






Overall satisfaction and likelihood to recommend electricity supplier

March 2017¹

	Net satisfaction with electricity supplier ²	Likelihood to recommend electricity supplier ³ (out of 10)
	63%	6.58
	90%	7.45
	94%	7.70
	80%	7.89
	96%*	7.80*

¹ The data reported here is from a consumer survey by the Consumer Council and is repeated every six months. Fieldwork undertaken 16 February 2017 – 3 March 2017.

Sample sizes: SSE Airtricity (323), Budget Energy (64), Click Energy (29), Electric Ireland (40), and Power NI (497).

* Caution: small base

² Very satisfied and fairly satisfied minus fairly dissatisfied and very dissatisfied.

³ How likely or unlikely would you be to recommend your electricity supplier to friends or family? 10 - Very likely to 1 - Not likely at all.