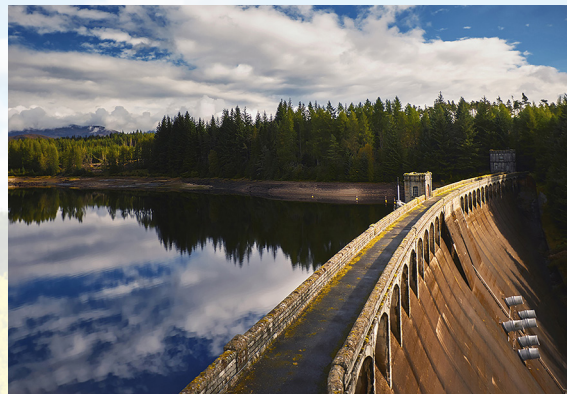
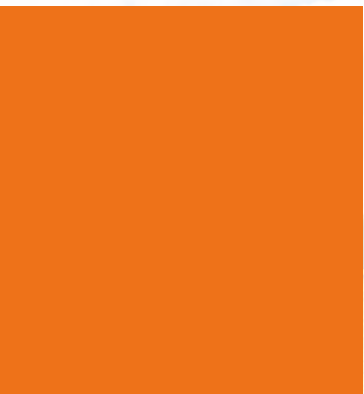




Making a positive difference  
**for energy consumers**



# Supplier Performance Report

1 January 2023 to 30 June 2023



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## Foreword

Ofgem administers 11 environmental, energy efficiency and social schemes worth more than £9.7 billion on behalf of the UK government, via its largest directorate Delivery & Schemes. In 2021-22, these schemes supported renewable and low carbon electricity generation equivalent to 32.5% of the UK supply market, heat and green gas generation sufficient to heat almost 1.3 million UK homes, and delivered energy efficiency measures projected to save an estimated £2.5 billion on consumer energy bills. As a key cohort with responsibility for delivering many of these scheme outcomes, we expect suppliers to take compliance with their obligations extremely seriously.

Our audit, compliance and counter fraud teams hold suppliers to account. We publish our findings in the Supplier Performance Report (SPR) that summarises incidents where suppliers have failed to meet one or more of their scheme obligations in full and on time, including delivery of any underlying requirements. The SPR provides transparency and invites public scrutiny of how well suppliers perform against their obligations.

Ultimately, poor performance against a supplier's obligations can result in extra costs for energy consumers and taxpayers, and compromise the effective administration of schemes that deliver essential advances in the uptake of low carbon energy and measures to protect vulnerable consumers. Suppliers must work hard to fully comply with their obligations and to show diligence in their provision of relevant information. To get the full picture of supplier performance, we work closely with suppliers throughout the year. This means we can also assess how proactive a supplier has been in understanding their obligations, how they choose to engage with us and how they approach self-reporting. If we find suppliers to be non-compliant, we take action, including enforcement sanctions where appropriate.

Going forward, we want to continue improving our relationship with energy suppliers with a view to enhancing their performance, including the quality and timeliness of data submissions. We will also continue working constructively with suppliers to agree action plans to prevent future non-compliance issues.

The non-compliance incidents on the SPR database can vary significantly in seriousness and impact. We have now updated the SPR so it highlights 'category 4' incidents, which represent the most serious incidents of non-compliance. While these instances of non-compliance were known and reported in previous years, they are now called out specifically in their own category to further increase transparency of our findings. We are pleased to be able to report that since last year, 'category 4' incidents have decreased by 50%. However, we note that this the fall in 'category 4' incidents coincides with the relative stabilisation of the energy market, compared to the energy crisis ongoing during the previous reporting

period. As we enter a period of greater stability, we will be looking for suppliers to build and maintain this direction of travel.

Looking more broadly at all categories of incident recorded on the SPR, we have seen an overall fall of 20.4% since last year. The overwhelming majority of these incidents are related to errors made by suppliers inputting information onto the Central Feed-in-Tariff Register (CFR). We look forward to working with suppliers to continue to this trajectory, noting the importance of accurate and complete information provision to Ofgem – including the CFR.

We approach our work on the Supplier Performance Report as an iterative process and constantly consider its scope and how information is presented. We welcome stakeholder views on how our engagement and reporting via the Supplier Performance Report can be improved further, and any input can be provided to

[SchemesReportingFeedback@ofgem.gov.uk](mailto:SchemesReportingFeedback@ofgem.gov.uk).

We will continue developing our reporting functions and our collaboration with suppliers. Accurate reporting contributes to the protection of public funds and is a key element in our work to administer environmental and social schemes that perform an important role helping pave the way to net zero, whilst also supporting vulnerable consumers. The SPR contributes to Ofgem's principal objectives by bringing transparency to supplier performance that will reassure consumers that we are working hard to improve standards across the energy market.

**Neil Lawrence**

Director, Delivery & Schemes

## 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 service<sup>1</sup>, wider environmental performance, or its energy mix<sup>2</sup>. 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 website<sup>3</sup>.

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<sup>1</sup> [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>>

<sup>2</sup> Suppliers are required to publish details of their energy mix on their websites.

<sup>3</sup> [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 almost £8.8 billion a year.
- 1.6. Incidents of non-compliance can increase the costs of delivering and administering the schemes. These costs can be passed on to consumers through energy bills or lead to increased costs for taxpayers.
- 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 website<sup>4</sup>.
- 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.

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<sup>4</sup> [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 had a non-compliance incident recorded between 1 January 2023 and 30 June 2023 are shown in chapter three (**Details of Non-Compliances**). As a new addition for this and future reports, those with the most serious non-compliances are also shown in chapter four (**‘Category 4’ Incidents of Non-Compliance**). 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, 273 incidents<sup>5</sup> were added to the SPR database between 1 January 2023 and 30 June 2023. Of these the most common type were issues on the Central FIT Register (CFR), accounting for 89.0% of the total. The second most common issue type related to FIT levelisation (6.6%). Nine of the incidents recorded were of the most serious type – ‘category 4’ incidents.

- 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 January to June 2023, when comparisons are made they are made with the equivalent period in 2022.
- 2.2. Incidents are categorised as being either administrative or legislative:
  - **Administrative incidents** are those where a supplier has failed to comply with a requirement set by Ofgem.
  - **Legislative incidents** are those where a supplier has failed to comply with a requirement in scheme legislation.
- 2.3. **Figure 1** shows that there were a total of 235 administrative incidents which represents 86.1% of all incidents recorded over the period. Amongst these the most common were errors made by suppliers entering data on the CFR. These account for 92.3% of all administrative incidents recorded. 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.
- 2.4. Additionally, there were 38 legislative incidents reported representing 13.9% of the total. CFR non-compliances form the majority of these at 68.4%. Also significant

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<sup>5</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.

were missed payment deadlines in relation to FIT levelisation (13.2%), failure to meet GGL payment deadlines (7.9%) and failure to submit end of year WHD reports by the deadline. It is the responsibility of each supplier to have awareness of, and to meet their obligations in line with the relevant scheme legislative deadlines.

- 2.5. In comparison to the equivalent period in 2022 there has been a 15.2% decrease in administrative incidents, and a 42.4% decrease in legislative incidents. The overall number of incidents recorded fell by 20.4%.

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

Type of incident	Incidents Jan to Jun 2022	Incidents Jan to Jun 2023	Change
Administrative	277	235	-15.2%
Legislative	66	38	-42.4%
<b>Total</b>	<b>343</b>	<b>273</b>	<b>-20.4%</b>

- 2.6. **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. All other incidents on the FIT scheme were in relation FIT levelisation.

- 2.7. On the RO scheme there were four incidents recorded. These were all for missed payment deadlines in relation to RO mutualisation.

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

Scheme	Incidents Jan to Jun 2022	Incidents Jan to Jun 2023	Change
FIT	324	261	-19.4%
RO	13	4	-69.2%
GGL	5	4	-20.0%
WHD	1	4	+300.0%
<b>Total</b>	<b>343</b>	<b>273</b>	<b>-20.4%</b>

- 2.8. As shown in **Figure 3** of all the incidents recorded nine were assessed as being 'category 4' incidents – the most serious. Eight of these incidents related to missed payment deadlines and one was in relation to a missed data submission deadline. For more information on the way we categorise incidents (and the 'category 4' incidents identified) please refer to chapter four.

**Figure 3: 'Category 4' incidents recorded**

'Category 4' Incidents Jan to Jun 2022	'Category 4' Incidents Jan to Jun 2023	Change
18	9	-50.0%

**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 added to the SPR database by us over the period 1 January 2023 to 30 June 2023. The non-compliances are broken down into categories covering the submission of data, data accuracy and payment issues.

- 3.1. This chapter presents information on all supplier non-compliances added to the SPR database by us over the period 1 January 2023 to 30 June 2023. The non-compliances are broken down into distinct categories of non-compliance. The visualisations present information on the number of non-compliances by supplier for each category. A table for each visualisation providing more detail on the nature of the non-compliances is also provided.
- 3.2. It should be noted that on each chart, the number of incidents is shown in brackets. For more detail on the incidents featured you can refer to the dataset published alongside this report, which is the source for all the data presented. Chapter four provides further information on the most serious incidents of non-compliance added to the SPR database between 1 January 2023 and 30 June 2023.

### 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 guidance for suppliers. Suppliers are obligated under condition 5 of the Standard Conditions of Electricity Supply Licences<sup>6</sup> to provide data which is accurate, timely and complete, and may face additional consequences where this is not the case.
- 3.4. Details of data submission non-compliances as recorded on the SPR database between January and June 2023 are shown in **Figure 4**.

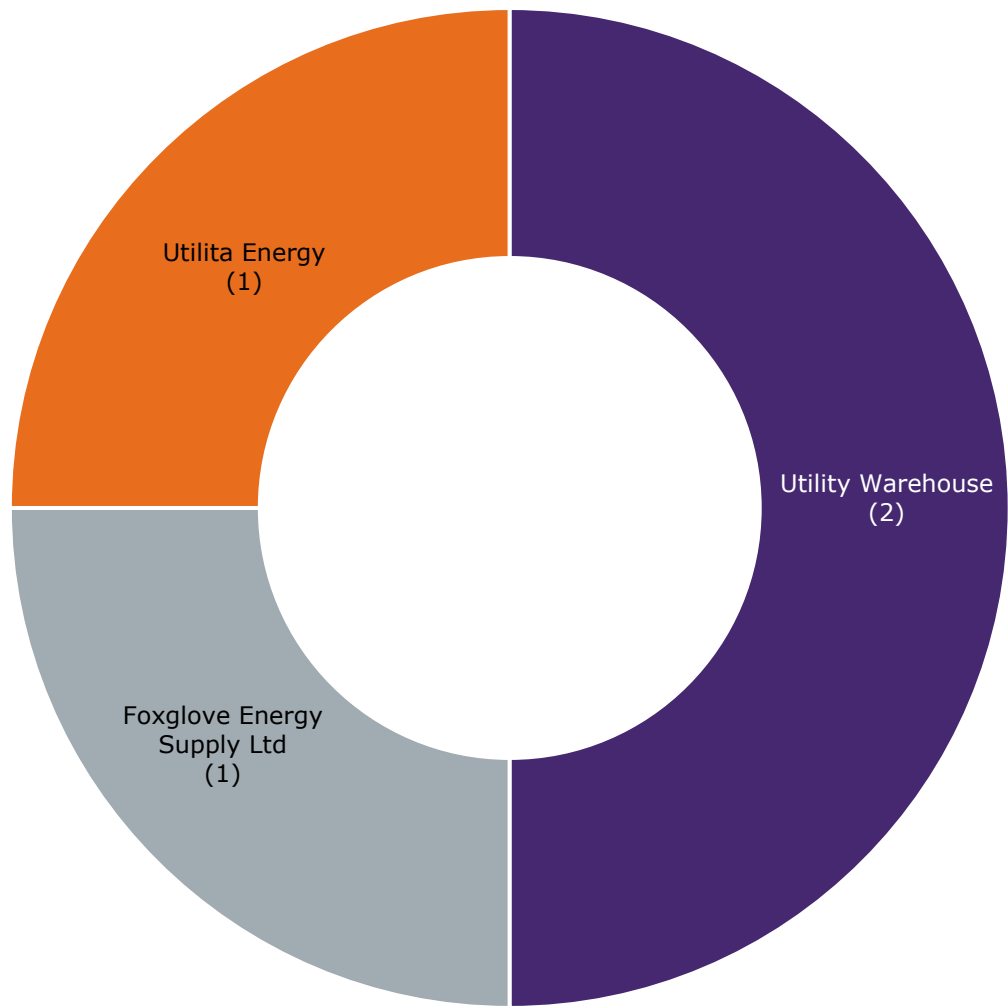
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<sup>6</sup> [Standard Conditions of Electricity Supply Licences:](https://epr.ofgem.gov.uk/Content/Documents/Electricity%20Supply%20Standard%20Licence%20Conditions%20Consolidated%20-%20Current%20Version.pdf)

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

**Figure 4: Missed submission deadlines**

*This chart shows that for missed submission deadlines Utility Warehouse recorded two non-compliances, Foxglove Energy Supply Ltd and Utilita Energy recorded one each.*



**Figure 4 (Table): Missed submission deadlines**

Supplier	Scheme	Detail	Incidents
Foxglove Energy Supply Ltd	WHD	End of year reporting – missed deadline	1
Utilita Energy	WHD	End of year reporting – missed deadline	1
Utility Warehouse	WHD	End of year reporting – missed deadline	1
Utility Warehouse	WHD	Failure to submit obligation setting data by the deadline	1

- 3.5. On the Warm Home Discount (WHD) scheme, each obligated supplier must notify us of the number of domestic customers it has before the start of a scheme year and also submit a report to us detailing if they have complied with their WHD obligations at the end of each scheme year. Failure to submit the relevant information by the deadline results in a non-compliance being recorded on the SPR.

## Data Accuracy

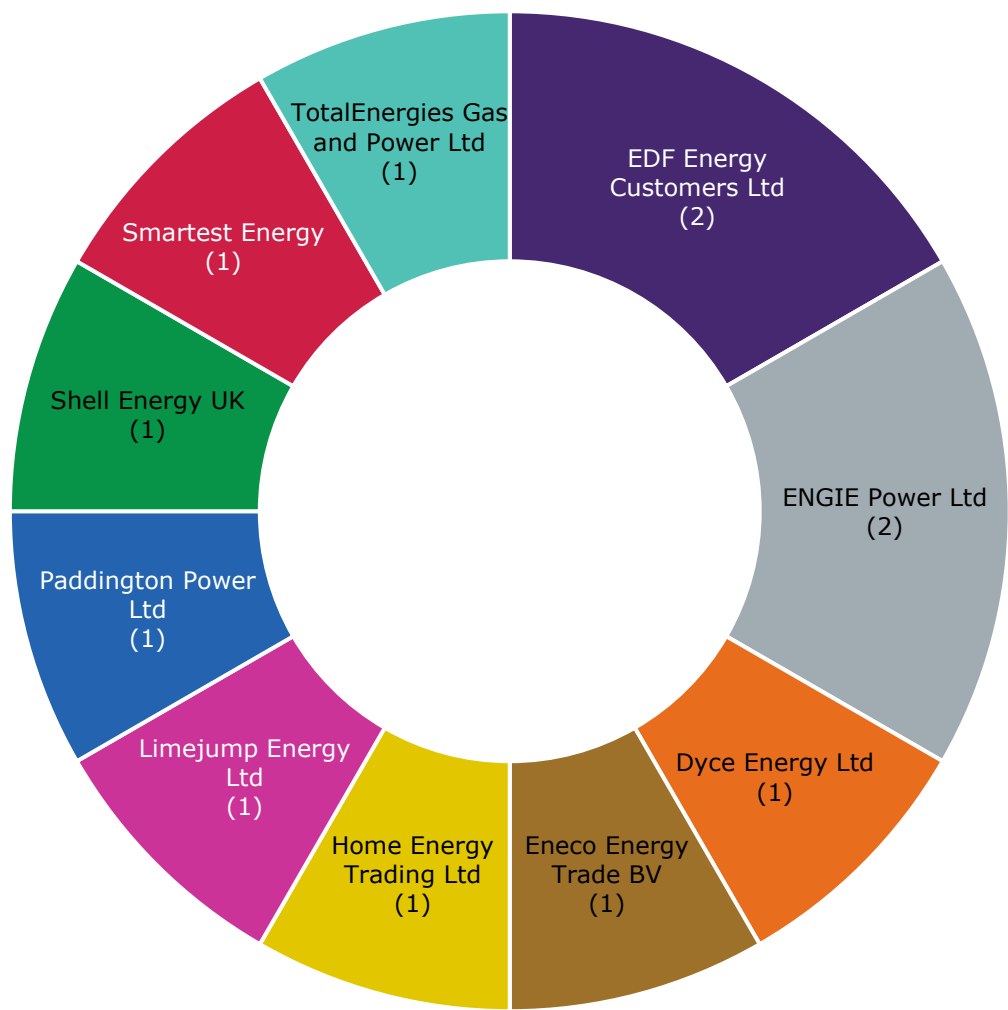
- 3.6. It is also important that the data suppliers use and the data we receive from them is accurate and complete. Inaccurate or incomplete data can have direct financial consequences on scheme participants, other suppliers and ultimately energy consumers.
- 3.7. As part of the levelisation process<sup>7</sup> on the FIT scheme, suppliers are required to submit data to us on a quarterly and annual basis in accordance with the published FIT levelisation schedule<sup>8</sup>. Where the data we receive is misreported, an incident is added to the SPR database. All such non-compliances added to the SPR between January and June 2023 are shown in **Figure 5**.

<sup>7</sup> [Information on FIT levelisation](https://www.ofgem.gov.uk/environmental-and-social-schemes/feed-tariffs-fit/tariffs-and-payments/levelisation): <<https://www.ofgem.gov.uk/environmental-and-social-schemes/feed-tariffs-fit/tariffs-and-payments/levelisation>>

<sup>8</sup> [FIT levelisation schedules](https://www.ofgem.gov.uk/environmental-and-social-schemes/feed-tariffs-fit/electricity-suppliers/fit-licensees): <<https://www.ofgem.gov.uk/environmental-and-social-schemes/feed-tariffs-fit/electricity-suppliers/fit-licensees>>

**Figure 5: FIT levelisation – data accuracy**

*This chart shows that the following suppliers recorded data accuracy non-compliances in relation to FIT levelisation; EDF Energy Customers (2), ENGIE Power (2), Dyce Energy (1), Enco Energy Trade BV (1), Home Energy Trading (1), Limejump Energy (1), Paddington Power (1), Shell Energy UK (1), Smartest Energy (1) and TotalEnergies Gas & Power (1).*





**Figure 5 (Table): FIT levelisation – data accuracy**

Supplier	Detail	Incidents
Dyce Energy Ltd	Electricity supplied Y13 Q4	1
EDF Energy Customers Ltd	EII exempt supply Y13 Q4	1
EDF Energy Customers Ltd	EII supplied Y13 Q4	1
Eneco Energy Trade BV	EII exempt supply Y13 Q4	1
ENGIE Power Ltd	Metered export payment due Y13 Q4	1
ENGIE Power Ltd	Metered electricity Y13 Q4	1
Home Energy Trading Ltd	Electricity supplied Y13 Q4	1
Limejump Energy Ltd	Electricity supplied Y13 Q4	1
Paddington Power Ltd	Electricity supplied Y13 Q4	1
Shell Energy UK	EII exempt supply Y13 Q4	1
Smartest Energy	EII exempt supply Y13 Q4	1
TotalEnergies Gas and Power Ltd	Metered export payment due Y13 Q4	1

3.8. 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, and are responsible for ensuring the data provided to Ofgem is accurate and complete

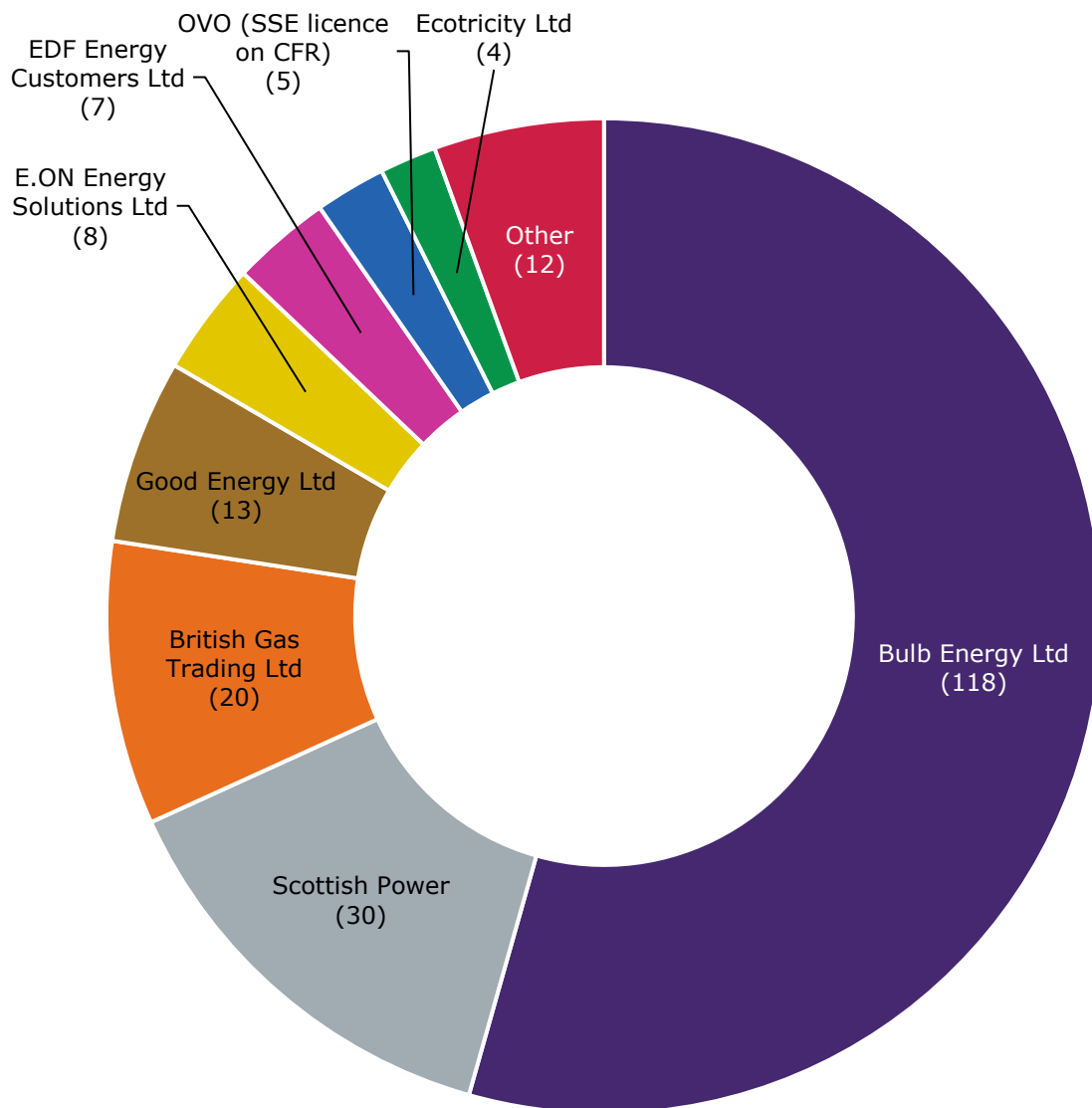
3.9. Non-compliances occur when there is an error in the details entered by a supplier. These non-compliances are categorised as follows:

- **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.

3.10. Details of non-compliances due to administrative error that were added to the SPR between January and June 2023 can be seen in **Figure 6**.

**Figure 6: FIT – Administrative error CFR changes**

*This chart shows that Bulb Energy Ltd were responsible for the majority of administrative error incidents on the CFR during the report period with 118. Also significant were Scottish Power with 30, British Gas Trading Ltd (20), Good Energy Ltd (13), E.ON Energy Solutions Ltd (8), EDF Energy Customers Ltd (7), OVO (SSE licence on the CFR) (5) and Ecotricity Ltd (4). The twelve suppliers included in the 'Other' category recorded one non-compliance each and are listed in the table below.*



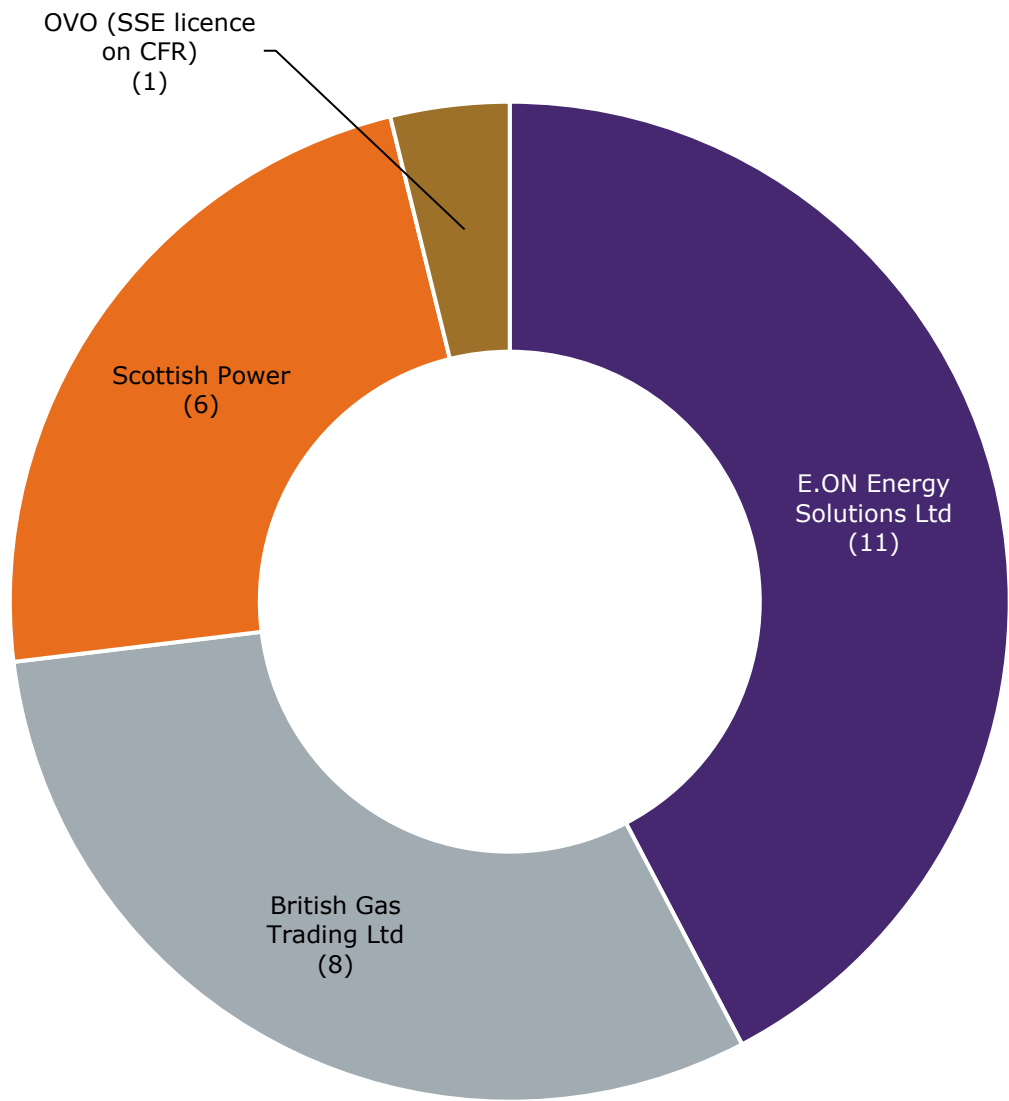
**Figure 6 (Table): FIT – Administrative error CFR changes**

Supplier	Outcome	Incidents
BES commercial electricity Ltd	Approved	1
British Gas Trading Ltd	Approved	17
British Gas Trading Ltd	Rejected	3
Bulb Energy Ltd	Approved	1
Bulb Energy Ltd	Rejected	117
Dyce Energy Ltd	Approved	1
E.ON Energy Solutions Ltd	Approved	3
E.ON Energy Solutions Ltd	Rejected	5
Ecotricity Ltd	Approved	4
EDF Energy Customers Ltd	Approved	6
EDF Energy Customers Ltd	Rejected	1
ENGIE Power Ltd	Rejected	1
Farringdon Energy Ltd	Approved	1
Good Energy Ltd	Approved	5
Good Energy Ltd	Rejected	8
Green Energy (UK) Ltd	Approved	1
Limejump Energy Ltd	Approved	1
Logicor Energy Ltd	Approved	1
Octopus Energy Ltd	Approved	1
OVO	Approved	1
OVO (SSE licence on CFR)	Approved	4
OVO (SSE licence on CFR)	Rejected	1
Paddington Power Ltd	Approved	1
Scottish Power	Approved	29
Scottish Power	Rejected	1
TotalEnergies Gas and Power Ltd	Approved	1
Valda Energy Ltd	Approved	1

3.11. Details of the non-compliances due to CFR eligibility errors can be seen in **Figure 7**.

**Figure 7: FIT – Eligibility error CFR changes**

*This chart shows that E.ON Energy Solutions Ltd were responsible for the most eligibility error incidents on the CFR during the report period with 11. Also significant were British Gas Trading Ltd with eight and Scottish Power with six. OVO (SSE licence on the CFR) had a single incident recorded.*



**Figure 7 (Table): FIT – Eligibility error CFR changes**

Supplier	Outcome	Incidents
British Gas Trading Ltd	Approved	6
British Gas Trading Ltd	Rejected	2
E.ON Energy Solutions Ltd	Approved	1
E.ON Energy Solutions Ltd	Rejected	10
OVO (SSE licence on CFR)	Approved	1
Scottish Power	Approved	5
Scottish Power	Rejected	1

## Payments

3.12. 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 January and June 2023 are shown below:

- On the FIT scheme, suppliers are required to make payments in relation to the levelisation process<sup>9</sup>. The levelisation process ensures that the costs of the FIT scheme are distributed fairly between licensed electricity suppliers.
- On the Green Gas Levy (GGL) scheme<sup>10</sup>, obligated gas suppliers are required to make quarterly levy payments which are used to fund payments to biomethane producers on the Green Gas Support Scheme<sup>11</sup>. Additionally obligated gas suppliers are required to submit credit cover which can be used if a supplier fails to make a levy payment by the required deadline.
- On the RO scheme payments are required from and made to suppliers as part of the mutualisation process. If a supplier receives an overpayment from the mutualisation fund, we require these funds to be returned so they can be distributed correctly.<sup>12</sup>

<sup>9</sup> [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>10</sup> 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>>

<sup>11</sup> [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>>

<sup>12</sup> [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>>

- 3.13. 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.
- 3.14. Details of all payment non-compliances between January and June 2023 can be seen in **Figure 8**.

**Figure 8: Payment non-compliances**

*This chart shows that a total of 14 payment non-compliances were recorded over the period with each of the suppliers featured responsible for a single incident. The suppliers responsible were 3T Power, Bulb Energy, Cilleni Energy Supply, Delta Gas and Power, Dodo Energy, EDF Energy Customers, Good Energy Gas, Limejump Energy, MVV Environment Services, OVO, Pozitive Energy, Regent Gas, Regent Power and Vattenfall Energy Trading.*





**Figure 8 (Table): Payment non-compliances**

Supplier	Scheme	Sub-issue	Detail	Incidents
3T Power Ltd	RO	RO Recovery Missed Deadline	-	1
Bulb Energy Ltd	RO	RO Recovery Missed Deadline	-	1
Cilleni Energy Supply Ltd	FIT	Levelisation Missed deadline	Y13 Q4	1
Delta Gas and Power Ltd	GGL	Failure to make payment by the deadline	Y3 Q1 Levy Payment	1
Dodo Energy Ltd	FIT	Levelisation Paid into wrong account	Y13 Q4	1
EDF Energy Customers Ltd	FIT	Levelisation Missed deadline	Y13 Q4	1
Good Energy Gas Ltd	GGL	Overpayment	Y3 Q1 Levy payment	1
Limejump Energy Ltd	RO	RO Recovery Missed Deadline	-	1
MVV Environment Services Ltd	RO	RO Recovery Missed Deadline	-	1
OVO	FIT	Levelisation Missed deadline	Y13 Q3	1
Pozitive Energy Ltd	GGL	Failure to make payment by the deadline	Y3 Q1 Credit cover	1
Regent Gas Ltd	GGL	Failure to make payment by the deadline	Y3 Q1 Credit cover	1
Regent Power	FIT	Levelisation Missed deadline	Y13 Q3	1
Vattenfall Energy Trading GmbH	FIT	Levelisation Missed deadline	Y13 Q4	1

## 4. 'Category 4' Incidents of Non-Compliance

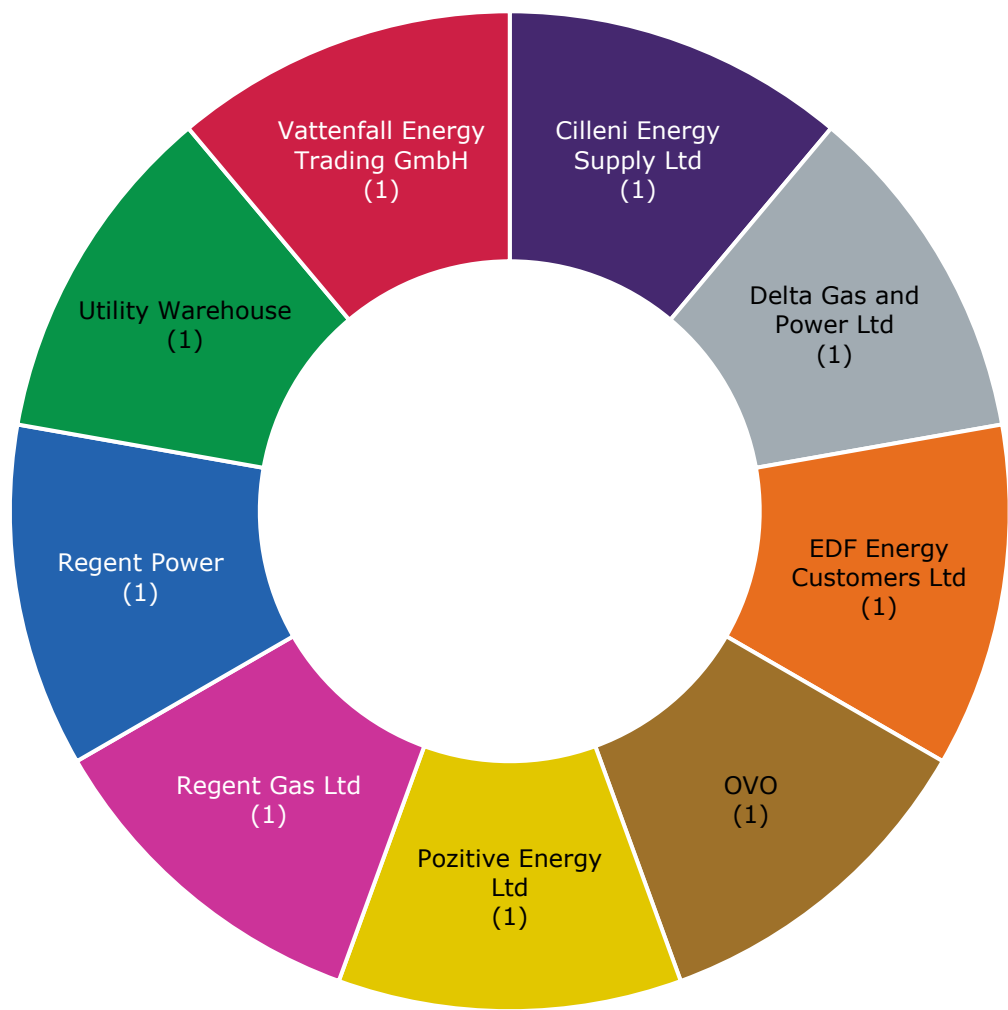
### Section summary

This chapter presents information on the most serious ('category 4') incidents recorded between 1 January 2023 and 30 June 2023. We also provide summary statistics on the 'category 4' incidents recorded over the previous two-year period.

- 4.1. The non-compliance incidents on the SPR database can vary significantly in seriousness and impact. Therefore, when adding incidents of non-compliance to the SPR database they are scored according to their severity. There are five categories in which an incident can be scored, and each can be scored from '0' (no impact/not relevant) to '4' (very serious/high impact). The highest score given in any category is taken as the overall score for that incident. The five categories are:
1. Compliance with overriding scheme obligation
  2. Deadlines
  3. Governance
  4. Accuracy of data
  5. Financial implication
- 4.2. During the period 1 January 2023 to 30 June 2023 a total of nine 'category 4' incidents were recorded. Eight of these incidents related to missed payment deadlines and one was in relation to a missed data submission deadline. All these incidents were judged to be in the most serious category due to scoring a '4' in the 'Compliance with overriding scheme obligation' category and all but one also scored a '4' in the 'Deadlines' category.
- 4.3. Information on these nine 'category 4' incidents is provided in **Figure 9** below.

**Figure 9: Details of 'category 4' incidents January to June 2023**

*This chart shows the nine suppliers that recorded a 'category 4' incident over the period. They were Cilleni Energy Supply, Delta Gas and Power, EDF Energy Customers, OVO, Pozitive Energy, Regent Gas, Regent Power, Utility Warehouse and Vattenfall Energy Trading.*



**Figure 9 (Table): Details of 'category 4' incidents January to June 2023**

Supplier	Scheme	Type of issue	Sub-issue
Cilleni Energy Supply Ltd	FIT	Payments	Levelisation - Missed deadline
Delta Gas and Power Ltd	GGL	Payments	Failure to make payment by the deadline
EDF Energy Customers Ltd	FIT	Payments	Levelisation - Missed deadline
OVO	FIT	Payments	Levelisation - Missed deadline
Positive Energy Ltd	GGL	Payments	Failure to make payment by the deadline
Regent Gas Ltd	GGL	Payments	Failure to make payment by the deadline
Regent Power	FIT	Payments	Levelisation - Missed deadline
Utility Warehouse	WHD	Submission of data	Failure to submit information by the deadline
Vattenfall Energy Trading GmbH	FIT	Payments	Levelisation - Missed deadline

- 4.4. In relation to the 'category 4' late payment incidents recorded for the FIT scheme, we engaged with the suppliers to chase for payment. In each case following our engagement, payments were received within a few days of the relevant deadline.
- 4.5. Suppliers responsible for late payments on the GGL scheme were required to make payment as soon as possible after the deadline. Interest was charged on the outstanding sum and details of the late payments have been added to the GGL Default Register<sup>13</sup>. In each of these cases the supplier also paid within a few days of the relevant deadline.
- 4.6. On the WHD the information was submitted two working days after the deadline. Utility Warehouse was required to create an action plan for making future WHD submissions on time and provide assurances that process changes have been made to meet all future reporting deadlines.
- 4.7. Ofgem has formal enforcement powers which it may use to address instances of non-compliance and suspected non-compliance, where this is appropriate. Whilst formal enforcement action was not required for the cases above, it can include opening investigations, making orders and imposing penalties.

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<sup>13</sup> [The GGL Default Register](https://www.ofgem.gov.uk/publications/green-gas-levy-default-register): <<https://www.ofgem.gov.uk/publications/green-gas-levy-default-register>>

- 4.8. **Figure 10** shows that when looking back over the last two years there have been 99 'category 4' incidents recorded. The nine recorded for the most recent period is a fall of around 70% from the average recorded over the three previous periods and a 50% fall from the 18 'category 4' incidents recorded during January to June 2022.
- 4.9. It should be noted that the previously higher volumes of 'category 4' incidents occurred during the period of the gas price crisis and the corresponding turbulence in the energy markets.

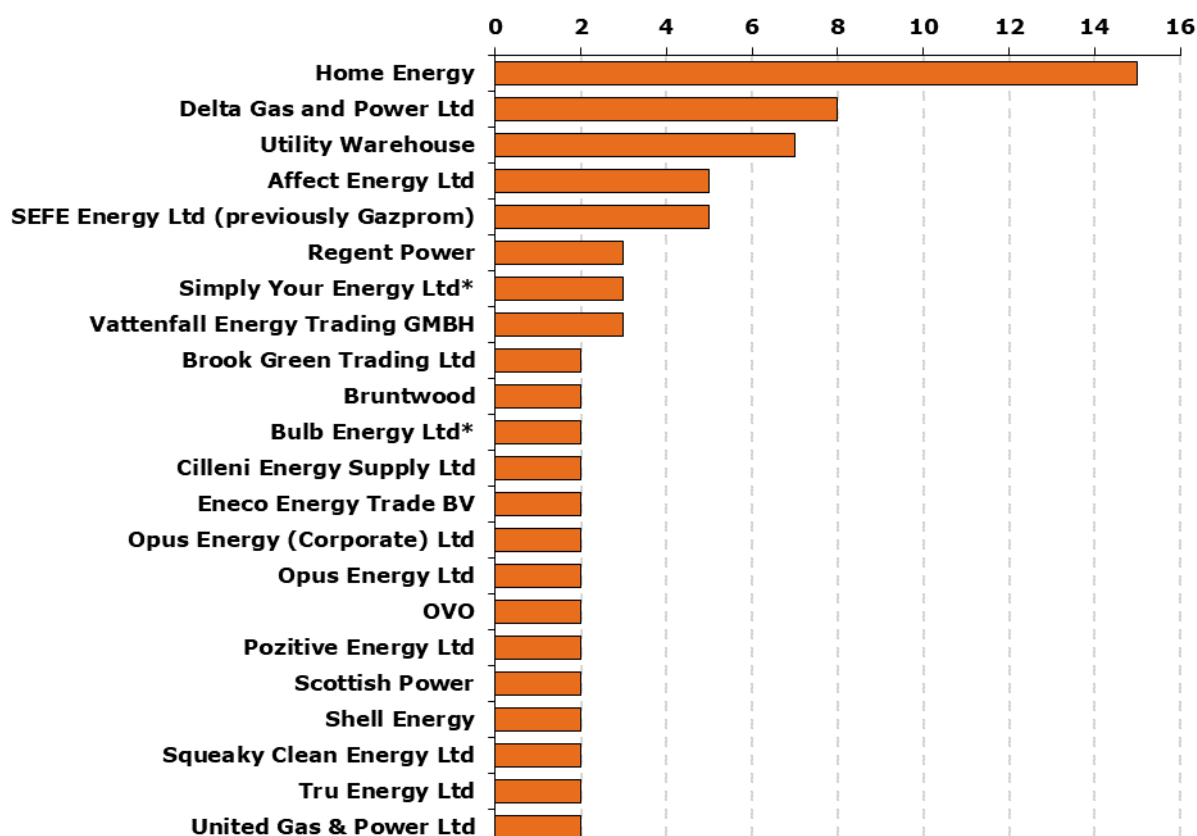
**Figure 10: 'Category 4' incidents by period since July 2021**

Report period	'Category 4' incidents
July to December 2021	28
January to June 2022	18
July to December 2022	44
January to June 2023	9
<b>Total</b>	<b>99</b>

4.10. **Figure 11** below shows the number of 'category 4' incidents recorded against individual suppliers over the previous two year period.

**Figure 11: 'Category 4' incidents by supplier since July 2021**

*This bar chart shows suppliers with two or more 'category 4' incidents of non-compliance recorded over the previous two years. Home Energy have the most with 15 'category 4' incidents recorded, Delta Gas and Power Ltd have eight, Affect Energy Ltd five and Electricity Plus Supply four. All other suppliers have three or less 'category 4' incidents recorded. A full list of 'category 4' incidents, including suppliers with a single incident, is provided in the table below.*



\*These suppliers have subsequently ceased trading with their customers transferred to other suppliers through the Supplier of Last Resort (SoLR) process<sup>14</sup>. In the case of Bulb they were put under a Special Administration Regime and continued trading until being taken over by Octopus Energy.<sup>15</sup>

<sup>14</sup> [Information on supplier failures and the SoLR process](https://www.ofgem.gov.uk/news-and-views/blog/how-youre-protected-when-energy-firms-collapse): <<https://www.ofgem.gov.uk/news-and-views/blog/how-youre-protected-when-energy-firms-collapse>>

<sup>15</sup> [Information on the Bulb Special Administration Regime](https://www.ofgem.gov.uk/publications/ofgem-statement-bulb-message-customers): <<https://www.ofgem.gov.uk/publications/ofgem-statement-bulb-message-customers>>

**Figure 11 (Table): 'Category 4' incidents by supplier since July 2021**

Supplier	'Category 4' incidents
Home Energy	15
Delta Gas and Power Ltd	8
Utility Warehouse	7
Affect Energy Ltd	5
SEFE Energy Ltd (previously Gazprom)	5
Regent Power	3
Simply Your Energy Ltd*	3
Vattenfall Energy Trading GMBH	3
Brook Green Trading Ltd	2
Bruntwood	2
Bulb Energy Ltd*	2
Cilleni Energy Supply Ltd	2
Eneco Energy Trade BV	2
Opus Energy (Corporate) Ltd	2
Opus Energy Ltd	2
OVO	2
Pozitive Energy Ltd	2
Scottish Power	2
Shell Energy	2
Squeaky Clean Energy Ltd	2
Tru Energy Ltd	2
United Gas & Power Ltd	2
British Gas	1
EDF Energy Customers Ltd	1
EPG Energy	1
ESB Energy Ltd	1
Euston Energy Ltd	1
Green Supplier Ltd	1
Hartree Partners	1
Kensington Power Ltd	1
MAXEN POWER SUPPLY Ltd	1
MVV Environment Services Ltd	1
Npower	1
Octopus Energy Ltd	1
Regent Gas Ltd	1
Shell Energy Supply UK Ltd	1
Sinq Power Ltd	1



Supplier	'Category 4' incidents
Social Energy Supply Ltd*	1
Total Energies Gas and Power	1
Tradelink Solutions LTD	1
UK Power Reserve Ltd	1
Unify Energy Ltd	1
Utility Point Ltd*	1
Wilton Energy Ltd	1

\*Please note that these suppliers have subsequently ceased trading with their customers transferred to other suppliers through the Supplier of Last Resort (SoLR) process. In the case of Bulb they were put under a Special Administration Regime and continued trading until being taken over by Octopus Energy.

4.11. Due to the difficulties in the supplier market during the previous two-year period payment issues feature heavily in the 'category 4' incidents recorded. **Figure 12** illustrates this and the distribution of incidents between the schemes.

**Figure 12: 'Category 4' incidents by scheme and type since July 2021**

*This column chart shows that 50 'category 4' payment incidents were recorded under the RO scheme. Thirty-eight 'category 4' incidents were recorded on the FIT scheme with 28 of these being payment related and ten in relation to data submission. There were eight payment issues on the GGL. The WHD has one payment and one data accuracy incident and there was one data accuracy incident on the REGO/GoO scheme.*

