













24. In January to March 2022, the average arrears for those not yet repaying a debt was £855 on gas bills and £896 on electricity bills. Customers in 'arrears' are customers who have bills which remain outstanding for longer than 91 days or 13 weeks after they are issued, and who have not yet set up a debt repayment arrangement.

**Bad debt:**

25. The eight largest suppliers were forecasting a central scenario in which bad debt reached approximately £1.3 billion over the course of 2022-23. These forecasts were submitted to Ofgem before the Government's package of further support for consumers with their energy bills was announced on 26 May. As a result, it is likely that this forecast is an overestimate of the actual level of bad debt that will arise this year.

26. This compares to approximately £522 million over the course of 2021-22, and approximately £585 million over the course of 2020-21.

**Covid-19 temporary reporting derogations:**

27. In response to the Covid-19 pandemic, Ofgem issued a COVID-19 Monitoring Request for Information (RFI) to suppliers in March 2020 and asked that they prioritise this RFI.

28. To reduce the additional burden this places on suppliers, we pushed back all deadlines to submit Q1 2020 quarterly and monthly reports for: Complaints, Social Obligations Reporting, and Guaranteed Standards of Performance.

29. In an open letter on 16 June 2020, we confirmed that responses to these three regulatory reporting requirements had to be submitted by the end of July 2020.