

## **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  
September 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	44.8%	18.3%	32.1%	0.1%	2.5%	2.2%	100.0%
E.ON	49.2%	9.5%	36.2%	0.1%	3.0%	2.1%	100.0%
Ecotricity	44.9%	0.0%	42.7%	0.0%	0.3%	12.1%	100.0%
EDF Energy	38.3%	16.8%	39.8%	0.1%	1.1%	4.0%	100.0%
Electricity Plus Supply Ltd	92.6%	1.1%	0.1%	0.0%	0.0%	6.2%	100.0%
First Utility	45.2%	0.0%	0.0%	0.0%	0.0%	54.8%	100.0%
Good Energy	37.3%	0.3%	32.5%	0.0%	0.0%	29.8%	100.0%
npower	50.9%	12.6%	30.8%	0.1%	1.9%	3.6%	100.0%
Scottish and Southern	51.4%	11.5%	31.5%	0.0%	1.1%	4.4%	100.0%
Scottish Power	57.1%	14.4%	24.3%	0.2%	2.3%	1.7%	100.0%
Utilita	78.5%	18.8%	2.7%	0.0%	0.0%	0.0%	100.0%
<b>Industry</b>	<b>48.6%</b>	<b>13.8%</b>	<b>32.4%</b>	<b>0.1%</b>	<b>2.0%</b>	<b>3.1%</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%	39.3%	0.1%	2.9%	3.1%	100.0%
E.ON	60.1%	6.7%	28.4%	0.1%	3.6%	1.2%	100.0%
EDF Energy	49.5%	15.7%	30.8%	0.1%	1.2%	2.8%	100.0%
First Utility	50.9%	0.0%	0.0%	0.0%	0.0%	49.1%	100.0%
Gas Plus Supply Ltd	92.9%	1.1%	0.1%	0.0%	0.0%	5.8%	100.0%
npower	60.8%	11.3%	23.5%	0.2%	1.4%	2.8%	100.0%
Scottish and Southern	59.2%	7.5%	27.5%	0.1%	1.5%	4.3%	100.0%
Scottish Power	67.9%	10.0%	19.3%	0.1%	1.9%	0.7%	100.0%
Utilita	88.2%	8.0%	3.8%	0.0%	0.0%	0.0%	100.0%
<b>Industry</b>	<b>52.0%</b>	<b>11.1%</b>	<b>31.7%</b>	<b>0.1%</b>	<b>2.4%</b>	<b>2.8%</b>	<b>100.0%</b>

## Debt by Quarter September 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
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
Q3 2008	0.7	0.6	17%	58%	22%	9%	11%	£236

<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
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
Q3 2008	0.6	0.4	17%	60%	24%	9%	8%	£185

**Debt Repayment  
July - September 2008**

<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	£3.63	49	£8.25	50
E.ON	£9.03	51	£7.12	107
Ecotricity	£5.43	52	£0.00	0
EDF Energy	£5.17	52	£7.00	78
Electricity Plus Supply Ltd	£7.94	66	£4.60	162
First Utility	£0.00	0	£0.00	0
Good Energy	£31.46	14	£0.00	0
npower	£9.29	48	£6.01	84
Scottish and Southern	£11.86	39	£7.50	40
Scottish Power	£2.10	52	£10.92	26
Utilita	£0.00	0	£0.00	0
<b>Total</b>	<b>£4.67</b>	<b>51</b>	<b>£7.99</b>	<b>60</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	£3.88	47	£6.11	69
E.ON	£7.97	51	£5.78	112
EDF Energy	£5.22	52	£7.15	96
First Utility	£0.00	0	£0.00	0
Gas Plus Supply Ltd	£5.76	72	£4.85	150
npower	£7.12	48	£4.36	120
Scottish and Southern	£8.00	39	£6.63	63
Scottish Power	£2.16	53	£10.43	38
Utilita	£0.00	0	£0.00	0
<b>Total</b>	<b>£4.26</b>	<b>49</b>	<b>£6.23</b>	<b>77</b>

**Prepayment Meters  
July - September 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	13,022	8,984	4,038
E.ON	12,152	7,626	4,526
Ecotricity	0	0	0
EDF Energy	6,596	3,058	3,538
Electricity Plus Supply Ltd	88	47	41
First Utility	0	0	0
Good Energy	0	0	0
npower	10,635	9,227	1,408
Scottish and Southern	10,705	9,257	1,448
Scottish Power	11,760	10,383	1,377
Utilita	1,007	0	1,007
<b>Total</b>	<b>65,965</b>	<b>48,582</b>	<b>17,383</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	36,985	26,835	10,150
E.ON	4,428	2,220	2,208
EDF Energy	2,923	1,067	1,856
First Utility	0	0	0
Gas Plus Supply Ltd	65	57	8
npower	9,108	7,880	1,228
Scottish and Southern	6,761	6,405	356
Scottish Power	4,239	3,637	602
Utilita	433	0	433
<b>Total</b>	<b>64,942</b>	<b>48,101</b>	<b>16,841</b>

**Disconnections for Debt  
July - September 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	26	22	4	14
Ecotricity	0	0	0	0
EDF Energy	315	208	107	11
Electricity Plus Supply Ltd	9	8	1	9
First Utility	0	0	0	0
Good Energy	7	6	1	7
npower	61	38	23	18
Scottish and Southern	61	17	44	2
Scottish Power	208	121	87	8
Utilita	0	0	0	0
<b>Total</b>	<b>687</b>	<b>420</b>	<b>267</b>	<b>10</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
E.ON	22	11	11	10
EDF Energy	281	207	74	16
First Utility	0	0	0	0
Gas Plus Supply Ltd	18	18	0	11
npower	13	6	7	0
Scottish and Southern	64	17	47	9
Scottish Power	237	127	110	10
Utilita	0	0	0	0
<b>Total</b>	<b>635</b>	<b>386</b>	<b>249</b>	<b>13</b>

**Percentage of Customers Reconnected following Disconnection for Debt  
July - September 2008**

<b>Electricity</b>	<b>24 hours</b>	<b>7 days</b>	<b>1 month</b>	<b>1 quarter</b>
E.ON	38%	58%	73%	85%
EDF Energy	24%	45%	59%	66%
Electricity Plus Supply Ltd	0%	0%	89%	89%
Good Energy	0%	0%	0%	86%
npower	23%	49%	62%	62%
Scottish and Southern	20%	28%	28%	28%
Scottish Power	28%	46%	54%	58%
<b>Total</b>	<b>25%</b>	<b>44%</b>	<b>55%</b>	<b>61%</b>

<b>Gas</b>	<b>24 hours</b>	<b>7 days</b>	<b>1 month</b>	<b>1 quarter</b>
E.ON	9%	32%	45%	50%
EDF Energy	17%	49%	63%	74%
Gas Plus Supply Ltd	0%	0%	100%	100%
npower	38%	46%	46%	46%
Scottish and Southern	3%	19%	25%	27%
Scottish Power	19%	35%	49%	54%
<b>Total</b>	<b>16%</b>	<b>39%</b>	<b>54%</b>	<b>61%</b>

**Regional Payment Methods  
September 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	10,871,598	2,946,414	7,308,408	16,303	413,477	681,133	22,237,333
	49%	13%	33%	0%	2%	3%	100%
Scotland	1,327,292	467,502	828,077	5,293	86,555	81,810	2,796,529
	47%	17%	30%	0%	3%	3%	100%
Wales	617,272	217,416	416,647	902	27,151	44,979	1,324,367
	47%	16%	31%	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	9,699,580	2,047,462	5,949,009	20,601	421,413	522,770	18,660,835
	52%	11%	32%	0%	2%	3%	100%
Scotland	1,092,513	208,594	589,271	3,268	59,483	47,207	2,000,336
	55%	10%	29%	0%	3%	2%	100%
Wales	502,845	146,124	338,215	1,274	31,133	37,142	1,056,733
	48%	14%	32%	0%	3%	4%	100%



**Regional Headlines (Quarterly)  
September 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	1,048,943	526,657	597
Scotland	178,590	70,486	65
Wales	50,547	20,669	25
<b>Great Britain</b>	<b>1,278,080</b>	<b>617,812</b>	<b>687</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	816,739	337,044	547
Scotland	102,076	32,768	47
Wales	46,588	27,139	41
<b>Great Britain</b>	<b>965,403</b>	<b>396,951</b>	<b>635</b>