

SSE Airtricity Gas Supply (NI) Limited

Report on Performance 2020

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.	Password Scheme Nominated Contact Alternative Format Communications Special Control Taps or Adaptors Meter Exchange Meter Movement Quarterly Meter Reading Free Natural Gas Safety Check Special Advice
2	Energy Care Register Total number of domestic customers registered on the SSE Airtricity Energy Care Register.	4,744
Payment Type		
3	Credit Total number of domestic customers paying by Credit.	65,828
4	Prepayment Total number of domestic customers paying by Prepayment.	106,092
Disconnections		
5	Non-Payment Total number of domestic customers where SSE Airtricity disconnected the premises due to non-payment of charges.	11

Gas Supply Services		Performance	
Gas Supply			
6	Gas Supplied Total quantity of gas supplied by SSE Airtricity to domestic customers.	65,699,101 Therms	
7	Gas Charges Total value of gas charges recovered by SSE Airtricity for domestic customers.	£77,604,020	
Customer Contact			
8	Customer Correspondence Total number of responses to enquiries. Correspondence may be responded to by telephone unless a written response is requested.	77,838	
Customer Complaints			
9	Complaints received Total number of customer complaints received whether made in person, by telephone, in writing or otherwise.	Domestic	Non-Domestic
		2,740	72
10	Complaints resolved Total number of customer complaints resolved.	Domestic	Non-Domestic
		2,736	71
Meter Reading			
11	Visits Total number of visits made to domestic customer's premises.	360,612	