Infographic: 2025 at a glance

Market coverage

Launched in November 2015
with 3 Registered Participants covering
15k consumers

As of September 2025:
there are 29 Registered Participants covering
94k consumers

Vulnerability, debt and disconnections

11.7% of domestic consumers were on a Priority Services Register as of September 2025.

8.3% of domestic consumers used a 'pay as you go' or pre-payment meter (PPM).

26% of consumers throughout the period were in heat debt by more than two months.

10% of consumers in more than two months' debt were on a repayment plan at the end of the 2024/25 heating season.

0.7% of customers experienced supply disconnections in the year to September 2025.

0.5% of customers experienced a resumption of supply in the same period.

Supply outages

4.6 An average of 4.6 unplanned supply outages were experienced by consumers in the year to September 2025, lasting a total of 31:14 hours. Individual heat network performance ranged from 0 to 35.8 unplanned outages per year. Unlike in previous years, Building Management System (BMS) or control failures were the top cause of unplanned interruptions.

£59,810 (in 2025) and
£295,955 (in 2024)
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

85%

In the year to September 2025, an average of 85% of complaints were resolved by heat suppliers within 8 weeks.

146 complaints in 2025 were accepted for investigation by the Energy Ombudsman. This compares with 130 complaints in 2024 and 153 complaints in 2023.

3,557 complaints were reported by heat suppliers during October 2024 to September 2025.

2.5 This represented an average of 2.5 complaints per 100 customers for the six months to March 2025, and

1.4 complaints per 100 customers for the six months to September 2025