

Monitoring company performance – quarterly reporting

Ofgem monitors the performance of domestic suppliers in relation to payment methods, debt and disconnections. Information is collected from suppliers on a quarterly and annual basis and the data received from suppliers is set out in tables and published on the Ofgem website.

The published data should be read in conjunction with the accompanying guidance notes which contains definitions on the data collected. The guidance is available on the Ofgem website at the link below:

http://www.ofgem.gov.uk/temp/ofgem/cache/cmsattach/15026_guidancerevision1.pdf?wtfrom=/ofgem/work/index.jsp§ion=/areasofwork/socialactionplan

You may notice that a data field is left blank. This indicates that the supplier was unable to provide the required data for that specific reporting period.

For the reconnections table, suppliers will only be shown if they have disconnected customers in the relevant reporting period.

From April 2006, the company referred to as Telecom Plus in this report became a wholly owned subsidiary of Npower Ltd. From Q1 2007 this report will refer to the company as Gas Plus Supply Limited and Electricity Plus Supply Limited respectively. The accounts are managed and billed by arrangement with Telecom Plus plc, trading as the Utility Warehouse.

**Payment Methods
June 2006**

Electricity	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
British Gas	44.1%	17.9%	32.5%	0.1%	3.5%	1.9%	100.0%
Ecotricity	42.5%	0.0%	49.1%	0.0%	0.0%	8.4%	100.0%
EDF Energy	36.9%	16.3%	42.9%	0.1%	0.6%	3.3%	100.0%
Good Energy	36.5%	1.5%	56.7%	0.0%	0.0%	5.3%	100.0%
npower	51.3%	12.2%	32.8%	0.1%	1.2%	2.4%	100.0%
npower Northern	23.1%	14.0%	56.6%	0.1%	3.1%	3.0%	100.0%
npower Yorkshire	35.7%	12.0%	49.8%	0.2%	0.6%	1.7%	100.0%
Powergen	45.5%	9.2%	39.4%	0.0%	3.7%	2.2%	100.0%
Scottish and Southern	47.5%	13.0%	34.6%	0.1%	1.1%	3.8%	100.0%
Scottish Power	50.2%	13.7%	30.4%	0.2%	3.3%	2.3%	100.0%
Telecom Plus	95.7%	0.3%	0.0%	0.0%	0.0%	3.9%	100.0%
Industry	44.8%	13.7%	36.4%	0.1%	2.4%	2.6%	100.0%

Gas	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
British Gas	40.2%	13.4%	39.0%	0.2%	3.7%	3.5%	100.0%
Countrywide Gas	55.1%	0.5%	42.6%	0.0%	0.4%	1.4%	100.0%
EDF Energy	50.0%	13.0%	34.3%	0.1%	0.7%	1.9%	100.0%
npower	59.4%	8.8%	25.8%	0.2%	5.0%	0.9%	100.0%
npower Northern	47.7%	18.0%	21.8%	0.3%	6.3%	5.9%	100.0%
npower Yorkshire	49.2%	9.4%	31.3%	0.4%	5.2%	4.5%	100.0%
Powergen	56.9%	5.4%	31.3%	0.0%	5.2%	1.2%	100.0%
Scottish and Southern	57.6%	7.7%	30.1%	0.1%	1.6%	2.9%	100.0%
Scottish Power	64.6%	6.0%	25.2%	0.1%	3.2%	0.8%	100.0%
Telecom Plus	95.9%	0.3%	0.0%	0.0%	0.0%	3.8%	100.0%
Industry	48.9%	10.7%	34.0%	0.1%	3.6%	2.6%	100.0%

**Debt by Quarter
June 2006**

Electricity	Number of credit customers repaying a debt (millions)	Number of PPM customers repaying a debt (millions)	Percentage of PPM customers in debt	Percentage of customers repaying a debt who owe under £100	Percentage of customers repaying a debt who owe between £100 - £300	Percentage of customers repaying a debt who owe between £300- £600	Percentage of customers repaying a debt who owe over £600	Average debt per customer
Q2 2005	0.9	0.4	12%	63%	23%	6%	6%	£163
Q3 2005	0.8	0.5	14%	62%	23%	6%	7%	£170
Q4 2005	0.8	0.4	13%	62%	23%	6%	7%	£173
Q1 2006	0.8	0.5	13%	63%	23%	7%	7%	£182
Q2 2006	0.9	0.4	13%	58%	25%	9%	8%	£199

Gas	Number of credit customers repaying a debt (millions)	Number of PPM customers repaying a debt (millions)	Percentage of PPM customers in debt	Percentage of customers repaying a debt who owe under £100	Percentage of customers repaying a debt who owe between £100 - £300	Percentage of customers repaying a debt who owe between £300- £600	Percentage of customers repaying a debt who owe over £600	Average debt per customer
Q2 2005	0.6	0.5	24%	61%	25%	8%	5%	£165
Q3 2005	0.5	0.5	23%	59%	27%	9%	5%	£169
Q4 2005	0.5	0.5	23%	60%	25%	9%	6%	£180
Q1 2006	0.6	0.5	21%	63%	23%	8%	5%	£170
Q2 2006	0.8	0.5	20%	60%	26%	9%	5%	£178

Debt Repayment April - June 2006

Electricity	Average weekly amount towards debt (non-PPM)	Average number of weeks to recover debt (non-PPM)	Average weekly amount towards debt (PPM)	Average number of weeks to recover debt (PPM)
British Gas	£3.46	48	£5.70	52
Ecotricity	£13.00	24	£0.00	0
EDF Energy	£3.59	53	£4.86	70
Good Energy	£0.00	0	£15.00	52
npower	£2.22	25	£3.39	139
npower Northern	£7.64	32	£5.64	59
npower Yorkshire	£9.16	49	£6.61	59
Powergen	£5.87	32	£6.55	74
Scottish and Southern	£5.61	42	£6.10	41
Scottish Power	£2.31	52	£3.75	98
Telecom Plus	£9.18	29	£5.00	142
Total	£3.40	47	£5.42	72

Gas	Average weekly amount towards debt (non-PPM)	Average number of weeks to recover debt (non-PPM)	Average weekly amount towards debt (PPM)	Average number of weeks to recover debt (PPM)
British Gas	£3.63	44	£6.70	54
Countrywide Gas	£10.00	30	£0.00	0
EDF Energy	£3.45	53	£10.13	95
npower	£6.02	31	£4.49	77
npower Northern	£7.17	32	£3.79	87
npower Yorkshire	£9.34	44	£4.80	106
Powergen	£4.47	41	£6.53	83
Scottish and Southern	£5.32	43	£5.45	54
Scottish Power	£2.36	53	£6.20	8
Telecom Plus	£11.16	31	£5.00	111
Total	£3.66	46	£6.37	57

**Prepayment Meters
April - June 2006**

Electricity	Number of PPMs installed this quarter	Number of PPMs installed this quarter to recover debt	PPMs installed this quarter, requested by customers without a debt
British Gas	8,771	6,754	2,017
Ecotricity	0	0	0
EDF Energy	5,893	4,620	1,273
Good Energy	4	1	3
npower	5,028	2,516	2,512
npower Northern	964	908	56
npower Yorkshire	1,251	640	611
Powergen	20,568	9,238	11,330
Scottish and Southern	7,753	6,289	1,464
Scottish Power	6,971	5,981	990
Telecom Plus	7	6	1
Total	57,210	36,953	20,257

Gas	Number of PPMs installed this quarter	Number of PPMs installed this quarter to recover debt	PPMs installed this quarter, requested by customers without a debt
British Gas	32,870	24,694	8,176
Countrywide Gas	0	0	0
EDF Energy	2,159	1,527	632
npower	5,429	3,077	2,352
npower Northern	1,209	1,132	77
npower Yorkshire	679	655	24
Powergen	5,616	4,166	1,450
Scottish and Southern	4,721	4,671	50
Scottish Power	4,345	3,964	381
Telecom Plus	12	8	4
Total	57,040	43,894	13,146

**Disconnections for Debt
April - June 2006**

Electricity	Number of customers disconnected for debt this quarter	Number of customers reconnected this quarter (from those disconnected this quarter)	Number of customers not yet reconnected (who were disconnected this quarter)	Average period of disconnection in days (for those disconnected this quarter)
British Gas	1	0	1	0
Ecotricity	0	0	0	0
EDF Energy	66	58	8	13
Good Energy	0	0	0	0
npower	51	5	46	15
npower Northern	7	6	1	15
npower Yorkshire	0	0	0	0
Powergen	52	27	25	5
Scottish and Southern	26	16	10	7
Scottish Power	23	12	11	12
Telecom Plus	0	0	0	0
Total	226	124	102	11

Gas	Number of customers disconnected for debt this quarter	Number of customers reconnected this quarter (from those disconnected this quarter)	Number of customers not yet reconnected (who were disconnected this quarter)	Average period of disconnection in days (for those disconnected this quarter)
British Gas	2	0	2	0
Countrywide Gas	1	0	1	0
EDF Energy	118	107	11	13
npower	366	106	260	8
npower Northern	0	0	0	0
npower Yorkshire	20	15	5	8
Powergen	163	75	88	7
Scottish and Southern	156	69	87	15
Scottish Power	30	15	15	9
Telecom Plus	0	0	0	0
Total	856	387	469	10

**Percentage of Customers Reconnected following Disconnection for Debt
April - June 2006**

Electricity	24 hours	7 days	1 month	1 quarter
British Gas	0%	0%	0%	0%
EDF Energy	23%	61%	83%	88%
npower	2%	4%	8%	10%
npower Northern	29%	57%	71%	86%
Powergen	17%	46%	48%	52%
Scottish and Southern	35%	50%	54%	62%
Scottish Power	22%	39%	43%	52%
Total	18%	41%	50%	55%

Gas	24 hours	7 days	1 month	1 quarter
British Gas	0%	0%	0%	0%
Countrywide Gas	0%	0%	0%	0%
EDF Energy	10%	70%	86%	91%
npower	2%	19%	28%	29%
npower Yorkshire	10%	55%	70%	75%
Powergen	2%	33%	45%	46%
Scottish and Southern	0%	22%	38%	44%
Scottish Power	17%	37%	47%	50%
Total	4%	31%	42%	45%

**Regional Payment Methods
June 2006**

Electricity Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	9,723,467	2,814,205	8,028,458	15,127	474,295	544,709	21,600,261
	45%	13%	37%	0%	2%	3%	100%
Scotland	1,088,366	453,282	786,744	6,857	106,547	80,063	2,521,859
	43%	18%	31%	0%	4%	3%	100%
Wales	598,918	224,704	463,871	942	32,953	33,915	1,355,303
	44%	17%	34%	0%	2%	3%	100%

Gas Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	8,952,597	1,947,779	6,295,371	20,680	635,313	489,559	18,341,299
	49%	11%	34%	0%	3%	3%	100%
Scotland	938,092	179,015	548,963	5,125	80,718	41,154	1,793,067
	52%	10%	31%	0%	5%	2%	100%
Wales	470,718	141,654	367,504	1,425	44,694	29,781	1,055,776
	45%	13%	35%	0%	4%	3%	100%

Regional Headlines (Quarterly)
June 2006

Electricity Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt
England	1,020,421	337,808	199
Scotland	226,640	83,798	21
Wales	57,732	20,387	6
Great Britain	1,304,793	441,993	226

Gas Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt
England	1,021,313	398,305	759
Scotland	143,431	37,594	58
Wales	59,043	28,855	39
Great Britain	1,223,787	464,754	856