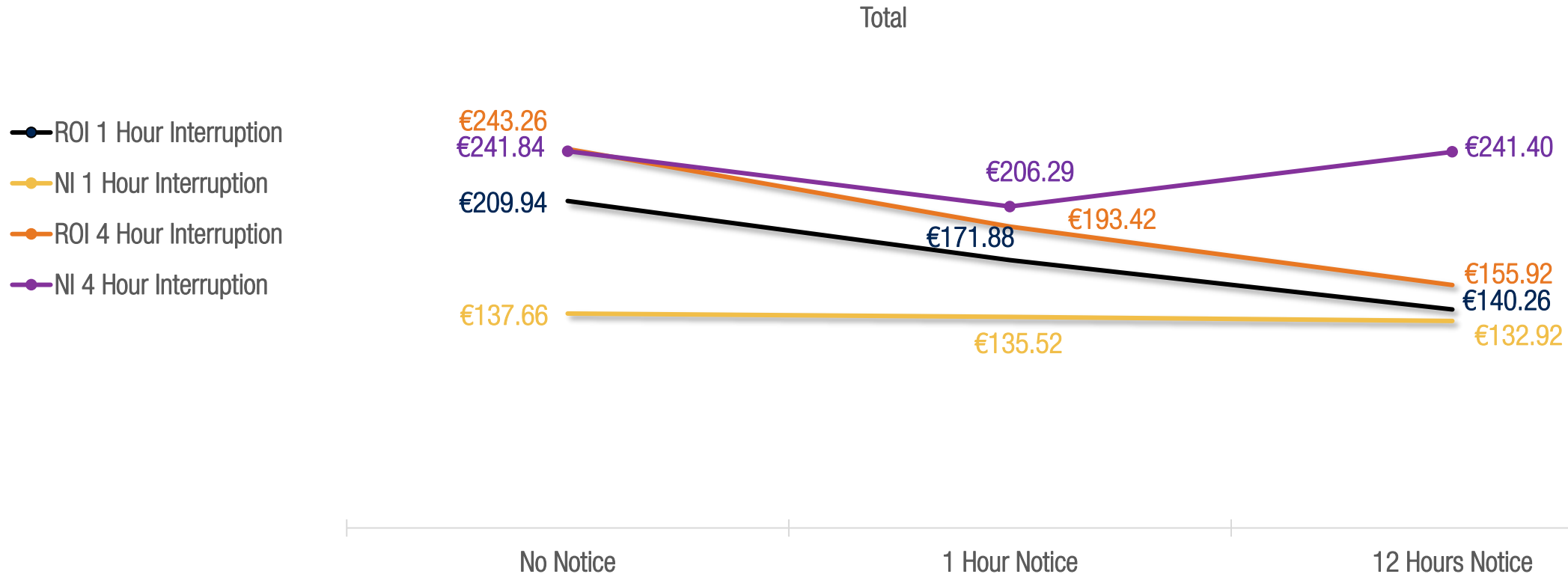
	NO NOTICE	1HR NOTICE	12HRS NOTICE
ROI 1HR INTERRUPTION	€197.25	€184.66	€84.81
NI 1HR INTERRUPTION	£108.67	£66.18	£66.58
ROI 4HR INTERRUPTION	€279.49	€181.34	€105.00
NI 4HR INTERRUPTION	£143.21	£122.50	£112.75

Base: All respondents willing to pay in given scenario. ROI 1hr & no notice (82), ROI 1hr & 1hr notice (60), ROI 1hr & 12hrs notice (54), NI 1hr & no notice (30), NI 1hr & 1hr notice (27), NI 1hr & 12hrs notice (17). ROI 4hr & no notice (112), ROI 4hr & 1hr notice (90), ROI 4hr & 12hrs notice (71), NI 4hr & no notice (33), NI 4hr & 1hr notice (32), NI 4hr & 12hrs notice (23).



NON-DOMESTIC WINTER MIDDAY PEAK INTERRUPTION – SCENARIOS OVERVIEW (I)

Average Amount Willing to Pay to Avoid Interruption in Given Scenario (EURO)



An exchange rate of 1.18 was used to convert GBP to Euro for NI respondents as per the rate on xe.com on the morning of 12th July 2022.

Base: All respondents willing to pay in given scenario. ROI 1hr & no notice (145), ROI 1hr & 1hr notice (129), ROI 1hr & 12hrs notice (91), NI 1hr & no notice (43), NI 1hr & 1hr notice (35), NI 1hr & 12hrs notice (28). ROI 4hr & no notice (207), ROI 4hr & 1hr notice (178), ROI 4hr & 12hrs notice (143), NI 4hr & no notice (49), NI 4hr & 1hr notice (45), NI 4hr & 12hrs notice (31).

NON-DOMESTIC WINTER MIDDAY PEAK INTERRUPTION – SCENARIOS OVERVIEW (II)

Average Amount Willing to Pay to Avoid Interruption in Given Scenario (EURO AND GBP)

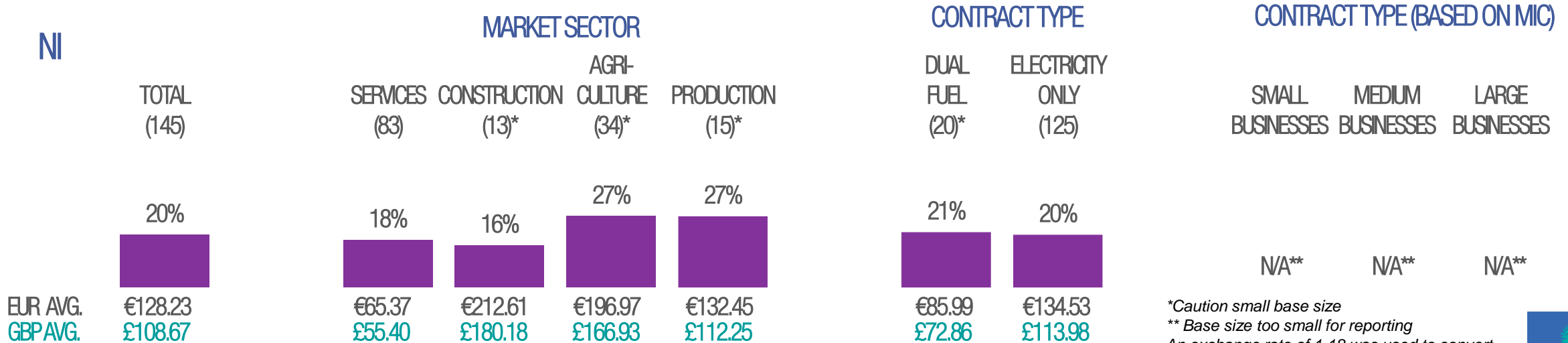
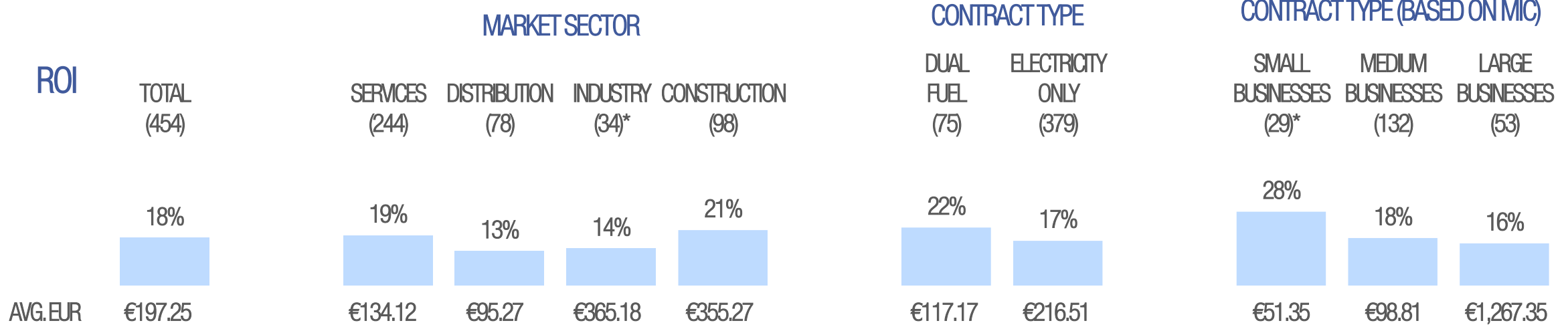
	NO NOTICE %	1HR NOTICE %	12HRS NOTICE %
ROI 1HR INTERRUPTION	€209.94	€171.88	€140.26
NI 1HR INTERRUPTION	£116.69	£114.87	£112.67
ROI 4HR INTERRUPTION	€243.26	€193.42	€155.92
NI 4HR INTERRUPTION	£204.99	£174.87	£204.63

Base: All respondents willing to pay in given scenario. ROI 1hr & no notice (145), ROI 1hr & 1hr notice (129), ROI 1hr & 12hrs notice (91), NI 1hr & no notice (43), NI 1hr & 1hr notice (35), NI 1hr & 12hrs notice (28). ROI 4hr & no notice (207), ROI 4hr & 1hr notice (178), ROI 4hr & 12hrs notice (143), NI 4hr & no notice (49), NI 4hr & 1hr notice (45), NI 4hr & 12hrs notice (31).

NON-DOMESTIC WILLINGNESS TO PAY TO AVOID ELECTRICITY INTERRUPTION – DETAILED FINDINGS

NON-DOMESTIC WINTER EVENING PEAK 1 HOUR INTERRUPTION - NO NOTICE

% Willing to Pay to Avoid Interruption & Average Amount Willing to Pay



*Caution small base size

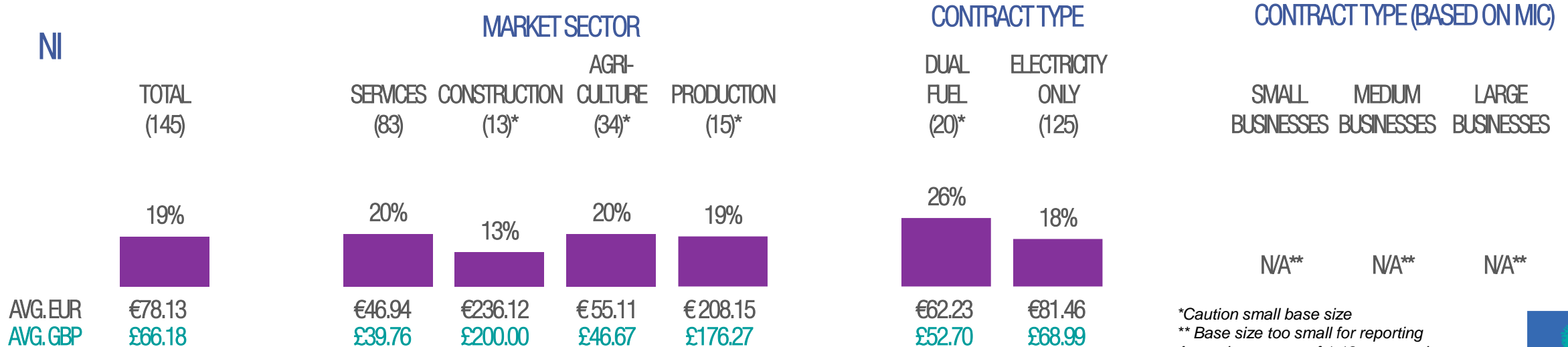
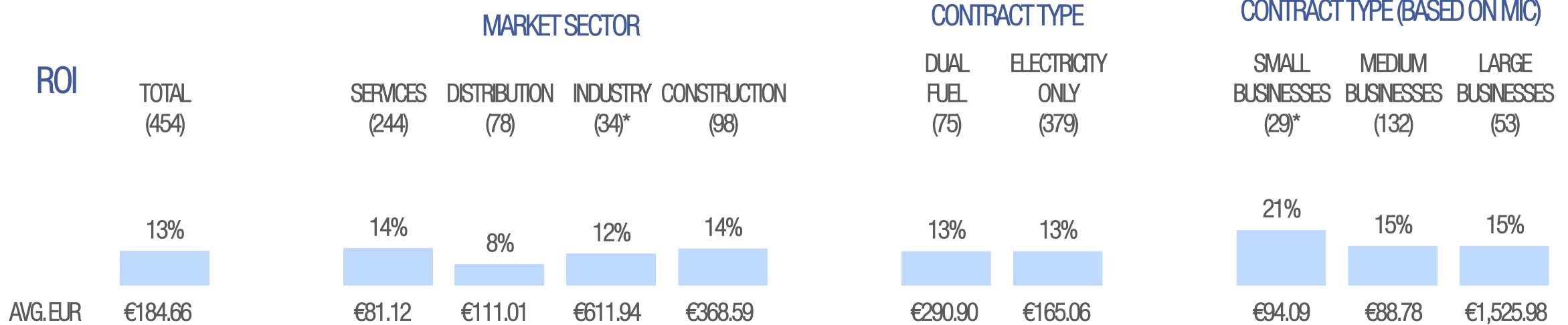
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NON-DOMESTIC WINTER EVENING PEAK 1 HOUR INTERRUPTION – 1 HOUR NOTICE

% Willing to Pay to Avoid Interruption & Average Amount Willing to Pay

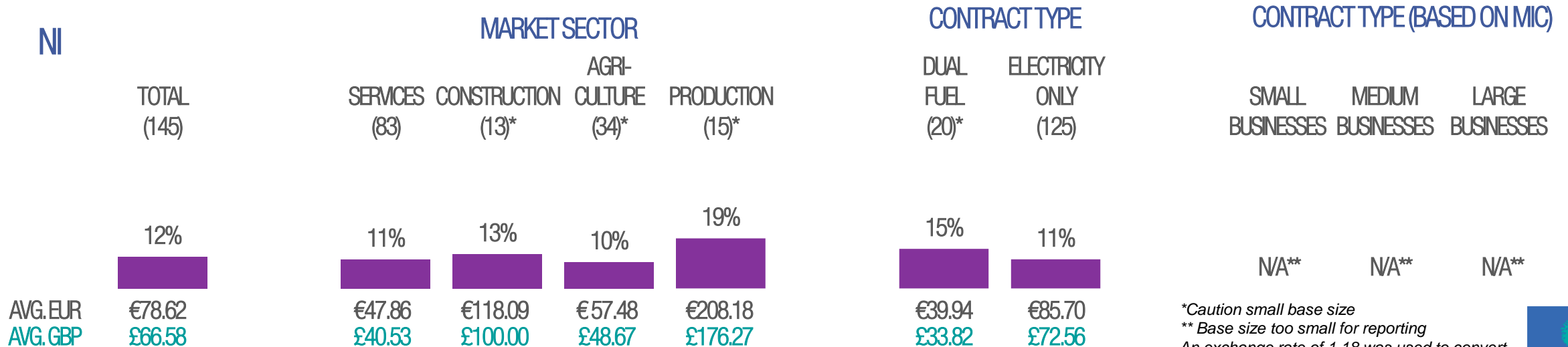
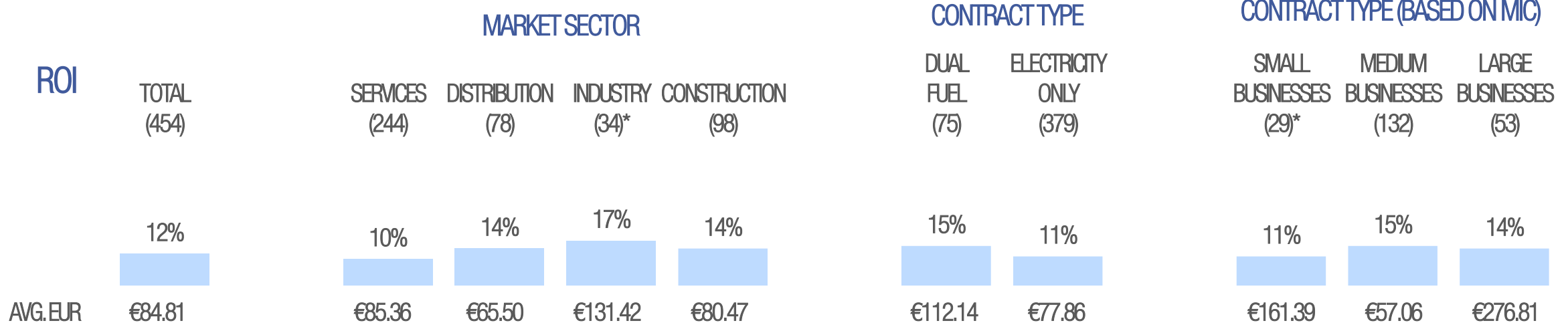


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NON-DOMESTIC WINTER EVENING PEAK 1 HOUR INTERRUPTION – 12 HOURS NOTICE

% Willing to Pay to Avoid Interruption & Average Amount Willing to Pay

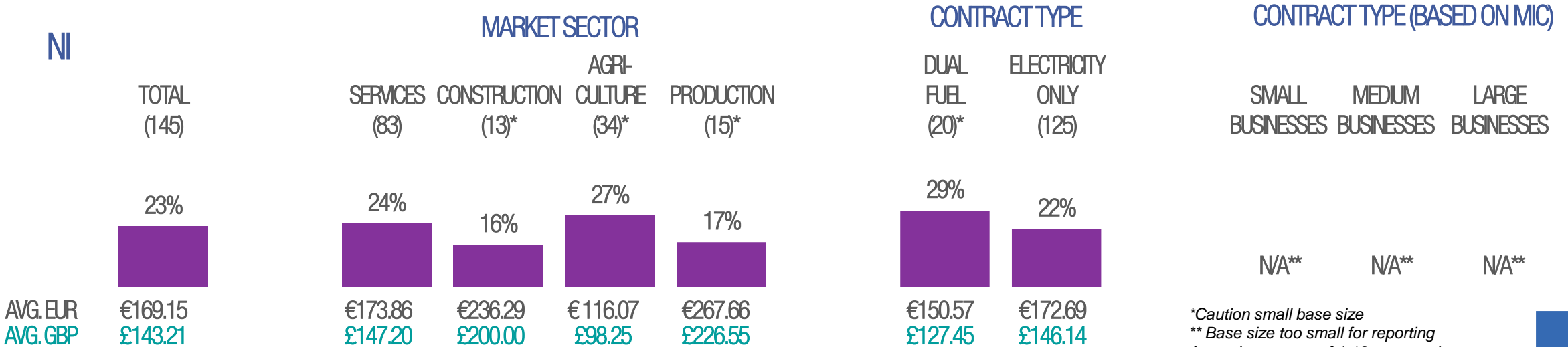
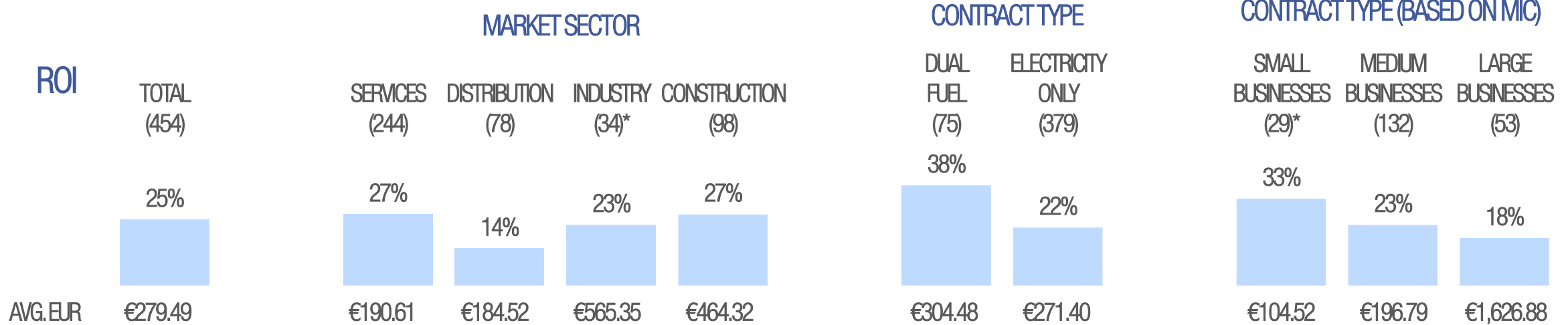


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NON-DOMESTIC WINTER EVENING PEAK 4 HOUR INTERRUPTION – NO NOTICE

% Willing to Pay to Avoid Interruption & Average Amount Willing to Pay

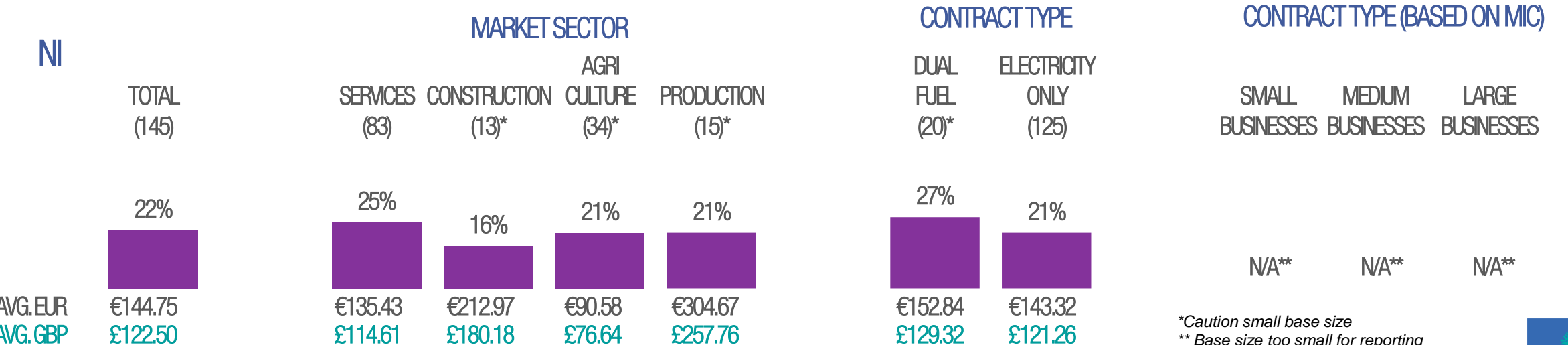
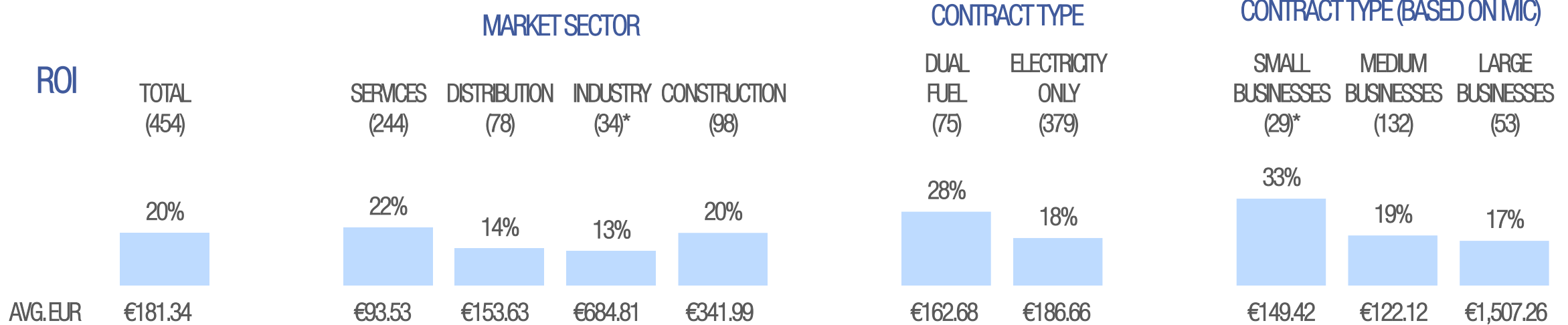


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NON-DOMESTIC WINTER EVENING PEAK 4 HOUR INTERRUPTION – 1 HOUR NOTICE

% Willing to Pay to Avoid Interruption & Average Amount Willing to Pay

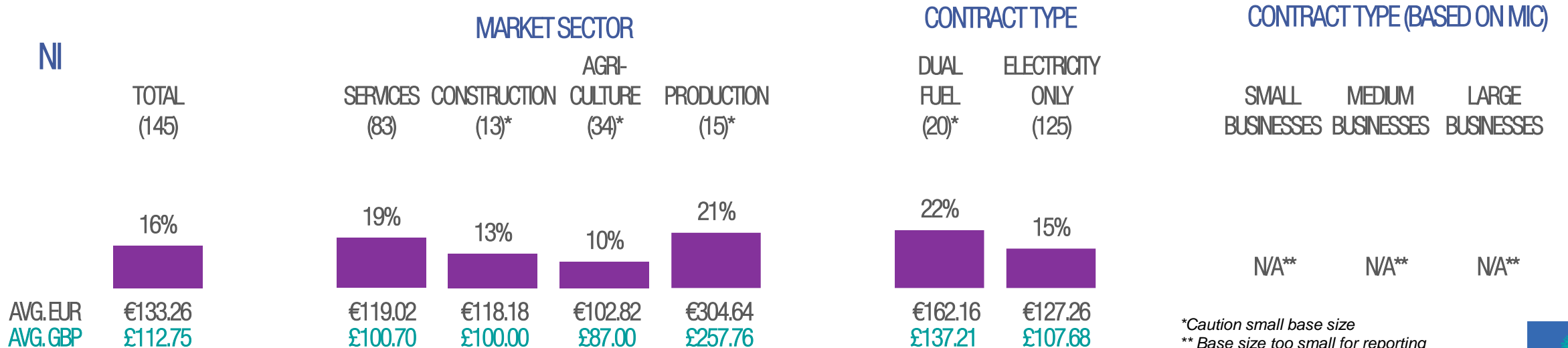
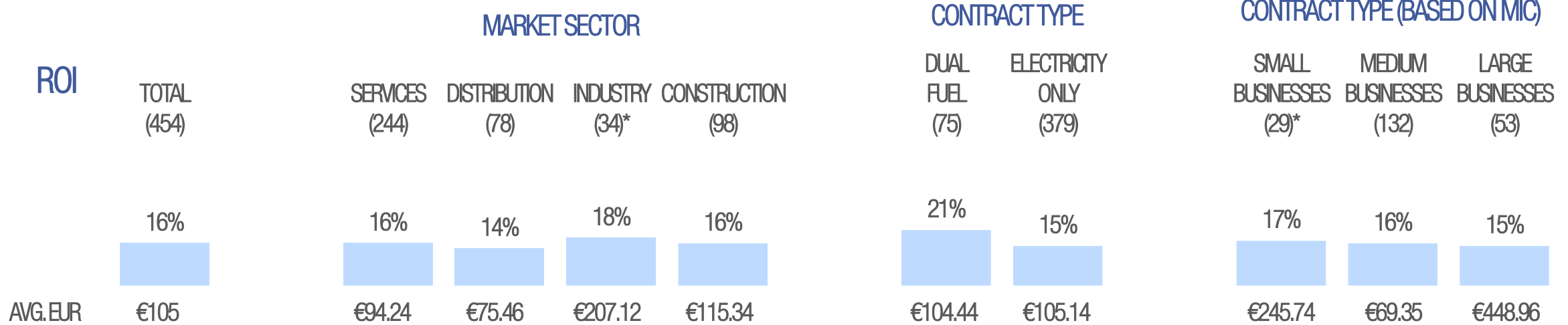


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NON-DOMESTIC WINTER EVENING PEAK 4 HOUR INTERRUPTION – 12 HOURS NOTICE

% Willing to Pay to Avoid Interruption & Average Amount Willing to Pay

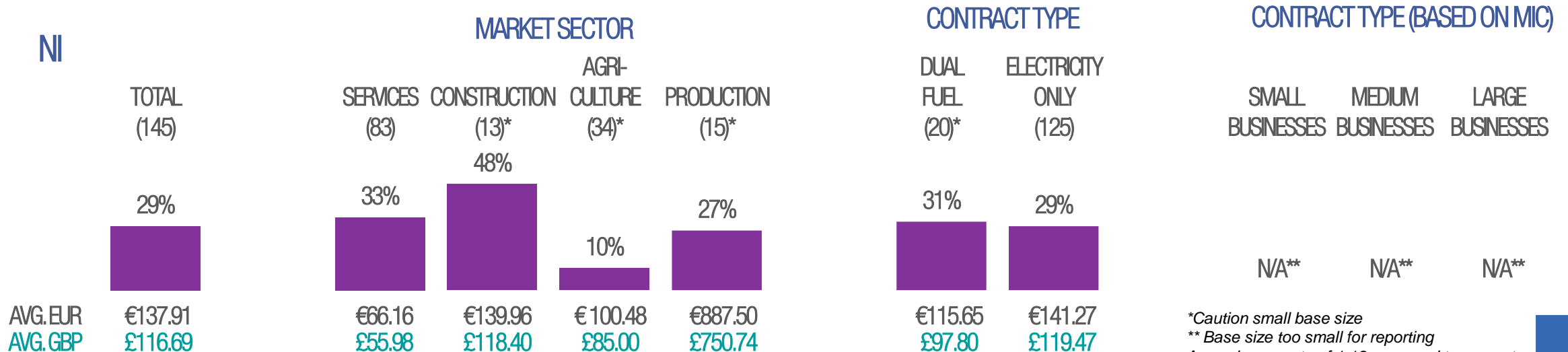
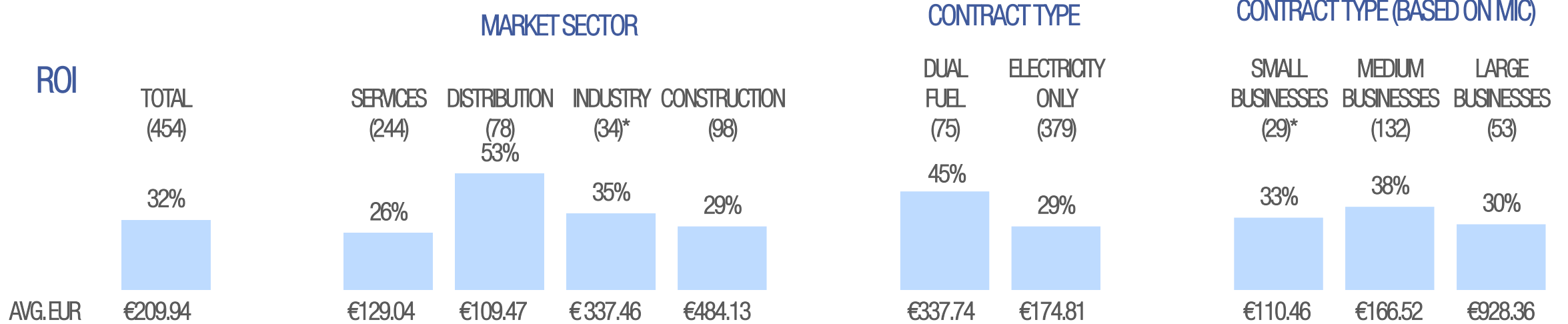


*Caution small base size
 ** Base size too small for reporting
 An exchange rate of 1.18 was used to convert GBP to Euro for NI respondents as per the rate on xe.com on the morning of 12th July 2022.



NON-DOMESTIC WINTER MIDDAY PEAK 1 HOUR INTERRUPTION – NO NOTICE

% Willing to Pay to Avoid Interruption & Average Amount Willing to Pay

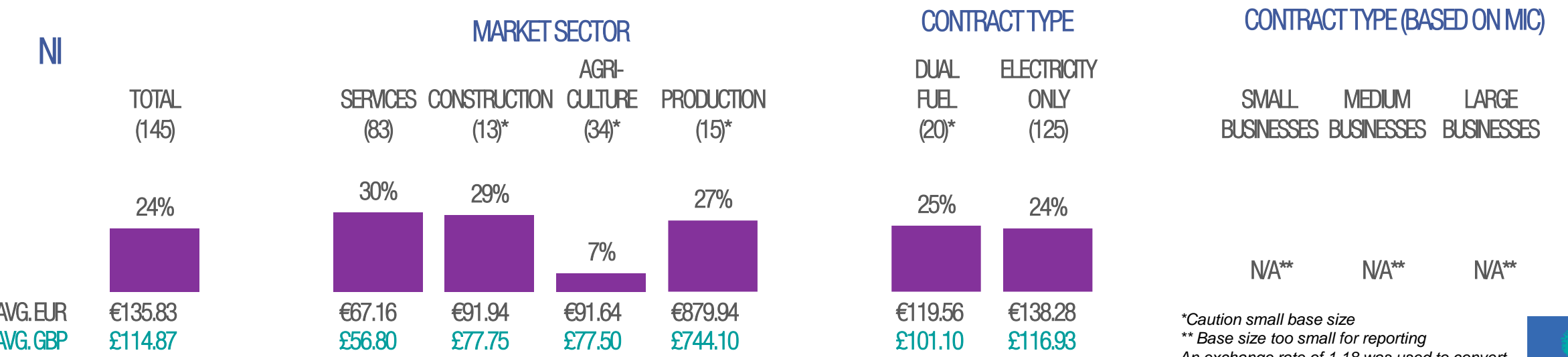
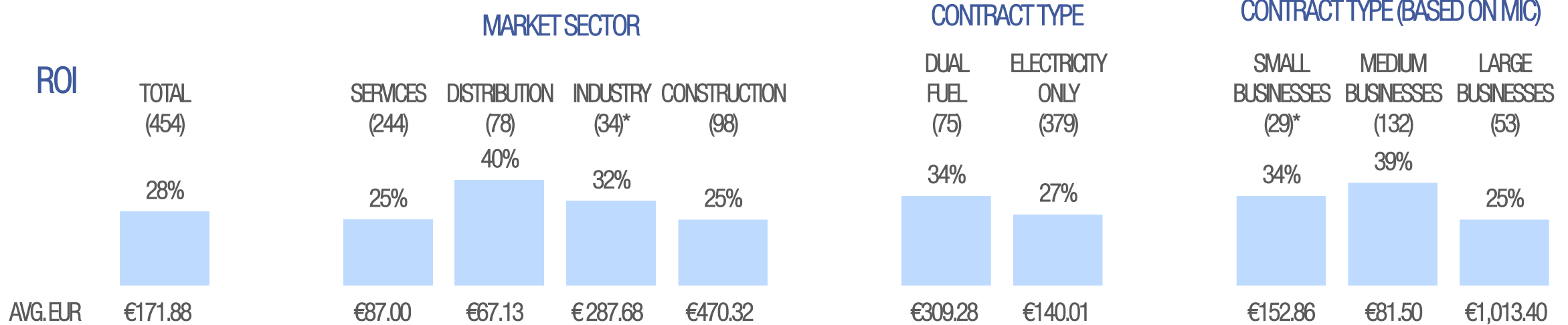


*Caution small base size
 ** Base size too small for reporting
 An exchange rate of 1.18 was used to convert GBP to Euro for NI respondents as per the rate on xe.com on the morning of 12th July 2022.



NON-DOMESTIC WINTER MIDDAY PEAK 1 HOUR INTERRUPTION – 1 HOUR NOTICE

% Willing to Pay to Avoid Interruption & Average Amount Willing to Pay

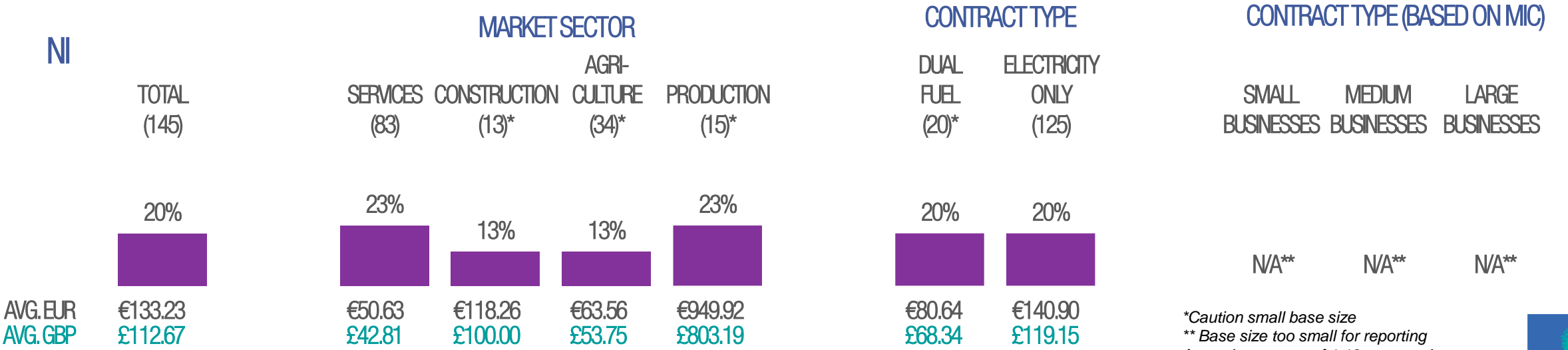
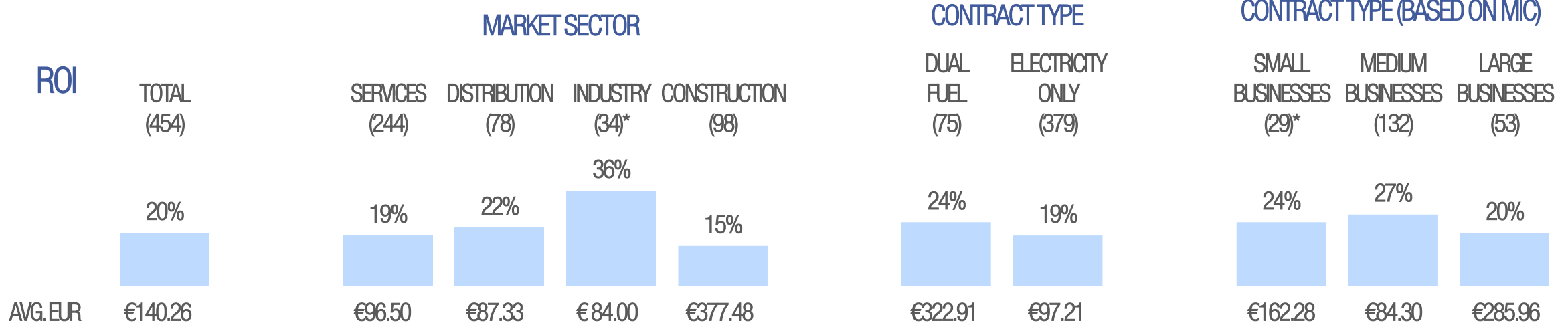


*Caution small base size
 ** Base size too small for reporting
 An exchange rate of 1.18 was used to convert GBP to Euro for NI respondents as per the rate on xe.com on the morning of 12th July 2022.



NON-DOMESTIC WINTER MIDDAY PEAK 1 HOUR INTERRUPTION – 12 HOURS NOTICE

% Willing to Pay to Avoid Interruption & Average Amount Willing to Pay

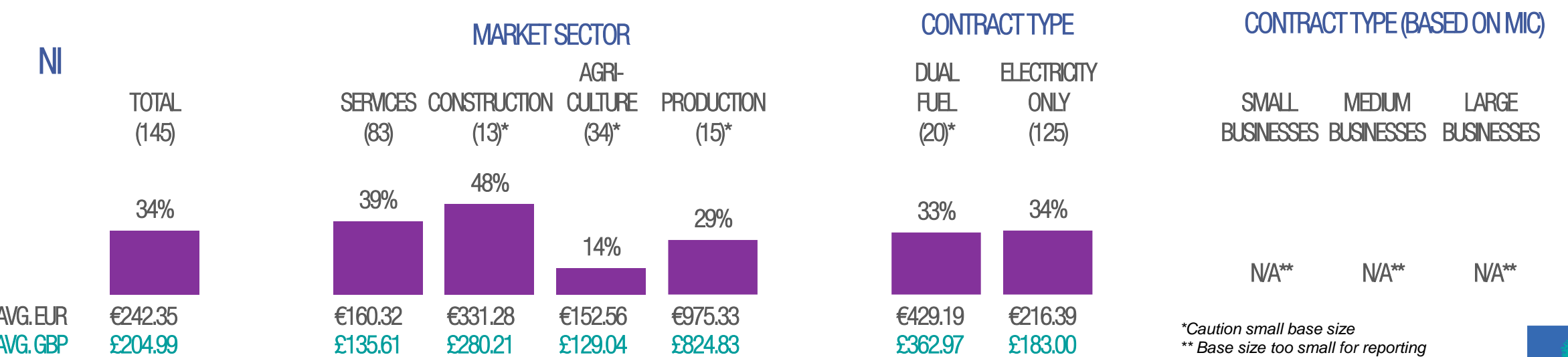
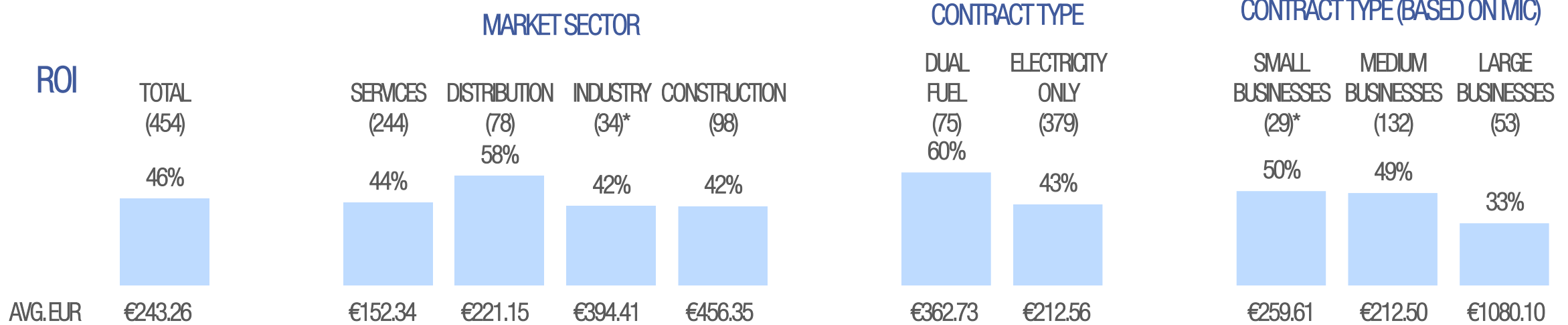


*Caution small base size
 ** Base size too small for reporting
 An exchange rate of 1.18 was used to convert GBP to Euro for NI respondents as per the rate on xe.com on the morning of 12th July 2022.



NON-DOMESTIC WINTER MIDDAY PEAK 4 HOUR INTERRUPTION – NO NOTICE

% Willing to Pay to Avoid Interruption & Average Amount Willing to Pay

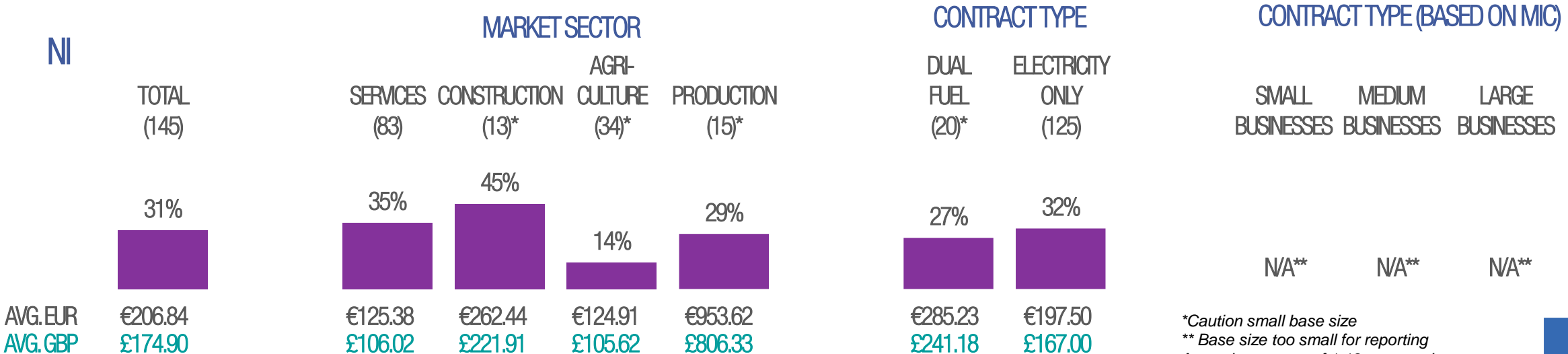
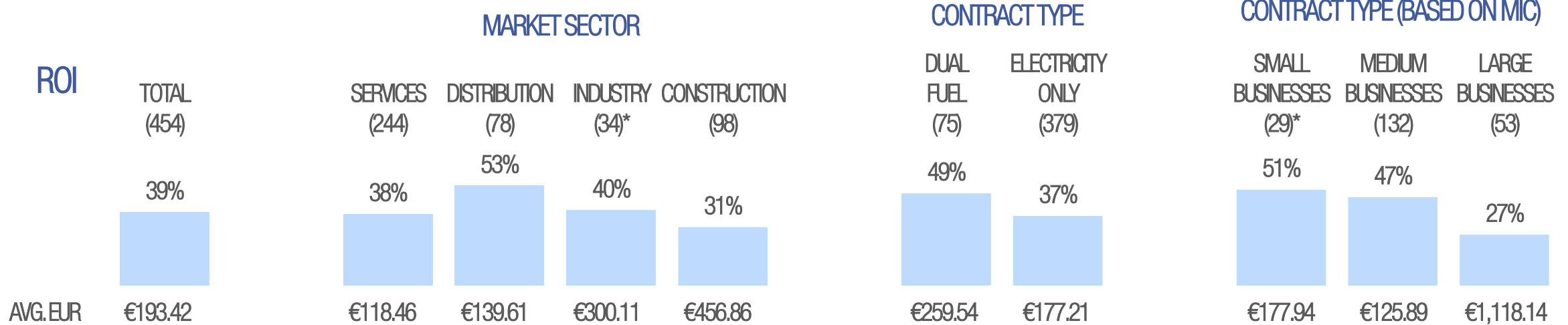


*Caution small base size
 ** Base size too small for reporting
 An exchange rate of 1.18 was used to convert GBP to Euro for NI respondents as per the rate on xe.com on the morning of 12th July 2022.



NON-DOMESTIC WINTER MIDDAY PEAK 4 HOUR INTERRUPTION – 1 HOUR NOTICE

% Willing to Pay to Avoid Interruption & Average Amount Willing to Pay



*Caution small base size

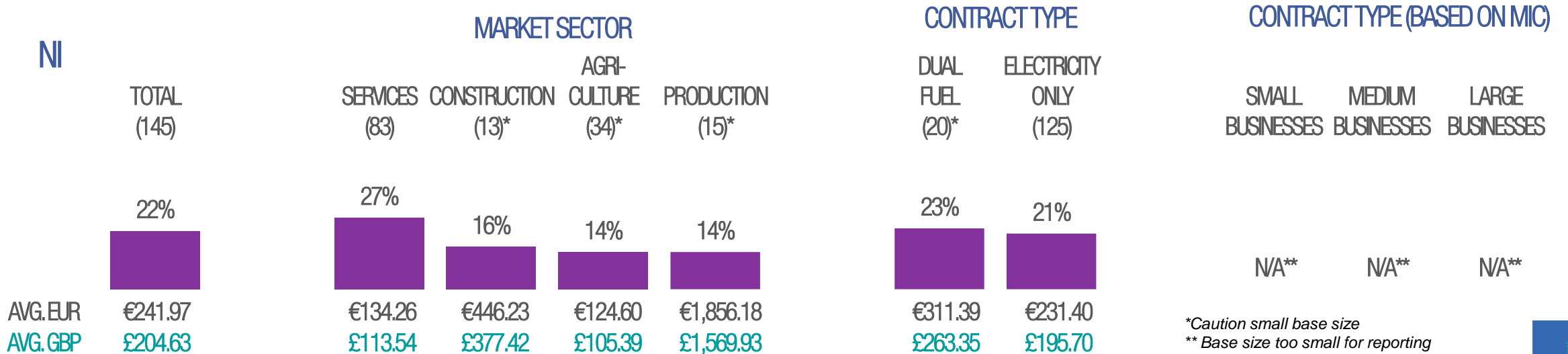
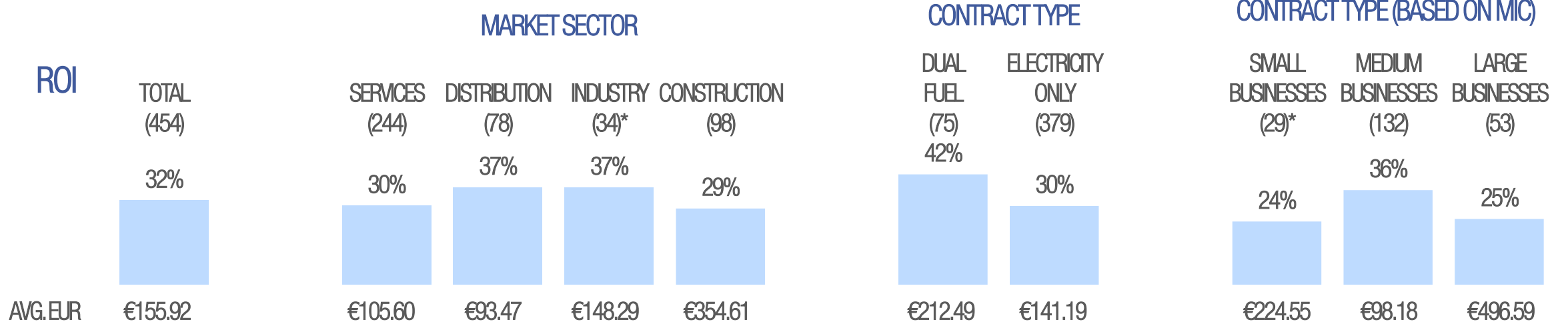
** Base size too small for reporting

An exchange rate of 1.18 was used to convert GBP to Euro for NI respondents as per the rate on xe.com on the morning of 12th July 2022.



NON-DOMESTIC WINTER MIDDAY PEAK 4 HOUR INTERRUPTION – 12 HOURS NOTICE

% Willing to Pay to Avoid Interruption & Average Amount Willing to Pay



*Caution small base size
 ** Base size too small for reporting
 An exchange rate of 1.18 was used to convert GBP to Euro for NI respondents as per the rate on xe.com on the morning of 12th July 2022.



RESEARCH HIGHLIGHTS – NON-DOMESTIC RESEARCH

- In line with the Domestic Research, non-domestic customers **are willing to pay more to avoid a winter 4 hour interruption than to avoid a 1 hour interruption**, either in the evening or at midday.
- The average amount that non-domestic customers are willing to pay to avoid electricity supply interruptions also declines as the notice period of the interruption increases.
- Perhaps unsurprisingly, a **winter midday 4 hour interruption with no notice results in the highest proportion of non-domestic customers being willing to pay to avoid interruption**; 46% in the Republic of Ireland and 34% in Northern Ireland, with small (50%) and medium (49%) businesses being more likely to pay in this scenario in the Republic of Ireland than large businesses (33%). **In Northern Ireland, the average amount that non-domestic customers are willing to pay to avoid this interruption is higher than for any other scenario at £204.99.**
- In the **Republic of Ireland, a winter evening 4 hour interruption with no notice results in the highest average** amount that non-domestic customers are willing to pay to avoid interruption at €279.49.
- Large businesses in the Republic of Ireland are also **willing to pay significantly more than all other non-domestic cohorts to avoid interruptions** to electricity supply, with the average amount that they are willing to pay peaking at €1,626.88 for a 4 hour evening interruption with no notice.

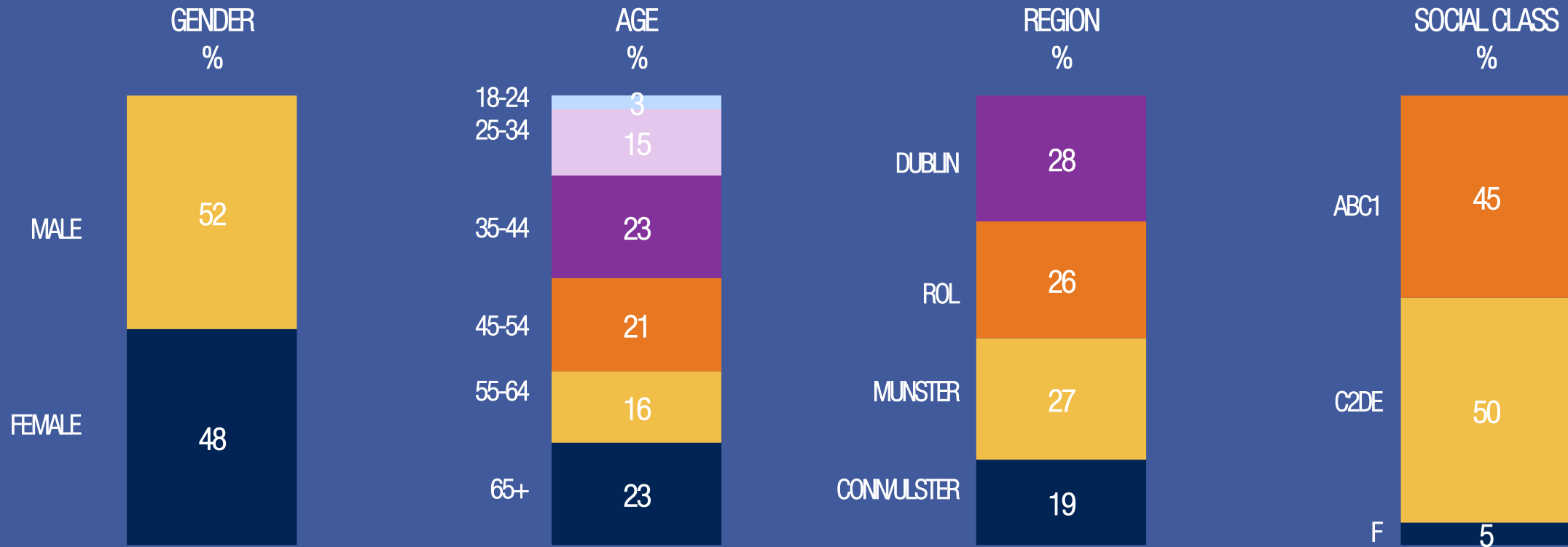
APPENDIX – ADDITIONAL FINDINGS

3

DOMESTIC SAMPLE PROFILE



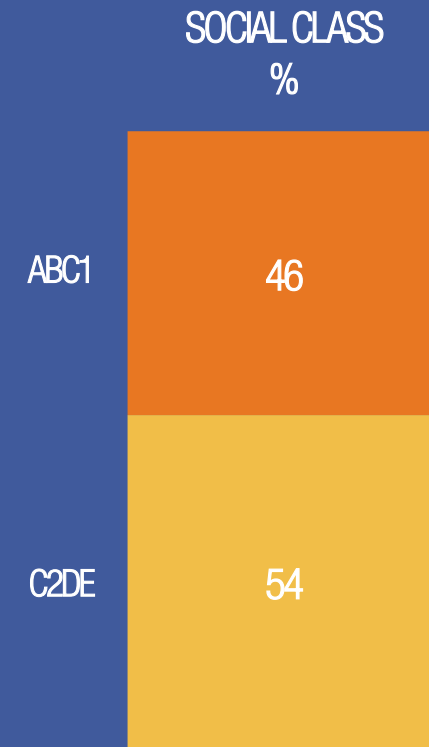
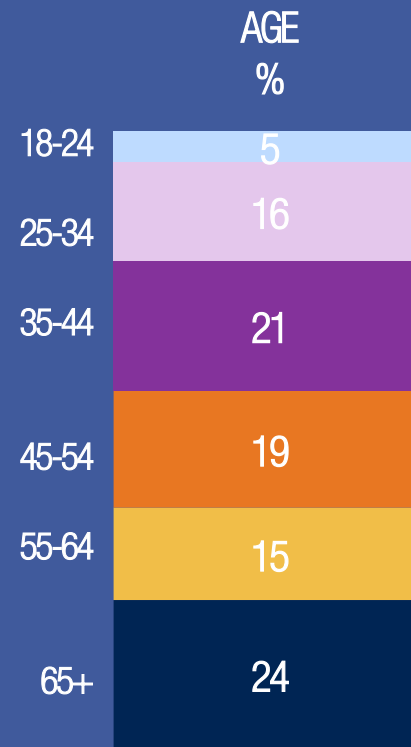
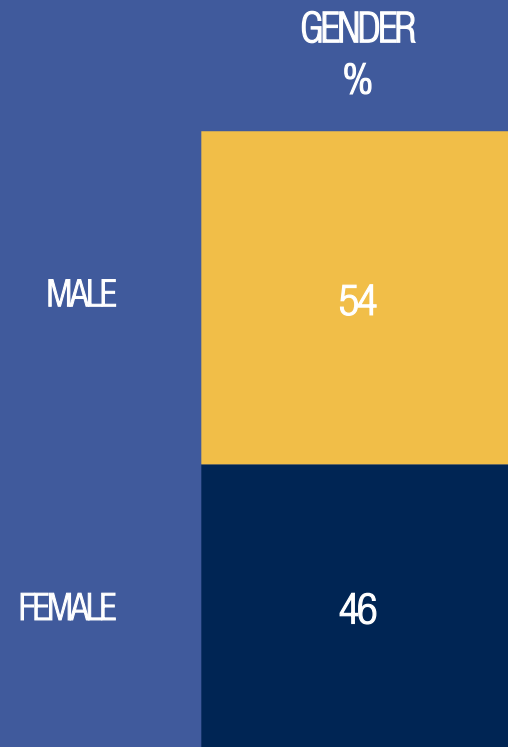
DOMESTIC DEMOGRAPHIC PROFILE – REPUBLIC OF IRELAND



Base: All ROI respondents: 900



DOMESTIC DEMOGRAPHIC PROFILE – NORTHERN IRELAND



Base: All NI respondents: 350

Domestic - Responsibility for Paying Household Electricity Bill

	ROI (900) %	NI (350) %
Mainly Responsible	68	77
Jointly Responsible	32	23

Q.A First of all, which of the following best applies to you?

Base: All respondents



Domestic Electricity Bill Payment Type

	ROI (900) %	NI (350) %
Bill Pay	83	41
Prepay	17	59

Q.B Are you a Bill pay or Prepay/PAYG electricity customer?
Base: All respondents



Domestic Electricity Bill Type

	ROI (900) %	NI (350) %
Dual Fuel	27	19
Electricity Only	73	81

Q.C *And are you a dual fuel energy customer (gas and electricity combined) or an electricity only customer?*

Base: *All respondents*



Domestic Registered Customer Type

	ROI (900) %	NI (350) %
Vulnerable	7	8
Not Vulnerable	92	92
Not sure	1	*

Q.28 Are you registered with your electricity supplier as a 'vulnerable customer' due to you or a member of your household being dependent on medical equipment or being particularly vulnerable to electricity disconnection for other reasons?

Base: All bill pay respondents 749 ROI/151 NI



DOMESTIC ELECTRICITY PROVIDER

	Republic of Ireland (900) %
Electric Ireland	45
Bord Gáis Energy	17
Energia	14
SSE Airtricity	9
Prepay Power	8
Panda Power	3
Flogas	2
Pinergy	1
Bright Energy	*
Iberdrola	*
Waterpower	*
Not stated	1

	Northern Ireland (350) %
Power NI	45
SSE Airtricity	20
Budget energy	16
Electric Ireland	13
Click energy	5
Bright energy	1
Go Power	*
Not stated	*

Q.10 Who is your current electricity provider?
Base: All prepay electricity customers 900 ROI/350 NI

DOMESTIC BILL PAY – DUAL FUEL CUSTOMERS

DOMESTIC DUAL FUEL - AVERAGE MONTHLY AMOUNT PAID FOR LAST BILL

REPUBLIC OF
IRELAND

€85.62

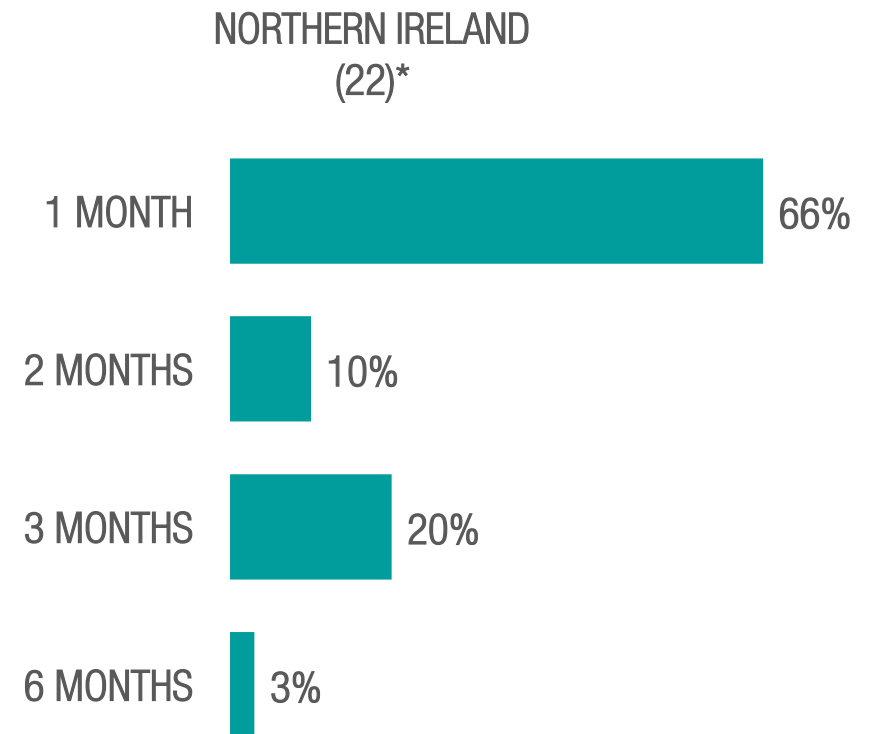
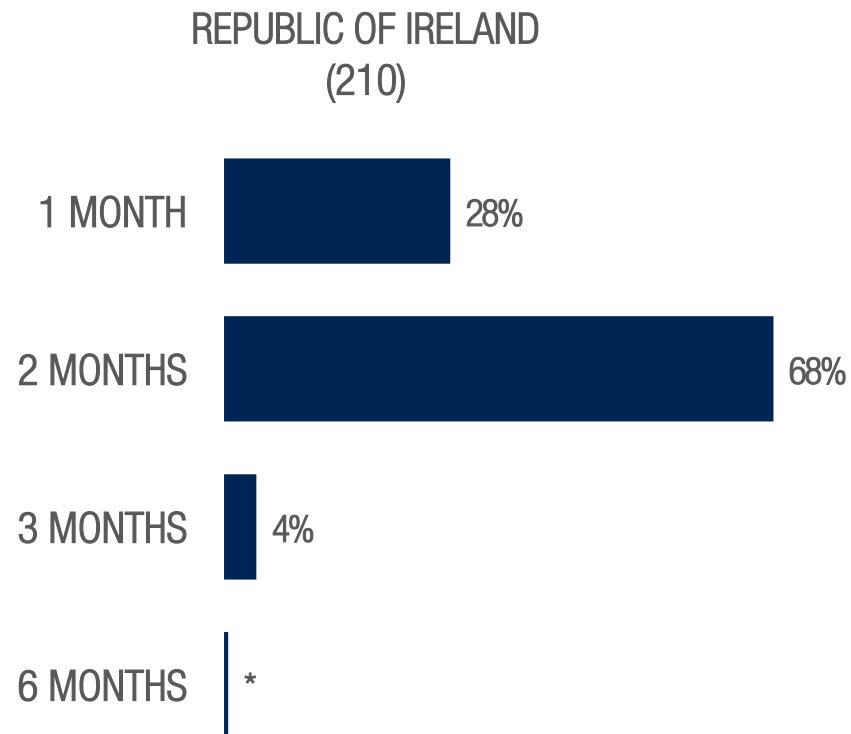
NORTHERN
IRELAND

£65.18*



Q.7a How much was the amount to be paid for your last dual fuel energy bill?
Q.7c And what was the billing period that this amount of (SHOW AMOUNT FROM Q.7B) was for?
Base: All dual fuel customers 210 ROI/22* NI

DOMESTIC DUAL FUEL BILLING PERIOD



Q.7c And what was the billing period that this amount of (SHOW AMOUNT FROM Q.7B) was for?
Base: All dual fuel customers 210 ROI/22* NI

DOMESTIC BILL PAY – ELECTRICITY ONLY CUSTOMERS



DOMESTIC ELECTRICITY ONLY - AVERAGE MONTHLY AMOUNT PAID FOR LAST BILL

REPUBLIC OF
IRELAND

€113.48

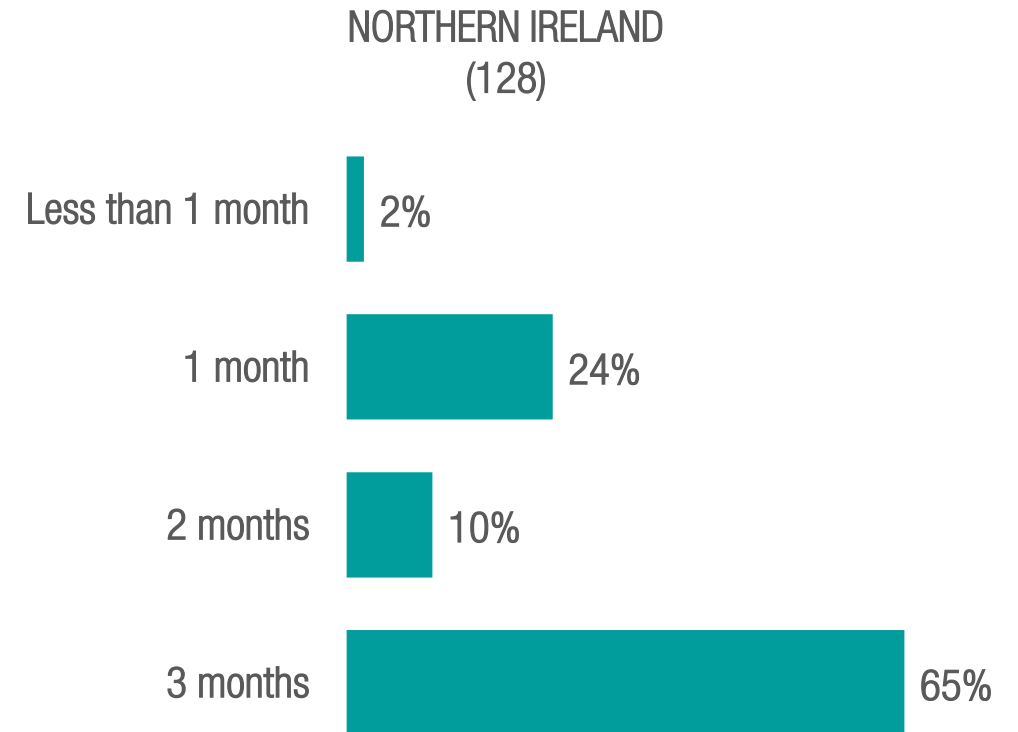
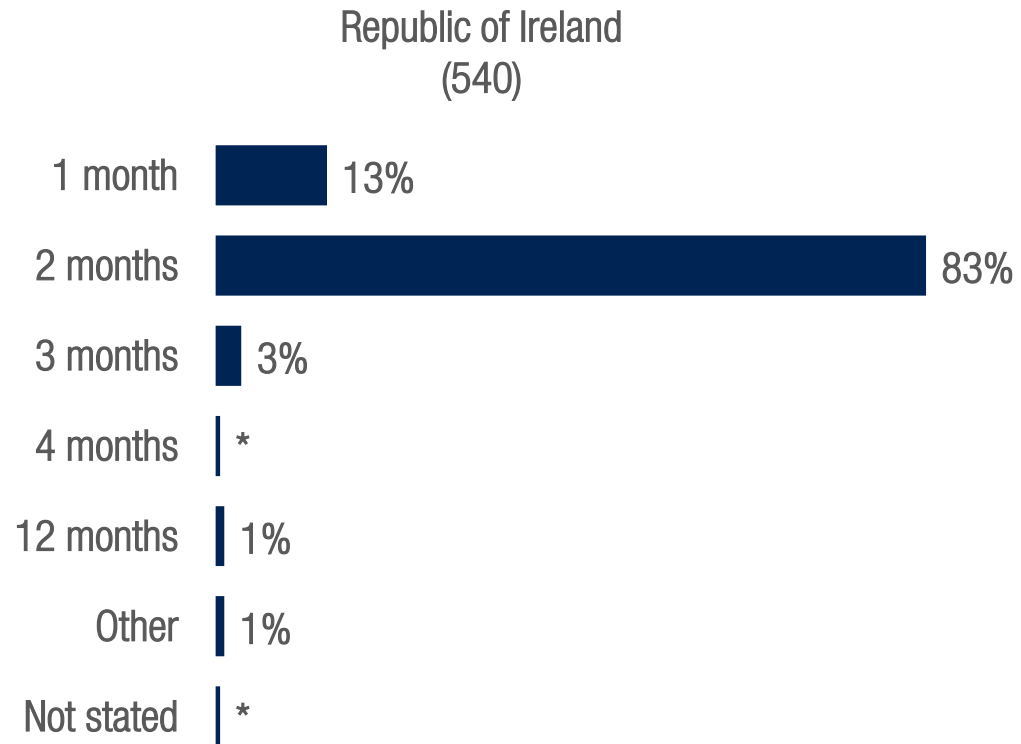
NORTHERN
IRELAND

£59.01



Q.8a How much was the amount to be paid for your last electricity bill?
Q.8c What was your electricity consumption on this bill for (SHOW AMOUNT RECORDED AT Q8.a)?
Base: All electricity only customers 540 ROI/ 128 NI

DOMESTIC ELECTRICITY ONLY BILLING PERIOD



Q.8b And what was the billing period that this amount of (SHOW AMOUNT FROM Q.8a) was for?
Base: All electricity only customers 540 ROI/128 NI

DOMESTIC PREPAY CUSTOMERS



DOMESTIC PRE-PAY AVERAGE WEEKLY TOP UP COST

REPUBLIC OF
IRELAND

€31.39

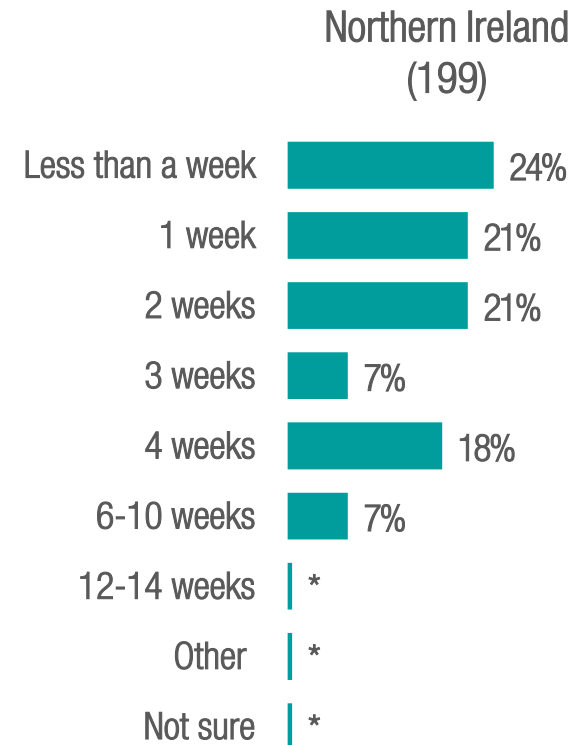
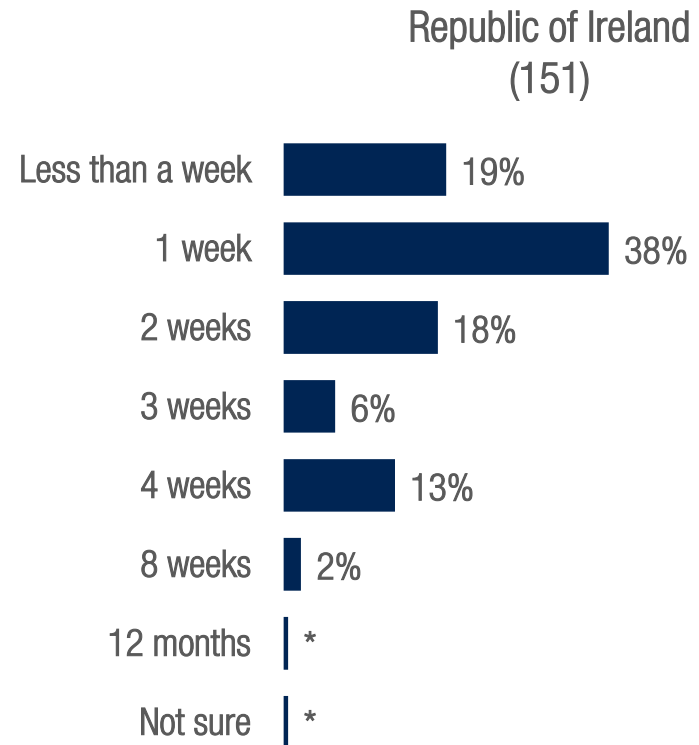
NORTHERN
IRELAND

£18.34



Q.9a How much was your last electricity top-up for?
Q.9c And how much electricity was/will be used during this top up period?
Base: All prepay electricity customers 151 ROI/199 NI

DOMESTIC LENGTH OF TIME TOP UP WILL LAST

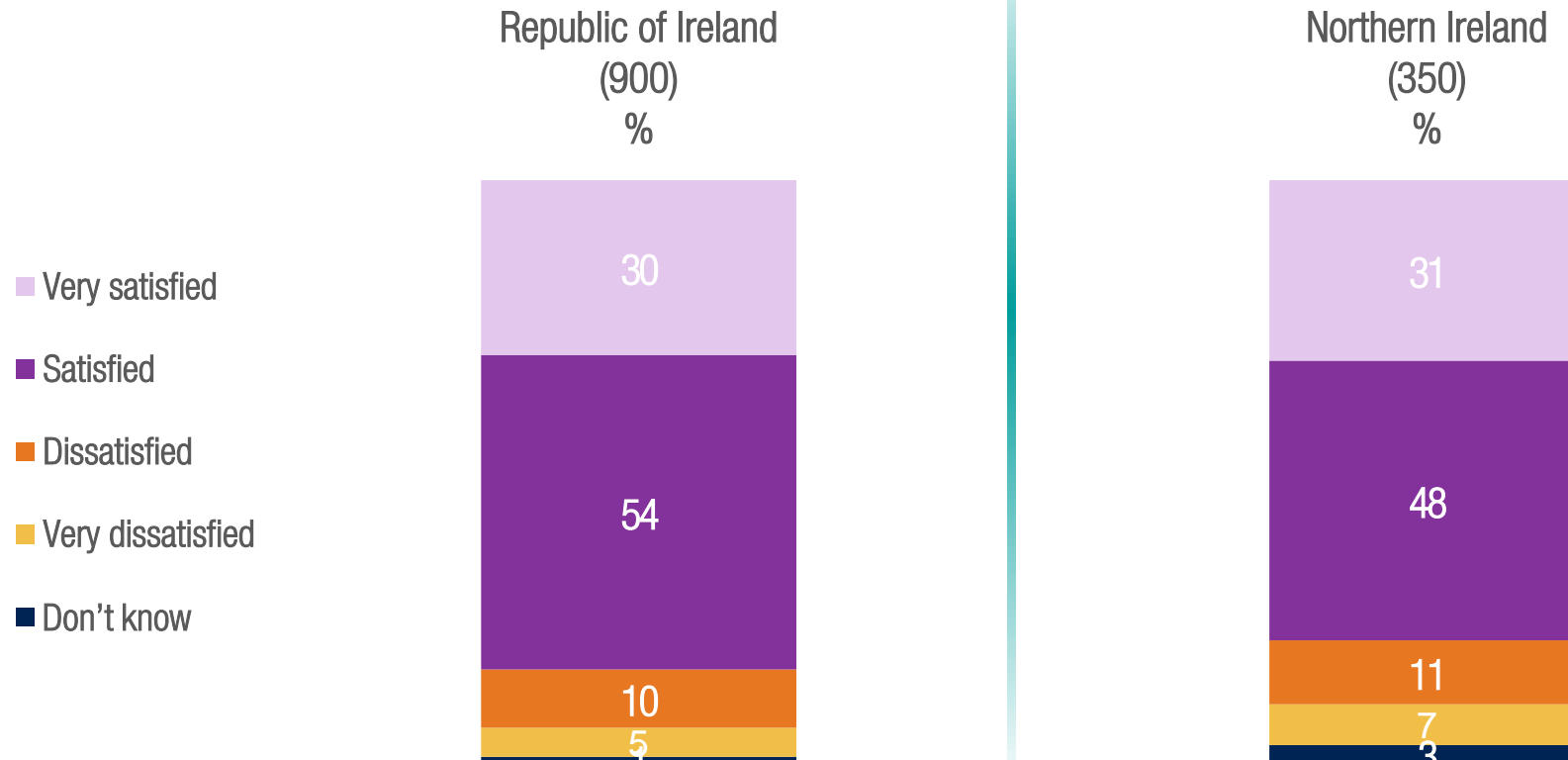


Q.9b And how long will/did this electricity top up of (SHOW AMOUNT FROM Q.9a) last you before you need to top up again?
Base: All prepay electricity customers 151 ROI/199 NI

DOMESTIC SATISFACTION WITH ELECTRICITY PROVIDER

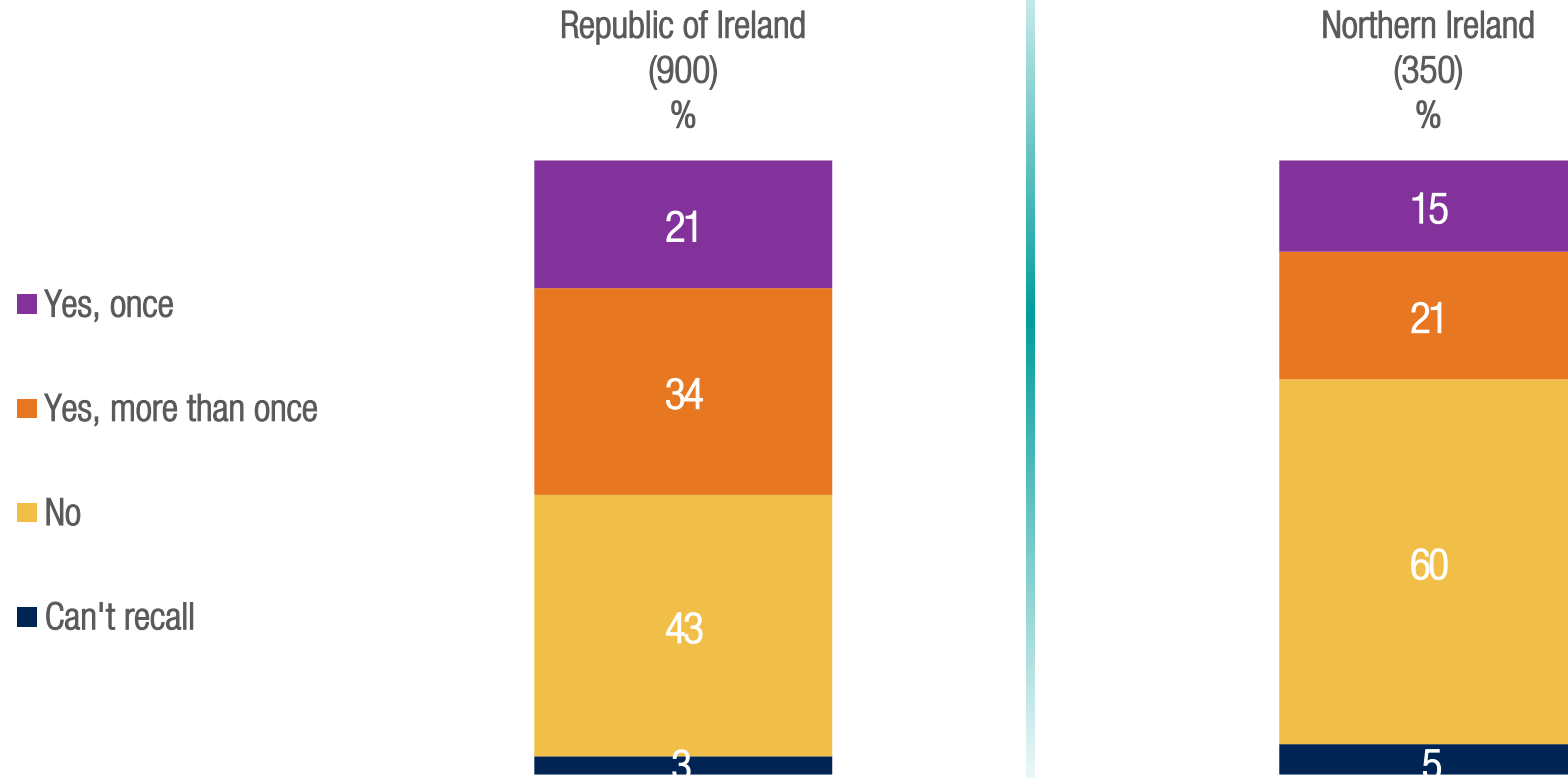


DOMESTIC SATISFACTION WITH ELECTRICITY PROVIDER



Q.13 Are you satisfied, or dissatisfied, with the continuity of your electricity supply?
Base: All respondents 900 ROI/350 NI

DOMESTIC - EXPERIENCED INTERRUPTION TO SUPPLY IN PAST 2 YEARS

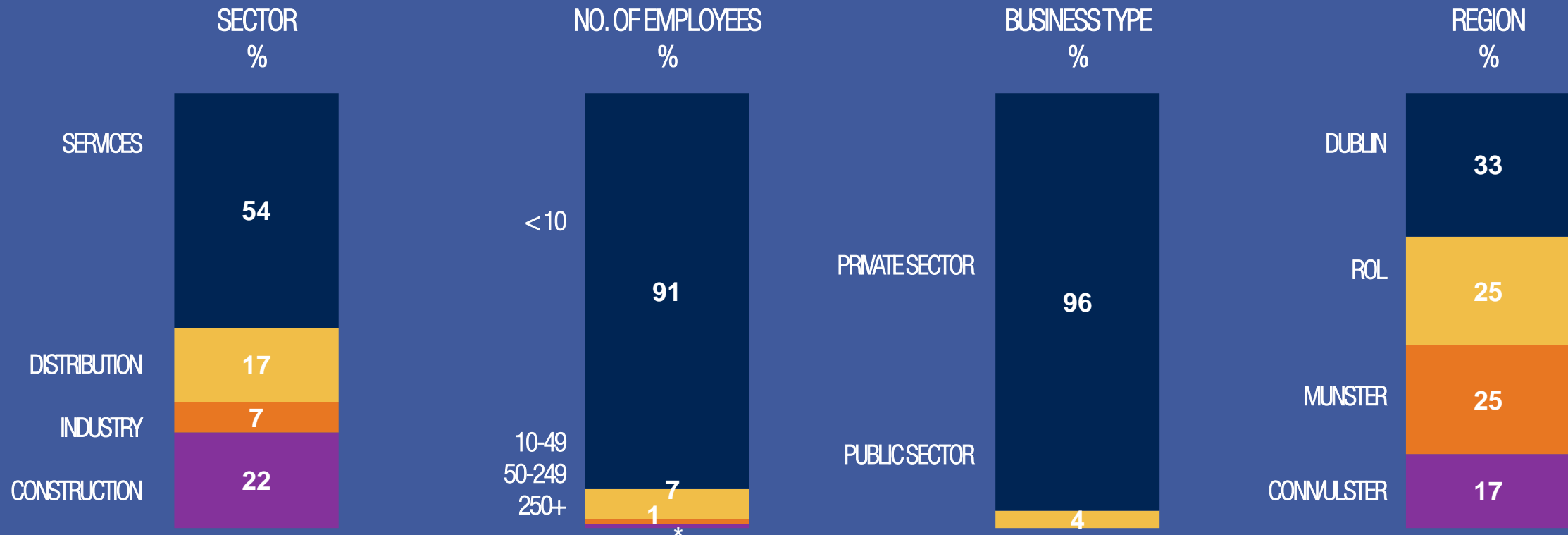


Q.14 Have you experienced any interruption of your electricity supply in the past two years?
Base: All respondents 900 ROI/350 NI

NON-DOMESTIC SAMPLE PROFILE



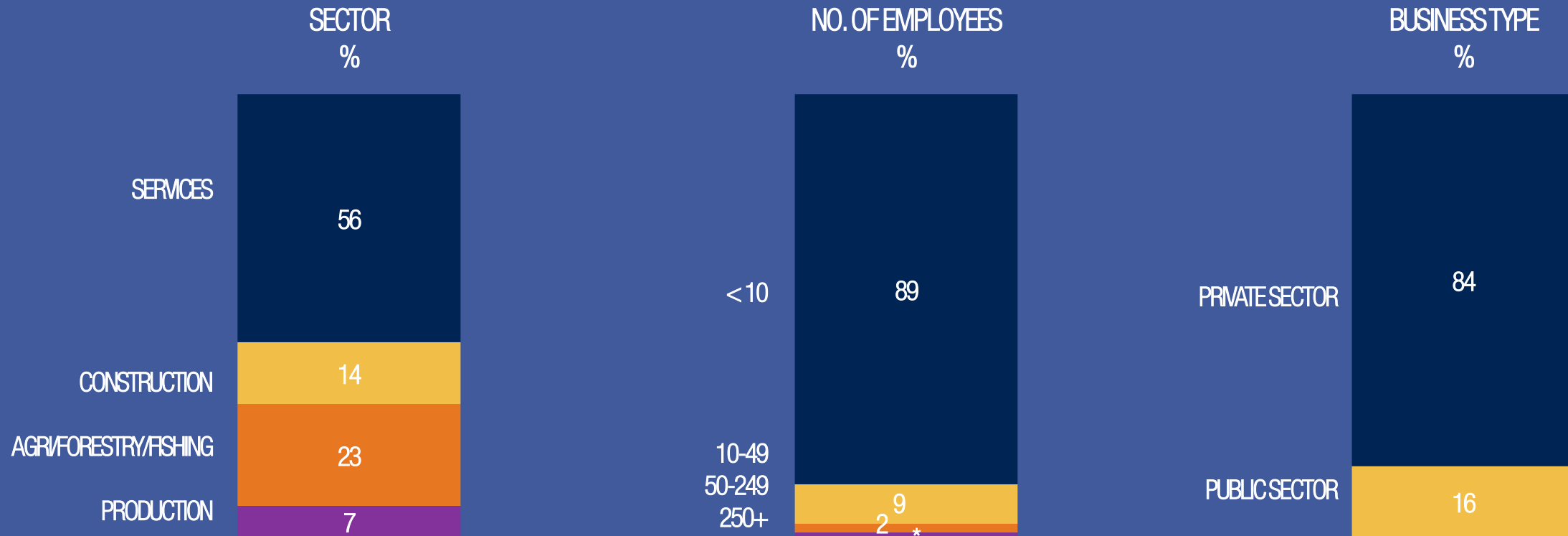
NON-DOMESTIC SAMPLE PROFILE – REPUBLIC OF IRELAND



Base: All ROI respondents: 454

* = Less than 1%

NON-DOMESTIC SAMPLE PROFILE – NORTHERN IRELAND



Base: All NI respondents: 145

* = Less than 1%



Non-Domestic Electricity Bill Type

	ROI (454) %	NI (145) %
Dual Fuel	16	12
Electricity Only	84	88

Q.3 *Is [INSERT COMPANY NAME] a dual fuel energy customer (gas and electricity combined) or an electricity only customer?*
Base: *All respondents*



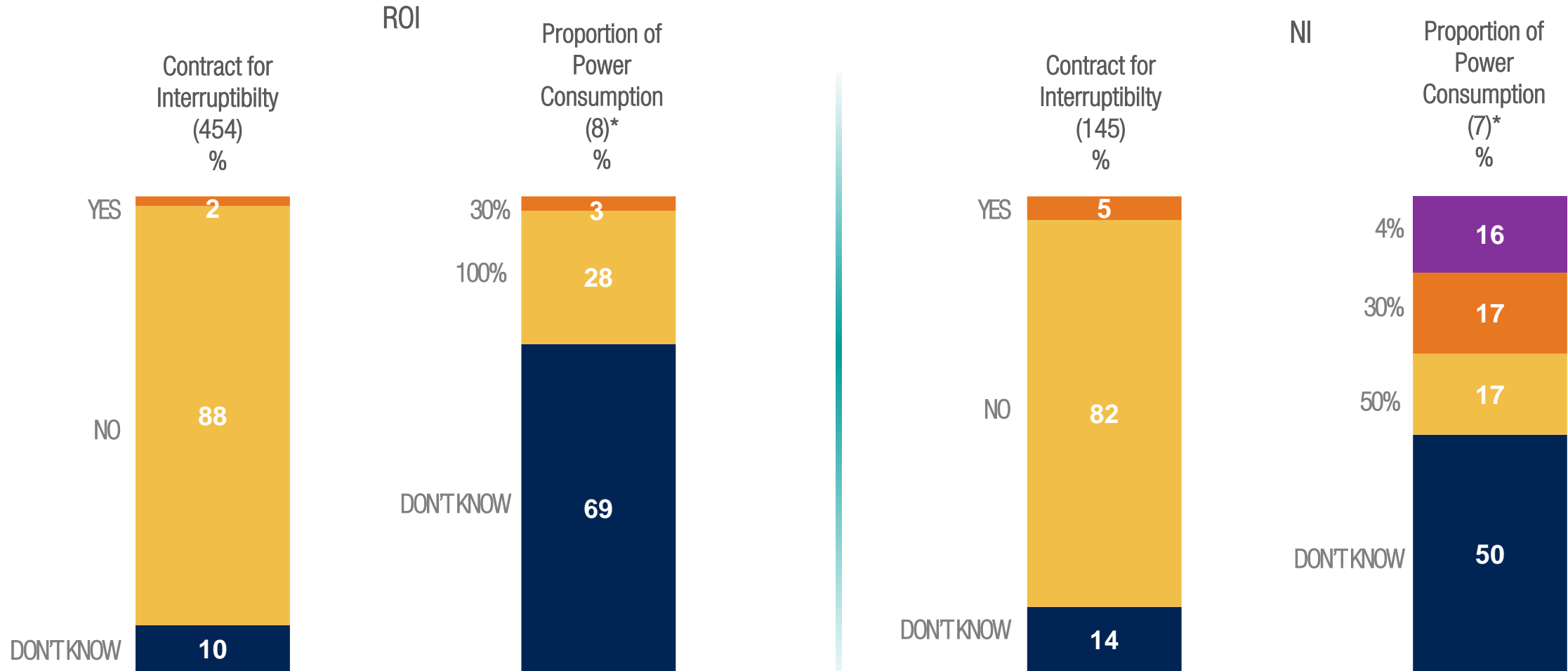
NON-DOMESTIC – KVA RATING OF CONTRACT

	Republic of Ireland (454) %
0-20	33
21-50	7
51-100	1
101+	2
Don't Know	56

	Northern Ireland (145) %
0-20	1
21-50	2
51-100	1
101+	3
Don't know	93

Q.9 What is the kVA rating of your company's electricity contract? This may be referred to on your bill as Maximum Import Capacity (MIC).
Base: All respondents

NON-DOMESTIC – CONTRACT FOR INTERRUPTIBILITY



Q.10 Has your company entered into a contract for interruptibility or demand-response, i.e. an agreement with your electricity supplier allowing interruptions or flexible provision of electricity?

Q.11 What is the average proportion of your company's power consumption that participates in demand response or interruptible demand?

Base: All respondents/all who have entered into a contract for interruptibility

NON-DOMESTIC - ELECTRICITY PROVIDER

	Republic of Ireland (454) %
Electric Ireland	29
Bord Gáis Energy	26
Energia	13
SSE Airtricity	12
Panda Power	7
Flogas	5
Go Power	3
Iberdrola	2
Community Power	1
Pinergy	1
Eco Power	*
Glow Power	*
Not Stated	1

	Northern Ireland (145) %
Power NI	44
SSE Airtricity	27
Electric Ireland	12
Go Power	9
Budget energy	3
Click energy	1
Energia	*
Other	3

Q.6 Who is your company's current electricity provider?
Base: All respondents

NON-DOMESTIC BILL PAY – DUAL FUEL CUSTOMERS

NON-DOMESTIC – DUAL FUEL AVERAGE MONTHLY AMOUNT PAID FOR ELECTRICITY

REPUBLIC OF
IRELAND

€1,090.12

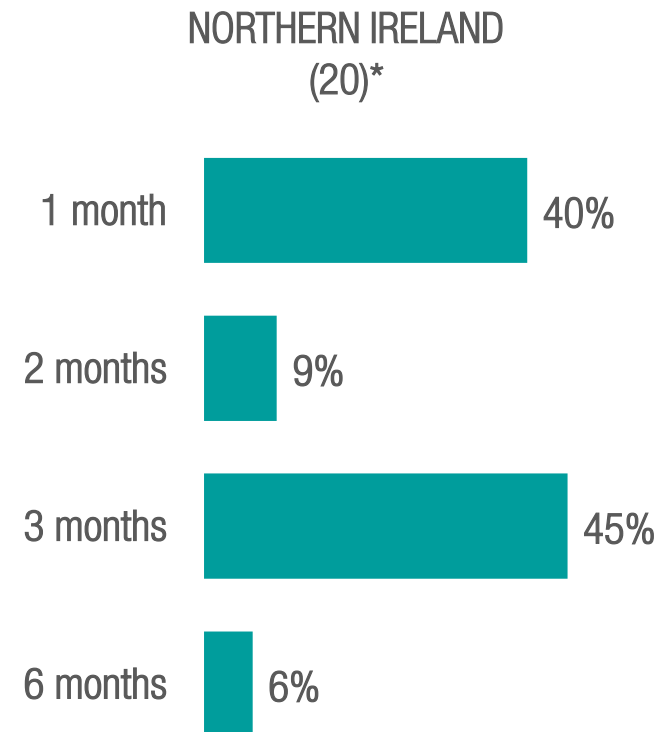
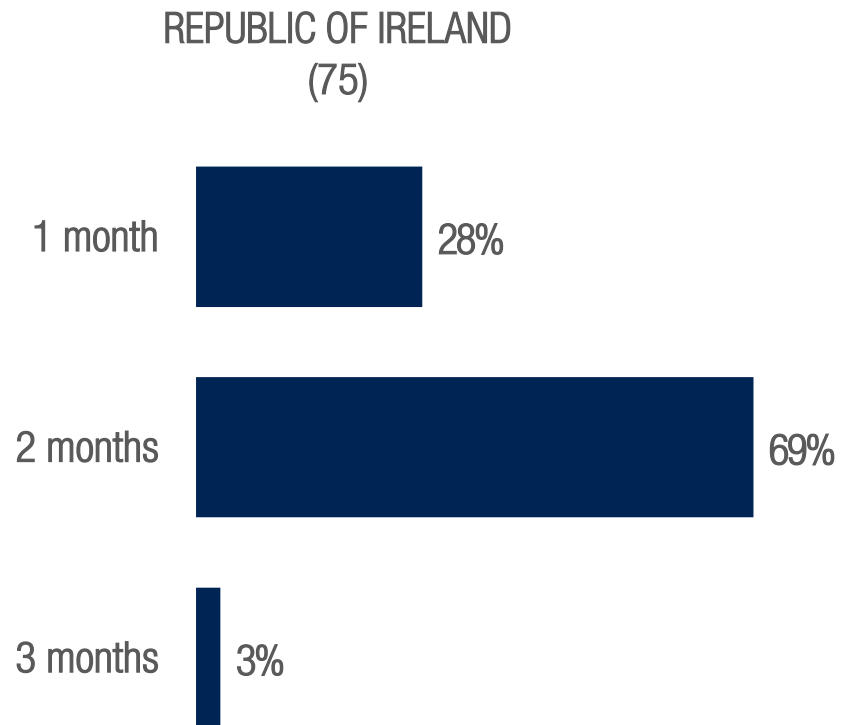
NORTHERN
IRELAND

£1,2584.54



Q.4b And how much of the bill for (SHOW BILL AMOUNT FROM Q.4A) was for electricity?
Q.4c And what was the billing period that this amount of (SHOW AMOUNT FROM Q.4B) was for?
Base: All dual fuel customers 75 ROI/20 NI

NON-DOMESTIC - DUAL FUEL BILLING PERIOD



Q.4c And what was the billing period that this amount of (SHOW AMOUNT FROM Q.4B) was for?
Base: All dual fuel customers 75 ROI/20 NI

NON-DOMESTIC BILL PAY – ELECTRICITY ONLY CUSTOMERS



NON-DOMESTIC - ELECTRICITY ONLY AVERAGE MONTHLY AMOUNT PAID FOR LAST BILL

REPUBLIC OF
IRELAND

€683.94

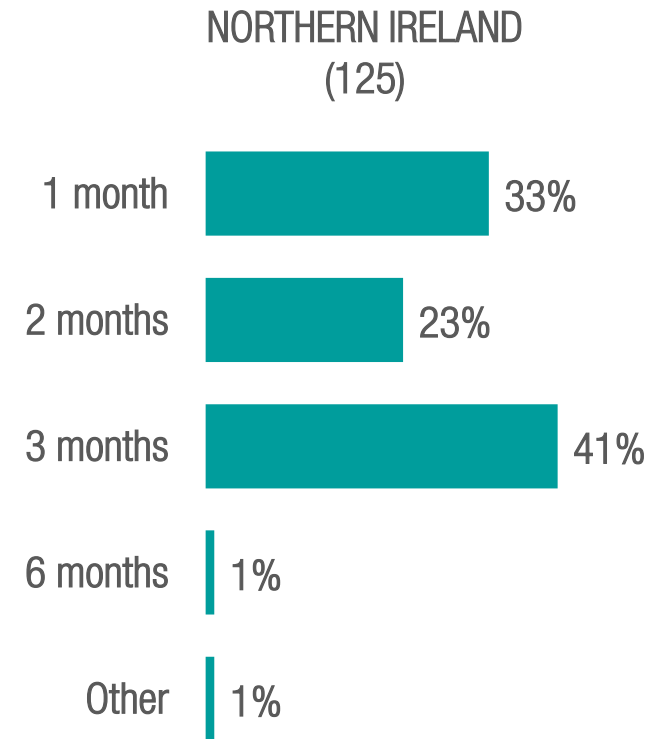
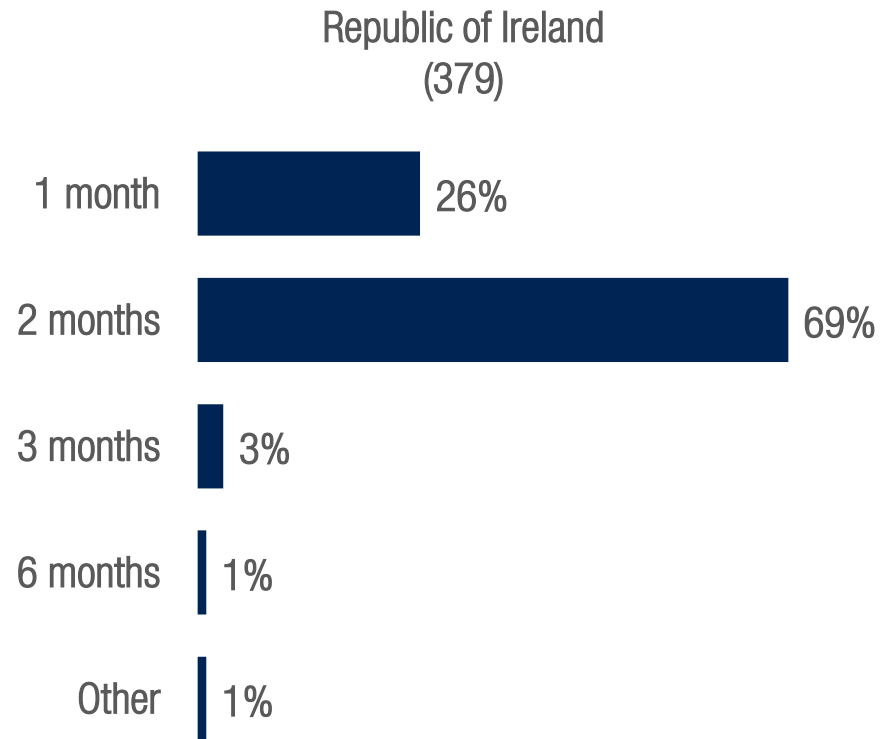
NORTHERN
IRELAND

£1,108.73



Q.5a How much was the amount to be paid for your company's last electricity bill?
Q.5b And what was the billing period that this amount of (SHOW AMOUNT FROM Q.5a) was for?
Base: All electricity only customers 379 ROI/ 125 NI

NON-DOMESTIC - ELECTRICITY ONLY BILLING PERIOD

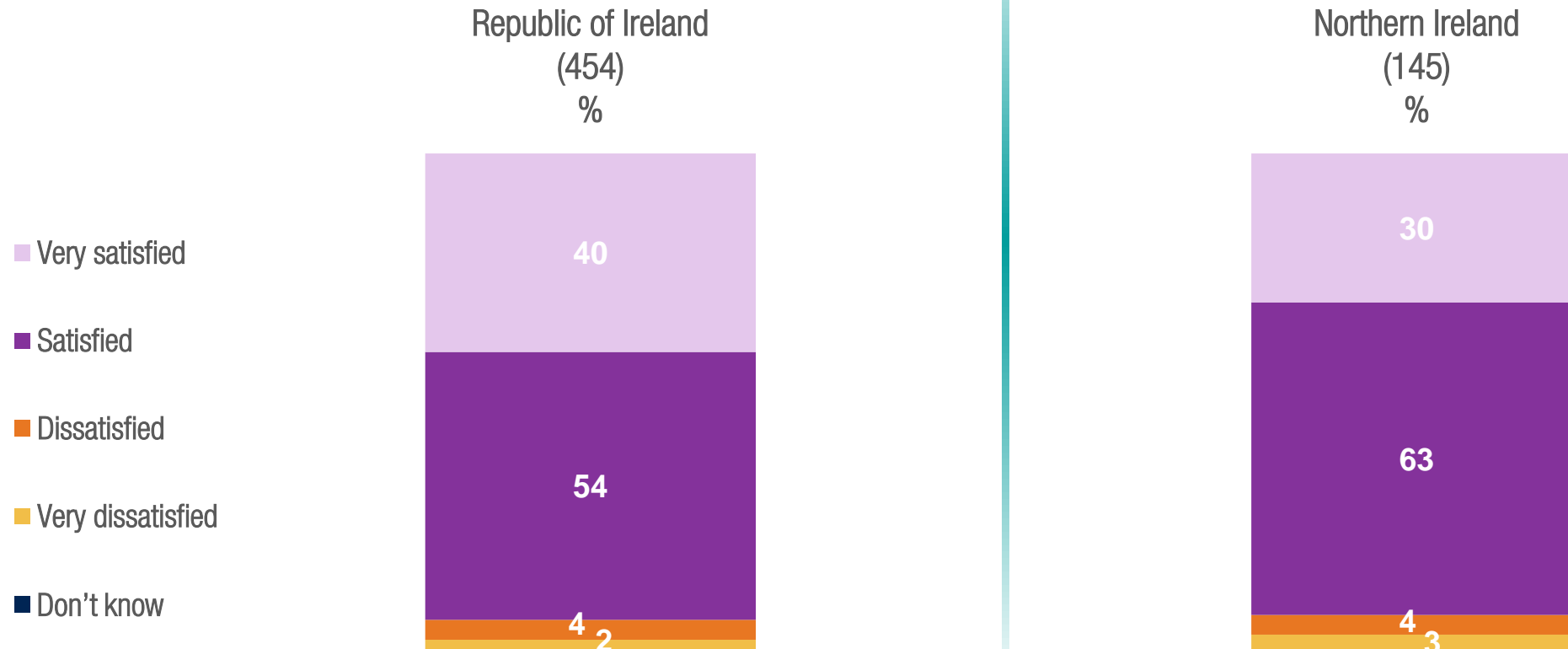


Q.5b And what was the billing period that this amount of (SHOW AMOUNT FROM Q.5a) was for?
Base: All electricity only customers 379 ROI/125 NI

NON-DOMESTIC SATISFACTION WITH ELECTRICITY PROVIDER



NON-DOMESTIC SATISFACTION WITH ELECTRICITY PROVIDER



Q.13 Are you satisfied, or dissatisfied, with the continuity of your electricity supply?
Q.12 Are you satisfied, or dissatisfied, with the continuity of electricity supply to your company?
Base: All domestic respondents 900 ROI/350 NI, All non-domestic respondents 454 ROI/145 NI

NON-DOMESTIC - EXPERIENCED INTERRUPTION TO SUPPLY IN PAST 2 YEARS



Q.14 Have you experienced any interruption of your electricity supply in the past two years?
Q.13 Has your company experienced any interruption to its electricity supply in the past two years?
Base: All domestic respondents 900 ROI/350 NI, All non-domestic respondents 454 ROI/145 NI

THANK YOU

**BE
SURE.
ACT
SMARTER.**