



# Notice

5 December 2025

## Energy licensees – Annual data

### Publication of summary reports

The Economic Regulation Authority has published four mini-reports to summarise data from energy licensees for 2024/25.

Each 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.

This year, we have published this data in a new, shorter report format to enhance accessibility and provide greater value to stakeholders. The four mini-reports provide observations on trends 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

More than 10 years of data collected by the ERA can be accessed through the [energy retailer and distributor dashboards](#), which were updated in October 2025. The complete 2024/25 energy retailer and distributor data is also available on the ERA's [website](#) in two Excel workbooks.

### Further information

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