

## **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 2008**

<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	44.3%	18.5%	32.3%	0.1%	2.6%	2.2%	100.0%
E.ON	48.6%	9.5%	36.6%	0.1%	3.0%	2.2%	100.0%
Ecotricity	45.9%	0.0%	41.5%	0.0%	0.3%	12.4%	100.0%
EDF Energy	38.6%	16.5%	39.6%	0.1%	1.1%	4.0%	100.0%
Electricity Plus Supply Ltd	92.7%	0.8%	0.1%	0.0%	0.0%	6.3%	100.0%
First Utility	52.5%	0.0%	0.0%	0.0%	0.0%	47.5%	100.0%
Good Energy	39.6%	0.5%	33.0%	0.0%	0.3%	26.6%	100.0%
npower	50.1%	12.6%	31.6%	0.1%	2.1%	3.4%	100.0%
Scottish and Southern	51.4%	11.3%	31.9%	0.0%	1.1%	4.4%	100.0%
Scottish Power	55.9%	14.5%	25.2%	0.2%	2.5%	1.8%	100.0%
Utilita	99.5%	0.5%	0.0%	0.0%	0.0%	0.0%	100.0%
<b>Industry</b>	<b>48.1%</b>	<b>13.7%</b>	<b>32.9%</b>	<b>0.1%</b>	<b>2.1%</b>	<b>3.0%</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	41.4%	13.0%	39.2%	0.1%	3.0%	3.2%	100.0%
Countrywide Gas	53.5%	0.7%	43.4%	0.0%	0.0%	2.4%	100.0%
E.ON	59.6%	6.6%	28.8%	0.1%	3.7%	1.2%	100.0%
EDF Energy	50.4%	15.0%	30.4%	0.1%	1.3%	2.9%	100.0%
First Utility	71.7%	0.0%	0.0%	0.0%	0.0%	28.3%	100.0%
Gas Plus Supply Ltd	93.1%	0.9%	0.1%	0.0%	0.0%	6.0%	100.0%
npower	60.2%	11.3%	24.0%	0.2%	1.7%	2.6%	100.0%
Scottish and Southern	59.6%	7.3%	27.4%	0.1%	1.5%	4.2%	100.0%
Scottish Power	67.2%	9.6%	20.1%	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>51.7%</b>	<b>11.0%</b>	<b>31.9%</b>	<b>0.1%</b>	<b>2.5%</b>	<b>2.8%</b>	<b>100.0%</b>

**Debt by Quarter  
June 2008**

<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 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
Q2 2008	0.7	0.6	17%	63%	20%	7%	10%	£223

<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 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
Q2 2008	0.7	0.4	16%	63%	23%	7%	8%	£187

## Debt Repayment April - June 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	£3.50	49	£7.69	49
E.ON	£7.84	40	£6.95	96
Ecotricity	£17.00	52	£0.00	0
EDF Energy	£4.43	52	£7.35	83
Electricity Plus Supply Ltd	£8.45	51	£4.20	145
First Utility	£0.00	0	£0.00	0
Good Energy	£12.23	39	£0.00	0
npower	£9.57	42	£6.09	79
Scottish and Southern	£9.74	39	£7.24	44
Scottish Power	£2.25	52	£7.43	78
Utilita	£0.00	0	£0.00	0
<b>Total</b>	<b>£3.88</b>	<b>50</b>	<b>£7.09</b>	<b>67</b>

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	£4.15	47	£6.30	67
Countrywide Gas	£12.42	27	£0.00	0
E.ON	£7.34	40	£6.56	125
EDF Energy	£4.17	52	£7.41	99
First Utility	£0.00	0	£0.00	0
Gas Plus Supply Ltd	£7.25	56	£4.30	139
npower	£7.87	41	£4.15	123
Scottish and Southern	£7.67	40	£5.55	59
Scottish Power	£2.26	52	£10.33	28
Utilita	£0.00	0	£0.00	0
<b>Total</b>	<b>£4.04</b>	<b>48</b>	<b>£6.24</b>	<b>76</b>

**Prepayment Meters  
April - June 2008**

<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	13,131	8,016	5,115
E.ON	10,878	4,314	6,564
Ecotricity	0	0	0
EDF Energy	7,334	3,359	3,975
Electricity Plus Supply Ltd	59	44	15
First Utility	0	0	0
Good Energy	0	0	0
npower	10,201	8,812	1,389
Scottish and Southern	11,745	9,506	2,239
Scottish Power	7,641	6,617	1,024
Utilita	25	0	25
<b>Total</b>	<b>61,014</b>	<b>40,668</b>	<b>20,346</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	33,598	24,378	9,220
Countrywide Gas	0	0	0
E.ON	7,073	2,492	4,581
EDF Energy	2,984	1,080	1,904
First Utility	0	0	0
Gas Plus Supply Ltd	67	43	24
npower	8,264	7,421	843
Scottish and Southern	6,233	6,161	72
Scottish Power	4,428	4,003	425
Utilita	0	0	0
<b>Total</b>	<b>62,647</b>	<b>45,578</b>	<b>17,069</b>

**Disconnections for Debt  
April - June 2008**

<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
E.ON	159	78	81	5
Ecotricity	0	0	0	0
EDF Energy	361	306	55	8
Electricity Plus Supply Ltd	11	2	9	22
First Utility	0	0	0	0
Good Energy	4	0	4	0
npower	60	14	46	2
Scottish and Southern	42	16	26	6
Scottish Power	323	158	165	6
Utilita	0	0	0	0
<b>Total</b>	<b>960</b>	<b>574</b>	<b>386</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
E.ON	225	99	126	6
EDF Energy	284	208	76	9
First Utility	0	0	0	0
Gas Plus Supply Ltd	39	15	24	5
npower	33	4	29	2
Scottish and Southern	129	52	77	4
Scottish Power	229	118	111	8
Utilita	0	0	0	0
<b>Total</b>	<b>939</b>	<b>496</b>	<b>443</b>	<b>7</b>

**Percentage of Customers Reconnected following Disconnection for Debt  
April - June 2008**

<b>Electricity</b>	<b>24 hours</b>	<b>7 days</b>	<b>1 month</b>	<b>1 quarter</b>
E.ON	33%	42%	48%	49%
EDF Energy	38%	66%	80%	85%
Electricity Plus Supply Ltd	0%	0%	9%	18%
Good Energy	0%	0%	0%	0%
npower	12%	23%	23%	23%
Scottish and Southern	17%	29%	36%	38%
Scottish Power	28%	37%	47%	49%
<b>Total</b>	<b>31%</b>	<b>47%</b>	<b>57%</b>	<b>60%</b>

<b>Gas</b>	<b>24 hours</b>	<b>7 days</b>	<b>1 month</b>	<b>1 quarter</b>
E.ON	13%	32%	43%	44%
EDF Energy	16%	55%	69%	73%
Gas Plus Supply Ltd	0%	13%	36%	38%
npower	6%	12%	12%	12%
Scottish and Southern	24%	36%	40%	40%
Scottish Power	17%	34%	49%	52%
<b>Total</b>	<b>16%</b>	<b>38%</b>	<b>51%</b>	<b>53%</b>

**Regional Payment Methods  
June 2008**

<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	10,721,538	2,926,377	7,378,568	16,172	434,481	673,494	22,150,630
	48%	13%	33%	0%	2%	3%	100%
Scotland	1,314,998	467,307	837,466	5,446	90,619	82,855	2,798,691
	47%	17%	30%	0%	3%	3%	100%
Wales	639,563	226,986	443,538	934	29,404	45,653	1,386,078
	46%	16%	32%	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	9,625,780	2,026,890	5,976,451	20,745	447,451	524,889	18,622,206
	52%	11%	32%	0%	2%	3%	100%
Scotland	1,087,279	205,818	590,972	3,349	62,435	47,824	1,997,677
	54%	10%	30%	0%	3%	2%	100%
Wales	499,496	143,993	342,040	1,272	32,361	37,735	1,056,897
	47%	14%	32%	0%	3%	4%	100%

**Regional Headlines (Quarterly)**  
**June 2008**

<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	1,092,818	518,878	732
Scotland	198,485	72,604	184
Wales	54,089	21,798	44
<b>Great Britain</b>	<b>1,345,392</b>	<b>613,280</b>	<b>960</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	909,876	320,015	746
Scotland	122,438	32,231	100
Wales	48,459	27,472	93
<b>Great Britain</b>	<b>1,080,773</b>	<b>379,718</b>	<b>939</b>