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# Arrears and NPA Disconnections January – December 2020

## Information Paper

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## Arrears

Tables 1 and 2 below show the number and the percentage of customers that were in arrears at the end of each quarter for the period Q1 2019 – Q4 2020 and at the end of each month for the period January – December 2020.

### Trends in 2020

#### Domestic customers

- Increase in the number of **electricity customers** in arrears between January – April, remained broadly stable until July, decreased between August and November, increased in December.
- Increase in the number of **gas customers** in arrears between January – June, decreased in July and remained broadly stable to December.

#### Non-domestic customers

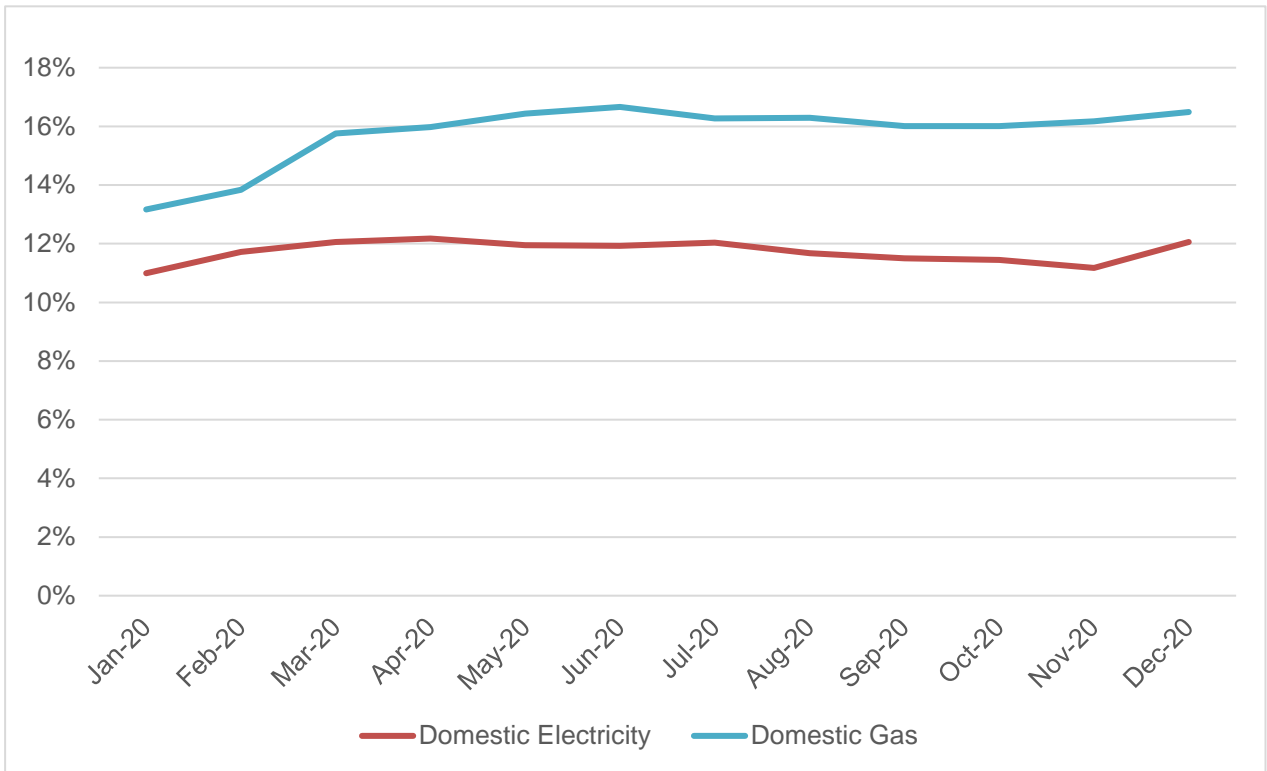
- Increase in the number of **electricity customers** in arrears between January – June, decreased in July and remained broadly stable to December
- Increase in the number of **gas customers** in arrears between January - December

| <b>Number of Customers in Arrears</b> |                |                |                |                |                |                |                |                |               |               |               |               |
|---------------------------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|---------------|---------------|---------------|---------------|
|                                       | <b>Q1 2019</b> | <b>Q2 2019</b> | <b>Q3 2019</b> | <b>Q4 2019</b> | <b>Q1 2020</b> | <b>Q2 2020</b> | <b>Q3 2020</b> | <b>Q4 2020</b> |               |               |               |               |
| <b>Domestic Electricity</b>           | 238,902        | 251,543        | 239,391        | 244,773        | 253,880        | 251,508        | 243,152        | 255,058        |               |               |               |               |
| <b>Non-Domestic Electricity</b>       | 32,198         | 32,094         | 31,776         | 33,290         | 35,061         | 44,866         | 41,856         | 39,653         |               |               |               |               |
| <b>Total Electricity</b>              | 271,100        | 283,637        | 271,167        | 278,063        | 288,941        | 296,374        | 285,008        | 294,711        |               |               |               |               |
| <b>Domestic Gas</b>                   | 91,121         | 100,382        | 96,519         | 94,580         | 107,248        | 113,553        | 109,391        | 112,991        |               |               |               |               |
| <b>Non-Domestic Gas</b>               | 3,370          | 4,584          | 4,520          | 3,419          | 3,973          | 6,470          | 7,068          | 7,419          |               |               |               |               |
| <b>Total Gas</b>                      | 94,491         | 104,966        | 101,039        | 97,999         | 111,221        | 120,023        | 116,459        | 120,410        |               |               |               |               |
|                                       | <b>Jan-20</b>  | <b>Feb-20</b>  | <b>Mar-20</b>  | <b>Apr-20</b>  | <b>May-20</b>  | <b>Jun-20</b>  | <b>Jul-20</b>  | <b>Aug-20</b>  | <b>Sep-20</b> | <b>Oct-20</b> | <b>Nov-20</b> | <b>Dec-20</b> |
| <b>Domestic Electricity</b>           | 244,773        | 230,994        | 246,436        | 253,880        | 256,360        | 251,809        | 251,508        | 254,111        | 246,580       | 243,152       | 241,980       | 236,289       |
| <b>Non-Domestic Electricity</b>       | 33,290         | 29,423         | 30,424         | 35,061         | 36,522         | 37,720         | 44,866         | 41,720         | 39,222        | 41,856        | 40,447        | 40,418        |
| <b>Total Electricity</b>              | 278,063        | 260,417        | 276,860        | 288,941        | 292,882        | 289,529        | 296,374        | 295,831        | 285,802       | 285,008       | 282,427       | 276,707       |
| <b>Domestic Gas</b>                   | 94,580         | 89,432         | 94,044         | 107,248        | 108,728        | 111,877        | 113,553        | 110,974        | 111,160       | 109,391       | 109,446       | 110,681       |
| <b>Non-Domestic Gas</b>               | 3,419          | 3,509          | 3,583          | 3,973          | 4,847          | 4,971          | 6,470          | 6,465          | 6,948         | 7,068         | 6,643         | 8,003         |
| <b>Total Gas</b>                      | 97,999         | 92,941         | 97,627         | 111,221        | 113,575        | 116,848        | 120,023        | 117,439        | 118,108       | 116,459       | 116,089       | 118,684       |

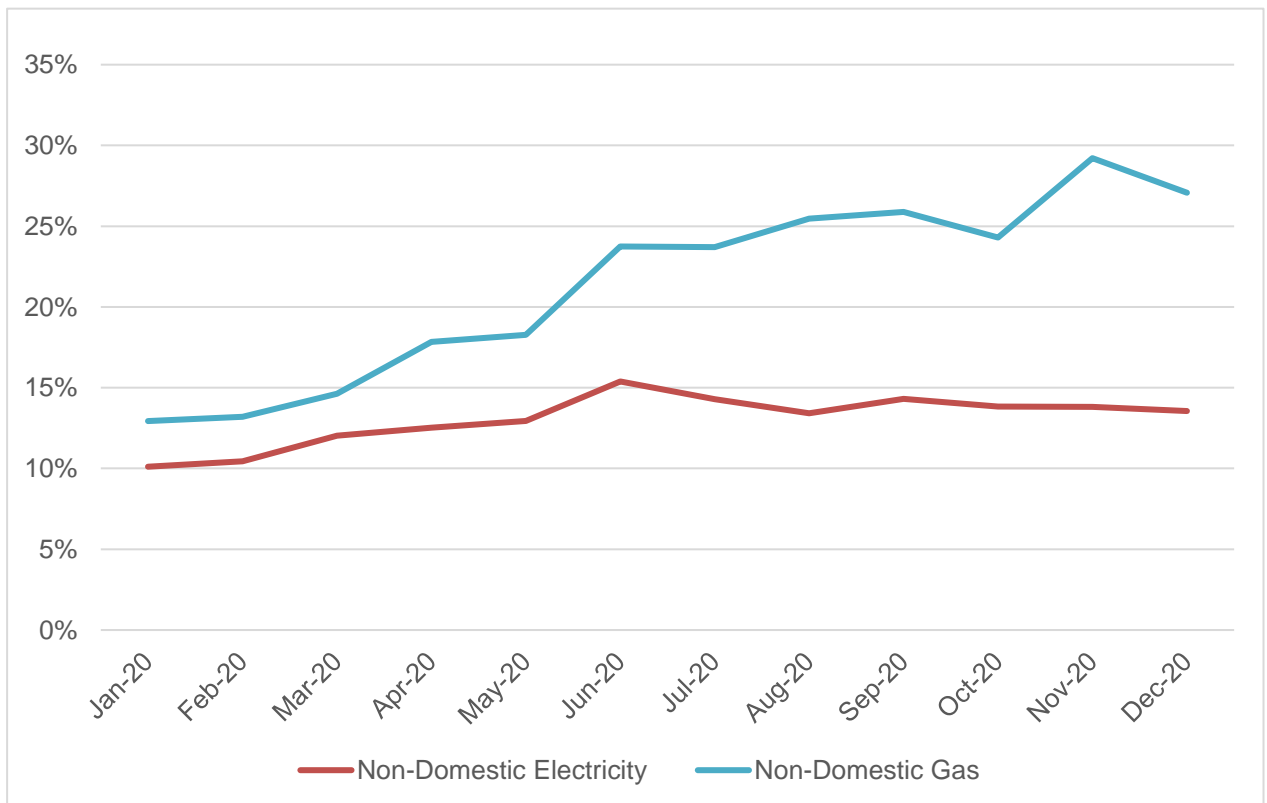
**Table 1: Number of Customers in Arrears**

| <b>Percentage of Customers in Arrears</b> |                |                |                |                |                |                |                |                |               |               |               |               |
|---|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|---------------|---------------|---------------|---------------|
|   | <b>Q1 2019</b> | <b>Q2 2019</b> | <b>Q3 2019</b> | <b>Q4 2019</b> | <b>Q1 2020</b> | <b>Q2 2020</b> | <b>Q3 2020</b> | <b>Q4 2020</b> |               |               |               |               |
| <b>Domestic Electricity</b>               | 11%            | 12%            | 11%            | 12%            | 12%            | 12%            | 11%            | 12%            |               |               |               |               |
| <b>Non-Domestic Electricity</b>           | 11%            | 11%            | 11%            | 11%            | 12%            | 15%            | 14%            | 14%            |               |               |               |               |
| <b>Total Electricity</b>                  | 11%            | 12%            | 11%            | 12%            | 12%            | 12%            | 12%            | 12%            |               |               |               |               |
| <b>Domestic Gas</b>                       | 14%            | 15%            | 14%            | 14%            | 16%            | 17%            | 16%            | 16%            |               |               |               |               |
| <b>Non-Domestic Gas</b>                   | 13%            | 17%            | 17%            | 13%            | 15%            | 24%            | 26%            | 27%            |               |               |               |               |
| <b>Total Gas</b>                          | 14%            | 15%            | 14%            | 14%            | 16%            | 17%            | 16%            | 17%            |               |               |               |               |
|   | <b>Jan-20</b>  | <b>Feb-20</b>  | <b>Mar-20</b>  | <b>Apr-20</b>  | <b>May-20</b>  | <b>Jun-20</b>  | <b>Jul-20</b>  | <b>Aug-20</b>  | <b>Sep-20</b> | <b>Oct-20</b> | <b>Nov-20</b> | <b>Dec-20</b> |
| <b>Domestic Electricity</b>               | 11%            | 12%            | 12%            | 12%            | 12%            | 12%            | 12%            | 12%            | 11%           | 11%           | 11%           | 12%           |
| <b>Non-Domestic Electricity</b>           | 10%            | 10%            | 12%            | 13%            | 13%            | 15%            | 14%            | 13%            | 14%           | 14%           | 14%           | 14%           |
| <b>Total Electricity</b>                  | 11%            | 12%            | 12%            | 12%            | 12%            | 12%            | 12%            | 12%            | 12%           | 12%           | 11%           | 12%           |
| <b>Domestic Gas</b>                       | 13%            | 14%            | 16%            | 16%            | 16%            | 17%            | 16%            | 16%            | 16%           | 16%           | 16%           | 16%           |
| <b>Non-Domestic Gas</b>                   | 13%            | 13%            | 15%            | 18%            | 18%            | 24%            | 24%            | 25%            | 26%           | 24%           | 29%           | 27%           |
| <b>Total Gas</b>                          | 13%            | 14%            | 16%            | 16%            | 17%            | 17%            | 17%            | 17%            | 16%           | 16%           | 17%           | 17%           |

**Table 2: Percentage of Customers in Arrears**



**Figure 1: Percentage of Domestic Customers in Arrears**



**Figure 2: Percentage of Non-Domestic Customers in Arrears**

## Non-Payment of Account Disconnections

Table 3 below shows the number of disconnections carried out due to non-payment of account (NPA) for the period January to December 2020.

| Month          | Domestic Electricity | Non-Domestic Electricity | Domestic Gas | Non-Domestic Gas |
|----------------|----------------------|--------------------------|--------------|------------------|
| January 2020   | 234                  | 117                      | 93           | 18               |
| February 2020  | 209                  | 85                       | 82           | 25               |
| March 2020     | 115                  | 54                       | 58           | 25               |
| April 2020     | 0                    | 0                        | 0            | 0                |
| May 2020       | 0                    | 0                        | 0            | 0                |
| June 2020      | 0                    | 1                        | 0            | 1                |
| July 2020      | 24                   | 11                       | 3            | 2                |
| August 2020    | 140                  | 25                       | 58           | 3                |
| September 2020 | 165                  | 45                       | 53           | 9                |
| October 2020   | 102                  | 30                       | 91           | 8                |
| November 2020  | 2                    | 7                        | 0            | 2                |
| December 2020  | 0                    | 7                        | 0            | 3                |

**Table 3: Number of Non-Payment of Account Disconnections**