






## Overall satisfaction and likelihood to recommend electricity supplier

October 2016<sup>1</sup>

	Overall satisfaction with electricity supplier (%) <sup>2</sup> (Complete satisfaction = 100%)	Likelihood to recommend electricity supplier <sup>3</sup> (out of 10)
	95%	8.65
	81%*	6.73*
	56%*	6.77*
	90%	7.52
	86%	7.44

\* Caution: small base

<sup>1</sup> The data reported here is from a consumer survey by the Consumer Council and is repeated every six months.

Sample sizes: SSE Airtricity (330), Budget Energy (80), Click Energy (16), Electric Ireland (32), and Power NI (479).

<sup>2</sup> Overall how satisfied or dissatisfied are you with your electricity supplier? Very satisfied, fairly satisfied, neither satisfied nor dissatisfied, fairly dissatisfied, very dissatisfied, don't know.

<sup>3</sup> 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.