

# SSE Airtricity Gas Supply (NI) Limited

## Report on Performance 2019

Gas Supply Services		Performance
<b>Energy Care</b>		
1	<b>Services</b> 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	<b>Energy Care Register</b> Total number of domestic customers registered on the SSE Airtricity Energy Care Register.	4.476
<b>Payment Type</b>		
3	<b>Credit</b> Total number of domestic customers paying by Credit.	61,973
4	<b>Prepayment</b> Total number of domestic customers paying by Prepayment.	101,965
<b>Disconnections</b>		
5	<b>Non-Payment</b> Total number of domestic customers where SSE Airtricity disconnected the premises due to non-payment of charges.	19

Gas Supply Services		Performance	
<b>Gas Supply</b>			
6	<b>Gas Supplied</b> Total quantity of gas supplied by SSE Airtricity to domestic customers.	62,256,705 Therms	
7	<b>Gas Charges</b> Total value of gas charges recovered by SSE Airtricity for domestic customers.	£81,578,766	
<b>Customer Contact</b>			
8	<b>Customer Correspondence</b> Total number of responses to enquiries. Correspondence may be responded to by telephone unless a written response is requested.	105,179	
<b>Customer Complaints</b>			
9	<b>Complaints received</b> Total number of customer complaints received whether made in person, by telephone, in writing or otherwise.	Domestic	Non-Domestic
		1,432	42
10	<b>Complaints resolved</b> Total number of customer complaints resolved.	Domestic	Non-Domestic
		1,423	42
<b>Meter Reading</b>			
11	<b>Visits</b> Total number of visits made to domestic customer's premises.	461,304	