

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
December 2006**

Electricity	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
British Gas	43.1%	19.1%	32.5%	0.1%	3.1%	2.1%	100.0%
Ecotricity	42.4%	0.0%	48.4%	0.0%	0.0%	9.2%	100.0%
EDF Energy	37.8%	16.6%	41.8%	0.1%	0.4%	3.3%	100.0%
Good Energy	40.0%	1.1%	31.9%	0.0%	0.0%	27.0%	100.0%
npower	52.1%	12.2%	32.1%	0.1%	1.2%	2.2%	100.0%
npower Northern	25.4%	14.1%	55.4%	0.1%	2.1%	2.9%	100.0%
npower Yorkshire	35.3%	11.8%	46.0%	0.2%	3.4%	3.3%	100.0%
Powergen	45.6%	9.1%	39.6%	0.0%	3.4%	2.2%	100.0%
Scottish and Southern	49.0%	12.3%	33.8%	0.1%	1.1%	3.8%	100.0%
Scottish Power	51.0%	13.6%	29.9%	0.2%	3.1%	2.2%	100.0%
Telecom Plus	94.8%	0.4%	0.0%	0.0%	0.0%	4.7%	100.0%
Industry	45.2%	13.9%	35.9%	0.1%	2.2%	2.7%	100.0%

Gas	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
British Gas	39.1%	13.3%	40.2%	0.2%	3.3%	3.8%	100.0%
Countrywide Gas	52.3%	0.5%	45.0%	0.0%	0.0%	2.1%	100.0%
EDF Energy	51.2%	14.5%	31.7%	0.1%	0.5%	2.0%	100.0%
npower	60.1%	8.6%	25.9%	0.1%	4.5%	0.8%	100.0%
npower Northern	45.1%	17.4%	28.8%	0.2%	3.7%	4.7%	100.0%
npower Yorkshire	48.7%	9.5%	33.0%	0.4%	4.7%	3.6%	100.0%
Powergen	56.7%	5.5%	31.9%	0.0%	4.6%	1.2%	100.0%
Scottish and Southern	58.7%	7.3%	29.3%	0.1%	1.5%	3.1%	100.0%
Scottish Power	64.9%	5.9%	25.4%	0.1%	2.8%	0.9%	100.0%
Telecom Plus	95.0%	0.3%	0.0%	0.0%	0.0%	4.7%	100.0%
Industry	48.9%	10.7%	34.4%	0.1%	3.1%	2.8%	100.0%

Debt by Quarter December 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
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
Q4 2006	0.7	0.5	13%	62%	22%	8%	8%	£196

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
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
Q4 2006	0.5	0.3	14%	65%	20%	7%	8%	£177

**Debt Repayment
October - December 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	£4.00	48	£7.00	47
Ecotricity	£36.00	24	£0.00	0
EDF Energy	£3.53	52	£6.62	80
Good Energy	£0.00	0	£3.01	52
npower	£1.93	17	£4.89	192
npower Northern	£7.46	35	£5.70	62
npower Yorkshire	£8.07	36	£7.02	69
Powergen	£5.49	63	£6.48	73
Scottish and Southern	£6.31	41	£6.05	42
Scottish Power	£1.84	52	£4.31	81
Telecom Plus	£7.00	26	£5.00	25
Total	£3.01	47	£5.92	77

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	£3.76	47	£8.00	54
Countrywide Gas	£13.00	27	£0.00	0
EDF Energy	£3.40	53	£8.03	91
npower	£5.96	35	£4.72	81
npower Northern	£4.08	59	£2.94	99
npower Yorkshire	£7.26	39	£4.44	106
Powergen	£4.11	75	£6.07	92
Scottish and Southern	£5.14	42	£5.18	57
Scottish Power	£1.98	52	£6.27	18
Telecom Plus	£7.00	26	£3.70	44
Total	£3.44	49	£6.87	59

**Prepayment Meters
October - December 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	8,750	6,597	2,153
Ecotricity	0	0	0
EDF Energy	8,369	2,560	5,809
Good Energy	1	1	0
npower	6,537	3,958	2,579
npower Northern	4,031	1,292	2,739
npower Yorkshire	2,961	958	2,003
Powergen	19,391	15,509	3,882
Scottish and Southern	8,017	6,622	1,395
Scottish Power	10,786	9,413	1,373
Telecom Plus	5	5	0
Total	68,848	46,915	21,933

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	32,211	22,311	9,900
Countrywide Gas	0	0	0
EDF Energy	2,221	329	1,892
npower	5,534	2,251	3,283
npower Northern	2,604	1,992	612
npower Yorkshire	1,302	1,047	255
Powergen	3,705	1,964	1,741
Scottish and Southern	4,583	4,065	518
Scottish Power	3,626	3,429	197
Telecom Plus	9	2	7
Total	55,795	37,390	18,405

**Disconnections for Debt
October - December 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	0	0	0	0
Ecotricity	0	0	0	0
EDF Energy	99	68	31	9
Good Energy	0	0	0	0
npower	102	52	50	7
npower Northern	28	14	14	1
npower Yorkshire	41	26	15	1
Powergen	26	14	12	3
Scottish and Southern	37	15	22	9
Scottish Power	124	82	42	5
Telecom Plus	0	0	0	0
Total	457	271	186	6

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	0	0	0	0
Countrywide Gas	0	0	0	0
EDF Energy	166	127	39	9
npower	340	232	108	7
npower Northern	56	38	18	10
npower Yorkshire	68	34	34	1
Powergen	99	58	41	9
Scottish and Southern	187	103	84	13
Scottish Power	241	163	78	6
Telecom Plus	2	2	0	1
Total	1,159	757	402	8

**Percentage of Customers Reconnected following Disconnection for Debt
October - December 2006**

Electricity	24 hours	7 days	1 month	1 quarter
EDF Energy	17%	48%	65%	69%
npower	28%	49%	51%	51%
npower Northern	32%	50%	50%	50%
npower Yorkshire	29%	37%	37%	63%
Powergen	27%	46%	54%	54%
Scottish and Southern	8%	24%	35%	41%
Scottish Power	48%	56%	62%	66%
Total	30%	48%	54%	59%

Gas	24 hours	7 days	1 month	1 quarter
EDF Energy	9%	54%	72%	77%
npower	10%	48%	63%	68%
npower Northern	50%	57%	64%	68%
npower Yorkshire	35%	41%	47%	50%
Powergen	0%	40%	55%	59%
Scottish and Southern	2%	35%	49%	55%
Scottish Power	36%	53%	65%	68%
Telecom Plus	100%	100%	100%	100%
Total	17%	47%	61%	65%

**Regional Payment Methods
December 2006**

Electricity Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	9,828,307	2,869,169	7,964,054	14,511	442,154	579,201	21,697,396
	45%	13%	37%	0%	2%	3%	100%
Scotland	1,168,683	469,076	810,041	6,215	98,674	79,098	2,631,787
	44%	18%	31%	0%	4%	3%	100%
Wales	603,937	225,840	456,438	863	30,601	37,447	1,355,126
	45%	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	8,980,087	1,951,483	6,392,220	20,695	552,291	520,331	18,417,107
	49%	11%	35%	0%	3%	3%	100%
Scotland	955,069	179,646	556,453	5,170	72,252	44,732	1,813,322
	53%	10%	31%	0%	4%	2%	100%
Wales	474,969	141,638	368,423	1,335	39,945	32,504	1,058,814
	45%	13%	35%	0%	4%	3%	100%

Regional Headlines (Quarterly)
December 2006

Electricity Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt
England	934,527	361,058	358
Scotland	216,652	81,643	74
Wales	56,873	22,179	25
Great Britain	1,208,052	464,880	457

Gas Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt
England	646,021	256,730	952
Scotland	99,232	26,293	151
Wales	41,189	24,508	56
Great Britain	786,442	307,531	1,159