



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

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Covid-19: Arrears and NPA Disconnections April 2021 Update

Information Paper

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CRU Mission Statement

The CRU's mission is to protect the public interest in Water, Energy and Energy Safety. The CRU is guided by four strategic priorities that sit alongside the core activities we undertake to deliver on the public interest. These are:

- Deliver sustainable low-carbon solutions with well-regulated markets and networks.
- Ensure compliance and accountability through best regulatory practice.
- Develop effective communications to support customers and the regulatory process.
- Foster and maintain a high-performance culture and organisation to achieve our vision.

Objectives of Information Paper

In the context of the Covid-19 pandemic, the CRU is publishing frequent updates on arrears and non-payment of account disconnections.

In this context, the purpose of this information paper is to provide consumers, industry, and other interested stakeholders with relevant information on trends in the number and percentage of customers in arrears and the number of disconnections carried out due to non-payment of account.

Arrears

Tables 1 and 2 below show the number and the percentage of customers that were in arrears at the end of each quarter for the period Q1 2019 – Q1 2021 and at the end of each month for the period January 2020 – April 2021.

Trends in 2021

Domestic customers

- Increase in the number of **electricity customers** in arrears between January – March and remained broadly stable in April.
- Increase in the number of **gas customers** in arrears between January – February and remained broadly stable in April.
- Even though the number of electricity and gas customers in arrears has remained broadly stable in April, the CRU is aware that the value of arrears is higher in both electricity and gas, and customers are staying in arrears for longer periods.

Non-domestic customers

- The number of **electricity and gas customers** in arrears has remained broadly stable between January - April.
- In terms of the value of arrears, the situation is similar to the domestic segments with the value being higher, particularly when compared to last year.

Number of Customers in Arrears

	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Domestic Electricity	238,902	251,543	239,391	244,773	253,880	251,508	243,152	255,058	255,237
Non-Domestic Electricity	32,198	32,094	31,776	33,290	35,061	44,866	41,856	39,653	39,347
Total Electricity	271,100	283,637	271,167	278,063	288,941	296,374	285,008	294,711	294,584
Domestic Gas	91,121	100,382	96,519	94,580	107,248	113,553	109,391	112,991	118,062
Non-Domestic Gas	3,370	4,584	4,520	3,419	3,973	6,470	7,068	7,419	7,152
Total Gas	94,491	104,966	101,039	97,999	111,221	120,023	116,459	120,410	125,214

	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21
Domestic Electricity	230,994	246,436	253,880	256,360	251,809	251,508	254,111	246,580	243,152	241,980	236,289	255,058	231,657	240,006	255,237	249,880
Non-Domestic Electricity	29,423	30,424	35,061	36,522	37,720	44,866	41,720	39,222	41,856	40,447	40,418	39,653	38,863	40,291	39,347	39,118
Total Electricity	260,417	276,860	288,941	292,882	289,529	296,374	295,831	285,802	285,008	282,427	276,707	294,711	270,520	280,297	294,584	288,998
Domestic Gas	89,432	94,044	107,248	108,728	111,877	113,553	110,974	111,160	109,391	109,446	110,681	112,991	110,286	112,833	118,062	117,354
Non-Domestic Gas	3,509	3,583	3,973	4,847	4,971	6,470	6,465	6,948	7,068	6,643	8,003	7,419	7,859	7,259	7,152	6,910
Total Gas	92,941	97,627	111,221	113,575	116,848	120,023	117,439	118,108	116,459	116,089	118,684	120,410	118,145	120,092	125,214	124,264

Table 1: Number of Customers in Arrears

Percentage of Customers in Arrears

	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Domestic Electricity	11%	12%	11%	12%	12%	12%	11%	12%	12%
Non-Domestic Electricity	11%	11%	11%	11%	12%	15%	14%	14%	13%
Total Electricity	11%	12%	11%	12%	12%	12%	12%	12%	12%
Domestic Gas	14%	15%	14%	14%	16%	17%	16%	16%	17%
Non-Domestic Gas	13%	17%	17%	13%	15%	24%	26%	27%	26%
Total Gas	14%	15%	14%	14%	16%	17%	16%	17%	18%

	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21
Domestic Electricity	11%	12%	12%	12%	12%	12%	12%	12%	11%	11%	11%	12%	11%	11%	12%	12%
Non-Domestic Electricity	10%	10%	12%	13%	13%	15%	14%	13%	14%	14%	14%	14%	13%	14%	13%	13%
Total Electricity	11%	12%	12%	12%	12%	12%	12%	12%	12%	12%	11%	12%	11%	12%	12%	12%
Domestic Gas	13%	14%	16%	16%	16%	17%	16%	16%	16%	16%	16%	16%	16%	16%	17%	17%
Non-Domestic Gas	13%	13%	15%	18%	18%	24%	24%	25%	26%	24%	29%	27%	29%	26%	26%	25%
Total Gas	13%	14%	16%	16%	17%	17%	17%	17%	16%	16%	17%	17%	17%	17%	18%	17%

Table 2: Percentage of Customers in Arrears

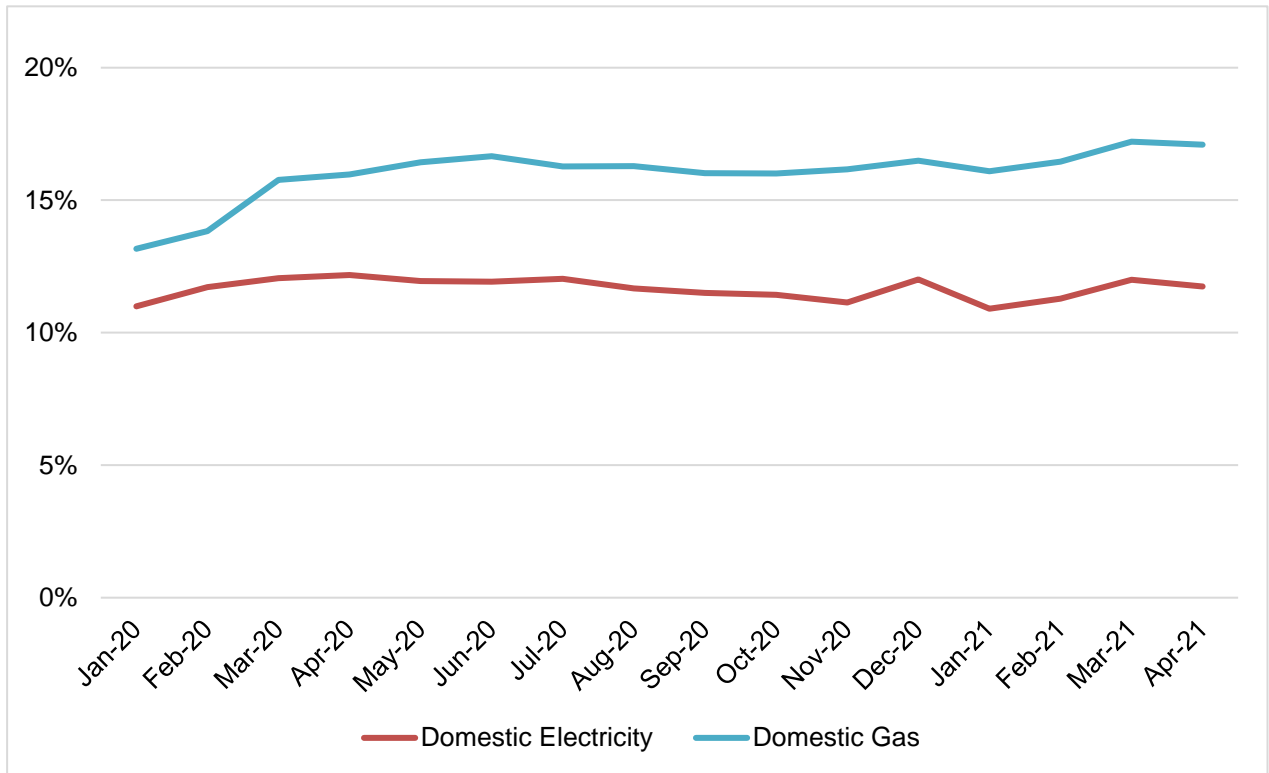


Figure 1: Percentage of Domestic Customers in Arrears

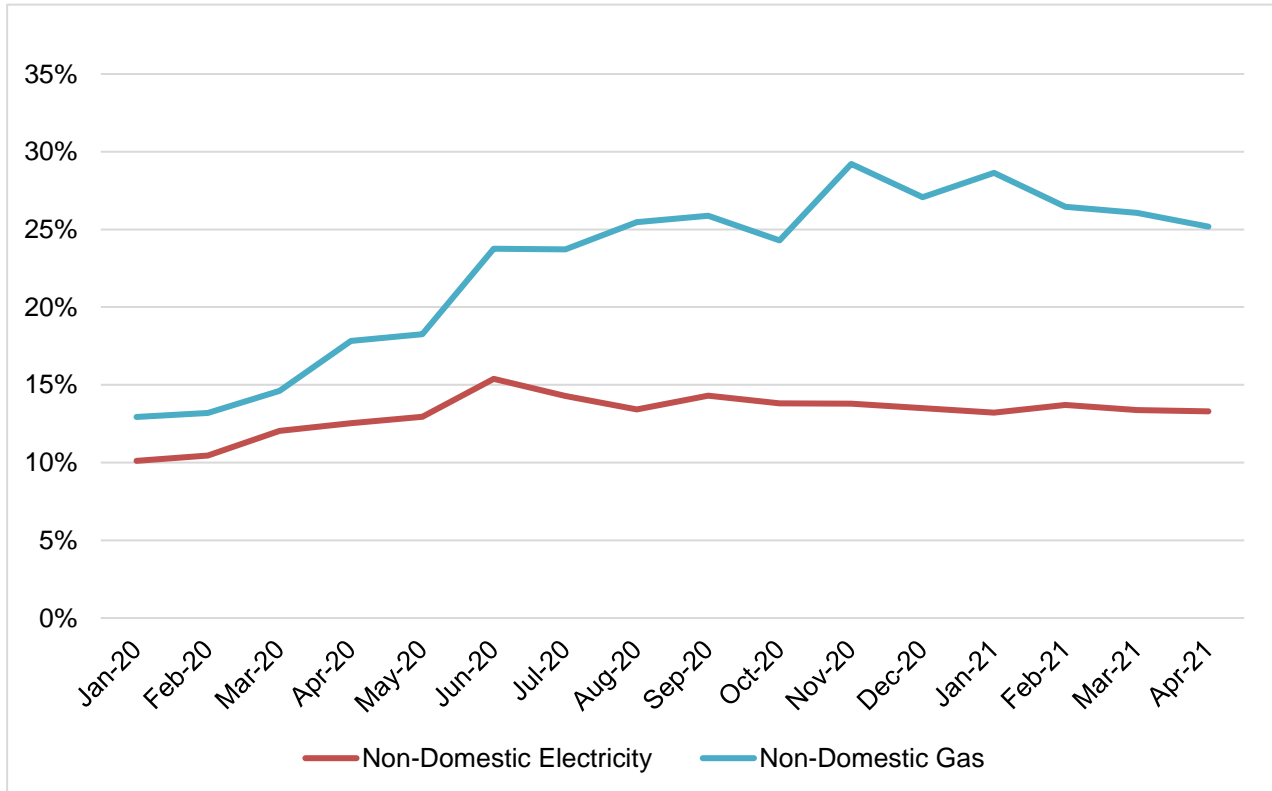


Figure 2: Percentage of Non-Domestic Customers in Arrears

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 2020 to April 2021. The table also shows the total number of NPA disconnections for the years 2018, 2019, 2020.

Month	Domestic Electricity	Non-Domestic Electricity	Domestic Gas	Non-Domestic Gas
2018	3,802	1,027	1,537	193
2019	4,113	895	2,263	161
2020	991	383	438	96
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
January 2021	0	10	0	0
February 2021	0	4	0	2
March 2021	0	16	0	8
April 2021	0	10	0	4

Table 3: Number of Non-Payment of Account Disconnections