

## 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&section=/areasofwork/socialactionplan](http://www.ofgem.gov.uk/temp/ofgem/cache/cmsattach/15026_guidancerevision1.pdf?wtfrom=/ofgem/work/index.jsp&section=/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  
March 2006**

<b>Electricity</b>	<b>Monthly direct debit</b>	<b>Prepayment meter</b>	<b>Quarterly cash / cheque</b>	<b>Fuel Direct</b>	<b>Budgeting payment schemes</b>	<b>Other</b>	<b>Total</b>
British Gas	44.4%	18.1%	32.2%	0.1%	3.5%	1.8%	100.0%
Ecotricity	43.4%	0.0%	48.7%	0.0%	0.0%	7.9%	100.0%
EDF Energy	35.9%	16.0%	44.0%	0.1%	0.6%	3.4%	100.0%
Good Energy	37.8%	1.5%	55.3%	0.0%	0.0%	5.4%	100.0%
npower	49.7%	12.4%	33.8%	0.1%	1.3%	2.7%	100.0%
npower Northern	23.1%	14.6%	56.5%	0.1%	2.9%	2.8%	100.0%
npower Yorkshire	35.8%	12.1%	50.3%	0.2%	0.3%	1.3%	100.0%
Powergen	45.1%	9.3%	39.6%	0.0%	3.8%	2.2%	100.0%
Scottish and Southern	47.3%	13.1%	34.7%	0.1%	2.3%	2.6%	100.0%
Scottish Power	50.0%	13.8%	30.3%	0.2%	3.4%	2.3%	100.0%
Telecom Plus	96.1%	0.3%	0.0%	0.0%	0.0%	3.5%	100.0%
<b>Industry</b>	<b>44.4%</b>	<b>13.9%</b>	<b>36.6%</b>	<b>0.1%</b>	<b>2.6%</b>	<b>2.4%</b>	<b>100.0%</b>

<b>Gas</b>	<b>Monthly direct debit</b>	<b>Prepayment meter</b>	<b>Quarterly cash / cheque</b>	<b>Fuel Direct</b>	<b>Budgeting payment schemes</b>	<b>Other</b>	<b>Total</b>
British Gas	40.2%	13.3%	39.3%	0.1%	3.7%	3.4%	100.0%
Countrywide Gas	56.5%	0.5%	42.7%	0.0%	0.3%	0.0%	100.0%
EDF Energy	49.4%	12.7%	35.1%	0.1%	0.7%	2.1%	100.0%
npower	58.5%	8.8%	26.8%	0.2%	5.1%	0.7%	100.0%
npower Northern	48.1%	18.8%	20.9%	0.3%	6.2%	5.8%	100.0%
npower Yorkshire	49.1%	9.3%	31.7%	0.3%	5.1%	4.4%	100.0%
Powergen	56.7%	5.3%	31.4%	0.0%	5.3%	1.2%	100.0%
Scottish and Southern	58.1%	7.6%	29.9%	0.1%	2.9%	1.4%	100.0%
Scottish Power	64.7%	6.2%	25.0%	0.1%	3.3%	0.8%	100.0%
Telecom Plus	96.3%	0.2%	0.0%	0.0%	0.0%	3.5%	100.0%
<b>Industry</b>	<b>48.6%</b>	<b>10.7%</b>	<b>34.4%</b>	<b>0.1%</b>	<b>3.7%</b>	<b>2.5%</b>	<b>100.0%</b>

**Debt by Quarter  
March 2006**

<b>Electricity</b>	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
Q1 2005	0.7	0.4	11%	64%	21%	6%	7%	£170
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

<b>Gas</b>	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
Q1 2005	0.5	0.5	25%	65%	21%	8%	6%	£150
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	0.5	0.5	21%	61%	25%	9%	6%	£175

**Debt Repayment  
January - March 2006**

<b>Electricity</b>	<b>Average weekly amount towards debt (non-PPM)</b>	<b>Average number of weeks to recover debt (non-PPM)</b>	<b>Average weekly amount towards debt (PPM)</b>	<b>Average number of weeks to recover debt (PPM)</b>
British Gas	£3.26	48	£5.67	54
Ecotricity	£11.00	22	£0.00	0
EDF Energy	£3.54	52	£3.57	52
Good Energy	£0.00	0	£15.00	52
npower	£2.95	21	£4.45	97
npower Northern	£6.54	35	£3.54	46
npower Yorkshire	£6.70	67	£4.25	52
Powergen	£4.59	42	£5.38	56
Scottish and Southern	£4.89	41	£6.14	41
Scottish Power	£2.25	54	£3.15	128
Telecom Plus	£7.00	37	£5.00	50
<b>Total</b>	<b>£3.20</b>	<b>48</b>	<b>£4.88</b>	<b>62</b>

<b>Gas</b>	<b>Average weekly amount towards debt (non-PPM)</b>	<b>Average number of weeks to recover debt (non-PPM)</b>	<b>Average weekly amount towards debt (PPM)</b>	<b>Average number of weeks to recover debt (PPM)</b>
British Gas	£3.48	45	£6.40	48
Countrywide Gas	£12.50	44	£0.00	0
EDF Energy	£3.01	52	£7.10	97
npower	£5.46	30	£4.27	67
npower Northern	£6.13	34	£4.02	118
npower Yorkshire	£8.41	47	£2.52	
Powergen	£3.45	52	£6.32	77
Scottish and Southern	£4.29	42	£5.64	50
Scottish Power	£2.26	54	£6.32	8
Telecom Plus	£5.37	39	£5.00	82
<b>Total</b>	<b>£3.30</b>	<b>47</b>	<b>£6.02</b>	<b>54</b>

**Prepayment Meters  
January - March 2006**

<b>Electricity</b>	<b>Number of PPMs installed this quarter</b>	<b>Number of PPMs installed this quarter to recover debt</b>	<b>PPMs installed this quarter, requested by customers without a debt</b>
British Gas	9,318	7,482	1,836
Ecotricity	0	0	0
EDF Energy	5,444	4,197	1,247
Good Energy	1	1	0
npower	5,166	2,619	2,547
npower Northern	5,726	1,947	3,779
npower Yorkshire	3,573	2,707	866
Powergen	18,988	8,519	10,469
Scottish and Southern	7,085	5,765	1,320
Scottish Power	4,443	3,790	653
Telecom Plus	4	3	1
<b>Total</b>	<b>59,748</b>	<b>37,030</b>	<b>22,718</b>

<b>Gas</b>	<b>Number of PPMs installed this quarter</b>	<b>Number of PPMs installed this quarter to recover debt</b>	<b>PPMs installed this quarter, requested by customers without a debt</b>
British Gas	31,285	22,666	8,619
Countrywide Gas	0	0	0
EDF Energy	2,941	1,955	986
npower	5,521	2,513	3,008
npower Northern	1,925	1,635	290
npower Yorkshire	1,139	895	244
Powergen	12,759	2,719	10,040
Scottish and Southern	3,806	3,762	44
Scottish Power	3,128	2,802	326
Telecom Plus	9	3	6
<b>Total</b>	<b>62,513</b>	<b>38,950</b>	<b>23,563</b>

**Disconnections for Debt  
January - March 2006**

<b>Electricity</b>	<b>Number of customers disconnected for debt this quarter</b>	<b>Number of customers reconnected this quarter (from those disconnected this quarter)</b>	<b>Number of customers not yet reconnected (who were disconnected this quarter)</b>	<b>Average period of disconnection in days (for those disconnected this quarter)</b>
British Gas	0	0	0	0
Ecotricity	0	0	0	0
EDF Energy	45	17	28	9
Good Energy	0	0	0	0
npower	13	2	11	8
npower Northern	31	7	24	1
npower Yorkshire	4	3	1	2
Powergen	107	39	68	11
Scottish and Southern	11	6	5	10
Scottish Power	2	2	0	4
Telecom Plus	0	0	0	0
<b>Total</b>	<b>213</b>	<b>76</b>	<b>137</b>	<b>9</b>

<b>Gas</b>	<b>Number of customers disconnected for debt this quarter</b>	<b>Number of customers reconnected this quarter (from those disconnected this quarter)</b>	<b>Number of customers not yet reconnected (who were disconnected this quarter)</b>	<b>Average period of disconnection in days (for those disconnected this quarter)</b>
British Gas	0	0	0	0
Countrywide Gas	0	0	0	0
EDF Energy	81	53	28	7
npower	298	298	0	8
npower Northern	40	8	32	13
npower Yorkshire	20	14	6	7
Powergen	194	91	103	11
Scottish and Southern	78	37	41	8
Scottish Power	12	12	0	6
Telecom Plus	0	0	0	0
<b>Total</b>	<b>723</b>	<b>513</b>	<b>210</b>	<b>8</b>

**Percentage of Customers Reconnected following Disconnection for Debt  
January - March 2006**

<b>Electricity</b>	<b>24 hours</b>	<b>7 days</b>	<b>1 month</b>	<b>1 quarter</b>
EDF Energy	4%	22%	36%	38%
npower	8%	8%	15%	15%
npower Northern	16%	23%	23%	23%
npower Yorkshire	75%	75%	75%	75%
Powergen	2%	28%	35%	36%
Scottish and Southern	9%	36%	45%	55%
Scottish Power	0%	100%	100%	100%
<b>Total</b>	<b>7%</b>	<b>27%</b>	<b>34%</b>	<b>36%</b>

<b>Gas</b>	<b>24 hours</b>	<b>7 days</b>	<b>1 month</b>	<b>1 quarter</b>
EDF Energy	0%	42%	65%	65%
npower	19%	67%	99%	100%
npower Northern	2%	18%	18%	20%
npower Yorkshire	10%	50%	70%	70%
Powergen	1%	32%	45%	47%
Scottish and Southern	1%	35%	46%	47%
Scottish Power	0%	75%	100%	100%
<b>Total</b>	<b>9%</b>	<b>48%</b>	<b>70%</b>	<b>71%</b>

**Regional Payment Methods  
March 2006**

<b>Electricity Payment Methods</b>	<b>Monthly direct debit</b>	<b>Prepayment meter</b>	<b>Quarterly cash / cheque</b>	<b>Fuel Direct</b>	<b>Budgeting payment schemes</b>	<b>Other</b>	<b>Total</b>
England	9,624,508	2,838,218	8,058,889	14,426	505,567	515,242	21,556,850
	45%	13%	37%	0%	2%	2%	100%
Scotland	1,077,890	457,934	787,984	6,441	115,414	74,554	2,520,217
	43%	18%	31%	0%	5%	3%	100%
Wales	592,366	226,941	461,225	945	48,690	17,971	1,348,138
	44%	17%	34%	0%	4%	1%	100%

<b>Gas Payment Methods</b>	<b>Monthly direct debit</b>	<b>Prepayment meter</b>	<b>Quarterly cash / cheque</b>	<b>Fuel Direct</b>	<b>Budgeting payment schemes</b>	<b>Other</b>	<b>Total</b>
England	8,855,553	1,919,805	6,276,877	19,435	613,671	444,173	18,129,514
	49%	11%	35%	0%	3%	2%	100%
Scotland	938,419	193,307	610,484	5,496	123,356	54,201	1,925,263
	49%	10%	32%	0%	6%	3%	100%
Wales	444,431	140,717	360,384	1,535	50,570	23,265	1,020,902
	44%	14%	35%	0%	5%	2%	100%



**Regional Headlines (Quarterly)**  
**March 2006**

<b>Electricity Headlines</b>	<b>Number of customers in debt</b>	<b>Number of PPM customers in debt</b>	<b>Number of disconnections for debt</b>
England	994,277	354,325	193
Scotland	217,237	80,369	3
Wales	50,796	19,468	17
<b>Great Britain</b>	<b>1,262,310</b>	<b>454,162</b>	<b>213</b>

<b>Gas Headlines</b>	<b>Number of customers in debt</b>	<b>Number of PPM customers in debt</b>	<b>Number of disconnections for debt</b>
England	810,220	414,043	659
Scotland	119,586	37,971	20
Wales	47,510	25,152	44
<b>Great Britain</b>	<b>977,316</b>	<b>477,166</b>	<b>723</b>