

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/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 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.

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

**Payment Methods
March 2007**

Electricity	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
British Gas	43.0%	18.5%	33.2%	0.1%	3.1%	2.2%	100.0%
Ecotricity	42.7%	0.0%	47.3%	0.0%	0.3%	9.7%	100.0%
EDF Energy	38.0%	16.5%	41.7%	0.1%	0.4%	3.4%	100.0%
Electricity Plus Supply Ltd	94.4%	0.4%	0.0%	0.0%	0.0%	5.2%	100.0%
First Utility	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Good Energy	40.9%	1.1%	32.0%	0.0%	0.0%	26.1%	100.0%
npower	53.2%	11.7%	31.4%	0.1%	1.3%	2.3%	100.0%
npower Northern	27.2%	15.8%	50.1%	0.1%	2.3%	4.4%	100.0%
npower Yorkshire	35.6%	11.5%	45.6%	0.2%	3.5%	3.6%	100.0%
Powergen	46.0%	9.0%	39.2%	0.0%	3.4%	2.2%	100.0%
Scottish and Southern	49.5%	12.0%	33.4%	0.1%	1.1%	3.9%	100.0%
Scottish Power	53.0%	13.2%	28.4%	0.2%	3.1%	2.1%	100.0%
Utilita	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Industry	45.7%	13.6%	35.5%	0.1%	2.3%	2.8%	100.0%

Gas	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
British Gas	39.6%	13.4%	40.1%	0.2%	3.3%	3.5%	100.0%
Countrywide Gas	52.4%	0.5%	44.7%	0.0%	0.0%	2.3%	100.0%
EDF Energy	51.1%	14.9%	31.4%	0.1%	0.5%	2.0%	100.0%
First Utility	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Gas Plus Supply Ltd	94.5%	0.4%	0.0%	0.0%	0.0%	5.1%	100.0%
npower	61.3%	7.9%	25.0%	0.2%	4.7%	0.9%	100.0%
npower Northern	44.6%	18.7%	25.4%	0.2%	3.8%	7.3%	100.0%
npower Yorkshire	49.1%	9.3%	32.3%	0.4%	4.9%	4.1%	100.0%
Powergen	57.3%	5.5%	31.2%	0.1%	4.6%	1.2%	100.0%
Scottish and Southern	59.0%	7.3%	28.7%	0.1%	1.5%	3.4%	100.0%
Scottish Power	66.6%	5.8%	23.8%	0.1%	2.8%	0.9%	100.0%
Utilita	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Industry	49.6%	10.7%	33.7%	0.1%	3.1%	2.8%	100.0%

Debt by Quarter March 2007

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
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
Q1 2007	0.8	0.5	15%	60%	24%	8%	8%	£209

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
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
Q1 2007	0.6	0.3	13%	60%	21%	9%	10%	£187

Debt Repayment January - March 2007

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	48	£7.15	47
Ecotricity	£12.00	24	£0.00	0
EDF Energy	£3.88	53	£6.73	85
Electricity Plus Supply Ltd	£7.00	26	£5.00	25
First Utility	£0.00	0	£0.00	0
Good Energy	£0.00	0	£5.37	52
npower	£3.13	25	£4.24	88
npower Northern	£6.90	32	£5.12	35
npower Yorkshire	£6.53	22	£7.17	71
Powergen	£7.83	37	£6.51	90
Scottish and Southern	£6.57	43	£6.53	44
Scottish Power	£2.32	51	£4.53	78
Utilita	£0.00	0	£0.00	0
Total	£3.73	46	£6.03	67

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	£3.87	47	£7.67	54
Countrywide Gas	£13.75	39	£0.00	0
EDF Energy	£3.70	53	£6.15	84
First Utility	£0.00	0	£0.00	0
Gas Plus Supply Ltd	£7.00	26	£3.50	48
npower	£6.52	31	£4.86	88
npower Northern	£6.85	33	£2.52	133
npower Yorkshire	£6.63	22	£4.71	112
Powergen	£7.89	38	£5.52	129
Scottish and Southern	£5.50	43	£5.66	58
Scottish Power	£2.68	51	£6.70	14
Utilita	£0.00	0	£0.00	0
Total	£4.14	47	£6.81	61

**Prepayment Meters
January - March 2007**

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	10,656	9,029	1,627
Ecotricity	0	0	0
EDF Energy	6,146	3,049	3,097
Electricity Plus Supply Ltd	5	3	2
First Utility	0	0	0
Good Energy	1	1	0
npower	6,713	3,707	3,006
npower Northern	2,388	1,959	429
npower Yorkshire	1,820	1,570	250
Powergen	46,286	9,759	36,527
Scottish and Southern	10,635	9,018	1,617
Scottish Power	11,027	9,798	1,229
Utilita	0	0	0
Total	95,677	47,893	47,784

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	38,008	27,755	10,253
Countrywide Gas	0	0	0
EDF Energy	2,661	481	2,180
First Utility	0	0	0
Gas Plus Supply Ltd	6	1	5
npower	7,171	3,035	4,136
npower Northern	2,073	1,763	310
npower Yorkshire	662	618	44
Powergen	2,271	1,669	602
Scottish and Southern	5,354	5,252	102
Scottish Power	3,930	3,552	378
Utilita	0	0	0
Total	62,136	44,126	18,010

**Disconnections for Debt
January - March 2007**

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	71	53	18	7
Electricity Plus Supply Ltd	0	0	0	0
First Utility	0	0	0	0
Good Energy	0	0	0	0
npower	117	45	72	7
npower Northern	34	15	19	13
npower Yorkshire	87	23	64	7
Powergen	49	21	28	3
Scottish and Southern	50	19	31	16
Scottish Power	136	83	53	2
Utilita	0	0	0	0
Total	544	259	285	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	120	78	42	8
First Utility	0	0	0	0
Gas Plus Supply Ltd	2	2	0	2
npower	602	378	224	7
npower Northern	52	25	27	10
npower Yorkshire	57	28	29	13
Powergen	189	78	111	8
Scottish and Southern	162	74	88	11
Scottish Power	205	114	91	4
Utilita	0	0	0	0
Total	1,389	777	612	7

**Percentage of Customers Reconnected following Disconnection for Debt
January - March 2007**

Electricity	24 hours	7 days	1 month	1 quarter
EDF Energy	31%	62%	73%	75%
npower	9%	25%	36%	38%
npower Northern	9%	26%	38%	44%
npower Yorkshire	9%	17%	25%	26%
Powergen	18%	41%	43%	43%
Scottish and Southern	16%	30%	36%	38%
Scottish Power	50%	54%	60%	61%
Total	24%	38%	46%	48%

Gas	24 hours	7 days	1 month	1 quarter
EDF Energy	9%	50%	62%	65%
Gas Plus Supply Ltd	50%	100%	100%	100%
npower	15%	49%	61%	63%
npower Northern	8%	35%	46%	48%
npower Yorkshire	2%	30%	42%	49%
Powergen	2%	29%	40%	41%
Scottish and Southern	12%	31%	44%	46%
Scottish Power	41%	48%	52%	56%
Total	15%	43%	54%	56%

**Regional Payment Methods
March 2007**

Electricity Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	9,985,892	2,827,629	7,821,033	15,151	446,843	606,652	21,703,200
	46%	13%	36%	0%	2%	3%	100%
Scotland	1,193,268	457,838	869,217	5,728	102,373	81,207	2,709,631
	44%	17%	32%	0%	4%	3%	100%
Wales	598,633	222,652	451,426	842	30,819	39,811	1,344,183
	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	9,103,545	1,952,857	6,217,723	23,601	556,348	508,558	18,362,632
	50%	11%	34%	0%	3%	3%	100%
Scotland	980,162	178,510	590,019	3,610	72,442	45,839	1,870,582
	52%	10%	32%	0%	4%	2%	100%
Wales	481,117	138,571	363,721	1,480	38,600	35,292	1,058,781
	45%	13%	34%	0%	4%	3%	100%

Regional Headlines (Quarterly)
March 2007

Electricity Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt
England	1,005,932	424,755	428
Scotland	228,359	78,396	79
Wales	60,339	22,374	37
Great Britain	1,294,630	525,525	544

Gas Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt
England	762,906	252,509	1,210
Scotland	116,749	26,810	121
Wales	37,127	24,089	58
Great Britain	916,782	303,408	1,389