

## **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  
September 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	43.6%	18.9%	32.1%	0.0%	3.4%	1.9%	100.0%
Ecotricity	41.9%	0.0%	49.1%	0.0%	0.0%	9.0%	100.0%
EDF Energy	37.7%	16.5%	42.0%	0.1%	0.4%	3.4%	100.0%
Good Energy	43.2%	1.2%	32.0%	0.0%	0.0%	23.6%	100.0%
npower	51.3%	12.5%	32.6%	0.1%	1.2%	2.3%	100.0%
npower Northern	24.9%	13.6%	54.9%	0.1%	3.3%	3.2%	100.0%
npower Yorkshire	35.7%	12.0%	49.3%	0.2%	0.8%	2.1%	100.0%
Powergen	45.7%	9.1%	39.3%	0.0%	3.6%	2.2%	100.0%
Scottish and Southern	48.0%	12.5%	34.6%	0.1%	1.1%	3.8%	100.0%
Scottish Power	50.6%	13.6%	30.1%	0.2%	3.2%	2.2%	100.0%
Telecom Plus	94.9%	0.3%	0.0%	0.0%	0.0%	4.7%	100.0%
<b>Industry</b>	<b>45.0%</b>	<b>13.9%</b>	<b>36.1%</b>	<b>0.1%</b>	<b>2.3%</b>	<b>2.6%</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	39.7%	13.4%	39.2%	0.2%	3.6%	3.9%	100.0%
Countrywide Gas	54.3%	0.5%	43.2%	0.0%	0.0%	2.0%	100.0%
EDF Energy	51.5%	14.0%	31.9%	0.1%	0.5%	2.1%	100.0%
npower	59.1%	9.0%	26.1%	0.1%	4.7%	0.8%	100.0%
npower Northern	48.0%	16.9%	23.4%	0.3%	5.9%	5.6%	100.0%
npower Yorkshire	49.1%	9.6%	26.8%	0.4%	9.4%	4.7%	100.0%
Powergen	57.2%	5.4%	31.2%	0.0%	5.0%	1.2%	100.0%
Scottish and Southern	58.4%	7.6%	30.0%	0.1%	1.5%	2.4%	100.0%
Scottish Power	64.6%	6.0%	25.4%	0.1%	3.0%	0.9%	100.0%
Telecom Plus	95.1%	0.3%	0.0%	0.0%	0.0%	4.6%	100.0%
<b>Industry</b>	<b>49.0%</b>	<b>10.7%</b>	<b>33.9%</b>	<b>0.1%</b>	<b>3.5%</b>	<b>2.8%</b>	<b>100.0%</b>

## Debt by Quarter September 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
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
Q3 2006	0.8	0.5	13%	61%	23%	9%	8%	£194

<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
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
Q2 2006	0.7	0.5	20%	59%	27%	9%	5%	£179
Q3 2006	0.6	0.3	15%	63%	23%	7%	7%	£168

**Debt Repayment  
July - September 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	£3.60	47	£5.80	47
Ecotricity	£11.00	24	£0.00	0
EDF Energy	£3.51	52	£6.61	74
Good Energy	£0.00	0	£0.00	0
npower	£2.00	26	£4.82	103
npower Northern	£8.99	26	£5.53	61
npower Yorkshire	£7.72	56	£6.41	70
Powergen	£5.10	40	£6.39	65
Scottish and Southern	£6.09	41	£6.14	44
Scottish Power	£1.80	52	£4.14	83
Telecom Plus	£7.65	31	£5.00	25
<b>Total</b>	<b>£3.03</b>	<b>48</b>	<b>£5.63</b>	<b>66</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	£3.68	49	£7.00	54
Countrywide Gas	£16.25	25	£0.00	0
EDF Energy	£3.60	53	£7.43	86
npower	£6.13	34	£4.63	77
npower Northern	£6.26	34	£4.10	83
npower Yorkshire	£6.43	53	£4.97	103
Powergen	£4.28	34	£6.07	86
Scottish and Southern	£4.96	42	£5.15	51
Scottish Power	£1.86	52	£5.93	12
Telecom Plus	£8.42	37	£3.70	44
<b>Total</b>	<b>£3.40</b>	<b>48</b>	<b>£6.23</b>	<b>59</b>

**Prepayment Meters  
July - September 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	9,833	7,567	2,266
Ecotricity	0	0	0
EDF Energy	6,615	3,269	3,346
Good Energy	0	0	0
npower	6,201	3,318	2,883
npower Northern	3,517	1,265	2,252
npower Yorkshire	2,559	871	1,688
Powergen	22,848	9,934	12,914
Scottish and Southern	9,766	7,617	2,149
Scottish Power	10,918	9,253	1,665
Telecom Plus	5	5	0
<b>Total</b>	<b>72,262</b>	<b>43,099</b>	<b>29,163</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	35,210	25,250	9,960
Countrywide Gas	0	0	0
EDF Energy	2,393	291	2,102
npower	4,994	3,782	1,212
npower Northern	2,609	2,116	493
npower Yorkshire	1,684	1,403	281
Powergen	6,468	5,304	1,164
Scottish and Southern	5,076	5,014	62
Scottish Power	3,813	3,485	328
Telecom Plus	10	8	2
<b>Total</b>	<b>62,257</b>	<b>46,653</b>	<b>15,604</b>

**Disconnections for Debt  
July - September 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	103	70	33	12
Good Energy	0	0	0	0
npower	95	21	74	8
npower Northern	5	1	4	1
npower Yorkshire	3	2	1	21
Powergen	48	20	28	9
Scottish and Southern	23	8	15	9
Scottish Power	85	47	38	4
Telecom Plus	0	0	0	0
<b>Total</b>	<b>362</b>	<b>169</b>	<b>193</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	161	118	43	12
npower	382	171	211	10
npower Northern	16	12	4	10
npower Yorkshire	22	9	13	9
Powergen	188	88	100	11
Scottish and Southern	172	56	116	14
Scottish Power	171	102	69	11
Telecom Plus	0	0	0	0
<b>Total</b>	<b>1,112</b>	<b>556</b>	<b>556</b>	<b>11</b>

**Percentage of Customers Reconnected following Disconnection for Debt  
July - September 2006**

<b>Electricity</b>	<b>24 hours</b>	<b>7 days</b>	<b>1 month</b>	<b>1 quarter</b>
EDF Energy	21%	49%	62%	68%
npower	5%	15%	22%	22%
npower Northern	20%	20%	20%	20%
npower Yorkshire	0%	0%	67%	67%
Powergen	12%	23%	40%	42%
Scottish and Southern	13%	13%	35%	35%
Scottish Power	38%	48%	54%	55%
<b>Total</b>	<b>19%</b>	<b>33%</b>	<b>44%</b>	<b>47%</b>

<b>Gas</b>	<b>24 hours</b>	<b>7 days</b>	<b>1 month</b>	<b>1 quarter</b>
EDF Energy	8%	47%	67%	73%
npower	3%	27%	42%	45%
npower Northern	19%	19%	25%	75%
npower Yorkshire	27%	32%	36%	41%
Powergen	3%	27%	45%	47%
Scottish and Southern	2%	15%	28%	33%
Scottish Power	23%	40%	53%	60%
<b>Total</b>	<b>8%</b>	<b>30%</b>	<b>45%</b>	<b>50%</b>

**Regional Payment Methods  
September 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	9,826,149	2,877,060	8,003,959	13,215	458,227	562,943	21,741,553
	45%	13%	37%	0%	2%	3%	100%
Scotland	1,110,345	461,446	786,895	5,955	102,926	79,027	2,546,594
	44%	18%	31%	0%	4%	3%	100%
Wales	607,278	225,911	462,441	843	31,703	36,288	1,364,464
	45%	17%	34%	0%	2%	3%	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	9,004,234	1,955,167	6,293,318	21,327	614,875	521,078	18,409,999
	49%	11%	34%	0%	3%	3%	100%
Scotland	951,096	181,763	552,030	6,230	77,461	45,060	1,813,640
	52%	10%	30%	0%	4%	2%	100%
Wales	474,043	142,857	365,523	1,372	42,431	32,872	1,059,098
	45%	13%	35%	0%	4%	3%	100%



**Regional Headlines (Quarterly)  
September 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	1,027,474	366,326	293
Scotland	231,287	86,804	51
Wales	60,592	22,247	18
<b>Great Britain</b>	<b>1,319,353</b>	<b>475,377</b>	<b>362</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	795,300	276,986	976
Scotland	112,330	27,300	97
Wales	52,631	29,283	39
<b>Great Britain</b>	<b>960,261</b>	<b>333,569</b>	<b>1,112</b>