






Electricity Suppliers: Customer Satisfaction Survey

October 2017¹

Electricity Supplier	Net Satisfaction ²	Likelihood to Recommend ³ (out of 10)
	95%	8.7
	87%	8.2
	86%	7.8
	85%	7.6
	80%	7.4

¹ The data reported is from a consumer survey by the Consumer Council and is repeated every six months. Fieldwork undertaken between 8 September 2017 and 25 September 2017. Sample sizes: SSE Airtricity (241), Budget Energy (101), Click Energy (50), Electric Ireland (105), and Power NI (417).

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.