

## Monitoring company performance – annual 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 is 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.

For the Priority Services table, Powergen carries out 4x4 meter reads for all customers so does not register any priority customers for quarterly reads. BGT carries out 4x4 meter reads and includes all customers on its register in its quarterly read figures.

Some companies provide combined figures for certain data fields. The words 'elec' or 'gas' indicate the figures are included in the other fuel table.

In the regional headlines table the energy efficiency advice is for gas and electricity combined.

E.ON was formerly known as Powergen until 3rd December 2007.

## Debt Repayment 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	£3.47	49	£7.96	50
E.ON	£7.93	50	£6.70	101
Ecotricity	£10.71	52	£0.00	0
EDF Energy	£4.75	52	£7.21	83
Electricity Plus Supply Ltd	£7.76	61	£4.45	166
First Utility	£0.00	0	£0.00	0
Good Energy	£21.81	18	£0.00	0
npower	£8.81	44	£5.85	79
Scottish and Southern	£9.50	39	£7.44	43
Scottish Power	£2.24	52	£8.97	53
Utilita	£0.00	0	£2.00	2
<b>Total</b>	<b>£4.15</b>	<b>51</b>	<b>£7.38</b>	<b>65</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	£3.93	45	£6.17	70
E.ON	£7.16	50	£6.03	118
EDF Energy	£4.54	52	£6.98	94
First Utility	£0.00	0	£0.00	0
Gas Plus Supply Ltd	£6.39	66	£4.33	159
npower	£7.40	43	£3.96	126
Scottish and Southern	£7.26	40	£6.18	61
Scottish Power	£2.31	52	£10.35	27
Utilita	£0.00	0	£2.00	2
<b>Total</b>	<b>£4.04</b>	<b>48</b>	<b>£6.14</b>	<b>77</b>

## Prepayment Meters 2008

Electricity	Total number of PPMs installed this year	Total number of PPMs installed this year to recover debt	Total number of PPMs installed this year, requested by customers without a debt	Total number of PPM customers changing to credit terms this year	Total number of PPM customers not in debt that had their request for credit terms refused this year
British Gas	52,706	36,530	16,176	47,671	0
E.ON	45,452	27,553	17,899	16,664	
Ecotricity	0	0	0	0	0
EDF Energy	29,362	12,297	17,065	37,317	0
Electricity Plus Supply Ltd	219	150	69	629	0
First Utility	0	0	0	0	0
Good Energy	0	0	0	0	0
npower	40,478	35,129	5,349	32,430	0
Scottish and Southern	41,862	34,678	7,184	79,930	0
Scottish Power	38,605	33,053	5,552	5,929	0
Utilita	4,292	0	4,292	0	0
<b>Total</b>	<b>252,976</b>	<b>179,390</b>	<b>73,586</b>	<b>220,570</b>	<b>0</b>

Gas	Total number of PPMs installed this year	Total number of PPMs installed this year to recover debt	Total number of PPMs installed this year, requested by customers without a debt	Total number of PPM customers changing to credit terms this year	Total number of PPM customers not in debt that had their request for credit terms refused this year
British Gas	142,153	103,253	38,900	52,074	0
E.ON	16,063	7,260	8,803	4,339	
EDF Energy	11,985	4,218	7,767	21,462	0
First Utility	0	0	0	0	0
Gas Plus Supply Ltd	191	143	48	234	0
npower	31,760	27,635	4,125	16,933	0
Scottish and Southern	24,380	23,050	1,330	61,096	0
Scottish Power	15,611	12,887	2,724	3,169	0
Utilita	2,871	0	2,871	0	0
<b>Total</b>	<b>245,014</b>	<b>178,446</b>	<b>66,568</b>	<b>159,307</b>	<b>0</b>

## Disconnections for Debt 2008

<b>Electricity</b>	<b>Number of customers disconnected for debt this year</b>	<b>Total number of customers reconnected within a quarter (from those disconnected this year)</b>	<b>Total number of customers not reconnected within the quarter they were disconnected (who were disconnected this year)</b>	<b>Average period of disconnection in days (for those disconnected this year)</b>	<b>Number of customers disconnected on a warrant visit</b>	<b>Number of PPMs installed on a warrant visit</b>
British Gas	3	0	3	0	1	1,006
E.ON	337	177	160	6	337	5,414
Ecotricity	0	0	0	0	0	0
EDF Energy	1,138	842	296	8	1,138	5,456
Electricity Plus Supply Ltd	38	18	20	8	38	116
First Utility	0	0	0	0	0	0
Good Energy	20	15	5	9	17	0
npower	295	143	152	8	283	3,456
Scottish and Southern	175	69	106	12	149	3,992
Scottish Power	885	480	405	6	885	5,448
Utilita	0	0	0	0	0	0
<b>Total</b>	<b>2,891</b>	<b>1,744</b>	<b>1,147</b>	<b>7</b>	<b>2,848</b>	<b>24,888</b>

<b>Gas</b>	<b>Number of customers disconnected for debt this year</b>	<b>Total number of customers reconnected within a quarter (from those disconnected this year)</b>	<b>Total number of customers not reconnected within the quarter they were disconnected (who were disconnected this year)</b>	<b>Average period of disconnection in days (for those disconnected this year)</b>	<b>Number of customers disconnected on a warrant visit</b>	<b>Number of PPMs installed on a warrant visit</b>
British Gas	8	1	7	0	4	5,578
E.ON	445	198	247	6	445	1,649
EDF Energy	975	759	216	10	975	3,383
First Utility	0	0	0	0	0	0
Gas Plus Supply Ltd	77	46	31	7	76	104
npower	360	180	180	2	360	2,921
Scottish and Southern	335	121	214	8	289	3,673
Scottish Power	799	437	362	8	799	2,425
Utilita	0	0	0	0	0	0
<b>Total</b>	<b>2,999</b>	<b>1,742</b>	<b>1,257</b>	<b>8</b>	<b>2,948</b>	<b>19,733</b>

## Percentage of Customers Reconnected following Disconnection for Debt 2008

Electricity	24 hours	7 days	1 month	1 quarter
British Gas	0%	0%	0%	0%
E.ON	28%	44%	51%	53%
EDF Energy	32%	55%	69%	74%
Electricity Plus Supply Ltd	0%	5%	39%	47%
Good Energy	0%	0%	45%	75%
npower	21%	39%	47%	48%
Scottish and Southern	18%	30%	34%	39%
Scottish Power	29%	42%	51%	54%
<b>Total</b>	<b>28%</b>	<b>46%</b>	<b>56%</b>	<b>60%</b>

Gas	24 hours	7 days	1 month	1 quarter
British Gas	0%	0%	12%	12%
E.ON	11%	32%	43%	44%
EDF Energy	16%	56%	72%	78%
Gas Plus Supply Ltd	1%	8%	58%	60%
npower	15%	36%	49%	50%
Scottish and Southern	16%	28%	35%	36%
Scottish Power	20%	37%	52%	55%
<b>Total</b>	<b>16%</b>	<b>41%</b>	<b>55%</b>	<b>58%</b>

## Fuel Direct 2008

Electricity	Number of customers on Fuel Direct	Number of customers on Fuel Direct without a debt
British Gas	5,622	1,799
E.ON	2,465	581
Ecotricity	5	0
EDF Energy	2,221	628
Electricity Plus Supply Ltd	0	0
First Utility	0	0
Good Energy	0	0
npower	4,341	576
Scottish and Southern	2,480	1,834
Scottish Power	5,002	2,719
Utilita	0	0
<b>Total</b>	<b>22,136</b>	<b>8,137</b>

Gas	Number of customers on Fuel Direct	Number of customers on Fuel Direct without a debt
British Gas	13,580	5,177
E.ON	1,533	362
EDF Energy	1,125	317
First Utility	0	0
Gas Plus Supply Ltd	0	0
npower	3,571	538
Scottish and Southern	2,017	1,544
Scottish Power	2,448	616
Utilita	0	0
<b>Total</b>	<b>24,274</b>	<b>8,554</b>

**Priority Services  
December 2008**

<b>Electricity</b>	Number of customers on Priority Services Register	Number registered for talking bills	Number registered for Braille / large print bills	Number registered for password schemes	Number registered for third party billing / bill re-direction	Number registered for quarterly	Number of meters repositioned / replaced free of charge this year	Number of special controls / adapters provided free of charge this	Number of customers that used Minicom / textphone
British Gas	177,327	154	4,208	34,644	4,578	173,994	154	0	153
E.ON	314,263	15	5,875	51,766	12,734	0	193	0	453
Ecotricity	234	0	5	76	0	173	0	0	0
EDF Energy	197,173	232	6,163	280	0	0	0	0	15
Electricity Plus Supply Ltd	10,768	2	6	1,671	0	608	0	0	3
First Utility	0	0	0	0	0	0	0	0	0
Good Energy	10	0	0	10	0	0	0	0	0
npower	70,931	280	5,484	9,815	1,815	15,936	3	0	45
Scottish and Southern	294,510	546	11,574	13,312	40	0	165	0	4,438
Scottish Power	50,564	153	2,157	5,603	30	20,785	31	0	62
Utilita	198	0	2	50	0	0	0	0	0
<b>Total</b>	<b>1,108,978</b>	<b>1,382</b>	<b>35,474</b>	<b>117,227</b>	<b>19,197</b>	<b>211,496</b>	<b>546</b>	<b>0</b>	<b>5,169</b>

<b>Gas</b>	Number of customers on Priority Services Register	Number registered for talking bills	Number registered for Braille / large print	Number registered for password	Number registered for third party billing / bill re-direction	Number registered for quarterly reads	Number of meters repositioned / replaced free of charge this	Number of special controls / adapters provided free of charge this	Number of customers that used Minicom / textphone	Number of free gas safety checks carried out
British Gas	258,515	413	9,407	85,071	6,488	241,255	812	0	173	9,648
E.ON	234,293	14	2,918	40,035	6,833	0	80	0	0	6,833
EDF Energy	70,418	112	2,241	132	0	0	0	0	17	0
First Utility	0	0	0	0	0	0	0	0	0	0
Gas Plus Supply Ltd	3,768	2	6	1,671	0	608	0	0	3	7
npower	44,381	163	2,642	6,619	903	9,880	2	0		6,754
Scottish and Southern	189,747	407	7,841	10,041	20	0	65	0	4,438	968
Scottish Power	27,226	83	1,161	3,017	16	11,191	16	0	0	19,519
Utilita	198	0	2	50	0	0	0	0	0	5
<b>Total</b>	<b>828,546</b>	<b>1,194</b>	<b>26,218</b>	<b>146,636</b>	<b>14,260</b>	<b>262,934</b>	<b>975</b>	<b>0</b>	<b>4,631</b>	<b>43,734</b>

## Energy Efficiency Advice (Dual Fuel) 2008

<b>Dual Fuel</b>	<b>Customers provided with energy efficiency advice</b>	<b>Number of customers in debt provided with energy efficiency information</b>	<b>Number of PSR customers provided with energy efficiency information</b>	<b>Referrals to government schemes such as Warm Front or EEC this year</b>
British Gas	21,779	24,943	376	1,365
E.ON	18,812	1,442	1,323	506
Ecotricity	35	101	0	0
EDF Energy	17,547	9,906	1,535	1,673
Electricity Plus Supply Ltd	1,651	9	7	5
First Utility	0	0	0	0
Gas Plus Supply Ltd	1,651	9	7	5
Good Energy	13	0	4	0
npower	27,805	7,303	8,132	238
Scottish and Southern	74,845	917	1,533	281
Scottish Power	52,712	11,815	17,993	2,609
Utilita	4,825	0	100	0
<b>Total</b>	<b>221,675</b>	<b>56,445</b>	<b>31,010</b>	<b>6,682</b>



**Regional Headlines (Annual)  
2008**

<b>Electricity Headlines</b>	<b>Number of disconnections for debt</b>	<b>Number of customers on PSR</b>	<b>Energy efficiency advice</b>
England	2,395	951,968	167,867
Scotland	368	100,310	40,606
Wales	128	56,700	11,551
<b>Great Britain</b>	<b>2,891</b>	<b>1,108,978</b>	<b>220,024</b>

<b>Gas Headlines</b>	<b>Number of disconnections for debt</b>	<b>Number of customers on PSR</b>	<b>Number of free gas safety checks</b>
England	2,519	711,287	33,329
Scotland	248	74,588	9,131
Wales	232	42,671	1,274
<b>Great Britain</b>	<b>2,999</b>	<b>828,546</b>	<b>43,734</b>