

Ofgem indicators publication timetable January - March 2023

Updated 15/12/2022

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 January 2023 – 31 March 2023 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 published on 30 March 2023 and will cover 01 April 2023 – 30 June 2023.
- 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.

January 2023

Publication date	Indicator (update frequency)
06/01/2023	Wholesale Market Indicators (monthly) 1) Gas prices: forward delivery contracts-weekly average (GB) 2) Electricity prices: forward delivery contracts-weekly average (GB) 3) Gas prices: day ahead baseload contracts-monthly average (GB) 4) Electricity prices: day ahead baseload contracts-monthly average (GB)
26/01/2023	Retail Market Indicators (monthly) 1) Comparison of retail prices (SVT and cheapest tariff) 2) Cheapest tariffs by payment method 3) Number of customers switching by fuel type 4) Prepayment price cap and prices since January 2016 (GB)
26/01/2023	Retail Market Indicators¹ (quarterly) 1) Number of active suppliers by fuel type 2) Supplier entries and exits in the domestic energy retail market (GB) 3) Gas supply market shares 4) Electricity supply market shares 5) Average SVT and cheapest tariff prices by supplier
26/01/2023	Retail Market Indicators (bi-annual) 1) Number of domestic electricity customer accounts by supplier (excluding pre-payment customers): Standard variable, fixed and other tariffs (GB) 2) Number of domestic gas customer accounts by supplier (excluding pre-payment customers): Standard variable, fixed and other tariffs (GB)
26/01/2023	Retail Market Indicators (annual) 1) Average switching time for domestic customers (GB)²

February 2023

Publication date	Indicator (update frequency)
03/02/2023	Wholesale Market Indicators (monthly) 1) Gas prices: forward delivery contracts-weekly average (GB) 2) Electricity prices: forward delivery contracts-weekly average (GB)

¹ Due to the current lack of available data on internal switching, we have paused the publication of the 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.

² Due to a lack of data, we have paused the publication of the average switching time for gas customers. At the time of publication of this timetable, it was not confirmed if we will continue to publish the average switching time for electricity customers.

Publication date	Indicator (update frequency)
	3) Gas prices: day ahead baseload contracts-monthly average (GB) 4) Electricity prices: day ahead baseload contracts-monthly average (GB)
03/03/2023	Wholesale Market Indicators (quarterly) 1) Electricity generation mix by quarter and fuel source (GB)- 2) Gas bid-offer spreads by contract type (GB)- 3) Electricity bid-offer spreads by contract type (GB)- 4) Gas trading volumes and monthly churn ratio by platform (GB)- 5) Electricity trading volumes and churn ratio by month and platform (GB)- 6) Spark and dark spreads (GB)- 7) Gas summer-winter spreads at the National Balancing Point (GB)- 8) Price volatility of gas and electricity by month: Day-ahead contracts (GB)- 9) Gas demand and supply source by month (GB)-
23/02/2023	Retail Market Indicators (monthly) 1) Comparison of retail prices (SVT and cheapest tariff) 2) Cheapest tariffs by payment method 3) Number of customers switching by fuel type 4) Prepayment price cap and prices since January 2016 (GB)
23/02/2023	Complaints (quarterly) 1) Complaints received by all suppliers per 100,000 customer accounts (GB) 2) Complaints received by large suppliers per 100,000 customer accounts 3) Complaints received by medium-sized suppliers per 100,000 customer accounts 4) Complaints received by a selection of small-sized suppliers per 10,000 customer accounts 5) Complaints resolved by large suppliers by end of next working day (%) 6) Complaints resolved by large suppliers within eight weeks (%) 7) Complaints resolved by medium-sized suppliers by end of next working day (%) 8) Complaints resolved by medium-sized suppliers within eight weeks (%) 9) Complaints resolved by a selection of small-sized suppliers by end of next working day (%) 10) Complaints resolved by a selection of small-sized suppliers within eight weeks (%)
23/02/2023	Customer Service Indicators (quarterly) 1) Customer satisfaction: Overall customer service (GB) 2) Customer satisfaction: Billing (GB) 3) Customer satisfaction: Switching process (GB) 4) Customer satisfaction: Ease of contacting supplier (GB)

March 2023

Publication date	Indicator (update frequency)
03/03/2023	<p><u>Wholesale Market Indicators (monthly)</u></p> <ol style="list-style-type: none"> 1) <u>Gas prices: forward delivery contracts-weekly average (GB)</u> 2) <u>Electricity prices: forward delivery contracts-weekly average (GB)</u> 3) <u>Gas prices: day ahead baseload contracts-monthly average (GB)</u> 4) <u>Electricity prices: day ahead baseload contracts-monthly average (GB)</u>
30/03/2023	<p><u>Retail Market Indicators (monthly)</u></p> <ol style="list-style-type: none"> 1) <u>Comparison of retail prices (SVT and cheapest tariff)</u> 2) <u>Cheapest tariffs by payment method</u> 3) <u>Number of customers switching by fuel type</u> 4) <u>Prepayment price cap and prices since January 2016 (GB)</u>
30/03/2023	<p><u>Social Obligations Reporting³ (quarterly)</u></p> <ol style="list-style-type: none"> 1) <u>Average debt level where there is no arrangement to repay the debt (arrears)</u> 2) <u>Average level of debt remaining where there is an arrangement to repay the debt</u> 3) <u>The proportion of customers repaying a debt to their supplier using a PPM (%)</u> 4) <u>Number of accounts with a consumer repaying an energy debt</u> 5) <u>Number of accounts in arrears where there is no arrangement to repay the debt</u>

³ Subject to data availability, the indicator 'Energy spend as a percentage of total household expenditure (UK)' will also be updated in March.