

## Market coverage

Launched in November 2015  
with 34 registered heat networks  
across 3 heat suppliers, covering  
**15k consumers**

September 2023:  
116 registered heat networks across  
24 heat suppliers, protecting  
**>75k consumers**

## Vulnerability, debt and disconnections



**9%** of domestic consumers were on a Priority Services Register in 2023 (8% in 2022): a doubling from 4% in 2021.

**<8%** of domestic consumers used a 'pay as you go' or pre-payment meter (PPM).

**<20%** of consumers throughout the period were in heat debt by more than 2 months.

**55%** of consumers in more than 2 months' debt were on a repayment plan at the end of the 2022/23 heating season (up from 36% in 2021/22 and 10% in 2020/21).

**<1%** of consumers per year were disconnected due to debt. Far more of these disconnections took place outside the heating season than within it. The rate of disconnections outstripped reconnections when debt was cleared.

## Supply outages

**4** unplanned supply outages per year were experienced by consumers on average, each lasting an average of 5-6 hours. Individual heat network performance ranged from 0 to 19 unplanned outages per year. Pump/pressurisation unit failure continued to be the consistent top cause.

**£361k** (in 2023) and **£73k** (in 2022) was paid in total outage compensation by heat suppliers to consumers. These totals reflect variation in outage duration and numbers of consumers affected. The duration of most unplanned outages was under the threshold for triggering compensation.

## Complaints

**4.4%**



of consumers in 2023 (3.2% in 2022) raised a complaint with their heat supplier - a decrease from 7.4% in 2021. 70-80% of complaints were resolved by heat suppliers within 8 weeks.

**153**

complaints in 2023, and 88 complaints in 2022, were accepted for investigation by the Energy Ombudsman. This compares with 125 complaints in 2021.

**81%**

of complaints investigated by the ombudsman in 2023 were upheld in consumers' favour (75% in 2022 and compared with 78% in 2021). The average remedy payment awarded by the ombudsman was £142 in 2023 and £90 in 2022, compared with £120 in 2021.

Billing and customer service / technical issues (including outages) remained consistent top causes of complaints to both heat suppliers and the ombudsman.