



Making a positive difference  
for energy consumers



# Supplier Performance Report

1 July 2021 to 31 December 2021



© Crown copyright 2022

The text of this document may be reproduced (excluding logos) under and in accordance with the terms of the [Open Government Licence](#).

Without prejudice to the generality of the terms of the Open Government Licence the material that is reproduced must be acknowledged as Crown copyright and the document title of this document must be specified in that acknowledgement.

Any enquiries related to the text of this publication should be sent to Ofgem at:  
10 South Colonnade, Canary Wharf, London, E14 4PU. Alternatively, please call Ofgem on 0207 901 7000.

This publication is available at [www.ofgem.gov.uk](http://www.ofgem.gov.uk). Any enquiries regarding the use and re-use of this information resource should be sent to: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk)

## Contents

<b>1. Introduction .....</b>	<b>4</b>
What does the Supplier Performance Report show? .....	4
Why are we publishing this data? .....	4
What happens to suppliers featured in the report? .....	5
Which suppliers are included? .....	5
<b>2. Summary.....</b>	<b>6</b>
<b>3. Performance Data .....</b>	<b>8</b>
Submission of Data .....	8
Data Accuracy .....	10
Payments.....	14
Audit.....	18
Biennial Meter Verification .....	19

## 1. Introduction

### What does the Supplier Performance Report show?

- 1.1. The Supplier Performance Report (SPR) shows supplier performance against their obligations on the environmental, energy efficiency and social schemes we administer:
- Energy Company Obligation (ECO)
  - Feed-in Tariffs (FIT)
  - Fuel Mix Disclosure (FMD)
  - Green Gas Levy (GGL)<sup>1</sup>
  - Offtaker of Last Resort (OLR)
  - Renewable Energy Guarantees of Origin/Guarantees of Origin (REGO/GoO)
  - Renewables Obligation (RO)
  - Smart Export Guarantee (SEG)
  - Warm Home Discount (WHD)
- 1.2. The report does not reflect a supplier's customer service, wider environmental performance, or its energy mix. It records the volume of supplier non-compliance incidents on the schemes listed above.
- 1.3. Scheme non-compliance might include things like not meeting a deadline set out in the relevant legislation, or submitting inaccurate data to us.
- 1.4. The data used in this document has been published alongside the report on our website. Additionally, more information about the schemes, and suppliers' obligations can also be found on our website<sup>2</sup>.

### Why are we publishing this data?

- 1.5. We publish this data for transparency of the delivery and administration of government schemes, to ensure they promote consumer interests. It also helps to hold suppliers to

---

<sup>1</sup> The GGL launched on 30 November 2021. However, no supplier deadlines fell within 2021 so GGL won't feature in this report.

<sup>2</sup> [Link to Environmental Programmes pages](https://www.ofgem.gov.uk/environmental-programmes): <<https://www.ofgem.gov.uk/environmental-programmes>>

account for non-compliance on schemes collectively worth more than £8.3 billion a year.

- 1.6. Incidents of non-compliance can increase the costs of delivering and administering the schemes, which can be passed on to consumers through energy bills.
- 1.7. As the administrator, we are committed to ensuring the schemes work as effectively as possible and deliver the intended benefits to consumers, without unnecessary cost.

## What happens to suppliers featured in the report?

- 1.8. We work with the suppliers featured in this report to help them to improve their performance, including improving our guidance where necessary. Serious non-compliances such as failure to make a scheme obligation payment, are referred to our Enforcement team for consideration.
- 1.9. Over time, we will expect suppliers to improve and deliver the schemes more efficiently.
- 1.10. We prefer to help suppliers resolve problems early, rather than let them become bigger problems that might be more expensive and time consuming to fix later. However, if there are repeat occurrences and suppliers do not improve, then we may consider taking stronger action.

## Which suppliers are included?

- 1.11. Suppliers who have had a non-compliance incident recorded between 1 July 2021 and 31 December 2021 are shown in chapter three (**Performance Data**). Please note that in some instances the non-compliance may have occurred sometime before it is added to the SPR database.
- 1.12. Obligations to participate in the schemes are placed on suppliers based on the number of customers they have. The threshold at which suppliers become obligated varies between the schemes, and some schemes (such as the FIT) allow smaller suppliers to participate voluntarily.

## 2. Summary

### Section summary

Overall, 432 incidents<sup>3</sup> were added to the SPR database between 1 July 2021 and 31 December 2021. Of these the most common type were issues on the Central FIT Register (CFR), accounting for 70.1% of the total. Also of note, were issues relating to RO mutualisation (10.4%) and FIT levelisation (8.1%).

- 2.1. As shown in **Table 1** there were a total of 363 administrative incidents (84.0%) and 69 legislative incidents (16.0%) reported within this period.<sup>4</sup> The most common type of non-compliance was administrative issues on the CFR, accounting for 63.7% of the total. Other common issues include administrative issues with RO Mutualisation (7.6%), and legislative issues on the CFR (6.5%).
- 2.2. It should be noted that incidents are not uniformly spread across the year as they are in many cases dependent on when certain compliance activities occur or indeed, when the entries are made on to the SPR database. For this reason, the data for July to December 2021 shown in **Tables 1 and 2** is compared with the equivalent period in 2020.
- 2.3. When comparing these periods there has been an increase in administrative incidents and a fall in legislative incidents. Administrative incidents rose by 80.6% whilst legislative incidents fell by 61.5%.

---

<sup>3</sup> When viewing the published dataset please note that one row in the dataset does not necessarily equal one incident. The number of incidents for each row can be found in column J.

<sup>4</sup> Administrative incidents are those where a supplier has failed to comply with a requirement set by Ofgem, whereas legislative incidents are those where a supplier has failed to comply with a requirement in scheme legislation.

**Table 1: Total non-compliance incidents by type**

Type of incident	Incidents Jul to Dec 2020	Incidents Jul to Dec 2021	Change
Administrative	201	363	+80.6%
Legislative	179	69	-61.5%
<b>Total</b>	<b>380</b>	<b>432</b>	<b>+13.7%</b>

2.4. **Table 2** shows the breakdown of incidents recorded by scheme. This clearly shows FIT incidents continue to be the most common. As mentioned above, a large proportion of these incidents are in relation to issues on the CFR (303 incidents), although also significant are issues with levelisation (35 incidents) and issues with biennial meter verification (21 incidents).

**Table 2: Total non-compliance incidents by scheme**

Scheme	Incidents Jul to Dec 2020	Incidents Jul to Dec 2021	Change
FIT	308	359	+16.6%
RO	68	65	-4.4%
SEG	0	5	N/A
WHD	4	2	-50%
GoO	0	1	N/A
<b>Total</b>	<b>380</b>	<b>432</b>	<b>+13.7%</b>

2.5. On the RO scheme 57 of the 65 incidents recorded related to payment issues. Forty-five of these relate to mutualisation payments and the remaining 12 to the 2020-21 RO compliance round.

## 3. Performance Data

### Section summary

In this chapter we present the supplier non-compliances recorded by us over the period 1 July 2021 to 31 December 2021. The non-compliances are broken down into categories covering the submission of data, data accuracy, payment issues, audit, and biennial meter verification.

- 3.1. The non-compliances in this chapter are broken down into different categories of non-compliance. The visualisations present information on the spread and proportion of incidents for each area as well as the specific type of issue that has occurred.
- 3.2. It should be noted that on each chart, the number of incidents is shown in brackets.
- 3.3. For further information you can refer to the dataset published alongside this report which is the source for all the data presented.

### Submission of Data

- 3.4. To be able to carry out effective administration of the schemes we deliver, it is important that suppliers provide data to Ofgem in line with relevant deadlines. These requirements are defined in legislation and/or published in advance. We publish guidance and ensure suppliers are reminded of their obligations to help minimise levels of non-compliance.
- 3.5. On the RO, scheme suppliers are required to provide Ofgem with estimated electricity supply figures for the preceding obligation period by 1 June, and the final supply figures by 1 July<sup>5</sup>. Failure to submit the information to us by these deadlines results in a non-compliance.

---

<sup>5</sup> [Link to information on RO supplier obligations](https://www.ofgem.gov.uk/publications-and-updates/renewables-obligation-guidance-suppliers): <<https://www.ofgem.gov.uk/publications-and-updates/renewables-obligation-guidance-suppliers>>



- 3.6. As part of the levelisation process<sup>6</sup> on the FIT scheme, suppliers are required to submit data to us, as set out in our Feed-in Tariffs: Guidance for Licenced Electricity Suppliers<sup>7</sup>. Data must be submitted on a quarterly and annual basis in accordance with the published FIT levelisation schedule<sup>8</sup> and failure to meet the relevant deadlines results in a non-compliance being recorded.
- 3.7. Details of data submission non-compliances as recorded on the SPR between July and December 2021 are shown in **Figure 1**.

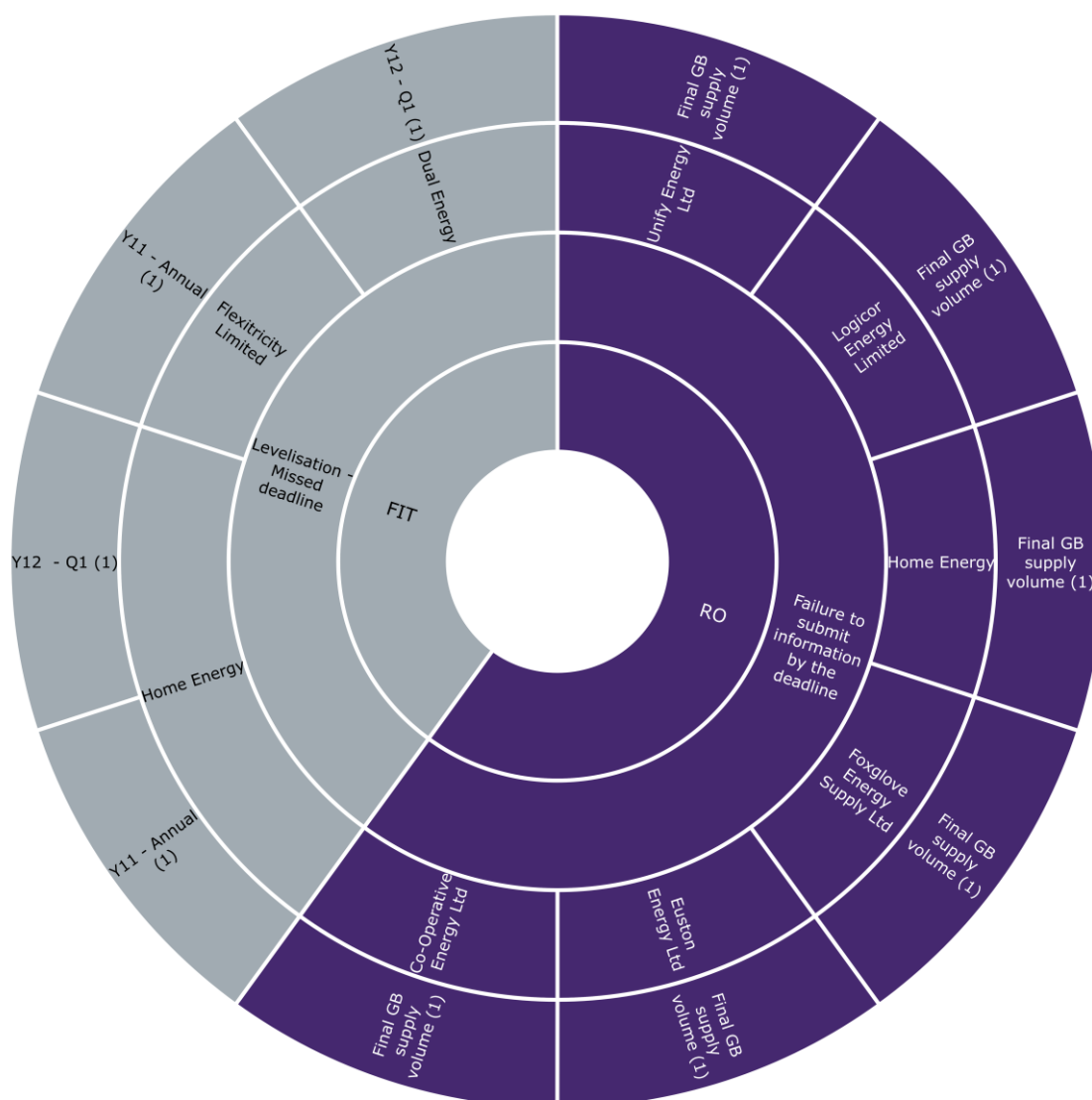
---

<sup>6</sup> [Link to information on FIT levelisation](https://www.ofgem.gov.uk/publications-and-updates/feed-tariff-fit-levelisation-faqs): <<https://www.ofgem.gov.uk/publications-and-updates/feed-tariff-fit-levelisation-faqs>>

<sup>7</sup> [Link to FIT: Guidance for Licenced Electricity Suppliers](https://www.ofgem.gov.uk/publications-and-updates/feed-tariffs-guidance-licensed-electricity-suppliers-version-13): <<https://www.ofgem.gov.uk/publications-and-updates/feed-tariffs-guidance-licensed-electricity-suppliers-version-13>>

<sup>8</sup> [Link to FIT levelisation schedules](https://www.ofgem.gov.uk/environmental-programmes/fit/electricity-suppliers/fit-licensees): <<https://www.ofgem.gov.uk/environmental-programmes/fit/electricity-suppliers/fit-licensees>>

**Figure 1: RO compliance & FIT Levelisation – missed deadlines**



N.B. the number of incidents is shown in brackets.

## Data Accuracy

- 3.8. In addition to data being submitted on time it is also important that the data suppliers use and the data we receive from suppliers is accurate. Inaccurate data can have direct financial consequences on scheme participants, other suppliers and ultimately electricity consumers.
- 3.9. As discussed in 3.6 we require data from suppliers for the purpose of FIT levelisation each quarter and annually. Where the data we receive is misreported, an incident is added to the SPR. All such non-compliances added to the SPR between July and December 2021 are shown in **Figure 2**.

**Figure 2: FIT levelisation – data accuracy**



N.B. the number of incidents is shown in brackets.

- 3.10. As part of our duties under the FIT scheme we are required to manage and maintain the Central FIT Register (CFR) database. This database is used by FIT licensees to record and update details of FIT installations.
- 3.11. Non-compliances occur when there is an error in the details entered by a supplier. Details of these non-compliances added to the SPR between July and December 2021 can be seen in **Figure 3** and these are categorised as follows;
- Administrative error approvals – where we approve amendments made by a licensee which corrects an earlier error not affecting an installation's tariff.

- Administrative error rejections – where a licensee submits an amendment or new registration which we must reject due to an error, which does not affect the installation’s tariff.
- Eligibility error approvals – where we approve amendments made by a licensee which corrects an earlier error which affects an installation’s tariff.
- Eligibility error rejections – where a licensee submits an amendment or new registration which we must reject due to an error, which affects the installation’s tariff.

3.12. **Table 3** gives further detail on the suppliers included in the ‘Others’ categories shown in **Figure 3**.

**Figure 3: FIT - CFR changes**



N.B. the number of incidents is shown in brackets.

**Table 3: FIT - CFR changes (Other suppliers)**

Type	Outcome	Supplier	Incidents
Administrative Error	Approved	Good Energy	2
Administrative Error	Approved	Octopus Energy Limited	2
Administrative Error	Approved	SSE Electricity Limited	2
Administrative Error	Approved	Green Energy (UK) Limited	1
Administrative Error	Approved	Utility Warehouse	1
Administrative Error	Rejected	Ecotricity	1
Administrative Error	Rejected	ENGIE Power Limited	1
Administrative Error	Rejected	Utilita Energy	1
Eligibility Error	Approved	E.ON Energy	2
Eligibility Error	Approved	Ecotricity	1
Eligibility Error	Approved	EDF Energy	1
Eligibility Error	Rejected	Ecotricity	1
Eligibility Error	Rejected	SSE Electricity Limited	1

N.B. The 'SSE Electricity Limited' licence is owned by 'OVO Energy'.

3.13. On the SEG scheme there were a small number of issues related to data accuracy. These are summarised in **Table 4** below and include failing to identify a generator already in receipt of FIT payments, failure to advertise tariffs for the full range of technologies under the scheme and, overpaying and providing inaccurate payment information to generators.

**Table 4: SEG – data accuracy issues**

Supplier	Details	Incidents
Octopus Energy Limited	Failure to identify generator already in receipt of FIT export payments	1
Octopus Energy Limited	Failure to advertise a tariff for hydro	1
EDF Energy	Overpayments made to generators	3

- 3.14. We also require suppliers to submit a Guarantees of Origin (GoO) audit report annually. This is used to help calculate exemptions in relation to FIT Levelisation and feeds into the Fuel Mix Disclosure (FMD) process<sup>9</sup>.
- 3.15. Where errors are made by suppliers in the data submitted to us, we may record this as a non-compliance. We had one such non-compliance added to the SPR this period, details of which are shown in **Table 5**.

**Table 5: GoO – data accuracy issues**

Supplier	Details	Incidents
Npower	2020-21 audit report - Incorrect guidance followed leading to delays in final submission.	1

## Payments

- 3.16. Suppliers are required to make payments to us in relation to several the schemes we administer. Where a required payment is late, wrong, missed or there is some other type of issue, these non-compliances are added to the SPR.
- 3.17. On the RO scheme, where suppliers make a payment to cover some or all of their obligation, they are required to ensure that this is for the correct amount, it is made into the correct bank account and is received no later than the payment deadline. We actively engage with suppliers well in advance to ensure that they are informed of their obligations and the relevant deadlines.
- 3.18. Also on the RO scheme, the mutualisation mechanism is designed to protect against a shortfall in the buy-out fund. When triggered, we inform suppliers of the amount due and the quarterly schedule for making payments to us.<sup>10</sup>

---

<sup>9</sup> [Link to information on FMD](https://www.ofgem.gov.uk/environmental-and-social-schemes/renewables-energy-guarantees-origin-rego/energy-suppliers/fuel-mix-disclosure-fmd): <<https://www.ofgem.gov.uk/environmental-and-social-schemes/renewables-energy-guarantees-origin-rego/energy-suppliers/fuel-mix-disclosure-fmd>>

<sup>10</sup> [Link to RO: Guidance for suppliers](https://www.ofgem.gov.uk/publications-and-updates/renewables-obligation-guidance-suppliers) for information on mutualisation, the buy-out fund, and late payments: <<https://www.ofgem.gov.uk/publications-and-updates/renewables-obligation-guidance-suppliers>>

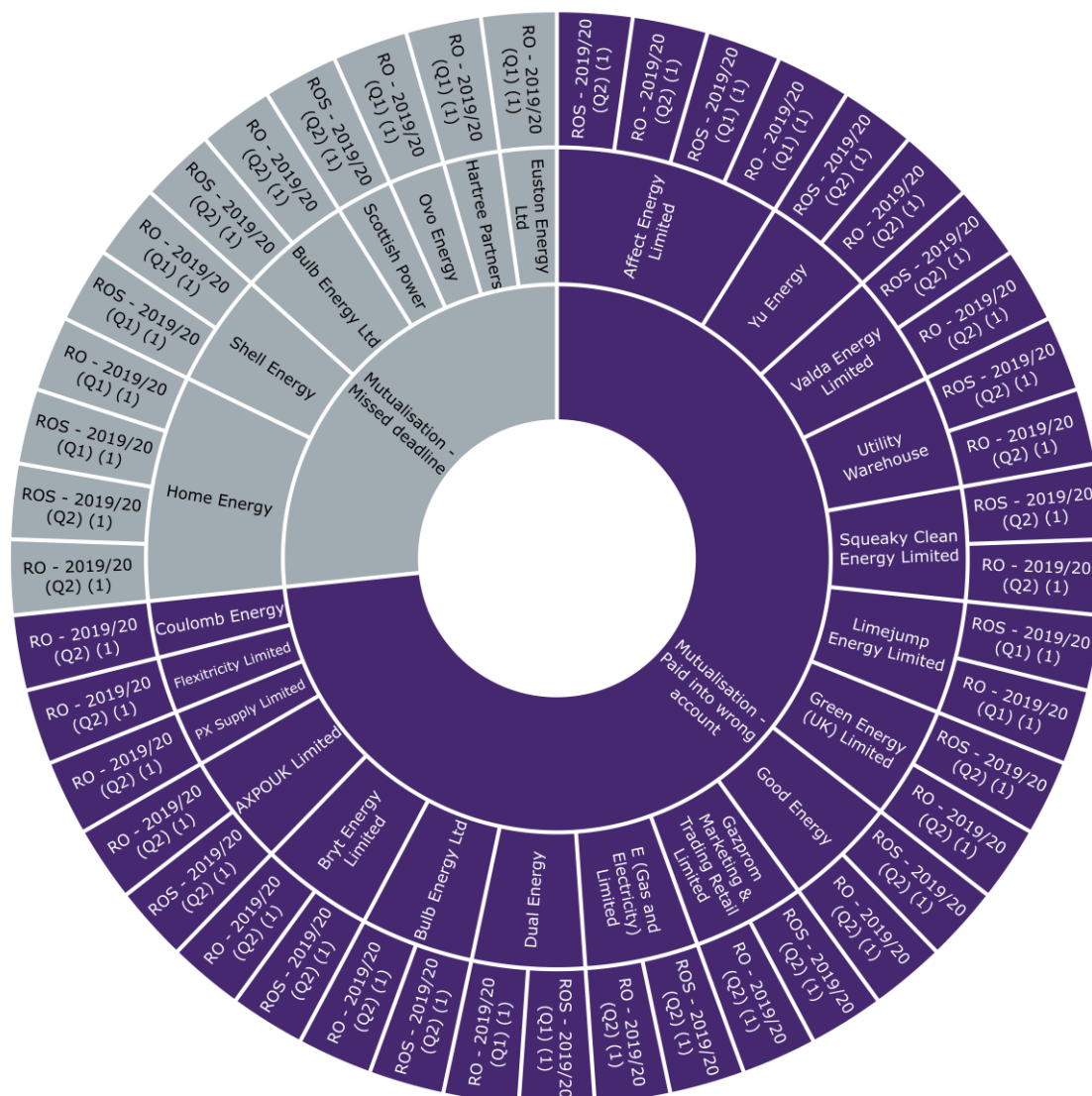
3.19. Details of RO payment non-compliances not related to mutualisation can be found in **Figure 4**, and RO mutualisation payment non-compliances in **Figure 5**.

**Figure 4: RO payment non-compliances (not related to mutualisation)**



N.B. the number of incidents is shown in brackets.

**Figure 5: RO mutualisation payment non-compliances**



N.B. the number of incidents is shown in brackets.

3.20. On the FIT scheme suppliers are required to make payments in relation to the levelisation process<sup>11</sup>. The levelisation process ensures that the costs of the FIT scheme are distributed fairly across licensed electricity suppliers. Each quarter and on an annual basis we notify suppliers of any payment they are required to make, including how and by when to make payment. Details of payment non-compliances on the FIT scheme can be found in **Figure 6**.

<sup>11</sup> [Link to information on FIT levelisation](https://www.ofgem.gov.uk/publications-and-updates/feed-tariff-fit-levelisation-faqs): <<https://www.ofgem.gov.uk/publications-and-updates/feed-tariff-fit-levelisation-faqs>>



**Figure 6: FIT payment non-compliances**


N.B. the number of incidents is shown in brackets.

3.21. On the WHD scheme obligated suppliers are required to provide rebates to eligible customer energy accounts. These rebates help support those customers in or at risk of fuel poverty. Where errors are made with rebates this may result in a non-compliance being recorded. Summary details of WHD payment non-compliances recorded over the period are shown in **Table 6**

**Table 6: WHD – payment issues**

Supplier	Details	Incidents
British Gas	A total of 42,184 customers were impacted by an IT system issue which led to customers being over or under paid.	1

## Audit

3.22. Ofgem conducts audits of obligated suppliers each year to monitor compliance with the relevant scheme rules. The incidents shown in **Figure 7** are those identified because of the audit programme.

3.23. Please note that only a certain number of suppliers are selected for audit each year. As such, incidents are only reported from this sample of suppliers and not all suppliers participating on the relevant schemes.

**Figure 7: Audit incidents**



N.B. the number of incidents is shown in brackets.

- 3.24. When non-compliances have been identified following an audit, where appropriate we work with suppliers to help put in place mitigation measures. Where mitigation measures are agreed, we setup a monitoring programme to ensure that they are correctly implemented and through this we expect the risk of further non-compliance to be reduced.

## Biennial Meter Verification

- 3.25. FIT Licensees are required to verify generation and/or export meter readings, at least once every two years. This is monitored by Ofgem. Where we have identified issues with this process the incident is added to the SPR. For more information on biennial meter verification (BMV) please refer to our Feed-in Tariffs: Guidance for Licensed Electricity Suppliers<sup>12</sup>.
- 3.26. Details of incidents added to the SPR in relation to BMV can be seen in **Figure 8**.
- 3.27. It should be noted that some incidents represented in the chart below relate to multiple installations. For example the Utility Warehouse incidents affected a total of 1,271 installations, Ecotricity (59), Good Energy (18) and British Gas (12).

---

<sup>12</sup> [Link to FIT: Guidance for suppliers](https://www.ofgem.gov.uk/publications/feed-tariffs-guidance-licensed-electricity-suppliers): <<https://www.ofgem.gov.uk/publications/feed-tariffs-guidance-licensed-electricity-suppliers>>

**Figure 8: BMV incidents**



N.B. the number of incidents is shown in brackets.

## Feedback

We value your feedback on this report. Please contact us at [SchemesReportingFeedback@ofgem.gov.uk](mailto:SchemesReportingFeedback@ofgem.gov.uk) with any comments or suggestions.