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## HeatNIC Customer Agreement Monitoring Data

The Heat Networks Industry Council (HeatNIC) brings together leaders of the heat network industry to support Government in achieving its vision of achieving a sustainable industry. In May 2020 several members of HeatNIC signed an Agreement to ensure that heat network customers were protected and supported during the Covid-19 pandemic.

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

In addition, monthly data on debt, disconnections and financial support provided will be collected, aggregated and published by Heat Trust every three months. We intend 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 July to September 2020 are presented below.

### July to September aggregated quantitative data

One supplier failed to provide any data by the agreed deadline and has therefore been excluded from this report. Another supplier provided data but without sufficient granularity for us to make our calculations; they have also been excluded from this report.

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



Submissions included in this report cover 61,313 customers. Of these, 83% were credit meter customers and 17% were pre-payment customers.

**Customers in debt**

On average the number of customers with 60-day debt has increased by 5.8% since the same time last year<sup>2</sup>.

The percentage of customers with outstanding payments has however reduced over the three months to September.

	July	August	September
<b>Percentage of all customers with payments more than 30 days outstanding</b>	49.84%	43.79%	43.14%
<b>Percentage of all customers with payments more than 60 days outstanding</b>	44.02%	39.96%	37.45%

*One supplier was unable to submit data from July or August for this submission.*

**Disconnections**

There were no disconnections in July and August. Of those disconnections reported in September, in 100% of cases the reason given was that the customer was a habitual non-payer and 57% were reconnected within 24 hours.

	July	August	September
<b>Percentage of all customers disconnected from credit meters</b>	0.00%	0.00%	0.014%

*This does not include disconnections for safety, theft or vacant properties.*

**Financial support**

A declining proportion of prepayment customers were provided with discretionary credit over the reporting period. An increasing number of prepayment customers were moved to a credit meter over the reporting period as a way to minimise the risk of disconnection, however.

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<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".



	July	August	September
<b>Percentage of pre-payment customers provided with discretionary credit</b>	1.73%	1.36%	0.98%
<b>Percentage of pre-payment customers moved to a credit meter as a way to minimise risk of disconnection</b>	0.12%	0.17%	0.40%

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

## Future Reports

The next report covering the months of October, November and December 2020 will be published on 12<sup>th</sup> February 2021.

