



# Supplier Performance Report

1 July 2024 to 31 December 2024

© Crown copyright 2025

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

# Contents

<b>Foreword.....</b>	<b>4</b>
<b>1. About the Supplier Performance Report .....</b>	<b>7</b>
What does the Supplier Performance Report show? .....	7
Why are we publishing this data? .....	8
What happens to suppliers featured in the report?.....	9
Which suppliers are included? .....	9
<b>2. The worst performing suppliers .....</b>	<b>11</b>
Scoring supplier non-compliance .....	11
Major non-compliances .....	11
Minor non-compliances .....	18
<b>3. Compliance spotlights .....</b>	<b>21</b>
Spotlight: Warm Home Discount non-compliance .....	21
<b>4. FIT biennial meter verification project .....</b>	<b>23</b>
Issues with maintaining records in the CFR.....	23
Overdue meter inspections .....	23
Actions taken by Ofgem .....	24
<b>5. All non-compliances – Jul to Dec 2024 .....</b>	<b>26</b>
Data .....	28
Payments .....	34
Scheme engagement .....	36
<b>6. Next steps .....</b>	<b>39</b>
<b>Appendix .....</b>	<b>40</b>

## Foreword

Ofgem administers 12 low-carbon energy and social schemes on behalf of the Department for Energy Security and Net Zero. These schemes are vital to decarbonising the UK's energy system and tackling fuel poverty by supporting vulnerable households.

During the year 2023 to 2024, the low-carbon electricity generated through these schemes was equivalent to more than a third of the electricity supplied to industrial and domestic customers in the UK. These schemes also provided heat and green gas generation enough to heat 1.4 million typical UK homes (that's more than the number of households in Birmingham, Cardiff, Leeds, Liverpool and Manchester combined) and provided energy bill rebates to over 3.3 million households in or at risk of fuel poverty. It is vital that these schemes operate effectively to achieve government policy goals while delivering value for money for taxpayers.

As energy suppliers have a responsibility to help deliver many of these schemes, our Supplier Performance Report holds them accountable for their performance. Published twice a year, it highlights non-compliance and the actions we take in response.

I am pleased to see a significant number of compliance issues addressed since our last report and welcome the constructive engagement we've had with many suppliers. Notably, the number of 'Major' non-compliances has dropped from 68 to 40 over the past six months—a clear sign of progress and a testament to our ongoing collaboration with suppliers and our shared commitment to raising compliance standards. However, the overall volume of issues remains too high. In July 2024, we reinforced the importance of meeting obligations by writing to all suppliers, and we now encourage them to build on this momentum by reviewing their practices and identifying further opportunities for improvement.

We continuously assess supplier performance through compliance, audit, counter-fraud, and enforcement work—evaluating how well suppliers understand their obligations, engage with us, and self-report issues. Suppliers featured in this report are expected to promptly address any issues and may be required to develop action plans to prevent future non-compliance. We support them through this process and continue to engage to ensure improvements are effectively implemented, helping the schemes deliver for consumers and support net zero goals.

The Supplier Performance Report contributes to Ofgem's principal objectives by bringing transparency to supplier performance and demonstrating our efforts to improve standards for consumers across the energy market.

We welcome stakeholder feedback on this report, which can be provided to [schemesreportingfeedback@ofgem.gov.uk](mailto:schemesreportingfeedback@ofgem.gov.uk).

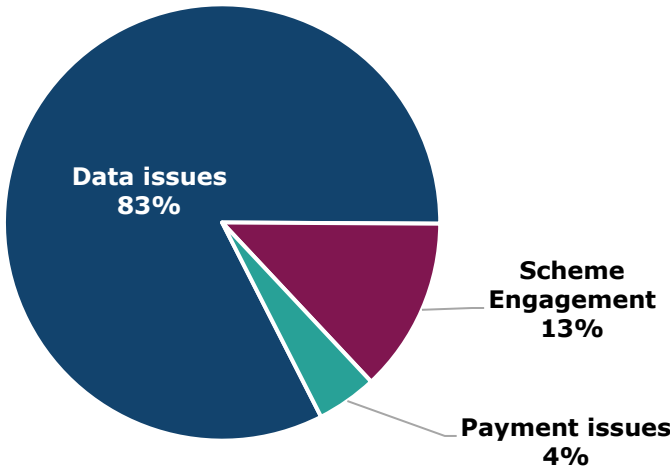
**Neil Lawrence**

Director, Delivery & Schemes

# At a glance - non-compliance

## July to December 2024

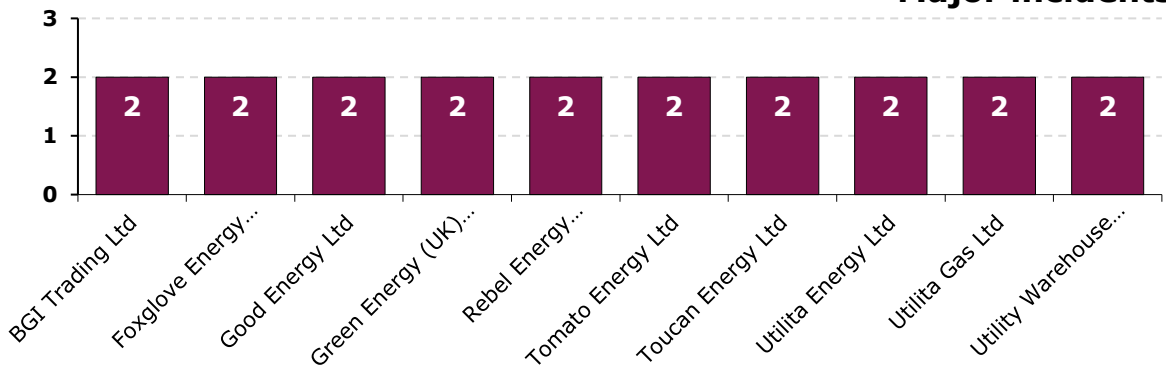
Sources of non-compliance



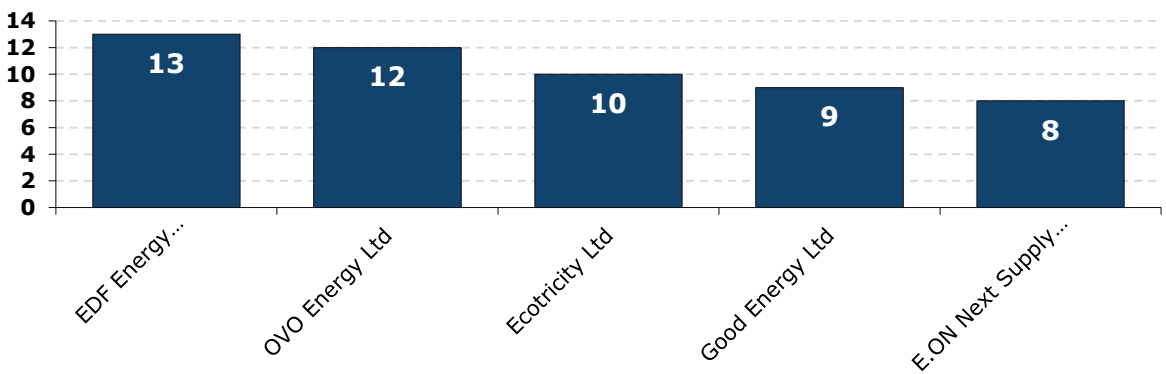
## The worst performing suppliers

Where possible we present the top 5 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.

Major incidents



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 service<sup>1</sup>, wider performance (for example against other regulatory obligations), or its energy mix<sup>2</sup>.

---

<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.

- 1.3. Scheme non-compliance refers to instances such as 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 website<sup>3</sup>.

### **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. Our environmental schemes support the delivery of renewable heat, renewable electricity, energy efficiency and the reduction of fuel poverty. Effective delivery of these schemes is critical to meet the UK Government's net zero target by 2050.
- 1.7. Our schemes are varied; some focus on promoting the uptake of renewable and low-carbon electricity generation. Other schemes, such as the Warm Home Discount (WHD) and Energy Company Obligation (ECO) can directly lift some of the most vulnerable energy consumers out of fuel poverty by providing financial support and improving the energy efficiency of homes, which lowers energy bills.
- 1.8. 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.

---

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



## What happens to suppliers featured in the report?

- 1.9. 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.
- 1.10. 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, which can include financial penalties or in the most extreme cases, licence revocation<sup>4</sup>. Any action taken following an enforcement investigation may be published on our website<sup>5</sup>.
- 1.11. 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?<sup>6</sup>

- 1.12. All suppliers<sup>7</sup> that had a non-compliance incident occur between 1 July 2024 and 31 December 2024 are shown in chapter 5 (**All non-compliances – Jul to Dec 2024**). Those that were identified as having 'Major' non-compliances, and other suppliers with high volumes of lower level 'Minor' non-compliance, are highlighted in chapter 2 (**The worst performing suppliers**). Finally, in chapter 3 (**Compliance spotlights**) we focus on cases which, due to their seriousness, have required an escalated response.
- 1.13. Non-compliance incidents tend to occur around certain compliance activities and deadlines which are not uniformly spread across the year. As this report covers

---

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

<sup>5</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>>

<sup>6</sup> 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 schemes, and some schemes (such as the FIT) allow smaller suppliers to participate voluntarily.

<sup>7</sup> Charts and tables in this report record non-compliance under the name of the relevant licensee. The commentary in the report refers to suppliers by their name, rather than the licensee name to assist readability.

the six-month period July to December 2024, when comparisons are made, they are made with the equivalent period in 2023.

## 2. The worst performing suppliers

This chapter presents information on the suppliers with the most serious ('Major') scheme-related non-compliance incidents, and those with high levels of 'Minor' scheme-related non-compliance, that occurred between 1 July 2024 and 31 December 2024.

### Scoring supplier non-compliance

2.1. The non-compliance incidents on the SPR database can vary significantly in seriousness and impact. Incidents are scored according to their severity in 5 areas. Each incident is then given an overall grading as either a 'Major' or a 'Minor' non-compliance.<sup>8</sup> The 5 areas where each incident is scored are:

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

### Major non-compliances

2.2. During the period 1 July 2024 to 31 December 2024, a total of 40 'Major' incidents were recorded. This is a reduction compared to the 68 incidents recorded over the previous 6-month period. We are pleased to note this reduction in major incidents, and a corresponding reduction in the volumes being recorded against the individual worst performing suppliers. We thank those suppliers who have engaged constructively in tackling matters previously identified, and it is positive to see this progress.

2.3. However, 40 'Major' incidents are too many. We also note that compared to the same period last year (July to December 2023) this represents an increase of 8 'Major' incidents, or 25%. Such 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. In July 2024, we wrote to all

---

<sup>8</sup> Note that we no longer use the previous categories of 1 to 4 to score non-compliance incidents. From this report onwards all non-compliance incidents in the SPR will be graded as either 'Major' (equivalent to a category 4) or 'Minor' (equivalent to categories 1 to 3).

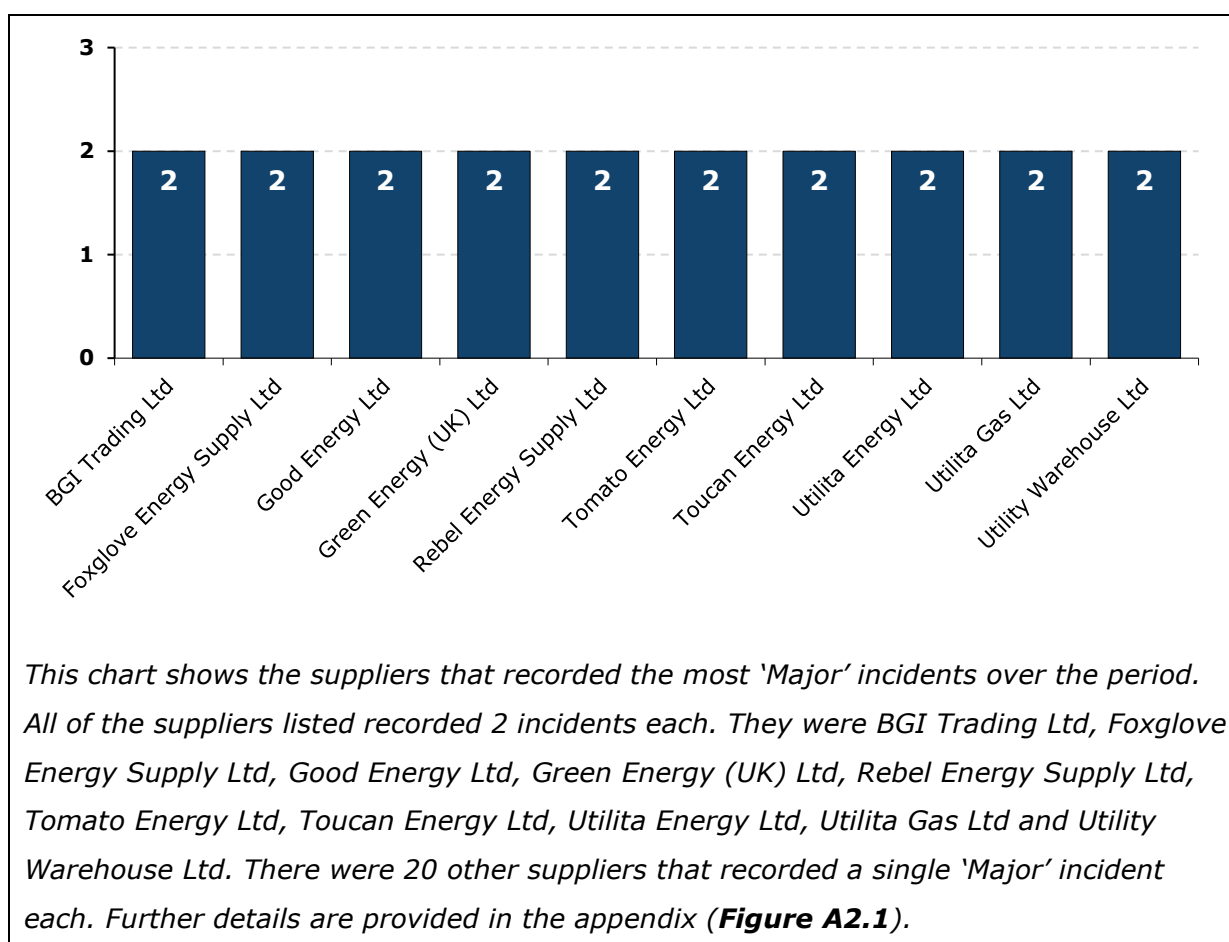
suppliers highlighting the importance of compliance with supplier obligations on our low-carbon energy and social schemes. It is disappointing to see some suppliers continuing to fail to meet their scheme obligations. We take these failures extremely seriously. Serious or repeated failures to meet obligations will result in an increased likelihood of compliance and/or enforcement action being taken.

- 2.4. The previous SPR period, from 1 January to 30 June 2024, identified the worst performing suppliers, as Foxglove, OVO, and Utility Warehouse, each recording 4 major incidents. Octopus Energy were also noted as a poorly performing supplier in the previous SPR period. Of these suppliers, Foxglove and Utility Warehouse continued to feature amongst the worst performing suppliers during the second 6 months of 2024. Both suppliers failed to meet obligations on the Warm Home Discount Scheme. Each supplier engaged with us positively and resolved these issues to our satisfaction. However, we expect to see improved compliance going forward. We note improved performance from Octopus Energy and OVO in this SPR compared to the previous SPR period.
- 2.5. Also amongst the worst performing suppliers this period, Utilita failed to meet its obligations on the Green Gas Levy (GGL) scheme. Scheme engagement non-compliances were recorded when it failed to respond to requests for information on time, and a payment non-compliance was recorded when Utilita failed to make their levy payment by the relevant deadline. We are engaging with Utilita to address these issues and avoid a repeat of them.
- 2.6. We also note BGI Trading's 2 major incidents on FIT. These occurred due to BGI not keeping their scheme contact details up to date. We have engaged with BGI and we are content this matter has been addressed appropriately.
- 2.7. Good Energy, Green Energy UK and Tomato Energy also failed to meet their obligations on the WHD scheme but engaged with us and agreed to our proposed redress swiftly.
- 2.8. Toucan Energy failed to comply with their FIT scheme obligations. These failings were rectified quickly. Having reviewed the circumstances we do not expect a re-occurrence.
- 2.9. Rebel Energy failed to meet their obligations on the FIT and WHD schemes. Rebel Energy has since entered administration and had both its gas and electricity licences revoked having also encountered issues with ringfencing its

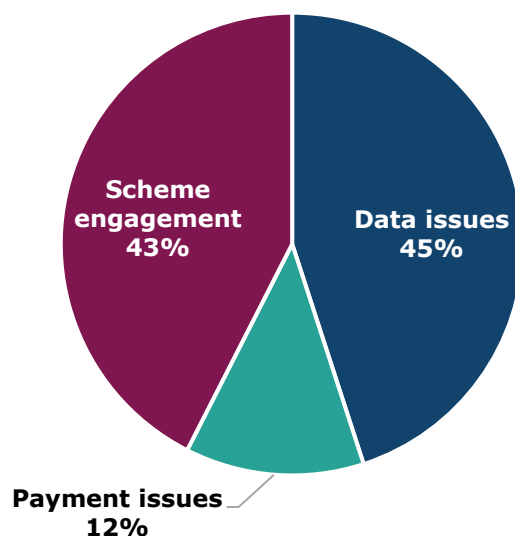
Renewables Obligation (RO).

- 2.10. The suppliers responsible for the highest numbers of these 40 'Major' incidents are named in **Figure 2.1** below. A breakdown of incidents by incident type is provided in **Figure 2.2**. Further information on the specific incidents can be found in the appendix.

**Figure 2.1: 'Major' incidents by supplier - July to December 2024**



**Figure 2.2: 'Major' incidents by type - July to December 2024**



*This pie chart shows that data incidents were the most common, accounting for 45% of the total. Scheme engagement issues were second most common, accounting for 43%, followed by payment issues at 12%.*

- 2.11. Scheme engagement issues (where suppliers failed to participate or comply with the requirements and expectations of the scheme) accounted for 17 of the total. Twelve of these occurred due to suppliers not meeting WHD scheme delivery targets. Four of the remaining 5 incidents occurred on the GGL when suppliers failed to provide required information on time. The final incident occurred on ECO when E.ON submitted measures for review 6 months after the statutory deadline.
- 2.12. The 18 data non-compliances were split between the FIT and GGL schemes. The 10 incidents on the FIT scheme occurred due to suppliers failing to submit their levelisation data by the required deadline. The 8 GGL incidents were for missing deadlines for submitting meter point data or providing inaccurate meter point data.
- 2.13. A total of 5 'Major' payment-related non-compliance incidents occurred, 4 on the FIT scheme and one on the GGL scheme. 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.

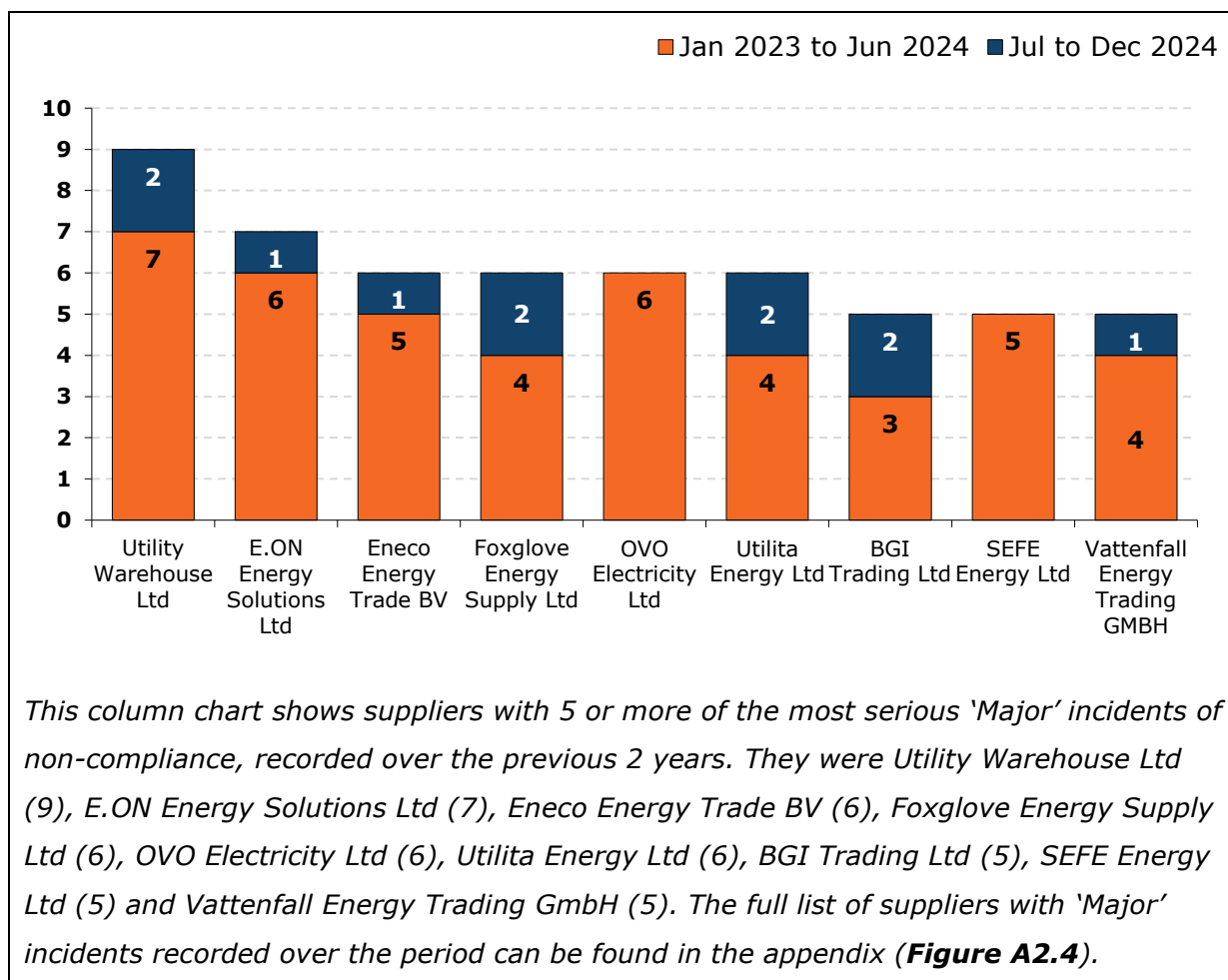
- 2.14. In all the incidents above, the suppliers have failed to meet their obligations and our expectations. It is a suppliers' responsibility to ensure they meet all their obligations on time and in full, and they may face serious consequences if they don't.
- 2.15. Ofgem has formal enforcement powers 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.<sup>9</sup> 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.
- 2.16. **Figure 2.3** shows that when looking back over the last two years there have been 149 'Major' incidents recorded. The 40 recorded for the most recent period is a 25% increase on the 32 'Major' incidents recorded during the equivalent July to December period in 2023.

**Figure 2.3: 'Major' incidents by period since January 2023**

Report period	'Major' incidents
January to June 2023	9
July to December 2023	32
January to June 2024	68
July to December 2024	40
<b>Total</b>	<b>149</b>

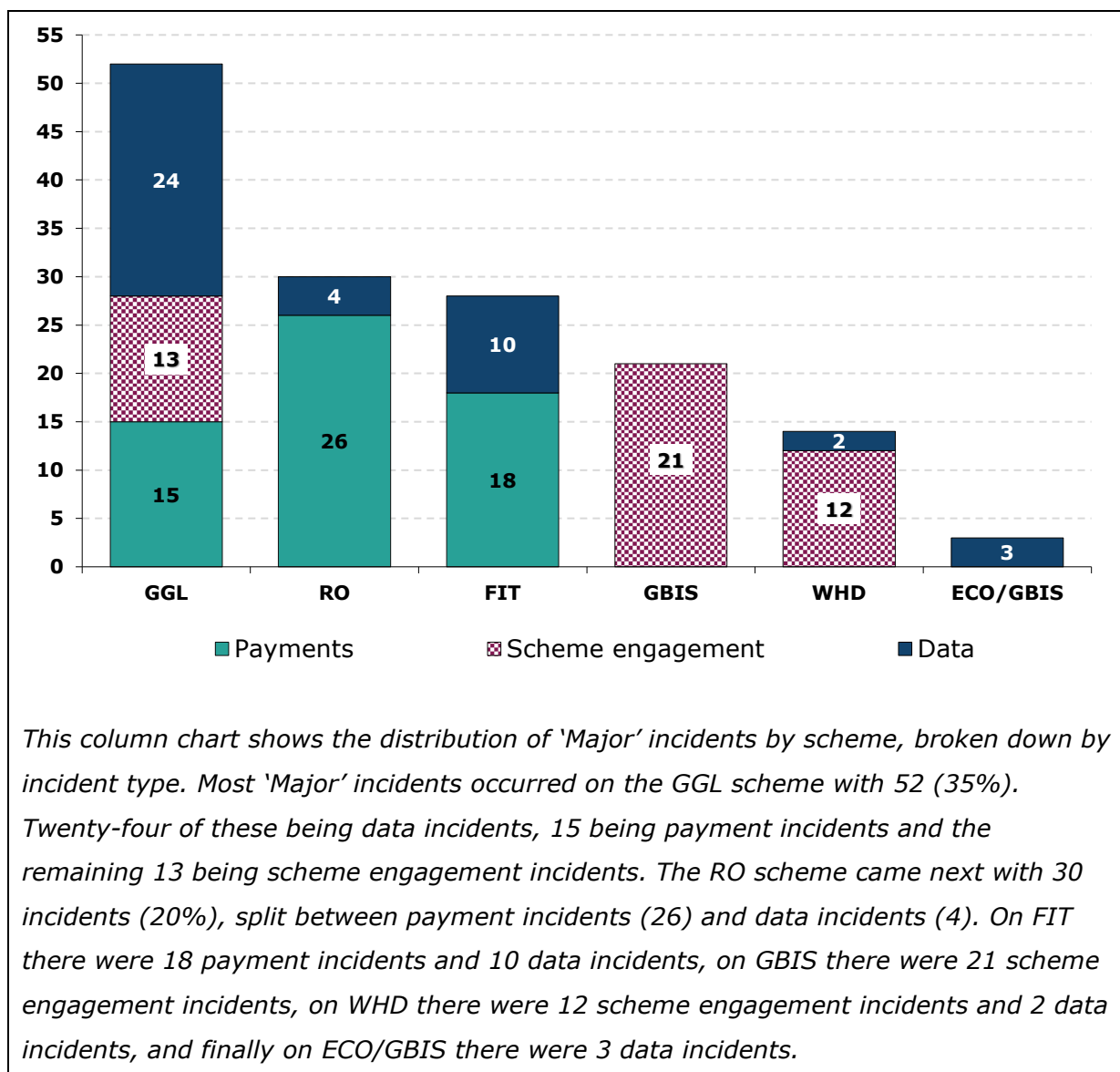
- 2.17. **Figure 2.4** below shows the number of 'Major' incidents recorded against individual suppliers over the previous two-year period. **Figure 2.5** illustrates the type and distribution of incidents between the schemes.

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

**Figure 2.4: 'Major' incidents by supplier since January 2023**

- 2.18. Utility Warehouse, SEFE Energy, E.ON Energy, and Vattenfall have provided assurances that they have appropriate controls in place to achieve compliance. We note that OVO and SEFE have had no further 'Major' incidents since, June 2024.

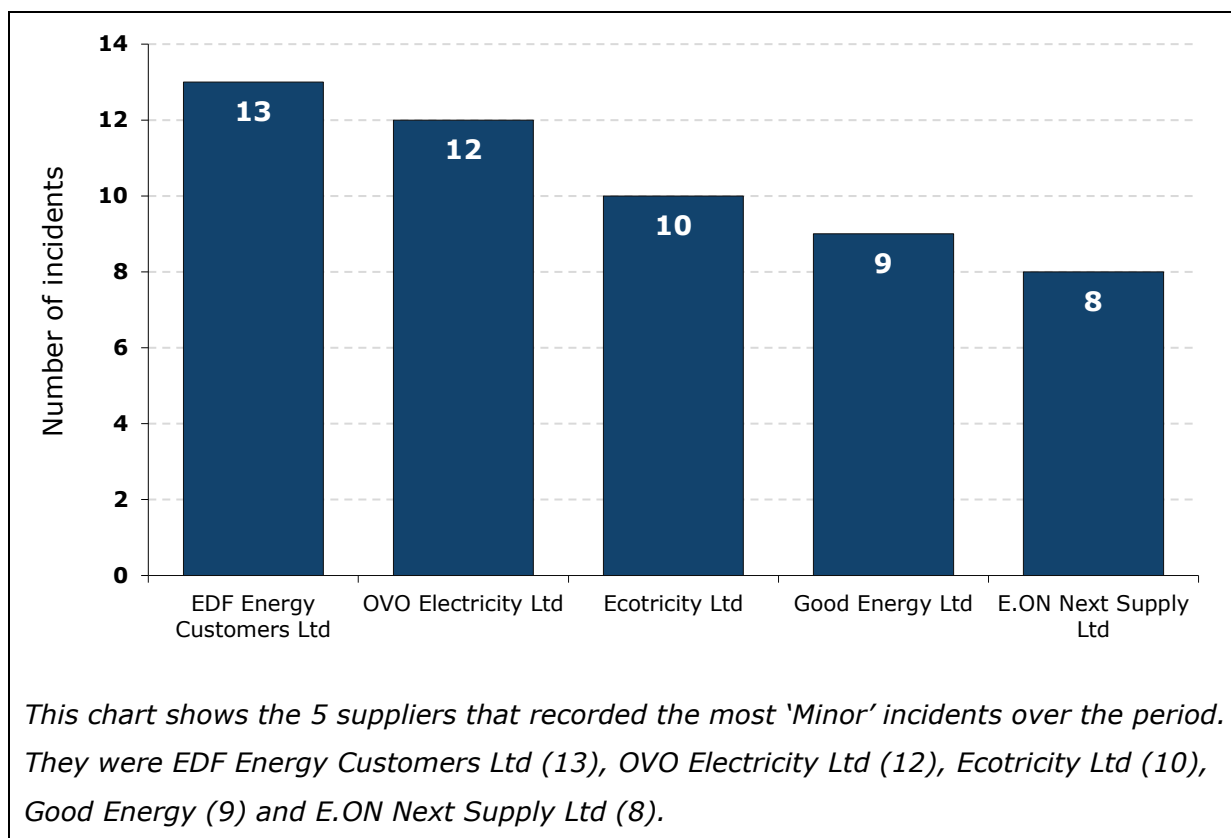


**Figure 2.5: 'Major' incidents by scheme and type since January 2023**

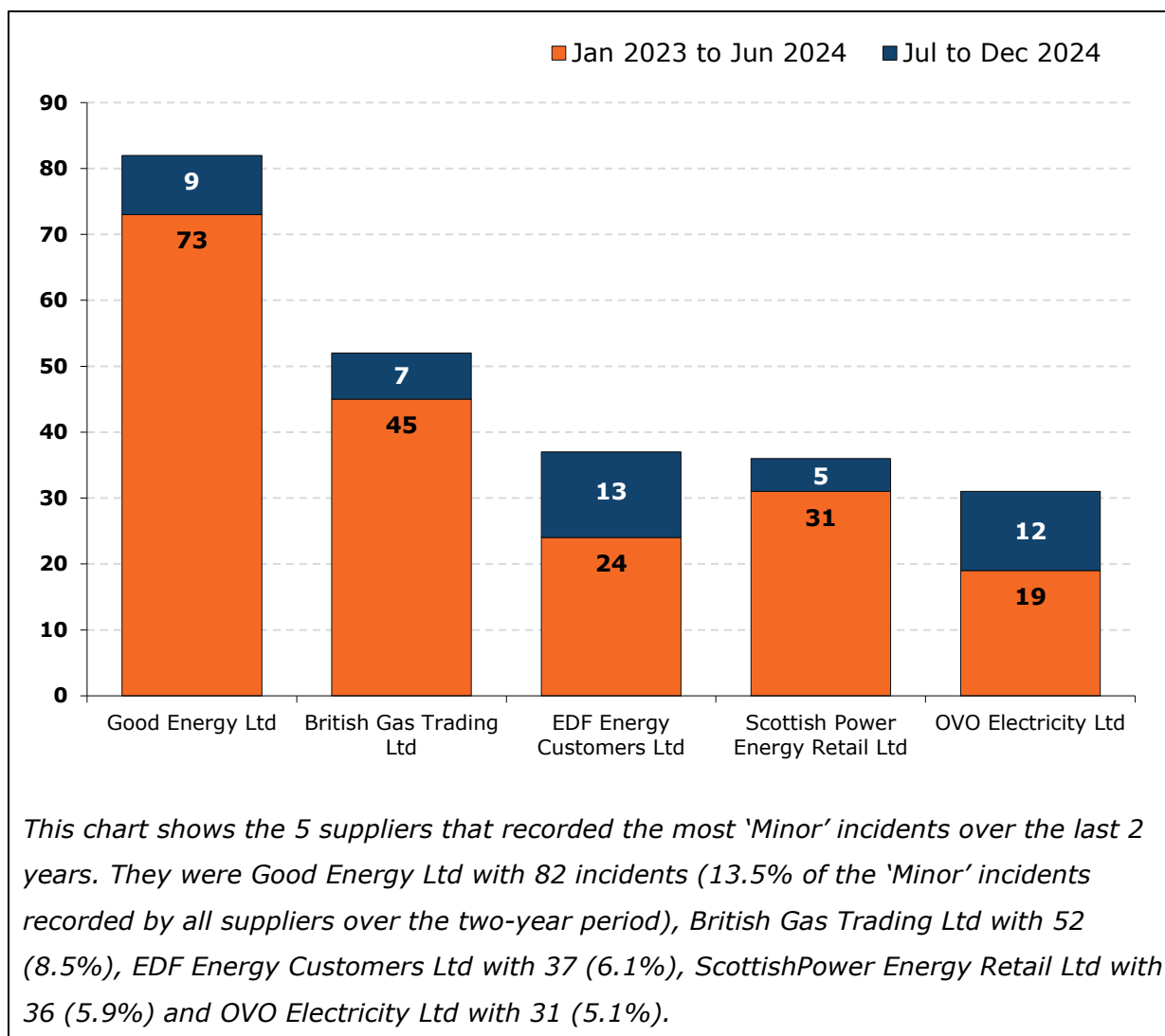
## Minor non-compliances

- 2.19. 'Minor' incidents on the SPR are more 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.
- 2.20. **Figure 2.6** below lists the 5 suppliers with the most 'Minor' incidents recorded between July and December 2024. These suppliers were responsible for a total of 52 'Minor' incidents over the period, a fall from the 82 incidents recorded by the top 5 suppliers in the previous period.
- 2.21. Good Energy, British Gas and ScottishPower, who each featured in the top 5 in the previous period, recorded a reduction in 'Minor' incidents of 67%, 59% and 58% respectively. We are pleased to see these improvements but there is still more for each of these suppliers to do to reduce incidents further.
- 2.22. Fifty-one of the 52 incidents related to the FIT scheme, with these being made up of 48 CFR data accuracy incidents and 3 levelisation data accuracy incidents. The remaining incident occurred on the WHD scheme when Ecotricity failed to submit their end of year report on time.

**Figure 2.6: 'Minor' incidents top 5 suppliers – July to December 2024**



- 2.23. When looking at 'Minor' incidents recorded over the previous two-year period, **Figure 2.7** shows the 238 incidents recorded by the top 5 suppliers. It should be noted that Good Energy, EDF Energy and OVO all feature in the top 5 for both the current and previous two-year periods.

**Figure 2.7: 'Minor' incidents - top 5 suppliers since January 2023**

2.24. 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. Compliance spotlights

This chapter outlines cases where we implemented escalated intervention measures in response to significant non-compliance by energy suppliers, detailing both the actions taken and their outcomes.

#### **Spotlight: Warm Home Discount non-compliance**

- 3.1. The Warm Home Discount (WHD) scheme supports energy consumers on low incomes and who are vulnerable to cold-related illness or living wholly or mainly in fuel poverty. Qualifying customers receive £150 rebate payments which are paid to customers over the winter period and before the deadline of 31 March each year. Alongside this, alternative forms of support are provided through a variety of supplier 'Industry Initiatives'. In the scheme year covering 2023 to 2024, Utilita failed to pay the £150 payments to 4,041 customers by the deadline of 31 March 2024. Utilita was therefore non-compliant with Regulation 9(5) and 10(5) of the Warm Home Discount Regulations. This was a significant failing.
- 3.2. Utilita paid an initial £29,925 compensation to the affected customers. Following engagement by Ofgem's enforcement team, Utilita agreed to pay a further £246,925 in customer compensation. This brought the total value of agreed redress payments to £276,850.
- 3.3. Utilita has also completed an external review of their WHD processes to ensure that this failure will not occur in the future. Ofgem will continue to monitor Utilita's compliance with its obligations under the WHD scheme and will not hesitate to take further action if similar issues arise in future.
- 3.4. In addition to compensation from Utilita, Ofgem secured £484,960 of redress payments from 7 other suppliers that failed to deliver on their 2023 to 2024 WHD obligations. This included compensation for consumers directly impacted, and payments to Ofgem's voluntary redress fund or to fuel poverty charities, where broader spending obligations were not met. Where spending obligations were not met, the redress payments were made in addition to the underspent sum being added to the supplier's 2024 to 2025 spending obligations.

- 3.5. The largest of these redress payments was made by Utility Warehouse. It paid £380,928 having failed to meet their WHD non-core spending obligations in connection with the Industry Initiatives element of the scheme. Utility Warehouse made other spending in the scheme year but did not obtain the approvals required by the WHD regulations for this. Utility Warehouse recognised this error, which did not impact consumers, and rectified it promptly by making extra payments to vulnerable consumers. Whilst the value of redress payments was higher than those in Utilita's case, this incident was less significant as there was no consumer detriment and Utility Warehouse were proactive in resolving the issue.
- 3.6. The sum paid by each individual supplier is provided in **Figure 3.1** and the full list of suppliers involved can be found in the 'scheme engagement' section, starting at paragraph 5.16 in chapter 5.

**Figure 3.1: Supplier WHD redress payments – scheme year 2023 to 2024**

Supplier	Redress value
Rebel Energy Supply Ltd	£11,583.14
Good Energy Ltd	£3,394.34
Foxglove Energy Supply Ltd	£28,805.93
Green Energy (UK) Ltd	£18,556.97
Tomato Energy Ltd	£40,183.38
Utilita Energy Ltd/Utilita Gas Ltd	£276,850.00
Utility Warehouse Ltd	£380,928.33
Tru Energy Ltd	£1,508.17
<b>Total</b>	<b>£761,810.26</b>

- 3.7. Ofgem takes non-compliances of this nature very seriously. It is essential that suppliers distribute WHD rebate payments within the dedicated timescales and spend the required sums of money correctly, so that vulnerable customers receive the support they need. Even a short delay in making payments can cause harm to vulnerable customers, including the difference between heating and eating. These outcomes serve as a reminder to all suppliers that failures to meet their WHD scheme obligations are unacceptable and Ofgem will take action to address non-compliance, including enforcement action where appropriate.

## 4. FIT biennial meter verification project

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

- 4.1. The FIT scheme has played a crucial role in subsidising the deployment of low-carbon electricity generation technologies across households, businesses, organisations, and communities, contributing significantly to the development of a flexible, affordable, and decarbonised energy system. With over 800,000 accredited installations and a total installed capacity nearing 6.49 GW, the scheme's success relies heavily on robust data management.
- 4.2. The CFR serves as a centralised database that records essential information about these installations, including details and dates of meter inspections, ensuring transparency, accountability, and ongoing compliance within the scheme.

### Issues with maintaining records in the CFR

- 4.3. Our latest compliance review of the Feed-in Tariffs (FIT) scheme revealed several non-compliance issues among FIT Licensees, particularly concerning overdue meter inspections and the maintenance of accurate records in the Central FIT Register (CFR). Many FIT Licensees have not engaged in the monthly FIT Biennial Meter Verification (BMV) process, leading to potentially unverified meters not having their payments correctly suspended. This lack of engagement compromises the scheme's integrity and could result in payments being made incorrectly, which is a concern.

### Overdue meter inspections

- 4.4. Another significant issue is missing Meter Inspection Dates (MID) in the CFR. Some FIT Licensees are not adding MIDs to the register, creating uncertainty about whether BMVs have taken place as required. This lack of information further complicates tracking compliance and ensuring accurate payments.
- 4.5. Many installations have overdue meter inspections, which shows non-compliance with the BMV requirement. This delay in inspections means that payments might

be made incorrectly against these meters. This failure to comply with the verification schedule undermines the scheme's credibility and its financial robustness. We take these matters seriously.

## **Actions taken by Ofgem**

4.6. We have taken, and will continue to take, a number of actions to help address these issues:

1. **Notifications and Reminders:** In March 2024, we notified FIT Licensees about the inadequate number of BMV submissions and reminded them of their obligations. We also provided a new improved template for data submissions to aid compliance.
2. **Audit and Evidence Requests:** In July 2024, Ofgem added BMV checks to the FIT Audit program. FIT Licensees had to provide physical evidence of BMVs during their audits. The audits concluded in November 2024 with 5 FIT Licensees. These audits identified that the photos some FIT Licensees provided lacked essential information. These missing details made it hard to confirm the validity of meter inspections. We are continuing to engage with these Licensees to understand how they intend to improve their processes.
3. **Compliance Engagement:** In August 2024, we contacted 19 FIT Licensees with overdue MIDs to provide plans to address the backlog and prevent it from happening again.

We categorised FIT Licensees based on their responses and placed 10 Licensees with acceptable plans under ongoing monitoring. Nine Licensees with inadequate responses required further compliance engagement. We initiated monthly and quarterly reviews of submissions and CFR entries, with further compliance engagement where performance did not improve. These measures have already shown success, with a significant reduction in overdue MIDs from 778,201 to 113,118 over 12 weeks. Thirteen licensees showed substantial improvement and the remaining 6 improved incrementally. One supplier achieved a remarkable 95% reduction in overdue MIDs. The overall percentage of overdue MIDs significantly decreased from 19% in July 2024 to 8.1% in December 2024.

4. **Supplier Performance Report (SPR):** In the interests of providing transparency to consumers and other interested parties, to reinforce the



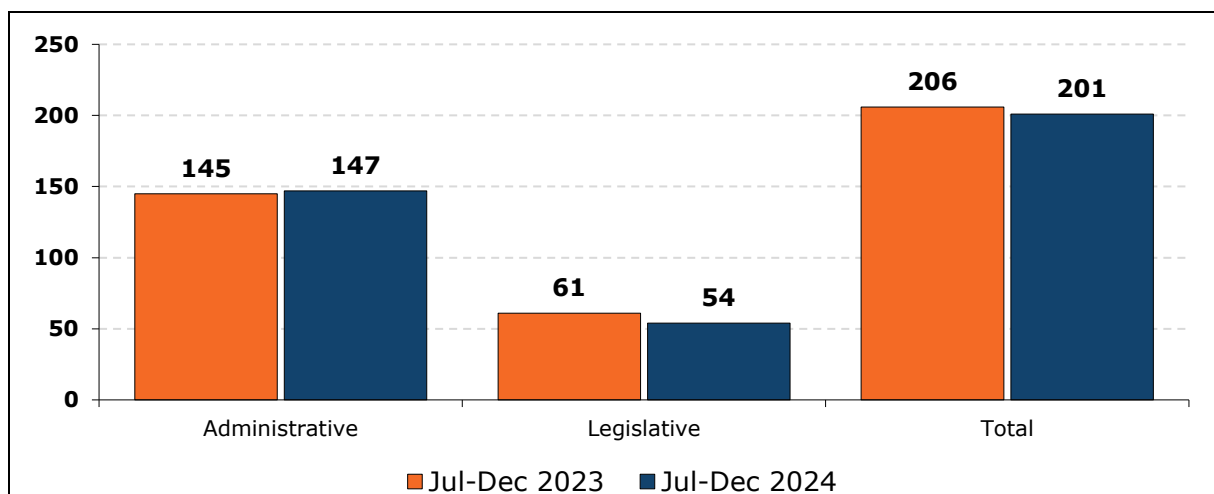
message to suppliers about our expectations, and to hold suppliers to account for poor performance, we add FIT Licensees to the SPR for overdue BMVs or related administrative issues.

5. **Ongoing Engagement:** We share monthly compliance performance reports with Licensees to maintain transparency and accountability.
  6. **Enforcement Action:** If Licensees continue to not meet expected levels of compliance – particularly following the engagement outlined above - we may take enforcement action. We urge suppliers to take this matter seriously.
- 4.7. Our actions aim to enhance compliance, improve meter verifications' accuracy, and ultimately ensure payments are made correctly under the FIT scheme. Our efforts to address these non-compliance issues reflect our commitment to maintaining the FIT scheme's integrity. The onus is ultimately on suppliers to ensure there are accurate records within the CFR and to ensure that meter inspections take place in a timely manner. This will be a continued focus for Ofgem and we encourage suppliers to robustly engage with this process.
- 4.8. A full list of CFR non-compliance incidents recorded from July to December 2024 can be found starting at paragraph 5.9 in chapter 5.

## 5. All non-compliances – Jul to Dec 2024

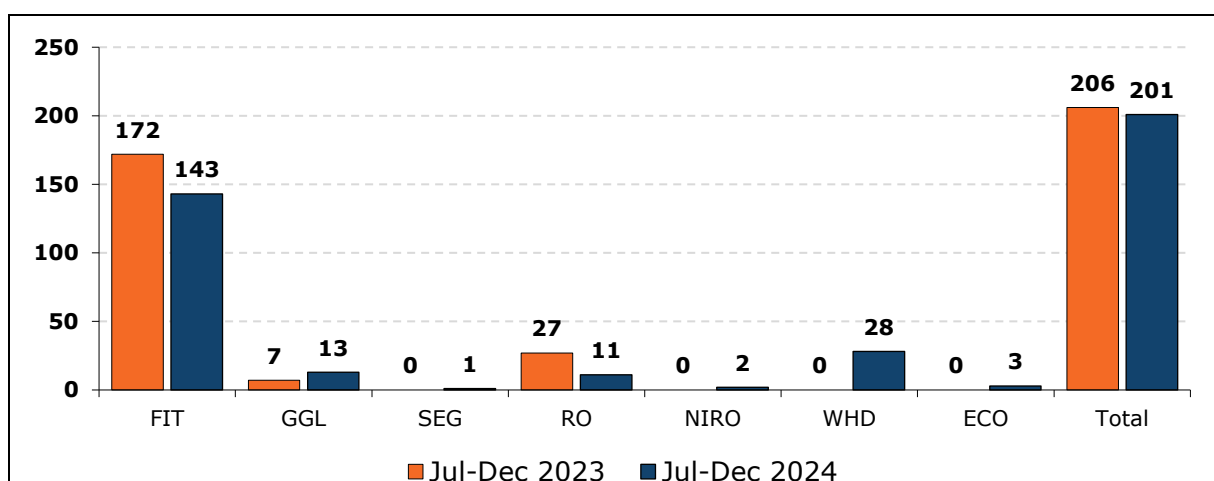
In this chapter we provide details on the supplier non-compliances that occurred over the period 1 July 2024 to 31 December 2024. The non-compliances are broken down into administrative or legislative incidents, by scheme, and by category - covering data issues, payment issues and scheme engagement.

- 5.1. This chapter presents information on all supplier non-compliances that occurred over the period 1 July 2024 to 31 December 2024. For more detail on the incidents featured you can refer to the appendix, or the dataset published alongside this report.
- 5.2. 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. There were a total of 147 administrative incidents, representing 73.1% of all incidents recorded over the period. This marks a 1.4% increase compared to the equivalent period in 2023.
  - **Legislative** incidents are those where a supplier has failed to comply with a requirement in scheme legislation. A total of 54 legislative incidents were reported, accounting for 26.9% of the total. This reflects an 11.5% decrease from the same period in 2023.
- 5.3. The overall number of incidents recorded decreased by 2.4% compared to the equivalent period in 2023, as shown in **Figure 5.1**.

**Figure 5.1: Total non-compliance incidents - by type**

This column chart shows a comparison of incidents added to the SPR between July and December 2023 and over the same period in 2024, split by incident type. Administrative incidents increased by 2 and legislative incidents decreased by 7, resulting in an overall fall in incidents of 5 (-2.4%).

5.4. **Figure 5.2** shows the breakdown of incidents recorded by scheme. FIT-related incidents decreased by 16.9% but continue to be the most common.

**Figure 5.2: Total non-compliance incidents - by scheme**

This column chart shows a comparison of incidents added to the SPR between July and December 2023 and over the same period in 2024, split by scheme. While there was a small rise in incidents recorded on GGL, SEG, NIRO, WHD and ECO. Incidents fell on FIT by 29 (16.9%) and RO by 16 (59.3%).

- 5.5. 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.

## Data

- 5.6. To effectively administer the schemes, it is important that suppliers provide accurate data to Ofgem in the correct way and by 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 Licences<sup>10</sup> 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.
- 5.7. 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.
- 5.8. Details of suppliers<sup>11</sup> with data non-compliances that occurred between July and December 2024 are shown in **Figure 5.3**. The same non-compliances split by scheme are shown in **Figure 5.4**, and by type in **Figure 5.5**. Of the 93 incidents recorded, 77 were administrative and 16 were legislative non-compliances.

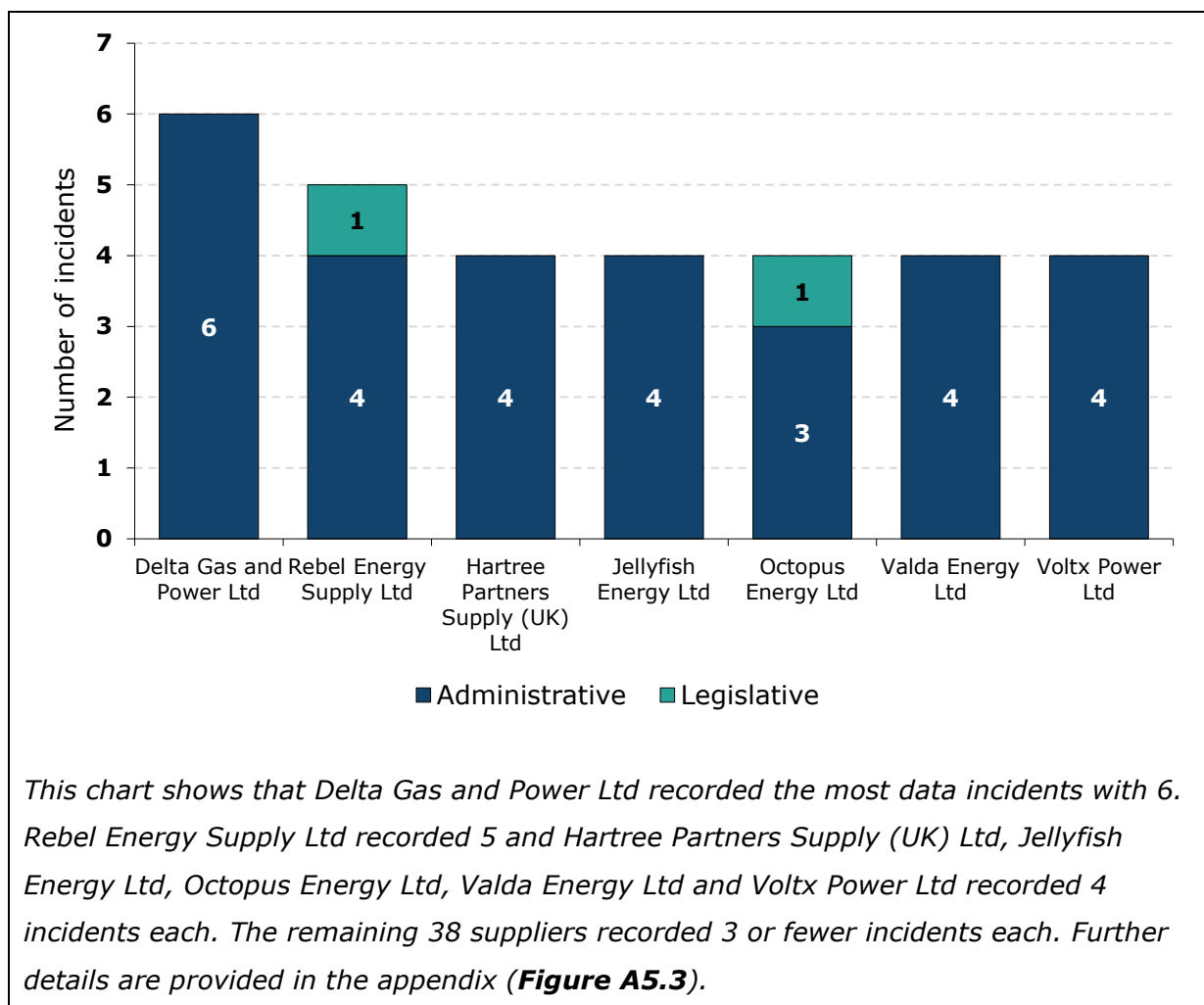
---

<sup>10</sup> [Standard conditions of electricity supply licences:](https://epr.ofgem.gov.uk/Content/Documents/Electricity%20Supply%20Standard%20Licence%20Conditions%20Consolidated%20-%20Current%20Version.pdf)

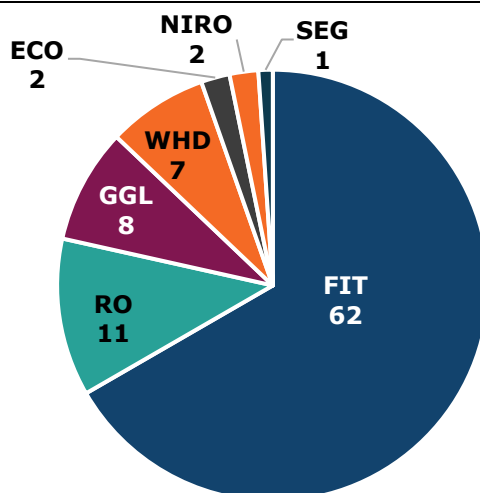
<<https://epr.ofgem.gov.uk/Content/Documents/Electricity%20Supply%20Standard%20Licence%20Conditions%20Consolidated%20-%20Current%20Version.pdf>>

[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](https://www.ofgem.gov.uk/sites/default/files/2024-07/Gas_Supply_Standard_Consolidated_Licence_Conditions_July_2024.pdf)>

<sup>11</sup> Note that 2 administrative data incidents (one by Octopus Energy Ltd's and another by Octopus Energy Operations Ltd) occurred during November 2023. These were not included in earlier reports due to an extended validation and sign-off process but are now being reported for transparency.

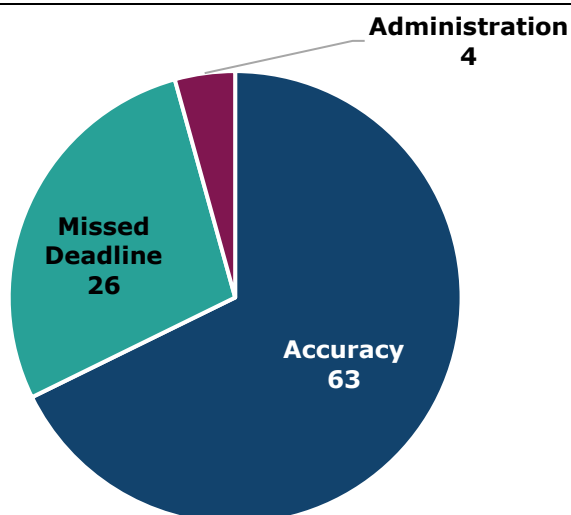
**Figure 5.3: Data incidents – by supplier**

**Figure 5.4: Data incidents - by scheme**



This pie chart shows that 62 of the 93 data incidents (67%) occurred on the FIT scheme. A further 11 occurred on the RO (12%), 8 on the GGL (9%), 7 on WHD (8%), 2 (2%) on the ECO scheme, 2 on the NIRO scheme and 1 (1%) on the SEG.

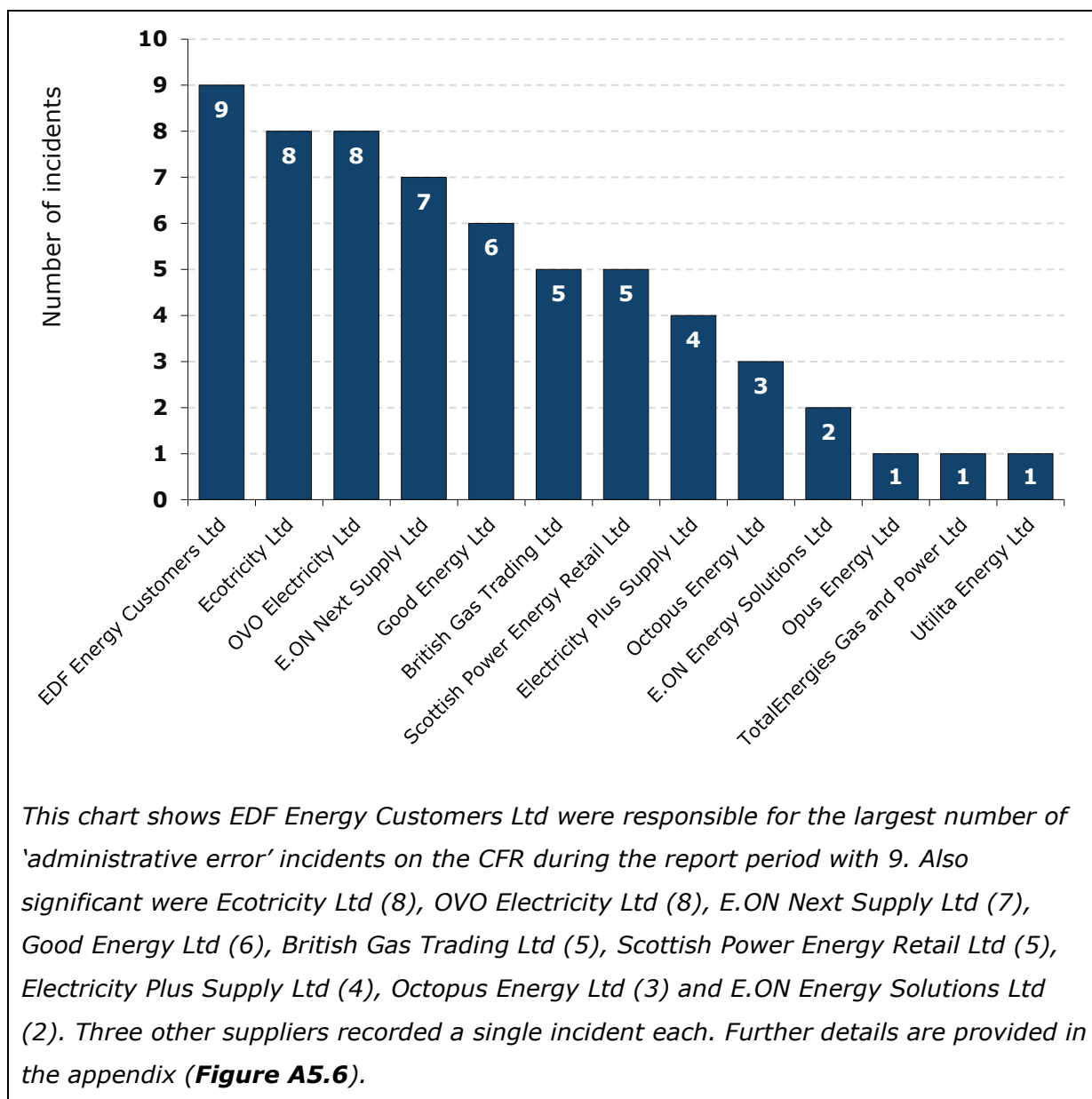
**Figure 5.5: Data incidents - by type**



This pie chart shows that 63 of the 93 data incidents (68%) were issues with data accuracy. A further 23 (28%) were in relation to missed deadlines and 4 (4%) were in relation to administration issues.

### CFR data accuracy incidents

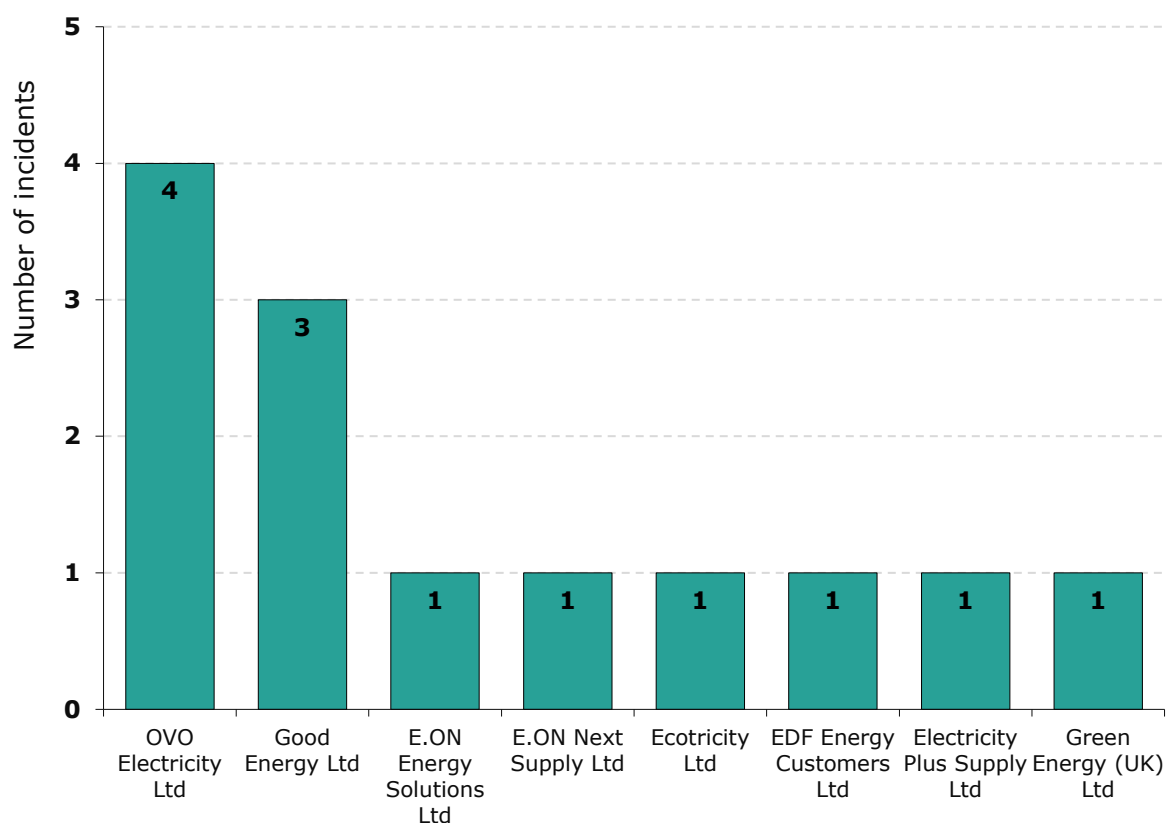
- 5.9. As part of our duties under the FIT scheme we are required to manage and maintain the CFR database. FIT licensees use this database to record and update details of FIT installations and are responsible for ensuring the data added to the CFR is accurate and complete.
- 5.10. Non-compliances occur 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.
- 5.11. To ensure the data on the CFR is correct, we engage with suppliers regarding specific installations where we have concerns about inaccuracies. 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.
- 5.12. Details of ‘administrative error’ non-compliances that occurred between July and December 2024 can be seen in **Figure 5.6**.

**Figure 5.6: FIT – 'Administrative error' CFR incidents – by supplier**



5.13. Details of CFR 'eligibility error' non-compliances can be seen in **Figure 5.7**. These were all legislative non-compliances.

**Figure 5.7: FIT – 'Eligibility error' CFR incidents – by supplier**

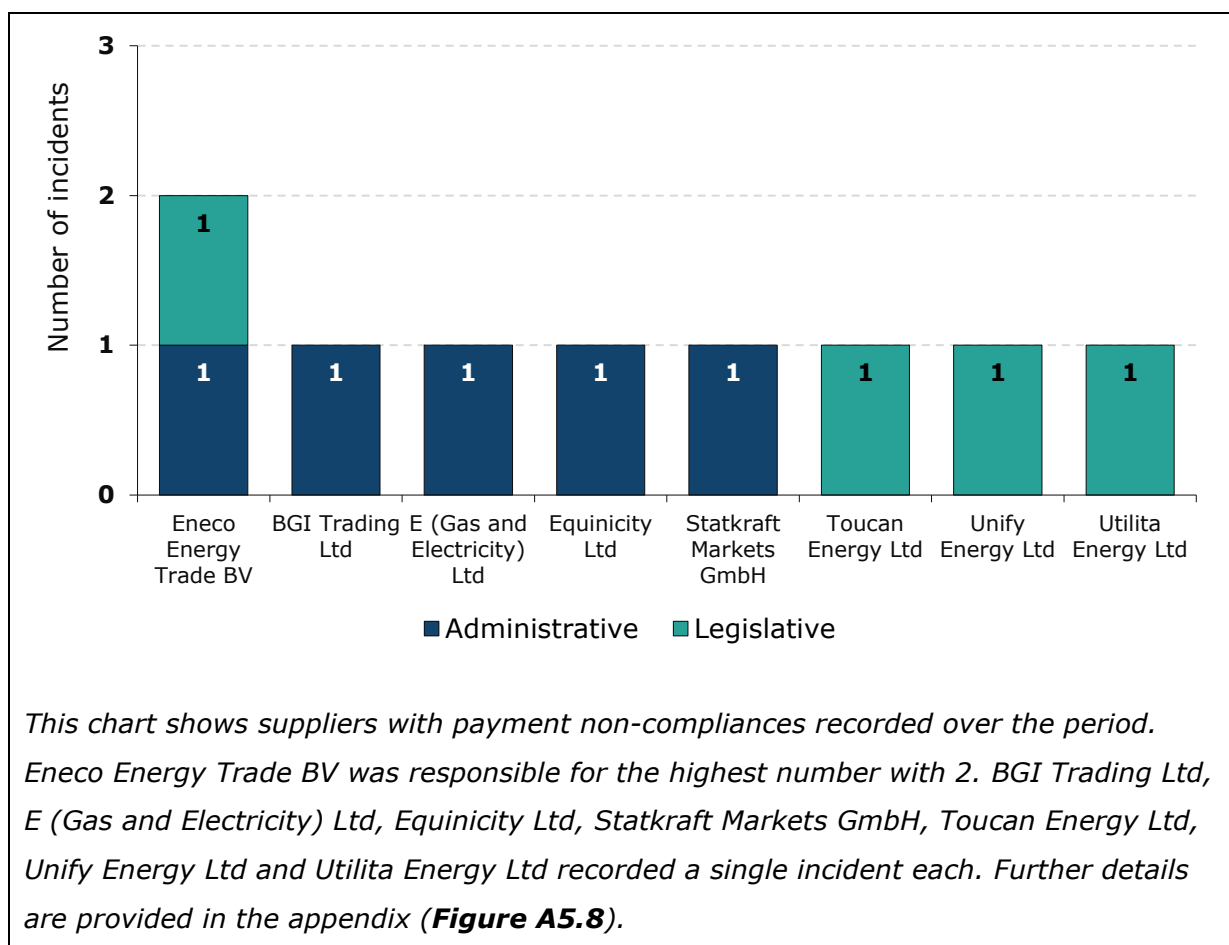


*This chart shows that OVO Electricity Ltd were responsible for the most 'eligibility error' incidents on the CFR during the report period with 4. Also significant was Good Energy Ltd who recorded 3 incidents. E.ON Energy Solutions Ltd, E.ON Next Supply Ltd, Ecotricity Ltd, EDF Energy Customers Ltd, Electricity Plus Supply Ltd and Green Energy (UK) Ltd all recorded a single incident each. Further details are provided in the appendix (**Figure A5.7**).*

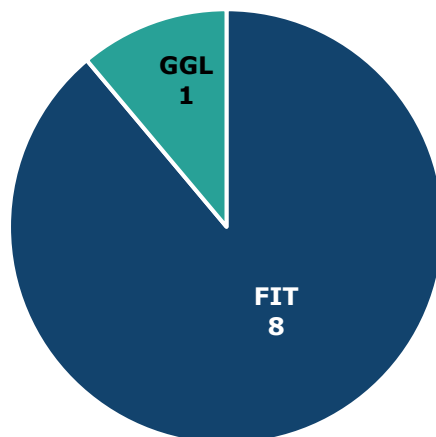
## Payments

- 5.14. 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 many 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 firm enforcement action in response to late payments, including provisional and final orders as well as financial penalties.
- 5.15. Suppliers recording payment non-compliances between July and December 2024 can be seen in **Figure 5.8**. The same non-compliances split by scheme are shown in **Figure 5.9**, and by type in **Figure 5.10**. Of the 9 incidents recorded, 5 were administrative and 4 were legislative non-compliances.

**Figure 5.8: Payment non-compliances – by supplier**



**Figure 5.9: Payment non-compliances – by scheme**



*This pie chart shows that 8 of the 9 payment non-compliances (89%) occurred on the FIT scheme. One further incident occurred on the GGL scheme (11%).*

**Figure 5.10: Payment non-compliances – by type**



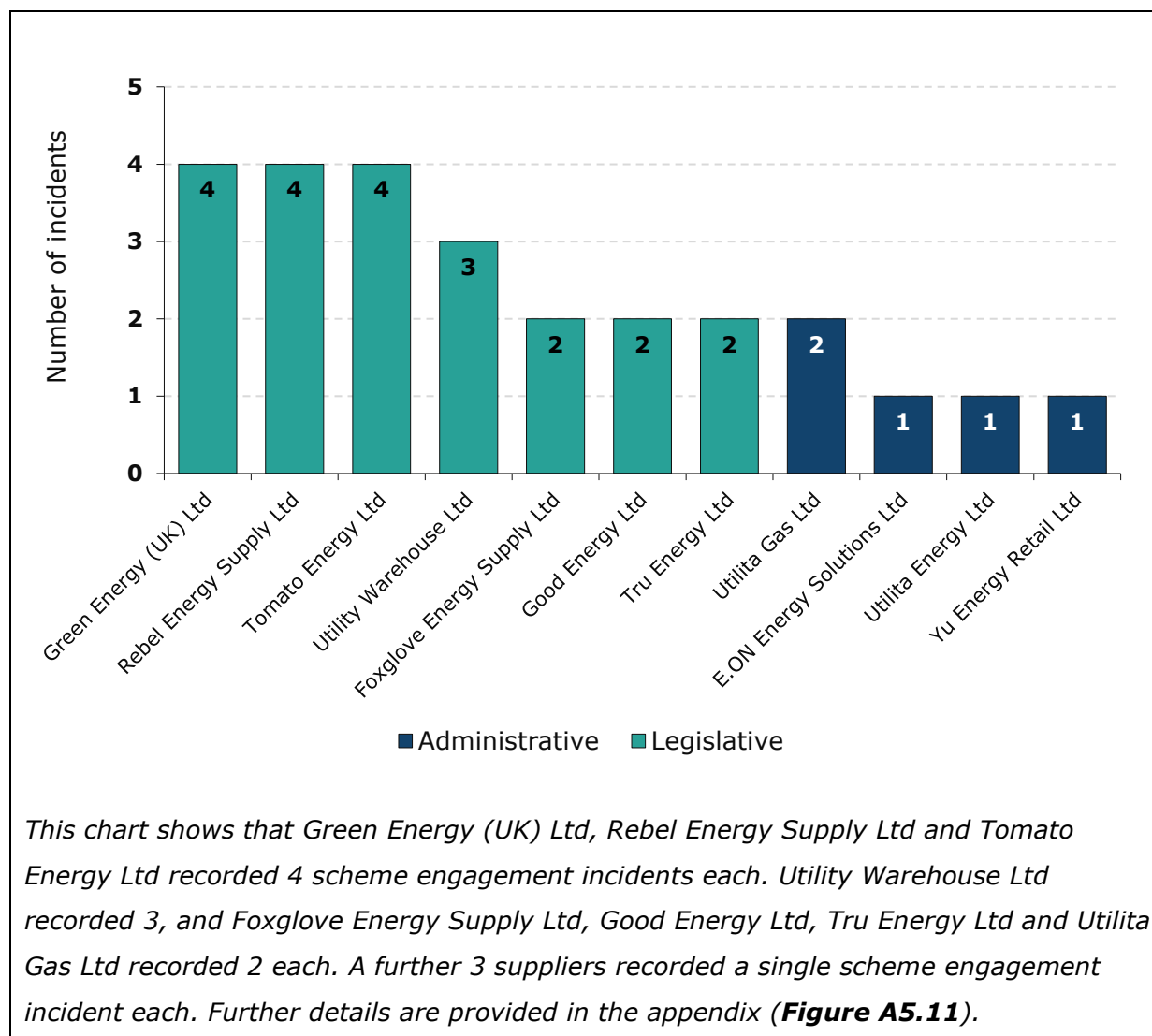
*This pie chart shows that the payment non-compliances were split between payments being made into the wrong account (56%) and suppliers missing payment deadlines (44%).*

## Scheme engagement

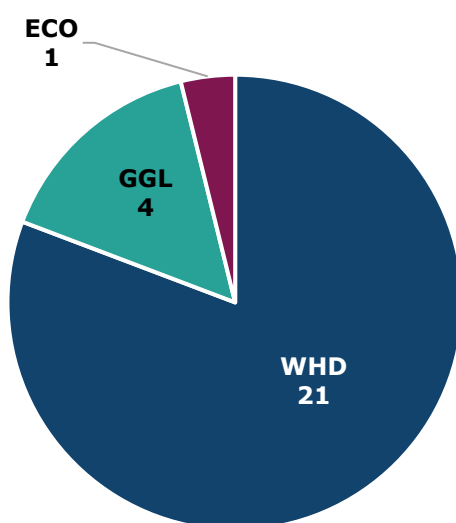
- 5.16. It is vital that suppliers engage fully with the schemes they are obligated to participate in. Where suppliers failed to participate or comply with the requirements and expectations of the scheme it risks scheme policy objectives not being achieved.
- 5.17. On the WHD scheme 7 suppliers failed to meet annual scheme delivery obligations, which in many cases meant that suppliers spent less providing support to vulnerable customers than they were obligated to. On the GGL suppliers failed to respond to requests for information by the deadline, and on ECO a supplier submitted a scheme request 6 months after the statutory deadline.
- 5.18. On the WHD scheme, we engaged with each supplier who failed to meet their annual scheme delivery obligations and sought redress actions to mitigate the impact on customers of not funding sufficient eligible activities or not providing support by the scheme deadlines. In line with the WHD scheme legislation, the future obligations of these suppliers were also increased by the same value as the amounts underspent. In total, around £456,000 was added to future WHD scheme spending and suppliers agreed to pay an additional £485,000 to benefit fuel poor customers. Full details were published in the WHD Annual Report for Scheme Year 13<sup>12</sup>.
- 5.19. Suppliers recording scheme engagement non-compliances between July and December 2024 can be seen in **Figure 5.11**. The same non-compliances split by scheme are shown in **Figure 5.12**, and by type in **Figure 5.13**. Of the 26 incidents recorded 5 were administrative non-compliances and 21 were legislative non-compliances.

---

<sup>12</sup> [Warm Home Discount Annual Report](https://www.ofgem.gov.uk/publications/warm-home-discount-annual-report-scheme-year-13): <<https://www.ofgem.gov.uk/publications/warm-home-discount-annual-report-scheme-year-13>>

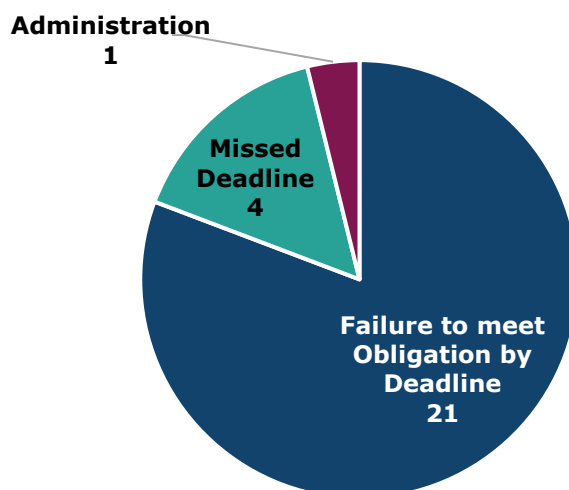
**Figure 5.11: Scheme engagement incidents – by supplier**

**Figure 5.12: Scheme engagement non-compliances – by scheme**



*This pie chart shows that 21 of the 26 scheme engagement non-compliances (81%) occurred on the WHD scheme. A further 4 occurred on the GGL scheme (15%) and one on the ECO scheme (4%).*

**Figure 5.13: Scheme engagement non-compliances – by type**



*This pie chart shows that 21 of the 26 scheme engagement non-compliances (81%) were due to a failure to meet a scheme obligation by the deadline. A further 4 occurred due to other missed scheme deadlines (15%) and one (4%) due to an administrative issue.*

## 6. Next steps

This chapter outlines our continuing expectations for supplier compliance and engagement, and the actions we may take where performance falls short.

- 6.1. As we look ahead, the onus remains firmly on suppliers to ensure they are fully compliant with their obligations under the low-carbon and social energy schemes. Compliance is not optional, suppliers must take proactive steps to understand and meet their responsibilities, and to engage constructively with Ofgem and the schemes they are part of.
- 6.2. We expect suppliers to demonstrate a strong commitment to scheme delivery by maintaining accurate records, meeting deadlines, and responding promptly to requests for information. Where suppliers fall short, we will continue to take appropriate action. This may include increased compliance engagement, the requirement to submit action plans, or, where necessary, escalation to formal enforcement action. In the most serious cases, this could result in financial penalties or licence revocation.
- 6.3. We will continue to refine and improve the Supplier Performance Report to ensure it remains a valuable tool for stakeholders. Transparency and accountability are central to our approach, and we welcome feedback on how this report can better support those aims. Feedback can be sent to:  
[schemesreportingfeedback@ofgem.gov.uk](mailto:schemesreportingfeedback@ofgem.gov.uk).

## Appendix

**Figure A2.1: 'Major' incidents recorded by supplier July to December 2024**

Supplier	Scheme	Type of issue	Detail
Affect Energy Ltd	FIT	Data	Missed Deadline
AXPOUK Ltd	GGL	Data	Accuracy
BGI Trading Ltd	FIT	Data	Missed Deadline
BGI Trading Ltd	FIT	Payments	Missed Deadline
D-Energi Trading Ltd	FIT	Data	Missed Deadline
E.ON Energy Solutions Ltd	ECO	Scheme Engagement	Administration
Eneco Energy Trade BV	FIT	Payments	Missed Deadline
Equinor UK Ltd	GGL	Data	Missed Deadline
Flogas Enterprise Solutions Ltd	GGL	Data	Missed Deadline
Flow Energy Ltd	GGL	Data	Missed Deadline
Foxglove Energy Supply Ltd	WHD	Scheme Engagement	Failure to meet Obligation by Deadline
Foxglove Energy Supply Ltd	WHD	Scheme Engagement	Failure to meet Obligation by Deadline
Good Energy Ltd	WHD	Scheme Engagement	Failure to meet Obligation by Deadline
Good Energy Ltd	WHD	Scheme Engagement	Failure to meet Obligation by Deadline
Green Energy (UK) Ltd	WHD	Scheme Engagement	Failure to meet Obligation by Deadline
Green Energy (UK) Ltd	WHD	Scheme Engagement	Failure to meet Obligation by Deadline
Marble Power Ltd	GGL	Data	Missed Deadline
Octopus Energy Ltd	FIT	Data	Missed Deadline
OSSO Energy Plc	GGL	Data	Missed Deadline
Rebel Energy Supply Ltd	GGL	Data	Missed Deadline
Rebel Energy Supply Ltd	WHD	Scheme Engagement	Failure to meet Obligation by Deadline
Ruby Electricity Ltd	FIT	Data	Missed Deadline



Supplier	Scheme	Type of issue	Detail
Square 1 Energy Ltd	GGL	Data	Missed Deadline
Tomato Energy Ltd	WHD	Scheme Engagement	Failure to meet Obligation by Deadline
Tomato Energy Ltd	WHD	Scheme Engagement	Failure to meet Obligation by Deadline
Toucan Energy Ltd	FIT	Data	Missed Deadline
Toucan Energy Ltd	FIT	Payments	Missed Deadline
Tru Energy Ltd	WHD	Scheme Engagement	Failure to meet Obligation by Deadline
UK Power Reserve Ltd	FIT	Data	Missed Deadline
Unify Energy Ltd	FIT	Payments	Missed Deadline
Utilita Energy Ltd	GGL	Payments	Missed Deadline
Utilita Energy Ltd	GGL	Scheme Engagement	Missed Deadline
Utilita Gas Ltd	GGL	Scheme Engagement	Missed Deadline
Utilita Gas Ltd	GGL	Scheme Engagement	Missed Deadline
Utility Warehouse Ltd	WHD	Scheme Engagement	Failure to meet Obligation by Deadline
Utility Warehouse Ltd	WHD	Scheme Engagement	Failure to meet Obligation by Deadline
Vattenfall Energy Trading GmbH	FIT	Data	Missed Deadline
Voltx Power Ltd	FIT	Data	Missed Deadline
Wilton Energy Ltd	FIT	Data	Missed Deadline
Yu Energy Retail Ltd	GGL	Scheme Engagement	Missed Deadline

**Figure A2.4: 'Major' incidents by supplier since January 2023**

Supplier	Number of incidents
Affect Energy Ltd	1
AXPOUK Ltd	1
Barrow Shipping Ltd	1
BGI Trading Ltd	5
British Gas Trading Ltd	2
Cilleni Energy Supply Ltd	1
Conrad Energy (Trading) Ltd	2
Co-operative Energy	1
Delta Gas and Power Ltd	3
D-Energi Trading Ltd	3
Dodo Energy Ltd	1
E (Gas and Electricity) Ltd	2
E.ON Energy Solutions Ltd	7
E.ON Next Energy Ltd	2
Economy Gas Ltd	1
EDF Energy Customers Ltd	2
Eneco Energy Trade BV	6
Engie Gas Ltd	1
EPG Energy Ltd	2
Equinicity Ltd	1
Equinor UK Ltd	1
F&S Energy Ltd	2
Flogas Enterprise Solutions Ltd	2
Flow Energy Ltd	1
Foxglove Energy Supply Ltd	6
Gas Plus Supply Ltd	1
Good Energy Ltd	2
Green Energy (UK) Ltd	2
Home Energy Trading Ltd	1
I.A.Z.F.S. Ltd	1
Limejump Energy Ltd	2
Marble Power Ltd	2
Octopus Energy Ltd	3
Octopus Energy Operations 2 Ltd	3

Supplier	Number of incidents
Opus Energy (Corporate) Ltd	1
Opus Energy Ltd	1
OSSO Energy Plc	2
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
Rebel Energy Supply Ltd	2
Regent Gas Ltd	1
Regent Power Ltd	2
Ruby Electricity Ltd	1
ScottishPower Energy Retail Ltd	3
SEFE Energy Ltd	5
So Energy Trading Ltd	4
Square 1 Energy Ltd	2
Statkraft Markets GmbH	1
Tomato Energy Ltd	2
Total Energies Gas and Power Ltd	1
Toucan Energy Ltd	2
Tru Energy Ltd	4
UK Power Reserve Ltd	1
Unify Energy Ltd	1
United Gas & Power Ltd	1
Utilita Energy Ltd	5
Utilita Gas Ltd	2
Utility Warehouse Ltd	7
Valda Energy Ltd	1
Vattenfall Energy Trading GMBH	5
Voltx Power Ltd	1
Wilton Energy Ltd	1
Yu Energy Retail Ltd	4

**Figure A5.3: Data incidents – by supplier**

Supplier	Scheme	Detail
3T Power Ltd	NIRO	Administration-Estimated supply volumes
Affect Energy Ltd	FIT	Missed Deadline-Levelisation Y15 Q2
AXPOUK Ltd	GGL	Accuracy-Meter point data
BGI Trading Ltd	FIT	Missed Deadline-Levelisation Y15 Q2
British Gas Trading Ltd	SEG	Missed Deadline-Annual data submission
British Gas Trading Ltd	WHD	Administration-Industry Initiatives
Delta Gas and Power Ltd	FIT	Accuracy-Levelisation Y15 Q1
Delta Gas and Power Ltd	FIT	Accuracy-Levelisation Y15 Q1
Delta Gas and Power Ltd	FIT	Accuracy-Levelisation Y15 Q1
Delta Gas and Power Ltd	FIT	Accuracy-Levelisation Y15 Q1
Delta Gas and Power Ltd	FIT	Accuracy-Levelisation Y15 Q2
Delta Gas and Power Ltd	RO	Accuracy-Energy Intensive Industries data
D-Energi Trading Ltd	FIT	Missed Deadline-Levelisation Y14 Q3
Dyce Energy Ltd	FIT	Accuracy-Levelisation Y14 annual
E.ON Energy Solutions Ltd	ECO	Accuracy-ECO4 rejections
Ecotricity Ltd	WHD	Missed Deadline-End of year redemption report
EDF Energy Customers Ltd	FIT	Accuracy-Levelisation Y15 Q1
EDF Energy Customers Ltd	FIT	Accuracy-Levelisation Y15 Q1
EDF Energy Customers Ltd	FIT	Accuracy-Levelisation Y15 Q1
Eneco Energy Trade BV	FIT	Accuracy-Levelisation Y15 Q1
Eneco Energy Trade BV	RO	Accuracy-Energy Intensive Industries data
Equinicity Ltd	RO	Administration-Energy Intensive Industries data
Equinor UK Ltd	GGL	Missed Deadline-Meter point data
Flogas Enterprise Solutions Ltd	GGL	Missed Deadline-Meter point data 2024/25 Q2
Flogas Enterprise Solutions Ltd	NIRO	Administration-Estimated supply volumes
Flow Energy Ltd	GGL	Missed Deadline-Meter point data
Fuse Energy Supply Ltd	FIT	Accuracy-Levelisation Y15 Q1

Supplier	Scheme	Detail
Fuse Energy Supply Ltd	FIT	Accuracy-Levelisation Y15 Q1
Fuse Energy Supply Ltd	FIT	Accuracy-Levelisation Y15 Q1
Green Energy (UK) Ltd	FIT	Accuracy-Levelisation Y15 Q2
Green Energy (UK) Ltd	WHD	Missed Deadline-End of year report
Hartree Partners Supply (UK) Ltd	FIT	Accuracy-Levelisation Y15 Q1
Hartree Partners Supply (UK) Ltd	FIT	Accuracy-Levelisation Y15 Q1
Hartree Partners Supply (UK) Ltd	FIT	Accuracy-Levelisation Y15 Q2
Hartree Partners Supply (UK) Ltd	FIT	Accuracy-Levelisation Y15 Q2
Home Energy Trading Ltd	FIT	Accuracy-Levelisation Y15 Q1
Home Energy Trading Ltd	FIT	Accuracy-Levelisation Y15 Q1
Home Energy Trading Ltd	FIT	Accuracy-Levelisation Y15 Q1
Jellyfish Energy Ltd	FIT	Accuracy-Levelisation Y14 annual
Jellyfish Energy Ltd	FIT	Accuracy-Levelisation Y15 Q2
Jellyfish Energy Ltd	FIT	Accuracy-Levelisation Y15 Q2
Jellyfish Energy Ltd	FIT	Accuracy-Levelisation Y15 Q2
Marble Power Ltd	GGL	Missed Deadline-Meter point data
Marble Power Ltd	RO	Accuracy-Energy Intensive Industries data
Maxen Power Supply Ltd	FIT	Accuracy-Levelisation Y15 Q2
Maxen Power Supply Ltd	FIT	Accuracy-Levelisation Y15 Q2
Npower Ltd	RO	Missed Deadline-Energy Intensive Industries data
Octopus Energy Ltd	ECO	Accuracy-ECO4 rejections
Octopus Energy Ltd	FIT	Accuracy-Levelisation Y15 Q1
Octopus Energy Ltd	FIT	Missed Deadline-Levelisation Y15 Q2
Octopus Energy Ltd	RO	Accuracy-Ringfenced domestic supply volumes
Octopus Energy Operations Ltd	RO	Accuracy-Ringfenced domestic supply volumes
OSSO Energy Plc	GGL	Missed Deadline-Meter point data 2024/25 Q2

Supplier	Scheme	Detail
PX Supply Ltd	FIT	Accuracy-Levelisation Y15 Q2
Rebel Energy Supply Ltd	FIT	Accuracy-Levelisation Y15 Q2
Rebel Energy Supply Ltd	FIT	Accuracy-Levelisation Y15 Q2
Rebel Energy Supply Ltd	FIT	Accuracy-Levelisation Y15 Q2
Rebel Energy Supply Ltd	GGL	Missed Deadline-Meter point data 2024/25 Q2
Rebel Energy Supply Ltd	WHD	Missed Deadline-End of year audit report
Ruby Electricity Ltd	FIT	Missed Deadline-Levelisation Y15 Q1
Shell Energy UK Ltd	FIT	Accuracy-Levelisation Y15 Q1
Shell Energy UK Ltd	RO	Accuracy-Energy Intensive Industries data
SmartestEnergy Business Ltd	FIT	Accuracy-Levelisation Y15 Q2
SmartestEnergy Business Ltd	RO	Accuracy-Energy Intensive Industries data
SmartestEnergy Ltd	RO	Accuracy-Energy Intensive Industries data
Square 1 Energy Ltd	FIT	Accuracy-Levelisation Y15 Q2
Square 1 Energy Ltd	FIT	Accuracy-Levelisation Y15 Q2
Square 1 Energy Ltd	GGL	Missed Deadline-Meter point data 2024/25 Q2
Statkraft Markets GmbH	FIT	Accuracy-Levelisation Y15 Q2
Statkraft Markets GmbH	FIT	Accuracy-Levelisation Y15 Q2
Tomato Energy Ltd	FIT	Accuracy-Levelisation Y15 Q2
Tomato Energy Ltd	FIT	Accuracy-Levelisation Y15 Q2
TotalEnergies Gas and Power Ltd	FIT	Accuracy-Levelisation Y15 Q1
TotalEnergies Gas and Power Ltd	FIT	Accuracy-Levelisation Y15 Q2
TotalEnergies Gas and Power Ltd	FIT	Accuracy-Levelisation Y15 Q2
Toucan Energy Ltd	FIT	Missed Deadline-Levelisation Y14 annual
Tru Energy Ltd	FIT	Accuracy-Levelisation Y15 Q2
Tru Energy Ltd	FIT	Accuracy-Levelisation Y15 Q2
Tru Energy Ltd	WHD	Missed Deadline-End of year audit report

Supplier	Scheme	Detail
UK Power Reserve Ltd	FIT	Missed Deadline-Levelisation Y14 annual
Utility Warehouse Ltd	WHD	Missed Deadline-End of year audit report
Utility Warehouse Ltd	WHD	Missed Deadline-End of year audit report
Valda Energy Ltd	FIT	Accuracy-Levelisation Y15 Q1
Valda Energy Ltd	FIT	Accuracy-Levelisation Y15 Q1
Valda Energy Ltd	FIT	Accuracy-Levelisation Y15 Q1
Valda Energy Ltd	FIT	Accuracy-Levelisation Y14 annual
Vattenfall Energy Trading GmbH	FIT	Missed Deadline-Levelisation Y14 Q1
Voltx Power Ltd	FIT	Accuracy-Levelisation Y15 Q2
Voltx Power Ltd	FIT	Accuracy-Levelisation Y15 Q2
Voltx Power Ltd	FIT	Accuracy-Levelisation Y15 Q2
Voltx Power Ltd	FIT	Missed Deadline-Levelisation Y14 annual
Wilton Energy Ltd	FIT	Missed Deadline-Levelisation Y14 annual
Wilton Energy Ltd	RO	Missed Deadline-Energy Intensive Industries data

**Figure A5.6: FIT – 'Administrative error' CFR incidents – by supplier**

Supplier	Outcome	Incidents	Installations impacted
British Gas Trading Ltd	Approved	4	9
British Gas Trading Ltd	Rejected	1	2
E.ON Energy Solutions Ltd	Approved	2	3
E.ON Next Supply Ltd	Approved	4	9
E.ON Next Supply Ltd	Rejected	3	3
Ecotricity Ltd	Approved	5	31
Ecotricity Ltd	Rejected	3	33
EDF Energy Customers Ltd	Approved	5	60
EDF Energy Customers Ltd	Rejected	4	6
Electricity Plus Supply Ltd	Approved	2	2
Electricity Plus Supply Ltd	Rejected	2	2
Good Energy Ltd	Approved	4	7
Good Energy Ltd	Rejected	2	8
Octopus Energy Ltd	Approved	2	4
Octopus Energy Ltd	Rejected	1	1
Opus Energy Ltd	Approved	1	1
OVO Electricity Ltd	Approved	5	15
OVO Electricity Ltd	Rejected	3	6
Scottish Power Energy Retail Ltd	Approved	4	9
Scottish Power Energy Retail Ltd	Rejected	1	1
TotalEnergies Gas and Power Ltd	Approved	1	1



**Figure A5.7: FIT – 'Eligibility error' CFR incidents – by supplier**

Supplier	Outcome	Incidents	Installations impacted
E.ON Energy Solutions Ltd	Rejected	1	2
E.ON Next Supply Ltd	Approved	1	1
Ecotricity Ltd	Approved	1	1
EDF Energy Customers Ltd	Approved	1	1
Electricity Plus Supply Ltd	Approved	1	1
Good Energy Ltd	Approved	2	2
Good Energy Ltd	Rejected	1	1
Green Energy (UK) Ltd	Approved	1	1
OVO Electricity Ltd	Approved	3	3
OVO Electricity Ltd	Rejected	1	2

**Figure A5.8: Payment non-compliances – by supplier**

Supplier	Scheme	Detail
BGI Trading Ltd	FIT	Missed Deadline-Levelisation Y15 Q1
E (Gas and Electricity) Ltd	FIT	Paid into Wrong Account-Levelisation Y14 annual
Eneco Energy Trade BV	FIT	Missed Deadline-Levelisation Y15 Q2
Eneco Energy Trade BV	FIT	Paid into Wrong Account-Levelisation Y14 annual
Equinicity Ltd	FIT	Paid into Wrong Account-Levelisation Y14 annual
Statkraft Markets GmbH	FIT	Paid into Wrong Account-Levelisation Y14 Q2
Toucan Energy Ltd	FIT	Missed Deadline-Levelisation Y14 Q2
Unify Energy Ltd	FIT	Missed Deadline-Levelisation Y14 Q2
Utilita Energy Ltd	GGL	Missed Deadline-Levy payment 2024/25 Q3

**Figure A5.11: Scheme engagement incidents – by supplier**

Supplier	Scheme	Detail
E.ON Energy Solutions Ltd	ECO	Administration
Foxglove Energy Supply Ltd	WHD	Failure to meet Obligation by Deadline
Foxglove Energy Supply Ltd	WHD	Failure to meet Obligation by Deadline
Good Energy Ltd	WHD	Failure to meet Obligation by Deadline
Good Energy Ltd	WHD	Failure to meet Obligation by Deadline
Green Energy (UK) Ltd	WHD	Failure to meet Obligation by Deadline
Green Energy (UK) Ltd	WHD	Failure to meet Obligation by Deadline
Green Energy (UK) Ltd	WHD	Failure to meet Obligation by Deadline
Green Energy (UK) Ltd	WHD	Failure to meet Obligation by Deadline
Rebel Energy Supply Ltd	WHD	Failure to meet Obligation by Deadline
Rebel Energy Supply Ltd	WHD	Failure to meet Obligation by Deadline
Rebel Energy Supply Ltd	WHD	Failure to meet Obligation by Deadline
Rebel Energy Supply Ltd	WHD	Failure to meet Obligation by Deadline
Tomato Energy Ltd	WHD	Failure to meet Obligation by Deadline
Tomato Energy Ltd	WHD	Failure to meet Obligation by Deadline
Tomato Energy Ltd	WHD	Failure to meet Obligation by Deadline
Tomato Energy Ltd	WHD	Failure to meet Obligation by Deadline
Tru Energy Ltd	WHD	Failure to meet Obligation by Deadline
Tru Energy Ltd	WHD	Failure to meet Obligation by Deadline
Utilita Energy Ltd	GGL	Missed Deadline
Utilita Gas Ltd	GGL	Missed Deadline
Utilita Gas Ltd	GGL	Missed Deadline
Utility Warehouse Ltd	WHD	Failure to meet Obligation by Deadline
Utility Warehouse Ltd	WHD	Failure to meet Obligation by Deadline
Utility Warehouse Ltd	WHD	Failure to meet Obligation by Deadline
Yu Energy Retail Ltd	GGL	Missed Deadline