

## **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  
June 2007**

<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	43.1%	18.6%	33.0%	0.1%	2.9%	2.3%	100.0%
Ecotricity	45.1%	0.0%	44.1%	0.0%	0.3%	10.5%	100.0%
EDF Energy	38.5%	16.7%	40.9%	0.1%	0.5%	3.4%	100.0%
Electricity Plus Supply Ltd	94.0%	0.4%	0.1%	0.0%	0.0%	5.5%	100.0%
First Utility	100.0%	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	54.1%	11.2%	30.8%	0.1%	1.3%	2.4%	100.0%
npower Northern	30.0%	15.5%	48.1%	0.1%	2.0%	4.2%	100.0%
npower Yorkshire	35.9%	11.4%	45.3%	0.2%	3.4%	3.7%	100.0%
Powergen	46.6%	8.9%	38.9%	0.1%	3.4%	2.2%	100.0%
Scottish and Southern	49.9%	11.8%	33.2%	0.1%	1.1%	4.0%	100.0%
Scottish Power	54.0%	13.3%	27.5%	0.2%	2.9%	2.1%	100.0%
Utilita	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
<b>Industry</b>	<b>46.2%</b>	<b>13.6%</b>	<b>35.1%</b>	<b>0.1%</b>	<b>2.2%</b>	<b>2.9%</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	40.0%	13.2%	39.9%	0.2%	3.3%	3.5%	100.0%
Countrywide Gas	52.5%	0.5%	44.8%	0.0%	0.0%	2.1%	100.0%
EDF Energy	51.5%	15.2%	30.6%	0.1%	0.6%	2.0%	100.0%
First Utility	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Gas Plus Supply Ltd	94.2%	0.4%	0.1%	0.0%	0.0%	5.3%	100.0%
npower	61.8%	7.7%	24.5%	0.2%	4.8%	1.0%	100.0%
npower Northern	46.0%	18.0%	26.3%	0.2%	3.2%	6.4%	100.0%
npower Yorkshire	49.8%	9.4%	31.3%	0.4%	4.7%	4.4%	100.0%
Powergen	57.9%	5.4%	30.9%	0.1%	4.6%	1.2%	100.0%
Scottish and Southern	59.0%	7.3%	28.6%	0.1%	1.4%	3.6%	100.0%
Scottish Power	67.2%	6.5%	22.8%	0.1%	2.6%	0.9%	100.0%
Utilita	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
<b>Industry</b>	<b>50.0%</b>	<b>10.7%</b>	<b>33.3%</b>	<b>0.1%</b>	<b>3.0%</b>	<b>2.8%</b>	<b>100.0%</b>

# Debt by Quarter June 2007

<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
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
Q2 2007	0.8	0.6	16%	59%	23%	9%	9%	£220

<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
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
Q2 2007	0.7	0.3	15%	58%	27%	8%	7%	£189

## Debt Repayment April - June 2007

<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	£3.59	48	£7.24	47
Ecotricity	£15.50	35	£0.00	0
EDF Energy	£3.82	53	£7.18	83
Electricity Plus Supply Ltd	£4.50	35	£5.00	52
First Utility	£0.00	0	£0.00	0
Good Energy	£0.00	0	£15.00	31
npower	£3.04	28	£5.67	101
npower Northern	£6.63	31	£6.15	63
npower Yorkshire	£6.60	30	£6.25	82
Powergen	£8.24	40	£6.47	155
Scottish and Southern	£6.87	40	£6.65	49
Scottish Power	£2.57	51	£5.14	68
Utilita	£0.00	0	£0.00	0
<b>Total</b>	<b>£3.97</b>	<b>47</b>	<b>£6.37</b>	<b>81</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	£3.92	47	£8.09	54
Countrywide Gas	£12.50	14	£0.00	0
EDF Energy	£4.00	53	£7.75	83
First Utility	£0.00	0	£0.00	0
Gas Plus Supply Ltd	£4.50	40	£3.70	44
npower	£7.19	32	£5.04	90
npower Northern	£6.71	31	£3.01	118
npower Yorkshire	£5.86	27	£4.99	109
Powergen	£8.23	41	£5.83	141
Scottish and Southern	£5.91	41	£5.70	60
Scottish Power	£2.80	51	£7.24	17
Utilita	£0.00	0	£0.00	0
<b>Total</b>	<b>£4.32</b>	<b>47</b>	<b>£7.09</b>	<b>62</b>

**Prepayment Meters  
April - June 2007**

<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	14,771	11,923	2,848
Ecotricity	0	0	0
EDF Energy	6,477	3,180	3,297
Electricity Plus Supply Ltd	1	1	0
First Utility	0	0	0
Good Energy	14	2	12
npower	5,636	2,998	2,638
npower Northern	2,533	2,017	516
npower Yorkshire	1,847	1,645	202
Powergen	47,681	10,223	37,458
Scottish and Southern	10,199	8,294	1,905
Scottish Power	11,738	10,892	846
Utilita	0	0	0
<b>Total</b>	<b>100,897</b>	<b>51,175</b>	<b>49,722</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	40,303	29,662	10,641
Countrywide Gas	0	0	0
EDF Energy	2,723	632	2,091
First Utility	0	0	0
Gas Plus Supply Ltd	19	16	3
npower	5,930	3,623	2,307
npower Northern	2,774	2,492	282
npower Yorkshire	1,847	1,645	202
Powergen	2,183	1,569	614
Scottish and Southern	5,441	5,339	102
Scottish Power	4,472	4,132	340
Utilita	0	0	0
<b>Total</b>	<b>65,692</b>	<b>49,110</b>	<b>16,582</b>

**Disconnections for Debt  
April - June 2007**

<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	89	43	46	13
Electricity Plus Supply Ltd	0	0	0	0
First Utility	0	0	0	0
Good Energy	0	0	0	0
npower	94	40	54	6
npower Northern	22	6	16	4
npower Yorkshire	32	7	25	6
Powergen	79	36	43	8
Scottish and Southern	64	27	37	9
Scottish Power	202	123	79	5
Utilita	0	0	0	0
<b>Total</b>	<b>582</b>	<b>282</b>	<b>300</b>	<b>7</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	206	128	78	7
First Utility	0	0	0	0
Gas Plus Supply Ltd	0	0	0	0
npower	543	305	238	10
npower Northern	33	13	20	6
npower Yorkshire	33	9	24	4
Powergen	153	67	86	10
Scottish and Southern	293	116	177	10
Scottish Power	277	137	140	5
Utilita	0	0	0	0
<b>Total</b>	<b>1,538</b>	<b>775</b>	<b>763</b>	<b>8</b>

**Percentage of Customers Reconnected following Disconnection for Debt  
April - June 2007**

<b>Electricity</b>	<b>24 hours</b>	<b>7 days</b>	<b>1 month</b>	<b>1 quarter</b>
EDF Energy	13%	27%	45%	48%
npower	23%	39%	43%	43%
npower Northern	5%	23%	27%	27%
npower Yorkshire	3%	9%	22%	22%
Powergen	15%	30%	43%	46%
Scottish and Southern	19%	34%	42%	42%
Scottish Power	41%	49%	58%	61%
<b>Total</b>	<b>24%</b>	<b>37%</b>	<b>47%</b>	<b>48%</b>

<b>Gas</b>	<b>24 hours</b>	<b>7 days</b>	<b>1 month</b>	<b>1 quarter</b>
EDF Energy	17%	48%	59%	62%
npower	14%	39%	51%	56%
npower Northern	3%	27%	39%	39%
npower Yorkshire	15%	18%	27%	27%
Powergen	8%	25%	42%	44%
Scottish and Southern	8%	26%	38%	40%
Scottish Power	29%	42%	49%	49%
<b>Total</b>	<b>15%</b>	<b>36%</b>	<b>48%</b>	<b>50%</b>

**Regional Payment Methods  
June 2007**

<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	10,129,100	2,851,327	7,764,618	16,688	434,445	619,723	21,815,901
	46%	13%	36%	0%	2%	3%	100%
Scotland	1,224,178	451,953	861,471	5,884	96,875	83,895	2,724,256
	45%	17%	32%	0%	4%	3%	100%
Wales	609,813	221,966	454,434	894	29,524	39,997	1,356,628
	45%	16%	33%	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	9,238,898	1,964,748	6,186,103	22,905	547,118	518,609	18,478,381
	50%	11%	33%	0%	3%	3%	100%
Scotland	1,000,801	185,263	589,658	3,602	69,631	46,964	1,895,919
	53%	10%	31%	0%	4%	2%	100%
Wales	488,182	139,658	359,805	1,439	36,835	36,536	1,062,455
	46%	13%	34%	0%	3%	3%	100%



**Regional Headlines (Quarterly)**  
**June 2007**

<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	1,044,644	461,450	435
Scotland	232,999	80,808	115
Wales	63,473	23,535	32
<b>Great Britain</b>	<b>1,341,116</b>	<b>565,793</b>	<b>582</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	860,979	277,871	1,311
Scotland	128,075	29,928	171
Wales	47,989	29,173	56
<b>Great Britain</b>	<b>1,037,043</b>	<b>336,972</b>	<b>1,538</b>