



Supplier Performance Report

1 January 2024 to 30 June 2024

© Crown copyright 2024

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.

This publication is available at 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

Contents

Foreword	4
1. About the Supplier Performance Report	7
What does the Supplier Performance Report show?	7
Why are we publishing this data?	8
What happens to suppliers featured in the report?	8
Which suppliers are included?	9
Change in the reporting of Central FIT Register (CFR) incidents	9
2. The worst performing suppliers	10
Category 4 (Major) incidents	10
Category 1 (Minor) incidents	17
3. A focus on FIT data quality	19
Trends in FIT non-compliance	19
Cause and impact	20
Taking action	20
4. All non-compliances – Jan to Jun 2024	22
Submission of data	24
Data accuracy	26
Payments	32
Biennial meter verification	33
Scheme engagement	34
Appendix	37

Foreword

Our Supplier Performance Report holds suppliers to account for their performance on the delivery of the low-carbon energy and social schemes we administer on behalf of government. It sets out which suppliers have failed to meet their scheme obligations in full and on time and helps show non-compliance trends over time. We publish this report twice annually.

The twelve low-carbon energy and social schemes Ofgem administers on behalf of the UK government are responsible for decarbonising large parts of the UK's energy system and supporting some of the most vulnerable in our society. During 2023 to 2024, Ofgem's schemes supported low carbon electricity generation equivalent to more than a third of the UK supply market, provided heat and green gas generation sufficient to heat 1.4 million typical UK homes (enough to heat every household in Wales), and provided energy bill rebates to more than 3.3 million households in or at risk of fuel poverty. It is vital that these schemes work effectively to realise government policy goals whilst delivering value for money for the taxpayer.

Energy suppliers play a key role in delivering many of these schemes, so it is essential that they comply with scheme rules and meet their obligations. Suppliers must take their responsibilities seriously so that the intended decarbonisation and consumer benefits can be delivered. When they don't, unnecessary costs can be passed onto energy consumers and net zero targets can be adversely impacted. As scheme administrator, we closely monitor supplier performance. If we find performance has not been as expected, we take action, including imposing sanctions where appropriate.

We continuously assess supplier performance through our compliance, audit, counter fraud and enforcement work. This includes assessing how proactive suppliers have been in understanding their obligations, how well they have engaged with us and how they have approached self-reporting. We expect suppliers featured in this Supplier Performance Report to promptly rectify any issues with their processes or performance. We may require suppliers to develop an action plan, detailing how issues will be addressed and future non-compliance will be prevented. Once an action plan is in place, we continue to engage with the supplier to ensure the necessary changes have been successfully implemented – so the schemes can best deliver for consumers and on our ambitions for net zero.

As part of our approach to continually reviewing how we report supplier non-compliance, we have this year expanded the Supplier Performance Report's content, which for the first time includes non-compliance reporting on the Great British Insulation Scheme.

In addition, I am pleased that for the first time we are including further details of some of the work we regularly undertake to tackle non-compliance. In this edition, we focus on data quality issues on the Feed-in Tariffs (FIT) scheme, as these are responsible for a large proportion of the non-compliances we record. It is encouraging to note that suppliers responded positively to our engagement this summer and are taking steps to remedy the issues identified. We've had extensive compliance engagements with a small number of suppliers to resolve their non-compliance with FIT scheme obligations. This work included suppliers hosting Ofgem staff at their offices to explain their approach to scheme compliance, providing detailed scheme data to Ofgem upon request and carrying out detailed analysis of their entries on the Central FIT Register. We welcome this constructive response from the suppliers who worked with us to address our concerns.

As well as providing details on those suppliers responsible for the most serious ('category 4') incidents, we now also focus on those suppliers responsible for significant numbers of lower-level ('category 1') incidents. We have done this to highlight patterns of recurring lower-level non-compliance which, when taken collectively, can be an indication of poor governance, can impact scheme delivery, create an unnecessary administrative burden to resolve, and lead to poor outcomes for consumers.

This report contributes to Ofgem's principal objectives by bringing transparency to supplier performance and showing how we are working hard to improve standards for consumers across the energy market. As part of this we welcome stakeholder feedback on this report which can be provided to schemesreportingfeedback@ofgem.gov.uk.

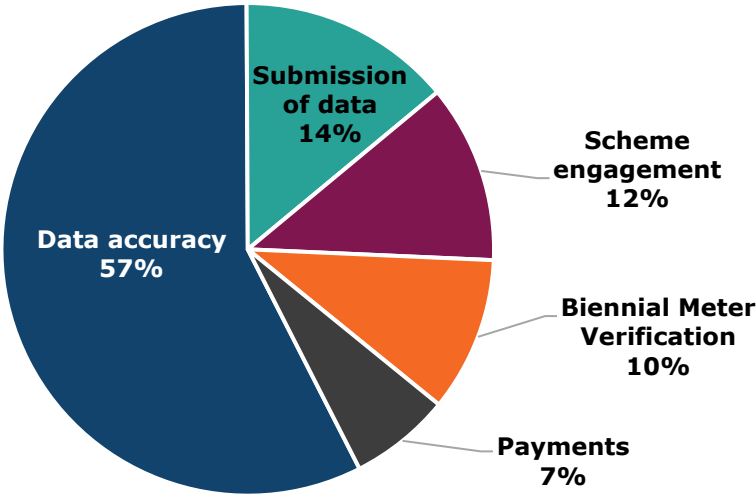
Neil Lawrence

Director, Delivery & Schemes

Non-compliance summary

January to June 2024

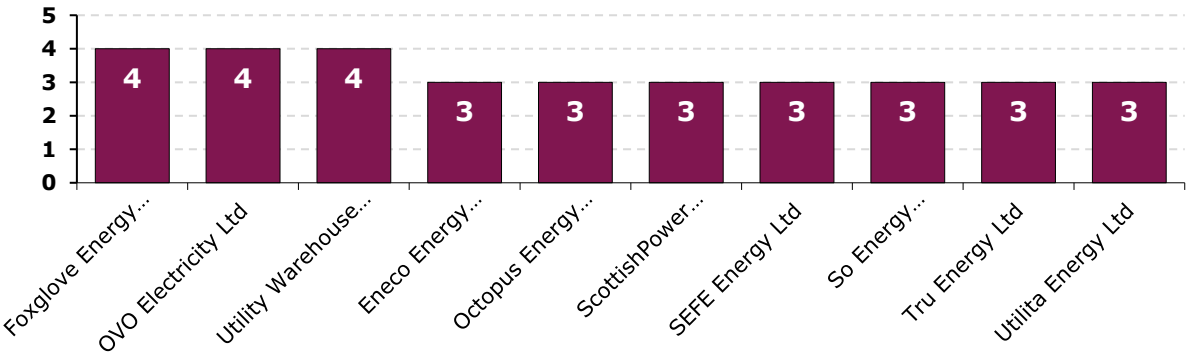
Sources of non-compliance



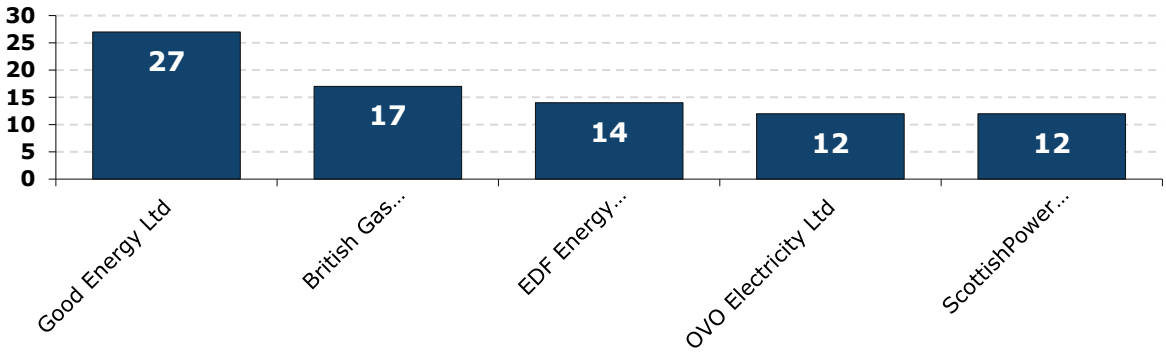
The worst performing suppliers

Where possible we present the top five suppliers in each category. However, where the number of suppliers with equal scores mean this is not possible, all suppliers with the cut-off score are shown.

Category 4 (Major) incidents



Category 1 (Minor) incidents



1. About the Supplier Performance Report

This chapter explains what the Supplier Performance Report shows, why we publish this information and what happens to the suppliers featured in the report.

What does the Supplier Performance Report show?

- 1.1. The Supplier Performance Report (SPR) shows supplier performance against their obligations on the low carbon energy and social schemes we administer. These schemes are designed to advance decarbonisation and support vulnerable consumers, so it is vital that suppliers comply with scheme rules and fulfil their obligations. The SPR, which is published twice a year, helps hold suppliers to account by providing a regular and transparent view of their performance.

The schemes covered are:

- Energy Company Obligation (ECO)
- Feed-in Tariffs (FIT)
- Great British Insulation Scheme (GBIS)
- Green Gas Levy (GGL)
- Offtaker of Last Resort (OLR)
- Renewable Energy Guarantees of Origin/ (REGO)
- Renewables Obligation (RO)
- Smart Export Guarantee (SEG)
- Warm Home Discount (WHD)

- 1.2. It should be noted that this report records the number and type of supplier non-compliance incidents on the schemes listed above. It does not reflect a supplier's customer service¹, wider performance (for example against other regulatory obligations), or its energy mix².

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 Suppliers are required to publish details of their energy mix on their websites.

- 1.3. Scheme non-compliance includes things like not meeting a deadline set out in the relevant legislation or submitting inaccurate data to us in relation to these schemes.
- 1.4. The data used to inform this report has been published alongside the report on our website. More information about the schemes, and suppliers' obligations, can also be found on our website³.

Why are we publishing this data?

- 1.5. Energy suppliers play an important role in the successful delivery of many of the low-carbon energy and social schemes that we administer. Incidents of non-compliance can impact the achievement of government's policy objectives and increase the costs of scheme delivery, which can be passed on to consumers through energy bills or lead to increased costs for taxpayers. 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.
- 1.6. We therefore take supplier compliance on these schemes extremely seriously. We publish this data in the interests of providing transparency to consumers and other interested parties, to send a signal to suppliers about our expectations, and to hold suppliers to account for poor performance.

What happens to suppliers featured in the report?

- 1.7. We work with the suppliers featured in this report to help them to improve their performance. Where we find issues, we expect suppliers to improve and deliver the schemes more efficiently.
- 1.8. 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 action⁴. Any action taken following an enforcement investigation may be published on our website⁵.

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

⁴ [Ofgem's Enforcement Guidelines](https://www.ofgem.gov.uk/publications/enforcement-guidelines): <<https://www.ofgem.gov.uk/publications/enforcement-guidelines>>

⁵ [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>>

- 1.9. We expect suppliers to take findings of non-compliance seriously and to learn the lessons from their own non-compliance and that of other suppliers contained in this report. We expect that corporate boards, investors and creditors may carefully consider the information in this report and use it as an indication of a supplier's ability to manage risk, appropriately govern itself and deliver on its obligations more generally.

Which suppliers are included?⁶

- 1.10. Suppliers that had a non-compliance incident occur between 1 January 2024 and 30 June 2024 are shown in chapter four (**All non-compliances – Jan to Jun 2024**). Those with the most serious non-compliances, and other suppliers with high volumes of lower-level of non-compliance, are highlighted in chapter two (**The worst performing suppliers**).
- 1.11. 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 2024, when comparisons are made in this report, they are made with the equivalent period in 2023.

Change in the reporting of Central FIT Register (CFR) incidents

- 1.12. In previous editions of the SPR, when reporting incidents in relation to the CFR (the database of installations registered on the FIT scheme) the number of installations impacted by the non-compliance was recorded as the number of incidents occurring. However, as one incident of non-compliance can impact many installations this was having a disproportionate impact on the overall volumes of non-compliance being reported. Therefore, from this edition onwards we will be counting the individual incidents of CFR non-compliance that have occurred, irrespective of how many installations have been impacted. Any figures used in this report pre-dating January 2024 have also been adjusted to take account of this change.

⁶ 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. The worst performing suppliers

This chapter presents information on the suppliers with the most serious ('category 4') non-compliance incidents, and those with high levels of other types of non-compliance, that occurred between 1 January 2024 and 30 June 2024.

2.1. The non-compliance incidents on the SPR database can vary significantly in seriousness and impact. Incidents of non-compliance on the SPR database are scored according to their severity. There are five areas in which each incident can be scored, and each area can be scored from '0' (no impact/not relevant) to '4' (very serious/high impact). The highest score given in any area is taken as the overall score for that incident. The five areas are:

- Compliance with overriding scheme obligation
- Deadlines
- Governance
- Accuracy of data
- Financial implication

Category 4 (Major) incidents

- 2.2. During the period 1 January 2024 to 30 June 2024, a total of 68 'category 4' incidents were recorded. These 'category 4' incidents were recorded in several areas and included missed payment deadlines, failing to meet scheme obligation targets and failing to provide required data on time. This is not good enough. We expect suppliers to meet their scheme obligations and take failure to do so extremely seriously. Serious or repeated failures to meet obligations will result in an increased likelihood of compliance and/or enforcement action being taken.
- 2.3. The previous SPR period, from 1 July to 31 December 2023, identified the worst performing suppliers, as Home Energy Trading Ltd, Utility Warehouse Ltd, Delta Gas and Power Ltd, SEFE Energy Ltd and Vattenfall Energy Solutions GmbH. Of these suppliers, Utility Warehouse and SEFE Energy continued to experience the high rates of category 4 incidents during the first six months of 2024. Both suppliers have provided assurances that they will improve their compliance. We expect to see immediate improvements.

- 2.4. We are also concerned by the emergence of Foxglove Energy Supply Ltd, OVO Electricity Ltd and Octopus Energy Operations 2 Ltd/Octopus Energy Ltd as being among the worst performing suppliers. We have written to Foxglove and Octopus raising our concerns, and have requested details of how they will address the reasons for their non-compliance to avoid further incidents. At the time of writing OVO have already provided us with assurances that their performance will improve.
- 2.5. Information on the suppliers responsible for these 68 'category 4' incidents is provided in **Figure 2.1** below. A breakdown of incidents by incident type is provided in **Figure 2.2**. Information on the specific incidents can be found in the appendix.

Figure 2.1: 'Category 4' incidents by supplier January to June 2024

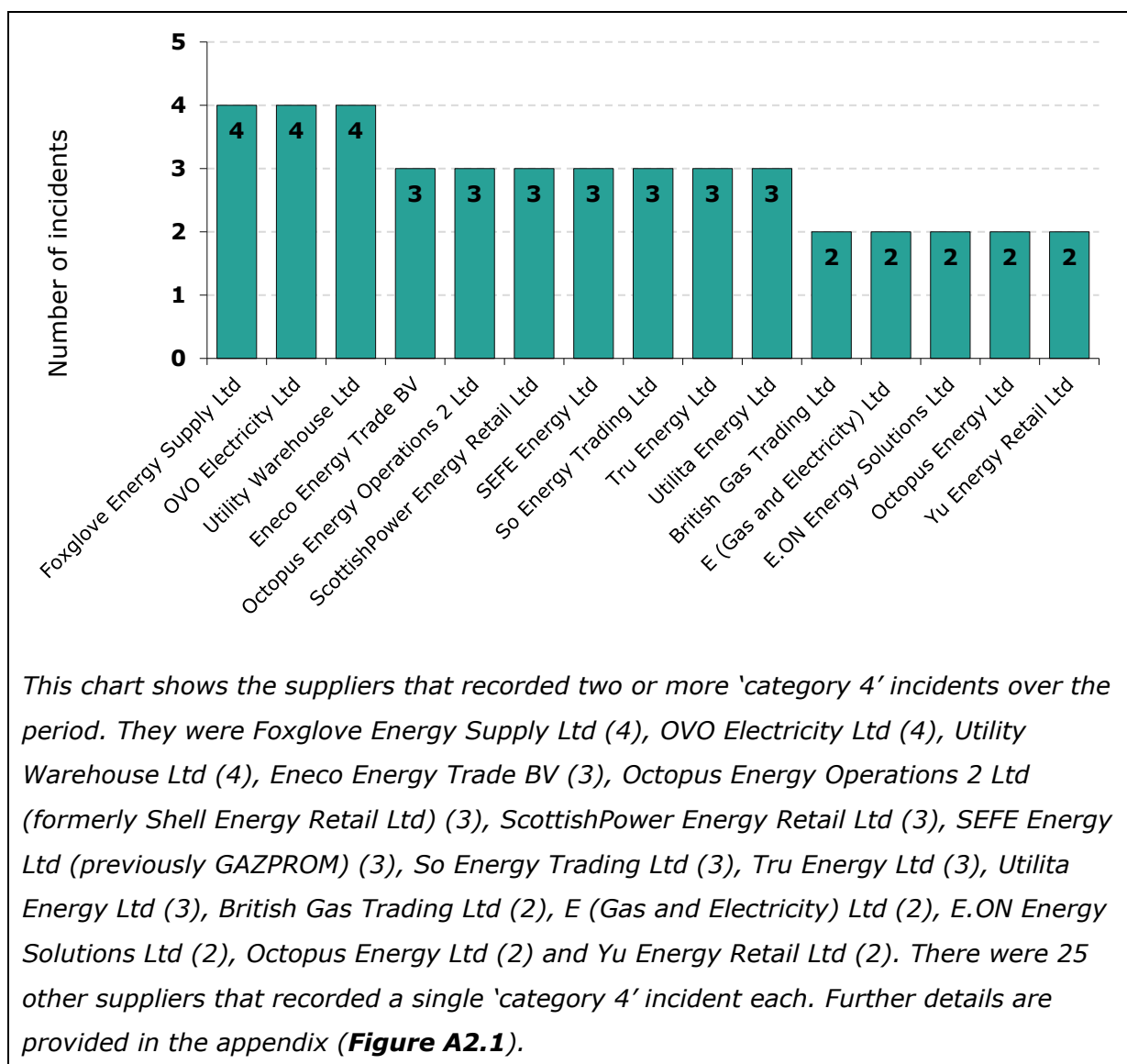
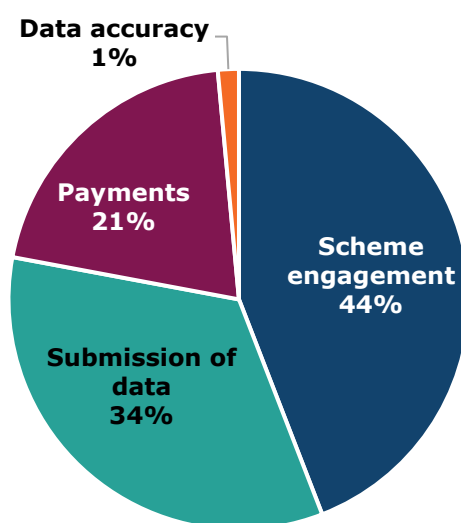


Figure 2.2: 'Category 4' incidents by type January to June 2024

This pie chart shows that scheme engagement incidents were the most common, accounting for 44% of the total. Data submission issues were second most common, accounting for 34%, followed by payment issues (21%). A single data accuracy incident also occurred and was responsible for 1% of incidents recorded.

- 2.6. Scheme engagement issues (where suppliers failed to participate or comply with the requirements and expectations of the scheme) accounted for 30 of the total. Twenty-one of these occurred due to suppliers not meeting GBIS scheme annual delivery targets through notification of energy efficiency measures by the required deadline. The remaining nine incidents occurred on the GGL when suppliers failed to provide required information in relation to credit cover payments.
- 2.7. The 23 data submission-related non-compliances were split between the GGL, RO and ECO/GBIS⁷ schemes. Fifteen of these were on the GGL scheme where suppliers failed to meet their obligation to provide meter point data by the required deadline. In these cases, data obtained by Ofgem from Xoserve⁸ was used to calculate the levy and credit cover obligations for those suppliers. The

⁷ One submission is required from each supplier covering obligation setting data for both the ECO (articles 4 and 5, Electricity and Gas (Energy Company Obligation) Order 2022 and GBIS (article 4, Electricity and Gas (Energy Company Obligation) Order 2023) schemes.

⁸ For more information on Xoserve and their role [please visit their website:](https://www.xoserve.com/)
<<https://www.xoserve.com/>>

remainder were for a variety of other incidents where data submissions from suppliers, required for setting scheme obligations and performing important scheme calculations, were not received on time.

- 2.8. A total of 14 payment-related non-compliance incidents occurred, split between the FIT, GGL and RO schemes. These incidents occurred when suppliers failed to make a scheme payment by the required deadline. Where payment is received late, suppliers are required to explain the reasons why and to provide assurance that payments will be made by the deadline in future. In addition for the GGL, suppliers are charged interest on late levy payments.
- 2.9. Finally there was one data accuracy incident. This incident occurred as OVO Electricity Ltd submitted incorrect data regarding their number of electricity customers on 31 December 2022. This resulted in WHD scheme obligations being set incorrectly for all obligated suppliers in Scheme Year 13 (2023 to 2024). OVO self-reported this during Scheme Year 13, meaning Ofgem had to recalculate scheme obligations and issue amended obligations to all scheme suppliers.
- 2.10. In all the incidents above, the suppliers have failed to meet their obligations and our expectations. It is suppliers' responsibility to ensure they meet all their obligations on time and in full, and they may face serious consequences if they don't.
- 2.11. Ofgem has formal enforcement powers which we may use to address instances of non-compliance and suspected non-compliance, where this is appropriate. Whilst formal enforcement action has not been undertaken for the cases above to date, it can include opening investigations, making orders and imposing penalties.⁹ Ofgem carefully considers the trends in this report, for example when considering a supplier's overall performance and where the underlying causes of these issues may relate to other matters under consideration.
- 2.12. **Figure 2.3** shows that when looking back over the last two years there have been 143 'category 4' incidents recorded. The 68 recorded for the most recent period is a 656% increase on the 9 'category 4' incidents recorded during the equivalent January to June period in 2023. A significant part of this increase can be attributed to incidents occurring in relation to the GBIS scheme (21 incidents), which was not a factor during the January to June 2023 period. We

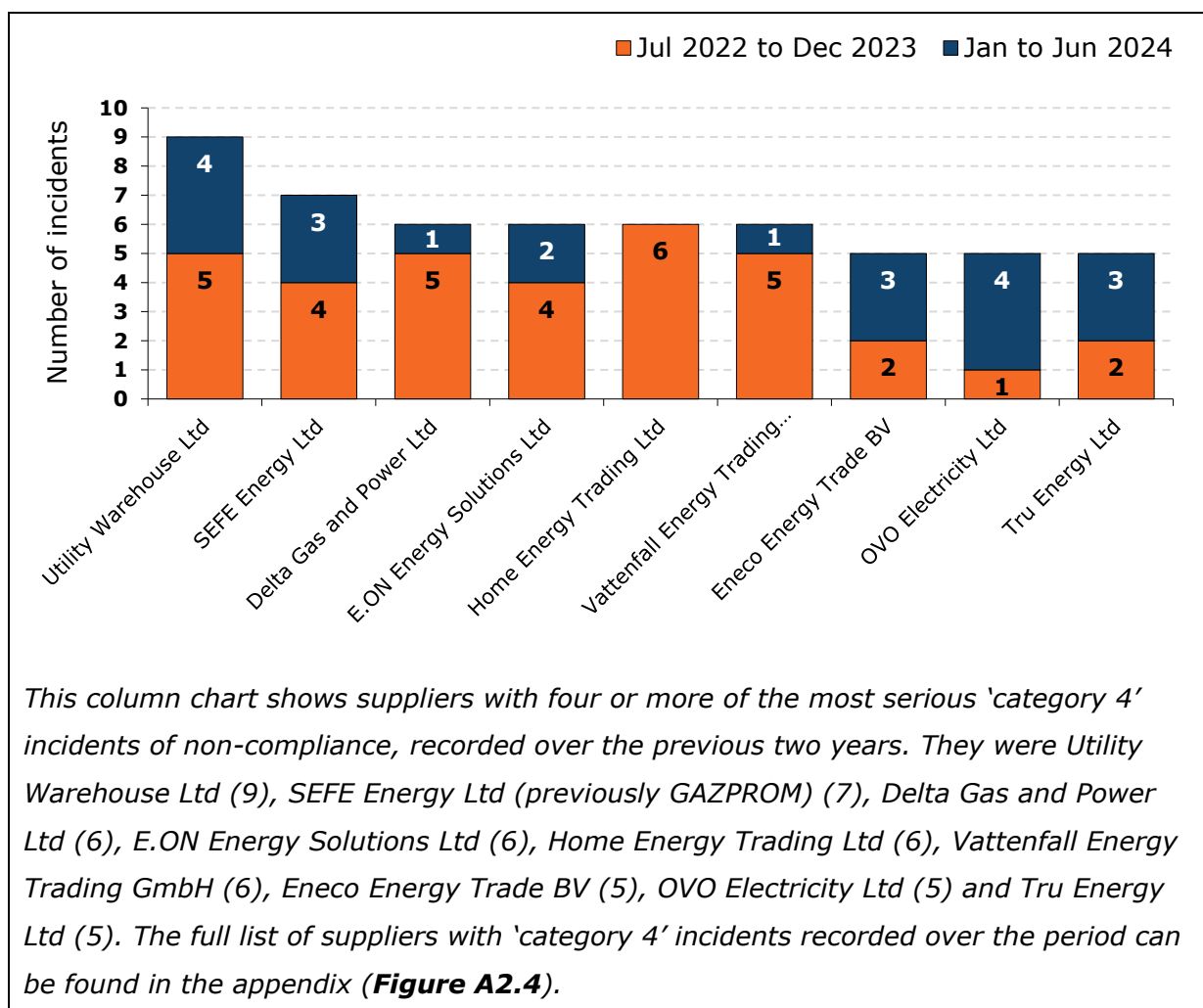
⁹ [Ofgem's Enforcement Guidelines](https://www.ofgem.gov.uk/publications/enforcement-guidelines): <<https://www.ofgem.gov.uk/publications/enforcement-guidelines>>

have also seen a significant increase in GGL incidents (27 incidents) which now include suppliers failing to respond to our information requests, and also an increase in the number of suppliers failing to confirm their meter point data.

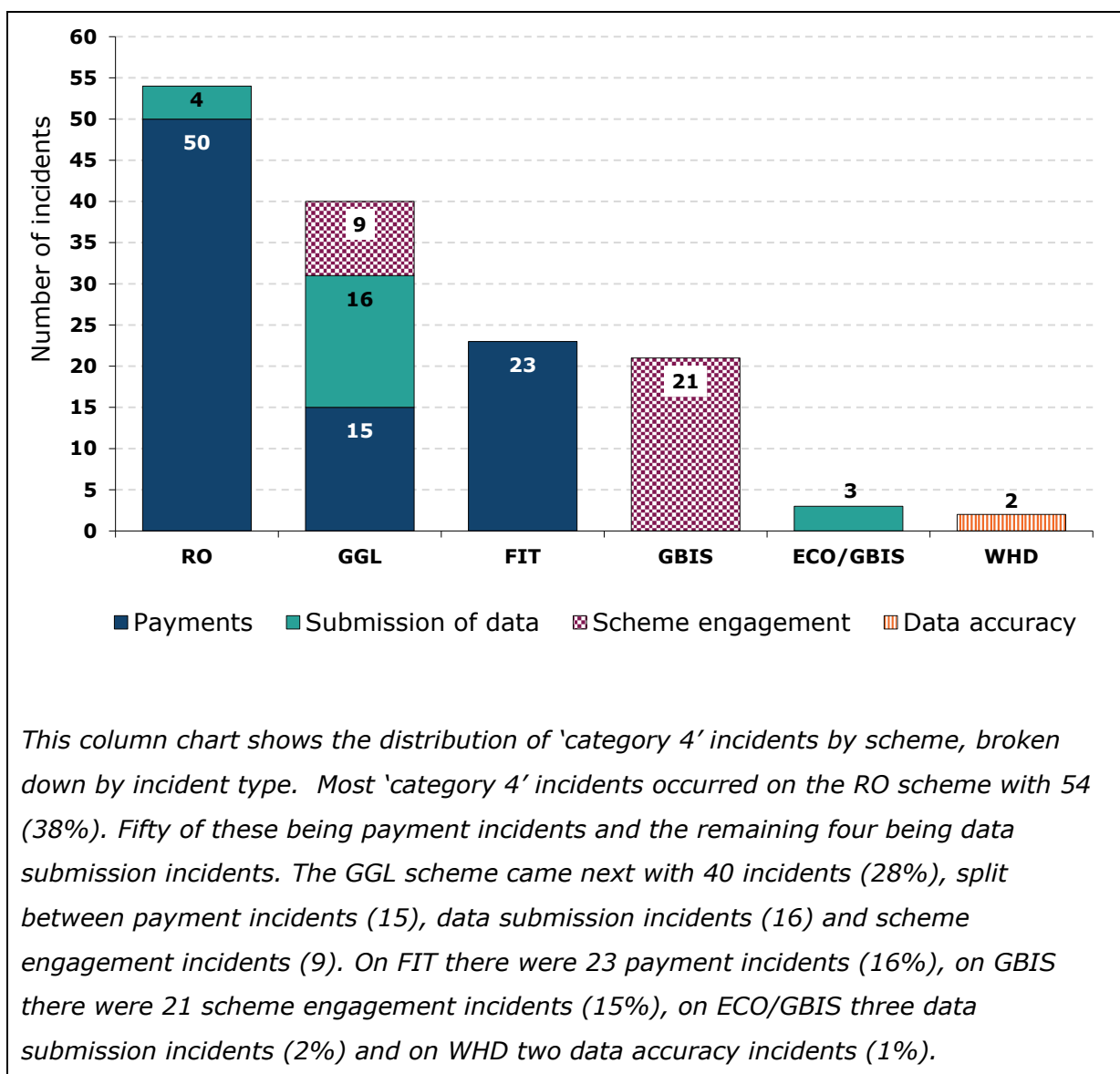
Figure 2.3: 'Category 4' incidents by period since July 2022

Report period	'Category 4' incidents
July to December 2022	34
January to June 2023	9
July to December 2023	32
January to June 2024	68
Total	143

- 2.13. **Figure 2.4** below shows the number of 'category 4' incidents recorded against individual suppliers over the previous two-year period. **Figure 2.5** illustrates the type and distribution of incidents between the schemes.

Figure 2.4: 'Category 4' incidents by supplier since July 2022

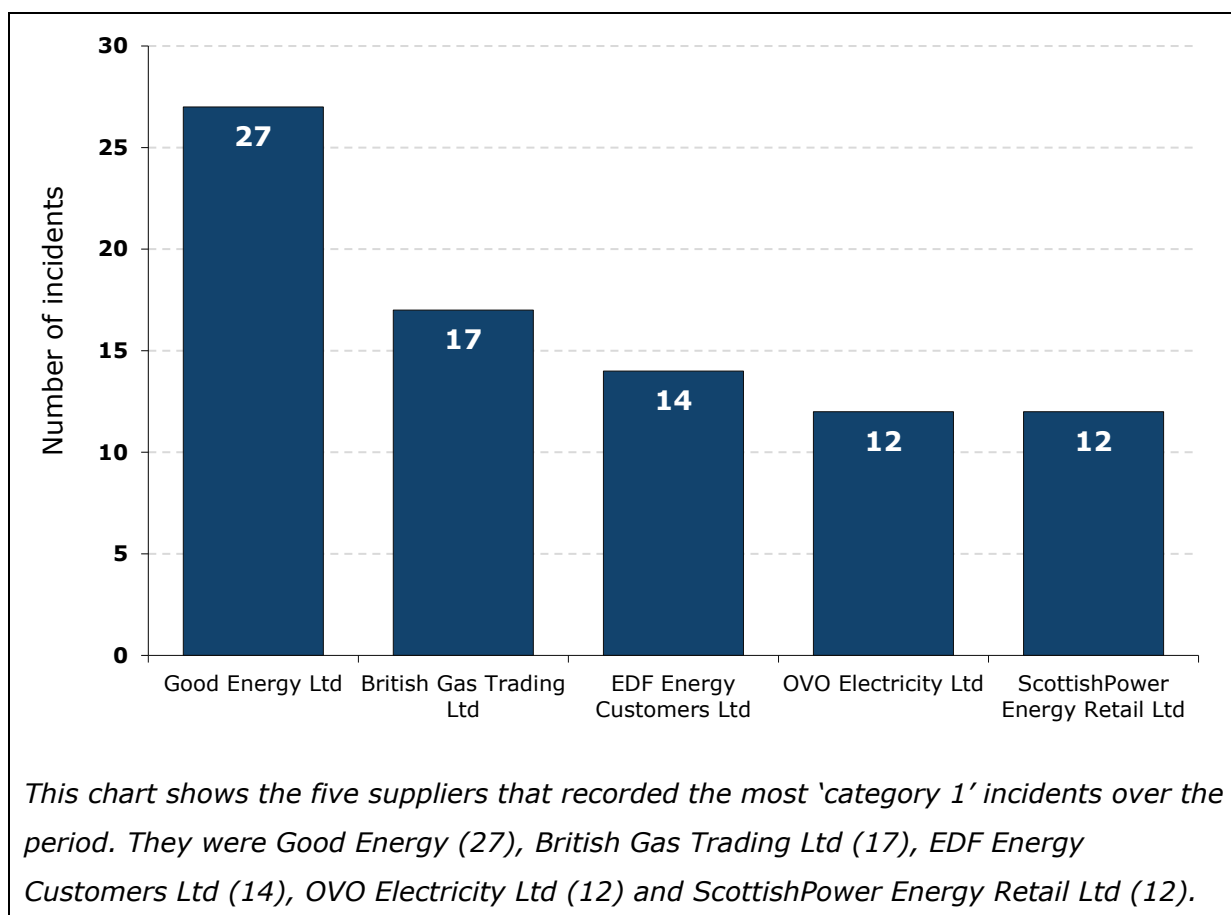
2.14. We have written to Utility Warehouse Ltd, SEFE Energy Ltd, Delta Gas and Power Ltd, E.ON Energy Solutions Ltd, Home Energy Trading Ltd and Vattenfall Energy Trading GmbH (as the worst offending suppliers) seeking assurances that their compliance will improve. We will continue to monitor this and consider if further action is required.

Figure 2.5: 'Category 4' incidents by scheme and type since July 2022

Category 1 (Minor) incidents

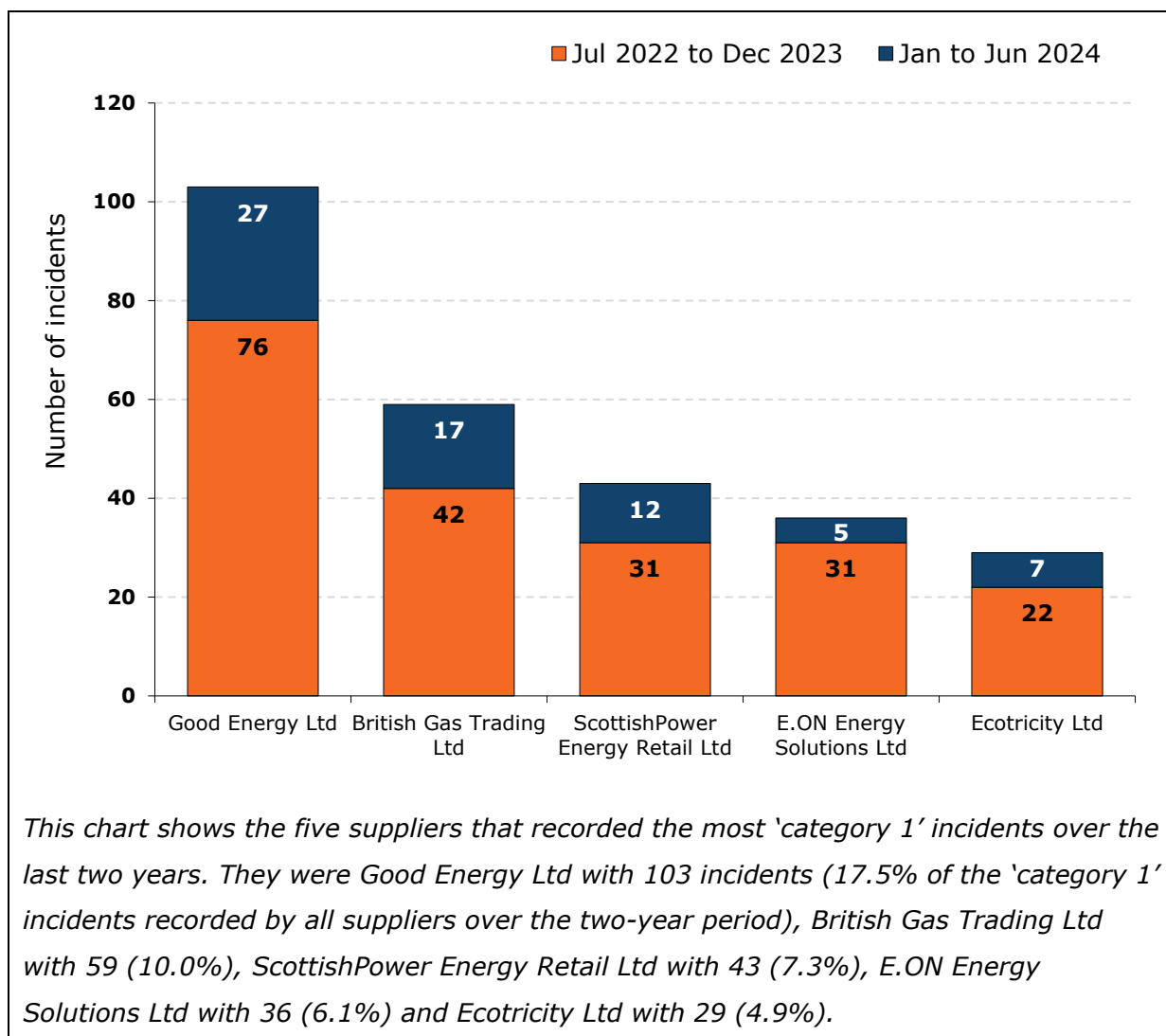
- 2.15. 'Category 1' incidents on the SPR are minor infractions that can relate to missed deadlines, governance issues, data accuracy, scheme engagement or incidents with minimal financial implications. These incidents impact on various aspects of scheme delivery and create an unnecessary administrative burden to resolve. Taken individually these issues may not warrant a significant compliance or enforcement response. However, when taken together, these cases can indicate a pattern of recurring non-compliance resulting from poor governance and require further action beyond the impact of the individual non-compliance.
- 2.16. **Figure 2.6** below lists the five suppliers with the most 'category 1' incidents recorded between January and June 2024. Seventy-nine of the 82 incidents recorded against these five suppliers related to the FIT scheme, with these being made up of 60 CFR data accuracy incidents, 16 failed biennial meter verification (BMV) checks and three levelisation data accuracy incidents. The remaining three incidents were data accuracy issues on the RO, ECO and ECO/GBIS schemes.

Figure 2.6: 'Category 1' incidents top five suppliers – Jan to Jun 2024



- 2.17. When looking at 'category 1' incidents recorded over the previous two-year period, **Figure 2.7** shows the 270 incidents recorded by the top five suppliers. It should be noted that Good Energy Ltd, British Gas Trading Ltd and ScottishPower Energy Retail Ltd all feature in the top five for both the current and previous two-year periods.

Figure 2.7: 'Category 1' incidents - top five suppliers since July 2022



- 2.18. Where there are repeat occurrences of non-compliance and suppliers do not improve, whether that is on an individual scheme or across different schemes, we will consider a stronger response. Cases may be escalated to senior leadership levels both within Ofgem and within the relevant supplier. We can open a compliance investigation, which factors in broader supplier licence requirements, and cases may be referred for enforcement action.

3. A focus on FIT data quality

This chapter focuses on our work looking into the non-compliance incidents being identified on the Feed-in Tariffs (FIT) scheme. We assess the scope of incidents, their causes and impact, and our actions to improve supplier performance.

- 3.1. For the first time, we are including a real-life case study to bring to life the type of non-compliance we identify on the schemes we administer, the impacts of poor supplier performance and the action we take as a result. In future reports we may include further case studies focusing on specific schemes and themes in non-compliance across scheme or individual supplier performance.

Trends in FIT non-compliance

- 3.2. Data accuracy issues are consistently prominent in the FIT scheme, posing a recurring challenge. For example, we identified 171 FIT-related incidents in the period January to June 2024. Of these, 136 cases (79.5%) were linked to data accuracy issues, highlighting significant shortcomings in supplier data submissions. The breakdown included:
- **92 Central FIT Register (CFR) related incidents** (53.8% of FIT incidents overall) where incorrect or outdated data in the CFR led to reporting inaccuracies.
 - **44 Levelisation issues** (25.7% of FIT incidents overall) stemming from errors in supplier quarterly or annual data submissions.
- 3.3. The following suppliers were responsible for the highest volume of CFR and Levelisation non-compliance during this period:
- **Good Energy Ltd** - 18 CFR-related data incidents
 - **British Gas Trading Ltd** - 13 CFR-related data incidents
 - **Pozitive Energy Ltd** - 7 Levelisation-related data issues
- 3.4. Of the 88 licensees with FIT Levelisation obligations, 69 had no data issues. And, of the 218 suppliers with installations registered on the CFR, 205 had no data issues. This demonstrates that most suppliers submit accurate data, indicating that the requirements are fair and achievable.

Cause and impact

- 3.5. It is essential that the data we receive from suppliers is accurate and complete. Inaccurate or incomplete data can have direct financial consequences on scheme participants, other suppliers and ultimately energy consumers. For example, the 18 Good Energy CFR-related data accuracy incidents impacted 566 separate installations and had a direct impact on the tariff and/or eligibility of 18 of these.
- 3.6. The root cause for this underperformance was suppliers' oversight and human error. Many of the errors could have been avoided with rigorous oversight through robust quality assurance processes, before data was submitted to Ofgem.
- 3.7. Inaccurate data submissions have a ripple effect across the FIT scheme, impacting the accurate distribution of costs and incentives across the industry. The cost of levelisation impacts everyone's electricity bill, and if any supplier errors go unnoticed, it would affect us all. Depending on the nature of data accuracy issues, they may also have significant impacts for the individual installation owners – this further underscores the importance of accurate data and compliance with scheme regulations and is something we take extremely seriously.

Taking action

- 3.8. In July 2024, we issued a Regulatory Expectations Letter to all FIT suppliers to highlight this unacceptable volume of non-compliance and what we expect from the suppliers to resolve these matters going forward. This letter emphasised the importance of meeting all data submission obligations and improving quality assurance processes. Our letter required suppliers to submit a director-level assurance letter confirming that they have measures in place to ensure data quality issues do not occur, or if this was not the case, to detail intended improvements, including a timeline for their implementation.
- 3.9. In the case of Levelisation, suppliers were specifically instructed to take ownership of their data submission processes and ensure future quarters would not be marred by similar errors.
- 3.10. In response to the findings, many suppliers acknowledged their shortcomings and began taking steps to remedy the issues, including introducing new internal sign-off procedures and data validations to address recurring data accuracy

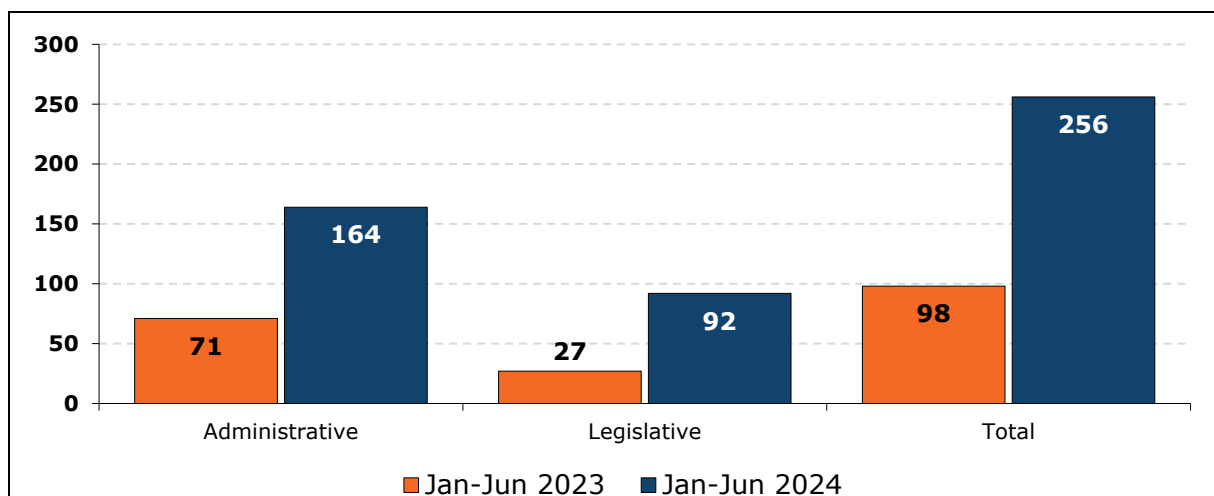
issues. We will monitor suppliers' responses to the Regulatory Expectations letter during the coming months.

- 3.11. Suppliers are expected to learn from these incidents, refine their practices and continuously improve their data submission processes to protect energy market integrity and ensure fair treatment for all consumers.
- 3.12. The period covered by this report predates the Regulatory Expectations Letter. Therefore, we recognise that improvements implemented by suppliers may not be apparent until the next SPR, covering the period July to December 2024. If we continue to see FIT suppliers encountering data quality issues in their submissions to Ofgem, we will consider this a priority for compliance and/or enforcement engagement.
- 3.13. Our focus extends beyond individual incidents to supporting the future development of robust industry standards that deter future non-compliance. We aim to drive a culture of accuracy and responsibility across the industry.

4. All non-compliances – Jan to Jun 2024

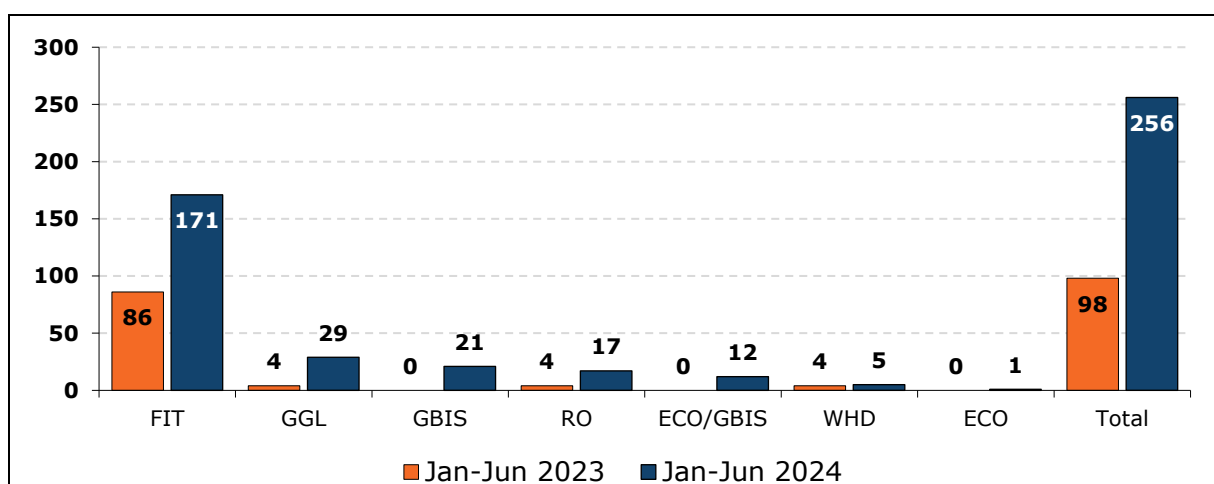
In this chapter we provide details on all the supplier non-compliances that occurred over the period 1 January 2024 to 30 June 2024. The non-compliances are broken down into administrative or legislative incidents, by scheme, and by category - covering the submission of data, data accuracy, payment issues, FIT biennial meter verification and scheme engagement.

- 4.1. This chapter presents information on all supplier non-compliances that occurred over the period 1 January 2024 to 30 June 2024. For more detail on the incidents featured you can refer to the appendix, or the dataset published alongside this report.
- 4.2. 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.
- 4.3. **Figure 4.1** shows that there was a total of 164 administrative incidents, which represents 64.1% of all incidents recorded over the period. Additionally, there were 92 legislative incidents reported, representing 35.9% of the total. In comparison to the equivalent period in 2023 there has been a 131.0% increase in administrative incidents, and a 240.7% increase in legislative incidents.
- 4.4. The overall number of incidents recorded increased by 161.2%. The main sources of this increase are listed below, with the absolute increase shown in brackets. Note that 'Failed BMV checks' and 'failure to meet a GBIS scheme obligation' did not feature over the equivalent period in 2023:
- FIT levelisation data accuracy (+30 incidents)
 - Failure to submit information by the deadline, across multiple schemes (+30 incidents)
 - Failed BMV check (+25 incidents)
 - Data accuracy incidents on the Central FIT Register (CFR) (+24 incidents)
 - Failure to meet a GBIS scheme obligation (+21 incidents)

Figure 4.1: Total non-compliance incidents - by type

This column chart shows a comparison of incidents added to the SPR between January and June 2023 and over the same period in 2024, split by incident type. Administrative incidents increased by 93 and legislative incidents increased by 65, resulting in an overall rise in incidents of 158 (161.2%).

4.5. **Figure 4.2** shows the breakdown of incidents recorded by scheme. FIT-related incidents increased by 98.8% and continue to be the most common.

Figure 4.1: Total non-compliance incidents - by scheme

This column chart shows a comparison of incidents added to the SPR between January and June 2023 and over the same period in 2024, split by scheme. A rise in incidents was recorded on all the featured schemes (FIT, GGL, GBIS, RO, ECO and WHD).

- 4.6. These non-compliances are further broken down into specific categories of non-compliance. The charts below present information on the number of non-compliances by supplier for each category and a breakdown of the schemes on which the non-compliances occurred. A table for most charts providing more detail on the nature of the non-compliances is provided in the appendix.

Submission of data

- 4.7. To effectively administer the schemes, it is important that suppliers provide data to Ofgem in the correct way and 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 and Gas Supply Licences¹⁰ to provide data, which is accurate, timely and complete, and may face additional consequences where this is not the case. Suppliers are also obligated under condition 4A of the Standard Conditions of Electricity and Gas Supply Licences to help ensure they have robust internal capability, systems and processes in place to comply with legislative and regulatory obligations.
- 4.8. Details of suppliers with data submission non-compliances that occurred between January and June 2024 are shown in **Figure 4.3**. The same non-compliances split by scheme are shown in **Figure 4.4**. Of the 36 incidents recorded, ten were administrative and 26 were legislative non-compliances.

¹⁰ [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>>
[Standard conditions of gas supply licences](https://www.ofgem.gov.uk/sites/default/files/2024-07/Gas_Supply_Standard_Consolidated_Licence_Conditions_July_2024.pdf): <https://www.ofgem.gov.uk/sites/default/files/2024-07/Gas_Supply_Standard_Consolidated_Licence_Conditions_July_2024.pdf>

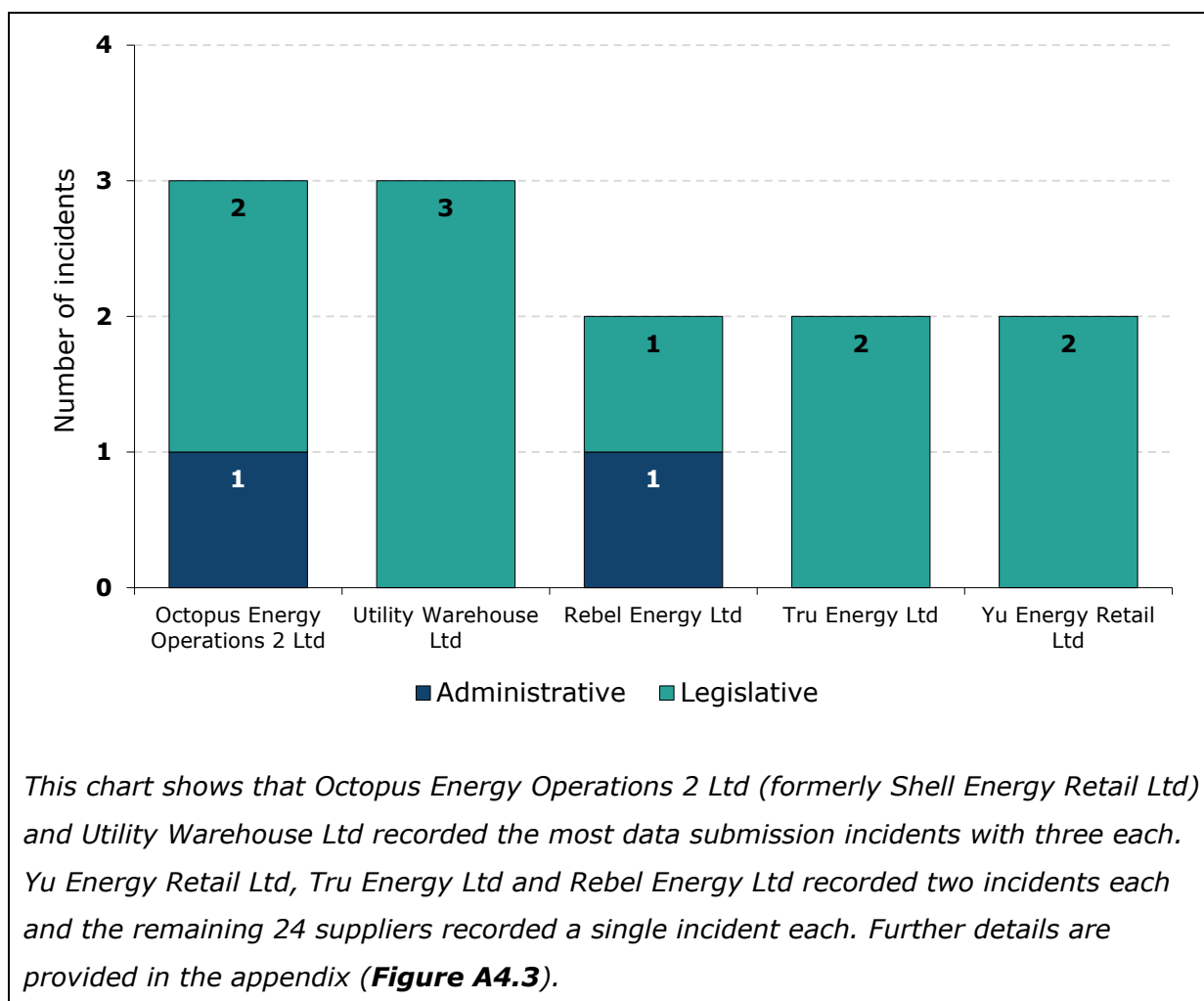
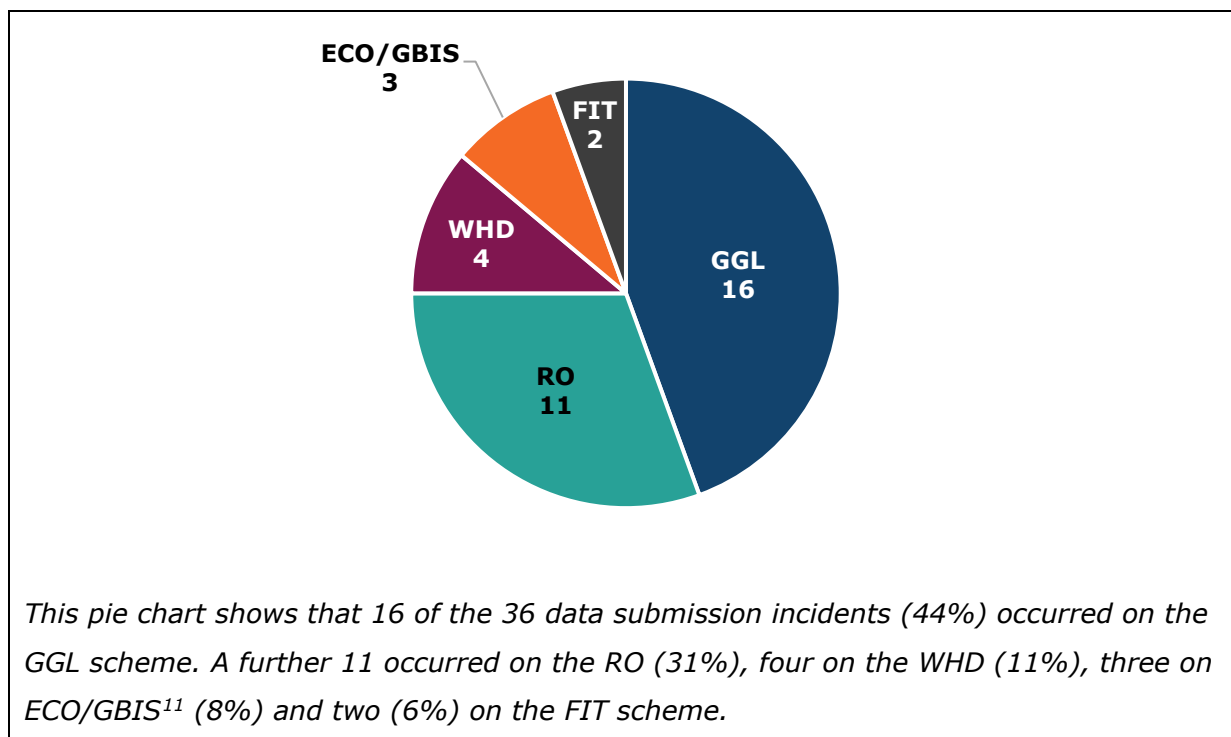
Figure 4.3: Missed submission deadlines – by supplier

Figure 4.4: Missed submission deadlines - by scheme

Data accuracy

- 4.9. 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.
- 4.10. Suppliers recording data accuracy non-compliances (not related to the CFR – details of CFR data accuracy non-compliances are provided separately in paragraphs 4.12-4.16 below) that occurred between January and June 2024 are shown in **Figure 4.5**. The same non-compliances split by scheme are shown in **Figure 4.6**. Of the 55 incidents recorded, 52 were administrative and three were legislative non-compliances.

¹¹ One submission is required from each supplier covering obligation setting data for both the ECO (articles 4 and 5, Electricity and Gas (Energy Company Obligation) Order 2022 and GBIS (article 4, Electricity and Gas (Energy Company Obligation) Order 2023) schemes.

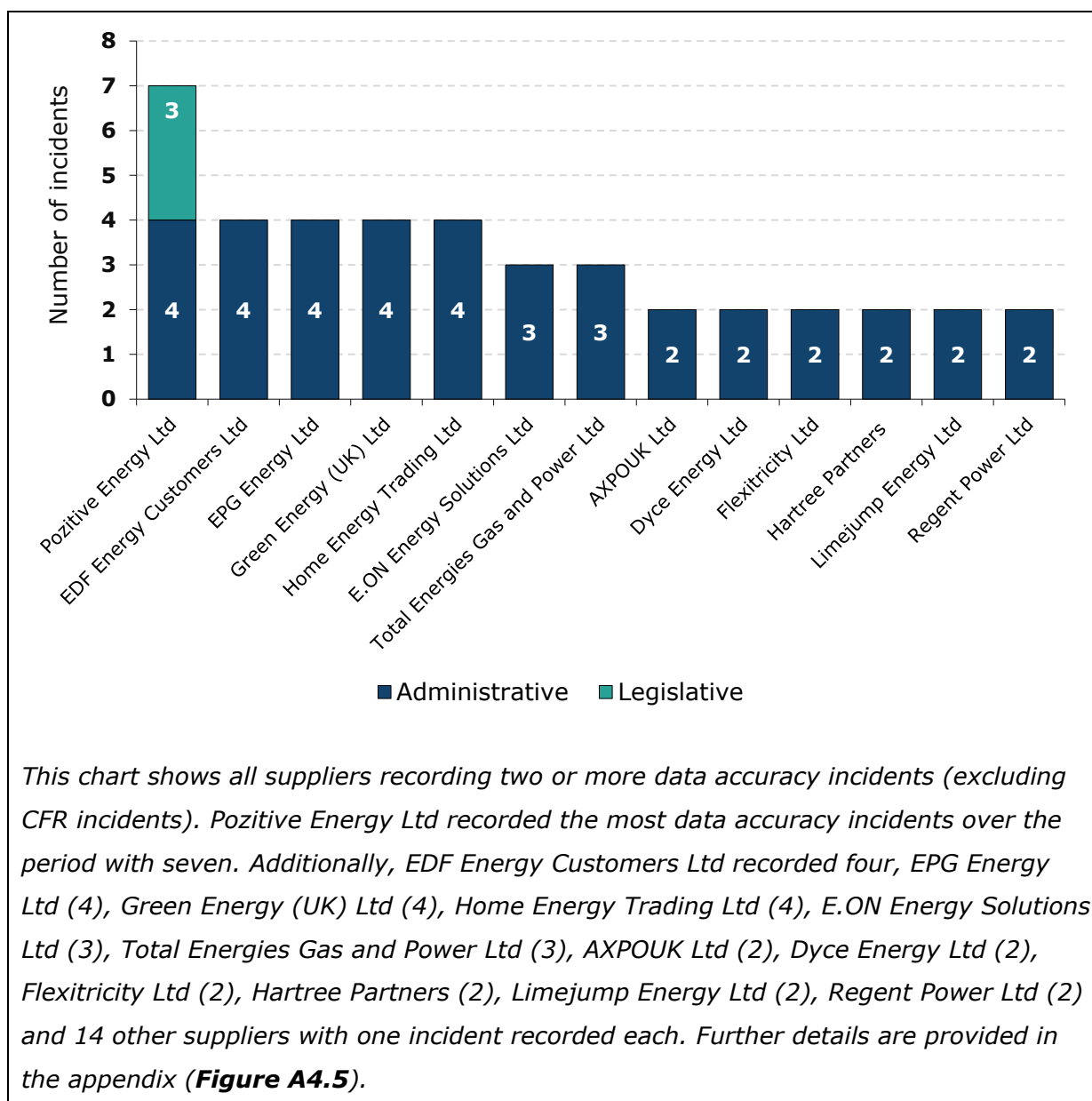
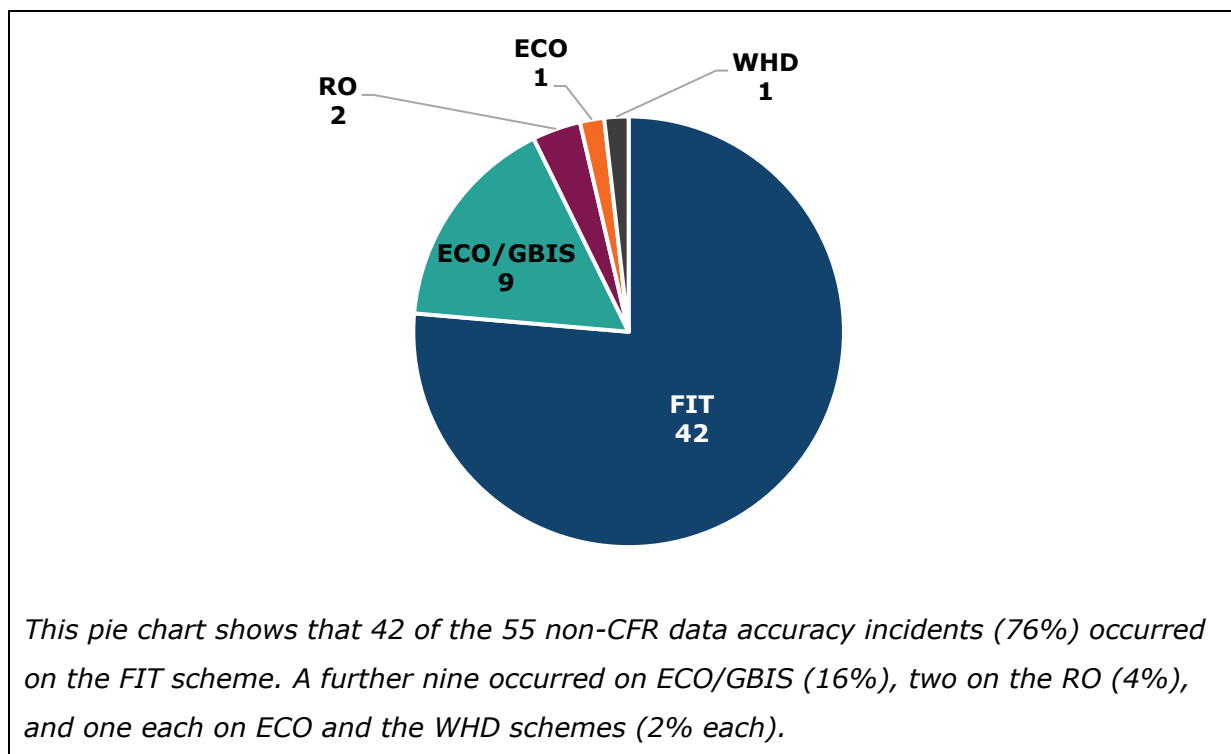
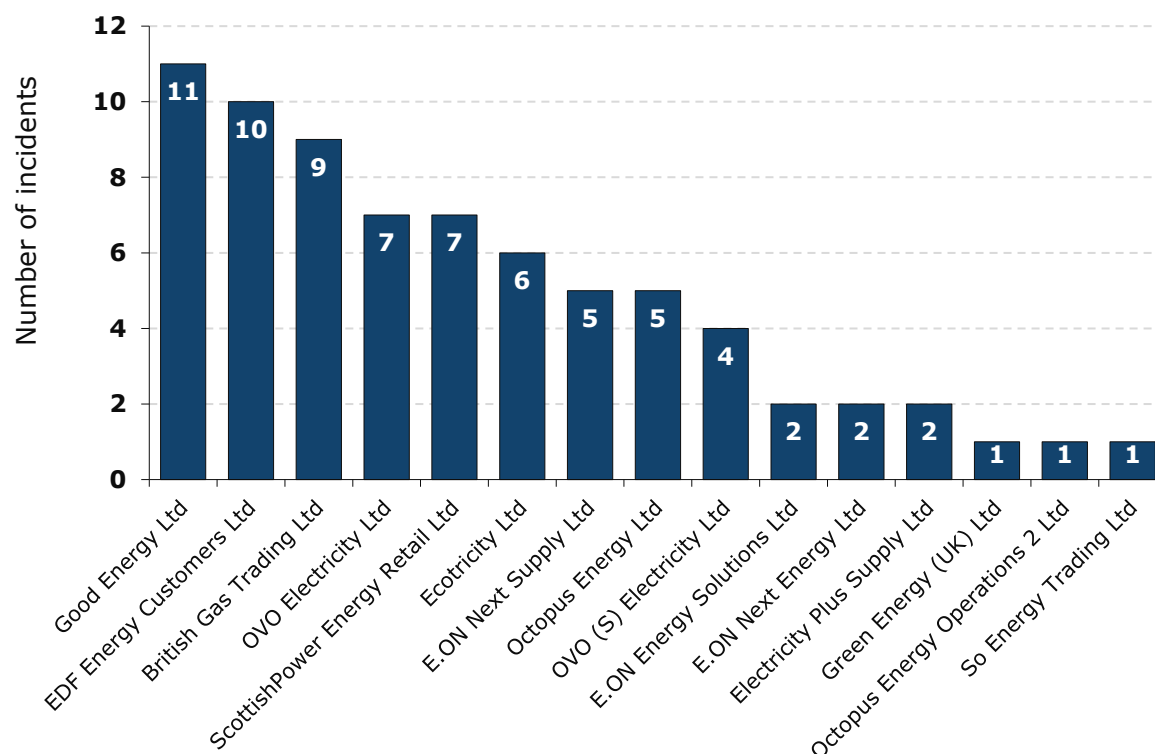
Figure 4.5: Data accuracy incidents (excluding CFR incidents) – by supplier

Figure 4.6: Data accuracy incidents (excluding CFR incidents) - by scheme



CFR data accuracy incidents

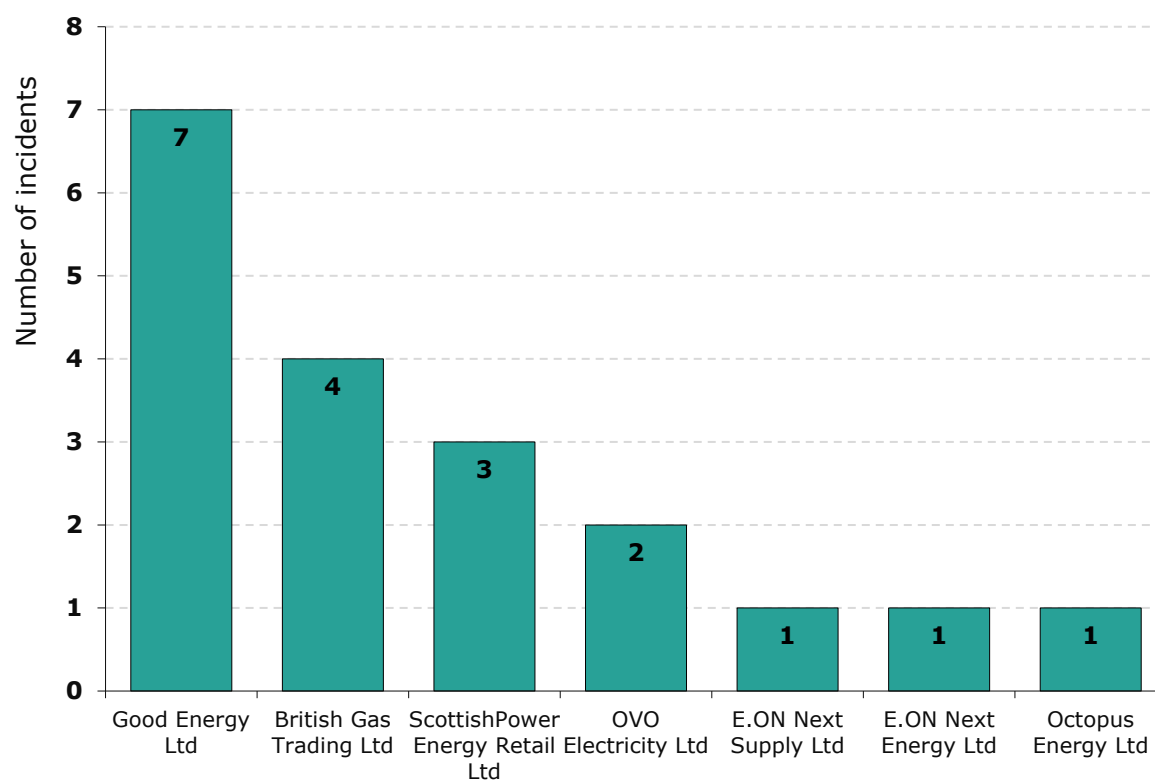
- 4.11. As part of our duties under the FIT scheme we are required to manage and maintain the CFR database. FIT licensees use this database to record and update details of FIT installations and are responsible for ensuring the data added to the CFR is accurate and complete.
- 4.12. Non-compliances occur 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.
- 4.13. To ensure the data on the CFR is correct, we engage with suppliers regarding specific installations where we have concerns about inaccuracies. For example, we have recently completed a significant sampling and assurance exercise to review CFR data with key suppliers, following concerns about inaccuracies and the potential impacts of these. This was a constructive process and we appreciated the way suppliers engaged with this. FIT Licensees have an obligation to take all reasonable steps to ensure data entered onto the CFR is accurate and up to date. As part of this, FIT Licensees should ensure that they hold appropriate documentation to support entries on the CFR.
- 4.14. Details of 'administrative error' non-compliances that occurred between January and June 2024 can be seen in **Figure 4.7**.

Figure 4.7: FIT – 'Administrative error' CFR incidents – by supplier

This chart shows Good Energy Ltd were responsible for the largest number of 'administrative error' incidents on the CFR during the report period with 11. Also significant were EDF Energy Customers Ltd (10), British Gas Trading Ltd (9), OVO Electricity Ltd (7), Scottish Power Energy Retail Ltd (7), Ecotricity Ltd (6), E.ON Next Supply Ltd (5), Octopus Energy Ltd (5), OVO (S) Electricity Ltd (4), E.ON Energy Solutions Ltd (2), E.ON Next Energy Ltd (2) and Electricity Plus Supply Ltd (2). Three other suppliers recorded a single incident each. Further details are provided in the appendix (**Figure A4.7**).

4.15. Details of CFR 'eligibility error' non-compliances can be seen in **Figure 4.8**. These were all legislative non-compliances.

Figure 4.8: FIT – 'Eligibility error' CFR incidents – by supplier



*This chart shows that Good Energy Ltd were responsible for the most 'eligibility error' incidents on the CFR during the report period with seven. Also significant were British Gas Trading Ltd (4), ScottishPower Energy Retail Ltd (3), OVO Electricity Ltd (2), E.ON Next Supply Ltd (1), E.ON Next Energy Ltd (1) and Octopus Energy Ltd (1). Further details are provided in the appendix (**Figure A4.8**).*

Payments

- 4.16. Suppliers are required to make payments to us in relation to several of the schemes we administer. 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. In most cases payment non-compliances are legislative non-compliances. However, some, for example where money is paid into the wrong account, are administrative non-compliances. In the past, we have taken very significant enforcement action in response to late payments, including provisional and final orders as well as financial penalties.
- 4.17. Suppliers recording payment non-compliances between January and June 2024 can be seen in **Figure 4.9**. The same non-compliances split by scheme are shown in **Figure 4.10**. Of the 26 incidents recorded, three were administrative and 23 were legislative non-compliances.

Figure 4.9: Payment non-compliances – by supplier

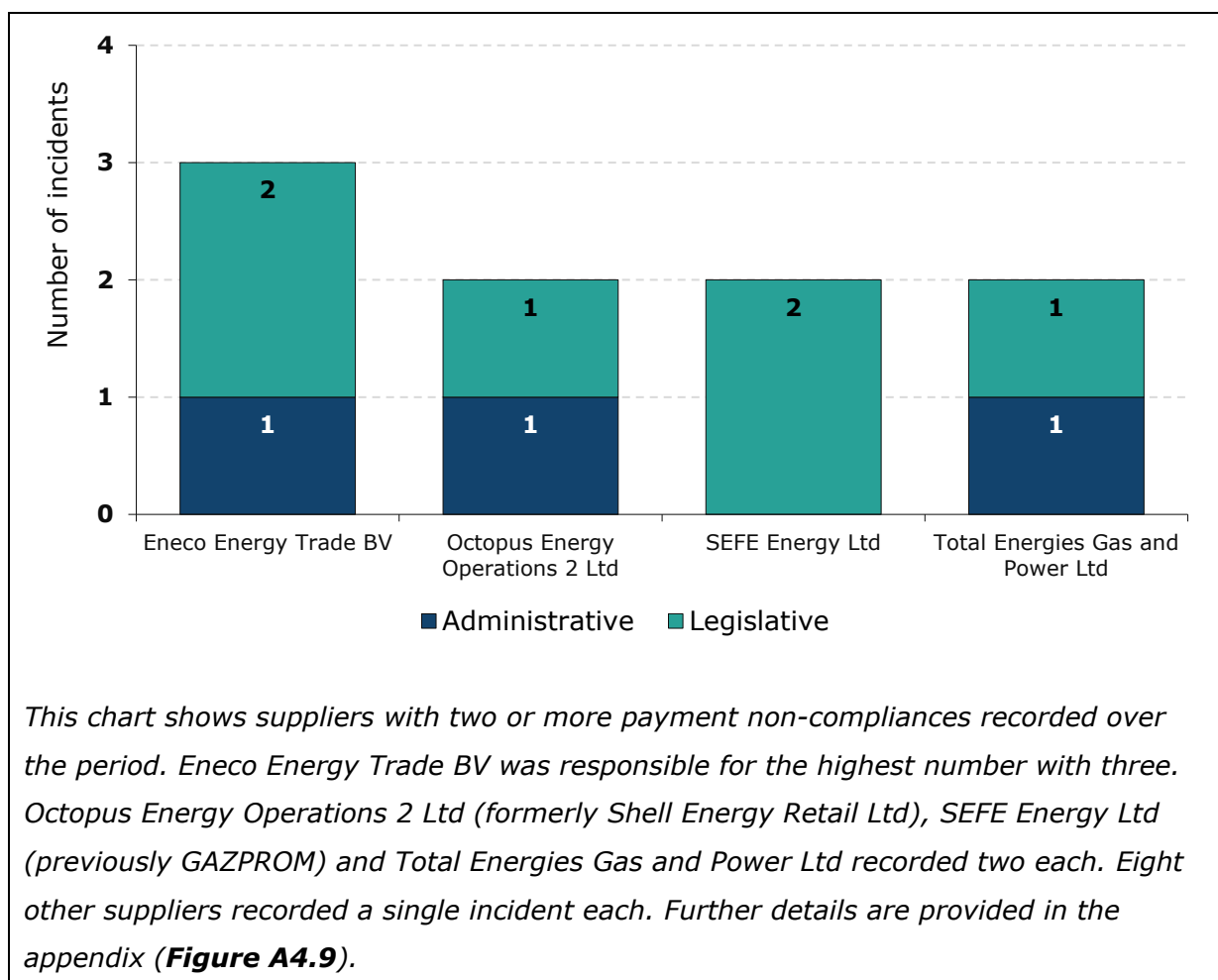
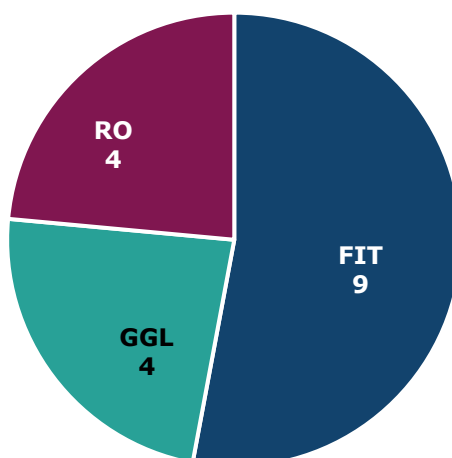


Figure 4.10: Payment non-compliances – by scheme



This pie chart shows that nine of the 17 payment non-compliances (53%) occurred on the FIT scheme. A further four occurred on the GGL and RO schemes (24% each).

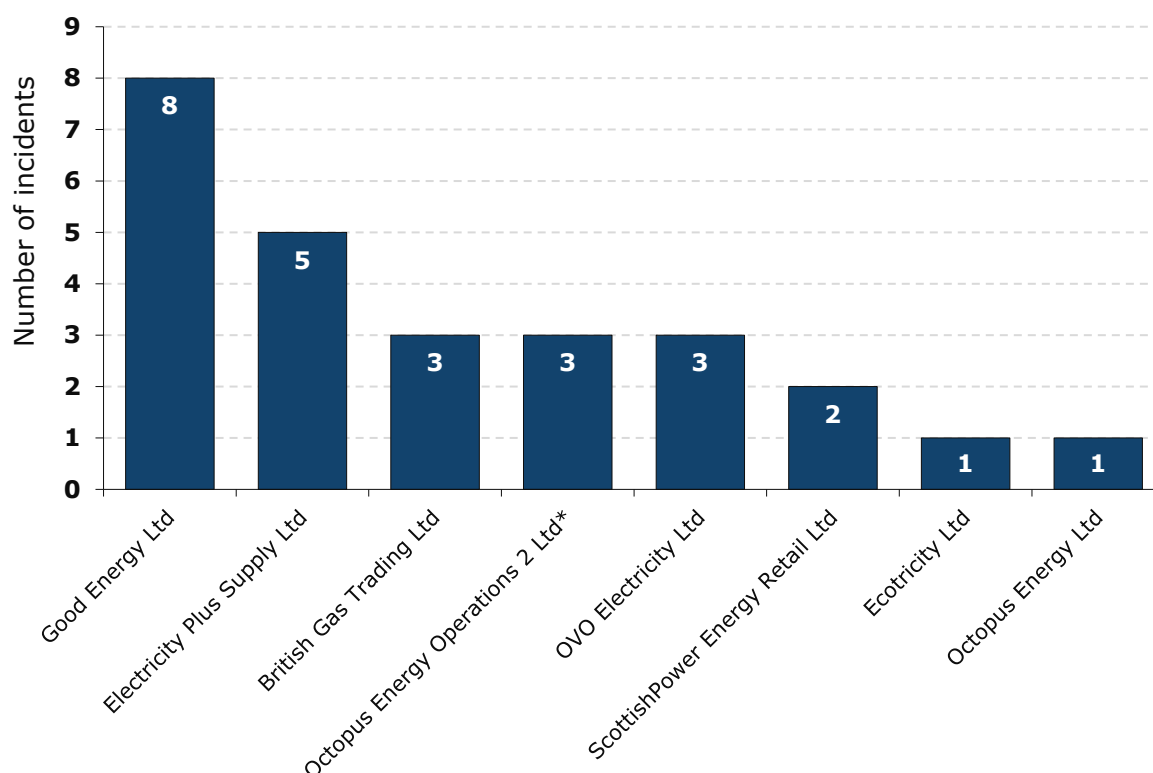
Biennial meter verification

- 4.18. To guard against fraud, 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 an administrative 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 Suppliers¹².
- 4.19. All suppliers recording BMV non-compliances between January and June 2024 can be seen in **Figure 4.11**. Of the 26 incidents recorded all were administrative non-compliances.
- 4.20. In July 2024, we wrote to all FIT Licensees to challenge the underperformance seen both in terms of overdue meter inspection dates, and engagement in the monthly submissions process (which for some was unacceptably low). We asked for clear plans to address the issues identified and a timeline for expected improvements. Since this engagement we have seen a significant reduction in the number of installations with an overdue meter inspection date, and an

¹² [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>>

increase in the number of submissions received in the monthly process. We will continue to monitor progress in this area and follow up if required.

Figure 4.11: Biennial meter verification incidents – by supplier



This chart shows that Good Energy recorded the most BMV incidents (8). Also shown are Electricity Plus Supply (5), British Gas Trading Ltd (3), Octopus Energy Operations 2 Ltd (formerly Shell Energy Retail Ltd) (3), OVO Electricity Ltd (3), ScottishPower Energy Retail Ltd (2), Ecotricity Ltd (1) and Octopus Energy Ltd (1). Further details are provided in the appendix (**Figure A4.11**).

Scheme engagement

4.21. It is vital that suppliers engage fully with the schemes they are obligated to participate in. Where suppliers failed to participate or comply with the requirements and expectations of the scheme it risks scheme policy objectives not being achieved. On the GBIS scheme the majority of suppliers failed to meet annual scheme delivery obligations, meaning that not enough energy efficiency measures were installed and consumers missed out on the associated energy efficiency cost savings. On the GGL several suppliers failed to provide required information in relation to credit cover payments. We have proactively engaged

with suppliers by sending them a letter signposting them to key obligations, and the consequences of not meeting these obligations. In addition, we reviewed the nature and volume of queries received relating to the scheme, and used this letter to address these, with a view to reducing future queries and streamlining scheme engagement. We will measure the impact of this letter at the end of the scheme year by comparing the number of non-compliance incidents post letter issue.

4.22. Suppliers recording scheme engagement non-compliances between January and June 2024 can be seen in **Figure 4.12**. The same non-compliances split by scheme are shown in **Figure 4.13**. Of the 30 incidents recorded all were legislative non-compliances.

Figure 4.12: Scheme engagement incidents – by supplier

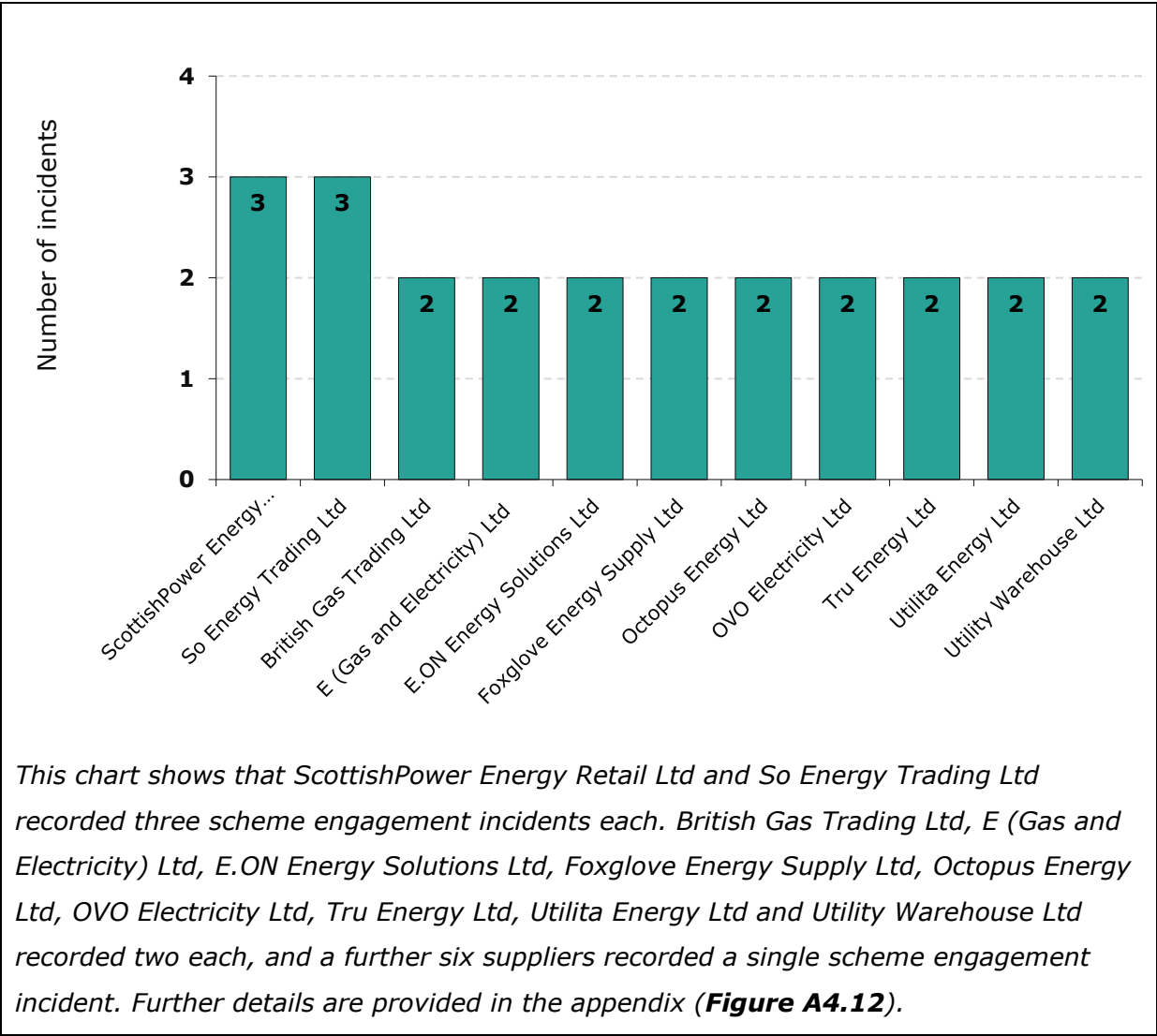
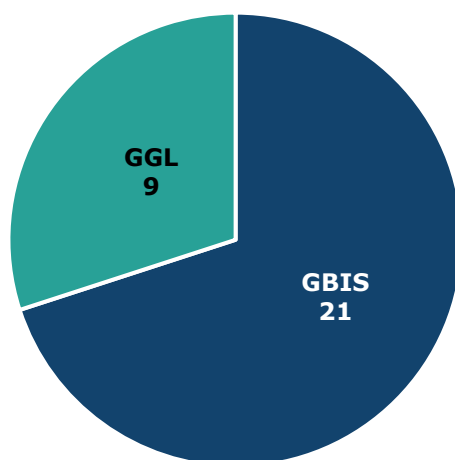


Figure 4.13: Scheme engagement non-compliances – by scheme



This pie chart shows that 21 of the 30 scheme engagement non-compliances (70%) occurred on the GBIS scheme. A further nine occurred on the GGL scheme (30%).

Appendix

Figure A2.1: 'Category 4' incidents recorded by supplier January to June 2024

Supplier	Scheme	Type of issue	Detail
Barrow Shipping Ltd	GGL	Scheme engagement	Information request non-compliance
BGI Trading Ltd	GGL	Scheme engagement	Information request non-compliance
British Gas Trading Ltd	GBIS	Scheme engagement	Failure to meet obligation by the deadline
British Gas Trading Ltd	GBIS	Scheme engagement	Failure to meet obligation by the deadline
Co-operative Energy	RO	Submission of data	Failure to submit domestic supply declaration by the deadline
Delta Gas and Power Ltd	GGL	Scheme engagement	Information request non-compliance
Dodo Energy Ltd	FIT	Payments	Levelisation - Missed deadline
E (Gas and Electricity) Ltd	GBIS	Scheme engagement	Failure to meet obligation by the deadline
E (Gas and Electricity) Ltd	GBIS	Scheme engagement	Failure to meet obligation by the deadline
E.ON Energy Solutions Ltd	GBIS	Scheme engagement	Failure to meet obligation by the deadline
E.ON Energy Solutions Ltd	GBIS	Scheme engagement	Failure to meet obligation by the deadline
Economy Gas Ltd	GGL	Submission of data	Failure to submit meter point data by the deadline
EDF Energy Customers Ltd	GBIS	Scheme engagement	Failure to meet obligation by the deadline
Eneco Energy Trade BV	RO	Payments	Mutualisation - Missed deadline
Eneco Energy Trade BV	RO	Payments	Mutualisation - Missed deadline
Eneco Energy Trade BV	RO	Submission of data	Failure to submit domestic supply declaration by the deadline
Equinicity Ltd	FIT	Payments	Levelisation - Missed deadline
Flogas Enterprise Solutions Ltd	GGL	Submission of data	Failure to submit meter point data by the deadline
Foxglove Energy Supply Ltd	GBIS	Scheme engagement	Failure to meet obligation by the deadline
Foxglove Energy Supply Ltd	GBIS	Scheme engagement	Failure to meet obligation by the deadline

Supplier	Scheme	Type of issue	Detail
Foxglove Energy Supply Ltd	GGL	Payments	Failure to make levy payment by the deadline
Foxglove Energy Supply Ltd	GGL	Submission of data	Failure to submit meter point data by the deadline
Gas Plus Supply Ltd	GGL	Payments	Failure to make credit cover payment by the deadline
I.A.Z.F.S. Ltd	GGL	Submission of data	Failure to notify of licence revocation by the deadline
Marble Power Ltd	GGL	Submission of data	Failure to submit meter point data by the deadline
Octopus Energy Ltd	GBIS	Scheme engagement	Failure to meet obligation by the deadline
Octopus Energy Ltd	GBIS	Scheme engagement	Failure to meet obligation by the deadline
Octopus Energy Operations 2 Ltd	FIT	Payments	Levelisation - Missed deadline
Octopus Energy Operations 2 Ltd	GGL	Submission of data	Failure to submit meter point data by the deadline
Octopus Energy Operations 2 Ltd	GGL	Submission of data	Failure to submit meter point data by the deadline
Opus Energy (Corporate) Ltd	FIT	Payments	Levelisation - Missed deadline
Opus Energy Ltd	FIT	Payments	Levelisation - Missed deadline
OSSO Energy	GGL	Submission of data	Failure to submit meter point data by the deadline
OVO (S) Gas Ltd	GGL	Submission of data	Failure to submit meter point data by the deadline
OVO Electricity Ltd	GBIS	Scheme engagement	Failure to meet obligation by the deadline
OVO Electricity Ltd	GBIS	Scheme engagement	Failure to meet obligation by the deadline
OVO Electricity Ltd	RO	Payments	Mutualisation - Missed deadline
OVO Electricity Ltd	WHD	Data accuracy	Obligation setting data - customer numbers
OVO Gas Ltd	GGL	Submission of data	Failure to submit meter point data by the deadline
Planet 9 Energy	RO	Submission of data	Failure to submit domestic supply declaration by the deadline
Positive Energy Ltd	GGL	Scheme engagement	Information request non-compliance

Supplier	Scheme	Type of issue	Detail
Rebel Energy Ltd	RO	Submission of data	Failure to submit domestic supply declaration by the deadline
ScottishPower Energy Retail Ltd	GBIS	Scheme engagement	Failure to meet obligation by the deadline
ScottishPower Energy Retail Ltd	GBIS	Scheme engagement	Failure to meet obligation by the deadline
ScottishPower Energy Retail Ltd	GGL	Scheme engagement	Information request non-compliance
SEFE Energy Ltd	FIT	Payments	Levelisation - Missed deadline
SEFE Energy Ltd	GGL	Scheme engagement	Information request non-compliance
SEFE Energy Ltd	GGL	Payments	Failure to make levy payment by the deadline
So Energy Trading Ltd	GBIS	Scheme engagement	Failure to meet obligation by the deadline
So Energy Trading Ltd	GBIS	Scheme engagement	Failure to meet obligation by the deadline
So Energy Trading Ltd	GGL	Scheme engagement	Information request non-compliance
Square 1 Energy Ltd	GGL	Submission of data	Failure to submit meter point data by the deadline
Total Energies Gas and Power Ltd	GGL	Payments	Failure to make credit cover payment by the deadline
Tru Energy Ltd	GGL	Scheme engagement	Information request non-compliance
Tru Energy Ltd	GGL	Scheme engagement	Information request non-compliance
Tru Energy Ltd	GGL	Submission of data	Failure to submit meter point data by the deadline
United Gas & Power Ltd	GGL	Submission of data	Failure to submit meter point data by the deadline
Utilita Energy Ltd	GBIS	Scheme engagement	Failure to meet obligation by the deadline
Utilita Energy Ltd	GBIS	Scheme engagement	Failure to meet obligation by the deadline
Utilita Energy Ltd	GGL	Submission of data	Failure to submit meter point data by the deadline

Supplier	Scheme	Type of issue	Detail
Utility Warehouse Ltd	ECO/GBIS ¹³	Submission of data	Failure to provide requested information by the deadline
Utility Warehouse Ltd	ECO/GBIS	Submission of data	Failure to submit obligation setting data by the deadline
Utility Warehouse Ltd	GBIS	Scheme engagement	Failure to meet obligation by the deadline
Utility Warehouse Ltd	GBIS	Scheme engagement	Failure to meet obligation by the deadline
Valda Energy Ltd	GGL	Submission of data	Failure to submit meter point data by the deadline
Vattenfall Energy Trading GmbH	FIT	Payments	Levelisation - Missed deadline
Yu Energy Retail Ltd	ECO/GBIS	Submission of data	Failure to submit obligation setting data by the deadline
Yu Energy Retail Ltd	GGL	Submission of data	Failure to submit meter point data by the deadline

¹³ One submission is required from each supplier covering obligation setting data for both the ECO (articles 4 and 5, Electricity and Gas (Energy Company Obligation) Order 2022 and GBIS (article 4, Electricity and Gas (Energy Company Obligation) Order 2023) schemes.

Figure A2.4: 'Category 4' incidents by supplier since July 2022

Supplier	Number of incidents
Affect Energy Ltd	2
Barrow Shipping Ltd	1
BGI Trading Ltd	3
British Gas Trading Ltd	2
Brook Green Trading Ltd	2
Cilleni Energy Supply Ltd	1
Conrad Energy (Trading) Ltd	2
Co-operative Energy	1
Delta Gas and Power Ltd	6
D-Energi Trading Ltd	2
Dodo Energy Ltd	1
E (Gas and Electricity) Ltd	2
E.ON Energy Solutions Ltd	6
E.ON Next Energy Ltd	2
Economy Gas Ltd	1
EDF Energy Customers Ltd	2
Eneco Energy Trade BV	5
Engie Gas Ltd	1
EPG Energy Ltd	2
Equinicity Ltd	1
F&S Energy Ltd	2
Flogas Enterprise Solutions Ltd	1
Foxglove Energy Supply Ltd	4
Gas Plus Supply Ltd	1
Home Energy Trading Ltd	6
I.A.Z.F.S. Ltd	1
Limejump Energy Ltd	2
Marble Power Ltd	1
MVV Environment Services Ltd	1
Octopus Energy Ltd	2
Octopus Energy Operations 2 Ltd	3
Opus Energy (Corporate) Ltd	2
Opus Energy Ltd	2
OSSO Energy	1

Supplier	Number of incidents
OVO (S) Gas Ltd	1
OVO Electricity Ltd	5
OVO Gas Ltd	1
Planet 9 Energy	1
Pozitive Energy Ltd	3
Rebel Energy Ltd	1
Regent Gas Ltd	1
Regent Power Ltd	3
ScottishPower Energy Retail Ltd	4
SEFE Energy Ltd	7
Sinq Power Ltd	1
So Energy Trading Ltd	4
Square 1 Energy Ltd	1
Squeaky Clean Energy Ltd	2
Statkraft Markets GmbH	1
Total Energies Gas and Power Ltd	1
Tru Energy Ltd	5
UK Power Reserve Ltd	1
Unify Energy Ltd	1
United Gas & Power Ltd	3
Utilita Energy Ltd	3
Utility Warehouse Ltd	9
Valda Energy Ltd	1
Vattenfall Energy Trading GmbH	6
Yu Energy Retail Ltd	3

Figure A4.3: Missed submission deadlines – by supplier

Supplier	Scheme	Deadline
Co-operative Energy	RO	Failure to submit Domestic Supply Declaration 2024_25 by the deadline
Digital Power Energy Supply UK Ltd	FIT	Levelisation - Y14 Q3
Economy Gas Ltd	GGL	Failure to submit Xoserve meter point data by the deadline
Eneco Energy Trade BV	RO	Failure to submit Domestic Supply Declaration 2024_25 by the deadline
ENGIE Power Ltd	FIT	Levelisation - Y14 Q2
Flogas Enterprise Solutions Ltd	GGL	Failure to submit Xoserve meter point data by the deadline
Foxglove Energy Supply Ltd	GGL	Failure to submit Xoserve meter point data by the deadline
Green Energy (UK) Ltd	WHD	Failure to submit End of year reporting by the deadline
I.A.Z.F.S. Ltd	GGL	Failure to submit Licence revocation by the deadline
Marble Power Ltd	GGL	Failure to submit Xoserve meter point data by the deadline
Nuclear Decommissioning Authority	RO	Failure to submit Estimated supply volume by the deadline
Octopus Energy Operations 2 Ltd	GGL	Failure to submit Xoserve meter point data by the deadline
Octopus Energy Operations 2 Lt	GGL	Failure to submit Xoserve meter point data by the deadline
Octopus Energy Operations 2 Ltd	RO	Failure to submit Domestic Supply Declaration 2024_25 by the deadline
Opus Energy Renewables Ltd	RO	Failure to submit Estimated supply volume by the deadline
OSSO Energy	GGL	Failure to submit Xoserve meter point data by the deadline
OVO (S) Gas Ltd	GGL	Failure to submit Xoserve meter point data by the deadline
OVO Gas Ltd	GGL	Failure to submit Xoserve meter point data by the deadline
Planet 9 Energy	RO	Failure to submit Domestic Supply Declaration 2024_25 by the deadline

Supplier	Scheme	Deadline
Rebel Energy Ltd	RO	Failure to submit Domestic Supply Declaration 2024_25 by the deadline
Rebel Energy Ltd	WHD	Failure to submit End of year reporting by the deadline
SmartestEnergy Business Ltd	RO	Incorrect submission - Estimated supply volume
Square 1 Energy Ltd	GGL	Failure to submit Xoserve meter point data by the deadline
Toucan Energy Ltd	RO	Failure to submit Estimated supply volume by the deadline
Tru Energy Ltd	GGL	Failure to submit Xoserve meter point data by the deadline
Tru Energy Ltd	WHD	Failure to submit End of year reporting by the deadline
UK Power Reserve Ltd	RO	Incorrect submission - Estimated supply volume
United Gas & Power Ltd	GGL	Failure to submit Xoserve meter point data by the deadline
Utilita Energy Ltd	GGL	Failure to submit Xoserve meter point data by the deadline
Utility Warehouse Ltd	ECO/GBIS	Failure to submit Obligation setting data by the deadline
Utility Warehouse Ltd	ECO/GBIS	Failure to submit Request for information by the deadline
Utility Warehouse Ltd	WHD	Failure to submit End of year reporting by the deadline
Valda Energy Ltd	GGL	Failure to submit Xoserve meter point data by the deadline
Wilton Energy Ltd	RO	Incorrect submission - Estimated supply volume
Yu Energy Retail Ltd	ECO/GBIS	Failure to submit Obligation setting data by the deadline
Yu Energy Retail Ltd	GGL	Failure to submit Xoserve meter point data by the deadline

Figure A4.5: Data accuracy incidents (excluding CFR incidents) – by supplier

Supplier	Scheme	Detail
AXPOUK Ltd	FIT	EII electricity supplied - Y14 Q4
AXPOUK Ltd	FIT	EII exempt electricity supplied - Y14 Q4
British Gas Trading Ltd	RO	EII total supply volume
Business Power and Gas Ltd	RO	EII total supply volume
Delta Gas and Power Ltd	FIT	Domestic electricity supplied - Y14 Q4
Drax Energy Solutions Ltd	FIT	Non-domestic electricity supplied - Y14 Q4
Dyce Energy Ltd	FIT	Non-domestic electricity supplied - Y14 Q4
Dyce Energy Ltd	FIT	Total electricity supplied - Y14 Q4
E.ON Energy Solutions Ltd	ECO/GBIS	Obligation setting data - methodology
E.ON Energy Solutions Ltd	FIT	Domestic electricity supplied - Y14 Q4
E.ON Energy Solutions Ltd	FIT	Non-domestic electricity supplied - Y14 Q4
EDF Energy Customers Ltd	ECO	Obligation setting data - gas supply
EDF Energy Customers Ltd	FIT	Domestic electricity supplied - Y14 Q4
EDF Energy Customers Ltd	FIT	Non-domestic electricity supplied - Y14 Q4
EDF Energy Customers Ltd	FIT	Total electricity supplied - Y14 Q4
EPG Energy Ltd	FIT	EII electricity supplied - Y14 Q2
EPG Energy Ltd	FIT	EII exempt electricity supplied - Y14 Q2
EPG Energy Ltd	FIT	Non-domestic electricity supplied - Y14 Q2
EPG Energy Ltd	FIT	Total electricity supplied - Y14 Q2
Flexitricity Ltd	FIT	Non-domestic electricity supplied - Y14 Q4
Flexitricity Ltd	FIT	Total electricity supplied - Y14 Q4
Good Energy Ltd	ECO/GBIS	Obligation setting data - methodology
Green Energy (UK) Ltd	ECO/GBIS	Obligation setting data - administrative
Green Energy (UK) Ltd	FIT	Domestic electricity supplied - Y14 Q3
Green Energy (UK) Ltd	FIT	Non-domestic electricity supplied - Y14 Q3
Green Energy (UK) Ltd	FIT	Total electricity supplied - Y14 Q3
Hartree Partners	FIT	Non-domestic electricity supplied - Y14 Q4
Hartree Partners	FIT	Total electricity supplied - Y14 Q4
Home Energy Trading Ltd	ECO/GBIS	Obligation setting data - methodology

Supplier	Scheme	Detail
Home Energy Trading Ltd	FIT	Domestic electricity supplied - Y14 Q4
Home Energy Trading Ltd	FIT	Non-domestic electricity supplied - Y14 Q4
Home Energy Trading Ltd	FIT	Total electricity supplied - Y14 Q4
Limejump Energy Ltd	FIT	Non-domestic electricity supplied - Y14 Q3
Limejump Energy Ltd	FIT	Total electricity supplied - Y14 Q3
Octopus Energy Ltd	ECO/GBIS	Obligation setting data - administrative
OVO Electricity Ltd	WHD	Obligation setting data - customer numbers
Pozitive Energy Ltd	FIT	Domestic electricity supplied - Y14 Q2
Pozitive Energy Ltd	FIT	EII and EII exempt excluded electricity supplied - Y14 Q3
Pozitive Energy Ltd	FIT	EII exempt excluded electricity supplied - Y14 Q4
Pozitive Energy Ltd	FIT	Non-domestic electricity supplied - Y14 Q2
Pozitive Energy Ltd	FIT	Non-domestic electricity supplied - Y14 Q3
Pozitive Energy Ltd	FIT	Total electricity supplied - Y14 Q2
Pozitive Energy Ltd	FIT	Total electricity supplied - Y14 Q3
Rebel Energy Ltd	ECO/GBIS	Obligation setting data - methodology
Regent Power Ltd	FIT	Non-domestic electricity supplied - Y14 Q4
Regent Power Ltd	FIT	Total electricity supplied - Y14 Q4
SmartestEnergy Business Ltd	FIT	Non-domestic electricity supplied - Y14 Q4
So Energy Trading Ltd	ECO/GBIS	Obligation setting data - methodology
Tomato Energy Ltd	ECO/GBIS	Obligation setting data - methodology
Total Energies Gas and Power Ltd	FIT	EII and EII exempt excluded electricity supplied - Y14 Q3
Total Energies Gas and Power Ltd	FIT	Non-domestic electricity supplied - Y14 Q3
Total Energies Gas and Power Ltd	FIT	Total electricity supplied - Y14 Q3
Tru Energy Ltd	ECO/GBIS	Obligation setting data - methodology
United Gas & Power Ltd	FIT	Non-domestic electricity supplied - Y14 Q2
Utilita Energy Ltd	FIT	Deemed electricity supplied Y14 Q3

Figure A4.7: FIT – 'Administrative error' CFR changes – by supplier

Supplier	Outcome	Incidents	Installations impacted
British Gas Trading Ltd	Approved	6	9
British Gas Trading Ltd	Rejected	3	3
E.ON Energy Solutions Ltd	Approved	1	3
E.ON Energy Solutions Ltd	Rejected	1	4
E.ON Next Energy Ltd	Approved	1	1
E.ON Next Energy Ltd	Rejected	1	1
E.ON Next Supply Ltd	Approved	3	8
E.ON Next Supply Ltd	Rejected	2	9
Ecotricity Ltd	Approved	5	6
Ecotricity Ltd	Rejected	1	1
EDF Energy Customers Ltd	Approved	6	17
EDF Energy Customers Ltd	Rejected	4	5
Electricity Plus Supply Ltd	Approved	1	2
Electricity Plus Supply Ltd	Rejected	1	1
Good Energy Ltd	Approved	6	12
Good Energy Ltd	Rejected	5	26
Green Energy (UK) Ltd	Rejected	1	1
Octopus Energy Ltd	Approved	2	2
Octopus Energy Ltd	Rejected	3	4
Octopus Energy Operations 2 Ltd	Approved	1	1
OVO (S) Electricity Ltd	Approved	3	10
OVO (S) Electricity Ltd	Rejected	1	2
OVO Electricity Ltd	Approved	6	10
OVO Electricity Ltd	Rejected	1	2
ScottishPower Energy Retail Ltd	Approved	7	24
So Energy Trading Ltd	Approved	1	1

Figure A4.8: FIT – 'Eligibility error' CFR changes – by supplier

Supplier	Outcome	Incidents	Installations impacted
British Gas Trading Ltd	Approved	2	3
British Gas Trading Ltd	Rejected	2	2
E.ON Next Energy Ltd	Rejected	1	1
E.ON Next Supply Ltd	Approved	1	2
Good Energy Ltd	Approved	4	7
Good Energy Ltd	Rejected	3	11
Octopus Energy Ltd	Rejected	1	1
OVO Electricity Ltd	Approved	1	1
OVO Electricity Ltd	Rejected	1	1
ScottishPower Energy Retail Ltd	Approved	3	3

Figure A4.9: Payment non-compliances – by supplier

Supplier	Scheme	Detail
Dodo Energy Ltd	FIT	Levelisation missed deadline - Y14 Q3
Eneco Energy Trade BV	RO	Mutualisation missed deadline - RO 2021-22 Q3
Eneco Energy Trade BV	RO	Mutualisation missed deadline - ROS 2021-22 Q3
Eneco Energy Trade BV	RO	Mutualisation paid into wrong account - RO 2021-22 Q3
Equinicity Ltd	FIT	Levelisation missed deadline - Y14 Q3
Foxglove Energy Supply Ltd	GGL	Failure to make payment by the deadline - Q1 2024-25 levy payment
Gas Plus Supply Ltd	GGL	Failure to make payment by the deadline - Q3 2023-24 credit cover
Octopus Energy Operations 2 Ltd	FIT	Levelisation missed deadline - Y14 Q3
Octopus Energy Operations 2 Ltd	FIT	Levelisation missed paid into wrong account - Y14 Q3
Opus Energy (Corporate) Ltd	FIT	Levelisation missed deadline - Y14 Q3
Opus Energy Ltd	FIT	Levelisation missed deadline - Y14 Q3
OVO Electricity Ltd	RO	Mutualisation missed deadline - ROS 2021-22 Q4
SEFE Energy Ltd	FIT	Levelisation missed deadline - Y14 Q3
SEFE Energy Ltd	GGL	Failure to make payment by the deadline - Q1 2024-25 levy payment
Total Energies Gas and Power Ltd	FIT	Levelisation missed paid into wrong account - Y14 Q2
Total Energies Gas and Power Ltd	GGL	Failure to make payment by the deadline - Q4 2023-24 credit cover
Vattenfall Energy Trading GmbH	FIT	Levelisation missed deadline - Y14 Q3

Figure A4.11: Biennial meter verification incidents – by supplier

Supplier	Incidents	Installations affected
British Gas Trading Ltd	3	52
Ecotricity Ltd	1	1
Electricity Plus Supply Ltd	5	19
Good Energy Ltd	8	271
Octopus Energy Ltd	1	1
Octopus Energy Operations 2 Ltd	3	6
OVO Electricity Ltd	3	3
ScottishPower Energy Retail Ltd	2	2

Figure A4.12: Scheme engagement incidents – by supplier

Supplier	Scheme	Detail
Barrow Shipping Ltd	GGL	Information request non-compliance
BGI Trading Ltd	GGL	Information request non-compliance
British Gas Trading Ltd	GBIS	Home Heating Cost Reduction Obligation (HHCRO)
British Gas Trading Ltd	GBIS	Low Income Minimum Requirement Obligation (LIMR)
Delta Gas and Power Ltd	GGL	Information request non-compliance
E (Gas and Electricity) Ltd	GBIS	Home Heating Cost Reduction Obligation (HHCRO)
E (Gas and Electricity) Ltd	GBIS	Low Income Minimum Requirement Obligation (LIMR)
E.ON Energy Solutions Ltd	GBIS	Home Heating Cost Reduction Obligation (HHCRO)
E.ON Energy Solutions Ltd	GBIS	Low Income Minimum Requirement Obligation (LIMR)
EDF Energy Customers Ltd	GBIS	Home Heating Cost Reduction Obligation (HHCRO)
Foxglove Energy Supply Ltd	GBIS	Home Heating Cost Reduction Obligation (HHCRO)
Foxglove Energy Supply Ltd	GBIS	Low Income Minimum Requirement Obligation (LIMR)
Octopus Energy Ltd	GBIS	Home Heating Cost Reduction Obligation (HHCRO)
Octopus Energy Ltd	GBIS	Low Income Minimum Requirement Obligation (LIMR)
OVO Electricity Ltd	GBIS	Home Heating Cost Reduction Obligation (HHCRO)
OVO Electricity Ltd	GBIS	Low Income Minimum Requirement Obligation (LIMR)
Pozitive Energy Ltd	GGL	Information request non-compliance

Supplier	Scheme	Detail
ScottishPower Energy Retail Ltd	GBIS	Home Heating Cost Reduction Obligation (HHCRO)
ScottishPower Energy Retail Ltd	GBIS	Low Income Minimum Requirement Obligation (LIMR)
ScottishPower Energy Retail Ltd	GGL	Information request non-compliance
SEFE Energy Ltd	GGL	Information request non-compliance
So Energy Trading Ltd	GBIS	Home Heating Cost Reduction Obligation (HHCRO)
So Energy Trading Ltd	GBIS	Low Income Minimum Requirement Obligation (LIMR)
So Energy Trading Ltd	GGL	Information request non-compliance
Tru Energy Ltd	GGL	Information request non-compliance
Tru Energy Ltd	GGL	Information request non-compliance
Utilita Energy Ltd	GBIS	Home Heating Cost Reduction Obligation (HHCRO)
Utilita Energy Ltd	GBIS	Low Income Minimum Requirement Obligation (LIMR)
Utility Warehouse Ltd	GBIS	Home Heating Cost Reduction Obligation (HHCRO)
Utility Warehouse Ltd	GBIS	Low Income Minimum Requirement Obligation (LIMR)