

## Call for input

# Proposed indicators of Ofgem performance and the health of the energy sector

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We are seeking views on proposed indicators of Ofgem’s performance and, the health of the energy sector. While most of these indicators are already published by Ofgem or other bodies, our intention is that these indicators can be used collectively to provide greater transparency of Ofgem’s work and the wider progress of the energy sector against the priorities in Ofgem’s Multiyear Strategy.

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## Executive summary

We are seeking views on proposed indicators which are intended to provide greater transparency of our work as a regulator, and the health of the energy sector, against the priorities in our Multiyear Strategy (MYS).

These indicators will be reported in our future Annual Report and Accounts (ARAs), starting with the forthcoming 2025-26 ARA. They provide a high-level snapshot of data and information which we report separately, bringing this together to present a coherent single picture. These indicators are intended to draw together data provided in other Ofgem publications, including the State of the Market Reports for the energy retail and infrastructure sectors.

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## 1. Introduction

This section outlines the purpose of this consultation, key stages in the Call for Input process, how to respond and data / privacy considerations.

### Purpose of this call for input

The purpose of this Call for Input is to seek external views on the proposed indicators which we will be using to illustrate Ofgem performance priorities and the wider health of the energy sector against MYS priorities.

We will use responses from this Call for Input to finalise the set of indicators to be reported in our 2025-26 Annual Report and Accounts.

Through this Call for Input, we would like to gather views on:

- Whether these are the right set of indicators to evidence Ofgem’s performance against the priorities in the MYS and provide insights into the health of the energy sector?
- Indicators which can evidence administrative burden on those we regulate and demonstrate innovation in the energy retail sector.
- Indicators that can measure evidence of innovation in energy retail markets.
- Approaches to target setting – are there any indicators which should include specific targets to drive performance?

### Context and related publications

The following documents are referenced in the Call for Input and provide further context on our consultation.

- [Ofgem’s Multiyear Strategy](#)
- Department of Energy Security and Net Zero (DESNZ)’s [Review of Ofgem: Call for Evidence](#)
- HM Treasury’s Policy Paper – [New approach to ensure regulators and regulation support growth](#)
- HM Treasury’s [Regulation Action Plan – Progress Update and Next Steps](#)
- Department for Business and Trade’s [Regulator Dashboard](#)

### Call for input stages

**Stage 1** Call for input open: 23 February 2026

**Stage 2** Call for input closes. Deadline for responses: 7 April 2026

**Stage 3** Responses reviewed and published: Spring 2026

**Stage 4** Indicators published in 2025-26 Annual Report and Accounts

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## How to respond

We want to hear from anyone interested in this call for input. Please send your response to the person or team named on the front page of this document before the response deadline.

We have asked for your feedback in each of the questions throughout. Please respond to each one as fully as you can.

We will publish non-confidential responses on our website.

## Your response, data, and confidentiality

You can ask us to keep your response, or parts of your response, confidential. We will respect this, subject to obligations to disclose information. For example, under the Freedom of Information Act 2000, the Environmental Information Regulations 2004, statutory directions, court orders, government regulations, or where you give us explicit permission to disclose. If you do want us to keep your response confidential, please clearly mark this on your response and explain why.

If you wish us to keep part of your response confidential, please clearly mark those parts of your response that you do wish to be kept confidential and those that you do not wish to be kept confidential. Please put the confidential material in a separate appendix to your response. If necessary, we will contact you to discuss which parts of the information in your response should be kept confidential and which can be published. We might ask for reasons why.

If the information you give in your response contains personal data under the General Data Protection Regulation (Regulation (EU) 2016/679) as retained in domestic law following the United Kingdom's withdrawal from the European Union ("UK GDPR"), the Gas and Electricity Markets Authority will be the data controller for the purposes of GDPR. Ofgem uses the information in responses in performing its statutory functions and in accordance with section 105 of the Utilities Act 2000. Please refer to our Privacy Notice on consultations, see Appendix 4.

If you wish to respond confidentially, we will keep your response confidential, but we will publish the number, but not the names, of confidential responses we receive. We will not link responses to respondents if we publish a summary of responses, and we will evaluate each response on its own merits without undermining your right to confidentiality.

## How to track the progress of a call for input

1. Find the web page for the call for input you would like to receive updates on.
2. Click 'Get emails about this page', enter your email address and click 'Submit'.
3. You will receive an email to notify you when it has changed status.

A call for input has two stages: 'Open' and 'Closed'.

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## 2. Why we are consulting

This section gives background explaining why we are consulting on Multiyear Strategy indicators.

### Background

- 2.1 As outlined in the [HM Treasury's Regulatory Action Plan](#), the UK government has signalled its commitment to enhancing the accountability and performance measurement framework for UK regulators. A key component of this initiative is the use of Key Performance Indicators (KPIs) to assess regulatory effectiveness.
- 2.2 The Regulatory Action Plan has set out expectations on regulators to:
  - clearly publish their KPIs – a set of high-level measures to assess their performance
  - test KPIs with industry to check they are relevant and accurate
  - seek feedback on areas for improvement, and work with government to make improvements
- 2.3 Ofgem is contributing quarterly to the [Regulator dashboard](#) which sets out information and key performance from 16 UK regulators.
- 2.4 [DESNZ's Review of Ofgem Call for Evidence](#) also invited views on Ofgem's ARAs, and the KPIs Ofgem reports against. Although at the time of writing we await the conclusions of DESNZ's Ofgem Review, we are actively evaluating and adapting our approach to publicly reporting performance metrics. When DESNZ's responses to the Ofgem Review Call for Evidence are published, we will also consider any stakeholder feedback on KPIs provided through this process to assist with finalising our indicators.

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### 3. Proposed indicators

This section explains our approach to developing Multiyear Strategy indicators, including considerations around evidencing administrative burden and innovation in the retail market.

#### Indicating Ofgem performance and the health of the energy sector

- 3.1 We wish to publicly report a greater number of indicators to illustrate Ofgem's performance, and the health of the energy sector, by bringing together data we already publish across different reports into a single place. This is intended to provide more explicit insights into our regulatory activities and, the health of the energy sector against our MYS priorities.
- 3.2 Our proposed indicators are outlined in **Annex 1**. We have assigned indicators to each MYS priority. These indicators will hold Ofgem's direct performance accountable, as well as measure the health of the energy sector that we regulate, providing greater transparency for our stakeholders.
- 3.3 These indicators are intended to complement other Ofgem publications, including the State of the Market Reports for the energy retail and infrastructure sector. Our intention is that the indicators presented here act as a simple, single articulation of Ofgem performance and, the health of the energy sector. This set of indicators bring together and complement the deeper insights provided by the State of the Market reports and other specific areas of Ofgem activity for which we have existing indicators.
- 3.4 Development of our indicators will be an iterative process. We intend to review them in response to any broader changes in our strategic priorities which may arise through the outcomes of other ongoing work programmes, including, but not limited to the Ofgem Review, Consumer Confidence programme and any future updates to our MYS. Further to this, we recognise that our MYS will encompass programmes of work now and into the future that may have their own data and monitoring requirements. These indicators are not intended to replace those requirements, but instead will continue to develop over time to complement and synergise with other areas of emerging work.
- 3.5 These indicators will be reported in our future ARAs (starting with the forthcoming 2025-26 ARA) and will also be made available via the Regulator Dashboard.

#### Administrative Burden indicators

- 3.6 We are actively considering how we measure the administrative burden on those we regulate. In our MYS indicators we have identified proxy measures for regulatory pace.

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- 3.7 We welcome stakeholder views on credible indicators of administrative burden, including identifying any data the sector might hold to assist with evidencing regulatory administrative burden.

**Code modifications indicators**

- 3.8 We also intend to develop and publish indicators to evidence our performance relating to code modifications and welcome views on what indicators would be useful to drive optimal behaviours.

**Innovation indicators**

- 3.9 Given the recent publication of our [Markets Regulatory Vision & Strategy](#), we are also particularly focused on developing indicators of innovation in the energy retail sector. We define innovation as the dynamic process through which new products, services, and operating models come to market. As our Markets Regulatory Vision & Strategy outlines, we want to see an increase in innovation and investment in energy retail markets that drives better outcomes for consumers.
- 3.10 For example, through market participants providing a range of products and services that suit different consumer needs and preferences, and products and services that inspire and engage consumers. We want to see new entrants and innovative business models, with participants differentiating themselves, for example, through innovative tariff designs and technology integration. This includes products and services that support consumer-led flexibility. One proxy indicator of this is the number of consumers on smart time of use tariffs, but as explained, innovation is broader than this and we intend to add additional indicators to capture this.
- 3.11 We are seeking views on credible measurements of innovation in energy retail markets that indicate: the diversity of energy products & services, or the degree of investment by market participants in new products or services, and/or systems that improve the customer experience. Question 6 provides opportunity to input views on additional indicators of innovation in energy retail markets.

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## 4. Questions

In relation to the proposed indicators listed in **Annex 1**, we are seeking your views on the following questions.

### Questions

- Q1. Are the indicators outlined in Annex 1 the right set of indicators to illustrate Ofgem's performance, and the health of the energy sector against the priorities in the Multiyear Strategy?
- Q2. Are there any other indicators which should be included?
- Q3. What indicators can we use to measure our regulatory burden on the energy sector?
- Q4. What data might industry hold to assist Ofgem with measuring its level of regulatory burden on the energy sector?
- Q5. What indicators would be useful for Ofgem to publish relating to code modifications?
- Q6. What are credible indicators of innovation in energy retail markets that we could report to indicate: the diversity of energy products & services, or the degree of investment by market participants in new products or services, and/or systems that improve the customer experience?
- Q7. Are there any indicators in Annex 1 which should include specific targets to drive performance?

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## Conclusions and next steps

- Ofgem will review and analyse responses to this Call for Input in Spring 2026.
- Ofgem will publish a list of indicators in its future Annual Report and Accounts, starting with the 2025-26 Annual Report and Accounts and continue to provide quarterly updates via DBT's Regulators' Dashboard.

## Send us your feedback

We believe that consultation is at the heart of good policy development. We are keen to receive your comments about this call for input. We would also like to get your answers to these questions:

- Do you have any comments about the quality of this document?
- Do you have any comments about its tone and content?
- Was it easy to read and understand? Or could it have been better written?
- Are its conclusions balanced?
- Did it make reasoned recommendations?
- Do you have any further comments?

Please send your feedback to [stakeholders@ofgem.gov.uk](mailto:stakeholders@ofgem.gov.uk).

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## Annex 1: Proposed Multiyear Strategy indicators

<b>MYS Strategic Priority</b>	<b>Indicator</b>	<b>Intended to measure</b>	<b>Notes</b>
Cross-cutting	Benefits in £, consumer benefit generated by Ofgem's decisions*	Impact of Ofgem's decisions	Indicator will be baselined and progress against targets reported
Cross-cutting	% of surveyed consumers who agree that Ofgem is a trusted source of information*	Consumer perception of Ofgem	Indicator will be baselined and progress against targets reported
Cross-cutting	% of surveyed consumers who agree that Ofgem holds the energy suppliers to account*	Consumer perception of Ofgem	Indicator will be baselined and progress against targets reported
Shaping a retail market that works for consumers	Total amount of debt and arrears among domestic and non-domestic consumers	Affordability in the retail sector	
Shaping a retail market that works for consumers	Overall consumer satisfaction and dissatisfaction with suppliers (domestic and non-domestic consumers)	Consumer trust in sector, standard of service in retail	
Shaping a retail market that works for consumers	Total number of complaints by domestic and non-domestic consumers received by suppliers	Consumer trust in sector, standard of service in retail	
Shaping a retail market that works for consumers	Weighted average domestic energy supplier EBIT/consumers (in £)	Profitability in the sector (financial resilience)	
Shaping a retail market that works for consumers	Impact of the Supplier of Last Resort scheme on consumer bills *	Financial resilience of the sector	Indicator will be baselined and progress against targets reported

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Establishing infrastructure for net zero at pace	Percentage of capacities needed in the Clean Power 2030 Action Plan with Gate 2 offers with connection dates before 2030	Pace of enabling connections	
Establishing infrastructure for net zero at pace	Proportion of Gate 2 connection offers being connected in line with the date on their offer	Pace of enabling connections	
Establishing infrastructure for net zero at pace	Average zero carbon mix (annual)	Grid decarbonisation	
Establishing infrastructure for net zero at pace	% of ASTI projects with cost allowances set	Progress of ASTI project build	
Establishing infrastructure for net zero at pace	Number of customer minutes lost due to unplanned power cuts (electricity distribution)	System resilience / network performance	
Establishing infrastructure for net zero at pace	% of Tier 1 Mains Replacement activity against RIIO-2 company targets	Progress in Tier 1 Mains Replacement activity across RIIO-2	
Establishing infrastructure for net zero at pace	Balancing costs included in the price cap	Indicator of overall network planning and market signals	
Establishing infrastructure for net zero at pace	Licence granted from commencement of Section 8A consultations	Offshore transmission processing	
Establishing infrastructure for net zero at pace	Preferred Bidder selection of the 'Invitation to Tender' submission (excluding 'Best and Final Offers')	Offshore transmission processing	

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Establishing an efficient, fair and flexible energy system	% of code modifications that meet the target	Regulatory pace	Precise indicator to be determined. Indicator will be baselined and progress against targets reported
Establishing an efficient, fair and flexible energy system	Decisions on license applications made within the specified time period*	Regulatory pace	Indicator will be baselined and progress against targets reported
Establishing an efficient, fair and flexible energy system	Total number of customers on Half Hourly settlement	Consumer uptake of flexibility	
Establishing an efficient, fair and flexible energy system	Number of domestic consumers on 'smart' Time of Use tariffs	Consumer uptake of flexibility	
Advancing decarbonisation through low carbon energy and social schemes	Enquiries, Complaints and Response times for Renewable Electricity schemes*	Impact delivered by Delivery and Schemes activity	Indicator will be baselined and progress against targets reported. With the announcement of the Warm Homes Plan, Ofgem will review future iterations of our MYS indicators for Delivery and Schemes
Advancing decarbonisation through low carbon energy and social schemes	Enquiries, Complaints and Response times for Renewable Heat schemes*	Impact delivered by Delivery and Schemes activity	Indicator will be baselined and progress against targets reported. With the announcement of the Warm Homes Plan, Ofgem will review future iterations of our MYS indicators for Delivery and Schemes

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Advancing decarbonisation through low carbon energy and social schemes	Enquiries, Complaints and Response times for Social schemes*	Impact delivered by Delivery and Schemes activity	Indicator will be baselined and progress against targets reported. With the announcement of the Warm Homes Plan, Ofgem will review future iterations of our MYS indicators for Delivery and Schemes
Advancing decarbonisation through low carbon energy and social schemes	Total fraud detected and prevented across schemes	Impact delivered by Delivery and Schemes activity	Indicator will be baselined and progress against targets reported. With the announcement of the Warm Homes Plan, Ofgem will review future iterations of our MYS indicators for Delivery and Schemes
Strengthening Ofgem as an organisation	% of staff turnover in a year	Organisational health	Indicator will be baselined and progress against targets reported
Strengthening Ofgem as an organisation	% of responses to SAR, Parliamentary Correspondence, FOI, EIR within the deadline	Organisational transparency	Performance against targets and statutory requirements will be reported

- We will be setting baselines and monitoring performance for all indicators, and aligning these with existing reporting structures e.g. CP2030/Net Zero, where there are baselines already in place
- Where Ofgem does not have total control over the outcome of a specific indicator (for example, where government or the NESO may have an equal or greater impact), we will track the indicator's performance but may not set targets.