

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 2008**

Electricity	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
British Gas	43.6%	18.8%	32.6%	0.1%	2.7%	2.2%	100.0%
E.ON	47.7%	9.3%	37.5%	0.1%	3.2%	2.2%	100.0%
Ecotricity	45.1%	0.0%	42.0%	0.0%	0.3%	12.5%	100.0%
EDF Energy	38.5%	16.4%	40.3%	0.1%	0.9%	3.8%	100.0%
Electricity Plus Supply Ltd	93.6%	0.6%	0.1%	0.0%	0.0%	5.6%	100.0%
First Utility	47.2%	0.0%	0.0%	0.0%	0.0%	52.8%	100.0%
Good Energy	42.3%	1.0%	32.5%	0.0%	0.1%	24.1%	100.0%
npower	47.8%	12.4%	34.3%	0.1%	2.0%	3.4%	100.0%
Scottish and Southern	51.0%	11.4%	32.3%	0.1%	1.1%	4.3%	100.0%
Scottish Power	55.5%	14.1%	25.8%	0.2%	2.6%	1.9%	100.0%
Utilita	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Industry	47.3%	13.8%	33.7%	0.1%	2.1%	3.0%	100.0%

Gas	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
British Gas	40.8%	13.2%	39.6%	0.1%	3.0%	3.2%	100.0%
Countrywide Gas	56.0%	0.6%	41.0%	0.0%	0.0%	2.4%	100.0%
E.ON	58.5%	6.2%	30.0%	0.1%	4.0%	1.3%	100.0%
EDF Energy	50.4%	14.5%	31.5%	0.1%	1.0%	2.6%	100.0%
First Utility	44.2%	0.0%	0.0%	0.0%	0.0%	55.8%	100.0%
Gas Plus Supply Ltd	93.8%	0.6%	0.1%	0.0%	0.0%	5.4%	100.0%
npower	57.6%	11.1%	27.2%	0.2%	1.5%	2.4%	100.0%
Scottish and Southern	59.8%	7.2%	27.4%	0.1%	1.5%	4.0%	100.0%
Scottish Power	67.3%	8.7%	20.8%	0.1%	2.2%	0.8%	100.0%
Utilita	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Industry	50.9%	10.9%	32.8%	0.1%	2.5%	2.8%	100.0%

Debt by Quarter
March 2008

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 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
Q1 2008	0.7	0.6	17%	64%	19%	7%	10%	£223

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 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
Q1 2008	0.6	0.4	16%	63%	22%	7%	9%	£198

**Debt Repayment
January - March 2008**

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	£3.39	48	£7.40	49
E.ON	£6.23	54	£6.88	102
Ecotricity	£9.63	52	£0.00	0
EDF Energy	£4.09	52	£7.75	85
Electricity Plus Supply Ltd	£8.22	58	£4.80	152
First Utility	£0.00	0	£0.00	0
Good Energy	£18.91	10	£0.00	0
npower	£8.48	42	£5.19	62
Scottish and Southern	£8.08	40	£7.26	44
Scottish Power	£2.26	51	£8.11	81
Utilita	£0.00	0	£0.00	0
Total	£3.58	51	£6.98	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	£3.92	47	£6.77	63
Countrywide Gas	£13.75	29	£0.00	0
E.ON	£5.93	54	£6.87	136
EDF Energy	£4.01	52	£7.06	97
First Utility	£0.00	0	£0.00	0
Gas Plus Supply Ltd	£6.92	65	£3.80	138
npower	£7.63	40	£3.01	143
Scottish and Southern	£6.42	41	£5.98	57
Scottish Power	£2.38	51	£10.74	16
Utilita	£0.00	0	£0.00	0
Total	£3.81	49	£6.36	73

**Prepayment Meters
January - March 2008**

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	13,183	8,900	4,283
E.ON	9,453	6,497	2,956
Ecotricity	0	0	0
EDF Energy	8,976	3,374	5,602
Electricity Plus Supply Ltd	40	27	13
First Utility	0	0	0
Good Energy	0	0	0
npower	9,729	8,605	1,124
Scottish and Southern	9,456	7,526	1,930
Scottish Power	8,741	6,665	2,076
Utilita	0	0	0
Total	59,578	41,594	17,984

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	36,660	26,710	9,950
Countrywide Gas	0	0	0
E.ON	1,668	749	919
EDF Energy	3,070	1,103	1,967
First Utility	0	0	0
Gas Plus Supply Ltd	23	13	10
npower	6,499	5,740	759
Scottish and Southern	5,258	4,701	557
Scottish Power	3,224	2,045	1,179
Utilita	0	0	0
Total	56,402	41,061	15,341

**Disconnections for Debt
January - March 2008**

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
E.ON	152	77	75	4
Ecotricity	0	0	0	0
EDF Energy	186	181	5	6
Electricity Plus Supply Ltd	7	4	3	6
First Utility	0	0	0	0
Good Energy	0	0	0	0
npower	101	49	52	8
Scottish and Southern	31	18	13	18
Scottish Power	252	132	120	7
Utilita	0	0	0	0
Total	729	461	268	7

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
E.ON	198	88	110	8
EDF Energy	305	299	6	2
First Utility	0	0	0	0
Gas Plus Supply Ltd	8	1	7	6
npower	308	167	141	7
Scottish and Southern	104	38	66	12
Scottish Power	184	97	87	7
Utilita	0	0	0	0
Total	1,107	690	417	5

**Percentage of Customers Reconnected following Disconnection for Debt
January - March 2008**

Electricity	24 hours	7 days	1 month	1 quarter
E.ON	20%	43%	51%	51%
EDF Energy	42%	75%	94%	97%
Electricity Plus Supply Ltd	0%	29%	29%	57%
npower	20%	36%	47%	49%
Scottish and Southern	23%	35%	35%	58%
Scottish Power	29%	41%	49%	52%
Total	29%	49%	60%	63%

Gas	24 hours	7 days	1 month	1 quarter
E.ON	10%	31%	42%	44%
EDF Energy	16%	74%	96%	98%
Gas Plus Supply Ltd	12%	12%	12%	12%
npower	14%	38%	53%	54%
Scottish and Southern	14%	25%	35%	37%
Scottish Power	21%	38%	51%	53%
Total	15%	45%	61%	62%

**Regional Payment Methods
March 2008**

Electricity Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	10,534,349	2,929,738	7,589,872	16,362	437,464	663,566	22,171,351
	48%	13%	34%	0%	2%	3%	100%
Scotland	1,289,803	468,665	843,596	5,537	89,530	82,578	2,779,709
	46%	17%	30%	0%	3%	3%	100%
Wales	630,823	222,140	442,606	832	27,713	42,651	1,366,765
	46%	16%	32%	0%	2%	3%	100%

Gas Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	9,451,175	2,013,706	6,150,716	20,849	446,478	512,228	18,595,152
	51%	11%	33%	0%	2%	3%	100%
Scotland	1,065,093	203,240	601,090	3,372	61,827	46,828	1,981,450
	54%	10%	30%	0%	3%	2%	100%
Wales	499,867	141,465	352,388	1,230	32,456	36,695	1,064,101
	47%	13%	33%	0%	3%	3%	100%

Regional Headlines (Quarterly)
March 2008

Electricity Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt
England	1,049,415	535,685	605
Scotland	180,827	71,821	91
Wales	52,817	22,992	33
Great Britain	1,283,059	630,498	729

Gas Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt
England	790,299	313,152	967
Scotland	103,617	32,209	60
Wales	41,382	25,069	80
Great Britain	935,298	370,430	1,107