

Thursday 18th February 2008

Commission for Energy Regulation welcomes further competition in the domestic electricity market.

The Commission for Energy Regulation today welcomed the entry of another supplier into the domestic electricity market. There are now two independent suppliers of electricity competing against ESB Customer Supply for domestic business. Both Airtricity and Bord Gáis Energy are offering domestic customers substantial discounts on their electricity bills.

Customers should not be afraid to shop around and secure the best deal for their electricity supply. The Commission ensures that ESB Networks maintains the same level of service to all customers regardless of who they choose as their supplier, so customers do not need to change any aspect of their meter, wiring or electricity usage in order to be supplied by someone different.

The Commission has been working to put in place the systems and measures necessary to support competition since 1999. While business customers have benefited from competition over the last number of years it is only now that competition is taking off in the domestic sector.

Customers who use natural gas are also free to choose an alternative domestic supplier with the expansion of Flogas Natural Gas who now supply the full gas network. As with electricity, customers do not need to change any aspect of their gas supply in order to receive gas from a different supplier. Bord Gáis Networks are responsible for the installation and maintenance of meters and the upkeep of the network for all customers.

For customers who wish to switch supplier the process is easy. They need to contact their chosen supplier with details of their meter number and a meter reading. They will be talked through the switching process by their chosen supplier who will then process their application. Further information on how to switch supplier and full contact details for suppliers may be found on the Commission's consumer website www.energycustomers.ie