An Coimisiún um Rialáil Fóntais

Commission for Regulation of Utilities

Customer Care Annual Report 2025

Annual Report

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CRU 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


Customer Care Report 2025
CRU
21,427
Customer Contacts
13% Down from 2024
80% Email/Website
19% Phone
1% Post
735 COMPLAINTS RESOLVED
57% increase on 2024
Energy Complaints
31% Upheld
In Favour customer
446 Complaints Opened
20% Down from 2024
696 Complaints Closed
Water Complaints
74% Upheld
In Favour customer
44 Complaints Opened
29% Up from 2024
39 Complaints Closed
Monetary value of CRU decisions and settlement offers nearly €178,000
Main Energy Complaint Themes
Billing
Electricity Outages
Contracts
Account Problems
Storm Eowyn
Strongest Winds Ever in Ireland
Main Water Complaint Themes
Billing
Connection Issue
Outages
Customer Service / Flow and Pressure Issues

Executive Summary

The Commission for the Regulation of Utilities (CRU) is Ireland's independent energy and water regulator. The CRU's Customer Care Team (CCT) provides two primary services:

- A free dispute resolution service to customers with an unresolved complaint against an energy supplier, network operator or Uisce Éireann[1] (UÉ). The CCT has powers to issue directions to suppliers, network operators or UÉ, which can include instructions to issue a refund or proportionate compensation; and
- A single point of contact for customers on information about energy or water services, including consumer rights and obligations.

This annual report on the CCT's dispute resolution and information services is published in line with the CRU's obligations under S.I. 463/2011,[2] the Water Services Act 2014[3] and S.I. 343/2015.[4]

Overview of contacts and complaints in 2025

- The number of contacts and complaints reduced in 2025, compared to the record high levels seen in 2022-23. **21,427 contacts were received in 2025**, a 13% decrease from 2024. The number of contact cases created (6,417) was 17% lower than 2024.
- The CCT **opened 490 complaint investigations**, which is a 20% drop compared to the previous year. We **closed 735 complaints**, an increase of 57% from 2024. The backlog of complaints is notably lower as a result. This is a direct impact of increased resourcing and an updated complaints process which was implemented in 2024.
- In 37% of complaints investigated, the CCT found in favour of the complainant, an increase from the previous year (where 30% were upheld).
- The monetary value of CRU decisions and settlement offers totalled **nearly €178,000**. This includes charter payments and refunds provided to customers, settlement offers made after the customer had come to the CRU, and goodwill gestures that customers had previously refused, but the CRU considered proportionate and directed providers to pay.

[1] Previously known as Irish Water. The Water Services (Amendment) Act 2022 facilitated the separation of Uisce Éireann from the Ervia Group and changed the name of the company from Irish Water to Uisce Éireann.
[2] European Communities (Internal Market in Electricity and Gas) (Consumer Protection) Regulations of 2011.
[3] Water Services Act 2014.
[4] European Union (Alternative Dispute Resolution for Consumer Disputes) Regulations 2015.

- Common complaints across the energy sector included billing, quality of supply (particularly outages), contract disputes and meter signal issues. Common water complaints related to issues with billing, account problems, leaks, and flow and pressure.
- In 2025, 93 complaints received were outside the CRU's remit. This figure is notably higher than previous years. Key drivers were complaints about water quality (21) which are handled by the Environmental Protection Agency, and district heating (19) which the CCT cannot investigate yet, until further legislation is passed.
- Catch-up bills remain a common theme in complaints handled by the CCT. In this report we do a deep dive into common drivers of catch-up bills and provide tips for customers.
- This report also includes case studies based on real complaints investigated in 2025. The case studies include useful learnings for customers. We feed such customer insights back to the wider organisation, to inform the CRU's policy formulation process.

Public/Customer Impact Statement

The purpose of this annual report is to inform consumers, industry and other interested stakeholders about the level and type of contacts and complaints the CRU received from customers in 2025.

Throughout the report we share examples of queries and complaints we have handled and include information about customer's rights in relation to those topics. Customers might find the examples in Section 2 (key themes raised in 2025, with a focus on catch-up bills) and Section 8 (case studies of complaints we handled) particularly helpful.

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1. The CRU's Customer Care Team

The CRU has a statutory responsibility to provide an information service and dispute resolution service to energy and water customers. The CRU's CCT was established to carry out this role and to help customers who have questions or complaints in relation to energy or water. We deal with thousands of contacts from customers every year and we work to provide the public with helpful and accurate information.

The CRU's Strategic Plan for 2025-2027[5] was published in 2025 and reaffirms the CRU's focus on regulating Ireland's energy and water sectors, ensuring efficient service delivery, and supporting decarbonisation goals while protecting consumer interests.

Key functions of the CCT include:

- Providing an information resource for queries or information in relation to rights and obligations of energy and water customers.
- Delivering a free and transparent complaint resolution service for customers, with an unresolved complaint with their energy supplier, network operator or UÉ.
- Maintaining a customer section on the CRU website which provides information tailored for domestic and small business customers.
- Using information from customer contacts and complaints to promote the interests of customers in CRU policy.
- Referring areas of concern to the CRU's Compliance and Enforcement Team.
- Facilitating consumer engagement with the CRU via regular Consumer Stakeholder Group meetings.
- Engaging with suppliers, network operators and UÉ to continually improve customer service levels and complaint handling processes.

[5] Available at https://www.cru.ie/publications/28670/.

2. Events and trends in 2025

Government credits

The last tranche of credits under the fourth Government electricity credit scheme were paid to eligible domestic electricity account holders between 1 January and 28 February 2025. While the CRU continued to receive contacts regarding this topic throughout the year, the volume of complaints received regarding these credits reduced significantly. 1% of energy complaints closed in 2025 were regarding Government electricity credits, in comparison to 26% in 2024.

Storms impacting on electricity supply

In 2025 Ireland was impacted by unprecedented storm activity. In January Storm Éowyn brought the strongest winds ever recorded in Ireland with gusts of up to 184 km/h. These storms resulted in significant electricity outages throughout the country, with approximately 768,000 customers losing power at the peak of the weather event. It took just over two weeks for ESB Networks (ESBN) to restore electricity to affected customers. The CRU received an increase in contacts and complaints from customers experiencing power outages, both in relation to Storm Éowyn and other weather events throughout 2025.

Smart metering

In September 2025, the National Smart Metering Programme reached the benchmark of installing over two million smart meters. A total of 186,464 smart meters were installed throughout the year, bringing total installed smart meters to 2,080,950 at the end of 2025.

By the end of the year, over 660,000 customers were availing of smart services.

Three-phase smart meters

ESBN started to install three-phase smart meters in the summer of 2025, initially focusing on customers with microgeneration. By the end of the year approximately 30,000 three phase meters had been installed.

Smart Meter Data Access Code

In February 2025 the CRU published a decision on the Smart Meter Data Access Code. This Code sets out how parties can access the data collected by smart meters and the rules around that access.

The Code will enable suppliers and others to deliver value to customers by developing and introducing new smart services and products. The provision of smart meter data will create opportunities to offer additional services to customers, such as more accurate and personalised price comparisons, better tailored tariffs, and analysis of customers' energy consumption.

CRU complaints process

Progress on reducing the backlog of complaints

As noted in previous annual reports, the substantial increase in complaints received by the CRU since 2022 did lead to a backlog of complaints forming, and customers regrettably waiting longer times to have their complaints investigated.

In 2025, notable progress was made to reduce this backlog. The total number of complaints in the CRU's process at the end of the year was around half the size as at the start of the year, as was the number of complaints queued awaiting investigation. This progress was due to a combination of changes implemented in 2024 taking full effect (increased resourcing and process changes, discussed in the 2024 annual report), and the number of new complaints being 20% lower than the previous year.

In 2026, we are focusing on reducing average complaint handling times for customers as far as possible, particularly the length of time complaints are queued awaiting investigation. We note that progress is highly dependent on the volume of new complaints received, which is trending up again in the first part of 2026. We continue to review our processes and work with providers to ensure complaints are being handled as efficiently as possible.

New enhanced early settlement process

In 2025 the CRU trialled an 'enhanced' early settlement process for a limited number of cases. This involved the CRU engaging with both parties, separate from the usual investigation process, to see if a settlement agreement could be reached.

Where we considered a case may be suitable for this process, we contacted both parties to confirm if they were willing to take part. This was voluntary, and if either party declined, the complaint went through the usual process. If both parties consented, an investigating officer reviewed material already provided and engaged with both parties with a view to reaching a settlement agreement.

With the CRU's involvement, settlement agreements were successfully reached in several cases during the trial period. We note that some outcomes secured for customers were better than the CRU would have been able to achieve via issuing a decision, as suppliers were willing to offer more generous settlements in exchange for the complaint being closed as settled rather than upheld or not upheld.

In 2026, we will continue to use the enhanced early settlement process where we think this is appropriate. It is likely to only be used in limited circumstances, for example:

- Where the provider has already made a settlement offer that exceeds the likely amount the CRU would usually award for such a case. In this case, if the provider's offer still stands, the CRU will attempt to communicate to the customer that the offer available is likely more generous than the expected outcome from the CRU process, in case this information influences their decision, or
- Where it appears that the provider has made a decision that is not consistent with similar complaints handled, to the customer's disadvantage (for example, the provider has not awarded compensation, for a case which is like one where the provider and/or CRU has previously done so). In this case, the CRU would highlight this with the provider to discuss if it would change their position on the complaint.

As during the trial, if agreement is not reached, and/or either party is not engaging in the process in good faith (including if either party stops engaging) the complaint will revert to the standard CRU complaint process. We hope that because of this process, suitable complaints will be resolved in a shorter timeframe, and in a way that is satisfactory for all parties.

Other events and trends

Complaints around high bills

Complaints around unexpectedly high energy bills, including catch-up bills, continued to account for a large proportion of new complaints. This is understandable, especially in the current cost-of-living context. Some customers come to the CRU with an expectation that we will wipe their bill if errors were made by their provider, however this is not something we would generally do. Our deep dive below provides examples of typical factors causing catch-up bills, and information on what we can do in each case.

District heating

In December 2022, legislation was introduced giving the CRU powers to regulate district heating. These new powers are intended to expand the CRU's customer dispute resolution service to include district and communal heating customers. While the CRU has been appointed as the regulator of the district heating sector and assigned specific responsibilities, the wider legislative framework does not currently enable the CRU to fully discharge its regulatory functions or implement the associated customer protection measures. In 2025, where possible, the CCT continued to advise customers raising issues in relation to district and communal heating and recorded ongoing engagement on these matters.

The CRU has requested changes to legislation to address the legislative limitations and has been engaging with the Department of Climate, Energy, and the Environment on the development of the Heat (Network and Miscellaneous Provisions) Bill as the primary vehicle for delivering a comprehensive regulatory framework for the heat sector.

Once enacted, this legislation is expected to provide the CRU with the powers required to establish a clear and comprehensive regulatory framework for heat networks. This framework is expected to include enhanced consumer protection measures, complaint-handling processes, metering and billing rules, heat cost allocation requirements, and wider supervisory functions for district and communal heating customers and operators.

Advertising campaign

The first-ever advertising campaign for the CRU was launched in December 2025 with an advertisement focused on switching to enhance awareness among consumers of the importance of engaging with the energy market.

The campaign aims to increase awareness of the CRU as a regulator and information service which provides independent advice to consumers.

AI tools generating inaccurate information

We noticed an increasing number of customer contacts where it was apparent that the customer had used an artificial intelligence (AI) tool to collate information. We noted examples where customers quoted information that is not applicable in an Irish context, such as referencing legislation or regulatory frameworks that apply in the United Kingdom (e.g. a maximum gas resale price framework, or a back billing limit).

From researching these cases further, we identified examples of AI tools generating inaccurate conclusions, which could understandably confuse customers. We would remind customers that such tools do have their limitations and information should be critically assessed. If in doubt about your rights, we would encourage customers to use our information service for accurate and impartial information.

Deep dive: Catch-up energy bills

There are various reasons as to why a customer may receive a larger bill than they are expecting. Sometimes a one-off high bill is issued to correct for a problem that has been discovered, meaning that a customer had not paid enough for the past energy they had consumed, in previous months or even years. This is called a 'catch-up bill'.

Receiving a bill like this can be very upsetting and confusing for a customer, and customers may not be able to pay the full bill in one go. A lot of the complaints handled by the CRU, both in 2025 and in previous years, feature this as a key issue.

Below we discuss some of the common drivers behind catch-up bills, what the CRU looks for in investigations for these complaints, and some tips for customers in relation to these scenarios. Regardless of what causes a catch-up bill, if you receive one and cannot afford to pay the bill in one go, please discuss this with your supplier. If you are a domestic customer, your supplier is obliged to work with you to agree a repayment arrangement that you can manage on top of your ongoing bills. Under current CRU protections, you can request a repayment plan of at least 18 months in length.[6] You can also nominate a representative to manage your account if you would like.

An actual meter read is taken after previous bills were estimated

If the network operator is unable to obtain an actual meter read for any reason, a customer will be billed using an estimated read. Estimations will continue to be used until an actual read is obtained. If an actual read turns out to be much higher than the estimated reads that were being used, a customer will get a bill covering the additional energy usage up to the actual read. Case study 1 (section 8) is an example of this.

We see complaints where customers have been billed on estimated reads for years, and catch-up bills can run into tens of thousands of Euros. Sometimes this only comes to light once a

[6] Per the CRU's Decision on Additional Customer Protection Measures for Household Electricity and Gas Customers 2025/26, available at https://www.cru.ie/publications/28754/.

customer provides a final meter reading because they are leaving a property, or once a customer has a smart meter installed.

Our investigation will examine the reason why actual reads were not used, and whether the network operator and supplier complied with their obligations in this regard. However, if the customer has used the gas or electricity, they will have to pay for it.

If a catch-up bill is issued going back over an extended period, suppliers are encouraged, but not obliged, to pro-rate this bill (i.e. bill at the different rates in effect across the whole period). They are entitled to bill the entire outstanding amount at the current rate in effect. It is always preferable for customers to be billed on actual reads as much of the time as possible.

Tips for customers

- Check your bill when you receive it. It should say whether you were billed on an actual or estimated read. If you have been billed using an estimate, and/or you know there are access issues with your meter (e.g. it is inside), provide actual meter readings, either to your supplier or network operator.
- Ensure your supplier and ESB Networks/Gas Networks Ireland have your accurate address information, including an Eircode. This can help a meter reader to find your property.
- Look out for contact from your network operator relating to missed reads or access issues. If they have been unable to obtain an actual read for over a year, they will usually send a letter or SMS.
- It is still possible to have estimated readings if you have a smart meter, if the signal strength is not high enough to support regular remote readings. Lots of factors can affect smart meter signal strength, including meter location (for example, meters located in basements often have lower signal). This does not mean your smart meter is broken, and for some customers this can change over time.

There has been an issue with the meter

While not common, meters (particularly older, non-smart meters) can sometimes over- or under-record consumption, leading to a customer being charged too much and getting a refund, or being undercharged. Occasionally meters can get mixed up between customers so that one customer is paying for another customer's usage and vice versa; this can either be an administrative error (e.g. if a customer accidentally provides their neighbour's meter number when signing up with a supplier) or a physical error if two meters are installed in proximity and the wiring is mixed up. Case study 5 is an example of this.

We also handle cases where the network operator has evidence that a meter has been interfered with in some way and so may have been under-recording energy usage for some time.

With any of these issues, it can take a while for the error to be noticed, especially if neither the customer nor network operator have physically checked the meter in some time. Once any issue is identified and resolved, the network operator will usually send a one-off adjustment to the current supplier, who passes this onto the customer in their next bill.

For cases like these, our investigation will examine the cause of the issue, and whether it has been appropriately remedied, including whether we consider any adjustments applied are accurate based on the available evidence. Depending on the root cause of the issue, we will consider whether compensation is appropriate, and/or whether further adjustments are warranted. However, again if the customer has underpaid for energy previously consumed, they are liable to pay for this.

Tips for customers

- Regardless of what type of meter you have, it is a good idea to physically have a look at the meter at regular intervals.
- You should never attempt to interfere with the meter in any way, however if anything looks incorrect (such as a blank or broken screen) then report this to the relevant network operator immediately.

There has been a billing error

We do also see examples of mistakes made in how a customer is billed. Examples include bills not being provided at all for an extended period, so that a customer receives a large bill covering a longer period when they do finally receive one, a customer being billed on a tariff that is not what they signed up for, or the network operator sending over incorrect multiplier information for a customer's meter to the supplier.

Our investigation will focus on the period the customer is questioning. We will review all bills issued to the customer, all payments made by the customer, and the meter reading record. If the tariff the customer is being billed on is in dispute, we will review records of what the customer signed up to, including the welcome pack they should have been sent containing tariff details.

We will assess what the customer should have paid during the relevant period and identify whether the bills accurately reflected this or not. If we find the customer was billed incorrectly, we usually direct the supplier to either rebill the customer correctly, or to calculate the difference between what the customer did pay and what they should have paid and provide compensation equal to this. We will also consider charter payments for any breaches of Supplier Handbook requirements.

Sometimes customers think there has been a billing error, but there hasn't. Common examples are Pay As You Go customers and level pay customers who have received a bill they were not expecting.

- Suppliers offering Pay As You Go products must ensure that the customer is still being billed for usage as recorded by the network operator's meter. Sometimes when a reconciliation is done, it may emerge that a Pay As You Go meter has not been recording in line with the network operator's meter, and the customer may have topped up by more or less than needed to cover their actual consumption. If the customer has not topped up by enough, their supplier will issue a bill to cover the shortfall. Case study 2 is an example of this.
- Suppliers may offer a 'level pay' payment arrangement where they estimate a customer's energy costs for the year, and you pay the same amount each month based on those estimated costs. Some customers mistakenly think this set monthly amount is all they will pay, regardless of how much energy they use, which is not correct. If they use a lot more energy than their supplier estimated when setting the monthly payment amount, they will need to pay for this additional usage. Their supplier may increase the monthly level pay amount to account for this or may issue a one-off bill to reconcile the customer's account.

Tips for customers

- When you first sign up to a tariff, your supplier should clearly explain the rates you will pay and key terms and conditions relating to the tariff. You should receive a written version of this too. It is very important you check this, so you understand what you can expect to pay, and make sure it is what you intended to sign up for. If anything looks wrong or doesn't make sense, contact your supplier straight away. You have a cooling off period (either 14 or 30 days depending on how you signed up) during which you can change your mind without penalty.
- If you receive bills, check them each time you receive them. If you stop getting bills unexpectedly, or if anything in your bill doesn't look right to you, contact your supplier to discuss.

Consumption has increased

We see cases where a customer has received a large bill and the supplier and/or network operator are saying that the reason is that the customer's consumption was higher than usual.

In these cases, we will review the meter readings including analysing the customer's usage history to see whether the usage for the high bill is in line with previous usage. For example, whether it follows a seasonal variation pattern the customer may have, or whether there are any unusual spikes. We will also ask the network operator for information about the meter, including details of any testing that has been carried out, to rule out any potential faults. Finally, we will review the bills to ensure these are accurate.

Network operators are not liable for consumption caused by appliances or internal wiring, and their liability does not extend beyond the meter. Our investigation will therefore focus on reviewing that everything on the network operator's side of the network, up to and including the meter, is operating as it should. If all available evidence suggests that no errors have occurred with this or with a customer's billing, we may be unable to determine the cause of the high consumption.

Tips for customers

- If you are concerned about high meter readings, contact your supplier in the first instance. They may be able to support you in an assessment of your usage.
- If you suspect a meter fault, your supplier can request this for you, however you will be asked to agree to pay a fee for this test if no fault is found.
- The Sustainable Energy Authority of Ireland has guidance on reducing your use at home: https://www.seai.ie/reduceyouruse/consumer.

3. Customer Contacts

In 2025, the CCT received a total of **21,427 contacts** (a 13% decrease on 2024 levels): 4,107 telephone calls to its Customer Care Phone Line (1800 404 404), 17,145 emails to the CCT's dedicated customer email address (customercare@cru.ie)[7], and 183 letters.

This led to the creation of **6,417 cases**, a decrease of 17% on the number of contact cases created in 2024.[8]

Figure 1 shows the number of customer contact cases opened each year since 2021.

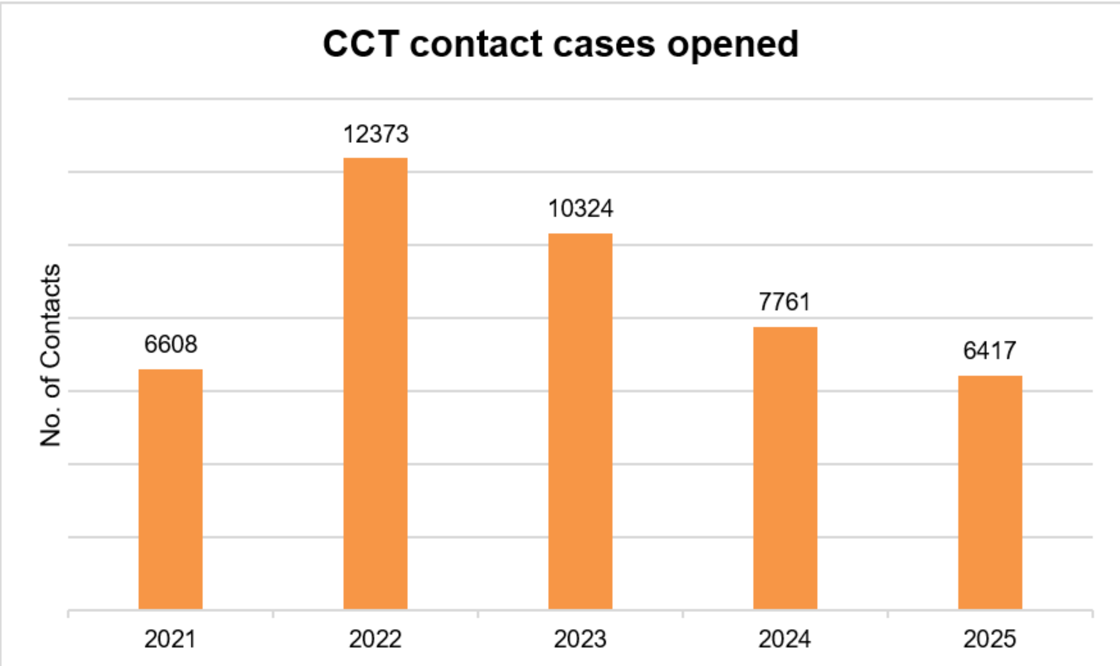

Figure 1 CCT contact cases opened 2021-25

Of the 6,471 contact cases created in 2025, approximately 80% of customer contacts were received by email or via the CRU website, 19% by telephone, and 1% by letter.

Figure 2 details the percentage of customer contacts related to each energy supplier, network operator and UÉ. The 'other' category refers to:

[7] Some contacts logged as emails would originally have been sent as a web query, but are received into our system as emails.
[8] Each time a customer contacts us about an issue they haven't raised with us before, this is logged as a new case. If a customer contacts us more than one time on the same issue, this is recorded as one case but multiple individual calls, emails or letters.

- General information requests specifically directed to the CRU, for example about CRU policies or consumer rights and obligations, or matters not within the CRU's remit;
- Queries related to registered gas or electricity installers, safety and supervisory bodies (such as Safe Energy Ireland), or district heating providers;
- Providers whose contacts made up less than 1% of contacts (e.g. Panda Power, who exited the market in 2022); and
- Contacts where the customer did not disclose the name of their provider.

As all electricity and gas customers are customers of ESBN and Gas Networks Ireland (GNI) respectively, it is expected that the CRU would receive a higher number of contacts in respect of them. Similarly, Electric Ireland and Bord Gáis Energy, who have the largest combined market shares at 41% and 21%[9] respectively, would also be expected to have a higher level of contacts.

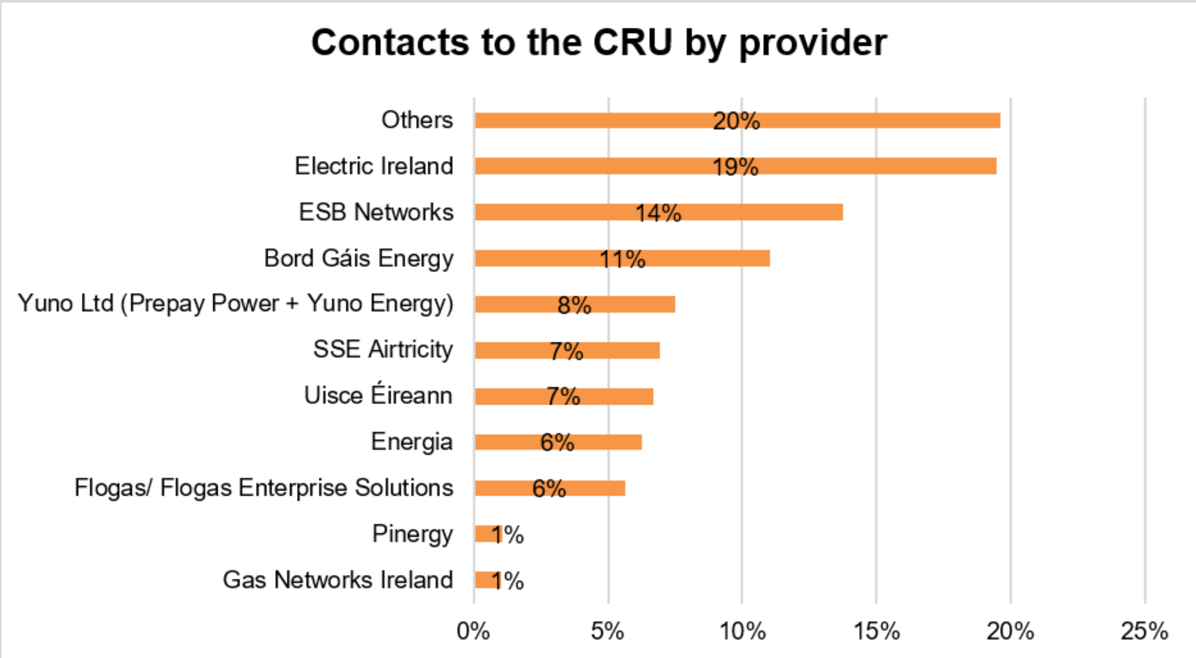

Figure 2 Share of customer contacts to the CRU by provider 2025[10]

The CCT classifies customer contacts into six contact types:

- **Return to S/NO (supplier/network operator).** 57% of customers were referred to the customer's energy supplier, network operator or to UÉ for further information or action, such as completing the provider's complaint handing process. The 'Return to S/NO'

[9] Combined market share includes both electricity and gas and is based on figures provided to the CCT in January 2026.
[10] Figure 2 shows customer contact by provider where those contacts represented more than 1% of the CCT's overall contacts.

category also captures contacts from customers who contacted CCT for assistance noting that they could not get through to their energy supplier.

- **Mistook for S/NO.** 14% of contacts were from customers who had contacted the CRU in error instead of their service provider.
- **Information requests.** Accounting for 11% of contacts, these included customers asking for information on aspects of how the energy market operates (for example how to switch energy supplier), or queries in relation to CRU energy or water policy.
- **Complex complaints.** 7% of customer contacts escalated into a complex complaint, requiring full investigation by the CCT.
- **Standard complaints.** These accounted for 6% of contacts and are complaints that do not require formal investigation by the team. They may be in relation to broader CRU policy or tariff decisions.
- **Refer to third party.** 5% of contacts concerned an issue that was not within the CRU's remit or was referred to a third party. See section 7 of this report for further information.

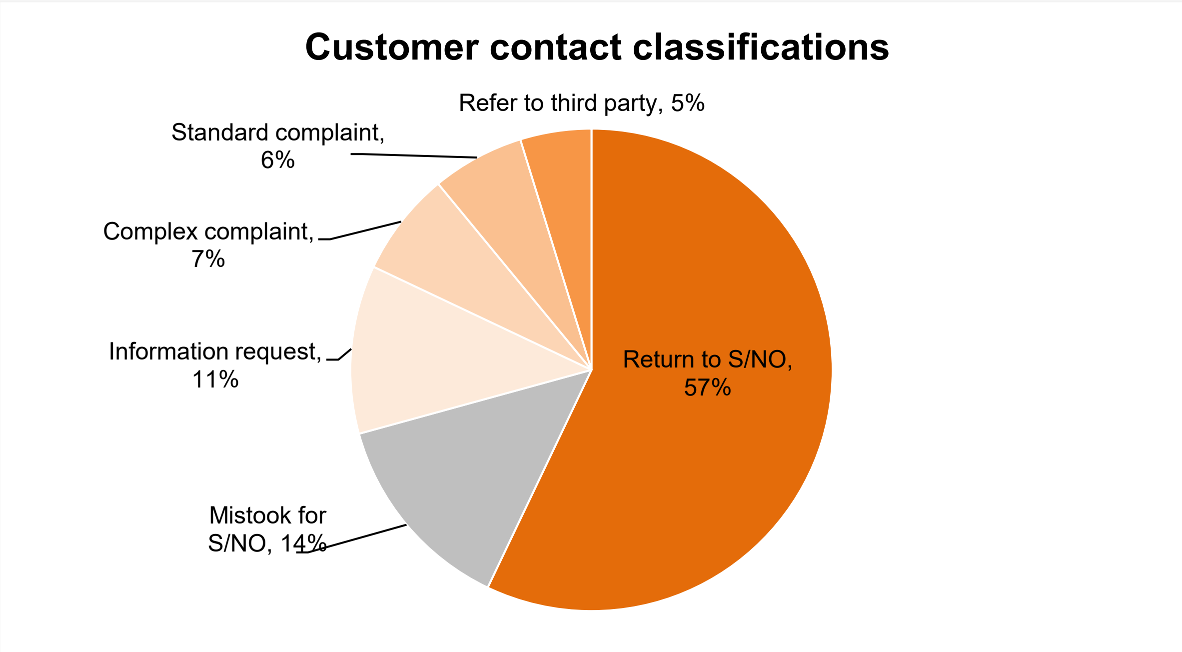

Figure 3 Customer contact type 2025

Energy supplier market share and contact volumes

Figure 4 compares the percentage of customer contacts to the CRU relating to energy suppliers against market share, for the seven largest energy suppliers.[11]

While Electric Ireland had the largest supplier market share at 41%, their contacts accounted for a lower percentage of the overall supplier contacts, at 34%. Flogas, Yuno Ltd (Prepay Power and Yuno Energy) and Pinergy had higher shares of customer contacts than their market share. SSE Airtricity, Energia and Bord Gáis Energy's contacts were broadly in line with, or slightly lower than, their market share.

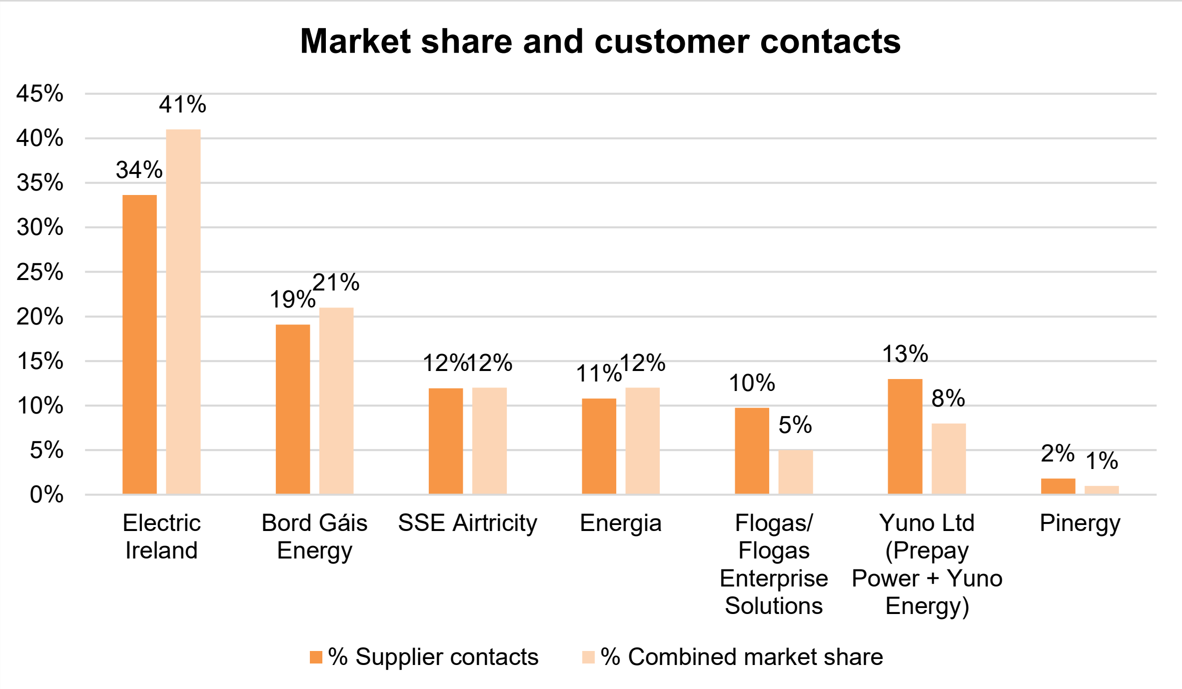

Figure 4 Market share and customer contacts 2025 (energy suppliers)

Figure 5 demonstrates the change in contact volumes between 2024 and 2025. Contact cases logged by the CCT decreased by 13% in total, and a decreased level of contacts was observed for most suppliers. The outlier was Flogas, which saw a significant increase (227%) in contacts from 2024 to 2025. We note that a large proportion of these contacts (42%) were in Q4 2025, and this trend continued into Q1 2026. Key drivers are contacts in relating to billing matters, and difficulties in getting in contact with Flogas.

[11] Combined electricity and gas market share data, received in January 2026. Percentage amounts do not necessarily add to 100% as smaller suppliers are not included, and small numbers of contacts were received in relation to suppliers no longer operating in the market.

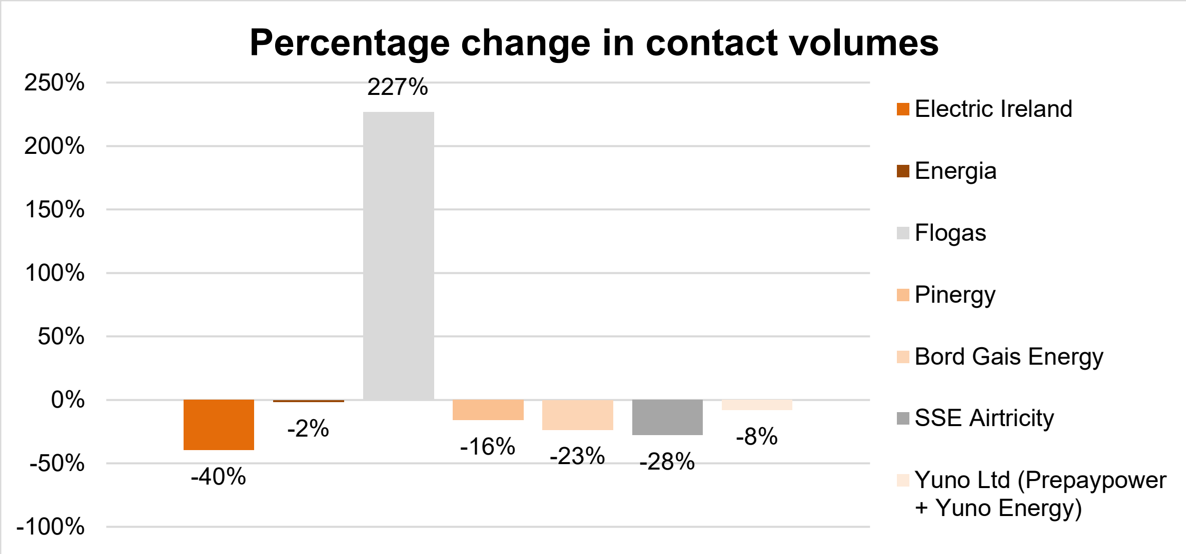

Figure 5 Change in contact volumes 2024-25 (energy suppliers)

Network operator contact volumes

Figure 6 shows the level of customer contacts to the CRU from customers of the three network operators. Contacts in relation to all three network operators were around 14% higher than in 2024. ESBN generated the largest volume of customer contacts among network operators in 2025. There were 210 contacts relating to quality of supply/electricity outages, which was the largest single driver of contacts to the CRU in relation to ESBN.

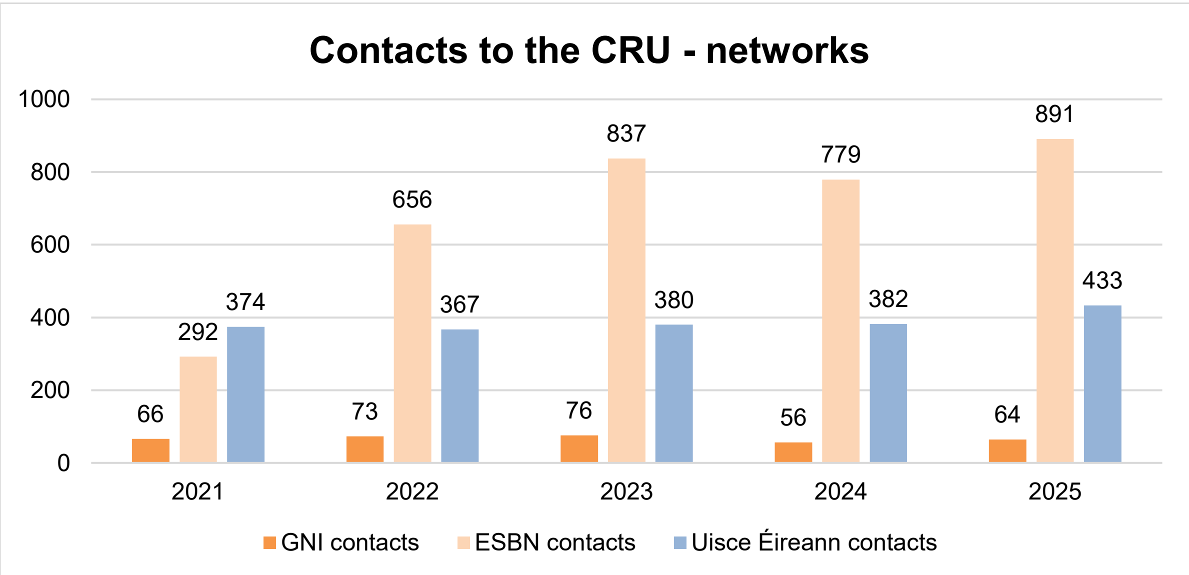

Figure 6 Contacts to the CRU relating to networks 2021-25

Specific queries to the CRU

Figure 7 details the level of direct queries received by the CCT. These generally refer to information requests, for example around consumer rights and protections, the CRU's role and policy clarifications.

As can be seen from the graph below the volume of queries to the CRU has been decreasing over recent years since the peak in 2022.

Some examples of the varied topics that customers enquired about in this category included switching, microgeneration, energy company debt flags, solar energy, windfarms, electricity accreditation and Safe Electric.

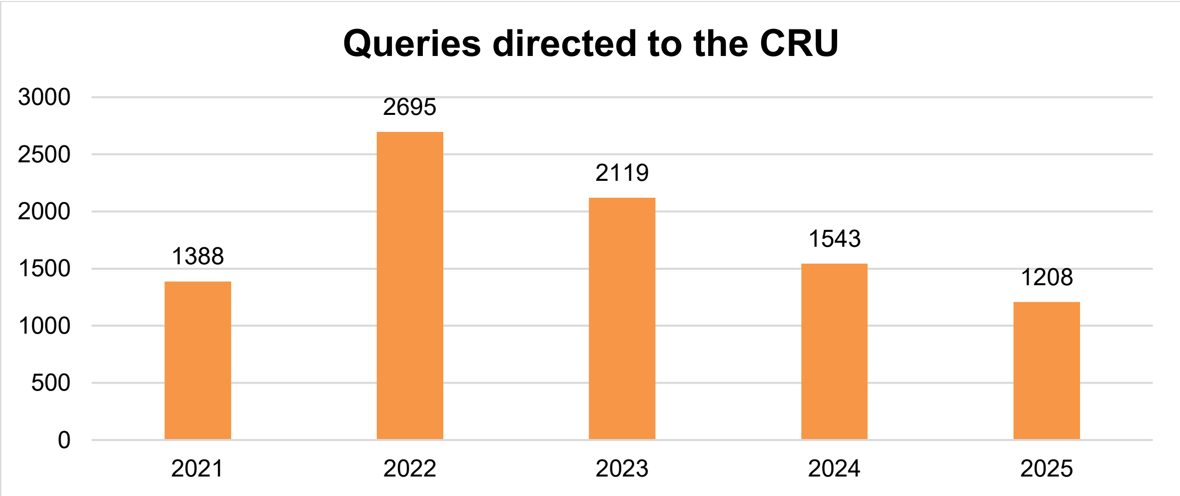

Figure 7 Queries and information requests directed to the CRU 2021-25

Issues raised by customers

The table below details the top 25 issues raised by customers in 2025 (across energy and water, though the issues all relate to energy).

Energy billing queries were the largest source of contacts to the CCT in 2025. Queries regarding Government energy credits and customer service issues also continued to drive large volume of contacts to the CCT. There was a significant decrease (75%) in Government energy credit complaints noted in 2025, which reduced from 1274 to 322.

ES = electricity supplier, EN = electricity networks, CI = CRU issue, NCI = non-CRU issue.

Problem profile		Problem profile	
ES – Billing – general	401	NCI – Other	132

ES – Billing – Government credit	322	ES – Billing – refunds	127
ES – Customer service	282	ES – Billing – tariff change	123
ES – Billing – high bills	234	ES – Contract dispute	121
ES – Billing – incorrect bills	229	EN – Connections	116
EN – Quality of supply – outages	210	EN – Customer service	110
ES – Marketing and sign-up	200	ES – Switching – how to switch	107
ES – Microgen/export tariff	184	NCI – Registered gas or electrical contractor	106
ES – Billing – catch up bill	181	ES – Billing – smart tariff	89
NCI – Outside CRU remit	178	EN – Meter Issue – signal	85
EN – Smart meter	167	ES – Billing – arrears/debt collection	85
ES – Billing – estimated readings	137	CI – Other	84
ES – Account problems	136		

Table 1 Top 25 customer contact categories 2025

4. Overview of Complaints Investigated by the CRU

The CCT can only investigate a complex complaint if a customer has exhausted their supplier's or network operator's internal complaints process. This is a legislative requirement that must be met before the CCT can begin an investigation. UÉ customers must also confirm that they were a registered customer of UÉ at the time the cause of the complaint occurred.

As a result, although many customers contact the CCT with complaints, the CCT only carries out a full investigation of 'complex' complaints i.e. when a customer has not been able to resolve their complaint with a supplier or network operator. While complex complaints only accounted for 7% of customer contacts received in 2025, they represent a major part of the CCT's work.

Each complex complaint is investigated in line with the CRU's published process. The investigation includes gathering information, correspondence and communication between the parties involved in the complaint. This can include a review of call recordings, bills, letters, emails, photographs, meter reads and any other relevant information. During the investigation, the CCT considers relevant legislation, licence conditions, codes of practice,[12] and the guidelines in the CRU's Electricity and Gas Suppliers' Handbook,[13] or the UÉ Customer Handbooks[14] as well as any other relevant documentation.

Once these steps have been completed, the CCT issues a decision to the relevant parties. In limited cases, a proposed decision may be issued first to seek comments from parties. The CCT has powers to direct suppliers, network operators or UÉ to issue refunds, award proportionate compensation or to resolve the complaint in a particular way.

Decisions are not subject to appeal and are binding on the supplier, network operator or UÉ. The CCT's decisions are not binding on a customer. Customers may refer the matter to another forum, such as the appropriate court, if they are unhappy with the decision.

[12] Suppliers are required to produce codes of practice which provide minimum service guarantees to customers in the following areas: marketing and sign-up, billing and disconnection, complaint handling, vulnerable customers, pay as you go metering, and budget controllers.
[13] The Electricity and Gas Suppliers' Handbook (CRU202324) details what energy suppliers are required to include in their customer charters and codes of practice.
[14] The UÉ Domestic Customer Handbook (CRU/20/116a) and UÉ Non-Domestic Customer Handbook (CRU2024112) provide guidelines to UÉ for required levels of customer service for UÉ customers.

For more details on this process, or for details on how to raise a complaint with the CRU, please visit the Customer Care section of the CRU website: https://www.cru.ie/make-a-complaint/.

Complaints opened and closed in 2025

In 2025 the CCT **opened 490 investigations** against energy suppliers and energy and water network operators, a 20% decrease compared to 2024 (614). The CCT **closed 735 complaints**, an increase of 57% from 2024 (467).[15] In terms of overall complaints closed through our dispute resolution service, 4% of complaints were closed by early settlement, 9% were withdrawn, 32% of complaints were upheld against providers (i.e. in favour of the complainant) and 55% of complaints were not upheld.

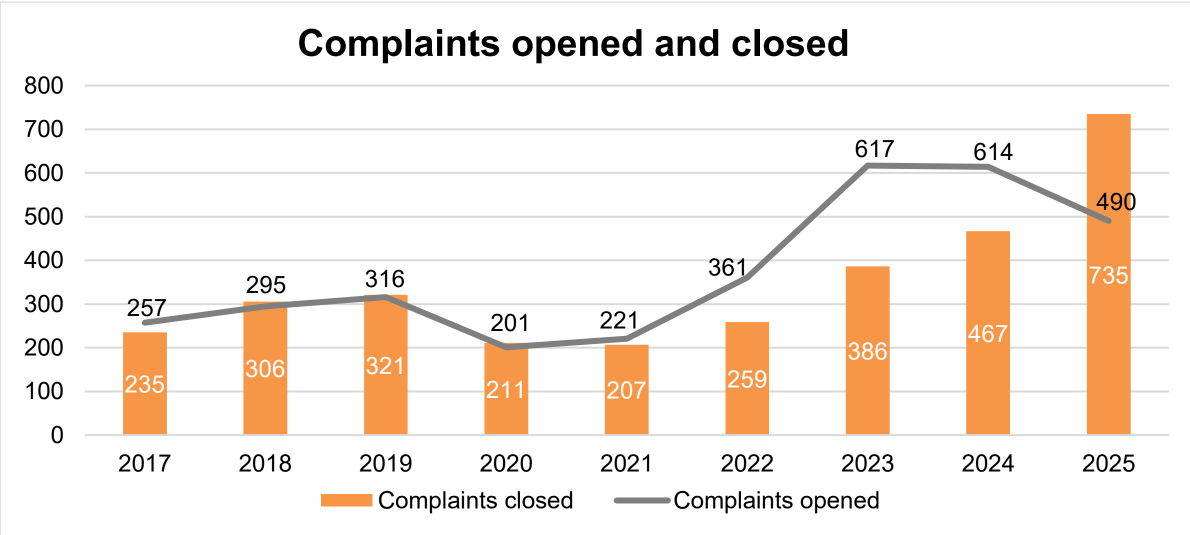

Figure 8 Complaints opened and closed 2017-25

Of complaints closed, 643 were closed by the CRU issuing a final decision following an investigation. In 37% of the cases investigated the CCT found in favour of the complainant. This is an increase from 2024, where 30% of cases were upheld.

29 complaints in 2025 were closed via early settlement offer. This is similar to the previous year (where 27 complaints were closed by settlement). Electric Ireland remained the provider that engaged in early settlement most often, accounting for 75% of settled cases.

[15] Closed complaints constitute those complaints closed within a calendar year. For example, if a complaint was opened in November 2024, but closed in March 2025, this would be counted in 2025 closed complaint figures. This figure does not include complaints opened in 2025 that were not concluded by year end. This figure includes cases closed by early settlement offer and complaints withdrawn by customers before an investigation took place.

63 cases were closed due to the complaint being withdrawn. This is notably higher than the previous year (where 31 cases were withdrawn). CRU process changes contributed to this increase.[16]

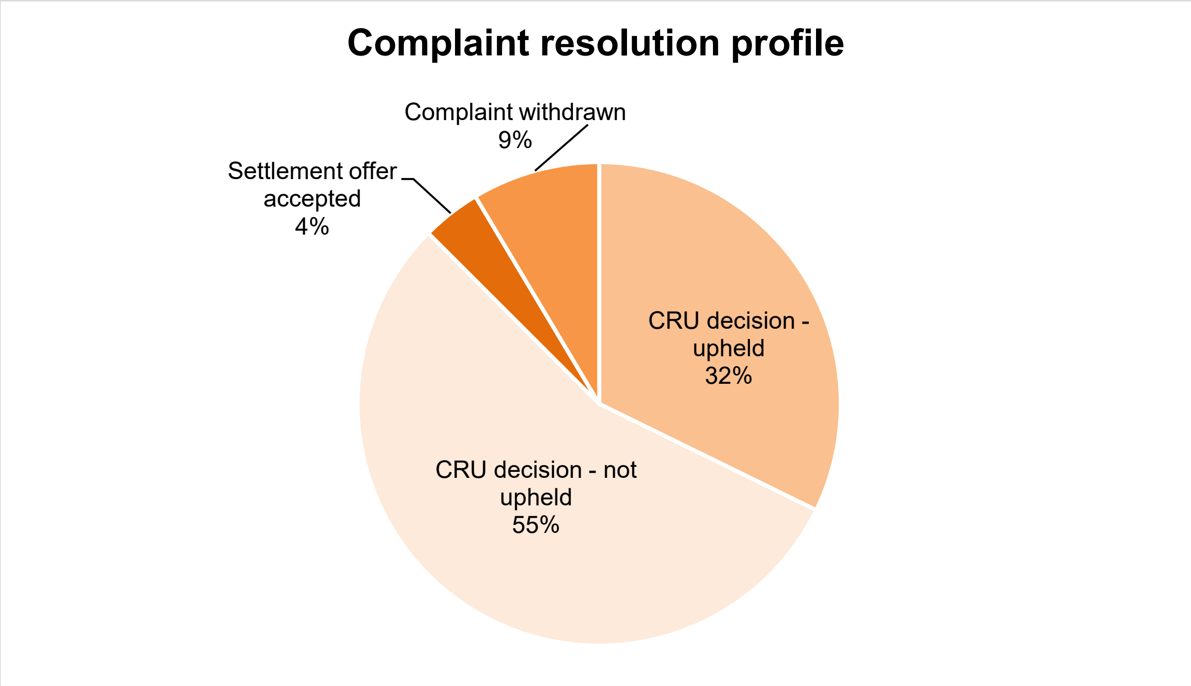

Figure 9 How complex complaints in 2025 were resolved

As with previous years, we continue to encourage providers to consider where early settlement may be appropriate, especially if on review, a provider realises there was more they could have done to reach a resolution for the customer.

If a customer refuses a provider's settlement offer, we will consider any compensation offered in our investigation. If we consider the offer made was proportionate, we will generally not award any additional compensation above this amount to the customer in our decision.

Most complaints investigated by the CCT in 2025 were energy complaints submitted by domestic customers, as shown in figure 10. As in previous years, non-domestic complaints made up a smaller proportion of complaints investigated by the CCT, 87 in total in 2025.

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[16] The process changes were outlined in section 2 of our 2024 annual report. In short, for all cases in our process as of 1 June 2024, we contacted customers when we were nearly ready to investigate, to ask if they still required an investigation. If we did not hear back after a month and two contact attempts, we closed the case as withdrawn. If a customer contacted us later to say they still required an investigation, we reopened their case. Some cases closed this way were in 2024 (i.e. recorded in last year's figures), and the remainder in the first part of 2025 (i.e. counted in figures reported here).

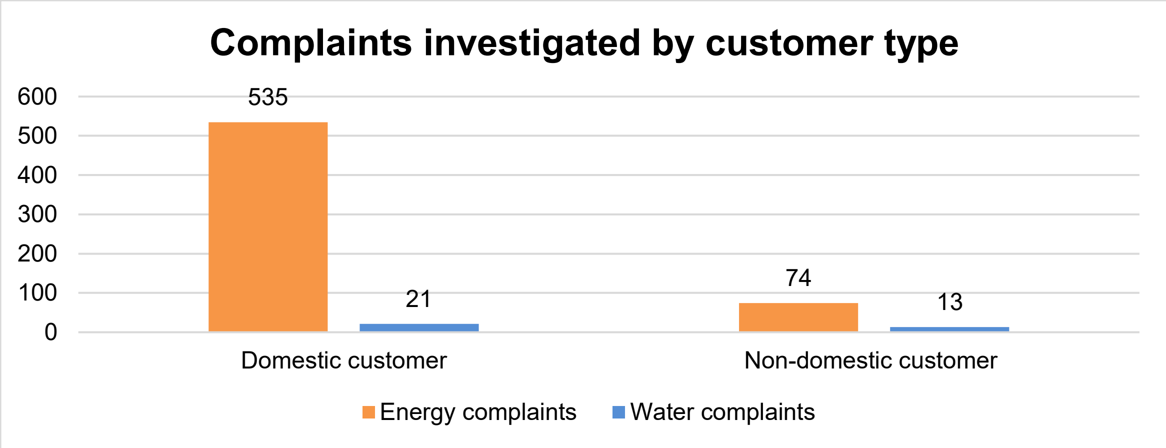

Figure 10 Complaints investigated in 2025 by customer type

Figure 11 breaks down the complaints the CCT investigated and upheld, against the 'root cause provider' (the provider the CCT determined was at fault). The chart shows whether the root cause provider upheld the complaint or not in their own investigation.

In some cases, the provider who is identified as the root cause of the issue following a CRU investigation was not the party which investigated the complaint when it was initially pursued by a customer. This can happen when, for example, a customer lodges a complaint against more than one provider and their complaint completes the investigation process of one provider before the other (in which case they can immediately refer their complaint to the CRU for investigation), or when following investigation, the root cause provider is determined to be different than the party against which the complaint was first submitted.

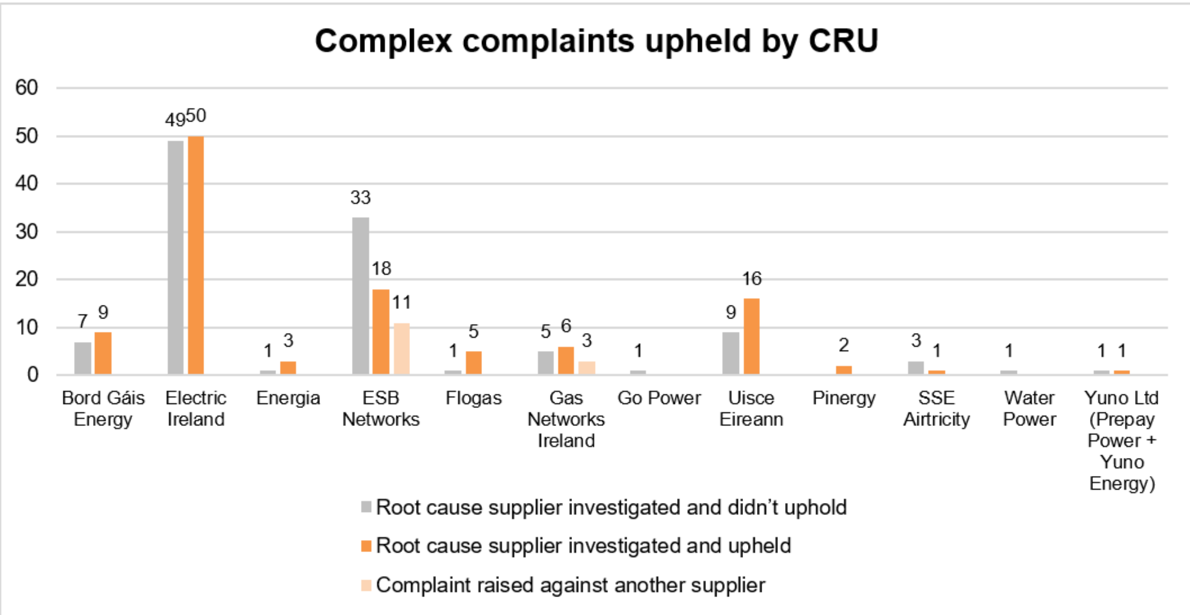

Figure 11 Complaints upheld by CRU in 2025 – broken down by whether the root cause provider upheld or not in their investigation of the complaint

Average complaint resolution timeframe

In 2016, the CCT set a target to resolve complaints in less than 90 days.[17] The average complaint resolution time in 2025 was 329 days (approximately 11 months), up from 268 days (approximately 8.5 months) in 2024.

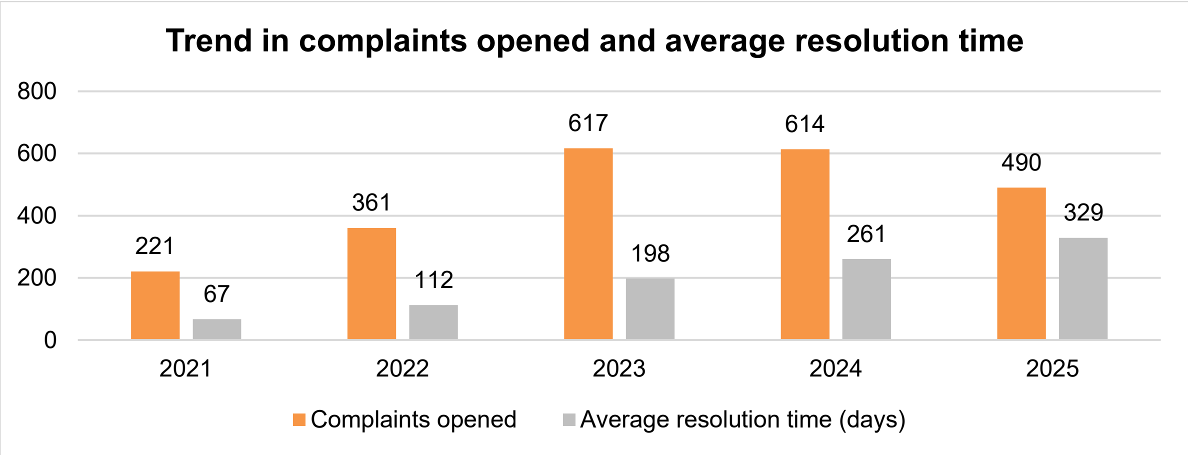

Figure 12 Average complaint resolution and complaints opened 2021-25

The volume of complaints received since 2023 has created a large queue of cases and wait time in this queue is the main driver of overall complaint handing times. This can be seen clearly in figure 13 where the average time a complaint was queued for investigation in 2025 was 266 days.

Various changes have been made to the way the CCT handles cases to ensure we are being as efficient as possible. The effect of these changes can be seen as the average time a complaint spends in stages 4-6 (investigation and decision) has reduced year-on-year, from 47 days in 2023 to 30 days in 2025.

Receiving full and timely information from providers plays a key role in ensuring complaints can be investigated as efficiently as possible. In 2025, stages 1-3 of the CRU's process (where our agents gather information from providers and request responses from parties) took on average six days longer than the previous year, despite there being clear timeframes in which all parties are expected to work to. From 2026, the CRU is starting to 'technically uphold' cases where a provider causes notable delays to the CRU's investigation by providing insufficient or delayed information. This will be included in future CCT published reports.

[17] This is in line with ADR legislation – Directive 2013/11/EU of the European Parliament and of the Council of 21 May 2013 on alternative dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC (Directive on consumer ADR).

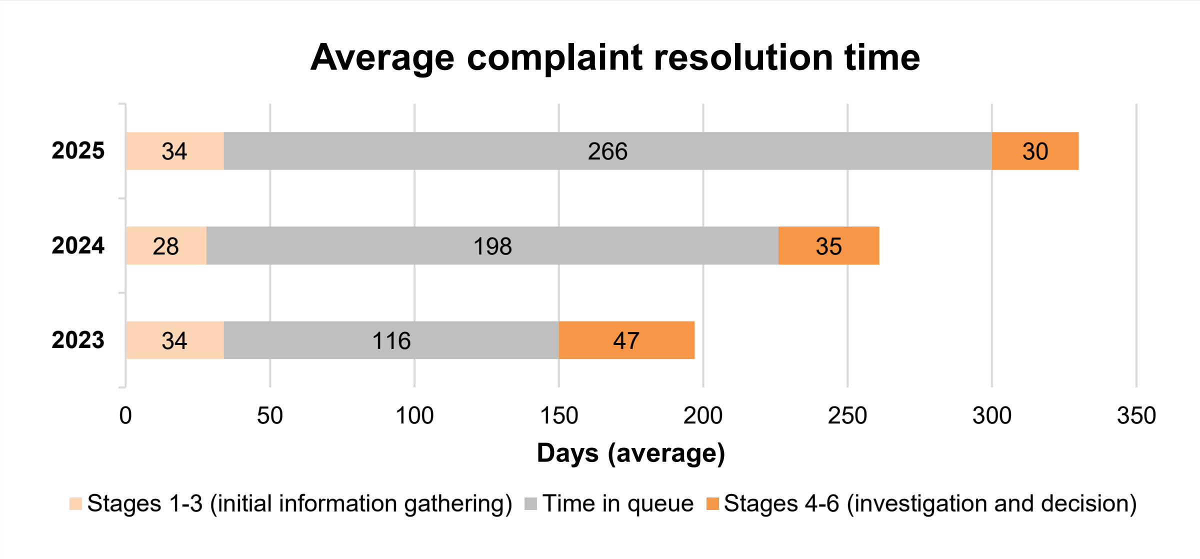

Figure 13 Average resolution time per stage 2023-25

Outcomes from complaints investigated in 2025

Our complaint determinations aim to put customers back in the position that they were in before the wrongdoing occurred. For example, if a customer was billed incorrectly, our determination will require the supplier to rebill the customer at the correct rate. Compensation, if awarded, will be proportionate and in line with the level of wrongdoing.[18]

Compensation is generally linked to the CRU's Electricity and Gas Suppliers' Handbook or Uisce Éireann's Customer Handbooks, as well as any relevant Codes of Practice. Compensation amounts are generally calculated at €30 per identified breach (though some providers have chosen to set their charter payments higher).

Our service is free, and customers do not require a solicitor or any other professional assistance to handle their complaint. Legal costs cannot be awarded through our determinations. The CRU also does not award compensation for stress or time spent pursuing a complaint.

In 2025, the CCT awarded compensation to customers in 59% of our complaint investigations. The monetary value of CRU decisions and settlement offers totalled nearly €178,000:

- ~€67,000 was awarded in charter payments through CRU decisions.

[18] Under S.I. 463 of 2011 and the Water Services Act 2014, the CRU has the power to instruct energy undertakings and Uisce Éireann to pay a refund or compensation to customers where appropriate as part of its determinations. Any such payments must be proportionate.

- An additional ~€91,000 was provided to customers as a result of CRU decisions. This includes refunds and consumption adjustments we directed. It also includes goodwill gestures that providers had previously offered but customers rejected, that the CRU considered proportionate and so directed to be paid.
- ~€20,000 was provided to customers in settlement offers after customers had raised their complaints with the CRU. These cases were closed without a decision being issued. This includes a handful of cases closed under our new enhanced early settlement process.

These calculations are approximate. Some CRU decisions directed adjustments to be made in terms of units of energy, so the CRU would not know the monetary value of these, and the CRU was not privy to the details of all settlement offers made. These figures do not include compensation payments or goodwill gestures that providers already made to customers before their complaint was raised with the CRU.

We noted instances where the implementation of a CRU decision was delayed by the provider. Where our final decisions direct a provider to take an action (such as making a payment to a customer or amending a meter read record), they are required to do so within three weeks of the decision date. Where we are notified by customers of a delay in the implementation of a decision without engagement by the provider, and we are required to follow up with the provider, we may ask providers to make an additional charter payment.

In 2025, the CCT referred three issues to the Compliance and Enforcement Team. Investigations were conducted for two of these, while for the third, suppliers were contacted by email to remind them of their obligations.

5. Energy Complaints

In 2025, the CCT **opened 446 complaints** involving energy suppliers or network operators. This was a 23% decrease on energy complaints opened in 2024.

Figure 14 displays the number of energy complaints opened over the last five years. Complaints were on an upward trajectory from 2021 to 2023, stabilised in 2024, and began to fall in 2025.

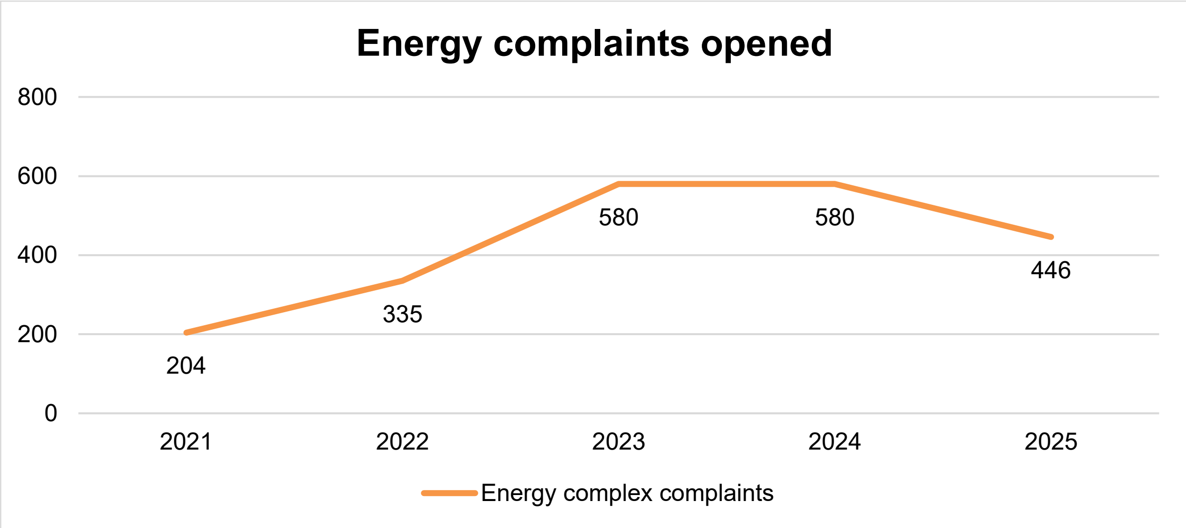

Figure 14 Energy complaints opened 2021-25

Resolution of energy complaints

The CCT **closed 696 energy complaints** in 2025, an increase of 57% on the volume closed in 2024 (444).[19] Of these, 28 were closed by early settlement (4%) and 59 by withdrawal (8%).

Of the 609 complaints that were investigated and closed by final decision, 31% were upheld against the provider and 57% were not. This is a slight increase in the proportion of upheld complaints compared to 2024 (29%).

Government credit complaints

Of all energy complaints closed in 2025, nine of these (1%) related to Government credit schemes. Table 2 shows the breakdown of these by scheme. In total, customers received the

[19] The number of complex complaints 'opened' and 'closed' in a year can vary, as a complaint opened in one year may not be closed until the following year. This figure includes complaints that were closed via early settlement offer and complaints that were withdrawn by customers.

credit in only one of the complaints we handled, and this was as a gesture of goodwill by the supplier. The other customers did not receive the credit(s), because they were not eligible under the terms of the legislation or because they had already received them.

	Complaints closed in 2025	Cases where customer received credit(s) following CRU involvement	Cases upheld against supplier
Scheme 3	**1 complaint closed** (by settlement)	**1** This customer had not received Scheme 3 credits due to low usage. Despite being outside the dates of the scheme, the supplier in this case awarded the equivalent value of the credits as a gesture of goodwill, and the customer accepted this settlement	0
Scheme 4	**8 complaints closed** (all by decision)	**0** Six complaints concerned customers that were not eligible to receive the credit(s) as their premises were new connections and not registered in the effective date. One of these cases was upheld, but due to a billing error. Two complaints related to the Government credit figure on their bills being presented as exclusive of VAT, which is how CRU guidance required it to be presented.[20]	1 (on billing grounds, not related to Government credits)

Table 2 Government credit complaints closed in 2025

We have separated out reporting of Government electricity credit scheme complaint numbers in this document. All suppliers were obliged to apply the eligibility criteria set out in the legislation for the third and fourth credit schemes, but where suppliers demonstrated to the CRU that they had acted in line with the legislation, we did not uphold the complaints against them. Consistent with reporting in 2024, we therefore think it is clearer to report these figures separately, to avoid mispresenting the other statistics. The analysis below therefore excludes the nine Government credit cases.

Causes of energy complaints

Energy suppliers

The key drivers for complaints investigated and closed against energy suppliers in 2025 are displayed in Table 3 below. Billing issues continue to account for most customer complaints (69%). Complaints in relation to switching and disconnections remained low. Complaints

[20] In these two cases, the customers had already received the credit(s) before coming to the CRU.

regarding government credits reduced significantly from 26% of energy supplier complaints in 2024 to 2% in 2025.

Complaints in relation to contract issues (such as confusion between fixed versus variable rate contracts, early termination fees, or contract terms/rates being misapplied) continued to increase in 2025, making up 8% of energy supplier complaints.

Complaint type - energy suppliers	2021	2022	2023	2024	2025
Billing (e.g. inaccurate bills, catch up bills, charges and tariffs)	50%	65%	58%	41%	69%
Contract issues	5%	5%	7%	6%	8%
Account problems	25%	17%	10%	5%	6%
Microgeneration/export tariff	-	-	3%	7%	4%
Customer service issues	3%	8%	8%	3%	3%
Switching (e.g. delays, incorrect switching)	2%	2%	2%	6%	2%
Government credit	-	-	-	26%	2%
Marketing and sign-up (e.g. misleading information)	5%	2%	2%	2%	2%
Disconnections	2%	0%	3%	1%	2%
PAYG issues	5%	1%	2%	1%	2%
Other (miscellaneous issues)	5%	0%	4%	2%	0%

Table 3 Key drivers of complaints investigated – energy suppliers

Energy networks

All natural gas customers are served by GNI, and all electricity customers are served by ESBN. Services provided by GNI and ESBN include the operation of the gas and electricity networks, installation, maintenance and reading of meters, and restoration of supply.

Most complaints against both GNI and ESBN related to meter issues (86% and 45% respectively), while a significant proportion of ESBN complaints (21%) related to quality of supply (outages and voltage problems). Connection issues were the next most common complaints for both networks and accounted for 7% of GNI complaints and 6% of ESBN complaints.

Complaint type – energy networks	GNI	ESBN
Meter issues (faulty meters, issue with actual meter readings, issue with estimated readings, meter adjustments, meter tampering etc)	86%	45%
Quality of supply	0%	21%
Connections (problems with connection, delays)	7%	10%
Customer service	0%	8%
Microgeneration	0%	6%
Other (miscellaneous issues, e.g. safety, network classification)	0%	6%

Disconnection	1%	2%
Network charges	0%	1%
Total number of complaints investigated	**14**	**175**

Table 4 Key drivers of complaints – energy networks

Energy suppliers and network operators (combined)

Overall, when we look at the key driver of energy complaints by volume, the top themes are (ES = Electricity Supplier, EN = Electricity Networks):

Problem profile		Problem profile	
ES – Billing – catch up bill	46	ES – Account problems	20
ES – Billing – high bills	45	ES – Microgen/export tariff	17
ES – Billing – incorrect bills	33	EN – Connections	16
ES – Billing – estimated readings	32	EN – Customer service	14
EN – Quality of supply – outages	32	EN – Microgen	12
ES – Contract dispute	30	ES – Customer service	11
ES – Billing – smart tariff	26	ES – Billing - Discounts	11
EN – Smart meter	24	EN – Estimated readings	10
ES – Billing - general	23	ES – Billing – arrears/debt collection	10
EN – Meter Issue – Signal	22	ES – Billing – tariff change	9

Table 5 Key drivers of complaints closed 2025 – energy networks and suppliers combined

Billing issues made up just over 70% of all complaints received in 2025. The largest portion of these complaints were catch up bills and high bills, as discussed in section 2. We have also included some case studies later in the report of different scenarios where customers received catch up bills in 2025.

Market share and complex complaints

At the end of 2025 there were six suppliers active in the domestic gas market and 11 suppliers active in the domestic electricity market.[21] Figure 15 provides a breakdown of the number of complex complaints closed by CRU per energy supplier and energy network operator in 2025. The data in the charts in the below section does not include complaints referred to our dispute resolution service on the Government electricity credit scheme.

It should be noted that the CRU would expect GNI and ESBN to have a larger proportion of complaints as they serve all electricity and gas customers, although it should also be acknowledged that they have fewer customer-facing activities (such as billing). Electric Ireland

[21] https://www.cru.ie/consumer-information/switch-supplier/energy-suppliers-in-ireland/.

and Bord Gáis Energy have the largest supplier market share and so could be expected to have the largest number of customer complaints.

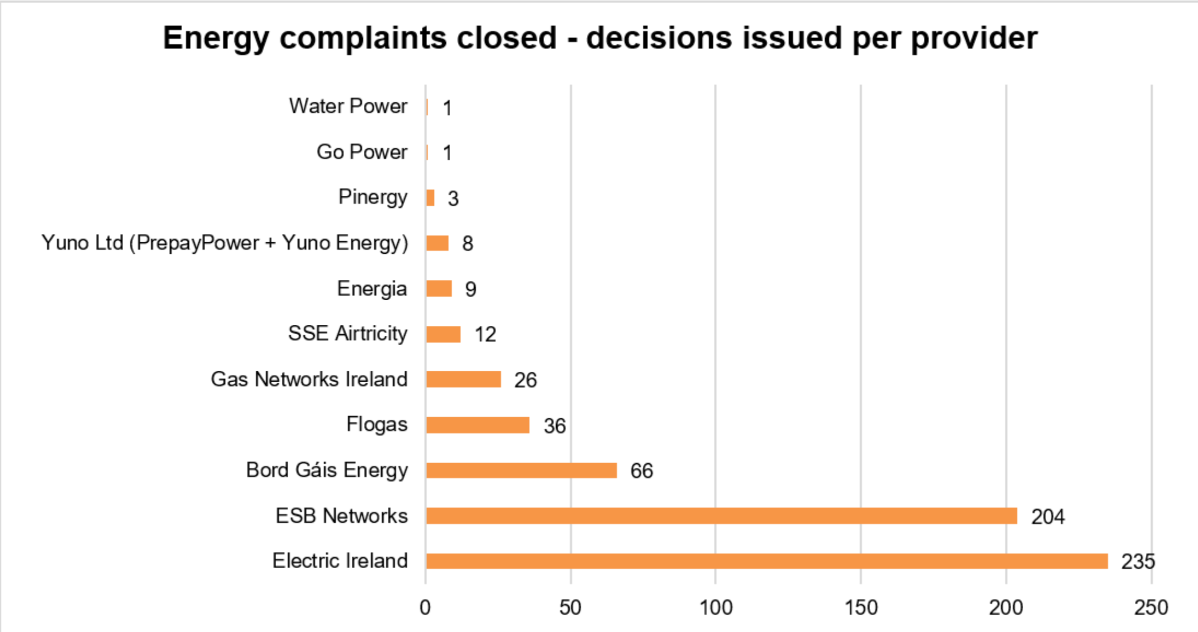

Figure 15 Complex complaints closed 2025 (energy suppliers and networks)

Figure 16 provides the breakdown of the level of complaints upheld in favour of the customer or not upheld by the CRU for each electricity and/or gas supplier and energy network operator in 2025.

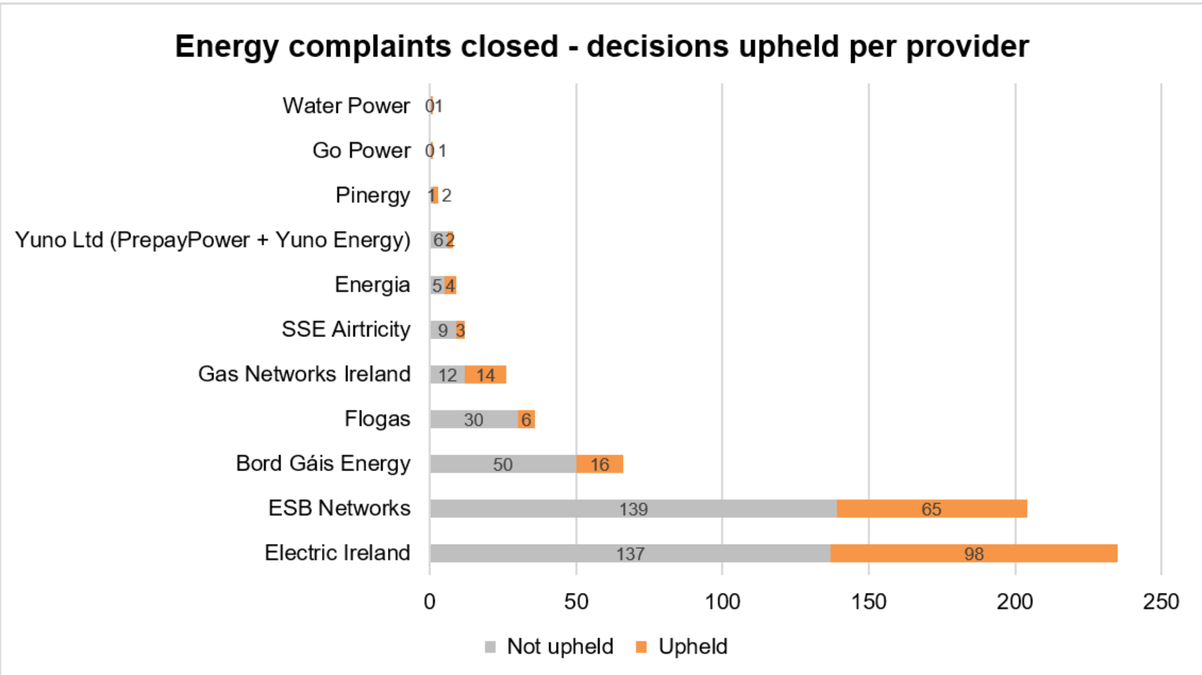

Figure 16 Complex complaints resolved 2025 (energy suppliers and networks)

Figure 17 shows the level of upheld complaints by the CRU for each energy supplier over time, from 2021 to 2025. In 2025, Electric Ireland and ESBN saw the most significant increases in the number of complaints upheld against them.

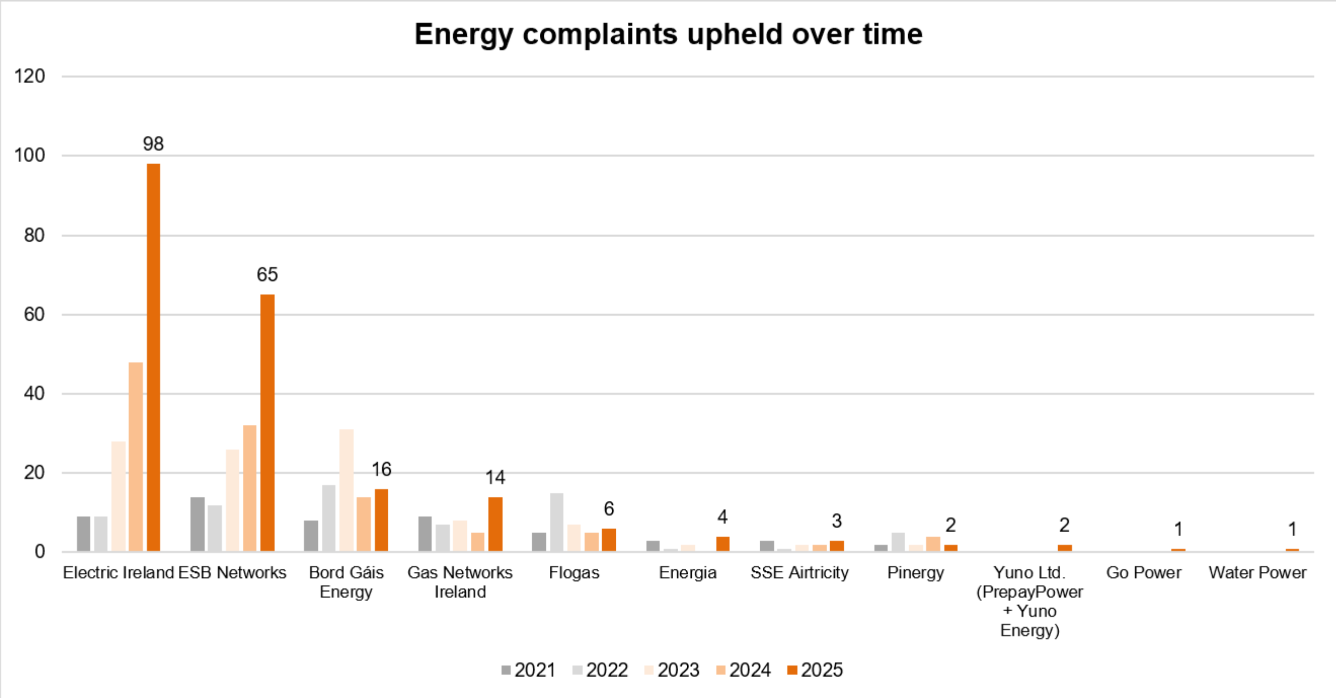

Figure 17 Complex complaints upheld 2021-25 (energy suppliers and networks)

Energy suppliers

Figure 18 compares the share of total complaints investigated against energy suppliers, and share of all complaints that were **upheld** by the CRU in favour of the customer in 2025, with the supplier's percentage market share.[22] Market share for the purposes of this report refers to the supplier's combined gas and electricity customer numbers (includes domestic and non-domestic customers).

Electric Ireland held the largest combined market share at 41%, while its share of upheld complaints was higher, at 74%. The second largest supplier, Bord Gáis Energy, had a combined market share of 21% in 2025, however its share of complaints upheld against it was lower, at 12%. Energia, SSE Airtricity and Yuno Ltd (PrepayPower and Yuno Energy) also had shares of upheld complaints lower than their market shares.

[22] Calculated as the number of upheld complex complaints against each individual supplier as a percentage of the total number of upheld energy supplier complex complaints (excludes ESBN and GNI).

Regarding the smaller suppliers, all had levels of upheld complaints that were broadly in line with their market share, though it is worth noting that Flogas' overall level of complex complaints (10%) was third highest of all suppliers.

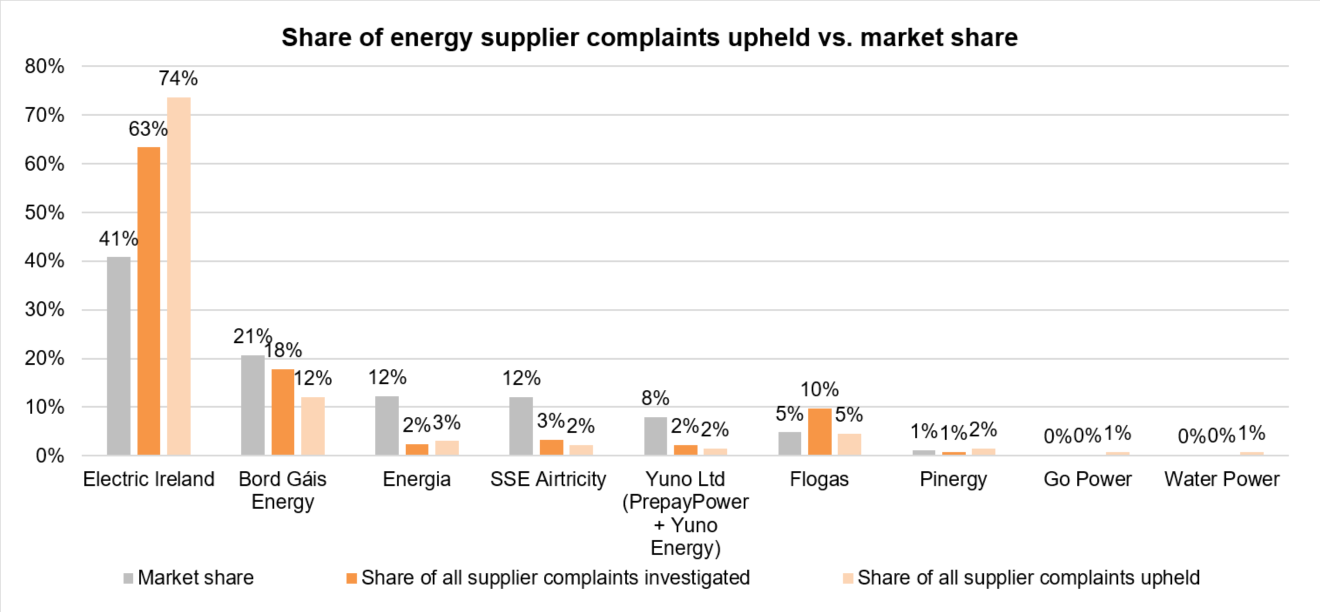

Figure 18 Proportion of all complaints upheld against energy suppliers versus market share 2025

Figure 19 compares the volume of complex complaints closed per 10,000 customers for the seven largest energy suppliers. It is important to note that smaller suppliers like Flogas and Pinergy have a lower market share (customer numbers) when compared to larger suppliers such as Electric Ireland and Bord Gáis Energy, therefore results for these suppliers can appear starker than those of the larger suppliers. This comparison includes all complex complaints escalated to the CRU (regardless of whether they were upheld or not). Go Power and Water Power are not included here due to having lower than 1% market share each.

Yuno Ltd (PrepayPower and Yuno Energy), SSE Airtricity and Energia each had a low volume of complaints per 10,000 customers, with 0.31, 0.33 and 0.22 respectively.

Bord Gáis Energy, Flogas and Electric Ireland all saw increase in complaints per 10,000 customers compared to the previous year, with Flogas having the highest level at 2.31 complaints per 10,000 customers.

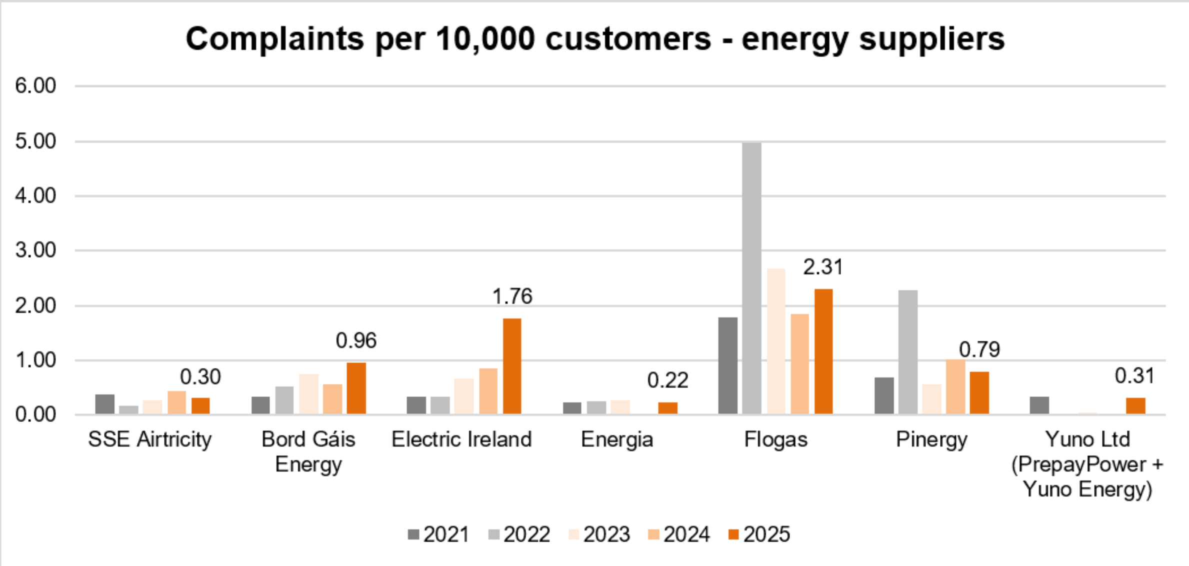

Figure 19 Complaints per 10,000 customers (energy suppliers)

Figure 20 looks at the level of complaints that were upheld in favour of the customer per 10,000 customers for the seven largest energy suppliers. The highest rate of complaints was held by Electric Ireland at 0.74 complaints per 10,000 customers, followed by Pinergy with 0.52, and Flogas at 0.38.

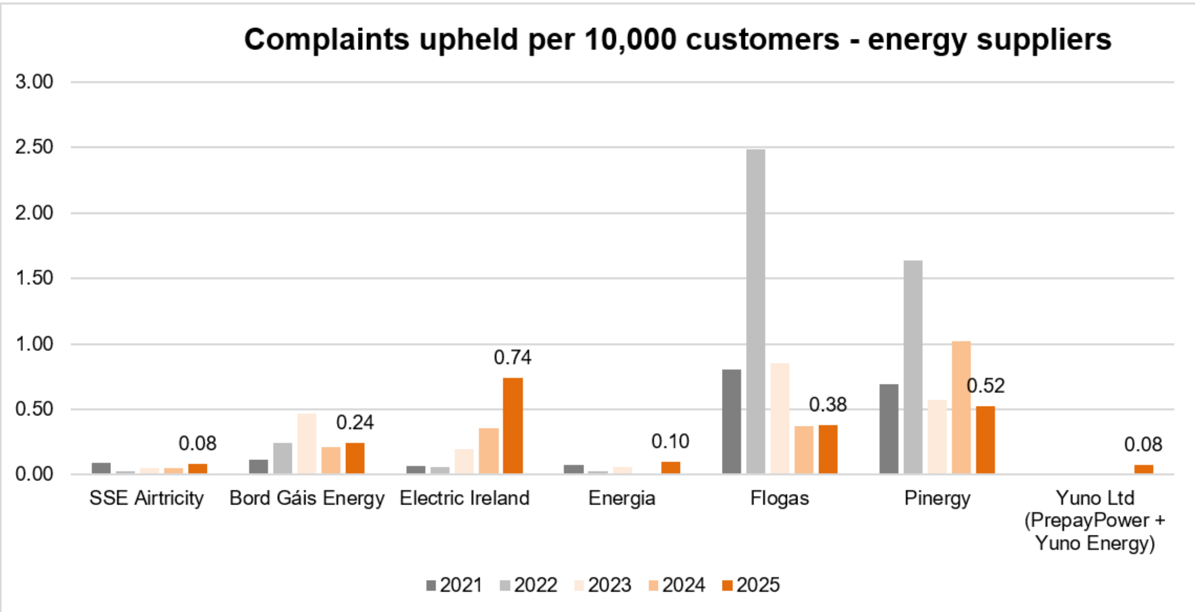

Figure 20 Upheld complaints per 10,000 customers 2021-25 (energy suppliers)

Energy networks

ESBN supplied electricity to 2.5 million sites in 2025 and GNI supplied gas to over 720,000 sites. Based on the number of complaints made to the CRU against network operators, for every 10,000 sites, 0.80 complaints were lodged against ESBN (an increase from 0.43 in 2024), and 0.36 complaints were lodged against GNI (up from 0.19 in 2024).

The top driver of complaints against ESBN was electricity outages, which accounted for 21% of ESBN complaints in 2025, up from 6% in 2024. This appears to be as a direct impact of increased storm activity.

Figure 21 shows the level of complaints that were **upheld** by the CRU (in favour of the customer) per 10,000 sites for ESBN and GNI. Complaints upheld in 2025 increased for both network operators compared to the previous year.

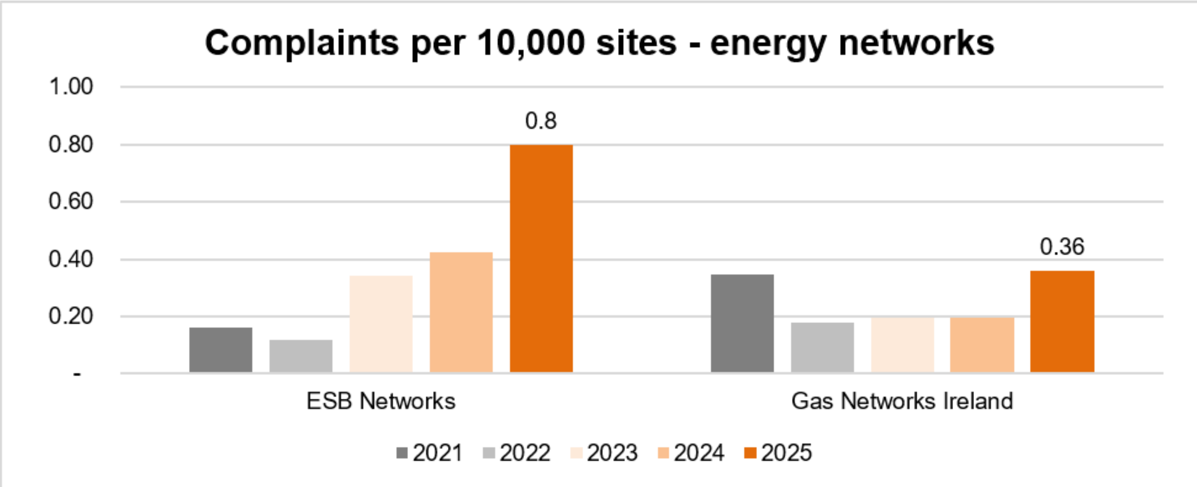

Figure 21 Total complaints per 10,000 sites (networks)

6. Water Contacts and Complaints

The Water Services Act 2014 gave statutory responsibility to the CRU to provide a complaint resolution service to registered UÉ (formerly Irish Water) customers who have an unresolved dispute with UÉ.

The suspension of domestic water charging in 2016 resulted in a significant decrease in the volume of UÉ-related contacts to the CRU. Contact and complaint levels to the CRU have remained lower overall since 2016. UÉ contacts made up 7% of overall contacts received by the CCT in 2025, a slight increase from 2024 (5%).

Uisce Éireann contacts

The CCT received 433 customer contacts in relation to UÉ in 2025, an increase of 13% from 2024 (382 contacts). Figure 22 shows overall contact levels since 2021.

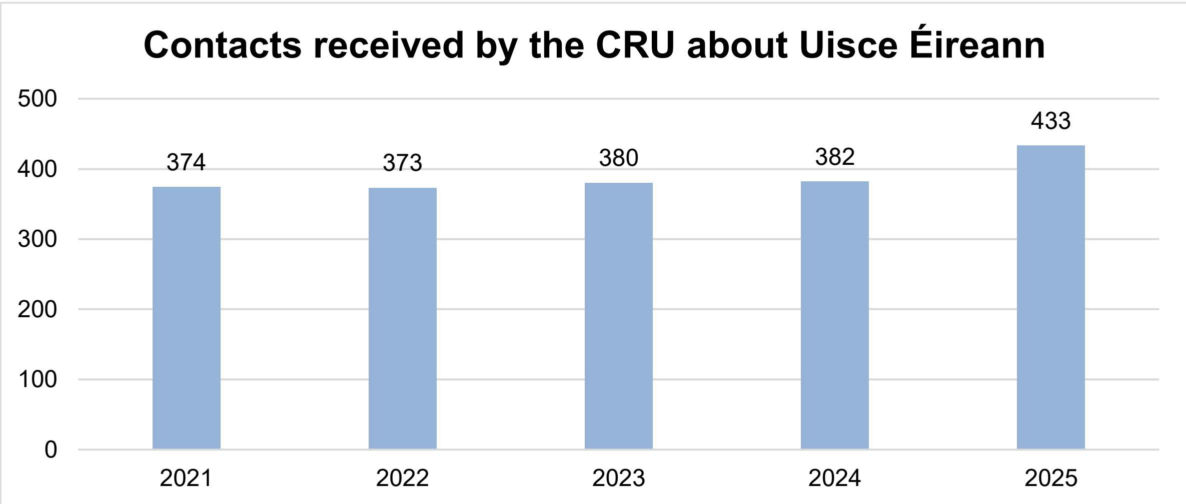

Figure 22 UÉ contacts 2021-2025

Issues raised by customers through contacts spanned a broad range of topics (figure 23). Billing matters (incorrect bills, arrears, high bill, refunds) were the most popular queries, representing 26% of contacts received. The next most popular query topics were flow and pressure issues, and outages, both of which were slightly higher than last year (accounting for 16% and 11% of contacts in 2025 respectively, compared to 9% and 8% in 2024).

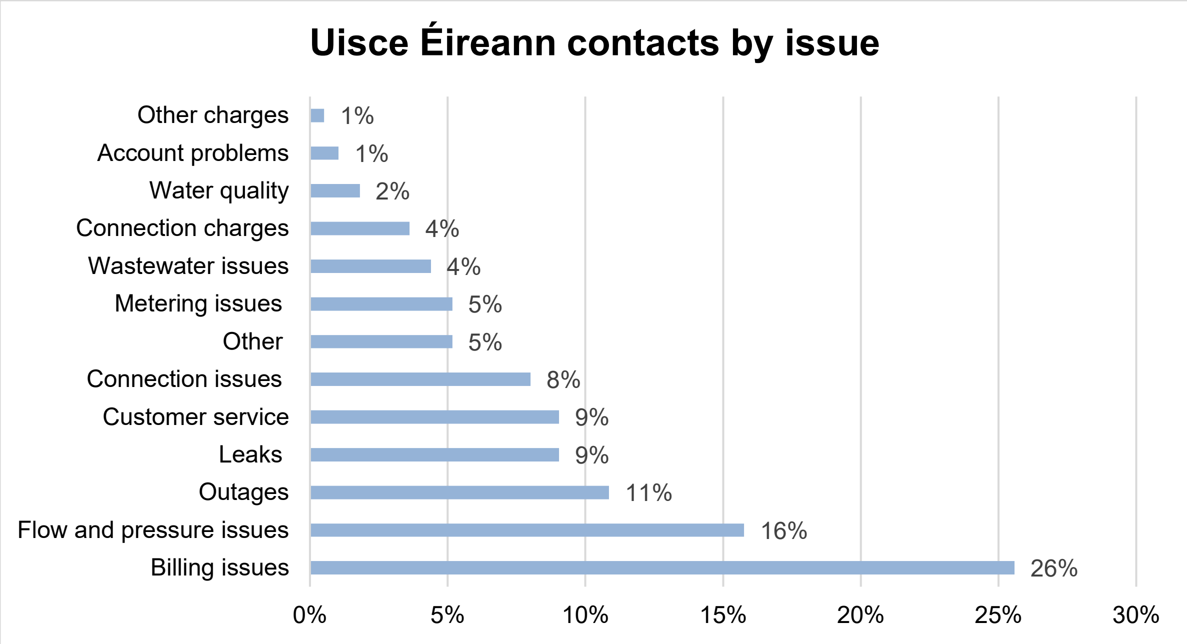

Figure 23 Breakdown of UÉ contacts by issue 2025

Complex complaints

In 2025 the CRU **opened 44 complaints** in relation to UÉ, an increase of 29% from 2024. The CRU **closed 39 complaints** relating to UÉ in 2025, an increase of 70% from 2024.[23] Figure 24 shows complaints that the CRU investigated and closed in 2025.

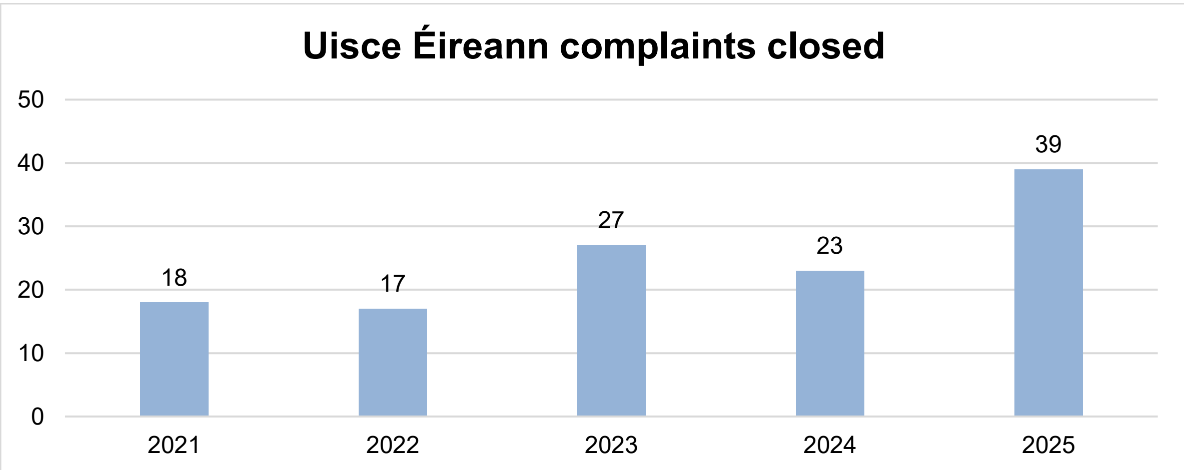

Figure 24 UÉ complex complaints closed 2021-25

[23] This figure includes UÉ complaints that the CRU investigated and issued a decision in relation to (34 in 2025) and UÉ complaints closed before investigation by settlement offer in 2025 (1) or that were withdrawn by the customer prior to investigation (4).

It should be noted that the notable increase in volume of complaints closed in 2025 was due to the CRU working through the backlog of queued complaints. Many of the complaints closed by the CRU in 2025 would have been relating to issues that occurred in previous years.

The drivers for complaints closed varied as illustrated in figure 25. Billing complaints (primarily received from non-domestic customers subject to water charges) and outage complaints both represented a significant proportion of complaints, each representing 18% of overall complaint topics investigated. Connection issues represented 16% of complaints investigated.

The volume of formal complaints escalated to the CRU from UÉ customers remains low (considering its large customer base). There are likely several reasons for this low level, including customers not being aware of the CRU's role in the regulation of UÉ. However, we are aware from the contacts we receive that some customers have difficulty with UÉ's two-stage complaints process, which must be completed before they are referred to the CRU. Customers often indicate the lack of clarity regarding the status of their complaint which can impact their ability to refer the complaint to the CRU for investigation. Customers have indicated that they may have had engagement with UÉ for a long period of time before a formal complaint was raised for them.

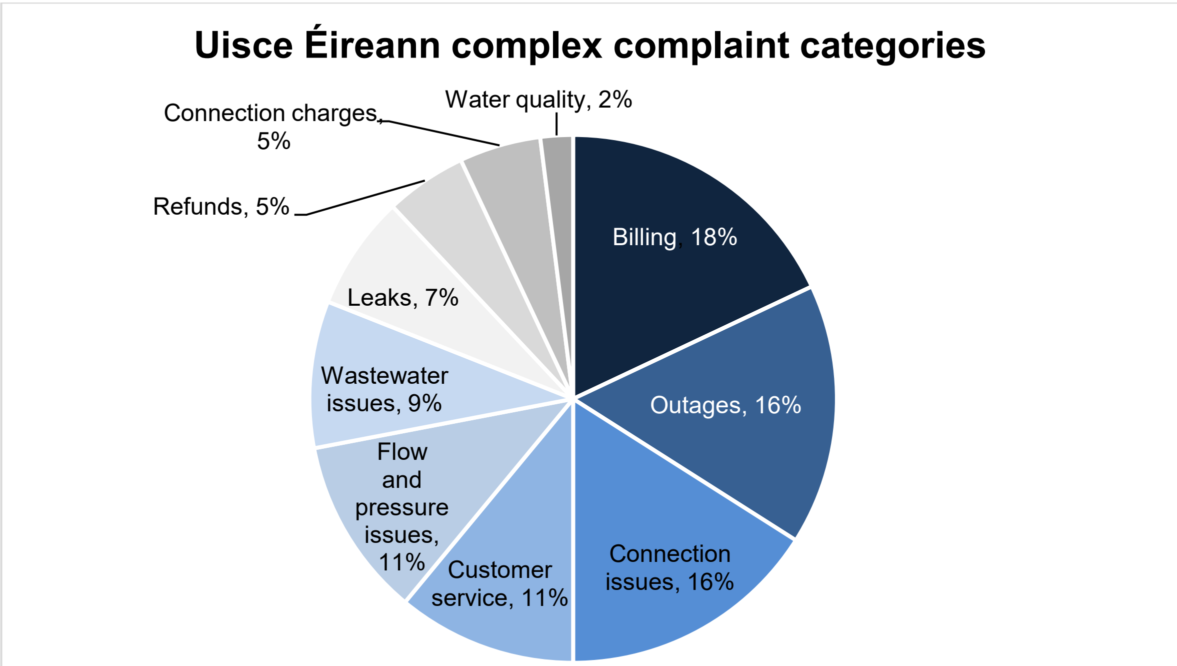

Figure 25 Breakdown of UÉ complex complaints closed 2025

Complaint resolution

The CRU upheld 74% (25) of the 34 UÉ complaints investigated in 2025 in favour of the customer, while 26% of complaints were not upheld (see figure 26). This is notably higher than the rate of upheld complaints in 2024 (42%), and the rate of upheld energy complaints in 2025 (31%).

Some themes noted throughout upheld complaints included:

- Service delays, including relating to connection works, restoration of supply following outages, repair works and complaint handling timelines.
- Issues with registering and escalating complaints on behalf of customers. In some complaint referrals key information was not discovered through the initial investigation, leading to a different outcome when the complaint was examined through the CRU's investigation.
- In relation to billing complaints, account management also contributed to failings. For example, failures in updating accounts sometimes led to customers still being billed after their account was closed. We also noted examples of customers being billed for incorrect accounts, and issues in account balances leading to disconnection.
- In relation to complaints around timeframes for connection works, these were often exacerbated by a lack of proactive contact from UÉ, and a lack of clarity on projected timeframes when UÉ did engage with customers.

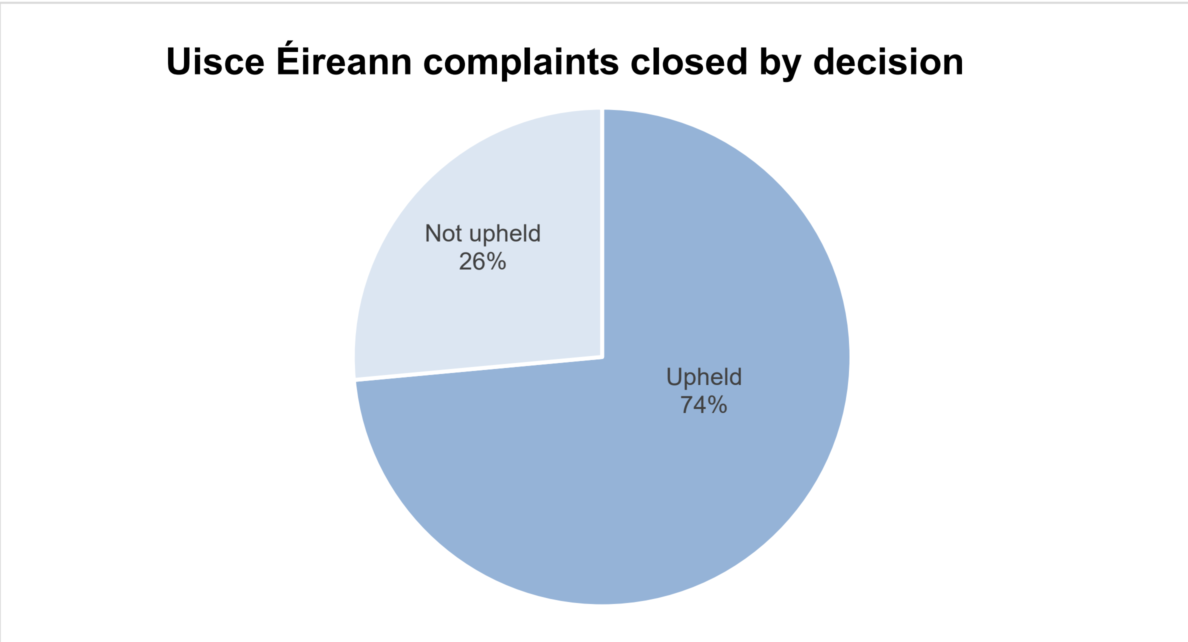

Figure 26 UÉ complaint resolution 2025

7. Complaints Refused

There are instances, based on legislation, when the CCT cannot investigate a complaint.[24] These are where the complaint:

- is being heard before, or has previously been heard through, the Courts;
- was made six years or more after the cause of the complaint occurred;
- does not concern the functions or objectives of the CRU; and/or
- relates to UÉ and the customer is not a registered customer of UÉ at the time of the cause of the complaint.[25]

In 2025 the CCT was precluded from investigating **93 complaints**. 68 cases related to energy while the remaining 25 cases related to water. This is a significant increase from 2024, where 44 complaints were refused.

The main drivers of refused complaints in 2025 were water quality issues, which increased from seven complaints in 2024 to 21 complaints in 2025. These complaints were referred to the Environmental Protection Agency (EPA).[26] There was also a notable increase in complaints regarding district heating complaints, up from two complaints in 2024 to 19 in 2025. As discussed in section 2 of this report, further legislative amendments are required before the CRU's dispute resolution service can be extended to district heating customers.

We also noted an increase in complaints received about ESBN infrastructure issues that were out of remit (up from 3 in 2024 to 7 in 2025), and solar panel installation (up from 1 in 2024 to 5 in 2025).

In terms of energy complaints, complaints that could not be accepted included:

Complaint area	Reason for not accepting	Number of complaints
District heating	Further legislative amendments are required before the CRU can accept these complaints	19
Waste collection	Outside CRU remit	9

[24] Water Services Act 2014
[25] The CRU's ability to accept and investigate water and wastewater connection disputes from existing and prospective Uisce Éireann customers is the exception to this legislative requirement.
[26] https://www.epa.ie/our-services/compliance--enforcement/whats-happening/make-an-environmental-complaint/.

Boiler services (installation, repair services, etc) and home heating/services	Outside CRU remit. The CRU can only investigate complaints in relation to non-energy goods and services offered by a supplier where they form part of an offer bundled with the customer's electricity supply.	8
Electric vehicle charging systems/e-cars	Outside CRU remit	8
ESBN infrastructure (securing of wayleaves and wire clipping, noise pollution)		7
Broadband provider		4
Solar panel installation		5
LPG pricing		2
Property damage		1
Energy broker		1
Landlord creating energy bills for tenant		1
Data protection and supplier GDPR compliance		1
Price comparison website		1
Oxygen tanks		1

Table 6 Energy complaints refused by the CRU in 2025

Water complaints that could not be accepted by the CRU in 2025 (all of which were not within the CRU's remit) included:

- twenty-one complaints regarding water quality. These complaints were referred to the EPA,
- one complaint regarding wastewater,
- one complaint regarding water pollution,
- one complaint regarding noise pollution, and
- one complaint regarding footpath safety following UÉ works.

8. Case Studies

This section includes examples of customer complaints resolved by the CCT in 2025. Case studies provide a useful tool in highlighting areas of recurring customer concern, complaint trends, or new and emerging customer issues across energy and water.

Case studies may assist customers who have similar issues and are not sure of their consumer rights or the customer protection obligations to which energy suppliers and network operators are required to adhere. The section may also assist energy suppliers and network operators to understand the CRU's expectation of how they should handle complaints internally before referring the complaint to the CRU.

Overview of case studies:

1. Catch-up bill following series of estimated reads and bill block
2. Customer with a Pay-As-You-Go meter received a high bill
3. High bill after moving into a new property
4. Level pay customer received a high bill
5. Gas meter mix-up resulting in catch-up bill
6. Outages following Storm Éowyn
7. No meter readings shown on bill with smart tariff
8. Tariff changed without consent following smart meter installation
9. Water catch-up bill following period of no bills
10. Multiple water supply disruptions during pipe replacement works
11. Low water pressure impacting business activities

Energy complaint case studies

Case study 1: Catch-up bill following series of estimated reads and bill block (upheld)

Complaint

- This customer did not receive any bills between November 2022 and July 2023. When they contacted their supplier in July 2023, they received a bill for €9,300. They sought an explanation of why they received no bills, and how the bill was calculated.
- The supplier did not uphold the complaint but did reduce the bill by 10% and offered a long-term payment plan for the outstanding balance.

Investigation

- The CRU reviewed this customer's meter reading record and past bills. The network operator confirmed that there were access issues with the meter, and so the account had a lot of estimated reads. This was indicated by a message on the front of the customer's bills. The last actual meter read had been in January 2021.
- In November 2022, the network operator took an actual meter read. This indicated the customer's previous bills had been underestimated.
- When this read was sent to the supplier, their system flagged the account to be manually reviewed before a bill was issued to the customer. Internal supplier delays meant that this manual review did not happen for months, during which time a bill block was on the account.
- The customer contact in July 2023 prompted the supplier to remove the bill block, at which point the high bill issued. This reflected previously underestimated usage, and usage from the no bill period.
- The CRU concluded that the bill was accurate, and largely due to access issues with the customer's meter and high number of estimated reads. However, the supplier's bill block exacerbated the issue, and failure to issue bills for a prolonged period was a regulatory breach.
- We **upheld** the case against the supplier on these grounds. During the CRU's investigation, the supplier offered an additional 15% reduction on the bill. We considered this to be more generous than the charter payments we would have awarded, so did not apply additional compensation.

Learnings

- If your meter is not automatically sending regular readings, and it is not accessible to a meter reader, then try to submit regular customer readings to ensure that you are being billed for energy consumed at your property and avoid surprise bills.
- If you stop receiving bills from your supplier, contact them to find out why. This may help any unexpected issues to be identified early.

Case study 2: Customer with a Pay-As-You-Go meter received a high bill (upheld)

Complaint

- This customer had a supplier-owned smart Pay-As-You-Go (PAYG) meter installed in 2019. They started contacting their supplier about issues with the meter in early 2022.
- The issues were not resolved until January 2024. Following this the supplier issued a €2,000 bill. The customer disputed this bill, asking the supplier to wipe it as they had been topping up the meter throughout the issues and did not think they should get a bill as a PAYG customer.
- The supplier did not uphold the complaint, as they said they had resolved the issue when they were made aware of it. However, they did reduce the outstanding bill slightly and award two charter payments.

Investigation

- When a customer has a supplier-owned PAYG meter there is also an ESBN ‘meter of record’ which measures electricity consumption. The ESBN meter should be used for billing, and the supplier is responsible for ensuring that their own meter aligns with the ESBN meter.
- Our investigation found the supplier’s PAYG meter was not communicating correctly with the supplier’s system. So, the supplier was getting information from ESBN about the customer’s usage and was using this to work out how much the customer should have been paying, but this information was not flowing through to the meter.
- What the customer was seeing on their PAYG meter was therefore not a true representation of their account, and so they were not topping up enough to cover their true usage.
- The customer’s initial queries in 2022 should have prompted their supplier to investigate further, however this did not happen.
- After a full review of what the customer had topped up and used since 2019, we concluded that the bill issued was accurate, other than the supplier having incorrectly included an additional €171 of debt.
- The CRU **upheld** this complaint due to the supplier’s failure to ensure the customer was being billed correctly, delays in investigating the meter issue, and customer service failings. We directed the supplier to pay a further 15 charter payments and to remove the €171 of debt incorrectly included.

Learnings

- A PAYG meter is a method of paying for energy that can help you manage your payments. However, you still get billed by you supplier in the background, and your ESBN meter (the meter of record) still needs to be read regularly to ensure that top-ups through the PAYG meter are covering the energy you are using.
- If you are asked for meter reads, or to give access to a meter reader, make sure you do this. Your supplier should be reconciling your PAYG and ESBN meters regularly. You could receive a catch-up bill if your top-ups have not been covering your usage.

Case study 3: High bill after moving into a new property (not upheld)

Complaint

- This customer moved into a new property in November 2023 and signed up with a supplier via their website. They did not provide a meter reading for the account to be opened on at this time as this was not a mandatory requirement for the sign-up. The account was therefore opened on an estimated read.
- In April 2024 the customer received a high bill of €900. They disputed this bill with their supplier, believing that they were being charged in part for the previous occupier's usage.
- The supplier did not uphold the complaint, as they had used the meter reads provided by the network operator for billing. The supplier offered €450 as a goodwill gesture, which the customer did not accept.

Investigation

- The CRU contacted the network operator, to establish the pattern of meter reads at the property. There were known access issues at the property, as the meter was inside. However, the previous occupier had provided a customer read when they left the property. It was this same read that was used to open the new occupier's account. Reads on the account were then estimated from December 2023, until an actual meter read was taken in April 2024 that generated the high bill.
- The network operator and supplier followed the correct process in using an estimated read to open the account, given that the new occupier had not provided an actual meter read. As this estimate was based on the previous occupier's read, taken on move day, we concluded that this customer had not been charged for the previous occupier's usage.
- We **did not uphold** this complaint. The supplier had billed the customer using the reads provided by the network operator. These reads underestimated consumption for the customer between December and April, which is why the April bill was so high.

Learnings

- If you are moving house, take a timestamped photo of your meter on the day you move in/move out (a photo of the meter alongside a newspaper or shop receipt showing the current date). Send this to your supplier to ensure your account is opened/closed on an accurate read, so you only pay for the energy you consume. Without this, your supplier is entitled to use an estimated read, and it is very hard to change these retrospectively without proof of what the correct read was.
- As with case study 1, submitting regular customer reads if your meter is not accessible is highly recommended.

Case study 4: Level pay customer received a high bill (not upheld)

Complaint

- This customer had a 'level pay' arrangement with their supplier, where they paid a fixed monthly amount based on their previous annual consumption. Arrangements like this are designed to help a customer smooth their energy payments out across the year.
- After being on this payment arrangement for some time, in January 2024 the customer requested a refund of their credit balance. They believed they were €1300 in credit and requested their supplier to return €650. This was actioned in February 2024.
- The day after the refund was made, the customer received a gas bill for €800. The next gas bill in April 2024 had an outstanding amount of over €1000. The customer disputed these bills and requested their account be corrected.
- The supplier did not uphold the complaint, as the credit refund was at the customer's request, and they billed according to network meter reads. They made two charter payments for complaint delays.

Investigation

- The CRU reviewed all bills on this account alongside the customer's meter reads and monthly payments. We discovered the customer's initial understanding that their account was €1300 in credit was only correct *before* their January bill (covering usage in November and December) issued. After this bill, the credit balance was only €660.
- The customer thought they were leaving enough credit on the account to cover future bills, however in reality this was not the case. By withdrawing €650 of credit, they left only €10 on the account.
- The February 2024 bill of €800 was correct, reflecting higher winter gas usage. An administrative error further meant that the customer's monthly payments in January, February and March did not process. When these factors were combined, this explained the high April bill.
- The CRU **did not uphold** this complaint. We did not find any billing errors and concluded the April bill was owed by the customer. For the administrative error which resulted in the monthly payments being cancelled we awarded an additional two charter payments.

Learnings

- A level pay arrangement is intended to lead to a credit balance building up on your account during the summer, which will then be used up by higher winter consumption. If you have a large credit balance on your account, you are entitled to ask your supplier to refund part of this. However, it is advisable to ensure there is enough credit on the account to cover future bills, bearing in mind when your next bill is due to issue.
- While not an issue in this case, level pay customers should be aware that the monthly amount they agree to pay with their supplier is subject to change if their usage changes substantially.

Case study 5: Gas meter mix-up resulting in catch-up bill (upheld)

Complaint

- This customer's gas meter was mixed up with the meter of a neighbouring property for a period of 12 months. When this was discovered and rectified, the customer received a high bill for usage not previously billed for (€525), which they were unhappy about.
- GNI investigated this complaint and upheld it, as the meter mix-up was their error. As a resolution, they applied a 25% reduction to the usage on the catch-up bill.

Investigation

- We reviewed the catch-up bill in question, and the network operator and supplier's calculations underpinning this bill. GNI's 25% reduction had already been processed by the supplier, but this calculation had not been clearly articulated to the customer.
- We confirmed that the bill correctly reflected the amount of gas that the customer had used but not previously been billed for (due to the meter mix-up), with the 25% reduction correctly factored in.
- The CRU **upheld** this complaint against GNI, as we agreed with their conclusion that their error was the direct cause of the catch-up bill. However, as the customer used this gas, we determined they were liable to pay for it.
- We considered that the reduction in usage already applied by GNI was proportionate and so did not award any further compensation. We did not find any errors on the part of the supplier. The supplier had already engaged with the customer to agree a payment plan for the outstanding amount.

Learnings

- Network operators and/or suppliers can make mistakes, and CRU investigations will consider proportionate compensation for any errors that happen, considering relevant regulatory requirements. However, if a customer used energy, then they will be liable to pay for this, even if a provider error occurred.
- While this is a common request, it is not standard practice for the CRU to direct a customer's entire bill to be wiped.
- Each supplier does note in their Terms and Conditions that catch-up bills may be levied, if it is discovered that any previous meter readings have been inaccurate.

Case study 6: Outages following Storm Éowyn (not upheld)

Complaint

- This customer experienced a prolonged electricity outage because of Storm Éowyn. They lost power on 24 January and were initially advised reconnection would occur on 1 February, but this did not happen until 6 February. They incurred costs from hiring a generator that they were seeking reimbursement for.
- The customer believed that only one wire needed to be fixed to restore their power, but that they were not prioritised for reconnection as they lived in a rural area with few affected customers.
- ESBN did not uphold this complaint their customer charter does not provide for compensation in exceptional cases such as this one.

Investigation

- The CRU received many complaints like this one. We appreciate how challenging the prolonged unplanned outages experienced by customers because of Storm Éowyn would have been.
- We provided this customer with information about ESBN's restoration process. While it may have seemed like only wire was affected, every part of the network between the customer's property and the substation serving them needed to be fault-free for power to be restored.
- The customer mentioned not being made aware of the priority and special services registers and considered they may have been eligible for inclusion. We explained that all suppliers are required to notify customers of the registers at sign-up, but the onus is on a customer to apply to be on either of these registers if they consider they are eligible.
- We acknowledge the delays were not ideal, however the scale of disruption to the Irish electricity network in this case was unprecedented. ESBN worked as quickly as possible, including availing of assistance from other countries, to restore power to all affected customers as soon as possible.
- We did not find any regulatory breaches on the part of ESBN and so **did not uphold** this complaint.

Learnings

- The CRU's dispute resolution process is not always able to provide compensation when customers feel this is warranted. We must always have regard to providers' regulatory obligations. The Government's Humanitarian Assistance Scheme provided support to some customers affected by Storm Éowyn, and we did inform any customers contacting us about this in case they were not aware.
- If you are on the priority or special services register, you can expect additional communication from ESBN in outage events, including priority dedicated support when you call ESBN's emergency number. However, it does not necessarily guarantee you will be reconnected more quickly in large scale unplanned outage situations.

Case study 7: No meter readings shown on bill with smart tariff (not upheld)

Complaint

- This customer had a smart meter installed and moved onto a smart tariff. Following this, they complained that their supplier no longer included meter readings on their bill. They requested their smart meter be removed and replaced with a manual meter, and meter readings be shown on their bill.
- The supplier did not uphold their complaint as, due to the meter configuration associated with the tariff the customer chose, they now provided consumption figures instead of meter readings on bills. They advised that as a supplier they could not arrange removal of the smart meter.

Investigation

- The network operator confirmed that the customer's meter configuration had changed to a meter configuration code of MCC12 following the customer's sign up to the smart tariff.
- We were therefore satisfied that the supplier was acting in line with Section 4.6.3(g) of the CRU's Electricity and Gas Suppliers' Handbook, which contains a footnote clarifying that for customers on a smart tariff (i.e. with MCC12), the customer's energy usage should be provided on the bill rather than meter readings.
- To explain the policy rationale behind this: an MCC12 configuration means that the meter sends electricity consumption in each half hour period to the network operator, who provides this data to suppliers for billing. If all meter readings recorded were included on a customer's bill, this would be 2880 meter reads for a 60-day billing period. This would not be practicable nor clear to include on bills.
- Further, MCC12 tariffs usually vary at different times of the day (for example, they may have different day, night and peak rates). Including one start and one end meter read for a billing period would not make sense with this type of tariff, as it would not show how much energy was used in the day, night and peak times for the billing period. Presenting the consumption information is the clearest way to show a customer on this type of tariff how they have been billed.
- The CRU **did not uphold** this complaint, as the supplier was acting in line with the relevant handbook requirements.

Learnings

- While you may not be expecting that meter reads are no longer shown on you bills if you move to an MCC12 tariff, however this is in line with handbook obligations. The reasoning for this is set out above.
- If you are not happy with this and would like to see meter reads on your bills, you can move to a tariff with an MCC16 configuration. Your supplier will be able to explain what tariffs like this they offer.

Case study 8: Tariff changed without consent following smart meter installation (upheld)

Complaint

- This customer had a day/night smart meter, and in March 2024 signed up to a day/night tariff (including a discount) for 12 months with their supplier.
- In July 2024 the customer had a new, 24-hour smart meter installed. After this, their supplier changed the customer's tariff without providing any notice. The new tariff was a flat rate and had no discount.
- The customer complained that they did not request this change. They sought the original contract to be reinstated.
- The supplier partially upheld the complaint on the grounds that the customer was not getting the discount they originally signed up for. However, they said the new meter needed to be updated in their system before they could apply the discount.

Investigation

- The CRU highlighted two main issues with how the supplier acted in this case – the basis on which they modified the customer's contract, and the lack of notification before doing so.
- The supplier advised that their terms and conditions provided for offers being cancelled or varied due to valid technical reasons, and the meter changing fell under this. They said the new meter configuration (which meant they received consumption data split into day, peak and night periods) was not compatible with the customer's old day/night tariff.
- We noted that it was still technically possible for the supplier to bill the customer on their original tariff (by aggregating day and peak consumption), even if their system was not set up to do this automatically.
- Further, no evidence was provided to suggest that the supplier provided advance notification to the customer that they were no longer able to honour the original tariff. This was a breach of the Electricity and Gas Suppliers' handbook and meant the customer did not have the opportunity to discuss their options and decide for themselves how best to proceed.
- The CRU **upheld** this complaint and awarded the customer four charter payments. We also directed the supplier to calculate the difference between what the customer would have paid on the plan he originally signed up to, and what he actually paid for the remainder of the contract, and refund this.

Learnings

- CRU investigations focus on compliance with regulatory obligations within our remit, many of which are set out in the Electricity and Gas Suppliers' handbook. However, suppliers are also required to comply with all other applicable laws including contract law.
- Per their terms and conditions and the handbook, suppliers must provide domestic customers with advance notice of changes to contractual conditions and inform customers of their rights to leave the contract.

Water complaint case studies

Case study 9: Water catch-up bill following period of no bills (not upheld)

Complaint

- This customer represented a non-profit group and received a water bill for €2000 in May 2023 after having not received any bills for five years, due to there being no post box set up at the premises.
- The customer did not consider that a non-profit group should be liable for commercial water charges and said they had previously been advised of this verbally by their local authority. They also raised concerns about standing charges for a second meter that was recording no usage.
- UÉ did not uphold this complaint, noting that there was no written evidence of an agreement in place in relation to charges being waived. They noted that the charges being levied were in line with the CRU-approved framework.

Investigation

- As the customer was unable to provide any evidence of a written agreement, the CRU agreed with UÉ's position that charges would apply.
- UÉ confirmed that bills had originally been sent to the address listed on the account, which was the home address of a senior member of the group. This was the same address used by the local authority prior to water responsibility transferring to UÉ. As UÉ had used the address provided and then updated this once the group had a post box set up on the premises, the CRU found no regulatory breach.
- We reviewed the customer's bills and found that a standing charge had been included for a second meter in error. Other than this, the bills were accurate and aligned with the approved tariff methodology.
- The CRU **did not uphold** this complaint however we did direct UÉ to remove the standing charges for the second meter from the outstanding balance, and to engage with the customer to agree a payment plan.

Learnings

- Our investigations are based on the evidence we are provided with. If something happened verbally and was not otherwise documented at the time, we will not be able to prove whether it happened or not, and so we will not be able to determine on that aspect of a case.
- For non-domestic water customers, there is an onus on you to register with UÉ when you first start to be supplied, and to provide any updated contact details for the account holder if these change. If you consume water, you will be liable to pay for it, even if UÉ only receives accurate account holder information later.

Case study 10: Multiple water supply disruptions during pipe replacement works (upheld)

Complaint

- This customer experienced disruptions to their water supply in May and June 2023, when UÉ was carrying out pipe replacement works in the area. They complained that UÉ did not properly communicate with local residents in relation to these interruptions.
- UÉ did not uphold this complaint but awarded the customer three charter payments for failings identified.

Investigation

- We examined the record of outages on this customer's water supply, including what notification UÉ provided to customers, and how long it took for supply to be restored.
- In this case, the interruptions were all unplanned. Supply was restored within the required 12 hours on all but one occasion, when alternative water supplies were provided.
- In line with UÉ's Code of Practice on Communications, when an unplanned interruption occurs, UÉ must provide affected customers with regular updates and tell customers how long they expect that an interruption will last and when normal supply is likely to resume.
- UÉ confirmed that information about the outages was posted on their website and social media pages on each occasion, but their records did not confirm when updates were posted. As such the CRU was unable to determine whether UÉ was compliant with this requirement.
- We **upheld** this complaint, because UÉ failed to restore water supply following an unplanned interruption within the required time on one occasion, and due to complaint handling failures. We awarded three additional charter payments.

Learnings

- There can be supply disruptions when UÉ is undertaking upgrades to enhance water supply. If there are planned outages, UÉ should provide two days' advance notice to affected customers. For unplanned outages, information should be published on UÉ's website within two hours of the outage being reported (or five hours after in the case of an extreme weather event).
- All customers can sign up for UÉ's free text alert service. UÉ will notify registered customers of any planned water supply issues in their area, and any unplanned interruptions or water quality events that longer than four hours. See https://www.water.ie/water-service-updates for more information.

Case study 11: Low water pressure impacting business activities (upheld)

Complaint

- This customer had experienced water pressure issues at their premises going back to 2015. They were unable to pressure wash cars as part of their car repair business and had to outsource this. They were seeking UÉ to discount or write off water charges for the period during which they experienced suboptimal water pressure.
- UÉ did uphold the complaint, saying that the customer's area had experienced a high frequency of bursts over the years. They noted that a section of the mains had been replaced to improve pressure and reduce bursts. They did not agree to waive any charges, on the basis that the customer had used the water they were being charged for. They offered €100 compensation to acknowledge customer service issues, but the customer did not accept this.

Investigation

- The CRU's investigation sought evidence about the level of water pressure the customer was experiencing, and the minimum target level of pressure UÉ aims to provide customers.
- UÉ explained that most domestic appliances require about 1 bar of pressure to operate, and the minimum they aim to provide at the customer's boundary box (as far as practicable) is 1.47 bar. The level being provided to the customer (1.6 bar) was higher than this.
- UÉ's terms and conditions state that customers are responsible for installing sufficient water storage systems to ensure that they have a specific rate of flow or pressure to protect their business needs, if they require this. We were therefore unable to find that UÉ had failed in its obligations by failing to provide the customer with sufficient water pressure to provide a car washing service.
- While we did not find failings in relation to the crux of the complaint, we identified sufficient complaint handling and communication issues to **uphold** the complaint on these grounds. We directed UÉ to pay €300 compensation to the customer for these failings.
- We did not direct UÉ to provide a discount or waive any charges, as consumption charges are based on water supplied to the customer, which the customer had received.

Learnings

- If you have concerns that your pressure is too low, you can request UÉ to investigate, but UÉ is not obliged to provide businesses with sufficient water pressure to provide specific services.
- As with energy investigations, if the CRU finds failings on the part of UÉ, we will consider proportionate compensation. However, if a customer used water and is usually subject to charges, then they will be liable to pay for this, even if a UÉ error occurred.

9. Summary and Next Steps

Following several years of high levels of contacts and complaints from energy and water customers, 2025 saw a slight easing of volumes of customers contacting the CRU for information and assistance. In combination with sustained efforts to improve the efficiency with which the CCT handles complaints, this supported a notable reduction in the backlog of complaints.

While this progress is welcome, we are mindful that some customers still waiting a long time for their complaints to be investigated by the CRU. The team's focus on 2026 is on reducing the average complaint handling time as far as possible. A key element of this is ensuring that providers are conducting thorough investigations of their own before a matter is escalated to the CRU, and that they supply all relevant information to the CCT at the start of our investigation process.

The CRU is keenly aware of the struggles many customers are facing in meeting energy bills, regardless of whether they are in arrears or not. The CRU recently published a Call for Evidence to seek input and suggestions which may initiate strengthened supports for customers in overcoming affordability challenges experienced by customers in the energy retail energy sector in recent years. The CCT continues to share insights from the customers we engage with other teams in the CRU, including into this work, to ensure the interests of customers are appropriately considered and reflected in policy and processes.

We thank customers who take the time to use our information and/or dispute resolution services, and especially those who display patience and understanding to our agents and investigating officers, who have been working tirelessly to provide these services.