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## ADE Covid Heat Network 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<sup>1</sup>.

Monthly data on debt, disconnections and financial support for those on pre-payment meters provided have been collected, aggregated and published by Heat Trust every three months since July 2020. The data is largely displayed as a percentage of all customers covered by the Agreement.

Figures for the period July to September 2021 are presented below. Data for previous reporting periods can also be found on the ADE's website page hosting the Agreement.

### July to September 2021 aggregated quantitative data

Two suppliers did not provide data within the deadline, but their data has now been included in this report.

Submissions included in this report cover 79,941 customers. Of these, 84% were credit meter customers and 16% were pre-payment customers.

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

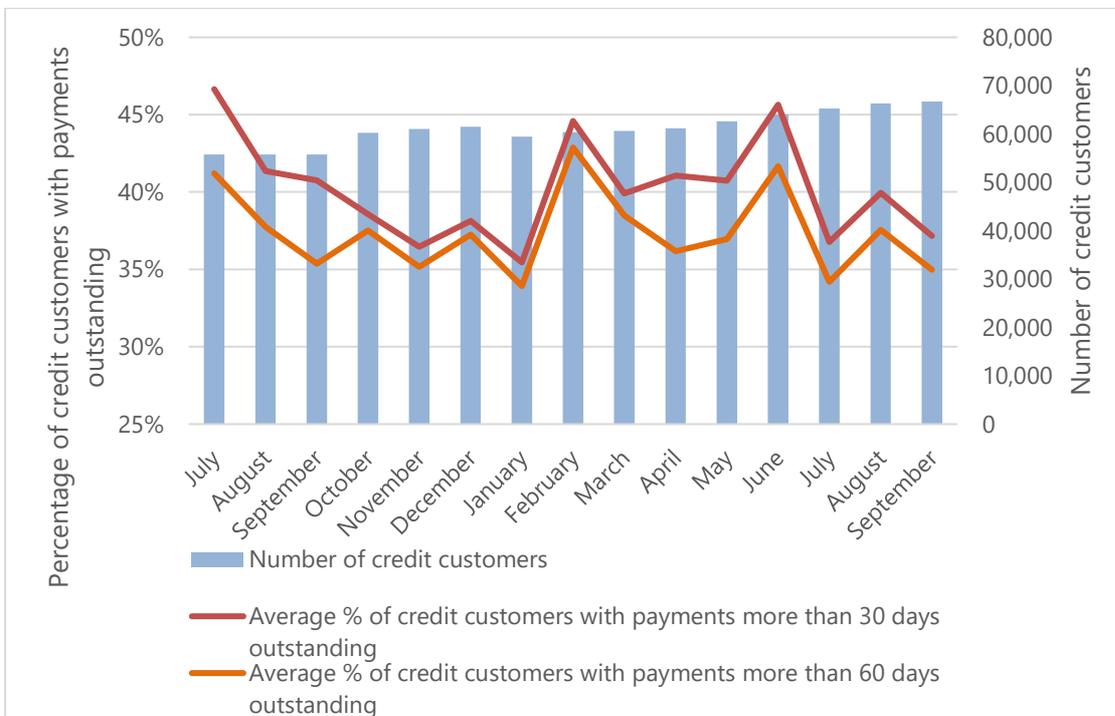


## Customers in debt

The percentage of customers with outstanding payments fell over the summer months, with a slight rise in August.

	July	August	September
<b>Percentage of all customers with payments more than 30 days outstanding</b>	36.77%	39.95%	37.16%
<b>Percentage of all customers with payments more than 60 days outstanding</b>	34.19%	37.56%	34.99%

These numbers have fluctuated over the last year, with increases in February and June, see graph below.



## Disconnections

Some customers were disconnected from supply in July, August and September, see table below.

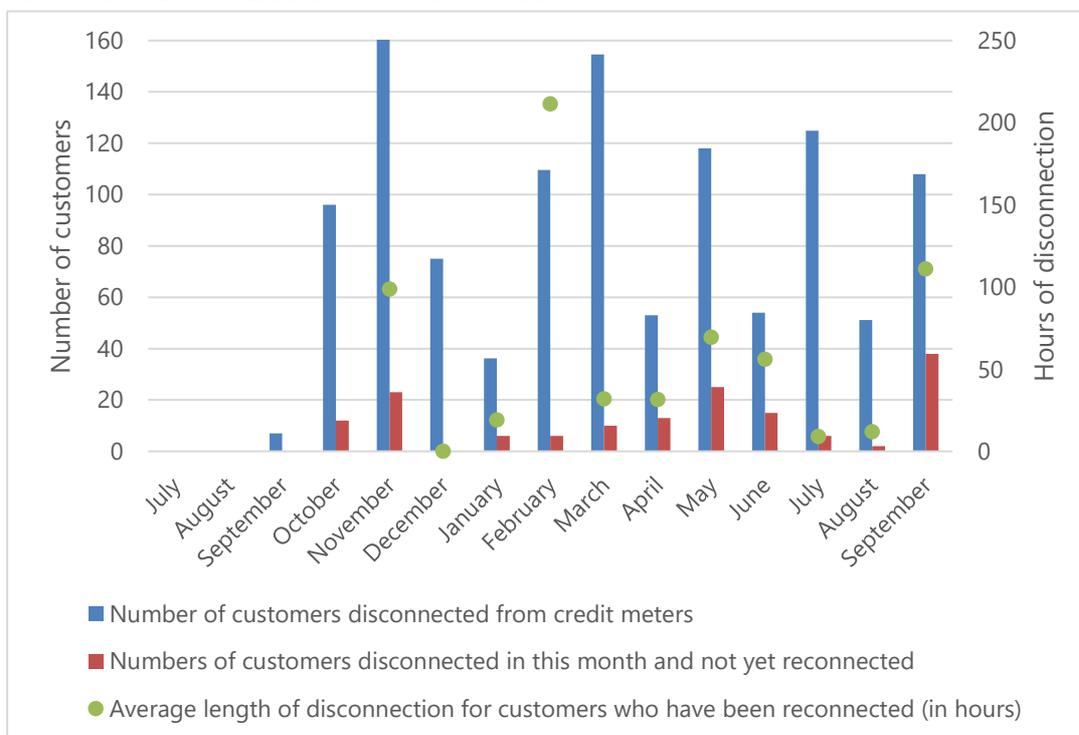
For 98% of the disconnections the reason given was "habitual non-payer". "Non-payment and has moved out" and "overseas investors not in property, not paying bills" accounted for the remaining disconnections.



	July	August	September
<b>Percentage of customers disconnected from credit meters</b>	0.19%	0.08%	0.16%
<b>Number of customers disconnected from credit meters</b>	125	51	108
<b>Percentage of these disconnections reconnected within 24 hours</b>	79.08%	95.12%	39.38%
<b>Number of customers who were disconnected and reconnected within 24 hours</b>	99	49	43
<b>Average length of disconnection for customers who have been reconnected (in hours)</b>	9	12	111
<b>Percentage of customers disconnected in this month who are not yet reconnected</b>	4.80%	3.91%	35.19%
<b>Numbers of customers disconnected in this month and not yet reconnected</b>	6	2	38

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

The number of customers disconnection due to debt over the last year has varied widely, from zero in the first two months, seeming to fluctuate on a bimonthly basis, see the graph below. Both the average length of disconnection and proportion of customers left not yet reconnected increased in the final month.



*Numbers reconnected within the month and length of disconnection weren't recorded in the first quarter.*



## Financial support for Pay As You Go

A slight increase in the proportion of customers paying via pre-payment or Pay As You Go were provided with discretionary credit in the last three months, breaking the downward trend seen in previous reporting periods. However, no pre-payment customers were moved to a credit meter as a way to minimise the risk of disconnection this quarter.

	July	August	September
<b>Percentage of pre-payment customers provided with discretionary credit</b>	0.49%	0.36%	0.57%
<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.*

The support for pre-payment customers through providing discretionary credit, or moving them to credit metering as a way to minimise risk of self-disconnection, had steadily decreased over the last year until the last three months, see the graph below.

