



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

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Arrears and NPA Disconnections April 2025 Update

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CRU Draft Strategic Plan 2025-27

Vision, Purpose, and Values



OUR VISION:

Resilient, efficient, sustainable, and safe energy and water services for Ireland.



OUR PURPOSE:

We actively serve the public interest by regulating the provision of energy and water to Irish homes and businesses, while supporting the transformation to net zero.



OUR VALUES:

• Integrity • Professionalism • Openness • Accountability

Further information on the CRU's role and relevant legislation can be found on the CRU's website at 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 Q4 2021 – Q1 2025 and at the end of each month for the period March 2024 – April 2025. Figures 1 to 4 also provide a graphical representation of the data on arrears.

Trends in 2025

Domestic customers:

- The percentage of domestic electricity customers in arrears in April 2025 was 13%, which is equal to the level of March 2025. This equals the peak percentage of customers in arrears, which was also reached in October 2024 and previously in November 2023, March 2022 and May 2022, and December 2021.
- The average value of a domestic electricity account in arrears increased by 1% in April 2025, compared to March 2025. However, the value of a domestic electricity account in arrears is 3% lower than what it was in April 2024.
- The percentage of domestic gas customers in arrears in April 2025 was 25%, which is the same percentage as March 2025 and is an increase from 24% from April 2024. This equals the peak percentage of domestic gas customers in arrears also recorded in May and June 2024.
- The average value of a domestic gas account in arrears has decreased marginally in April 2025 by 0.2%, compared to March 2025. The average value of a domestic gas account in arrears is 11% lower than what it was in April 2024. This is the first time the average value of a domestic gas account in arrears has decreased since December 2024.

Non-domestic customers:

- The number of non-domestic electricity customers and non-domestic gas customers in arrears decreased in April 2025,
- The percentage of non-domestic customers in electricity arrears in April 2025 was 14%. This is a decrease from 17% in March 2025 and April 2024 and the lowest level it has been since January 2024
- The percentage of non-domestic customers in gas arrears in April 2025 was 27%. This is a 4% decrease on the level of arrears in March 2025 and the same percentage as April 2024.

	Number of customers in arrears													
	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025
Domestic electricity	279,522	283,125	217,459	259,293	227,681	200,819	255,952	275,039	243,644	230,451	268,394	275,561	268,555	286,553
Non-domestic electricity	33,262	33,676	34,937	36,046	38,657	41,505	42,123	46,231	35,290	49,269	51,938	49,621	47,583	53,674
Total electricity	312,784	316,801	252,396	295,339	266,338	242,324	298,075	321,270	278,934	279,720	320,332	325,182	319,968	340,227
Domestic gas	124,061	135,546	140,806	137,237	139,785	160,399	167,937	159,994	155,093	170,744	171,794	163,647	163,764	175,514
Non-domestic gas	7,142	7,527	7,218	7,737	6,741	8,103	7,632	8,007	7,013	7,674	8,369	8,558	7,833	8,577
Total gas	131,203	143,073	148,024	144,974	146,526	168,502	175,569	168,001	162,106	178,418	180,163	172,205	171,597	184,091
	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25
Domestic electricity	230,451	237,758	255,274	268,394	271,338	278,843	275,561	284,000	233,953	268,555	237,053	258,338	286,553	300,653
Non-domestic electricity	49,269	50,828	49,012	51,938	47,290	50,943	49,621	47,759	49,987	47,583	49,770	51,965	53,674	43,299
Total electricity	279,720	288,586	304,286	320,332	318,628	329,786	325,182	331,759	283,940	319,968	286,823	310,303	340,227	343,952
Domestic gas	170,744	169,640	171,178	171,794	168,676	168,849	163,647	163,597	161,512	163,764	163,537	171,330	175,514	175,347
Non-domestic gas	7,674	7,513	7,907	8,369	7,931	8,592	8,558	7,785	8,235	7,833	7,424	8,291	8,577	7,590
Total gas	178,418	177,153	179,085	180,163	176,607	177,441	172,205	171,382	169,747	171,597	170,961	179,621	184,091	182,937

Table 1: Number of customers in arrears

	Percentage of customers in arrears													
	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2024	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025
Domestic electricity	13%	13%	10%	12%	11%	9%	12%	12%	11%	10%	12%	12%	12%	13%
Non-domestic electricity	11%	11%	12%	13%	13%	14%	14%	15%	12%	17%	17%	17%	15%	17%
Total electricity	9%	10%	11%	12%	12%	10%	12%	13%	11%	11%	13%	13%	13%	13%
Domestic gas	18%	20%	20%	20%	20%	23%	24%	23%	22%	25%	25%	24%	24%	25%
Non-domestic gas	26%	28%	26%	28%	25%	30%	28%	29%	25%	28%	30%	31%	28%	31%
Total gas	20%	20%	21%	20%	20%	23%	24%	23%	22%	25%	25%	24%	24%	26%
	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25
Domestic electricity	10%	11%	11%	12%	12%	12%	12%	13%	10%	12%	11%	11%	13%	13%
Non-domestic electricity	17%	17%	16%	17%	15%	17%	17%	16%	17%	15%	16%	17%	17%	14%
Total electricity	11%	11%	12%	13%	12%	13%	13%	13%	11%	13%	11%	12%	13%	13%
Domestic gas	25%	24%	25%	25%	24%	24%	24%	24%	23%	24%	24%	25%	25%	25%
Non-domestic gas	28%	27%	28%	30%	28%	31%	31%	28%	29%	28%	27%	30%	31%	27%
Total gas	25%	25%	25%	25%	25%	25%	24%	24%	24%	24%	24%	25%	26%	25%

Table 2: Percentage of customers in arrears

Customers in Arrears Per Quarter

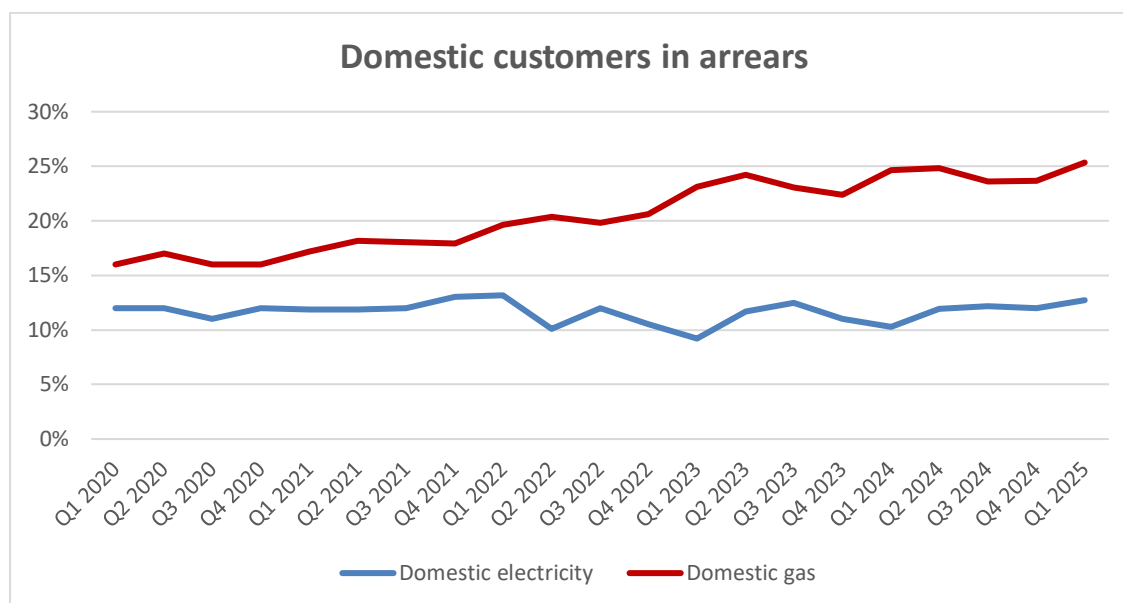


Figure 1: Percentage of domestic customers in arrears per quarter

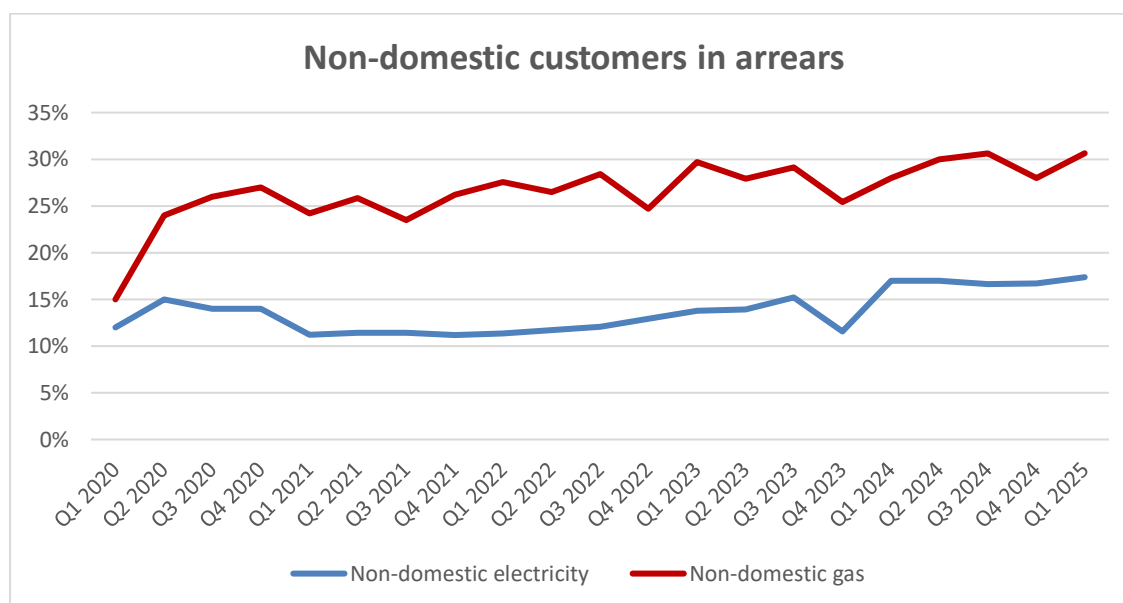


Figure 2: Percentage of non-domestic customers in arrears per quarter

Customers in Arrears Per Month

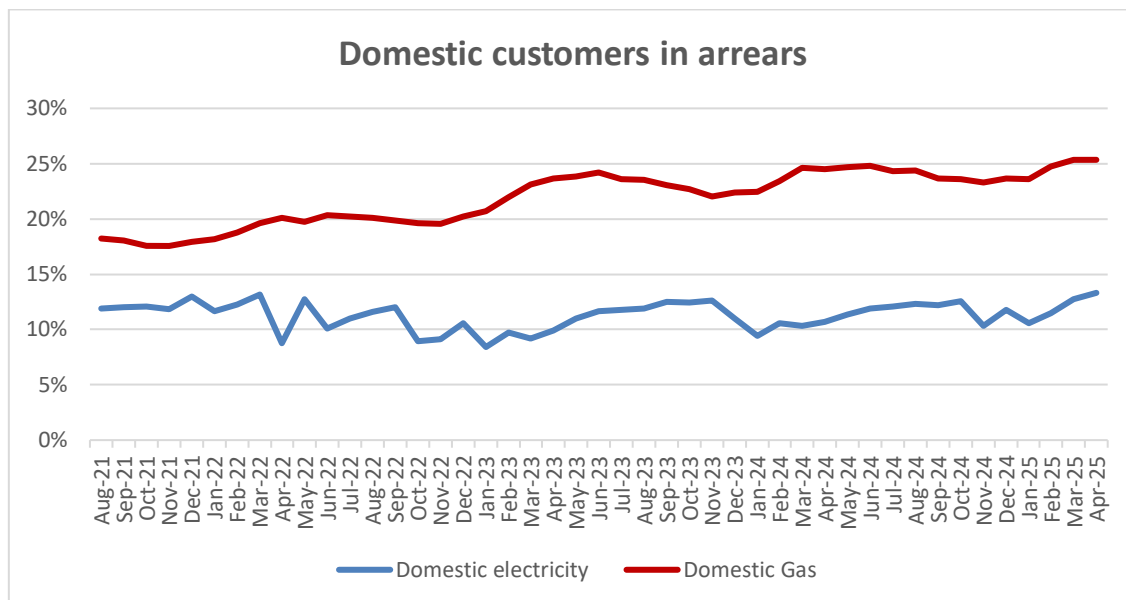


Figure 3: Percentage of domestic customers in arrears per month

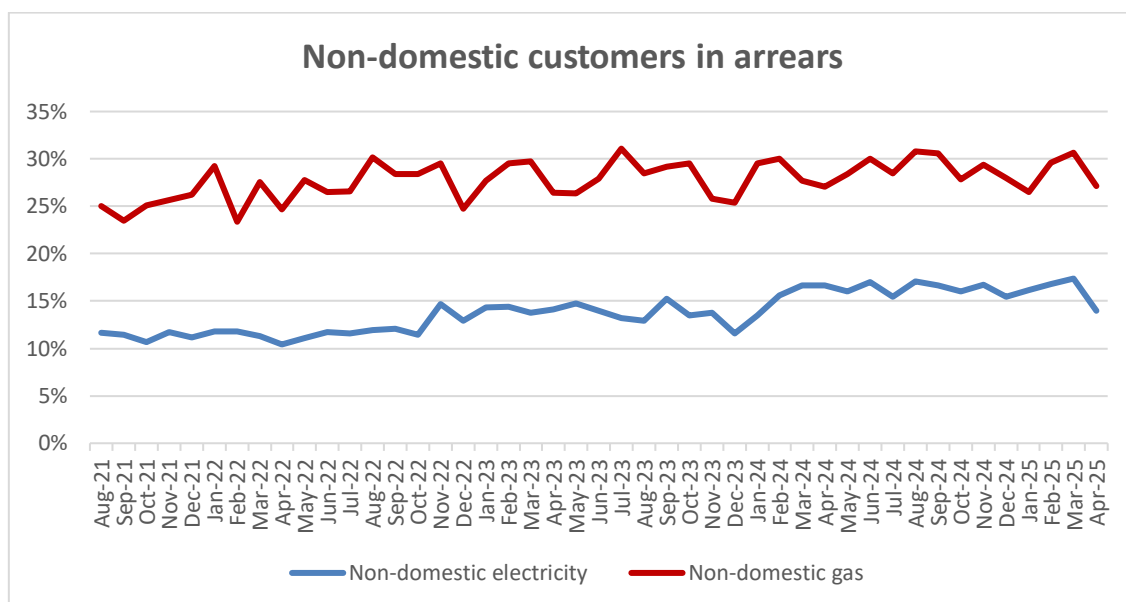


Figure 4: Percentage of non-domestic customers in arrears per month

Value of customer arrears

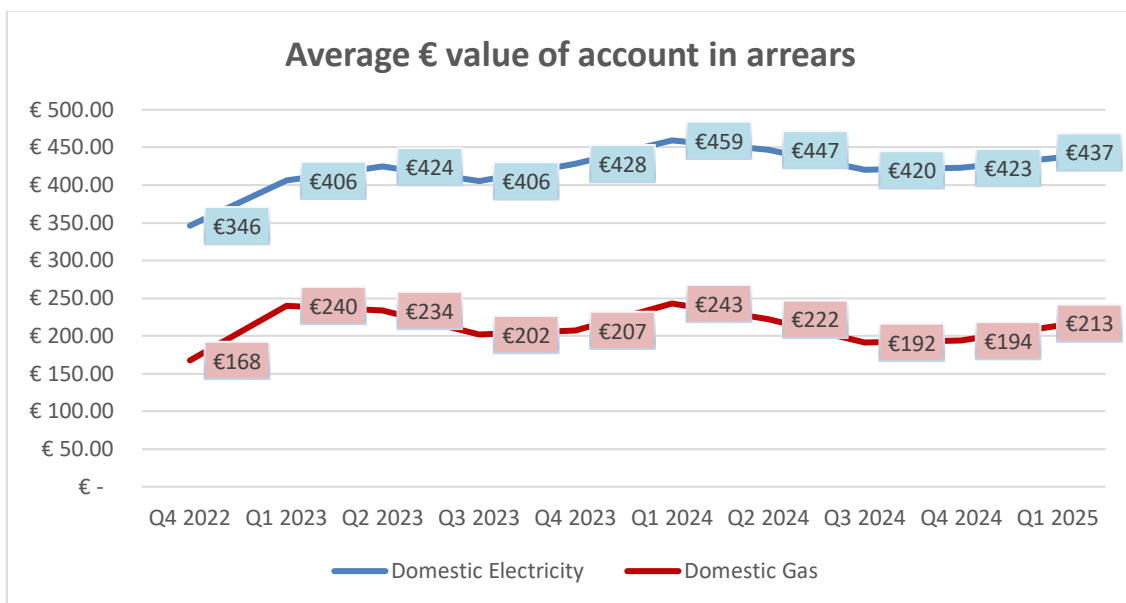


Figure 5: Average value of domestic account in arrears by quarter

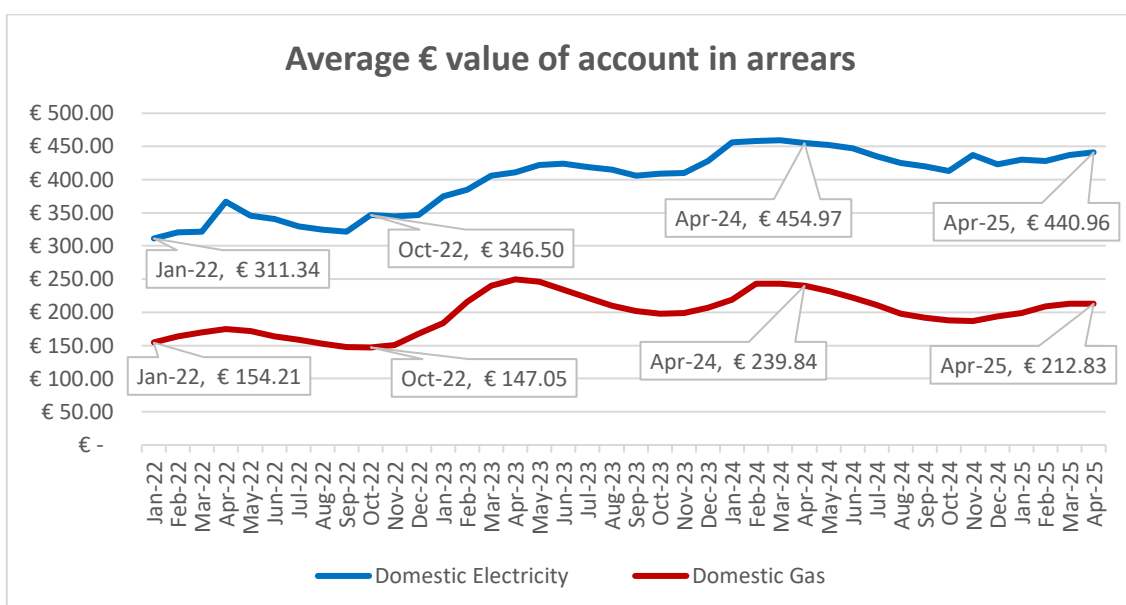


Figure 6: Average value of domestic account in arrears by month

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 2024 to April 2025. The table also shows the total number of NPA disconnections for the years 2018 - 2023. Please note that no domestic or electricity gas NPA disconnections took place between December 2022 to March 2023, December 2023 to January 2024, and the period between the 9th of December 2024 to the 17th of January 2025, as there were domestic disconnection NPA moratoria in place at those times. Please also note that the disconnection figures from January 2025 onwards are subject to change in accordance with disconnection records held by ESB Networks and Gas Networks Ireland as part of a half-yearly reconciliation exercise.

	Domestic electricity	Non-domestic electricity	Domestic gas	Non-domestic gas
2018	3,802	1,027	1,537	193
2019	4,113	895	2,263	161
2020	991	383	438	96
2021	648	264	426	77
2022	2,068	430	880	110
2023	1,048	439	1,509	134
Jan-24	0	27	0	11
Feb-24	61	49	147	14
Mar-24	104	34	218	13
Apr-24	173	60	229	13
May-24	179	47	225	9
Jun-24	225	33	197	9
Jul-24	251	44	266	18
Aug-24	207	29	154	6
Sep-24	198	33	117	8
Oct-24	223	47	126	12
Nov-24	177	26	70	9
Dec-24	13	4	6	0
Jan-25	6	26	3	9
Feb-25	119	22	128	6
Mar-25	266	34	198	9
Apr-25	181	45	119	18

Table 3: Non-payment of account disconnections