An Coimisiún um Rialáil Fóntas
Commission for Regulation of Utilities

Arrears and NPA Disconnections May 2026 Update

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CRU Strategic Plan 2025-27



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 2022 – Q1 2026 and at the end of each month for the period April 2025–May 2026. Figures 1 to 6 also provide a graphical representation of the data on arrears.

The arrears included in Tables 1 and 2 represent the total number of customers in arrears as reported by suppliers. For clarity, the total number includes all customers regardless of the amount of arrears owed or how old the arrears are. By way of example, a customer may owe €10 or may have inadvertently missed a monthly energy payment, these customers are still included in the overall total figure of customers in arrears.

The CRU has also included Tables 3 and 4 showing customers in arrears for >90 days representing customers who are in longer term debt.

Trends in 2026

Domestic customers :
When we review the total number of customers in arrears, we note the following;

- 14% of all domestic electricity customers were in arrears, unchanged since December 2025.
- 8% of all domestic electricity customers were in arrears for a period greater than 90 days, unchanged since May 2025.
- The average value of a domestic electricity account in arrears is €515.02, a very slight decrease on the previous month, April 2026.
- 27% of all domestic gas customers were in arrears in May 2026, unchanged since March 2026.
- 21% of all domestic gas customers were in arrears for a period greater than 90 days, which is a 1% increase from April 2026.
- The average value of a domestic gas account in arrears is €223.57, which is a 2% decrease on April 2026.

Non-domestic customers:

- 13% of all non-domestic customers were in electricity arrears in May 2026, unchanged since October 2025.
- 20% of all non-domestic gas customers were in arrears in May 2026, the same percentage as April 2026.

	Number of customers in arrears													
	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Q1 2026
Domestic electricity	227,681	200,819	255,952	275,039	243,644	230,451	268,394	275,561	268,555	286,553	298,336	297,313	319,459	318,735
Non-domestic electricity	38,657	41,505	42,123	46,231	35,290	49,269	51,938	49,621	51,413	53,674	39,839	41,300	40,723	39,499
Total electricity	266,338	242,324	298,075	321,270	278,934	279,720	320,332	325,182	319,968	340,227	338,175	338,613	360,182	358,234
Domestic gas	139,785	160,399	167,937	159,994	155,093	170,744	171,794	163,647	163,764	175,514	183,520	179,576	179,054	183,468
Non-domestic gas	6,741	8,103	7,632	8,007	7,013	7,674	8,369	8,558	7,833	8,577	6,082	5,931	6,509	5,548
Total gas	146,526	168,502	175,569	168,001	162,106	178,418	180,163	172,205	171,597	184,091	189,602	185,507	185,563	189,016
	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26
Domestic electricity	300,653	301,379	298,336	305,300	307,862	297,313	300,515	303,465	319,459	315,322	316,838	318,735	322,298	328,273
Non-domestic electricity	43,299	38,143	39,839	41,946	42,313	41,300	38,246	40,461	40,723	39,110	39,269	39,499	39,108	39,347
Total electricity	343,952	339,522	338,175	347,246	350,175	338,613	338,761	343,926	360,182	354,432	356,107	358,234	361,406	367,620
Domestic gas	175,347	174,891	183,520	186,225	186,594	179,576	176,723	173,845	179,054	178,443	179,439	183,468	185,940	188,941
Non-domestic gas	7,590	6,110	6,082	6,152	6,308	5,931	5,913	5,806	6,509	6,209	5,648	5,548	5,751	5,706
Total gas	182,937	181,001	189,602	192,377	192,902	185,507	182,636	179,651	185,563	184,652	185,087	189,016	191,691	194,647

Table 1: Number of customers in arrears

	Percentage of customers in arrears													
	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Q1 2025
Domestic electricity	11%	9%	12%	12%	11%	10%	12%	12%	12%	13%	13%	13%	14%	14%
Non-domestic electricity	13%	14%	14%	15%	12%	17%	17%	17%	15%	17%	13%	14%	13%	13%
Total electricity	12%	10%	12%	13%	11%	11%	13%	13%	13%	13%	13%	13%	14%	14%
Domestic gas	20%	23%	24%	23%	22%	25%	25%	24%	24%	25%	27%	26%	26%	27%
Non-domestic gas	25%	30%	28%	29%	25%	28%	30%	31%	28%	31%	22%	21%	23%	19%
Total gas	20%	23%	24%	23%	22%	25%	25%	24%	24%	26%	26%	26%	26%	26%
	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26
Domestic electricity	13%	13%	13%	13%	13%	13%	13%	13%	14%	14%	14%	14%	14%	14%
Non-domestic electricity	14%	12%	13%	14%	14%	14%	13%	13%	13%	13%	13%	13%	13%	13%
Total electricity	13%	13%	13%	13%	14%	13%	13%	13%	14%	14%	14%	14%	14%	14%
Domestic gas	25%	25%	27%	27%	27%	26%	26%	25%	26%	26%	26%	27%	27%	27%
Non-domestic gas	27%	22%	22%	22%	22%	21%	21%	21%	23%	22%	20%	19%	20%	20%
Total gas	25%	25%	26%	27%	27%	26%	25%	25%	26%	26%	26%	26%	27%	27%

Table 2: Percentage of customers in arrears

	Number of customers in arrears for over 90 days													
	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Q1 2026
Domestic electricity	125,530	116,792	136,845	149,605	140,089	134,389	147,661	161,274	161,412	162,393	182,696	187,307	191,525	183,534
Domestic gas	109,859	110,143	120,640	128,103	122,383	123,266	129,671	135,599	134,390	134,749	146,327	153,658	149,901	138,066
	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26
Domestic electricity	167,770	176,449	182,696	186,874	188,616	187,307	186,054	185,828	191,525	190,606	191,374	183,534	186,380	188,748
Domestic gas	135,677	138,965	146,327	150,362	154,542	153,658	152,430	150,933	149,901	149,162	147,469	138,066	139,848	142,090

Table 3: Number of customers in arrears for over 90 days

	Percentage of customers in arrears for over 90 days													
	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Q1 2026
Domestic electricity	6%	5%	6%	7%	6%	6%	7%	7%	7%	7%	8%	8%	8%	8%
Domestic gas	16%	16%	17%	18%	18%	18%	19%	20%	19%	19%	21%	22%	22%	20%
	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26
Domestic electricity	7%	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%
Domestic gas	20%	20%	21%	22%	22%	22%	22%	22%	22%	22%	21%	20%	20%	21%

Table 4: Percentage of customers in arrears for over 90 days

Customers in Arrears at the end of each Quarter

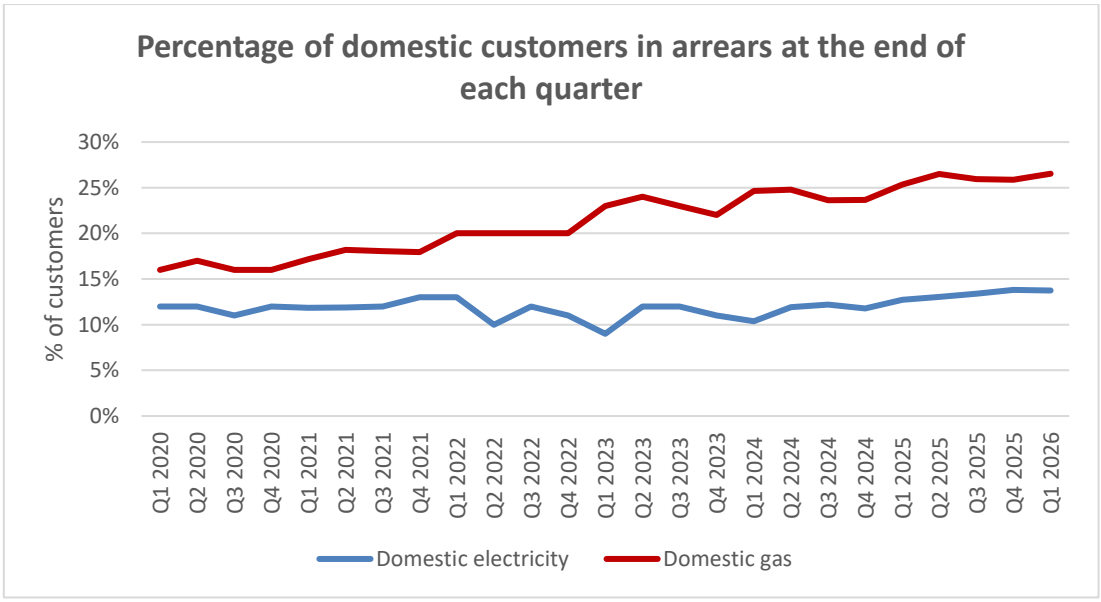


Figure 1: Percentage of domestic customers in arrears at the end of each quarter

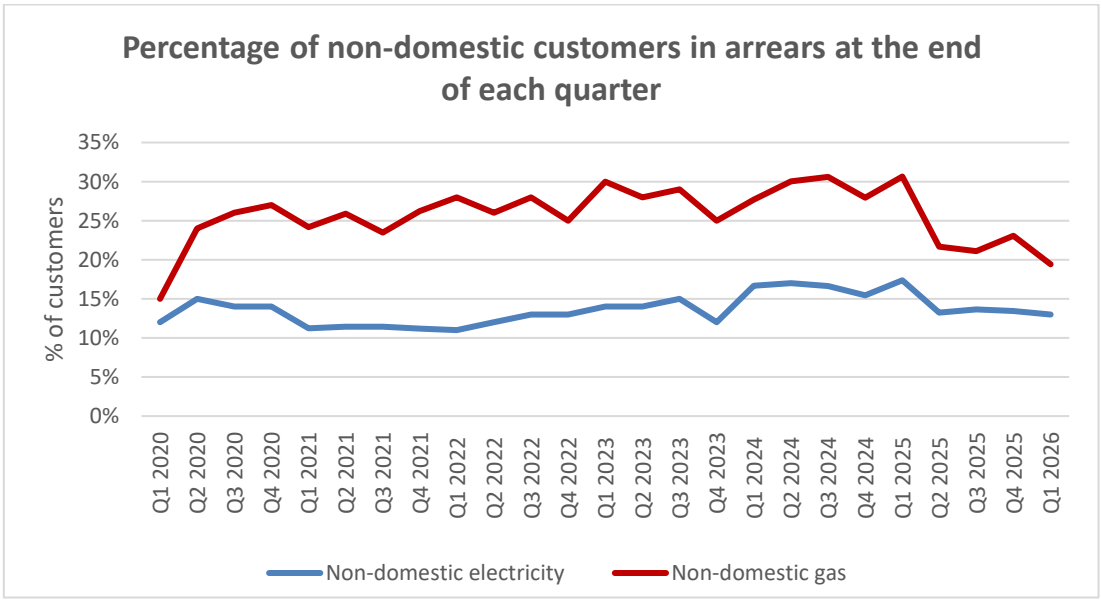


Figure 2: Percentage of non-domestic customers in arrears at the end of each quarter

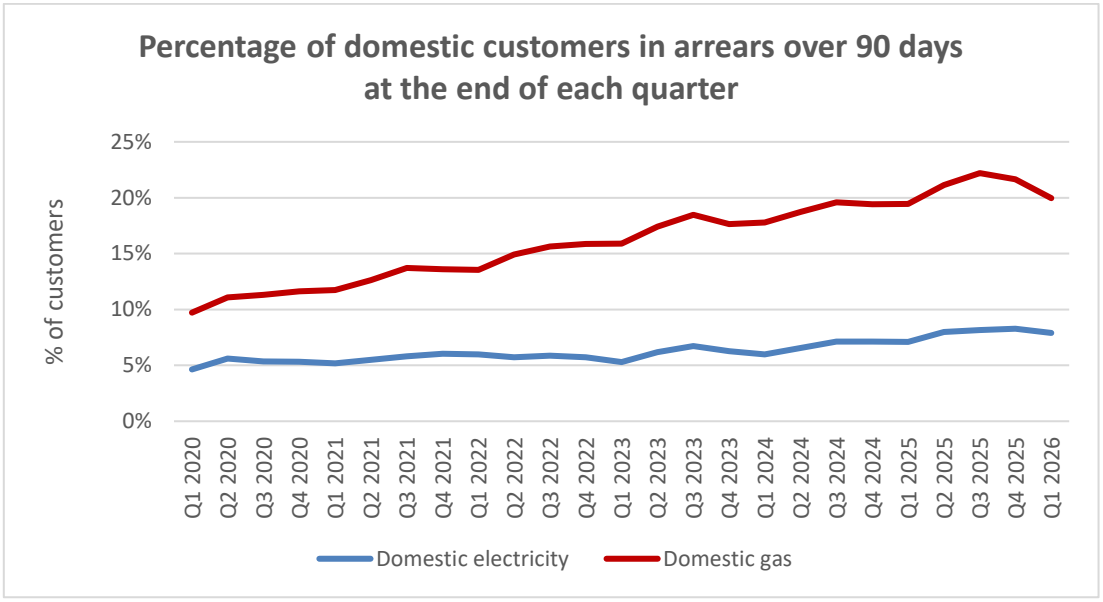


Figure 3: Percentage of domestic customers in arrears over 90 days at the end of each quarter

Customers in Arrears at the end of each Month

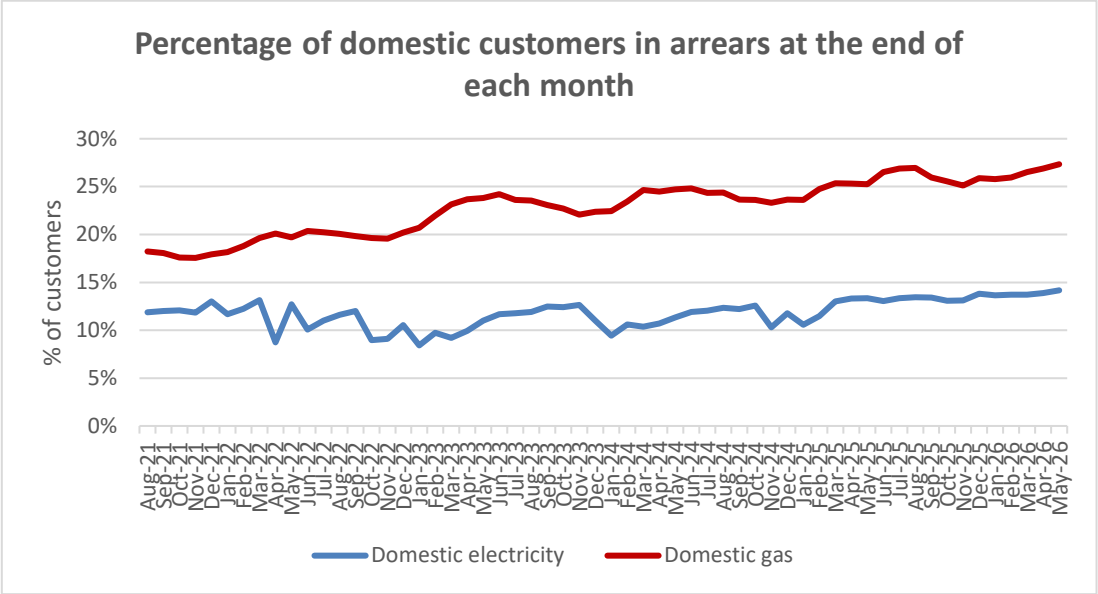


Figure 4: Percentage of domestic customers in arrears at the end of each month

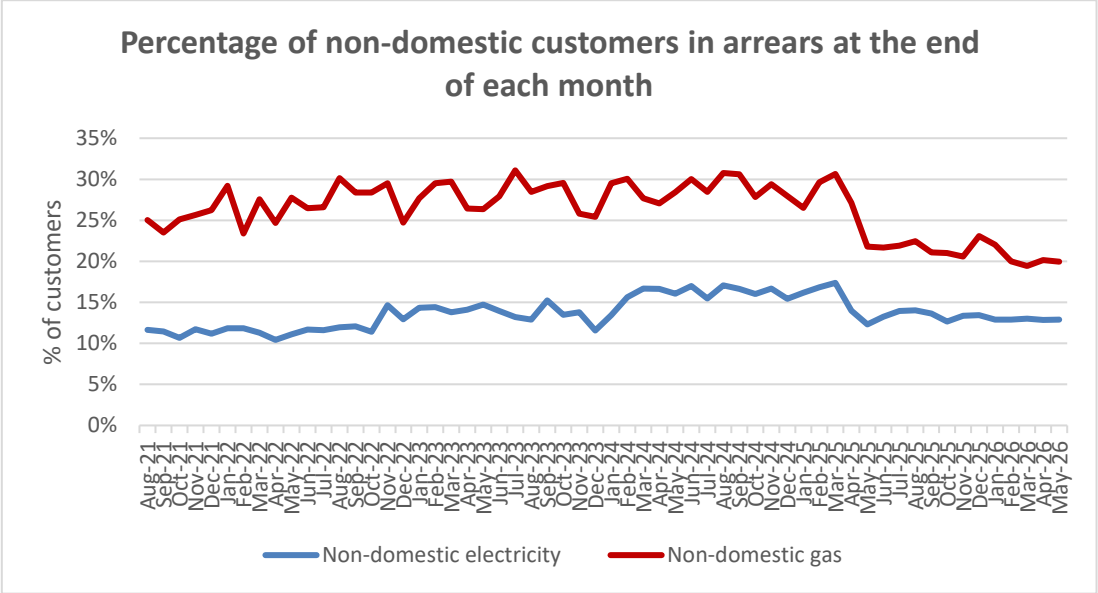


Figure 5: Percentage of non-domestic customers in arrears at the end of each month

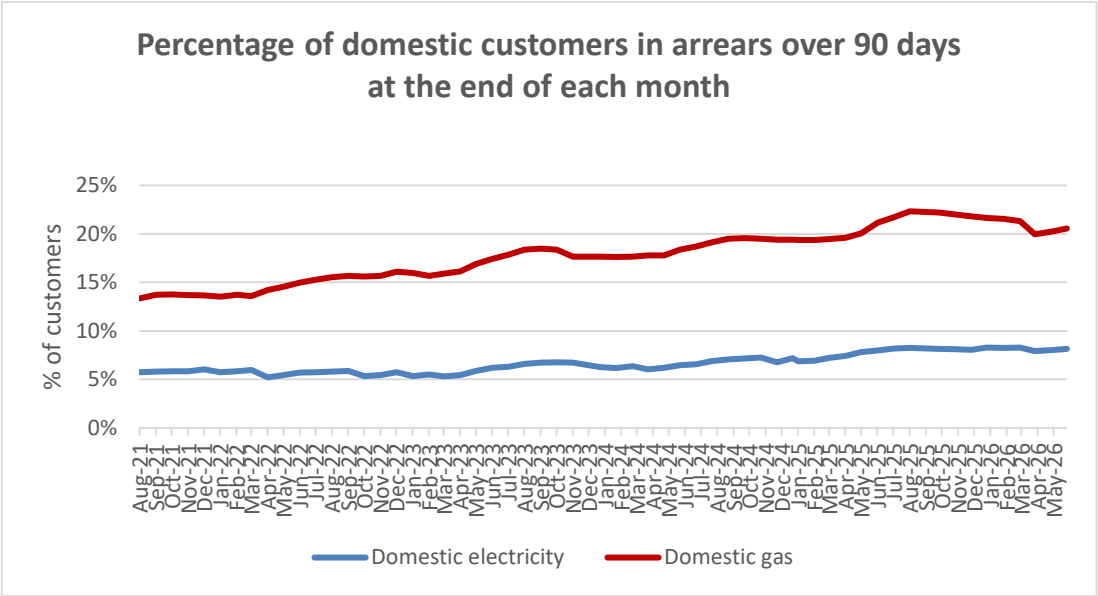


Figure 6: Percentage of domestic customers in arrears over 90 days at the end of each month

Value of Customer Arrears

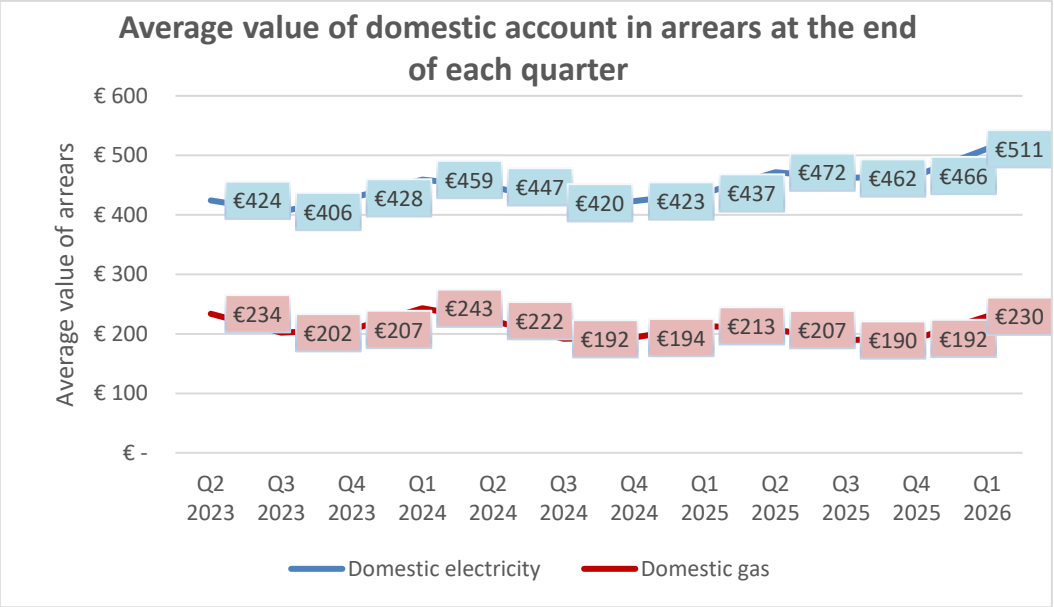


Figure 8: Average value of domestic account in arrears at the end of each quarter

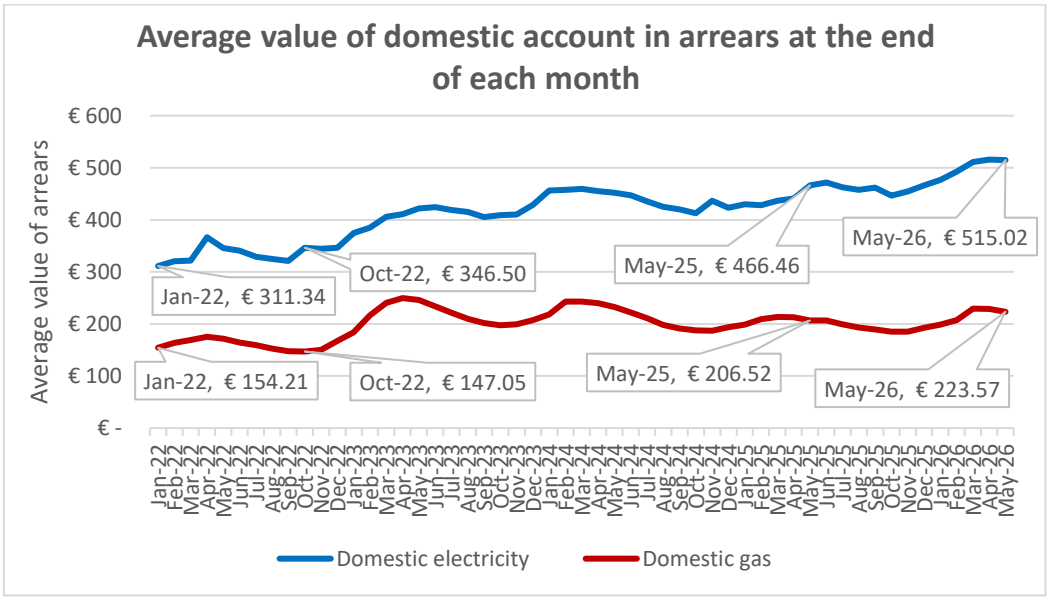


Figure 9: Average value of domestic account in arrears by at the end of each month

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 2025 to May 2026. The table also shows the total number of NPA disconnections for the years 2018 - 2024. Please note that no domestic or electricity gas NPA disconnections took place between December 2022 to March 2023, December 2023 to January 2024, the period between the 9th of December 2024 to the 17th of January 2025, and the period between the 8th of December 2025 to the 16th of January 2026 as there were domestic disconnection NPA moratoria in place at those times. Please also note that the disconnection figures from January 2026 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
2024	1,811	433	1,755	122
Jan-25	4	26	3	9
Feb-25	116	22	128	8
Mar-25	254	34	210	10
Apr-25	159	45	136	18
May-25	155	30	177	15
Jun-25	257	99	128	11
Jul-25	418	71	146	8
Aug-25	264	19	101	5
Sep-25	294	40	108	8
Oct-25	196	17	64	11
Nov-25	131	25	48	9
Dec-25	24	4	6	2
Jan-26	43	23	5	0
Feb-26	154	18	90	9
Mar-26	171	30	121	6
Apr-26	168	19	69	9
May-26	293	33	46	9

Table 5: Non-payment of account disconnections