






Customer Satisfaction Survey (August 2019)

Electricity Supplier	% Satisfied	% Recommend
	71%	63%
	75%	71%
	67%	60%
	67%	54%
	63%	49%

Notes

- The data reported is from an online consumer survey by YouGov for The Consumer Council;
- It took place between 13 and 28 August 2019 and is repeated every six months;
- Satisfied Base: All NI adults who know their electricity supplier (928) - Power NI (479), SSE Airtricity (238), Electric Ireland (115), Budget Energy (60) and Click Energy (37);
- Recommend Base: All NI adults who know their electricity supplier (836) - Power NI (431), SSE Airtricity (214), Electric Ireland (105), Budget Energy (56) and Click Energy (31).