



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

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Arrears and NPA Disconnections November 2024 Update

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CRU Draft Strategic Plan 2022-24

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

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 Q2 2021 – Q3 2024 and at the end of each month for the period October 2023 – November 2024. Figures 1 to 4 also provide a graphical representation of the data on arrears.

Trends in 2024

Domestic customers:

- The percentage of domestic electricity customers in arrears in November 2024 was 10%, which is 3% lower than it was in October 2024. This is the lowest level since March 2024 which could be attributed to the first credit under Government Electricity Credit Scheme IV being applied to domestic electricity customers' accounts in November 2024.
- The average value of a domestic electricity account in arrears increased by 6% in November 2024, the first time an increase has occurred since March 2024.
- The percentage of domestic gas customers in arrears in November 2024 was 23%, the lowest level it has been since February 2024. The peak percentage of domestic gas customers in arrears is 25%, recorded in March, May and June 2024.
- The average value of a domestic gas account in arrears has continued to decline since February 2024, and in November 2024 stood at its lowest value since January 2023.

Non-domestic customers:

- There was a slight increase observed in the number of non-domestic electricity and non-domestic gas customers in arrears in November 2024.
- The percentage of non-domestic customers in electricity arrears in November 2024 was 17%, an increase of 1% from October 2024. This equals the peak percentage of non-domestic electricity customers in arrears, also recorded in September 2024 and June 2024.
- The percentage of non-domestic customers in gas arrears in November 2024 was 29%, an increase of 1% from the level it was at in October 2024.

	Number of customers in arrears													
	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024
Domestic electricity	256,272	257,943	279,522	283,125	217,459	259,293	227,681	200,819	255,952	275,039	243,644	230,451	268,394	275,561
Non-domestic electricity	32,938	34,050	33,262	33,676	34,937	36,046	38,657	41,505	42,123	46,231	35,290	49,269	51,938	49,621
Total electricity	289,210	291,993	312,784	316,801	252,396	295,339	266,338	242,324	298,075	321,270	278,934	279,720	320,332	325,182
Domestic gas	125,779	124,901	124,061	135,546	140,806	137,237	139,785	160,399	167,937	159,994	155,093	170,744	171,794	163,647
Non-domestic gas	7,054	6,399	7,142	7,527	7,218	7,737	6,741	8,103	7,632	8,007	7,013	7,674	8,369	8,558
Total gas	132,833	131,300	131,203	143,073	148,024	144,974	146,526	168,502	175,569	168,001	162,106	178,418	180,163	172,205
	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24
Domestic electricity	273,546	278,403	243,644	208,899	234,383	230,451	237,758	255,274	268,394	271,338	278,843	275,561	284,000	233,953
Non-domestic electricity	40,913	41,847	35,290	40,977	47,547	49,269	50,828	49,012	51,938	47,290	50,943	49,621	47,759	49,987
Total electricity	314,459	320,250	278,934	249,876	281,930	279,720	288,586	304,286	320,332	318,628	329,786	325,182	331,759	283,940
Domestic gas	157,494	152,966	155,093	155,615	162,504	170,744	169,640	171,178	171,794	168,676	168,849	163,647	163,597	161,512
Non-domestic gas	8,127	7,100	7,013	8,148	8,293	7,674	7,513	7,907	8,369	7,931	8,592	8,558	7,785	8,235
Total gas	165,621	160,066	162,106	163,763	170,797	178,418	177,153	179,085	180,163	176,607	177,441	172,205	171,382	169,747

Table 1: Number of customers in arrears

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

Table 2: Percentage of customers in arrears

Customers in Arrears Per Quarter

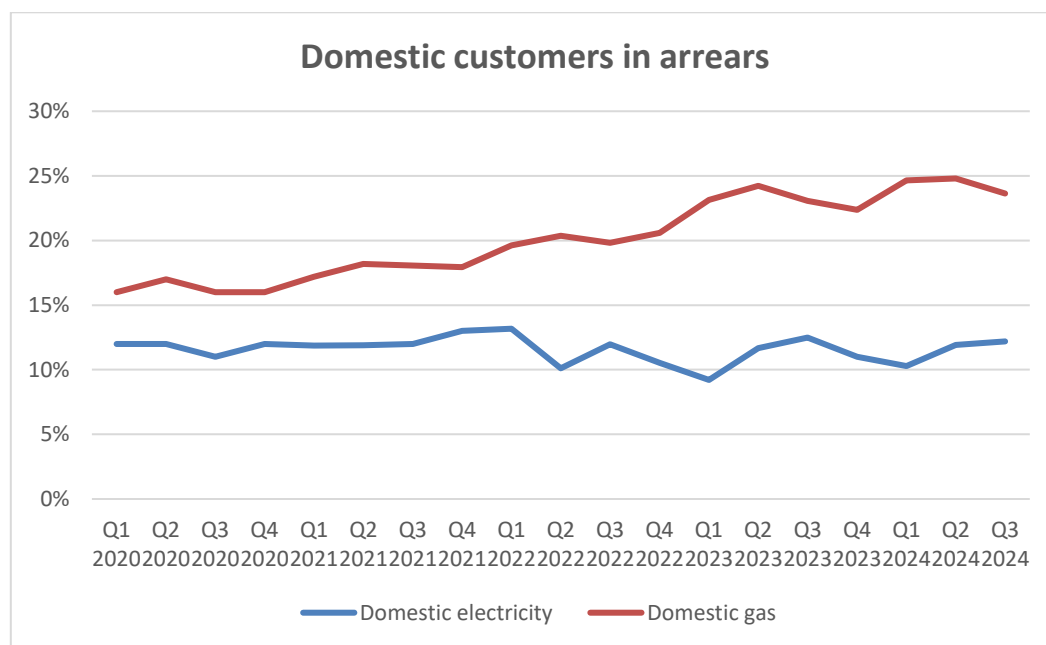


Figure 1: Percentage of domestic customers in arrears per quarter

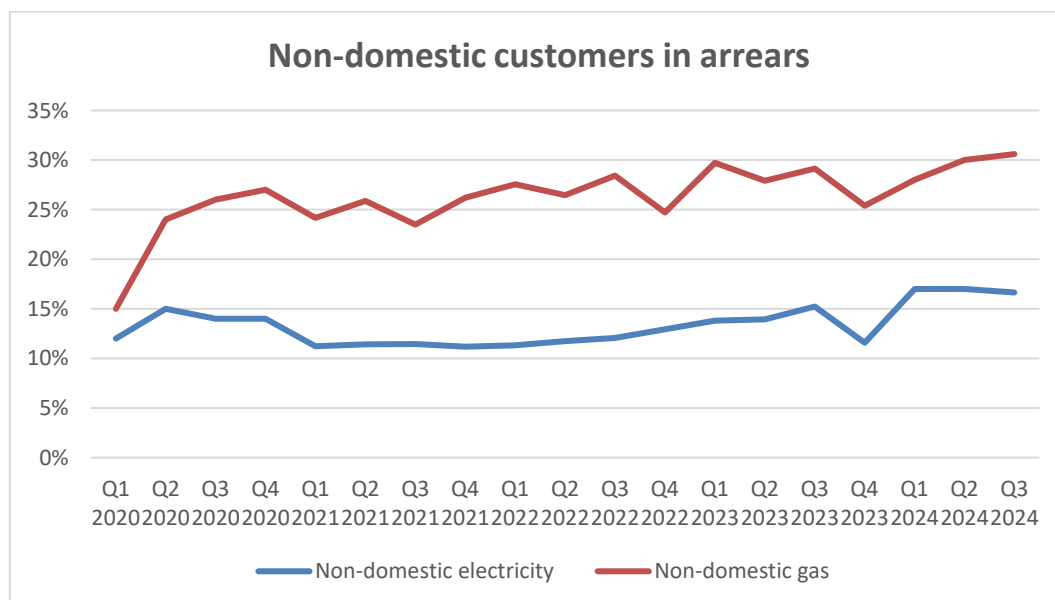


Figure 2: Percentage of non-domestic customers in arrears per quarter

Customers in Arrears Per Month

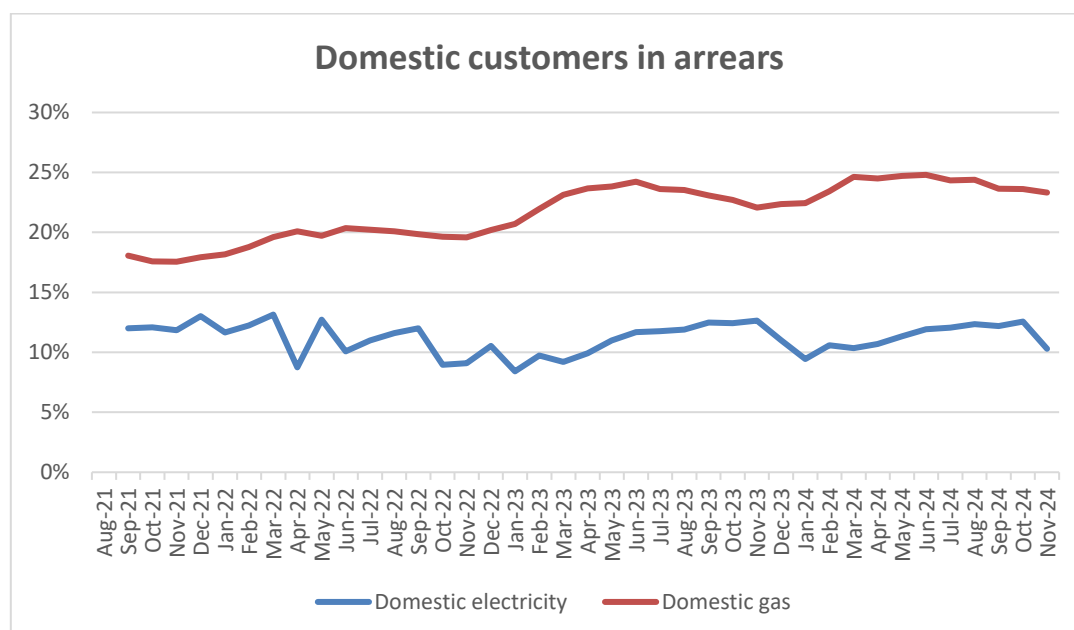


Figure 3: Percentage of domestic customers in arrears per month

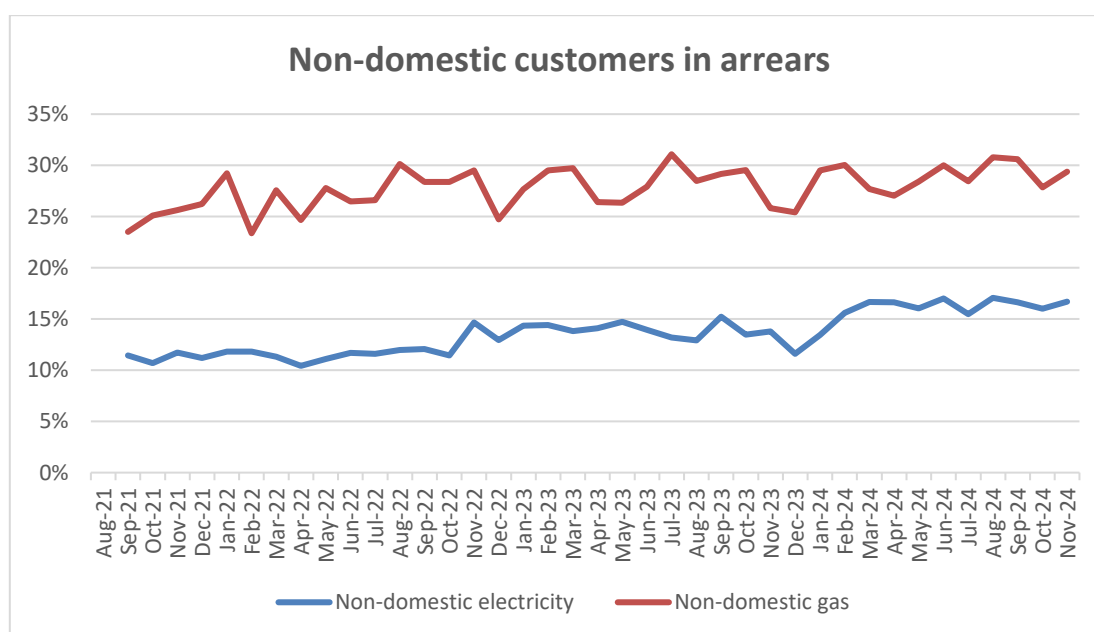


Figure 4: Percentage of non-domestic customers in arrears per month

Value of customer arrears

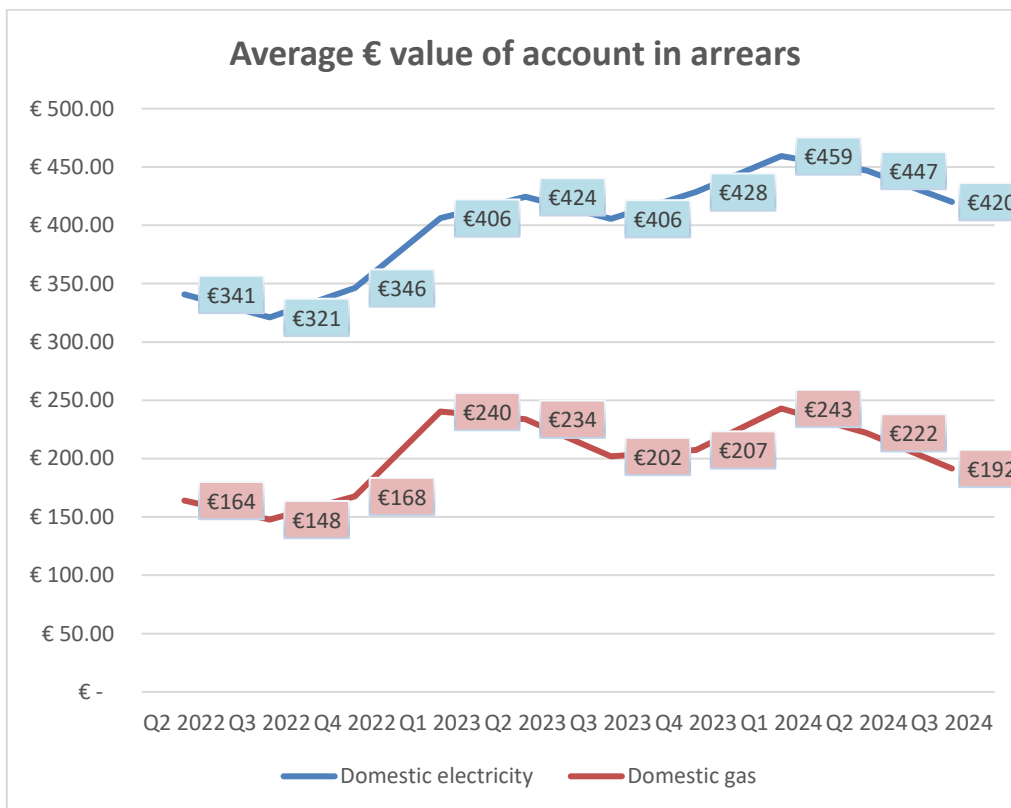


Figure 5: Average value of domestic account in arrears by quarter

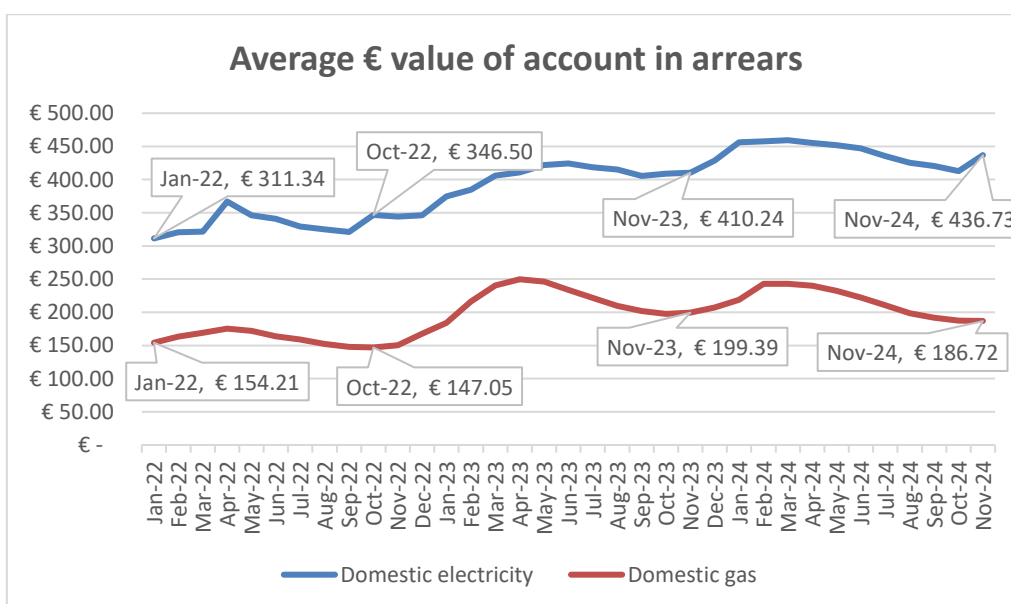


Figure 6: Average value of domestic account in arrears by month

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 November 2024. 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 and March 2023, as well as in December 2023 and January 2024, as there were domestic disconnection NPA moratoria in place at those times. Please also note that the disconnection figures from July 2024 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	226	44	266	18
Aug-24	202	29	154	6
Sep-24	190	33	117	8
Oct-24	203	47	126	12
Nov-24	170	26	70	9

Table 3: Non-payment of account disconnections