

## Ofgem indicators publication timetable July - September 2021

*Updated 28/06/2021*

Ofgem is a leading provider of independent, impartial and authoritative data on the energy market and its performance for consumers.

We regularly publish and update data on how the retail and wholesale markets are working on our [Data Portal](#).

Ofgem's energy indicators publication timetable for 01 July 2021 – 30 September 2021 is provided below.

- Going forward, the timetable will be updated quarterly, or more frequently if publication dates need to be revised.
- The next scheduled timetable update will be on 30 September and will cover 01 October 2021 – 31 December 2021.
- The timetable may be amended to include new charts or remove those that are no longer being produced.

All indicators will be published on the [Data Portal](#) on the Ofgem website by 10:30am on the day of the release.

For further enquiries please email [chief.economist@ofgem.gov.uk](mailto:chief.economist@ofgem.gov.uk).

## July 2021

| Publication date        | Indicator (update frequency)  |
|-------------------------|---|
| 09/07/2021              | <b>Wholesale Market Indicators (monthly)</b><br>1) <a href="#">Gas prices - day ahead contracts</a><br>2) <a href="#">Electricity prices - day ahead baseload contracts</a><br>3) <a href="#">Wholesale energy forward contracts price trend</a>  |
| 29/07/2021 <sup>1</sup> | <b>Wholesale Market Indicators (monthly)</b><br>1) <a href="#">Gas prices - day ahead contracts</a><br>2) <a href="#">Electricity prices - day ahead baseload contracts</a><br>3) <a href="#">Wholesale energy forward contracts price trend</a>  |
| 29/07/2021              | <b>Retail Market Indicators (monthly)</b><br>1) <a href="#">Comparison of retail prices (SVT and cheapest tariff)</a><br>2) <a href="#">Cheapest tariffs by payment method</a><br>3) <a href="#">Number of customers switching by fuel type</a><br>4) <a href="#">Prepayment price cap and prices since January 2016 (GB)</a>   |
| 29/07/2021              | <b>Retail Market Indicators<sup>2</sup> (quarterly)</b><br>1) <a href="#">Number of active suppliers by fuel type</a><br>2) <a href="#">Supplier entries and exits in the domestic energy retail market (GB)</a><br>3) <a href="#">Gas supply market shares</a><br>4) <a href="#">Electricity supply market shares</a><br>5) <a href="#">Average SVT and cheapest tariff prices by supplier</a> |
| 29/07/2021              | <b>Retail Market Indicators (bi-annual)</b><br>1) <a href="#">Number of domestic electricity customer accounts by supplier (excluding pre-payment customers): Standard variable, fixed and other tariffs (GB)</a><br>2) <a href="#">Number of domestic gas customer accounts by supplier (excluding pre-payment customers): Standard variable, fixed and other tariffs (GB)</a>                 |

<sup>1</sup> The monthly wholesale indicators are being published twice in July 2021. This is because future updates of these indicators will occur at the end of the month rather than the beginning.

<sup>2</sup> Due to the current lack of available data on internal switching, we have paused the publication of this indicator 'Large suppliers: Internal and external switching rate by fuel type (GB)'. We intend to resume it as soon as possible and apologise for any inconvenience this may cause.

| Publication date | Indicator (update frequency)   |
|------------------|--|
| 29/07/2021       | <p><b>Wholesale Market Indicators (quarterly)</b></p> <ol style="list-style-type: none"> <li>1) <a href="#">Electricity generation mix by quarter and fuel source (GB)</a></li> <li>2) <a href="#">Gas bid-offer spreads by contract type (GB)</a></li> <li>3) <a href="#">Electricity bid-offer spreads by contract type (GB)</a></li> <li>4) <a href="#">Gas trading volumes and monthly churn ratio by platform (GB)</a></li> <li>5) <a href="#">Electricity trading volumes and churn ratio by month and platform (GB)</a></li> <li>6) <a href="#">Spark and dark spreads (GB)</a></li> <li>7) <a href="#">Gas summer-winter spreads at the National Balancing Point (GB)</a></li> <li>8) <a href="#">Price volatility of gas and electricity by month: Day-ahead contracts (GB)</a></li> <li>9) <a href="#">Gas demand and supply source by month (GB)</a></li> </ol> |

### August 2021<sup>3</sup>

| Publication date | Indicator (update frequency)  |
|------------------|---|
| 26/08/2021       | <p><b>Retail Market Indicators (monthly)</b></p> <ol style="list-style-type: none"> <li>1) <a href="#">Comparison of retail prices (SVT and cheapest tariff)</a></li> <li>2) <a href="#">Cheapest tariffs by payment method</a></li> <li>3) <a href="#">Number of customers switching by fuel type</a></li> <li>4) <a href="#">Prepayment price cap and prices since January 2016 (GB)</a></li> </ol>   |
| 26/08/2021       | <p><b>Complaints (quarterly)</b></p> <ol style="list-style-type: none"> <li>1) <a href="#">Complaints received by all suppliers per 100,000 customer accounts (GB)</a></li> <li>2) <a href="#">Complaints received by large suppliers per 100,000 customer accounts</a></li> <li>3) <a href="#">Complaints received by medium-sized suppliers per 100,000 customer accounts</a></li> <li>4) <a href="#">Complaints received by small-sized suppliers per 10,000 customer accounts (A-E)</a></li> <li>5) <a href="#">Complaints received by small-sized suppliers per 10,000 customer accounts (F-H)</a></li> <li>6) <a href="#">Complaints received by small-sized suppliers per 10,000 customer accounts (I-R)</a></li> <li>7) <a href="#">Complaints received by small-sized suppliers per 10,000 customer accounts (S-Z)</a></li> <li>8) <a href="#">Complaints resolved by large suppliers by end of next working day (%)</a></li> <li>9) <a href="#">Complaints resolved by large suppliers within eight weeks (%)</a></li> <li>10) <a href="#">Complaints resolved by medium-sized suppliers by end of next working day (%)</a></li> <li>11) <a href="#">Complaints resolved by medium-sized suppliers within eight weeks (%)</a></li> <li>12) <a href="#">Complaints resolved by small-sized suppliers by end of next working day (%) (A-E)</a></li> </ol> |

<sup>3</sup> The retail indicators 'breakdown of the prepayment price cap (GBP £)' and 'breakdown of the default tariff price cap (GBP £)' are now published biannually in April and October.

| Publication date | Indicator (update frequency)  |
|------------------|---|
|                  | <p>13) <a href="#">Complaints resolved by small-sized suppliers by end of next working day (%) (F-H)</a></p> <p>14) <a href="#">Complaints resolved by small-sized suppliers by end of next working day (%) (I-R)</a></p> <p>15) <a href="#">Complaints resolved by small-sized suppliers by end of next working day (%) (S-Z)</a></p> <p>16) <a href="#">Complaints resolved by small-sized suppliers within eight weeks (%) (A-E)</a></p> <p>17) <a href="#">Complaints resolved by small-sized suppliers within eight weeks (%) (F-H)</a></p> <p>18) <a href="#">Complaints resolved by small-sized suppliers within eight weeks (%) (I-R)</a></p> <p>19) <a href="#">Complaints resolved by small-sized suppliers within eight weeks (%) (S-Z)</a></p> <p><b>Customer Service Indicators (quarterly)</b></p> <p>1) <a href="#">Customer satisfaction: Overall customer service (GB)</a></p> <p>2) <a href="#">Customer satisfaction: Billing (GB)</a></p> <p>3) <a href="#">Customer satisfaction: Switching process (GB)</a></p> <p>4) <a href="#">Customer satisfaction: Ease of contacting supplier (GB)</a></p> |
| 26/08/2021       | <p><b>Consolidated Segmented Statements<sup>4</sup> (annual)</b></p> <p>1) <a href="#">Generation profits in £ million by supplier</a></p> <p>2) <a href="#">Domestic supply profits in £ million by supplier</a></p> <p>3) <a href="#">Aggregate profits in %: supply segment</a></p> <p>4) <a href="#">Non-domestic supply profits in £ million by supplier</a></p> <p>5) <a href="#">Aggregate profits of the large legacy energy suppliers: Generation and supply</a></p> <p>6) <a href="#">Breakdown of a dual fuel bill</a></p> <p>7) <a href="#">Breakdown of a gas bill</a></p> <p>8) <a href="#">Breakdown of an electricity bill</a></p>  |
| 26/08/2021       | <p><b>Retail Market Indicators (annual)</b></p> <p>1) <a href="#">Pre-tax domestic supply margins of large legacy suppliers, combined gas and electricity</a></p> <p>2) <a href="#">Large legacy suppliers: Domestic dual fuel bill breakdown over time</a></p>   |
| 26/08/2021       | <p><b>Wholesale Market Indicators (annual)</b></p> <p>1) <a href="#">Large suppliers: Electricity generation profitability by technology type</a></p>   |
| 31/08/2021       | <p><b>Wholesale Market Indicators (monthly)</b></p> <p>1) <a href="#">Gas prices - day ahead contracts</a></p> <p>2) <a href="#">Electricity prices - day ahead baseload contracts</a></p> <p>3) <a href="#">Wholesale energy forward contracts price trend</a></p>   |

<sup>4</sup> There may be changes to these indicators due to data availability.

## September 2021

| Publication date | Indicator (update frequency)  |
|------------------|---|
| 30/09/2021       | <b>Wholesale Market Indicators (monthly)</b><br>1) <a href="#">Gas prices - day ahead contracts</a><br>2) <a href="#">Electricity prices - day ahead baseload contracts</a><br>3) <a href="#">Wholesale energy forward contracts price trend</a>  |
| 30/09/2021       | <b>Retail Market Indicators (monthly)</b><br>1) <a href="#">Comparison of retail prices (SVT and cheapest tariff)</a><br>2) <a href="#">Cheapest tariffs by payment method</a><br>3) <a href="#">Number of customers switching by fuel type</a><br>4) <a href="#">Prepayment price cap and prices since January 2016 (GB)</a>   |
| 30/09/2021       | <b>Social Obligations Reporting (quarterly)</b><br>1) <a href="#">Average debt level where there is no arrangement to repay the debt (arrears)</a><br>2) <a href="#">Average level of debt remaining where there is an arrangement to repay the debt</a><br>3) <a href="#">The proportion of customers repaying a debt to their supplier using a PPM (%)</a><br>4) <a href="#">Number of accounts with a consumer repaying an energy debt</a><br>5) <a href="#">Number of accounts in arrears where there is no arrangement to repay the debt</a> |