Economic Regulation Authority

Notice

3 November 2026

Energy licensees – Annual data

Energy retailer and distributor data 2014 to 2026

The Economic Regulation Authority has updated its energy retailer and distributor dashboards with annual performance data for 2025/26 and released four mini-reports that present key findings from the dataset in an accessible format.

Each financial year, electricity and gas licensees that supply small use customers provide data to the ERA on topics including bill debt, payment plans, disconnections, financial hardship, reliability, complaints and call centre performance. The ERA publishes two dashboards that visualise the data and make it more interactive - users can filter by year, energy type and licensee to produce graphics with data from 2014 to 2026.

The retailer dashboard presents data on bill debt, payment plans, disconnections, financial hardship, complaints and call centre performance.

The distributor dashboard presents data on connections, outages, reliability, streetlight faults, complaints, compensation payments and call centre performance.

The ERA has also developed four mini-reports that provide observations on trends in the data as well as simple explanations of energy sector concepts and definitions.

The four reports focus on:

- Energy overview
- Debt and disconnections
- Customer complaints, compensation and calls
- Electricity delivery reliability

The energy retailers and distributors data is also available in two Excel workbooks on the ERA's website. The workbooks compile data received from licensees each financial year since 2014.

Further information

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