






## Customer Satisfaction Survey (August - September 2020)

| Electricity Supplier  | % Satisfied | % Recommend |
|---|-------------|-------------|
|    | <b>69%</b>  | <b>57%</b>  |
|    | <b>82%</b>  | <b>65%</b>  |
|  | <b>67%</b>  | <b>52%</b>  |
|  | <b>73%</b>  | <b>56%</b>  |
|  | <b>67%</b>  | <b>47%</b>  |

### Notes

- The data reported is from an online consumer survey by YouGov for The Consumer Council;
- It took place between 24 August and 9 September 2020 and is repeated every six months;
- Satisfied Base: All NI adults who know their electricity supplier (922) - Power NI (435), SSE Airtricity (248), Electric Ireland (119), Budget Energy (91) and Click Energy (28); and
- Recommend Base: All NI adults who know their electricity supplier (836) - Power NI (435), SSE Airtricity (248), Electric Ireland (119), Budget Energy (91) and Click Energy (28).