

SSE Airtricity Gas Supply (NI) Limited

Report on Performance 2017

Gas Supply Services		Performance
Energy Care		
1	Services Types of services offered by SSE Airtricity to domestic customers registered on the SSE Airtricity Energy Care Register.	Braille, Large font and Audio bills Assistive controls Nominee Scheme Password Scheme Quarterly meter readings Free gas safety check Meter Movement
2	Energy Care Register Total number of domestic customers registered on the SSE Airtricity Energy Care Register.	4,198
Payment Type		
3	Quarterly Credit Total number of domestic customers paying by Quarterly Credit.	28,028
4	Direct Debit Total number of domestic customers paying by Direct Debit.	26,662
5	PrePayment Total number of domestic customers paying by Prepayment.	90,235
Disconnections		
6	Non-Payment Total number of domestic customers where SSE Airtricity disconnected the premises due to Non-Payment of charges.	47

Gas Supply Services		Performance	
Gas Supply			
7	Gas Supplied Total quantity of gas supplied by SSE Airtricity to domestic customers.	59,490,078 Therms	
8	Gas Charges Total value of gas charges recovered by SSE Airtricity for domestic customers.	£59,808,605	
Customer Contact			
9	Customer Correspondence Total number of responses to enquiries. Correspondence may be responded to by telephone unless a written response is requested.	98,655	
Customer Complaints			
10	Complaints received Total number of customer complaints received whether made in person, by telephone, in writing or otherwise.	Domestic	Non-Domestic
		1,378	48
11	Complaints resolved Total number of customer complaints resolved.	Domestic	Non-Domestic
		1,378	48
Meter Reading			
12	Visits Total number of visits made to domestic customer's premises.	383,465	