

Monitoring company performance – annual 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/Sustainability/SocAction/Monitoring/SoObMonitor/Documents1/Monitoring%20Suppliers%20Performance%20Guidance.pdf>

You may notice that a data field is left blank. This indicates that the supplier is 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.

For the Priority Services table, Powergen carries out 4x4 meter reads for all customers so does not register any priority customers for quarterly reads. BGT carries out 4x4 meter reads and includes all customers on its register in its quarterly read figures.

Some companies provide combined figures for certain data fields. The words 'elec' or 'gas' indicate the figures are included in the other fuel table.

In the regional headlines table the energy efficiency advice is for gas and electricity combined.

E.ON was formerly known as Powergen until 3rd December 2007.

Debt Repayment 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	£3.58	47	£6.04	50
Ecotricity	£18.00	23	£0.00	0
EDF Energy	£3.54	52	£5.42	69
Good Energy	£0.00	0	£11.00	52
npower	£2.21	22	£4.76	131
npower Northern	£7.66	32	£5.08	57
npower Yorkshire	£8.52	50	£6.42	64
Powergen	£5.23	42	£6.22	67
Scottish and Southern	£5.66	41	£6.10	42
Scottish Power	£2.05	53	£3.84	98
Telecom Plus	£7.70	31	£5.00	60
Total	£3.20	48	£5.54	70

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	46	£7.02	52
Countrywide Gas	£12.94	32	£0.00	0
EDF Energy	£3.37	53	£8.17	92
npower	£5.92	32	£4.50	75
npower Northern	£6.13	37	£3.71	96
npower Yorkshire	£7.43	49	£4.22	114
Powergen	£4.11	46	£6.26	84
Scottish and Southern	£4.92	42	£5.29	52
Scottish Power	£2.12	53	£6.18	12
Telecom Plus	£7.99	33	£4.35	70
Total	£3.47	48	£6.33	58

Prepayment Meters 2006

Electricity	Total number of PPMs installed this year	Total number of PPMs installed this year to recover debt	Total number of PPMs installed this year, requested by customers without a debt	Total number of PPM customers changing to credit terms this year	Total number of PPM customers not in debt that had their request for credit terms refused this year
British Gas	36,672	28,400	8,272	48,444	0
Ecotricity	0	0	0	0	0
EDF Energy	26,321	14,646	11,675	26,082	0
Good Energy	6	3	3	80	0
npower	22,932	12,411	10,521	15,818	0
npower Northern	17,101	5,826	11,275	4,315	0
npower Yorkshire	12,063	5,445	6,618	2,206	0
Powergen	81,795	43,200	38,595	28,250	0
Scottish and Southern	32,621	26,293	6,328	59,468	0
Scottish Power	33,118	28,437	4,681	8,516	0
Telecom Plus	21	19	2	47	0
Total	262,650	164,680	97,970	193,226	0

Gas	Total number of PPMs installed this year	Total number of PPMs installed this year to recover debt	Total number of PPMs installed this year, requested by customers without a debt	Total number of PPM customers changing to credit terms this year	Total number of PPM customers not in debt that had their request for credit terms refused this year
British Gas	131,576	94,921	36,655	55,858	0
Countrywide Gas	0	0	0	0	0
EDF Energy	9,714	4,102	5,612	8,508	0
npower	21,478	11,623	9,855	7,875	0
npower Northern	9,568	7,842	1,726	3,835	0
npower Yorkshire	5,687	4,666	1,021	1,022	0
Powergen	28,548	14,153	14,395	16,859	0
Scottish and Southern	18,186	17,512	674	44,940	0
Scottish Power	14,912	13,680	1,232	1,920	0
Telecom Plus	40	21	19	33	0
Total	239,709	168,520	71,189	140,850	0

Disconnections for Debt 2006

Electricity	Number of customers disconnected for debt this year	Total number of customers reconnected within a quarter (from those disconnected this year)	Total number of customers not reconnected within the quarter they were disconnected (who were disconnected this year)	Average period of disconnection in days (for those disconnected this year)	Number of customers disconnected on a warrant visit	Number of PPMs installed on a warrant visit
British Gas	1	0	1	0	1	2,906
Ecotricity	0	0	0	0	0	0
EDF Energy	313	213	100	11	313	4,125
Good Energy	0	0	0	0	0	0
npower	261	80	181	9	261	3,980
npower Northern	71	28	43	10	71	394
npower Yorkshire	48	31	17	1	48	
Powergen	233	100	133	8	233	4,305
Scottish and Southern	97	45	52	11	86	2,245
Scottish Power	234	143	91	6	234	3,924
Telecom Plus	0	0	0	0	0	0
Total	1,258	640	618	9	1,247	21,879

Gas	Number of customers disconnected for debt this year	Total number of customers reconnected within a quarter (from those disconnected this year)	Total number of customers not reconnected within the quarter they were disconnected (who were disconnected this year)	Average period of disconnection in days (for those disconnected this year)	Number of customers disconnected on a warrant visit	Number of PPMs installed on a warrant visit
British Gas	2	0	2	0	2	6,428
Countrywide Gas	1	0	1	0	1	0
EDF Energy	526	405	121	10	526	1,103
npower	1,386	807	579	8	1,386	1,928
npower Northern	121	66	55	5	121	174
npower Yorkshire	130	72	58	13	130	
Powergen	644	312	332	10	644	1,220
Scottish and Southern	593	265	328	13	585	1,411
Scottish Power	454	292	162	8	454	2,084
Telecom Plus	2	2	0	1	2	2
Total	3,859	2,221	1,638	9	3,851	14,350

Percentage of Customers Reconnected following Disconnection for Debt 2006

Electricity	24 hours	7 days	1 month	1 quarter
British Gas	0%	0%	0%	0%
EDF Energy	18%	47%	64%	68%
npower	14%	26%	30%	31%
npower Northern	24%	37%	38%	39%
npower Yorkshire	31%	38%	42%	65%
Powergen	10%	33%	41%	43%
Scottish and Southern	16%	30%	41%	46%
Scottish Power	41%	52%	58%	61%
Total	21%	39%	47%	51%

Gas	24 hours	7 days	1 month	1 quarter
British Gas	0%	0%	0%	0%
Countrywide Gas	0%	0%	0%	0%
EDF Energy	8%	54%	73%	77%
npower	8%	39%	56%	58%
npower Northern	26%	38%	45%	55%
npower Yorkshire	26%	43%	52%	55%
Powergen	2%	32%	46%	48%
Scottish and Southern	1%	26%	40%	45%
Scottish Power	29%	48%	60%	64%
Telecom Plus	100%	100%	100%	100%
Total	10%	39%	54%	58%

Fuel Direct 2006

Electricity	Number of customers on Fuel Direct	Number of customers on Fuel Direct without a debt
British Gas	3,794	306
Ecotricity	4	0
EDF Energy	1,988	513
Good Energy	0	0
npower	2,851	191
npower Northern	736	57
npower Yorkshire	1,567	211
Powergen	2,048	365
Scottish and Southern	2,863	574
Scottish Power	5,738	1,959
Telecom Plus	0	0
Total	21,589	4,176

Gas	Number of customers on Fuel Direct	Number of customers on Fuel Direct without a debt
British Gas	16,394	2,441
Countrywide Gas	0	0
EDF Energy	882	184
npower	2,456	0
npower Northern	1,079	129
npower Yorkshire	721	68
Powergen	1,108	196
Scottish and Southern	2,095	441
Scottish Power	2,465	530
Telecom Plus	0	0
Total	27,200	3,989

**Priority Services
December 2006**

Electricity	Number of customers on Priority Services Register	Number registered for talking bills	Number registered for Braille / large print bills	Number registered for password schemes	Number registered for third party billing / bill re-direction	Number registered for quarterly	Number of meters repositioned / replaced free of charge this year	Number of special controls / adapters provided free of charge this	Number of customers that used Minicom / textphone
British Gas	228,099	273	4,470	36,812	5,246	228,099	746	872	170
Ecotricity	508	0	3	106	0	0	0	0	0
EDF Energy	150,293	232	5,415	19,822	6,257	0	24	14,684	88
Good Energy	55	0	4	25	0	0	0	0	0
npower	60,430	288	6,465	11,014	657	27,692	62	10,014	13
npower Northern									
npower Yorkshire									
Powergen	148,840	29	4,692	44,046	7,300	0	240	0	434
Scottish and Southern	173,779	341	6,428	6,062	39	0	94	209	2,083
Scottish Power	44,413	28	790	1,594	25	44,413	15	0	1,847
Telecom Plus	3,222	1	2	1,397	0	483	6	1	0
Total	809,639	1,192	28,269	120,878	19,524	300,687	1,187	25,780	4,635

Gas	Number of customers on Priority Services Register	Number registered for talking bills	Number registered for Braille / large print	Number registered for password	Number registered for third party billing / bill re-direction	Number registered for quarterly reads	Number of meters repositioned / replaced free of charge this	Number of special controls / adapters provided free of charge this	Number of customers that used Minicom / textphone	Number of free gas safety checks carried out
British Gas	331,703	726	11,317	102,066	7,675	331,703	1,359	872	170	19,947
Countrywide Gas	81	0	1	14	0	0	0	0	0	6
EDF Energy	41,358	102	1,430	5,257	1,528	0	7	2,998	60	1,330
npower	41,568	179	4,199	8,399	367	17,806	2	8,325	10	5,949
npower Northern										
npower Yorkshire										
Powergen	91,401	26	2,078	30,463	3,498	0	65	11	0	6,027
Scottish and Southern	101,180	228	3,686	3,472	23	0	39	116	1,150	1,328
Scottish Power	23,915	15	426	859	13	23,915	8	0	994	15,704
Telecom Plus	3,222	1	2	1,397	0	483	3	1	0	1
Total	634,428	1,277	23,139	151,927	13,104	373,907	1,483	12,323	2,384	50,292

**Energy Efficiency Advice (Dual Fuel)
2006**

Dual Fuel	Customers provided with energy efficiency advice	Number of customers in debt provided with energy efficiency information	Number of PSR customers provided with energy efficiency information	Referrals to government schemes such as Warm Front or EEC this year
British Gas	14,878	12,792	183	1,007
Countrywide Gas	22	5	0	0
Ecotricity	26	10	0	0
EDF Energy	16,392	6,632	1,424	967
Good Energy	3	0	0	0
npower	60,624	186	1,336	633
npower Northern				
npower Yorkshire				
Powergen	27,450	212	1,150	87
Scottish and Southern	58,239	757	2,189	134
Scottish Power	56,117	14,434	18,000	5,400
Telecom Plus	420	0	0	0
Total	234,171	35,028	24,282	8,228

**Regional Headlines (Annual)
2006**

Electricity Headlines	Number of disconnections for debt	Number of customers on PSR	Energy efficiency advice
England	1,043	704,596	198,684
Scotland	149	74,216	26,360
Wales	66	30,827	9,105
Great Britain	1,258	809,639	234,149

Gas Headlines	Number of disconnections for debt	Number of customers on PSR	Number of free gas safety checks
England	3,355	514,009	35,523
Scotland	326	68,390	11,332
Wales	178	52,029	3,437
Great Britain	3,859	634,428	50,292