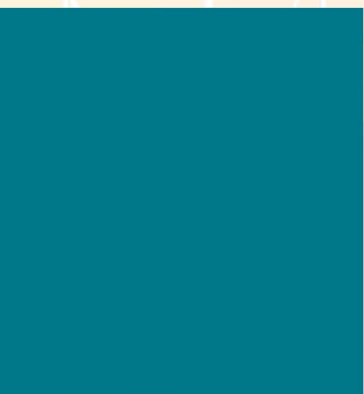


ofgem

Making a positive difference
for energy consumers



Supplier Performance Report

1 July 2022 to 31 December 2022

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Foreword

We expect suppliers to take compliance with their obligations under the government's renewable and social schemes extremely seriously, and we regularly review and report on supplier performance. This includes whether or not suppliers have met their scheme delivery obligations in full and on time. But it also includes the extent to which suppliers have complied with underlying requirements, and whether they have provided Ofgem with the data we need in a manner which is accurate, timely and complete. We also consider how proactive a supplier has been in understanding its obligations and in its engagement with us, including the tone of its engagement and its approach to self-reporting.

We work closely with suppliers throughout the year to assess their compliance with their scheme obligations. Suppliers that perform well are more likely to be delivering scheme outcomes as intended, including a more positive experience for consumers. Suppliers that perform poorly are more likely to face compliance action, including escalation or enforcement sanctions where appropriate. Poor performance may also be an indication of underlying issues within a supplier, and this intelligence is shared with other regulatory teams in Ofgem. Ultimately, poor performance against a supplier's obligations can result in extra costs for bill payers and taxpayers and is something they must work hard to avoid.

This is why we track suppliers' performance and publish the data in the Supplier Performance Report (SPR), which includes our assessment of each supplier's compliance with their scheme obligations. Through this report we provide transparency around supplier performance, as well as an opportunity for suppliers and others to scrutinize and challenge how well they are meeting their obligations under the environmental, energy efficiency and social schemes. This may also be of interest to others who are interested in supplier performance, including investors.

An increasing priority for us is ensuring the accuracy, timeliness and completeness of the data submissions that we receive, and taking action where suppliers fall short. We appreciate the efforts that many suppliers are already making on this front. When we receive data that is late or which has errors, this raises serious concerns that that supplier's systems and processes aren't sufficiently robust, and is an indication that there may be more serious underlying issues in how that supplier is operating. Poor data also takes time and effort to resolve. For example, between July and December 2022 there were 88 data accuracy incidents on the FIT scheme alone, using valuable resources that could have been more impactfully deployed elsewhere. This is not acceptable and we will be working closely

with suppliers to improve this, and increasingly reporting on their performance in this respect.

We are considering how the SPR should evolve, including its scope and how information is presented. As always, we welcome stakeholder views on how our engagement and reporting via the SPR can be improved further, and any input can be provided to SchemesReportingFeedback@ofgem.gov.uk.

We look forward to continuing to work with suppliers to deliver a positive impact for scheme users, and in capturing this impact via the SPR and our wider scheme reporting activities.

Kiera Schoenemann

Deputy Director, Audit & Compliance

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. Each report covers a six-month period which provides a regular view of supplier performance for stakeholders.

The schemes covered are:

- Energy Company Obligation (ECO)
- Feed-in Tariffs (FIT)
- Fuel Mix Disclosure (FMD)
- Green Gas Levy (GGL)
- 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 service¹, wider environmental performance, or its energy mix². It records the number and type 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 to inform this report has been published alongside the report on our website. Additionally, more information about the schemes, and suppliers' obligations can also be found on our website³.

¹ [Information on supplier customer service performance](https://www.ofgem.gov.uk/energy-data-and-research/data-portal/customer-service-data): <<https://www.ofgem.gov.uk/energy-data-and-research/data-portal/customer-service-data>>

² Each supplier is required to publish details of their energy mix on their website.

³ [Environmental Programmes pages](https://www.ofgem.gov.uk/environmental-programmes): <<https://www.ofgem.gov.uk/environmental-programmes>>

Why are we publishing this data?

- 1.5. Ofgem takes supplier compliance extremely seriously. 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 account for non-compliance on schemes collectively worth more than £8.76 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. Over time, we expect suppliers to improve and deliver the schemes more efficiently.
- 1.9. However, if there are repeat occurrences and suppliers do not improve, or there are serious non-compliances such as a failure to make a scheme obligation payment, we will consider a stronger response. This can include referring cases for enforcement action. Any investigations and subsequent action taken by the Enforcement team may be published on our website⁴.
- 1.10. We expect suppliers to review this report and take the findings seriously. We are also aware that some boards, investors and creditors carefully consider the information in this report, and may use it as an indication of a supplier's ability to manage risk, appropriately govern itself and deliver on its obligations more generally.

⁴ [Compliance and enforcement - Investigations, orders and penalties:](https://www.ofgem.gov.uk/energy-policy-and-regulation/compliance-and-enforcement/investigations-orders-and-penalties)
<<https://www.ofgem.gov.uk/energy-policy-and-regulation/compliance-and-enforcement/investigations-orders-and-penalties>>

Which suppliers are included?

- 1.11. Suppliers who have had a non-compliance incident recorded between 1 July 2022 and 31 December 2022 are shown in chapter three (**Details of Non-Compliances**). Please note that in some instances, due to the work required to confirm a non-compliance it 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. Report Summary

Section summary

Whilst responsibility to meet scheme obligations remains with suppliers, Ofgem actively engages with suppliers to ensure they are on track to fulfil their responsibilities.

Overall, 293 incidents⁵ were added to the SPR database between 1 July 2022 and 31 December 2022. Of these the most common type were issues on the Central FIT Register (CFR), accounting for 63.1% of the total. The second and third most common were issues relating to FIT levelisation (11.9%) and FIT Biennial Meter Verification (9.9%).

- 2.1. It should be noted that non-compliance incidents tend to occur around certain compliance activities and deadlines which are not uniformly spread across the year. As this report covers the six-month period July to December 2022, when comparisons are made they are made with the equivalent period in 2021.
- 2.2. **Figure 1** shows that there was a total of 208 administrative incidents⁶ which represents 71.0% of all incidents recorded over the period. Amongst these the most common types were errors made by suppliers participating in the FIT scheme. Specifically, issues on the FIT CFR and issues with FIT Biennial Meter Verification account for 75.0% and 13.9% of administrative incidents, respectively. Where suppliers are making administrative errors, this requires additional resources to be allocated for investigation and resolution. This can potentially lead to delays in generators receiving support under the scheme.
- 2.3. Additionally, there were 85 legislative incidents⁷ reported representing 29.0% of the total. CFR non-compliances form the majority of these at 34.1%. Also significant were missed payment deadlines in relation to RO mutualisation (27.1%), missed data deadlines for FIT levelisation (16.5%) and missed FIT levelisation payment deadlines (10.6%). It is the responsibility of each supplier to have awareness of,

⁵ 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.

⁶ Administrative incidents are those where a supplier has failed to comply with a requirement set by Ofgem.

⁷ Legislative incidents are those where a supplier has failed to comply with a requirement in scheme legislation.

and to meet their obligations in line with the relevant scheme legislative deadlines. However, we regularly engage with obligated suppliers ahead of legislative deadlines to highlight the actions required.

2.4. In comparison to the equivalent period in 2021 there has been a 42.7% decrease in administrative incidents, and a 23.2% increase in legislative incidents. Due to the higher proportion of administrative incidents, the overall number of incidents recorded fell by 32.2%.

Figure 1: Total non-compliance incidents by type

Type of incident	Incidents Jul to Dec 2021	Incidents Jul to Dec 2022	Change
Administrative	363	208	-42.7%
Legislative	69	85	+23.2%
Total	432	293	-32.2%

2.5. **Figure 2** shows the breakdown of incidents recorded by scheme. FIT incidents decreased significantly but continue to be the most common. This decrease can be attributed to a fall in CFR incidents which are primarily driven by data corrections carried out by the FIT Licensees. Overall the three most common types of incident on FIT were related to the:

- CFR (185 incidents)
- biennial meter verification (29 incidents)
- levelisation (35 incidents)

2.6. On the RO scheme there were 39 incidents recorded, the majority of these (25) were for mutualisation issues in relation to the 2020-21 scheme year. Twenty-three of these mutualisation incidents were for missed payment deadlines and the remaining two were for payments made into the wrong bank account.

Figure 2: Total non-compliance incidents by scheme

Scheme	Incidents Jul to Dec 2021	Incidents Jul to Dec 2022	Change
FIT	359	249	-30.6%
RO	65	39	-40.0%
GGL	0	3	N/A
SEG	5	2	-60.0%
WHD	2	0	-100%
REGO/GoO	1	0	-100%
Total	432	293	-32.2%

Please note: for reference the data used to produce this report has been published alongside the report on our website.

3. Details of Non-Compliances

Section summary

In this chapter we present the supplier non-compliances recorded by us over the period 1 July 2022 to 31 December 2022. The non-compliances are broken down into categories covering the submission of data, data accuracy, payment issues, biennial meter verification and audit.

- 3.1. The non-compliances in this chapter are broken down into distinct categories of non-compliance. The visualisations present information on the spread and proportions of incidents for each area as well as the specific type of issue that has occurred. A table for each visualisation is also provided.
- 3.2. It should be noted that on each chart, the number of incidents is shown in brackets. 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

- 3.3. To be able to conduct 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. Suppliers are obligated under condition 5 of the Standard Conditions of Electricity Supply Licences⁸ to provide data which is accurate, timely and complete, and may face additional consequences where this is not the case. We publish guidance and ensure suppliers are reminded of their obligations to help minimise levels of non-compliance.
- 3.4. As part of the levelisation process⁹ on the FIT scheme, suppliers are required to submit data to us on a quarterly and annual basis in accordance with the published

⁸ [Standard Conditions of Electricity Supply Licences:](https://epr.ofgem.gov.uk/Content/Documents/Electricity%20Supply%20Standard%20Licence%20Conditions%20Consolidated%20-%20Current%20Version.pdf)

<<https://epr.ofgem.gov.uk/Content/Documents/Electricity%20Supply%20Standard%20Licence%20Conditions%20Consolidated%20-%20Current%20Version.pdf>>

⁹ [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>>

FIT levelisation schedule¹⁰. Failure to meet the relevant deadlines results in a non-compliance being recorded.

- 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 July¹¹. Failure to submit the information to us by these deadlines results in a non-compliance.
- 3.6. To allow Ofgem to perform our reporting functions under the Smart Export Guarantee (SEG), obligated suppliers are required to provide us with information on an annual basis. A non-compliance is recorded where a supplier fails to provide us with details of the tariffs offered, and SEG installations registered with them by the 30 June each year.¹²
- 3.7. Details of data submission non-compliances as recorded on the SPR database between July and December 2022 are shown in **Figure 3**.

¹⁰ [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>>

¹¹ [Information on RO supplier obligations](https://www.ofgem.gov.uk/publications/renewables-obligation-guidance-suppliers): <<https://www.ofgem.gov.uk/publications/renewables-obligation-guidance-suppliers>>

¹² [Information on SEG supplier obligations](https://www.ofgem.gov.uk/publications/guidance-seg-licensees): <<https://www.ofgem.gov.uk/publications/guidance-seg-licensees>>

Figure 3: Missed submission deadlines

Home Energy, Octopus Energy, Pozitive Energy and Regent Power all missed two data submission deadlines over the report period. All other suppliers represented on the chart have a single non-compliance each.

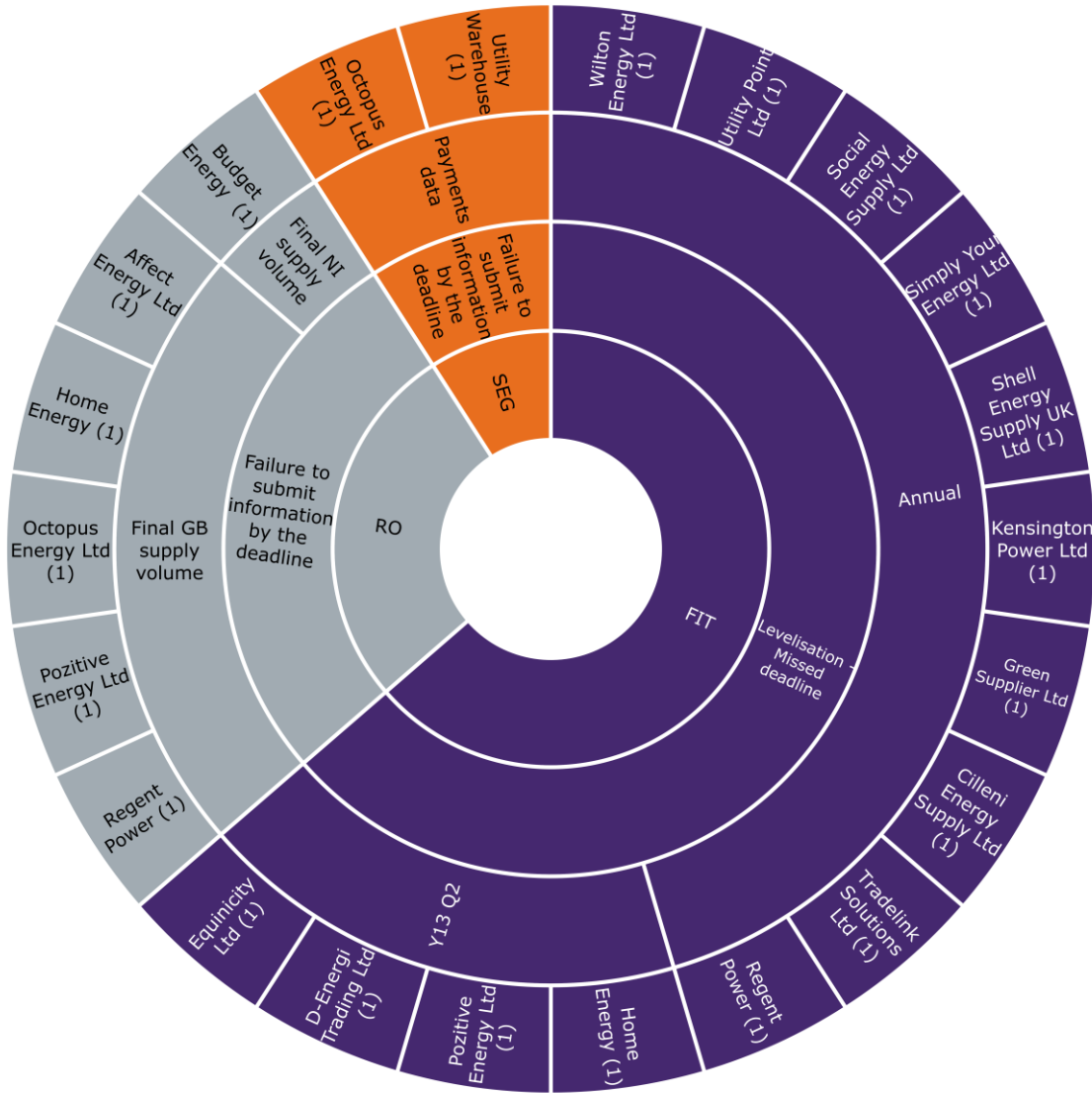


Figure 3 (Table): Missed submission deadlines

Supplier	Scheme	Sub-issue	Detail	Incidents
Affect Energy Ltd	RO	Failure to submit information by the deadline	Final GB supply volume	1
Budget Energy	RO	Failure to submit information by the deadline	Final NI supply volume	1
Cilleni Energy Supply Ltd	FIT	Levelisation - Missed deadline	Annual	1
D-Energi Trading Ltd	FIT	Levelisation - Missed deadline	Y13 Q2	1
Equinicity Ltd	FIT	Levelisation - Missed deadline	Y13 Q2	1
Green Supplier Ltd	FIT	Levelisation - Missed deadline	Annual	1
Home Energy	FIT	Levelisation - Missed deadline	Y13 Q2	1
Home Energy	RO	Failure to submit information by the deadline	Final GB supply volume	1
Kensington Power Ltd	FIT	Levelisation - Missed deadline	Annual	1
Octopus Energy Ltd	RO	Failure to submit information by the deadline	Final GB supply volume	1
Octopus Energy Ltd	SEG	Failure to submit information by the deadline	Payments data	1
Pozitive Energy Ltd	FIT	Levelisation - Missed deadline	Y13 Q2	1
Pozitive Energy Ltd	RO	Failure to submit information by the deadline	Final GB supply volume	1
Regent Power	FIT	Levelisation - Missed deadline	Annual	1
Regent Power	RO	Failure to submit information by the deadline	Final GB supply volume	1
Shell Energy Supply UK Ltd	FIT	Levelisation - Missed deadline	Annual	1
Simply Your Energy Ltd	FIT	Levelisation - Missed deadline	Annual	1
Social Energy Supply Ltd	FIT	Levelisation - Missed deadline	Annual	1
Tradelink Solutions Ltd	FIT	Levelisation - Missed deadline	Annual	1
Utility Point Ltd	FIT	Levelisation - Missed deadline	Annual	1
Utility Warehouse	SEG	Failure to submit information by the deadline	Payments data	1
Wilton Energy Ltd	FIT	Levelisation - Missed deadline	Annual	1

Data Accuracy

- 3.8. It is also important that the data suppliers use and the data we receive from them is accurate, timely and complete. Inaccurate, delayed or incomplete data can have direct financial consequences on scheme participants, other suppliers and ultimately electricity consumers.
- 3.9. As discussed in paragraph 3.4 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 database. All such non-compliances added to the SPR between July and December 2022 are shown in **Figure 4**.

Figure 4: FIT levelisation – data accuracy

This chart shows that four FIT levelisation data accuracy incidents were recorded for Total Energies Gas and Power. SEFE Energy were responsible for two and Edgware, D-Energi Trading, Regent Power and Coulomb Energy were responsible for one each.



Figure 4 (Table): FIT levelisation – data accuracy

Supplier	Detail	Incidents
Coulomb Energy Supply Ltd	EII exempt supply Y13 Q2	1
Regent Power	Electricity supplied Y13 Q2	1
Total Energies Gas and Power Ltd	Generation payment due Y13 Q2	1
Total Energies Gas and Power Ltd	Export payment due Y13 Q2	1
Total Energies Gas and Power Ltd	Metered export payment due Y13 Q2	1
Total Energies Gas and Power Ltd	Metered electricity Y13 Q2	1
SEFE Energy Ltd (previously Gazprom)	EII exempt supply Y13 Q2	1
SEFE Energy Ltd (previously Gazprom)	EII supplied Y13 Q2	1
D-Energi Trading Ltd	Electricity supplied Y13 Q2	1
Edware	Electricity supplied Y13 Q2	1

3.10. As part of our duties under the FIT scheme we are required to manage and maintain the Central FIT Register (CFR) database. FIT licensees use this database to record and update details of FIT installations.

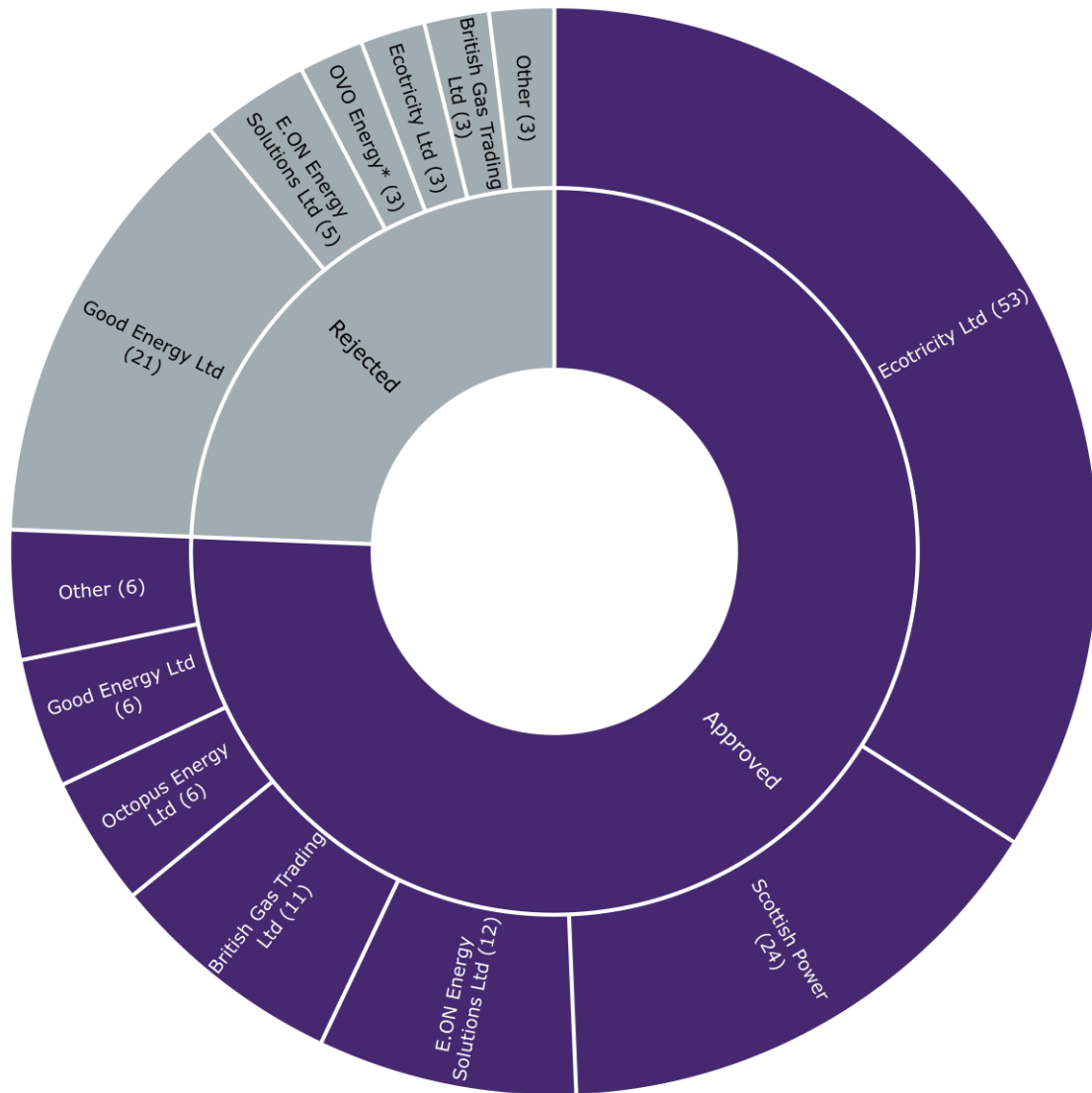
3.11. Non-compliances occur when there is an error in the details entered by a supplier. These non-compliances are categorised as follows:

- **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. Details of non-compliances due to administrative error that were added to the SPR between July and December 2022 can be seen in **Figure 5**.

Figure 5: FIT – Administrative error CFR changes

This chart shows that Ecotricity were responsible for the most administrative error incidents on the CFR during the report period with 56. Also significant were Good Energy with 27, Scottish Power 24, E.ON Energy Solutions 17, British Gas Trading 14, Octopus Energy seven and OVO Energy with five. All other suppliers listed had 3 or fewer incidents recorded.



(*) Listed under the SSE Electricity Limited license on the CFR.

Figure 5 (Table): FIT – Administrative error CFR changes

Supplier	Outcome	Incidents
British Gas Trading Ltd	Approved	11
British Gas Trading Ltd	Rejected	3
E.ON Energy Solutions Ltd	Approved	12
E.ON Energy Solutions Ltd	Rejected	5
Ecotricity Ltd	Approved	53
Ecotricity Ltd	Rejected	3
EDF Energy Customers Ltd	Approved	2
EDF Energy Customers Ltd	Rejected	2
Good Energy Ltd	Approved	6
Good Energy Ltd	Rejected	21
Octopus Energy Ltd	Rejected	1
Octopus Energy Ltd	Approved	6
OVO Energy*	Approved	2
OVO Energy*	Rejected	3
Scottish Power	Approved	24
Utility Warehouse	Approved	2

(*) Listed under the SSE Electricity Limited license on the CFR.

3.13. Details of the non-compliances due to eligibility errors can be seen in **Figure 6**.

Figure 6: FIT – Eligibility error CFR changes

This chart shows that Octopus Energy were responsible for the most eligibility error incidents on the CFR during the report period with nine. Also significant were E.ON Energy Solutions with six, Good Energy four, British Gas Trading four and Scottish Power with three. Utilita, Ecotricity and Bulb had one incident recorded each.



Figure 6 (Table): FIT – Eligibility error CFR changes

Supplier	Outcome	Incidents
British Gas Trading Ltd	Approved	4
Bulb Energy Ltd	Approved	1
E.ON Energy Solutions Ltd	Approved	4
E.ON Energy Solutions Ltd	Rejected	2
Ecotricity Ltd	Approved	1
Good Energy Ltd	Approved	4
Octopus Energy Ltd	Approved	8
Octopus Energy Ltd	Rejected	1
Scottish Power	Approved	3
Utilita Energy	Approved	1

Payments

3.14. Suppliers are required to make payments to us in relation to several of the schemes we administer. Information on the payments required from suppliers that resulted in a non-compliance between July and December 2022 is shown below:

- On the RO scheme, payments are required from suppliers when they do not present sufficient Renewables Obligation Certificates (ROCs) to meet 100% of their annual scheme obligations. Payments are also required from suppliers as part of the mutualisation process, where suppliers must make payments to protect against a shortfall in the buy-out fund.¹³
- On the FIT scheme, suppliers are required to make payments in relation to the levelisation process¹⁴. The levelisation process ensures that the costs of the FIT scheme are distributed fairly across licensed electricity suppliers.
- On the Green Gas Levy (GGL) scheme¹⁵, obligated gas suppliers are required to make quarterly levy payments which are used to fund payments to biomethane producers on the Green Gas Support Scheme¹⁶.

3.15. We ensure suppliers are notified of how and when to make payments to us. Where a required payment is late, wrong, missed or there is some other type of issue, these non-compliances are added to the SPR.

3.16. Details of payment non-compliances on the RO between July and December 2022 can be seen in **Figure 7**. Details for the FIT and GGL schemes can be seen in **Figure 8**.

¹³ [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>>

¹⁴ [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>>

¹⁵ Further detail on the GGL scheme can be found in our [GGL Guidance](https://www.ofgem.gov.uk/publications/green-gas-levy-guidance): <<https://www.ofgem.gov.uk/publications/green-gas-levy-guidance>>

¹⁶ [Information on the GGSS](https://www.ofgem.gov.uk/environmental-and-social-schemes/green-gas-support-scheme-and-green-gas-levy): <<https://www.ofgem.gov.uk/environmental-and-social-schemes/green-gas-support-scheme-and-green-gas-levy>>

Figure 7: RO payment non-compliances

The chart shows that the majority of payment non-compliances occurred in relation to missed deadlines for RO mutualisation (23). Electricity Plus Supply was the supplier with the most RO payment non-compliances with four. Tru Energy had three non-compliances and Affect Energy, Brook Green Trading, Home Energy, SEFE Energy, Squeaky Clean Energy, United Gas & Power and Vattenfall Energy Trading each had two. The remaining suppliers had one RO payment non-compliance each.

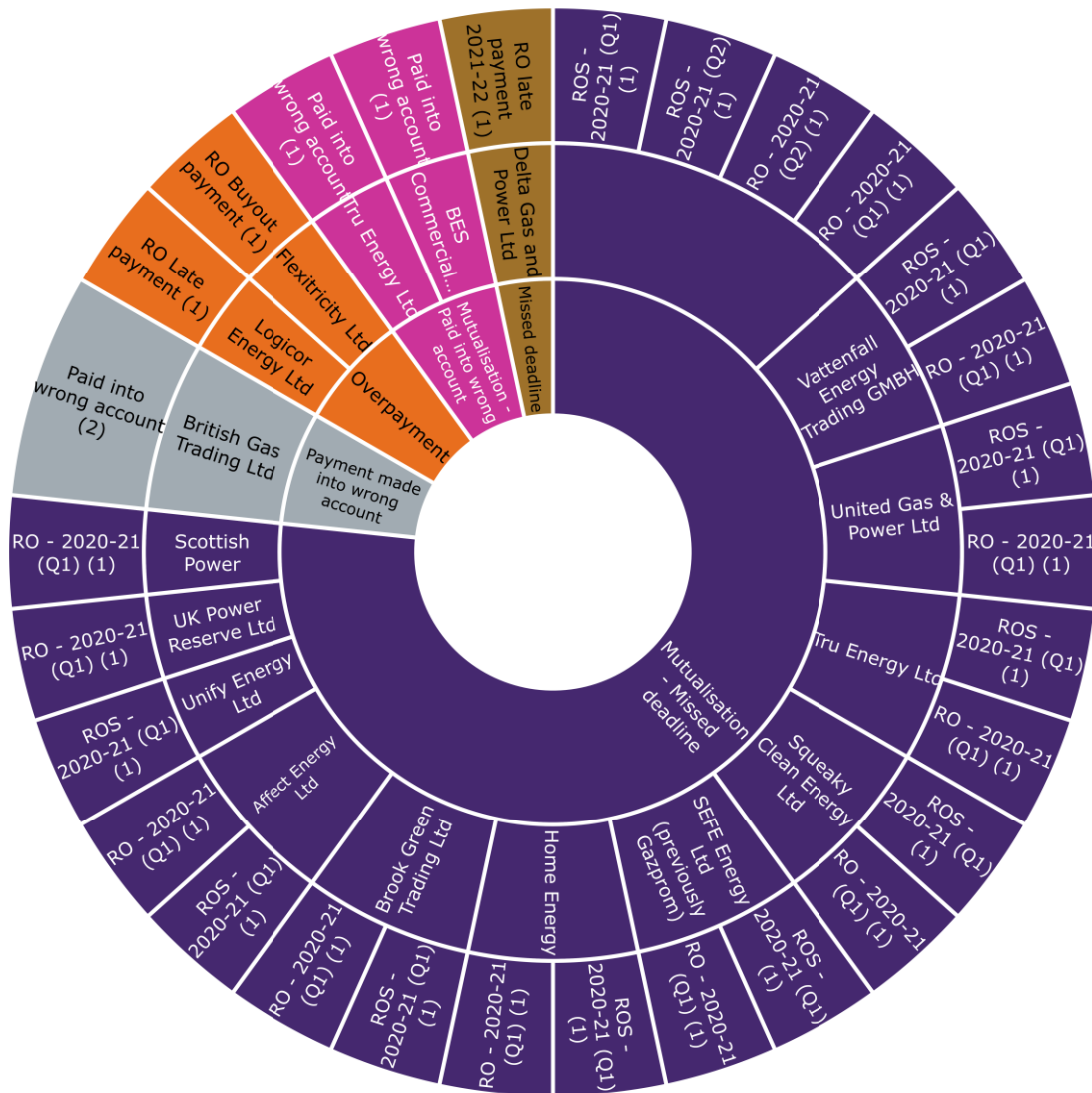


Figure 7 (Table): RO payment non-compliances

Supplier	Sub-issue	Detail	Incidents
Affect Energy Ltd	Mutualisation - Missed deadline	RO - 2020-21 (Q1)	1
Affect Energy Ltd	Mutualisation - Missed deadline	ROS - 2020-21 (Q1)	1
BES Commercial Electricity Ltd	Mutualisation - Paid into wrong account	Paid into wrong account	1
British Gas Trading Ltd	Payment made into wrong account	Paid into wrong account	2
Brook Green Trading Ltd	Mutualisation - Missed deadline	RO - 2020-21 (Q1)	1
Brook Green Trading Ltd	Mutualisation - Missed deadline	ROS - 2020-21 (Q1)	1
Delta Gas and Power Ltd	Missed deadline	RO late payment 2021-22	1
Electricity Plus Supply	Mutualisation - Missed deadline	RO - 2020-21 (Q1)	1
Electricity Plus Supply	Mutualisation - Missed deadline	RO - 2020-21 (Q2)	1
Electricity Plus Supply	Mutualisation - Missed deadline	ROS - 2020-21 (Q2)	1
Electricity Plus Supply	Mutualisation - Missed deadline	ROS - 2020-21 (Q1)	1
Flexitricity Ltd	Overpayment	RO Buyout payment	1
Home Energy	Mutualisation - Missed deadline	RO - 2020-21 (Q1)	1
Home Energy	Mutualisation - Missed deadline	ROS - 2020-21 (Q1)	1
Logicor Energy Ltd	Overpayment	RO Late payment	1
Scottish Power	Mutualisation - Missed deadline	RO - 2020-21 (Q1)	1
SEFE Energy Ltd (previously Gazprom)	Mutualisation - Missed deadline	RO - 2020-21 (Q1)	1
SEFE Energy Ltd (previously Gazprom)	Mutualisation - Missed deadline	ROS - 2020-21 (Q1)	1
Squeaky Clean Energy Ltd	Mutualisation - Missed deadline	RO - 2020-21 (Q1)	1
Squeaky Clean Energy Ltd	Mutualisation - Missed deadline	ROS - 2020-21 (Q1)	1
Tru Energy Ltd	Mutualisation - Missed deadline	RO - 2020-21 (Q1)	1
Tru Energy Ltd	Mutualisation - Missed deadline	ROS - 2020-21 (Q1)	1
Tru Energy Ltd	Mutualisation - Paid into wrong account	Paid into wrong account	1
UK Power Reserve Ltd	Mutualisation - Missed deadline	RO - 2020-21 (Q1)	1
Unify Energy Ltd	Mutualisation - Missed deadline	ROS - 2020-21 (Q1)	1
United Gas & Power Ltd	Mutualisation - Missed deadline	RO - 2020-21 (Q1)	1
United Gas & Power Ltd	Mutualisation - Missed deadline	ROS - 2020-21 (Q1)	1
Vattenfall Energy Trading GMBH	Mutualisation - Missed deadline	RO - 2020-21 (Q1)	1
Vattenfall Energy Trading GMBH	Mutualisation - Missed deadline	ROS - 2020-21 (Q1)	1

Figure 8: FIT and GGL payment non-compliances

The chart shows that there were eleven payment non-compliances on the FIT scheme and three on the GGL scheme. Home Energy were responsible for three of these (two on FIT and one on GGL), whilst Delta Gas and Power (FIT), Opus Energy (FIT and GGL) and Sing Power (FIT) were responsible for two each. The other suppliers featured were responsible for one payment non-compliance each.

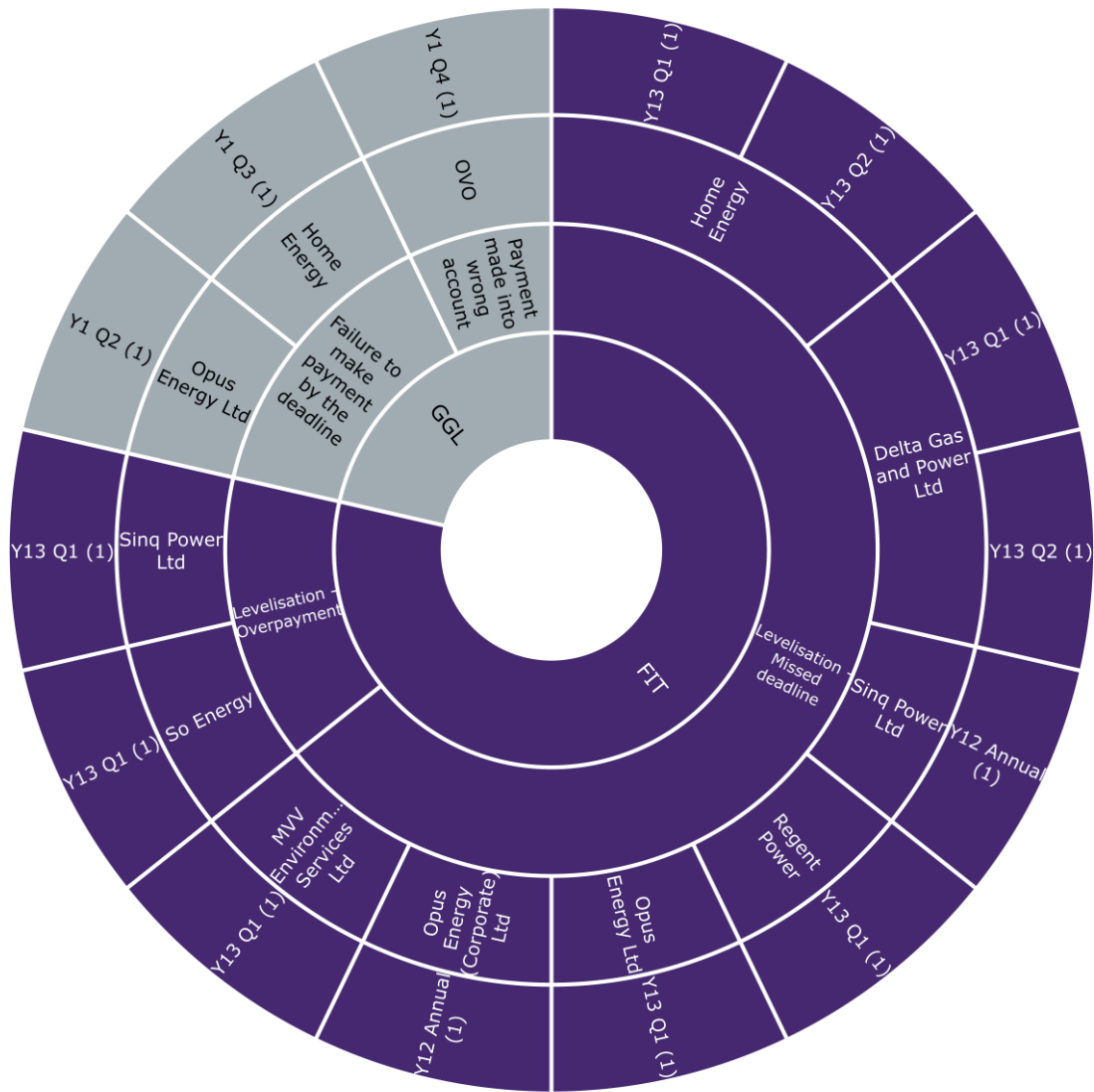


Figure 8 (Table): FIT and GGL payment non-compliances

Supplier	Scheme	Sub-issue	Detail	Incidents
Delta Gas and Power Ltd	FIT	Levelisation - Missed deadline	Y13 Q2	1
Delta Gas and Power Ltd	FIT	Levelisation - Missed deadline	Y13 Q1	1
Home Energy	FIT	Levelisation - Missed deadline	Y13 Q2	1
Home Energy	FIT	Levelisation - Missed deadline	Y13 Q1	1
Home Energy	GGL	Failure to make payment by the deadline	Y1 Q3	1
MVV Environment Services Ltd	FIT	Levelisation - Missed deadline	Y13 Q1	1
Opus Energy (Corporate) Ltd	FIT	Levelisation - Missed deadline	Y12 Annual	1
Opus Energy Ltd	FIT	Levelisation - Missed deadline	Y13 Q1	1
Opus Energy Ltd	GGL	Failure to make payment by the deadline	Y1 Q2	1
OVO	GGL	Payment made into wrong account	Y1 Q4	1
Regent Power	FIT	Levelisation - Missed deadline	Y13 Q1	1
Sinq Power Ltd	FIT	Levelisation - Missed deadline	Y12 Annual	1
Sinq Power Ltd	FIT	Levelisation - Overpayment	Y13 Q1	1
So Energy	FIT	Levelisation - Overpayment	Y13 Q1	1

Biennial Meter Verification

- 3.17. 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 Suppliers¹⁷.
- 3.18. Details of incidents added to the SPR in relation to BMV can be seen in **Figure 9**.
- 3.19. It should be noted that some incidents represented in the chart below relate to multiple installations. For example, the Good Energy incidents affected a total of 11,094 installations, Scottish Power (131) and Ecotricity (118). In total, 11,371 installations were affected.

¹⁷ [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 9: BMV incidents

This chart shows that Good Energy recorded the most BMV incidents (14). Also shown are Shell Energy Retail (four), Scottish Power (three), Ecotricity (three), OVO (two), British Gas Trading (two) and Electricity Plus Supply (one).



(*) Listed under the SSE Electricity Limited license on the CFR.

Figure 9 (Table): BMV incidents

Supplier	Details	Incidents
British Gas Trading Ltd	Administrative error	2
Ecotricity Ltd	Administrative error	3
Electricity Plus Supply	Administrative error	1
Good Energy Ltd	Administrative error	14
OVO*	Administrative error	2
Scottish Power	Administrative error	3
Shell Energy Retail Ltd	Administrative error	4

(*) Listed under the SSE Electricity Limited license on the CFR.

Audit

3.20. Ofgem conducts audits of obligated suppliers each year to monitor compliance with the relevant scheme rules. The incidents shown in **Figure 10** are those identified through the audit programme.

3.21. 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 10: Audit incidents

Supplier	Scheme	Detail	Incidents
E.ON Energy Solutions Ltd	RO	Process - Documentation	1
Eneco energy Trade BV	RO	Process - Methodology	1
Eneco energy Trade BV	RO	Process - Documentation	1

Feedback

We value your feedback on this report. Please contact us at SchemesReportingFeedback@ofgem.gov.uk with any comments or suggestions.