



Supplier Performance Report

1 January 2025 to 30 June 2025

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Foreword

At Ofgem, we administer 12 low-carbon energy and social schemes on behalf of the UK government. Worth more than £13 billion in 2024 to 2025, these schemes are central to decarbonising the UK's energy system and supporting vulnerable consumers.

Suppliers play an important role in delivering many of these schemes. The Supplier Performance Report (SPR), published twice a year, provides transparency on how suppliers perform against their scheme obligations. The report highlights when incidents occur, ranging from inaccurate scheme data submissions to more serious incidents such as delayed or missing scheme payments. The SPR is designed to drive continuous improvement and accountability across the sector.

We monitor supplier compliance through proactive supplier engagement, data analysis, and audits, escalating cases for enforcement action where necessary. This reporting period has shown encouraging progress, with 'Major' non-compliance incidents falling by almost 40% compared to the same period last year. Despite this progression, there is room for further improvement, with 41 'Major' non-compliances recorded, and some suppliers continuing to feature prominently for serious issues.

In this edition of the SPR, we take a closer look at our compliance work on the Green Gas Levy (GGL). This spotlight aims to provide transparency around our compliance work on the GGL, raise awareness within the sector about common GGL non-compliance issues, and remind all stakeholders of what they need to do to meet their obligations.

These schemes deliver real benefits, helping to tackle fuel poverty through Warm Home Discount rebates and accelerating the transition to clean energy via the Renewables Obligation. As they are funded by the public, it is essential that every pound spent delivers value for money. Through the SPR, we hold suppliers to the highest standards, ensuring scheme objectives are met and participants receive the support they are entitled to. I would like to thank those suppliers who have worked constructively to resolve the issues we have identified. Looking ahead, we will continue our efforts and strengthen oversight to ensure these schemes deliver for all stakeholders.

We welcome stakeholder feedback on this report, which can be provided to:

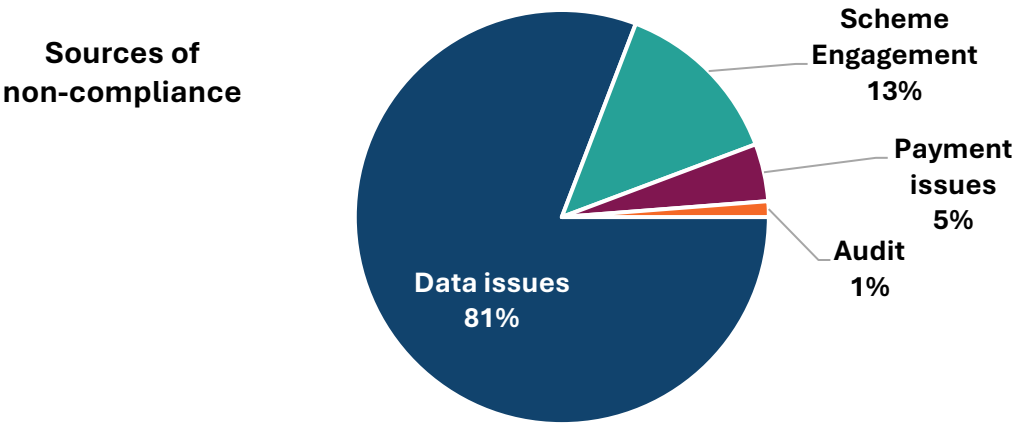
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Neil Lawrence

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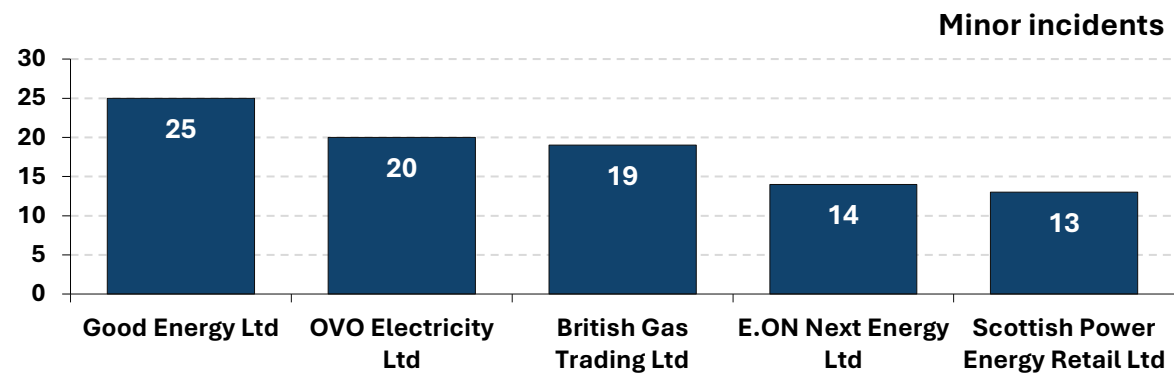
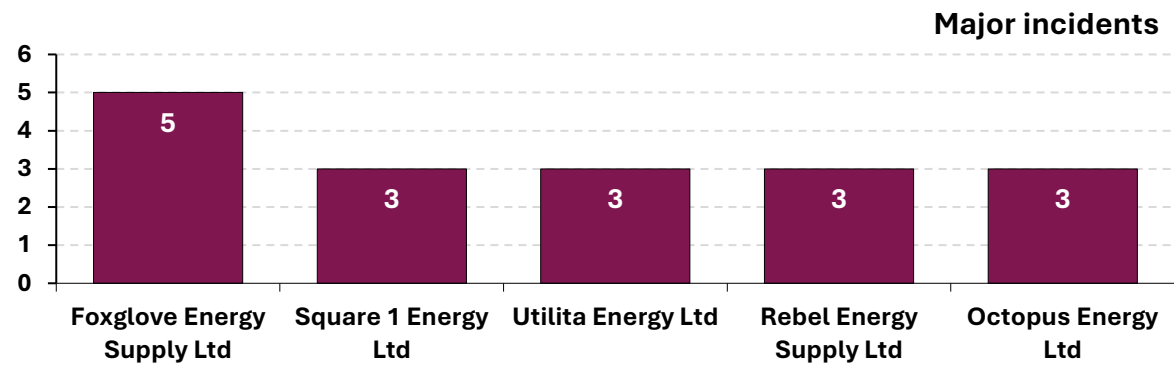
At a glance - non-compliance

January to June 2025



The worst performing suppliers

Suppliers identified as having ‘Major’ non-compliances, and other suppliers with high volumes of lower level ‘Minor’ non-compliance are shown here. The top 5 worst performing suppliers for each category are shown.



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.

- 1.3. Scheme non-compliance occurs when obligations under the relevant legislation are not met. This may include, but is not limited to, failing to engage with their responsibilities under these schemes, missing a specified deadline, or providing inaccurate data to us.
- 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. Our schemes range from initiatives that encourage the uptake of renewable and low-carbon electricity and heat generation (key to achieving the UK Government's net zero targets) to programmes such as the Warm Home Discount (WHD) and Energy Company Obligation (ECO), which provide financial support and improve home energy efficiency to support vulnerable consumers in or at risk of fuel poverty.

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 energy mix details on their websites.

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

- 1.7. 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?

- 1.8. We work with the suppliers featured in this report to help them improve their performance. Where we find issues, we expect suppliers to improve and deliver the schemes more efficiently.
- 1.9. However, if there are repeat occurrences and suppliers do not improve, or there are serious non-compliances, such as a failure to make a scheme obligation payment, we will consider a stronger response. This can include referring cases for enforcement action, which can include financial penalties or in the most extreme cases, licence revocation⁴. Any action taken following an enforcement investigation may be published on our website⁵.
- 1.10. 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 featured 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.

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>>

Which suppliers are included?⁶

- 1.11. Suppliers 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**). All suppliers⁷ that had a ‘Major’ or ‘Minor’ non-compliance incident occur between 1 January 2025 and 30 June 2025 are shown in chapter 4 (**All non-compliances – Jan to Jun 2025**).
- 1.12. 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 6-month period from January to June 2025, when comparisons are made, we often refer to the equivalent period in 2024.

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 schemes, and some schemes (such as the FIT) allow smaller suppliers to participate voluntarily.

⁷ 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.

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, occurring between 1 January 2025 and 30 June 2025.

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.⁸ The 5 areas where each incident is scored are:

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

What is a Major incident?

2.2. These are the most serious incidents of non-compliance and have the greatest potential negative impact. This can include the failure of an energy supplier to:

- Make a scheme payment
- Meet a scheme payment deadline
- Meet a scheme obligation target
- Provide critical scheme data on time

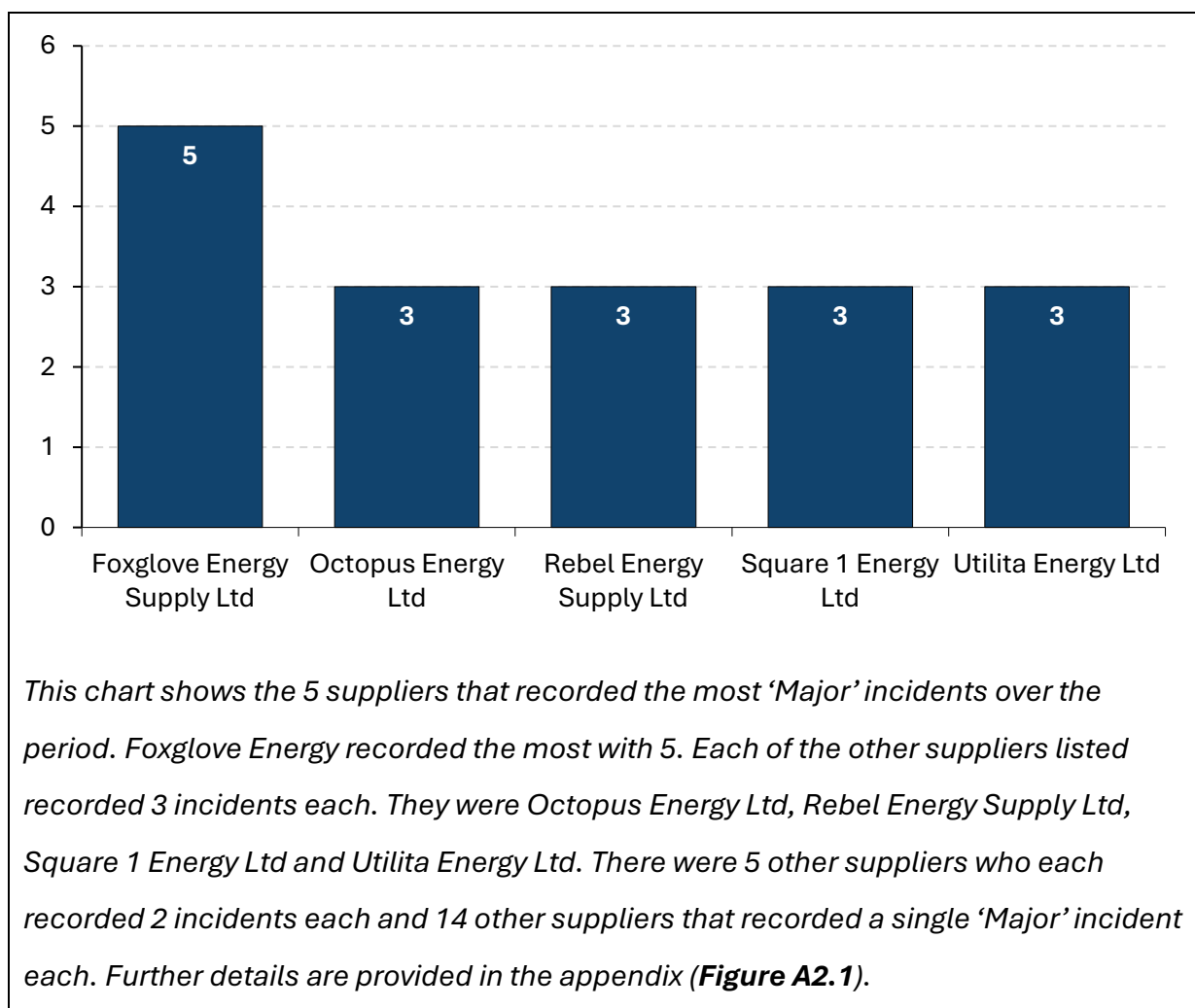
⁸ Note that we no longer use the previous categories of 1 to 4 to score non-compliance incidents. All non-compliance incidents in the SPR are graded as either ‘Major’ (equivalent to a category 4) or ‘Minor’ (equivalent to categories 1 to 3).

What is a Minor incident?

- 2.3. These are lower-level incidents of non-compliance. When a supplier is responsible for a high number of minor incidents, this can be an indication of poor governance. This can impact scheme delivery, create an unnecessary administrative burden, and lead to poor outcomes for consumers.

Major non-compliances

- 2.4. During the period 1 January 2025 to 30 June 2025, a total of 41 'Major' incidents were recorded. These 'Major' incidents were recorded in several areas including data, payments and scheme engagement. The number of 'Major' incidents fell by almost 40% from the 68 recorded over the equivalent period in 2024. We recognise that suppliers have made improvements over the past year and we are pleased to see this reduction in Major incidents. Nevertheless, there is still work to be done, and 41 Major incidents are too many. We want to see suppliers continue the improvements that have been made and reduce this number further.
- 2.5. The suppliers responsible for the highest numbers of these 41 '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 - January to June 2025

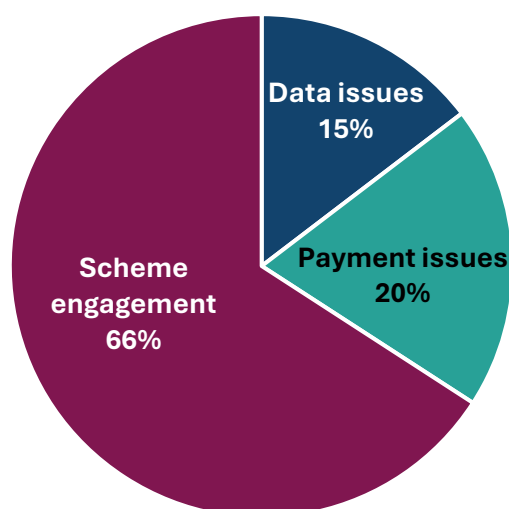
- 2.6. The previous SPR period, from 1 July to 31 December 2024, identified Foxglove, Rebel and Utilita Energy as being among the worst performing suppliers. Each of these suppliers continued to feature amongst the worst performing suppliers during the first 6 months of 2025. Note that Rebel Energy entered administration in April 2025, resulting in the revocation of its gas and electricity supply licences.
- 2.7. Of Foxglove’s 5 major incidents, 3 were under the GBIS scheme and 2 under the GGL scheme. This included a late response to a GBIS information request and delayed submission of requested bank details, despite repeated follow-ups. They also failed to meet both their Home Heating Cost Reduction Obligation

(HHCRO) and Low-Income Minimum Requirement (LIMR) obligations under GBIS by the 31 March 2025 deadline.

- 2.8. Utilita reported 3 major incidents. Firstly, they made a required GGL credit cover payment to the wrong bank account. Additionally, they failed to meet their HHCRO and LIMR obligations under GBIS by the 31 March 2025 deadline.
- 2.9. Rebel Energy had 3 incidents, 2 under GGL and one under FIT, each related to missed payment deadlines.
- 2.10. Although Square 1 Energy and Octopus Energy were not in the top 5 worst performing suppliers in the previous period, they have recorded Major incidents in the 3 most recent periods.
- 2.11. This period Square 1 Energy failed to meet their obligations on the GGL scheme, recording 3 scheme engagement non-compliances. These were recorded when Square 1 Energy failed to notify Ofgem of their rebranding to Tulo Energy and contacted us through an unauthorised Tulo Energy email address. They subsequently did not respond to follow-up communications including the formal request to update their contact information by the specified deadline. Earlier incidents were also on the GGL scheme and related to late confirmation of meter points and meter point data.
- 2.12. Octopus Energy recorded 3 major incidents across the GBIS and RO schemes. Under GBIS, it missed the 31 March 2025 deadline for both the HHCRO and the LIMR obligations. Under the RO scheme, it submitted Renewable Obligation Certificates (ROCs) it was not entitled to present for its 2023–24 obligation. Octopus engaged constructively with Ofgem, resolved the issue with affected parties, and updated its processes to prevent recurrence. The matter is now closed.
- 2.13. Ofgem has written to all relevant suppliers outlining their non-compliance with their HHCRO and LIMR obligations on the GBIS and has issued a request for information on any mitigating reasons for non-compliance. This includes GBIS and ECO4 delivery plans and remediation measures to address the failure in

meeting phase A and/or B obligations.⁹ We will continue to focus on compliance engagement through regular senior-level bilateral meetings and monthly monitoring of supplier performance.

Figure 2.2: ‘Major’ incidents by type - January to June 2025¹⁰



This pie chart shows that scheme engagement issues were the most common, accounting for 66% of the total. Payment issues were second most common, accounting for 20%, followed by data incidents at 15%.

2.14. When looking across all major incidents recorded in the period scheme engagement issues (where suppliers failed to participate or comply with the requirements and expectations of the scheme) accounted for 27 of the total. Eighteen of these incidents occurred on the GBIS scheme, where suppliers failed to meet their obligations and missed the information deadline. The remaining 9 scheme engagement issues occurred on the GGL scheme, where suppliers failed to provide accurate information, missed information deadlines and failed to meet their obligations.

⁹ See our [GBIS Guidance: Supplier Administration](https://www.ofgem.gov.uk/guidance/great-british-insulation-scheme-guidance-supplier-administration): <<https://www.ofgem.gov.uk/guidance/great-british-insulation-scheme-guidance-supplier-administration>>

¹⁰ Please note, percentages in this figure may not total exactly 100% due to rounding.

- 2.15. A total of 8 major payment-related non-compliance incidents occurred, comprising of 4 incidents on both the FIT and GGL schemes. These incidents occurred when suppliers failed to make a scheme payment by the required deadline, and where suppliers made payments into the wrong account on the GGL scheme. Where payment is not received on time, it creates an unnecessary administrative burden for us to resolve the issue. Furthermore, if suppliers fail to pay, this impacts every other supplier (and, by extension, their bill payers), as those suppliers would have to absorb a disproportionate share of the scheme's cost. Suppliers are required to explain the reasons why the incident occurred and 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.
- 2.16. We will be writing to suppliers regarding their GGL compliance, and they will be expected to show immediate improvements. Section 3 of this report includes a "spotlight" on the GGL scheme that discusses the nature of GGL non-compliance in further detail.
- 2.17. The 6 data non-compliances were split between the FIT, RO and GGL schemes. The 3 incidents on the FIT scheme occurred due to suppliers misreporting or failing to submit FIT levelisation data by the required deadline. The 2 GGL incidents were due to suppliers failing to meet their Meter Point Data (MPD) confirmation obligations by the deadline, and the final incident took place under the RO scheme where administrative issues occurred, as previously mentioned in paragraph 2.9. These incidents create an additional administrative burden to resolve and, in cases of inaccurate data, can distort scheme calculations impacting the entire market. This leads to disproportionate scheme costs for other suppliers, which are ultimately passed on to consumers through higher bills.
- 2.18. In all the incidents above, the suppliers have failed to meet their obligations and our expectations. Our expectations include accurate and timely data submissions, adherence to payment deadlines, delivery of scheme targets, and

robust administration processes. 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.

- 2.19. Ofgem has formal enforcement powers which we may use to address instances of 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.¹¹ 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.
- 2.20. When looking back over the last 2 years **Figure 2.3** shows that there have been 181 'Major' incidents recorded. The 41 recorded for the most recent period is a 39.7% decrease on the 68 'Major' incidents recorded during the equivalent January to June period in 2024.

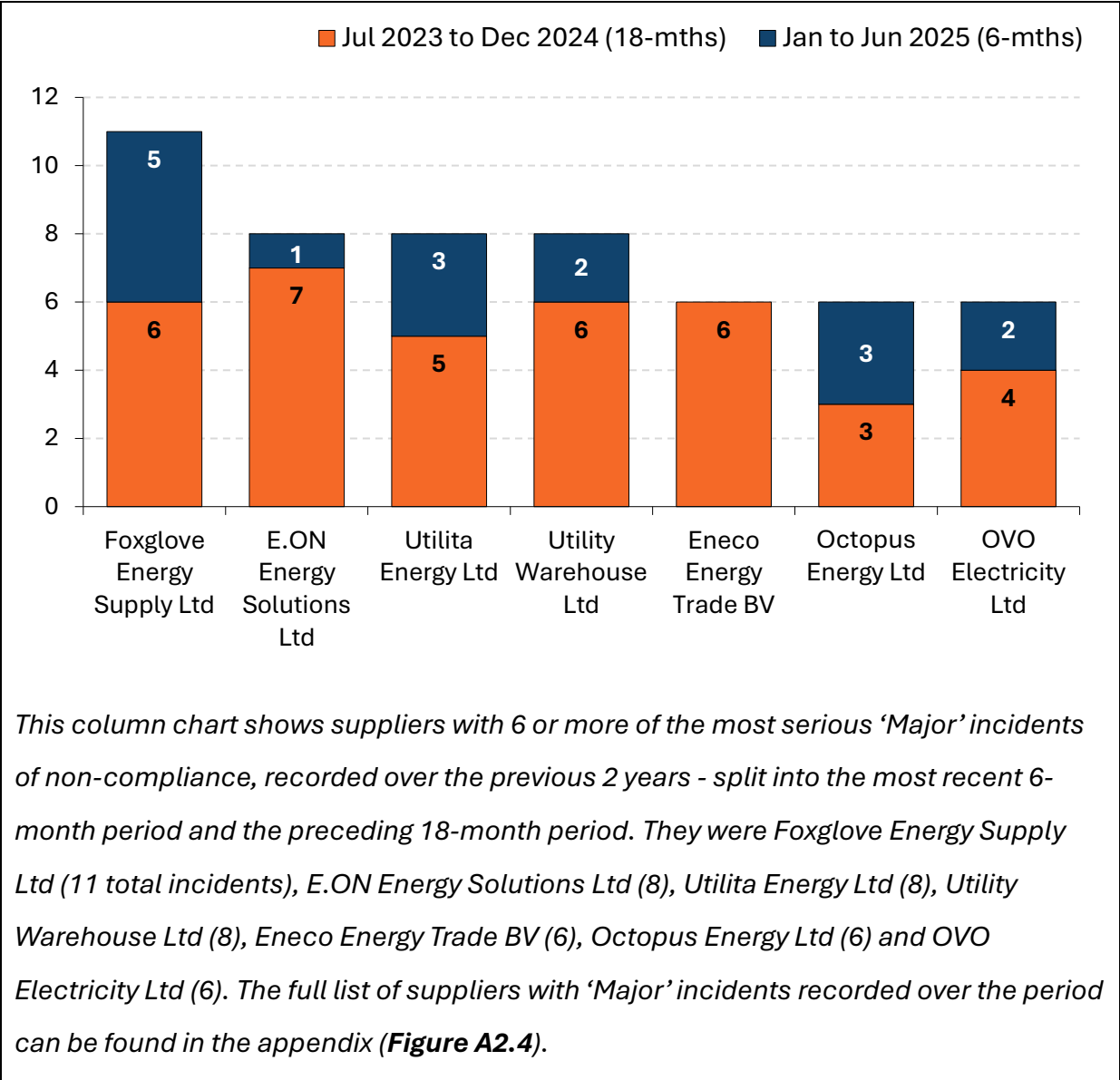
Figure 2.3: 'Major' incidents by period since July 2023

Report period	'Major' incidents
July to December 2023	32
January to June 2024	68
July to December 2024	40
January to June 2025	41
Total	181

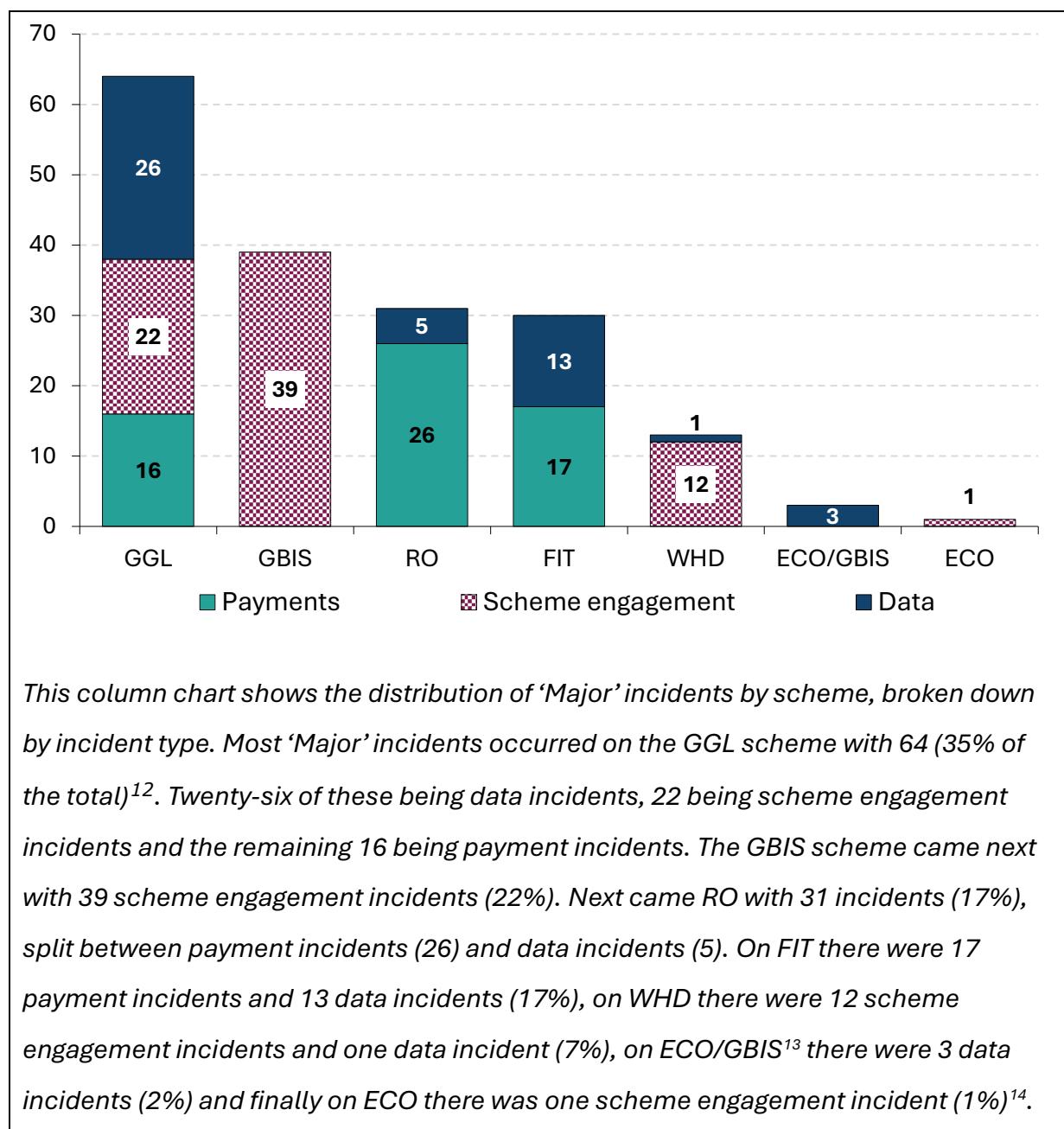
- 2.21. **Figure 2.4** below shows the number of 'Major' incidents recorded against individual suppliers over the previous 2-year period. **Figure 2.5** illustrates the type and distribution of incidents between the schemes.

¹¹ [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 in the 2-year period since July 2023



2.22. Compared to the equivalent January to June period in 2024, several suppliers demonstrated notable improvements in their performance. Eneco Energy Trade BV recorded a 100% reduction in major incidents, while E.ON Energy Solutions Ltd, Utility Warehouse, and OVO Electricity Ltd each saw a 50% reduction.

Figure 2.5: ‘Major’ incidents by scheme and type since July 2023

¹² The GGL scheme has 12 annual obligations, of which 8 relate to payments, and applies to approximately 77 obligated suppliers. This is high compared to other schemes, contributing to a higher number of incidents.

¹³ Certain incidents are categorised as being both ECO and GBIS as 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.

¹⁴ Please note, percentages in this figure may not total exactly 100% due to rounding.

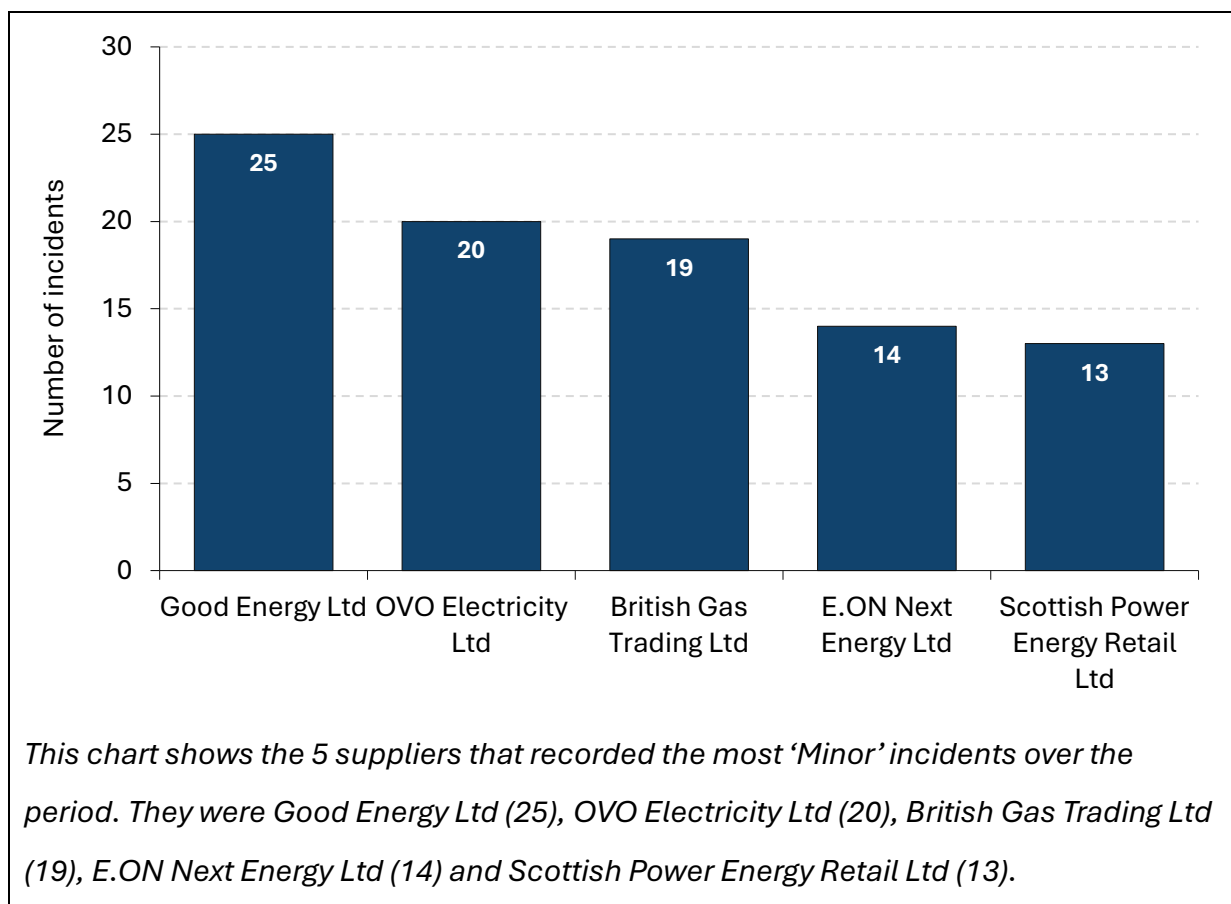
Minor non-compliances

- 2.23. ‘Minor’ incidents on the SPR are infractions with less serious impacts and can relate to missed deadlines, governance issues, data accuracy, scheme engagement or incidents with minimal financial implications. These incidents affect 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 may require further action.
- 2.24. **Figure 2.6** below lists the 5 suppliers with the highest number of ‘Minor’ incidents recorded between January and June 2025. These suppliers were responsible for a total of 91 ‘Minor’ incidents over the period, a minor increase from the 82 incidents recorded by the top 5 suppliers in the equivalent period in 2024. We expect these suppliers to take steps to reduce the number of minor incidents that they are experiencing.
- 2.25. Good Energy Ltd and OVO Electricity Ltd have featured in the top 5 in every SPR over the previous 2 years. Good Energy has been the supplier with the most minor incidents in 3 out of the 4 most recent reporting periods. The bulk of Good Energy Ltd and OVO Electricity Ltd’s non-compliance relates to the FIT scheme, and this recurring pattern of non-compliance is a concern. We will be engaging further with Good Energy Ltd and OVO Electricity Ltd to address this issue.
- 2.26. Eighty-six of the 91 incidents related to the FIT scheme, with these being made up of 81 Central FIT Register (CFR)¹⁵ data accuracy incidents and 5 levelisation data accuracy incidents. Four incidents occurred in relation to the ECO scheme, as suppliers failed to provide accurate information regarding customer numbers. The remaining incident occurred under the RO scheme when British

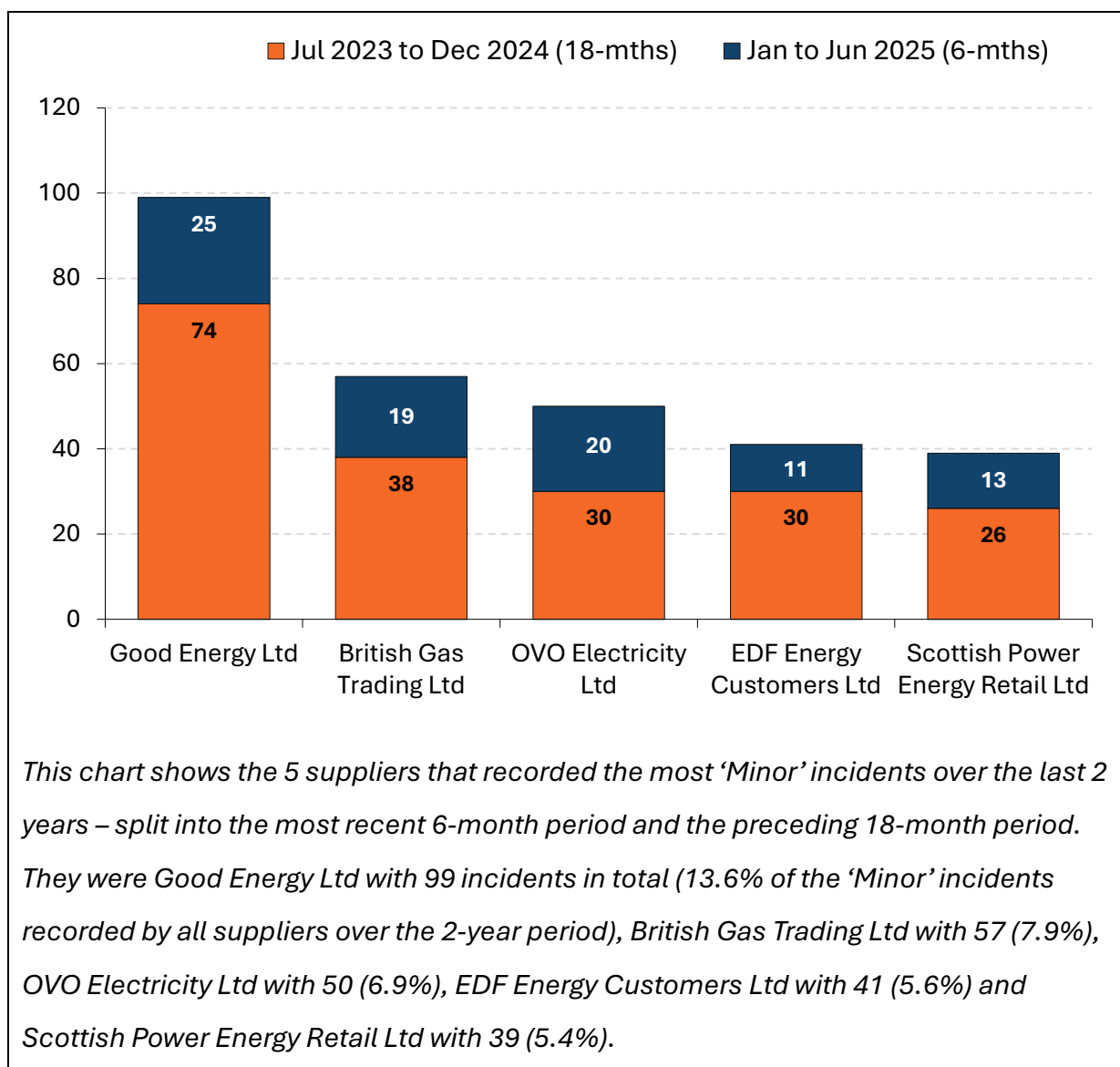
¹⁵ The CFR is a database of all FIT accredited installations.

Gas missed the deadline for submitting their contract declaration, to confirm whether they had both domestic and non-domestic customers contracted. This was issued as a Request for Information under Supplier Licence Condition 5.

Figure 2.6: ‘Minor’ incidents top 5 suppliers – January to June 2025



2.27. When looking at ‘Minor’ incidents recorded over the previous 2-year period, **Figure 2.7** shows the 286 incidents recorded by the top 5 suppliers. It should be noted that Good Energy, British Gas Trading Ltd and Scottish Power Energy Retail Ltd all feature in the top 5 for both the current and the previous 2-year period.

Figure 2.7: ‘Minor’ incidents - top 5 suppliers since July 2023

2.28. 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 spotlight - Green Gas Levy

This chapter focuses on common non-compliance issues under the Green Gas Levy (GGL); including late levy payments, incorrect meter point data submissions, and payments being made to the wrong bank account. It also outlines Ofgem's actions to address these issues, ensuring the levy is administered efficiently and delivers maximum value for money for bill payers.

- 3.1. The Green Gas Levy (GGL) is the funding mechanism for the Green Gas Support Scheme (GGSS). The GGSS provides tariff support for registered plants producing and injecting eligible biomethane into the gas grid. Increasing the proportion of biomethane in the gas grid is an established and cost-effective way of reducing carbon emissions. Supporting domestically produced biomethane, can decrease our reliance on natural gas, and provide diversity in our gas supply to contribute to our energy security. Efficient delivery of the GGSS and GGL is key to increasing the proportion of biomethane in our gas supply and reducing our reliance on natural gas.
- 3.2. Payments are made to biomethane producers to support the building of new infrastructure and the ongoing operational costs of biomethane production. The GGSS is funded by the GGL which is applied to all licenced fossil fuel gas suppliers. These suppliers are required to provide quarterly meter point data to determine the amount of levy payments they are required to pay.
- 3.3. Suppliers are also obligated to provide quarterly credit cover payments, either in the form of cash (with any excess returned annually) or an Irrevocable Standby Letter of Credit. Credit cover payments are designed to protect the scheme in the event that a supplier is unable to or fails to make all or part of a levy payment in a given quarter before the deadline.
- 3.4. Suppliers are obligated to confirm their meter point data each quarter. Regular submissions are essential for accurate scheme calculations. However, the high

volume of submissions increases the potential for non-compliance events to occur. This may affect how the number of non-compliance incidents on the GGL compares to other schemes.

Non-compliance on the Green Gas Levy Scheme

- 3.5. We have noted recurring supplier non-compliance with the requirements of the GGL scheme. In this spotlight, we highlight the most common and increasingly concerning non-compliance on the scheme. We expect suppliers to consider these recurring incidents of non-compliance and ensure they have robust systems and processes in place to effectively meet their obligations within the prescribed deadlines and avoid these incidents occurring in future.

Levy and Credit cover payments

- 3.6. Suppliers who are eligible under the GGSS are required to make their GGL payments by the deadlines set out within the published annual scheme schedule¹⁶. Since the GGL scheme began in November 2021, there have been 17 incidents of late levy payments by suppliers. This level of non-compliance is concerning and must be addressed by suppliers. When a supplier fails to pay their levy or credit cover obligation, Ofgem publishes this in the SPR and the GGL Default Register. The GGL Default Register¹⁷ is a publicly available report which records missed deadlines and subsequent payments.
- 3.7. Often, once notified by Ofgem, a supplier will quickly make the outstanding payment. Suppliers who fail to meet the payment deadline incur late payment interest charges for each day that the payment is overdue. If suppliers fail to pay, Ofgem will draw down on the supplier's credit cover.

¹⁶ [Green Gas Levy scheme schedule: 1 April 2025 to 31 March 2026](https://www.ofgem.gov.uk/guidance/green-gas-levy-scheme-schedule-1-april-2025-31-march-2026):

<<https://www.ofgem.gov.uk/guidance/green-gas-levy-scheme-schedule-1-april-2025-31-march-2026>>

¹⁷ [Green Gas Levy default register](https://www.ofgem.gov.uk/publications/green-gas-levy-default-register): <<https://www.ofgem.gov.uk/publications/green-gas-levy-default-register>>

- 3.8. Credit cover is intended to ensure timely levy collection and reduce the likelihood of mutualisation¹⁸ events being triggered. However, it has more commonly been used when suppliers fail to meet payment deadlines.
- 3.9. Suppliers must have appropriate procedures and controls in place to ensure that the levy is paid by the set deadlines. Suppliers that fail to do so can expect Ofgem to take compliance action.

Meter Point Data Submissions

- 3.10. Supplier meter point data is required to calculate both GGL payment values and credit cover obligations.
- 3.11. All suppliers are required to confirm the number of meter points they have served on each day of the previous quarter on the Green Gas Levy Portal. They must also notify Ofgem if they believe their meter point data is incorrect or there are any other issues with the data. If a supplier fails to confirm its meter points within a given deadline, it is in breach of the Green Gas Support Scheme regulations. Non-compliance with this requirement has been commonplace, since the scheme began. However, we have seen a marked improvement in supplier compliance rates over the past year.
- 3.12. In the period January to June 2024, 15 suppliers failed to confirm their meter point data by the deadline. In the same period in 2025, 5 suppliers failed to confirm their meter point data. This is a significant improvement, but there is still work to be done by suppliers. We want to drive the number of non-compliant suppliers down further and we will be engaging directly with these suppliers to ensure that their performance improves.

GGL payments paid into the wrong bank account

- 3.13. Suppliers failing to make payments into the correct bank account has been a recurring problem. In the period January to July 2025, 4 suppliers paid their levy

¹⁸ Mutualisation is a process where suppliers, who have met their levy obligation, are required to pay an additional sum to cover any shortfall in the levy fund caused by supplier(s) failing to make a levy payment and having insufficient credit cover in place to cover their full payment obligation.

or credit cover payments into the wrong account. These errors delay receipt of payments and generate additional administrative work. To reinforce compliance, instances of incorrect payments will be reported in the SPR going forward.

Other Non-compliances – Non authorised contacts

- 3.14. Several minor GGL incidents reported in the SPR relate to suppliers failing to keep contact details up to date. This has resulted in Ofgem contacting incorrect or out of date contacts about GGL scheme matters. We have also noted that several suppliers are using shared email addresses to engage with Ofgem. This practice undermines the requirement for a specific named individual and increases the risk of miscommunication, missed deadlines and unauthorised individuals engaging with Ofgem on the GGL scheme.
- 3.15. In October 2024, we reminded suppliers of the importance of maintaining accurate contact details to ensure timely and efficient communication. While this resulted in improvements, the issue persists. We will be writing to suppliers again to ensure necessary steps are taken to secure the integrity of the GGL scheme.

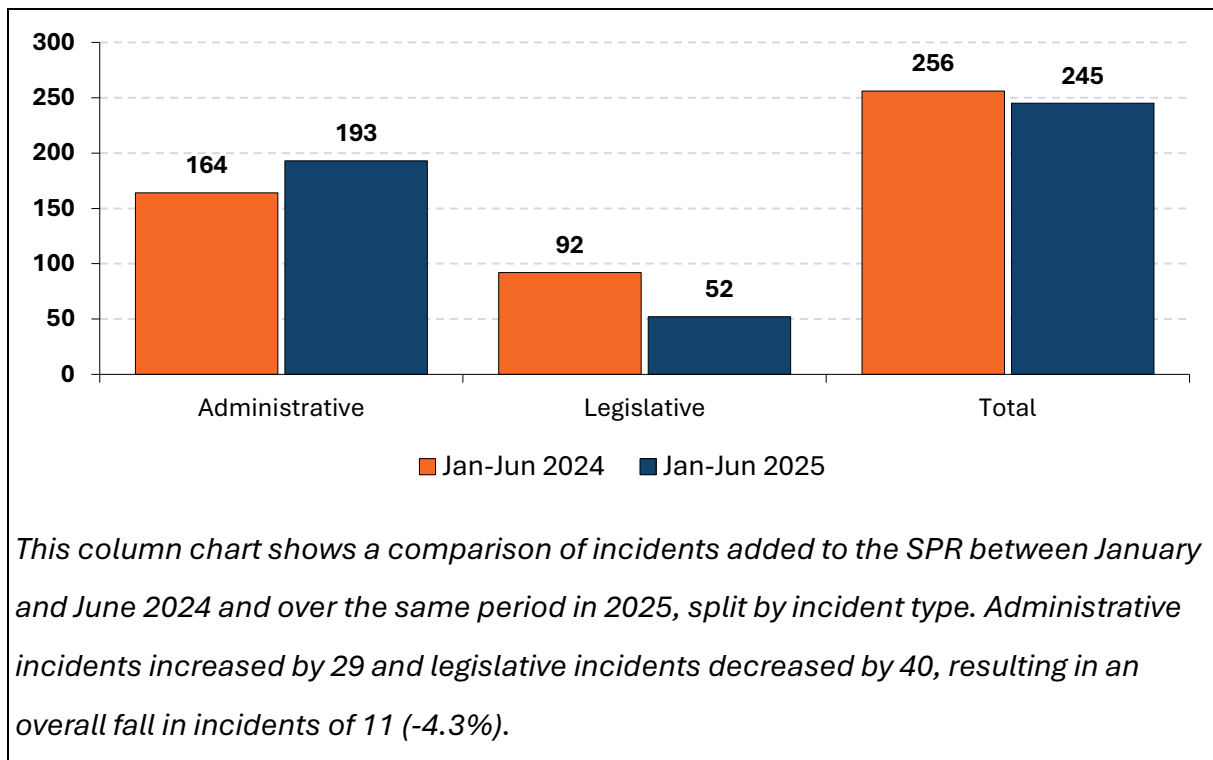
4. All non-compliances – Jan to Jun 2025

In this chapter we provide details on all the supplier non-compliances that occurred over the period 1 January 2025 to 30 June 2025. The non-compliances are broken down into administrative or legislative incidents, by scheme, and by category - covering data, payment, scheme engagement and audit issues.

- 4.1. This chapter presents information on all supplier non-compliances that occurred over the period 1 January 2025 to 30 June 2025. 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. There was a total of 193 administrative incidents, representing 78.8% of all incidents recorded over the period. This marks a 17.7% increase in incidents compared to the equivalent period in 2024.
 - **Legislative** incidents are those where a supplier has failed to comply with a requirement in scheme legislation. A total of 52 legislative incidents were reported, accounting for 21.2% of the total. This reflects a 43.5% decrease in incidents from the same period in 2024.

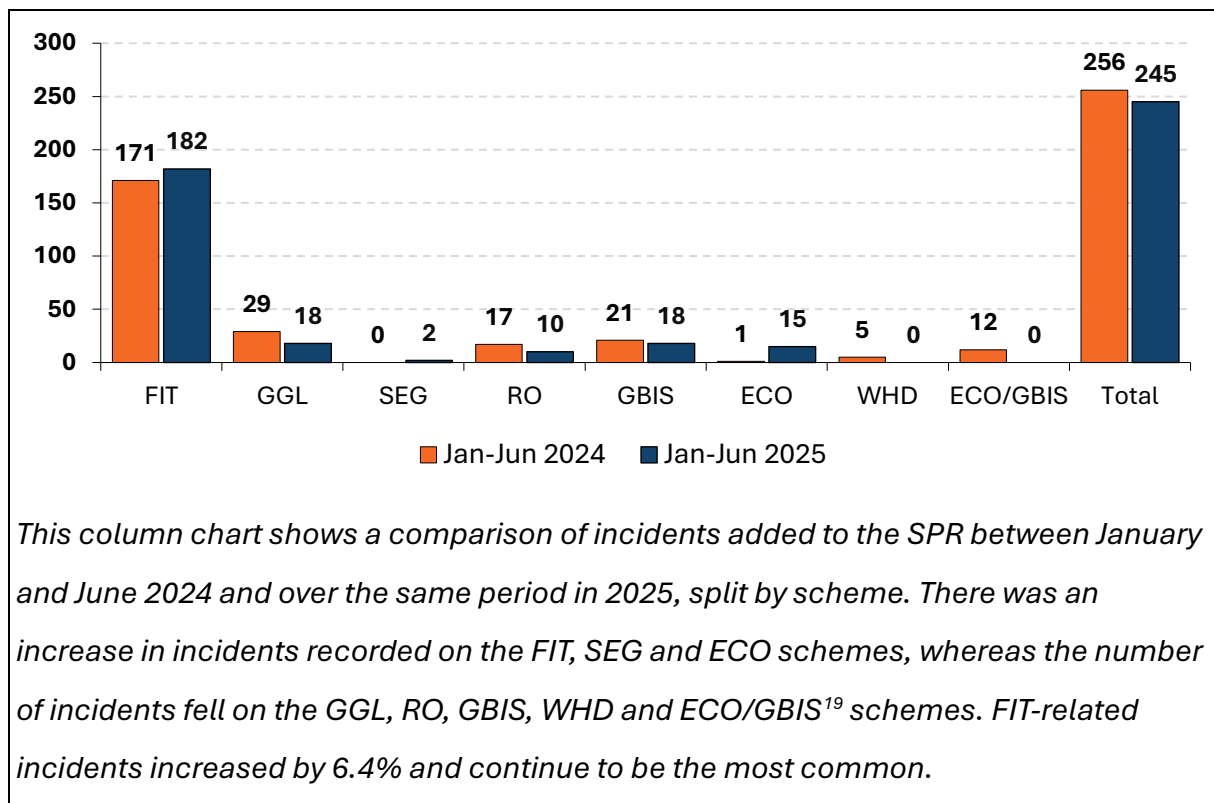
4.3. As shown in **Figure 4.1**, the overall number of incidents recorded decreased by 4.3% compared to the equivalent period in 2024.

Figure 4.1: Total non-compliance incidents - by type



4.4. **Figure 4.2** shows the breakdown of incidents recorded by scheme.

Figure 4.2: Total non-compliance incidents - by scheme



4.5. 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.

¹⁹ Certain incidents are categorised as being both ECO and GBIS as 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.

Data

- 4.6. 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 Licences²⁰ 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 ensure they have robust internal capability, systems and processes in place to comply with legislative and regulatory obligations.
- 4.7. 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.
- 4.8. Details of suppliers with data non-compliances that occurred between January and June 2025 are shown in **Figure 4.3** (please note, due to the volume, incidents relating to the CFR are presented separately, starting from paragraph 4.9). The same non-compliances split by scheme are shown in **Figure 4.4**, and by type in **Figure 4.5**. Of the 73 incidents recorded, 69 were administrative and 4 were legislative non-compliances.

²⁰ [Standard conditions of electricity supply licences:](https://www.ofgem.gov.uk/sites/default/files/2022-05/Electricity%20Supply%20Standard%20Consolidated%20Licence%20Conditions.pdf) <<https://www.ofgem.gov.uk/sites/default/files/2022-05/Electricity%20Supply%20Standard%20Consolidated%20Licence%20Conditions.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>

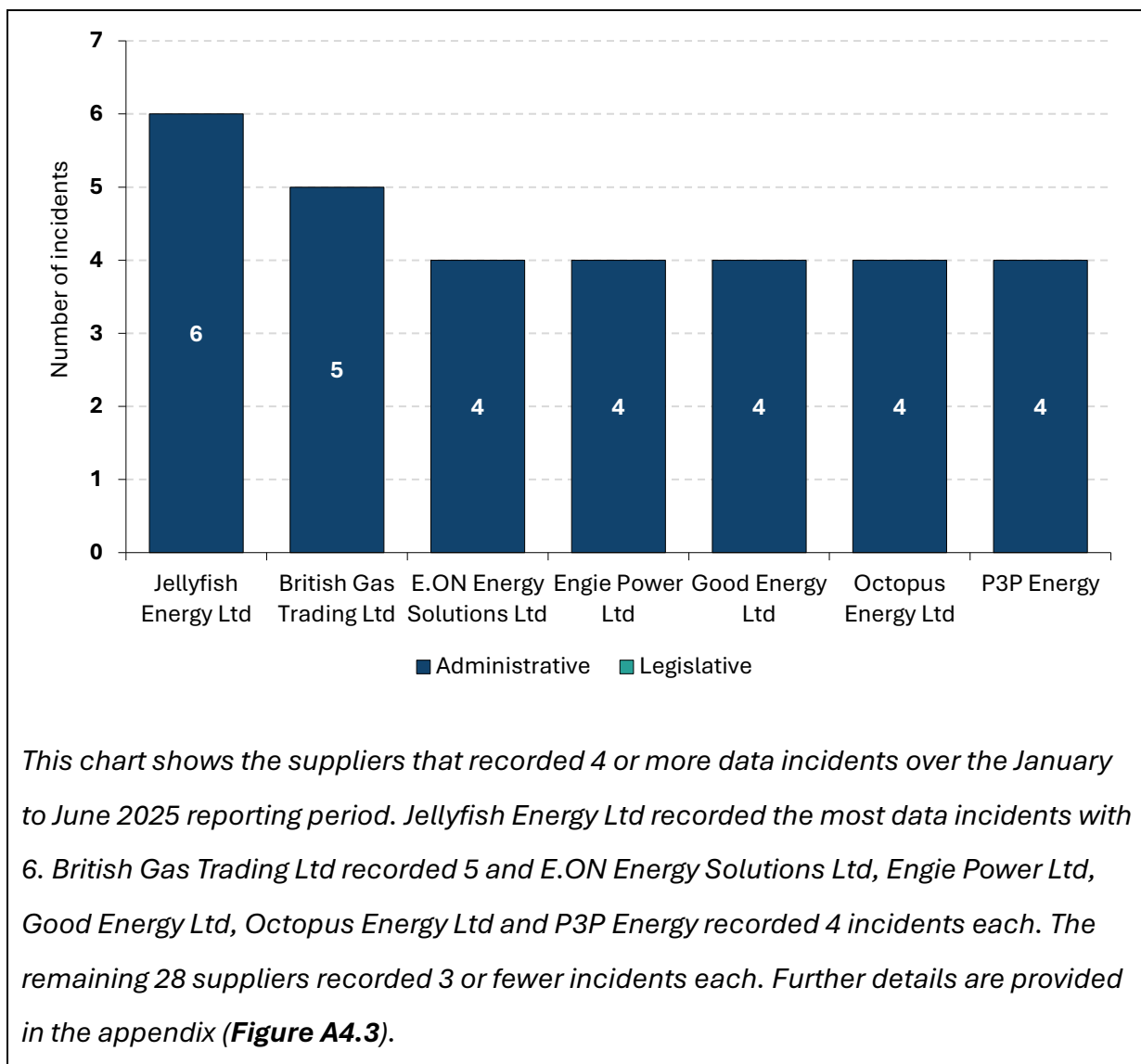
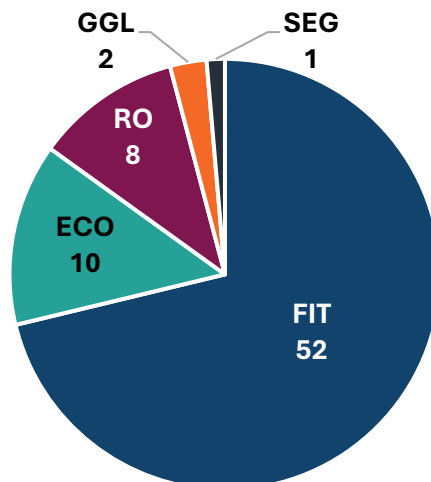
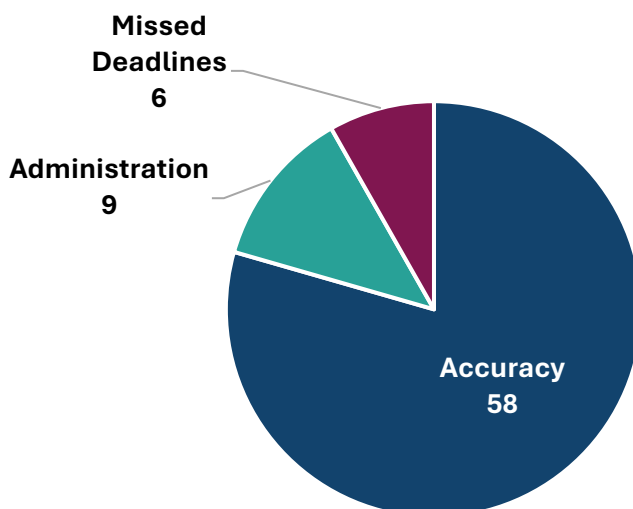
Figure 4.3: Data incidents – by supplier

Figure 4.4: Data incidents - by scheme



This pie chart shows that 52 of the 73 data incidents (71.2%) occurred on the FIT scheme. A further 10 occurred on the ECO (13.7%), 8 on the RO (11.0%), 2 on the GGL (2.7%) and one (1.4%) on the SEG.

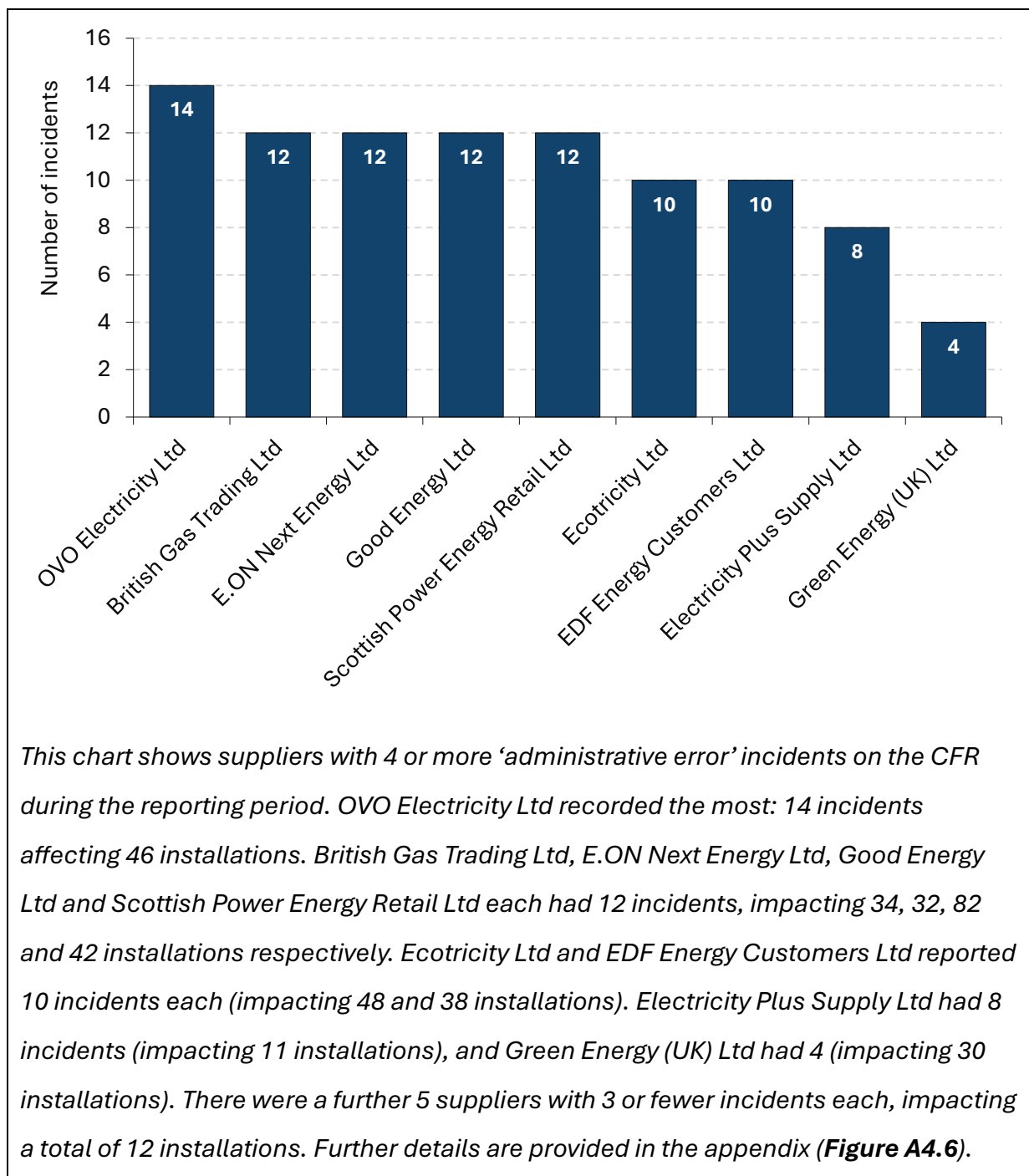
Figure 4.5: Data incidents - by type



This pie chart shows that 58 of the 73 data incidents (79.5%) were issues with data accuracy. A further 9 (12.3%) were administration issues and 6 (8.2%) were in relation to missed deadlines.

Central FIT Register (CFR) data accuracy incidents

- 4.9. 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.
- 4.10. 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.
- 4.11. 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.
- 4.12. Details of ‘administrative error’ non-compliances that occurred between January and June 2025 can be seen in **Figure 4.6**.

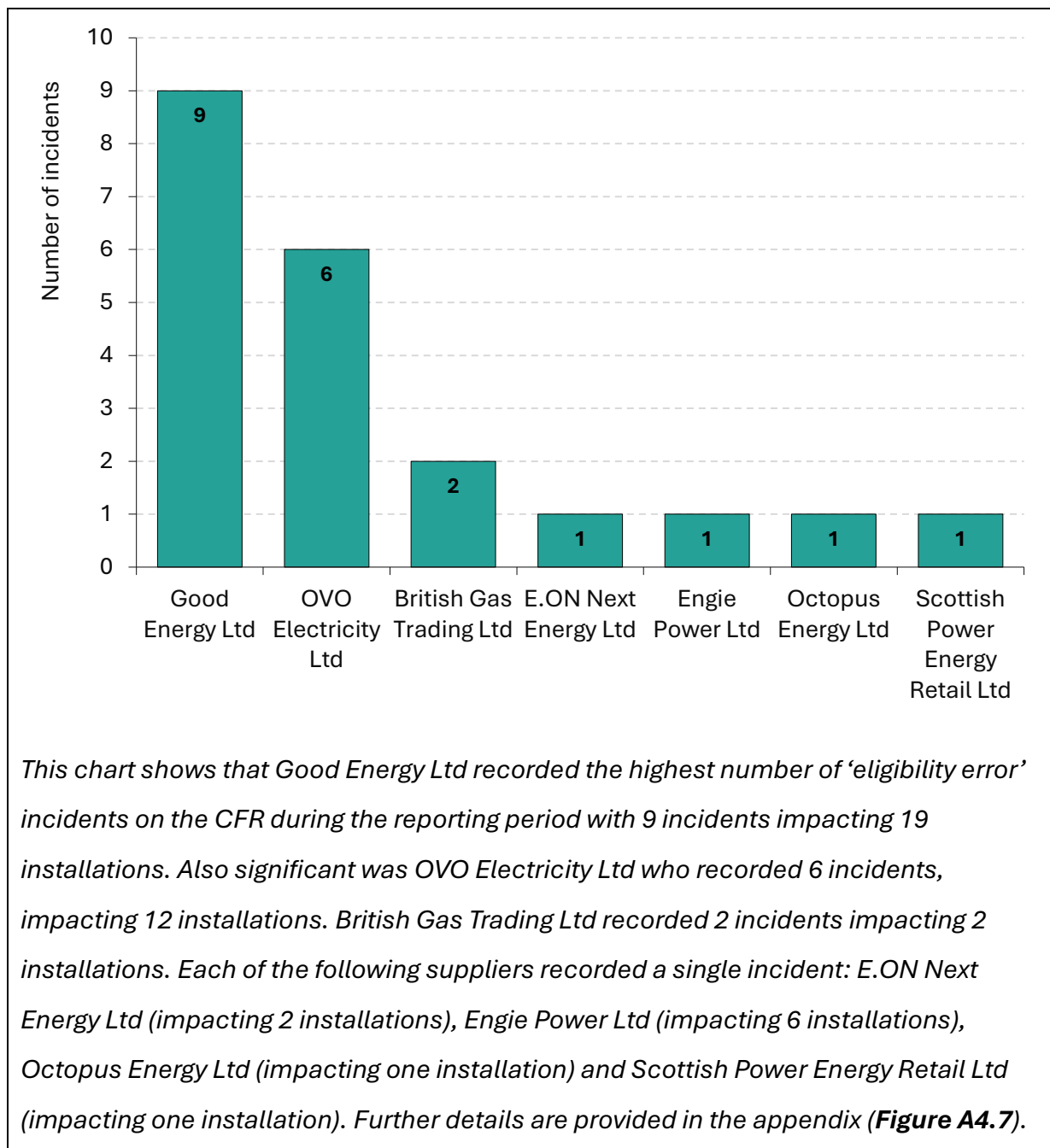
Figure 4.6: FIT – ‘Administrative error’ CFR incidents – by supplier²¹

²¹ Please note that one CFR incident can impact more than one FIT installation.

4.13. Details of CFR ‘eligibility error’ non-compliances can be seen in **Figure 4.7**.

These were all legislative non-compliances.

Figure 4.7: FIT – ‘Eligibility error’ CFR incidents – by supplier



Payments

- 4.14. 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.
- 4.15. Where payment is not received on time, this creates an unnecessary administrative burden for us to resolve. Furthermore, if supplier(s) fail to pay, this would have an impact on every other supplier (and by extension their bill payers), as those suppliers would have to absorb a disproportionate share of the scheme's cost.
- 4.16. Payment non-compliances may also indicate that a supplier is experiencing financial difficulty, which we monitor closely as part of our compliance strategy. As we have done in the past, we will take firm enforcement action when required, including issuing provisional and final orders, as well as financial penalties in response to late payments.
- 4.17. Suppliers recording payment non-compliances between January and June 2025 can be seen in **Figure 4.8**. The same non-compliances split by scheme are shown in **Figure 4.9**, and by type in **Figure 4.10**. Of the 11 incidents recorded, 5 were administrative and 6 were legislative non-compliances.

Figure 4.8: Payment non-compliances – by supplier

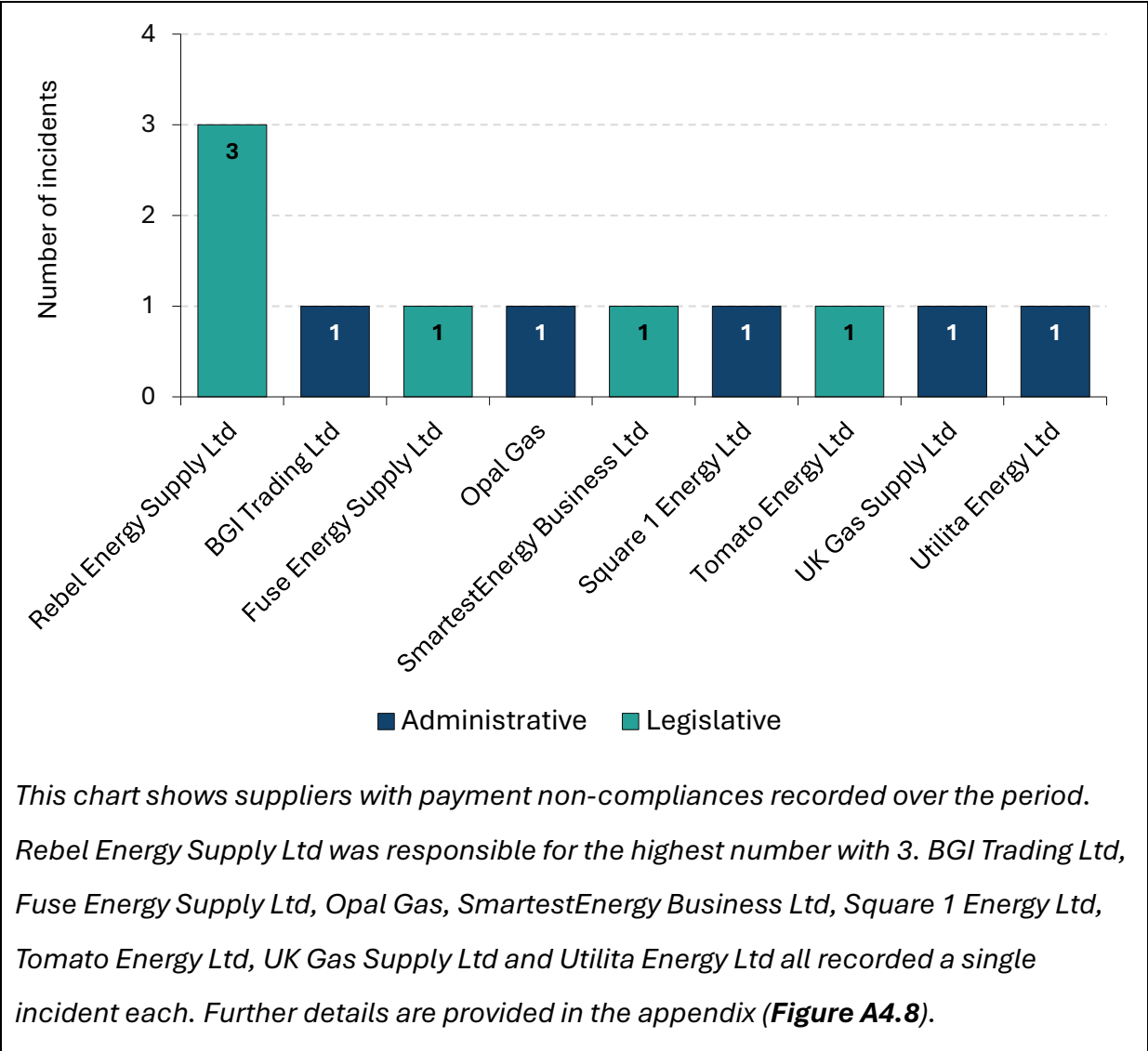
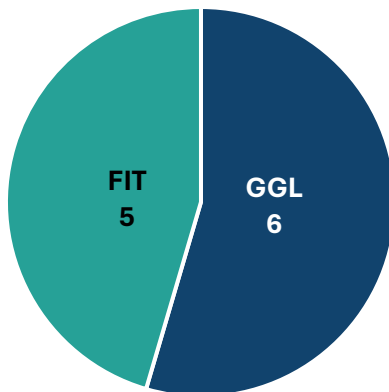
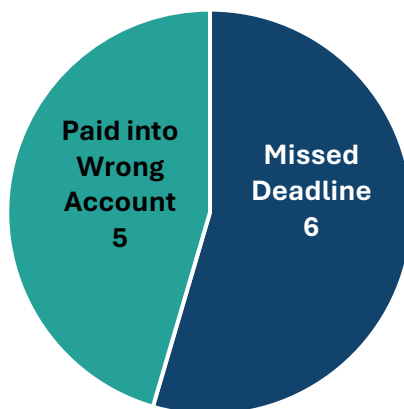


Figure 4.9: Payment non-compliances – by scheme



This pie chart shows that 6 of the 11 payment non-compliances (55%) occurred on the GGL scheme. The remaining 5 incidents occurred on the FIT scheme (45%).

Figure 4.10: Payment non-compliances – by type



This pie chart shows that the payment non-compliances were split between suppliers missing payment deadlines (55%) and payments being made into the wrong account (45%).

Scheme engagement

- 4.18. It is vital that suppliers engage fully with the schemes they are obligated to participate in. Where suppliers fail to participate or comply with the requirements and expectations of the scheme it risks scheme policy objectives not being achieved.
- 4.19. Suppliers recording scheme engagement non-compliances between January and June 2025 can be seen in **Figure 4.11**. The same non-compliances split by scheme are shown in **Figure 4.12**, and by type in **Figure 4.13**. Of the 33 incidents recorded 12 were administrative non-compliances and 21 were legislative non-compliances.

Figure 4.11: Scheme engagement incidents – by supplier

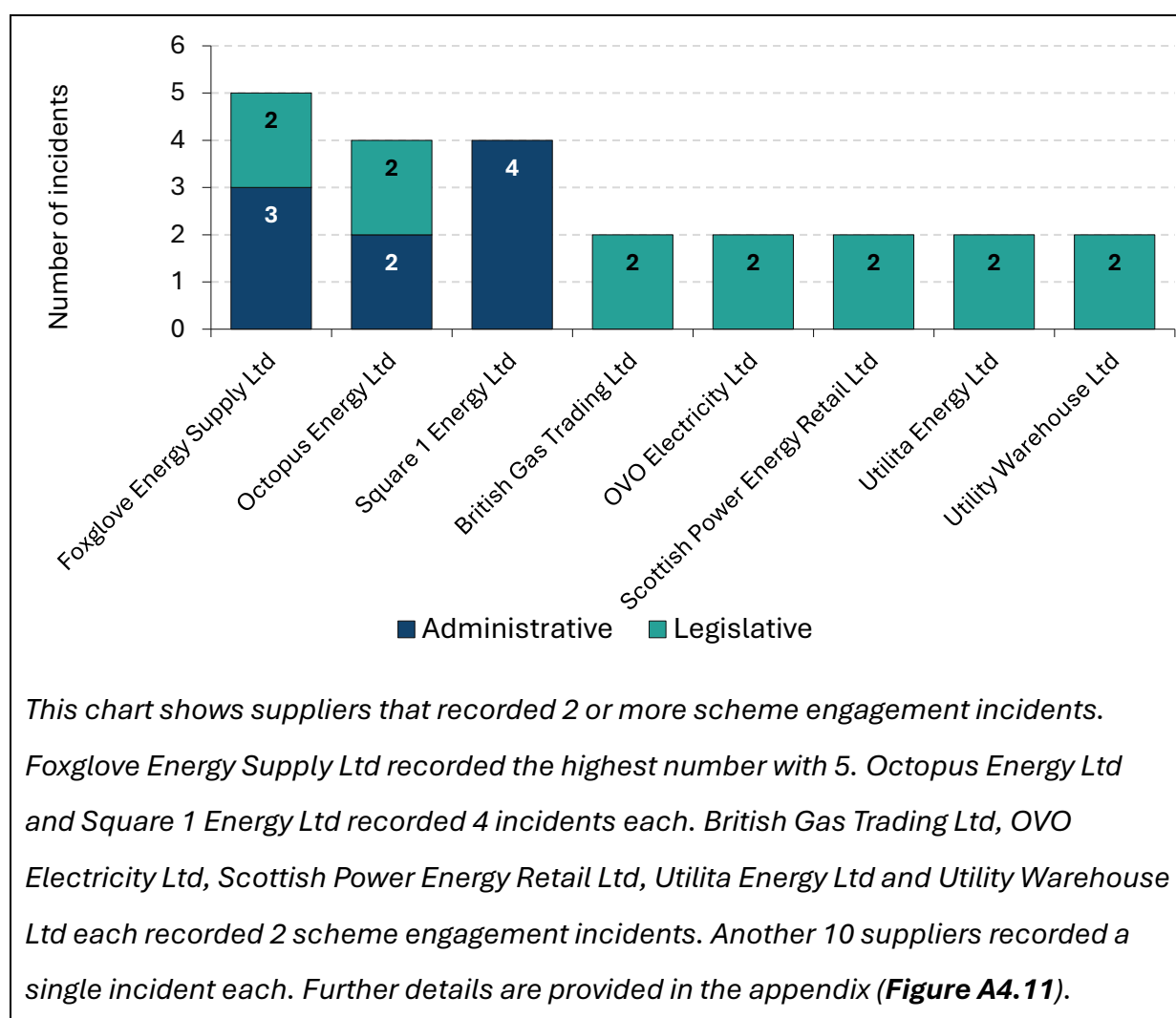
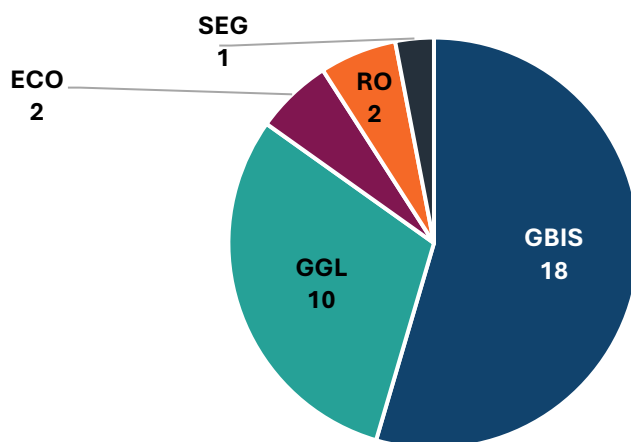
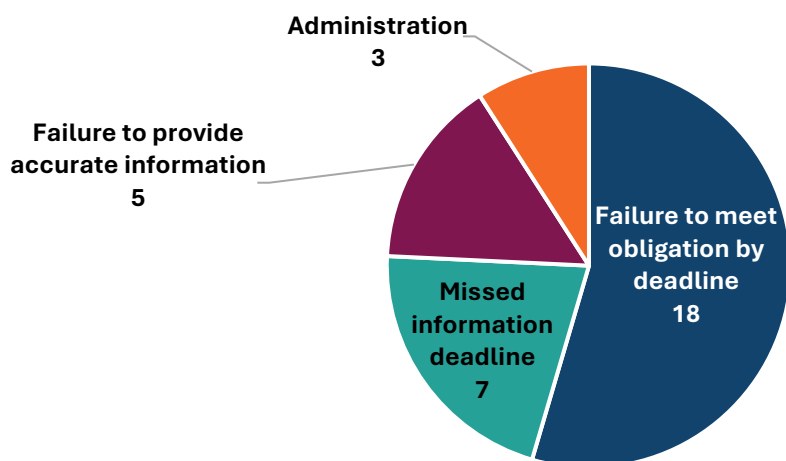


Figure 4.12: Scheme engagement non-compliances – by scheme



This pie chart shows that 18 of the 33 scheme engagement non-compliances (55%) occurred on the GBIS scheme. A further 10 occurred on the GGL scheme (30%), 2 occurred on both the ECO and RO schemes (6% each) and one on the SEG scheme (3%).

Figure 4.13: Scheme engagement non-compliances – by type



This pie chart shows that 18 of the 33 scheme engagement non-compliances (55%) were due to a failure to meet a scheme obligation by the deadline. A further 7 occurred due to missed information deadlines (21%), 5 due to a failure to provide accurate information (15%) and 3 (9%) due to administrative issues.

Audit

- 4.20. Ofgem conducts audits of obligated suppliers each year to monitor compliance with the relevant scheme rules. The incidents shown in **Figure 4.14** are those identified through the audit programme. The same non-compliances split by scheme are shown in **Figure 4.15**, and by type in **Figure 4.16**.
- 4.21. Please note that only a certain number of suppliers are selected for audit each year. As such, incidents are only reported from this sample of suppliers and not all suppliers participating on the relevant schemes.

Figure 4.14: Audit Incidents – by supplier

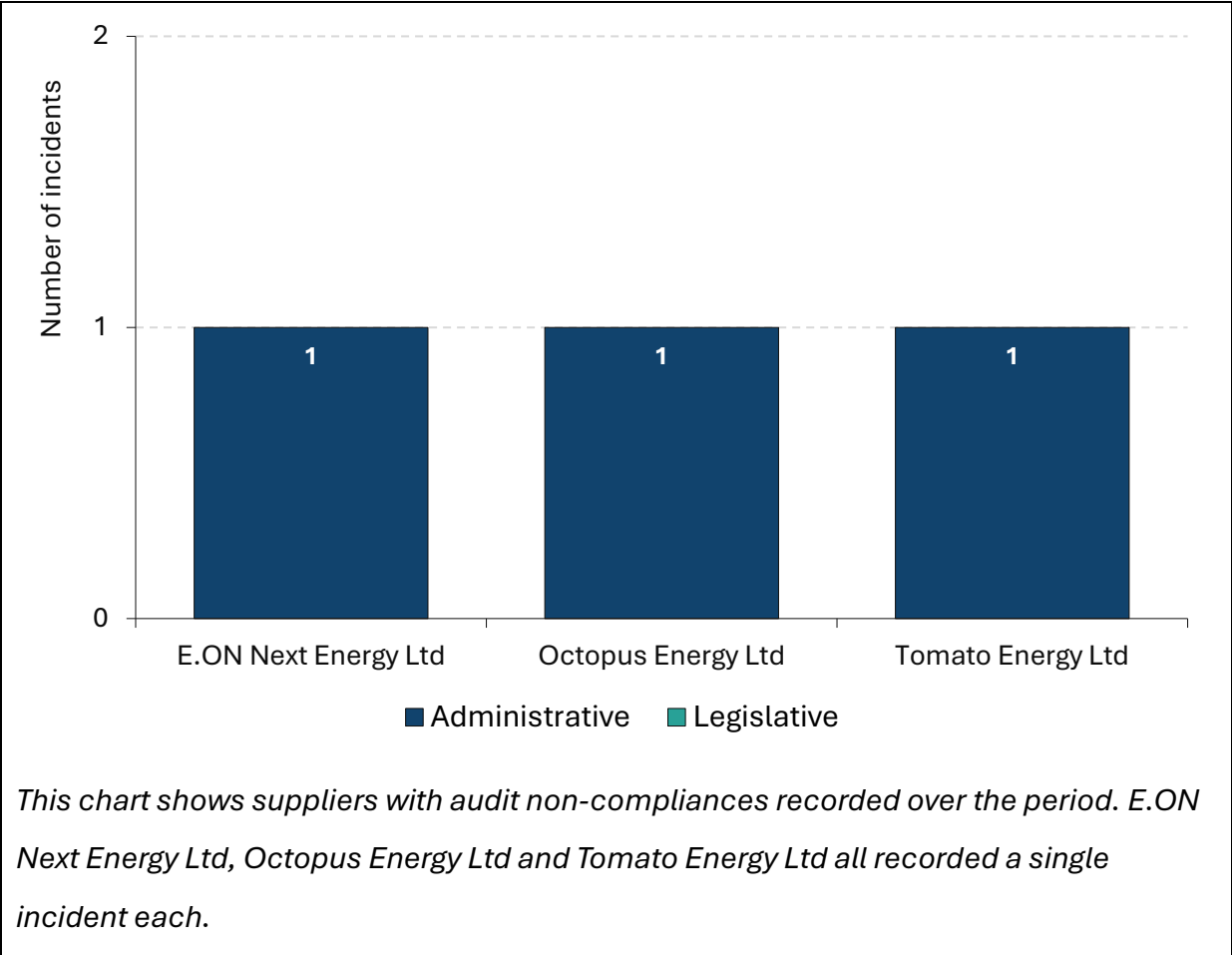
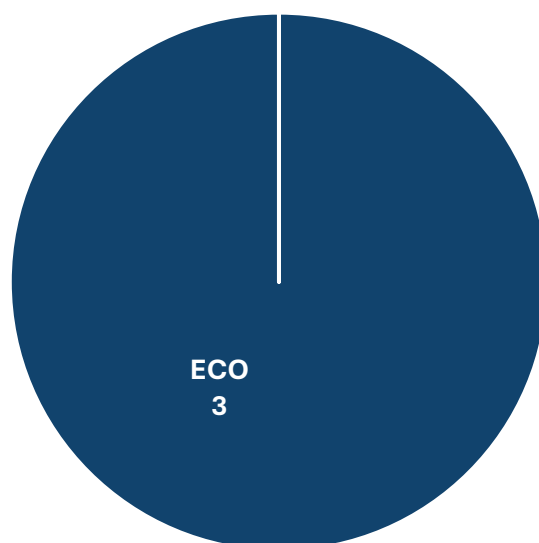


Figure 4.15: Audit Incidents – by scheme



This pie chart shows that all 3 audit non-compliances incidents (100%) occurred on the ECO scheme.

Figure 4.16: Audit Incidents – by type



This pie chart shows that audit non-compliances were split between suppliers failing to provide accurate information (67%) and administration issues (33%).

5. Next steps

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

- 5.1. As we look ahead, the onus remains firmly on suppliers to ensure they are fully compliant with their obligations under the low-carbon energy and social 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.
- 5.2. 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.
- 5.3. 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.

Appendix

Figure A2.1: ‘Major’ incidents recorded by supplier January to June 2025

Supplier	Scheme	Type of issue	Detail
British Gas Trading Ltd	GBIS	Scheme Engagement	Failure to meet Obligation by Deadline
British Gas Trading Ltd	GBIS	Scheme Engagement	Failure to meet Obligation by Deadline
D-Energi Trading Ltd	FIT	Data	Levelisation – Missed Submission Deadline
E (Gas and Electricity) Ltd	GBIS	Scheme Engagement	Failure to meet Obligation by Deadline
E.ON Energy Solutions Ltd	GBIS	Scheme Engagement	Failure to meet Obligation by Deadline
EDF Energy Customers Ltd	GBIS	Scheme Engagement	Failure to meet Obligation by Deadline
Farringdon Energy Ltd	FIT	Data	Levelisation – Missed Submission Deadline
Flogas Enterprise Solutions Ltd	GGL	Scheme Engagement	Missed Information Deadline
Flow Energy Ltd	GGL	Scheme Engagement	Missed Information Deadline
Foxglove Energy Supply Ltd	GBIS	Scheme Engagement	Failure to meet Obligation by Deadline
Foxglove Energy Supply Ltd	GBIS	Scheme Engagement	Failure to meet Obligation by Deadline
Foxglove Energy Supply Ltd	GBIS	Scheme Engagement	Missed Information Deadline
Foxglove Energy Supply Ltd	GGL	Scheme Engagement	Failure to Provide Accurate Information
Foxglove Energy Supply Ltd	GGL	Scheme Engagement	Missed Information Deadline
Fuse Energy Supply Ltd	FIT	Payments	Missed Payment Deadline
Hartree Partners Power and Gas	GGL	Data	Failure to meet Obligation by Deadline

Supplier	Scheme	Type of issue	Detail
Limejump Energy Ltd	FIT	Data	Levelisation – Misreported Data
Octopus Energy Ltd	GBIS	Scheme Engagement	Failed to meet Obligation by Deadline
Octopus Energy Ltd	GBIS	Scheme Engagement	Failed to meet Obligation by Deadline
Octopus Energy Ltd	RO	Data	Administration
Octopus Energy Operations Ltd	GGL	Scheme Engagement	Failed to meet Obligation by Deadline
Opus Gas Supply Ltd	GGL	Scheme Engagement	Missed Information Deadline
OVO Electricity Ltd	GBIS	Scheme Engagement	Failed to meet Obligation by Deadline
OVO Electricity Ltd	GBIS	Scheme Engagement	Failed to meet Obligation by Deadline
Rebel Energy Supply Ltd	FIT	Payments	Missed Payment Deadline
Rebel Energy Supply Ltd	GGL	Payments	Missed Payment Deadline
Rebel Energy Supply Ltd	GGL	Payments	Missed Payment Deadline
Scottish Power Energy Retail Ltd	GBIS	Scheme Engagement	Failure to meet Obligation by Deadline
Scottish Power Energy Retail Ltd	GBIS	Scheme Engagement	Failure to meet Obligation by Deadline
SmartestEnergy Business Ltd	FIT	Payments	Missed Payment Deadline
Square 1 Energy Ltd	GGL	Scheme Engagement	Failure to Provide Accurate Information
Square 1 Energy Ltd	GGL	Scheme Engagement	Failure to Provide Accurate Information
Square 1 Energy Ltd	GGL	Scheme Engagement	Failure to Provide Accurate Information
Tomato Energy Ltd	FIT	Payments	Missed Payment Deadline

Supplier	Scheme	Type of issue	Detail
UK Gas Supply Ltd	GGL	Data	Failure to meet Obligation by Deadline
UK Gas Supply Ltd	GGL	Payments	Paid into Wrong Account
Utilita Energy Ltd	GBIS	Scheme Engagement	Failure to meet Obligation by Deadline
Utilita Energy Ltd	GBIS	Scheme Engagement	Failure to meet Obligation by Deadline
Utilita Energy Ltd	GGL	Payments	Paid into Wrong Account
Utility Warehouse Ltd	GBIS	Scheme Engagement	Failure to meet Obligation by Deadline
Utility Warehouse Ltd	GBIS	Scheme Engagement	Failure to meet obligation by Deadline

Figure A2.4: ‘Major’ incidents by supplier since July 2023

Supplier	Number of incidents
Affect Energy Ltd	1
AXPOUK Ltd	1
Barrow Shipping Ltd	1
BGI Trading Ltd	5
British Gas Trading Ltd	4
Conrad Energy (Trading) Ltd	2
Co-operative Energy	1
Delta Gas and Power Ltd	2
D-Energi Trading Ltd	4
Dodo Energy Ltd	1
E (Gas and Electricity) Ltd	3
E.ON Energy Solutions Ltd	8
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
Farringdon Energy Ltd	1
Flogas Enterprise Solutions Ltd	3
Flow Energy Ltd	2
Foxglove Energy Supply Ltd	11
Fuse Energy Supply Ltd	1
Gas Plus Supply Ltd	1
Good Energy Ltd	2
Green Energy (UK) Ltd	2

Supplier	Number of incidents
Hartree Partners Power and Gas	1
Home Energy Trading Ltd	1
I.A.Z.F.S. Ltd	1
Limejump Energy Ltd	3
Marble Power Ltd	2
Octopus Energy Ltd	6
Octopus Energy Operations 2 Ltd	3
Octopus Energy Operations Ltd	1
Opus Energy (Corporate) Ltd	1
Opus Energy Ltd	1
Opus Gas Supply Ltd	1
OSSO Energy Plc	2
OVO (S) Gas Ltd	1
OVO Electricity Ltd	6
OVO Gas Ltd	1
Planet 9 Energy	1
Pozitive Energy Ltd	2
Rebel Energy Ltd	1
Rebel Energy Supply Ltd	5
Regent Power Ltd	1
Ruby Electricity Ltd	1
Scottish Power Energy Retail Ltd	5
SEFE Energy Ltd	5
SmartestEnergy Business Ltd	1
So Energy Trading Ltd	4
Square 1 Energy Ltd	5
Statkraft Markets GmbH	1
Tomato Energy Ltd	3
Total Energies Gas and Power Ltd	1
Toucan Energy Ltd	2
Tru Energy Ltd	4

Supplier	Number of incidents
UK Gas Supply Ltd	2
UK Power Reserve Ltd	1
Unify Energy Ltd	1
United Gas & Power Ltd	1
Utilita Energy Ltd	8
Utilita Gas Ltd	2
Utility Warehouse Ltd	8
Valda Energy Ltd	1
Vattenfall Energy Trading GMBH	4
Voltx Power Ltd	1
Wilton Energy Ltd	1
Yu Energy Retail Ltd	4

Figure A4.3: Data incidents – by supplier

Supplier	Scheme	Detail
British Gas Trading Ltd	ECO	Failure to Provide Accurate Information – Customer Numbers
British Gas Trading Ltd	ECO	Failure to Provide Accurate Information – Customer Numbers
British Gas Trading Ltd	FIT	Levelisation – Misreported Data – Y15 Q3
British Gas Trading Ltd	FIT	Levelisation – Misreported Data – Y15 Q4
British Gas Trading Ltd	RO	Missed Information Deadline – Contract Declaration
Bryt Energy Ltd	FIT	Levelisation – Misreported Data – Y15 Q4
Bryt Energy Ltd	FIT	Levelisation – Misreported Data – Y15 Q4
Co-operative Energy	RO	Administration – Request for Information
Crown Gas and Power 2 Ltd	FIT	Levelisation – Misreported Data – Y15 Q4
Delta Gas and Power Ltd	FIT	Levelisation – Misreported Data – Y15 Q3
Delta Gas and Power Ltd	FIT	Levelisation – Misreported Data – Y15 Q3
D-Energi Trading Ltd	FIT	Levelisation – Missed Submission Deadline – Y15 Q3
D-Energi Trading Ltd	RO	Administration – Request for Information
Digital Power Energy Supply UK Ltd	FIT	Levelisation – Misreported Data – Y15 Q3
Digital Power Energy Supply UK Ltd	FIT	Levelisation – Misreported Data – Y15 Q3
E.ON Energy Solutions Ltd	ECO	Accuracy – ECO4 Rejections
E.ON Energy Solutions Ltd	FIT	Levelisation – Misreported Data – Y15 Q4
E.ON Energy Solutions Ltd	FIT	Levelisation – Misreported Data – Y15 Q4
E.ON Energy Solutions Ltd	FIT	Levelisation – Misreported Data – Y15 Q4
EDF Energy Customers Ltd	FIT	Levelisation – Misreported Data – Y15 Q4
Eneco Energy Trade BV	RO	Administration – Request for Information
Engie Power Ltd	FIT	Levelisation – Misreported Data – Y15 Q4

Supplier	Scheme	Detail
Engie Power Ltd	FIT	Levelisation – Misreported Data – Y15 Q4
Engie Power Ltd	FIT	Levelisation – Misreported Data – Y15 Q4
Engie Power Ltd	RO	Administration – Request for Information
ESB Energy Ltd	ECO	Failure to Provide Accurate Information – Company Number
Farrington Energy Ltd	FIT	Levelisation – Missed Submission Deadline – Y15 Q3
Good Energy Ltd	ECO	Failure to Provide Accurate Information – Customer Numbers
Good Energy Ltd	FIT	Levelisation – Misreported Data – Y15 Q4
Good Energy Ltd	FIT	Levelisation – Misreported Data – Y15 Q4
Good Energy Ltd	FIT	Levelisation – Misreported Data – Y15 Q4
Green Energy (UK) Ltd	RO	Administration – Request for Information
Hartree Partners Power and Gas	GGL	Failure to meet Obligation by Deadline – Meter Point Data 2025/26 Q1
Hartree Partners Supply (UK) Ltd	FIT	Accuracy – FIT Status
Jellyfish Energy Ltd	FIT	Levelisation – Misreported Data – Y15 Q3
Jellyfish Energy Ltd	FIT	Levelisation – Misreported Data – Y15 Q3
Jellyfish Energy Ltd	FIT	Levelisation – Misreported Data – Y15 Q3
Jellyfish Energy Ltd	FIT	Levelisation – Misreported Data – Y15 Q4
Jellyfish Energy Ltd	FIT	Levelisation – Misreported Data – Y15 Q4
Jellyfish Energy Ltd	FIT	Levelisation – Misreported Data – Y15 Q4
Limejump Energy Ltd	FIT	Levelisation – Misreported Data – Y12 annual
Npower Commercial Gas Ltd	FIT	Levelisation – Misreported Data – Y15 Q3
Octopus Energy Ltd	ECO	Accuracy – Data Quality
Octopus Energy Ltd	ECO	Administration – Data Quality
Octopus Energy Ltd	ECO	Administration – Data Quality

Supplier	Scheme	Detail
Octopus Energy Ltd	RO	Administration – RO Compliance
P3P Energy	FIT	Levelisation - Misreported Data – Y15 Q4
P3P Energy	FIT	Levelisation - Misreported Data – Y15 Q4
P3P Energy	FIT	Levelisation - Misreported Data – Y15 Q4
P3P Energy	FIT	Levelisation - Misreported Data – Y15 Q4
Rebel Energy Supply Ltd	ECO	Failure to Provide Accurate Information – Customer Numbers
Regent Power Ltd	FIT	Levelisation – Misreported Data – Y15 Q3
Regent Power Ltd	FIT	Levelisation – Misreported Data – Y15 Q3
Ruby Electricity Ltd	FIT	Levelisation – Misreported Data – Y15 Q4
Ruby Electricity Ltd	FIT	Levelisation – Misreported Data – Y15 Q4
Ruby Electricity Ltd	SEG	Missed Information Deadline – Request for Information
SEFE Energy Ltd	FIT	Levelisation – Misreported Data – Y14 Q4
SEFE Energy Ltd	FIT	Levelisation – Misreported Data – Y14 Q4
Square 1 Energy Ltd	ECO	Failure to Provide Accurate Information – Electricity Supply Volumes
Square 1 Energy Ltd	RO	Administration – Request for Information
SSE Energy Supply Ltd	FIT	Levelisation – Misreported Data – Y15 Q4
Tomato Energy Ltd	FIT	Levelisation – Misreported Data – Y15 Q3
Tomato Energy Ltd	FIT	Levelisation – Misreported Data – Y15 Q3
TotalEnergies Gas and Power Ltd	FIT	Levelisation – Misreported Data – Y15 Q4
UC Energy Ltd	FIT	Levelisation – Misreported Data – Y15 Q4
UC Energy Ltd	FIT	Levelisation – Misreported Data – Y15 Q4
UK Gas Supply Ltd	GGL	Failure to meet Obligation by Deadline – Meter Point Data 2025/26 Q1
Utilita Energy Ltd	FIT	Levelisation – Misreported Data – Y15 Q3
Utilita Energy Ltd	FIT	Levelisation – Misreported Data – Y15 Q3

Supplier	Scheme	Detail
Utilita Energy Ltd	FIT	Levelisation – Misreported Data – Y15 Q3
Voltx Power Ltd	FIT	Levelisation – Misreported Data – Y15 Q3
Yu Energy Retail Ltd	FIT	Levelisation – Misreported Data – Y15 Q4
Yu Energy Retail Ltd	FIT	Levelisation – Misreported Data – Y15 Q4

Figure A4.6: FIT – ‘Administrative error’ CFR incidents – by supplier

Supplier	Outcome	Incidents	Installations impacted
British Gas Trading Ltd	Approved	5	7
British Gas Trading Ltd	Rejected	7	27
E.ON Energy Solutions Ltd	Approved	1	1
E.ON Next Energy Ltd	Approved	7	16
E.ON Next Energy Ltd	Rejected	5	16
Ecotricity Ltd	Approved	7	43
Ecotricity Ltd	Rejected	3	5
EDF Energy Customers Ltd	Approved	6	22
EDF Energy Customers Ltd	Rejected	4	16
Electricity Plus Supply Ltd	Approved	3	6
Electricity Plus Supply Ltd	Rejected	5	5
Good Energy Ltd	Approved	5	9
Good Energy Ltd	Rejected	7	73
Green Energy (UK) Ltd	Approved	1	1
Green Energy (UK) Ltd	Rejected	3	29
Octopus Energy Ltd	Approved	1	1
Octopus Energy Ltd	Rejected	2	3
Octopus Energy Operations Ltd	Rejected	2	2
Opus Energy Ltd	Rejected	2	3
OVO Electricity Ltd	Approved	7	18
OVO Electricity Ltd	Rejected	7	28
ScottishPower Energy Retail Ltd	Approved	6	10
ScottishPower Energy Retail Ltd	Rejected	6	32
TotalEnergies Gas and Power Ltd	Approved	2	2

Figure A4.7: FIT – ‘Eligibility error’ CFR incidents – by supplier

Supplier	Outcome	Incidents	Installations impacted
British Gas Trading Ltd	Approved	1	1
British Gas Trading Ltd	Rejected	1	1
E.ON Next Energy Ltd	Rejected	1	2
Engie Power Ltd	Approved	1	6
Good Energy Ltd	Approved	3	5
Good Energy Ltd	Rejected	6	14
Octopus Energy Ltd	Approved	1	1
OVO Electricity Ltd	Approved	3	9
OVO Electricity Ltd	Rejected	3	3
ScottishPower Energy Retail Ltd	Approved	1	1

Figure A4.8: Payment non-compliances – by supplier

Supplier	Scheme	Detail
BGI Trading Ltd	FIT	Paid into Wrong Account – Y15 Q3 - Levelisation
Fuse Energy Supply Ltd	FIT	Missed Payment Deadline – Y15 Q3 - Levelisation
Opal Gas	GGL	Paid into Wrong Account – Credit cover
Rebel Energy Supply Ltd	FIT	Missed Payment Deadline – Y15 Q3 - Levelisation
Rebel Energy Supply Ltd	GGL	Missed Payment Deadline – Y4 Q4 – Levy Payment
Rebel Energy Supply Ltd	GGL	Missed Payment Deadline – Y5 Q1 – Levy Payment
SmartestEnergy Business Ltd	FIT	Missed Payment Deadline – Y15 Q3 - Levelisation
Square 1 Energy Ltd	GGL	Paid into Wrong Account – Credit Cover
Tomato Energy Ltd	FIT	Missed Payment Deadline – Y15 Q3 - Levelisation
UK Gas Supply Ltd	GGL	Paid into Wrong Account – Credit cover
Utilita Energy Ltd	GGL	Paid into Wrong Account – Credit cover

Figure A4.11: Scheme engagement incidents – by supplier

Supplier	Scheme	Detail
British Gas Trading Ltd	GBIS	Failure to meet Obligation by Deadline
British Gas Trading Ltd	GBIS	Failure to meet Obligation by Deadline
E (Gas and Electricity) Ltd	GBIS	Failure to meet Obligation by Deadline
E.ON Energy Solutions Ltd	GBIS	Failure to meet Obligation by Deadline
EDF Energy Customers Ltd	GBIS	Failure to meet Obligation by Deadline
Flogas Enterprise Solutions Ltd	GGL	Missed Information Deadline
Flow Energy Ltd	GGL	Missed Information Deadline
Foxglove Energy Supply Ltd	GBIS	Failure to meet Obligation by Deadline
Foxglove Energy Supply Ltd	GBIS	Failure to meet Obligation by Deadline
Foxglove Energy Supply Ltd	GBIS	Missed Information Deadline
Foxglove Energy Supply Ltd	GGL	Failure to Provide Accurate Information
Foxglove Energy Supply Ltd	GGL	Missed Information Deadline
Gas Plus Supply Ltd	GGL	Administration
Hartree Partners Supply (UK) Ltd	RO	Missed Information Deadline
Octopus Energy Ltd	ECO	Administration
Octopus Energy Ltd	ECO	Failure to Provide Accurate Information
Octopus Energy Ltd	GBIS	Failure to meet Obligation by Deadline
Octopus Energy Ltd	GBIS	Failure to meet Obligation by Deadline
Octopus Energy Operations Ltd	GGL	Failure to meet Obligation by Deadline

Supplier	Scheme	Detail
Opus Gas Supply Ltd	GGL	Missed Information Deadline
OVO Electricity Ltd	GBIS	Failure to meet Obligation by Deadline
OVO Electricity Ltd	GBIS	Failure to meet Obligation by Deadline
Scottish Power Energy Retail Ltd	GBIS	Failure to meet Obligation by Deadline
Scottish Power Energy Retail Ltd	GBIS	Failure to meet Obligation by Deadline
Square 1 Energy Ltd	GGL	Failure to Provide Accurate Information
Square 1 Energy Ltd	GGL	Failure to Provide Accurate Information
Square 1 Energy Ltd	GGL	Failure to Provide Accurate Information
Square 1 Energy Ltd	RO	Missed Information Deadline
Utilita Energy Ltd	GBIS	Failure to meet Obligation by Deadline
Utilita Energy Ltd	GBIS	Failure to meet Obligation by Deadline
Utility Warehouse Ltd	GBIS	Failure to meet Obligation by Deadline
Utility Warehouse Ltd	GBIS	Failure to meet Obligation by Deadline
Voltx Power Ltd	SEG	Administration