



An Coimisiún  
um Rialáil Fóntas  
**Commission for  
Regulation of Utilities**

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# Arrears and NPA Disconnections H1 2023 Update

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## CRU Draft Strategic Plan 2022-24

<b>Our Mission</b> <ul style="list-style-type: none"><li>• Protecting the public interest in water, energy and energy safety.</li></ul>	<b>Our Strategic Priorities</b> <ul style="list-style-type: none"><li>• Ensure Security of Supply</li><li>• Drive a Low Carbon Future</li><li>• Empower and Protect Customers</li><li>• Enable our People and Organisational Capacity</li></ul>
<b>Our Vision</b> <ul style="list-style-type: none"><li>• Safe, secure and sustainable supplies of energy and water, for the benefit of customer now and in the future</li></ul>	

Further information on the CRU's role and relevant legislation can be found on the CRU's website at [www.cru.ie](http://www.cru.ie)

## Objectives of Information Paper

In the context of increased energy prices, the CRU is publishing updates on arrears and non-payment of account disconnections.

In this context, the purpose of this information paper is to provide consumers, industry, and other interested stakeholders with relevant information on trends in the number and percentage of customers in arrears and the number of disconnections carried out due to non-payment of account.

## Arrears

Tables 1 and 2 below show the number and the percentage of customers that were in arrears at the end of each quarter for the period Q1 2020 – Q2 2023 and at the end of each month for the period May 2022 – June 2023.

### Trends in 2023

#### Domestic customers:

- Notable increase in the number of domestic electricity customers falling into arrears since the application of the final Govt. Emergency Electricity Credit in March.
- Month on month increases in the number of domestic gas customers finding themselves in arrears since November 2022.

#### Non-domestic customers:

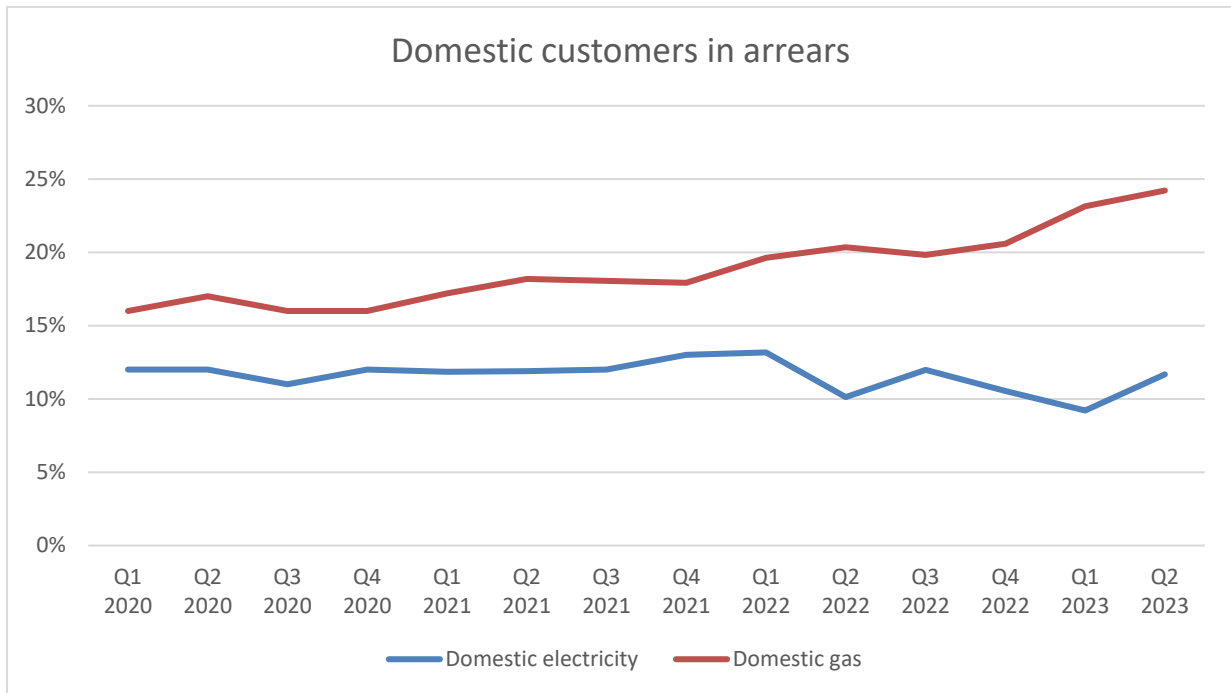
- The number of non-domestic electricity and gas customers falling into arrears has remained broadly stable, with an increase in both markets noted in Q1 before decreasing again in Q2.

	Number of customers in arrears													
	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023
<b>Domestic electricity</b>	253,880	251,508	243,152	255,058	255,025	256,272	257,943	279,522	283,125	217,459	259,293	227,681	200,819	255,952
<b>Non-domestic electricity</b>	35,061	44,866	41,856	39,653	32,325	32,938	34,050	33,262	33,676	34,937	36,046	38,657	41,505	42,123
<b>Total electricity</b>	288,941	296,374	285,008	294,711	287,350	289,210	291,993	312,784	316,801	252,396	295,339	266,338	242,324	298,075
<b>Domestic gas</b>	107,248	113,553	109,391	112,991	117,962	125,779	124,901	124,061	135,546	140,806	137,237	139,785	160,399	167,937
<b>Non-domestic gas</b>	3,973	6,470	7,068	7,419	6,565	7,054	6,399	7,142	7,527	7,218	7,737	6,741	8,103	7,632
<b>Total gas</b>	111,221	120,023	116,459	120,410	124,527	132,833	131,300	131,203	143,073	148,024	144,974	146,526	168,502	175,569
	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23
<b>Domestic electricity</b>	190,050	217,459	237,355	250,536	259,293	193,549	196,651	227,681	183,506	212,526	200,819	217,338	240,791	255,952
<b>Non-domestic electricity</b>	33,069	34,937	34,607	35,719	36,046	34,115	4,370	38,657	43,109	43,321	41,505	42,384	44,300	42,123
<b>Total electricity</b>	223,119	252,396	271,962	286,255	295,339	227,664	201,021	266,338	226,615	255,847	242,324	259,722	285,091	298,075
<b>Domestic gas</b>	136,341	140,806	139,920	138,887	137,237	135,906	135,383	139,785	143,523	152,276	160,399	164,069	165,206	167,937
<b>Non-domestic gas</b>	7,572	7,218	7,250	8,214	7,737	7,735	8,046	6,741	7,544	8,045	8,103	7,227	7,209	7,632
<b>Total gas</b>	143,913	148,024	147,170	147,101	144,974	143,641	143,429	146,526	151,067	160,321	168,502	171,296	172,415	175,569

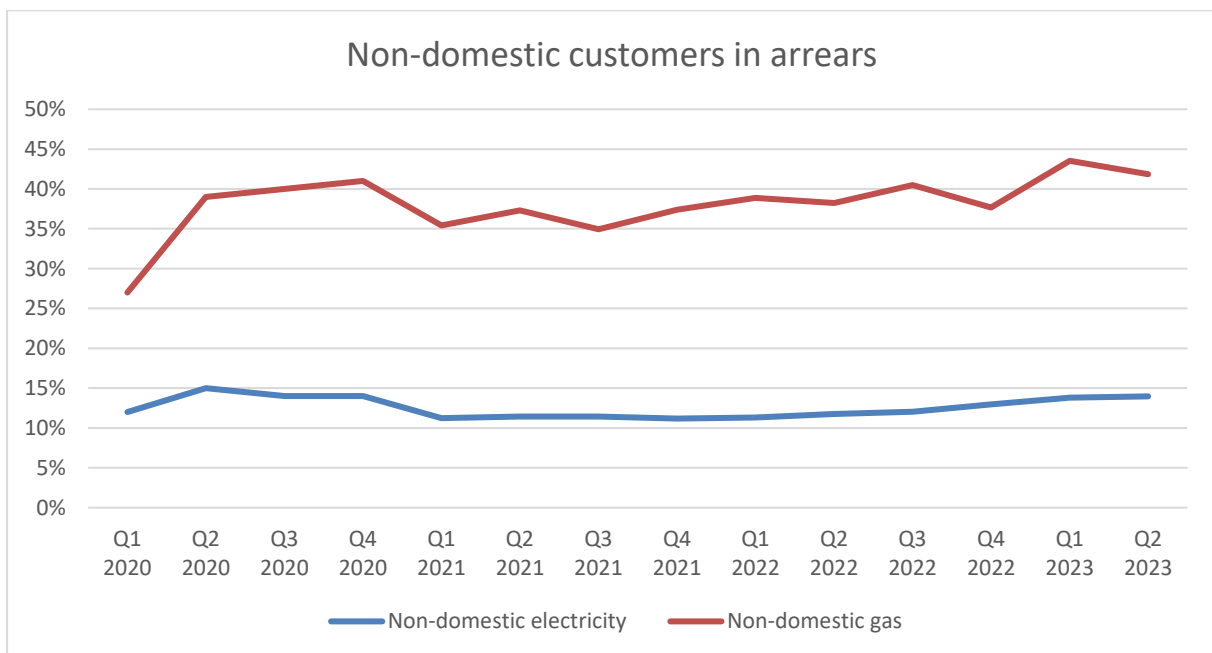
**Table 1: Number of customers in arrears**

	Percentage of customers in arrears													
	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023
<b>Domestic electricity</b>	12%	12%	11%	12%	12%	12%	12%	13%	13%	10%	12%	11%	9%	12%
<b>Non-domestic electricity</b>	12%	15%	14%	14%	11%	11%	11%	11%	11%	12%	13%	13%	14%	14%
<b>Total electricity</b>	12%	12%	12%	12%	12%	13%	9%	9%	10%	11%	12%	12%	10%	12%
<b>Domestic gas</b>	16%	17%	16%	16%	17%	18%	18%	18%	20%	20%	20%	20%	23%	24%
<b>Non-domestic gas</b>	15%	24%	26%	27%	24%	26%	23%	26%	28%	26%	28%	25%	30%	28%
<b>Total gas</b>	16%	17%	16%	17%	19%	20%	20%	20%	20%	21%	20%	20%	23%	24%
	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22
<b>Domestic electricity</b>	13%	10%	11%	12%	12%	9%	9%	11%	8%	10%	9%	10%	11%	12%
<b>Non-domestic electricity</b>	5%	12%	12%	12%	12%	11%	15%	13%	14%	14%	14%	14%	15%	14%
<b>Total electricity</b>	10%	10%	11%	12%	12%	9%	8%	11%	9%	10%	10%	10%	11%	12%
<b>Domestic gas</b>	20%	20%	20%	20%	20%	20%	20%	20%	21%	22%	23%	24%	24%	24%
<b>Non-domestic gas</b>	28%	26%	27%	30%	28%	28%	30%	25%	28%	30%	30%	26%	26%	28%
<b>Total gas</b>	20%	21%	20%	20%	20%	20%	20%	20%	21%	22%	23%	24%	24%	24%

**Table 2: Percentage of customers in arrears**



**Figure 1: Percentage of domestic customers in arrears**



**Figure 2: Percentage of non-domestic customers in arrears**

## Non-Payment of Account Disconnections

Table 3 below shows the number of disconnections carried out due to non-payment of account (NPA) for the period January 2023 to June 2023. The table also shows the total number of NPA disconnections for the years 2018, 2019, 2020, 2021 and 2022.

	Domestic electricity	Non-domestic electricity	Domestic gas	Non-domestic gas
<b>2018</b>	3,802	1,027	1,537	193
<b>2019</b>	4,113	895	2,263	161
<b>2020</b>	991	383	438	96
<b>2021</b>	648	264	426	77
<b>2022</b>	2,068	430	880	110
<b>Jan-23</b>	0	29	0	9
<b>Feb-23</b>	0	44	0	8
<b>Mar-23</b>	0	30	0	10
<b>Apr-23</b>	15	30	21	12
<b>May-23</b>	132	53	197	5
<b>Jun-23</b>	145	40	202	11

**Table 3: Non-payment of account disconnections**

