

## **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  
December 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	43.0%	18.9%	33.1%	0.1%	2.7%	2.2%	100.0%
Ecotricity	44.5%	0.0%	43.2%	0.0%	0.7%	11.5%	100.0%
EDF Energy	39.4%	16.7%	40.0%	0.1%	0.5%	3.4%	100.0%
Electricity Plus Supply Ltd	93.9%	0.5%	0.1%	0.0%	0.0%	5.5%	100.0%
First Utility	61.5%	0.0%	0.0%	0.0%	0.0%	38.5%	100.0%
Good Energy	38.7%	1.2%	34.2%	0.0%	0.0%	25.9%	100.0%
npower	54.7%	10.9%	30.6%	0.0%	1.2%	2.5%	100.0%
npower Northern	46.4%	15.6%	30.4%	0.1%	2.7%	4.8%	100.0%
npower Yorkshire	36.7%	11.2%	44.9%	0.2%	3.2%	3.8%	100.0%
Powergen	46.8%	9.1%	38.6%	0.1%	3.3%	2.2%	100.0%
Scottish and Southern	50.4%	11.6%	32.7%	0.1%	1.5%	3.8%	100.0%
Scottish Power	54.5%	14.0%	26.7%	0.2%	2.6%	1.9%	100.0%
Utilita	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
<b>Industry</b>	<b>47.1%</b>	<b>13.8%</b>	<b>34.0%</b>	<b>0.1%</b>	<b>2.1%</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	40.2%	13.3%	40.2%	0.1%	3.0%	3.2%	100.0%
Countrywide Gas	55.3%	0.6%	41.1%	0.0%	0.0%	3.0%	100.0%
EDF Energy	52.2%	14.7%	30.5%	0.1%	0.5%	2.0%	100.0%
First Utility	65.1%	0.0%	0.0%	0.0%	0.0%	34.9%	100.0%
Gas Plus Supply Ltd	94.0%	0.5%	0.1%	0.0%	0.0%	5.4%	100.0%
npower	64.6%	7.9%	26.4%	0.2%	0.3%	0.7%	100.0%
npower Northern	50.6%	17.5%	24.8%	0.1%	2.4%	4.5%	100.0%
npower Yorkshire	50.8%	9.8%	30.5%	0.4%	4.3%	4.2%	100.0%
Powergen	57.7%	5.9%	31.1%	0.1%	3.9%	1.3%	100.0%
Scottish and Southern	59.2%	7.3%	28.1%	0.1%	1.7%	3.5%	100.0%
Scottish Power	66.7%	8.2%	21.9%	0.1%	2.2%	0.8%	100.0%
Utilita	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
<b>Industry</b>	<b>50.6%</b>	<b>10.9%</b>	<b>33.3%</b>	<b>0.1%</b>	<b>2.5%</b>	<b>2.6%</b>	<b>100.0%</b>

## Debt by Quarter December 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
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
Q3 2007	0.7	0.6	17%	59%	22%	9%	9%	£223
Q4 2007	0.6	0.7	18%	64%	18%	8%	10%	£224

<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
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
Q3 2007	0.6	0.3	15%	62%	23%	8%	7%	£179
Q4 2007	0.4	0.4	16%	64%	19%	8%	9%	£204

**Debt Repayment  
October - December 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	£3.58	48	£7.35	49
Ecotricity	£20.51	52	£0.00	0
EDF Energy	£3.57	52	£7.02	79
Electricity Plus Supply Ltd	£8.01	54	£4.20	130
First Utility	£5.00	22	£0.00	0
Good Energy	£19.87	9	£0.00	0
npower	£8.41	44	£4.69	59
npower Northern	£6.63	39	£5.87	65
npower Yorkshire	£6.86	46	£5.18	68
Powergen	£7.36	33	£6.83	252
Scottish and Southern	£7.14	40	£6.76	43
Scottish Power	£2.07	53	£8.61	55
Utilita	£0.00	0	£0.00	0
<b>Total</b>	<b>£3.69</b>	<b>49</b>	<b>£6.95</b>	<b>101</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	£3.66	47	£7.04	60
Countrywide Gas	£6.80	40	£0.00	0
EDF Energy	£3.45	53	£6.69	77
First Utility	£0.00	0	£0.00	0
Gas Plus Supply Ltd	£6.18	60	£4.35	140
npower	£13.83	39	£4.75	88
npower Northern	£5.63	39	£2.55	135
npower Yorkshire	£7.19	45	£4.86	115
Powergen	£6.60	33	£6.55	133
Scottish and Southern	£5.67	41	£5.49	46
Scottish Power	£2.20	53	£11.66	26
Utilita	£0.00	0	£0.00	0
<b>Total</b>	<b>£3.95</b>	<b>48</b>	<b>£6.83</b>	<b>65</b>

**Prepayment Meters  
October - December 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	13,347	10,494	2,853
Ecotricity	0	0	0
EDF Energy	6,615	3,143	3,472
Electricity Plus Supply Ltd	15	13	2
First Utility	0	0	0
Good Energy	0	0	0
npower	4,492	4,088	404
npower Northern	3,496	2,930	566
npower Yorkshire	1,606	1,446	160
Powergen	42,395	11,358	31,037
Scottish and Southern	8,442	7,040	1,402
Scottish Power	9,210	7,870	1,340
Utilita	0	0	0
<b>Total</b>	<b>89,618</b>	<b>48,382</b>	<b>41,236</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	42,251	27,564	14,687
Countrywide Gas	0	0	0
EDF Energy	3,500	1,215	2,285
First Utility	0	0	0
Gas Plus Supply Ltd	18	16	2
npower	3,357	1,328	2,029
npower Northern	2,987	2,442	545
npower Yorkshire	494	448	46
Powergen	2,322	1,463	859
Scottish and Southern	4,843	4,436	407
Scottish Power	3,402	3,042	360
Utilita	0	0	0
<b>Total</b>	<b>63,174</b>	<b>41,954</b>	<b>21,220</b>

## Disconnections for Debt October - December 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	153	119	34	6
Electricity Plus Supply Ltd	0	0	0	0
First Utility	0	0	0	0
Good Energy	0	0	0	0
npower	139	43	96	4
npower Northern	53	14	39	5
npower Yorkshire	89	33	56	4
Powergen	224	94	130	6
Scottish and Southern	33	12	21	22
Scottish Power	168	46	122	7
Utilita	0	0	0	0
<b>Total</b>	<b>859</b>	<b>361</b>	<b>498</b>	<b>6</b>

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	274	214	60	7
First Utility	0	0	0	0
Gas Plus Supply Ltd	0	0	0	0
npower	288	197	91	6
npower Northern	102	42	60	4
npower Yorkshire	51	19	32	6
Powergen	293	127	166	9
Scottish and Southern	141	76	65	18
Scottish Power	189	75	114	8
Utilita	0	0	0	0
<b>Total</b>	<b>1,338</b>	<b>750</b>	<b>588</b>	<b>8</b>

**Percentage of Customers Reconnected following Disconnection for Debt  
October - December 2007**

<b>Electricity</b>	<b>24 hours</b>	<b>7 days</b>	<b>1 month</b>	<b>1 quarter</b>
EDF Energy	35%	61%	76%	78%
npower	9%	22%	24%	31%
npower Northern	8%	13%	23%	26%
npower Yorkshire	7%	25%	29%	37%
Powergen	16%	32%	40%	42%
Scottish and Southern	12%	30%	36%	36%
Scottish Power	14%	21%	26%	27%
<b>Total</b>	<b>16%</b>	<b>32%</b>	<b>39%</b>	<b>42%</b>

<b>Gas</b>	<b>24 hours</b>	<b>7 days</b>	<b>1 month</b>	<b>1 quarter</b>
EDF Energy	13%	58%	75%	78%
npower	22%	51%	67%	68%
npower Northern	14%	26%	35%	41%
npower Yorkshire	6%	27%	35%	37%
Powergen	8%	28%	40%	43%
Scottish and Southern	6%	34%	42%	54%
Scottish Power	16%	28%	39%	40%
<b>Total</b>	<b>13%</b>	<b>39%</b>	<b>53%</b>	<b>56%</b>

**Regional Payment Methods  
December 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	10,374,255	2,900,085	7,543,930	14,922	432,856	627,208	21,893,256
	47%	13%	34%	0%	2%	3%	100%
Scotland	1,272,353	471,335	851,815	5,431	88,502	83,873	2,773,309
	46%	17%	31%	0%	3%	3%	100%
Wales	619,791	220,701	445,552	808	37,186	31,471	1,355,509
	46%	16%	33%	0%	3%	2%	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	9,322,170	2,007,886	6,186,058	21,209	438,595	485,522	18,461,440
	50%	11%	34%	0%	2%	3%	100%
Scotland	1,047,140	200,530	607,353	3,503	59,949	45,978	1,964,453
	53%	10%	31%	0%	3%	2%	100%
Wales	492,534	141,277	358,219	1,199	34,671	33,346	1,061,246
	46%	13%	34%	0%	3%	3%	100%



**Regional Headlines (Quarterly)  
December 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	1,034,991	548,014	763
Scotland	183,503	82,487	85
Wales	74,495	23,334	11
<b>Great Britain</b>	<b>1,292,989</b>	<b>653,835</b>	<b>859</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	657,323	318,564	1,192
Scotland	91,563	32,703	102
Wales	36,257	25,006	44
<b>Great Britain</b>	<b>785,143</b>	<b>376,273</b>	<b>1,338</b>