



6th Floor, 10 Dean Farrar Street
Westminster
London
SW1H 0DX

5th February 2021

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 was completed by signatories in September 2020 to demonstrate the additional support they are providing their customers during this time. These assessments are published on the ADE's website¹.

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 October to December 2020 are presented below. Data for previous reporting periods can also be found on the ADE's website.

October to December aggregated quantitative data

Three suppliers failed to provide any data by the agreed deadline and have therefore been excluded from this report.

Submissions included in this report cover 69,075 customers. Of these, 84% were credit meter customers and 16% were pre-payment customers.

¹ <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 increased by 1.8% since the same time last year².

The percentage of customers with outstanding payments, although reduced in November, remained lower than all figures provided in July to September, indicating a possibly overall decrease in debt compared to the last three-month period.

	October	November	December
Percentage of all customers with payments more than 30 days outstanding	40.47%	38.33%	40.04%
Percentage of all customers with payments more than 60 days outstanding	39.06%	36.56%	38.71%

Disconnections

There were disconnections in October, November and December, see table below. The metrics average length of disconnection and numbers not yet reconnected have been added this period.

For 72% of the disconnections the reason given was "habitual non-payer". "Property not occupied" was the cause for 17% of disconnections, and "No Residential Supply Agreement returned, consequently no account set up" was the cause of 11% of disconnections.

	October	November	December
Percentage of all customers disconnected from credit meters	0.27%	0.10%	0.05%
Number of all customers disconnected from credit meters	39	66	12
Percentage of these disconnections reconnected within 24 hours	5.35%	18.23%	0%

² 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".



Number of customers who were disconnected and reconnected within 24 hours	3	9	0
Average length of disconnection for customers who have been reconnected (in hours)	253.2	98.7	Data not provided
Percentage of customers disconnected in this month who are not yet reconnected	31%	35%	0
Numbers of customers disconnected in this month and not yet reconnected	12	23	0

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

Financial support

A lower proportion of prepayment customers were provided with discretionary credit compared to the last reporting period. Furthermore, fewer prepayment customers were moved to a credit meter as a way to minimise the risk of disconnection, compared to the last reporting period.

	October	November	December
Percentage of pre-payment customers provided with discretionary credit	0.54%	0.50%	0.54%
Percentage of pre-payment customers moved to a credit meter as a way to minimise risk of disconnection	0.23%	0.00%	0.02%

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 January, February and March 2021 will be published in April.

