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## ADE Consumer Agreement Monitoring

In May 2020 several heat network suppliers signed an Agreement to ensure that heat network customers were protected and supported during the Covid-19 pandemic.

A one-off qualitative assessment has been completed by signatories to demonstrate the additional support they are providing their customers during this time. These assessments are published on the ADE's website<sup>1</sup>.

In addition, monthly data on debt, disconnections and financial support provided are collected, aggregated and published by Heat Trust every three months. The intention is that this will provide transparency on signatories' adherence with the Agreement. The data will largely be displayed as a percentage of all customers covered by the Agreement.

Figures for the period January to March 2021 are presented below. Data for previous reporting periods can also be found on the ADE's website.

### January to March 2021 aggregated quantitative data

One supplier failed to provide any data by the agreed deadline and has therefore been excluded from this report. This is reportedly due to IT issues.

Submissions included in this report cover 65,181 customers. Of these, 93% were credit meter customers and 7% were pre-payment customers.

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<sup>1</sup> <https://www.theade.co.uk/news/policy-and-regulation/hn-agreement>



### Customers in debt

On average the number of customers with 60-day debt has decreased by 0.9% since the same time last year<sup>2</sup>.

The percentage of customers with outstanding payments, continues to slightly decrease, albeit with a rise in February.

	January	February	March
<b>Percentage of all customers with payments more than 30 days outstanding</b>	35.45%	44.60%	39.91%
<b>Percentage of all customers with payments more than 60 days outstanding</b>	33.92%	42.88%	38.48%

These numbers have fluctuated over the last nine months, despite the increase in numbers of customers included in the monitoring, see Figure 1.

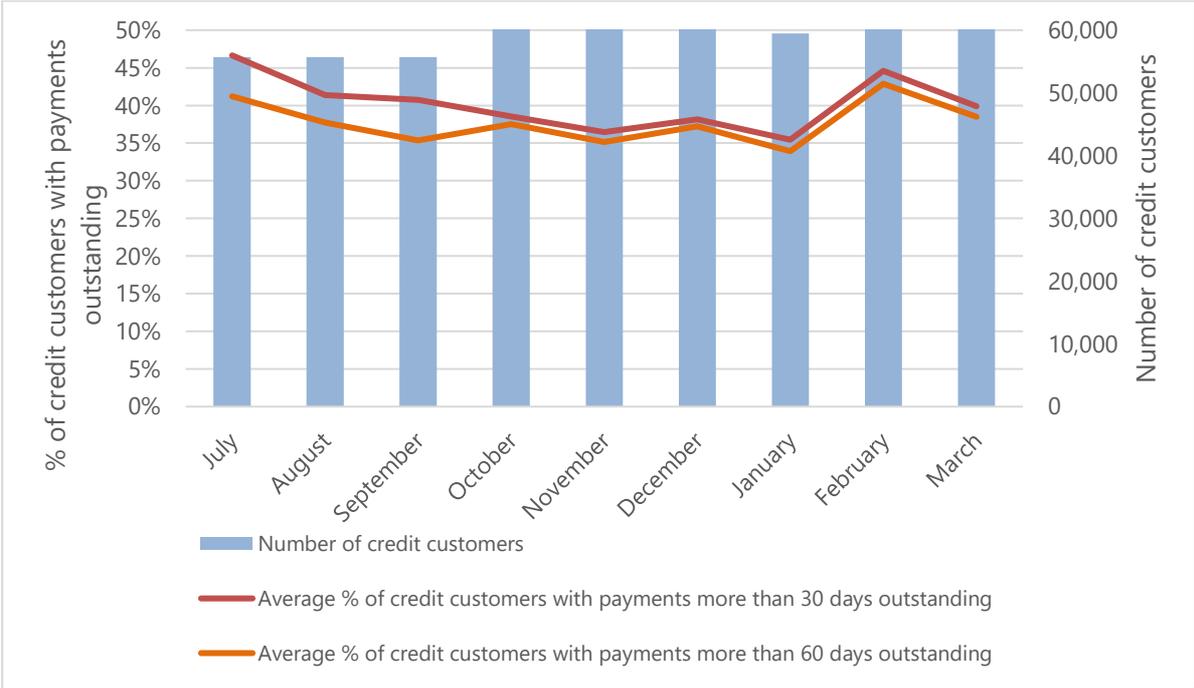


Figure 1 Graph showing percentage of customers with payments outstanding over the last 9 months

<sup>2</sup> Calculated by weighted average of the spread of customers across suppliers using the mid-way point of the categories; "Increase - More than 10%", "Increase - 5-10%", "Increase - 0-5%", "No change", "Decrease".



## Disconnections

Some customers were disconnected from supply in January, February and March, see table below.

For 90% of the disconnections the reason given was "habitual non-payer". "Property vacant with no customers occupying the property" was the cause for 5% of disconnections, and "Property occupied but no heat supply agreement signed" was the cause of 5% of disconnections.

	January	February	March
<b>Percentage of customers disconnected from credit meters</b>	0.06%	0.18%	0.25%
<b>Number of customers disconnected from credit meters</b>	36	110	155
<b>Percentage of these disconnections reconnected within 24 hours</b>	85.48%	86.33%	84.18%
<b>Number of customers who were disconnected and reconnected within 24 hours</b>	31	95	130
<b>Average length of disconnection for customers who have been reconnected (in hours)</b>	19	211.5	32
<b>Percentage of customers disconnected in this month who are not yet reconnected</b>	17%	5%	6%
<b>Numbers of customers disconnected in this month and not yet reconnected</b>	6	6	10

*This does not include disconnections for safety or theft.*



## Financial support

A lower proportion of prepayment customers were provided with discretionary credit compared to the last two reporting periods. Furthermore, no prepayment customers were moved to a credit meter as a way to minimise the risk of disconnection.

	January	February	March
<b>Percentage of pre-payment customers provided with discretionary credit</b>	0.38%	0.18%	0.37%
<b>Percentage of pre-payment customers moved to a credit meter as a way to minimise risk of disconnection</b>	0.00%	0.00%	0.00%

*Number of discretionary credits provided is defined as total number of one-off payments to be later recovered from customers through instalments.*

*One respondent did note they were unable to provide the data on pre-payment customers moved to credit.*

## Future Reports

The next report covering the months of April, May and June 2021 will be published in July.

