

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 2008**

Electricity	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
British Gas	45.0%	17.9%	32.6%	0.1%	2.4%	2.1%	100.0%
E.ON	49.5%	9.6%	35.9%	0.1%	1.5%	3.5%	100.0%
Ecotricity	47.1%	0.0%	40.4%	0.0%	0.7%	11.8%	100.0%
EDF Energy	38.2%	16.8%	39.8%	0.1%	1.1%	4.1%	100.0%
Electricity Plus Supply Ltd	91.9%	1.4%	0.2%	0.0%	0.0%	6.5%	100.0%
First Utility	54.8%	0.0%	0.0%	0.0%	0.0%	45.2%	100.0%
Good Energy	38.6%	0.1%	35.5%	0.0%	0.0%	25.7%	100.0%
npower	51.3%	12.7%	30.6%	0.1%	1.8%	3.5%	100.0%
Scottish and Southern	51.0%	11.4%	31.8%	0.0%	1.2%	4.6%	100.0%
Scottish Power	57.4%	14.6%	23.9%	0.2%	2.2%	1.6%	100.0%
Utilita	44.1%	55.9%	0.0%	0.0%	0.0%	0.0%	100.0%
Industry	48.7%	13.7%	32.5%	0.1%	1.7%	3.3%	100.0%

Gas	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
British Gas	41.0%	12.8%	40.4%	0.1%	2.7%	2.9%	100.0%
E.ON	60.3%	7.0%	27.9%	0.1%	1.9%	2.7%	100.0%
EDF Energy	48.9%	15.8%	31.3%	0.1%	1.1%	2.8%	100.0%
First Utility	55.1%	0.0%	0.0%	0.0%	0.0%	44.9%	100.0%
Gas Plus Supply Ltd	92.2%	1.4%	0.2%	0.0%	0.0%	6.3%	100.0%
npower	61.3%	11.2%	23.4%	0.1%	1.3%	2.7%	100.0%
Scottish and Southern	58.6%	7.6%	27.9%	0.1%	1.5%	4.4%	100.0%
Scottish Power	67.9%	10.4%	19.1%	0.1%	1.8%	0.7%	100.0%
Utilita	54.1%	42.0%	4.0%	0.0%	0.0%	0.0%	100.0%
Industry	51.9%	11.0%	32.1%	0.1%	2.1%	2.9%	100.0%

Debt by Quarter December 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
Q4 2007	0.6	0.7	18%	64%	18%	8%	10%	£224
Q1 2008	0.7	0.6	17%	58%	23%	9%	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
Q4 2008	0.7	0.6	17%	60%	20%	9%	11%	£230

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
Q4 2007	0.4	0.4	16%	64%	19%	8%	9%	£204
Q1 2008	0.6	0.4	16%	59%	24%	8%	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
Q4 2008	0.4	0.4	15%	63%	20%	8%	9%	£193

**Debt Repayment
October - December 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	£3.35	48	£8.35	50
E.ON	£8.63	54	£5.86	100
Ecotricity	£10.79	52	£0.00	0
EDF Energy	£5.31	52	£6.74	87
Electricity Plus Supply Ltd	£6.46	72	£4.20	205
First Utility	£0.00	0	£0.00	0
Good Energy	£33.65	12	£0.00	0
npower	£7.08	47	£6.13	90
Scottish and Southern	£8.90	39	£7.76	45
Scottish Power	£2.34	52	£9.40	27
Utilita	£0.00	0	£0.00	0
Total	£4.67	51	£7.51	63

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	£3.78	45	£5.51	81
E.ON	£7.38	56	£4.90	100
EDF Energy	£4.76	52	£6.28	84
First Utility	£0.00	0	£0.00	0
Gas Plus Supply Ltd	£5.65	72	£4.40	210
npower	£6.25	47	£4.22	127
Scottish and Southern	£7.35	40	£6.40	64
Scottish Power	£2.43	53	£9.89	26
Utilita	£0.00	0	£0.00	0
Total	£4.15	49	£5.75	83

**Prepayment Meters
October - December 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	13,370	10,630	2,740
E.ON	12,969	9,116	3,853
Ecotricity	0	0	0
EDF Energy	6,456	2,506	3,950
Electricity Plus Supply Ltd	32	32	0
First Utility	0	0	0
Good Energy	0	0	0
npower	9,913	8,485	1,428
Scottish and Southern	9,956	8,389	1,567
Scottish Power	10,463	9,388	1,075
Utilita	3,260	0	3,260
Total	66,419	48,546	17,873

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	34,910	25,330	9,580
E.ON	3,094	1,799	1,295
EDF Energy	3,008	968	2,040
First Utility	0	0	0
Gas Plus Supply Ltd	36	30	6
npower	7,889	6,594	1,295
Scottish and Southern	6,128	5,783	345
Scottish Power	3,720	3,202	518
Utilita	2,438	0	2,438
Total	61,223	43,706	17,517

Disconnections for Debt October - December 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	3	0	3	0
E.ON	0	0	0	0
Ecotricity	0	0	0	0
EDF Energy	276	147	129	8
Electricity Plus Supply Ltd	11	4	7	8
First Utility	0	0	0	0
Good Energy	9	9	0	11
npower	73	42	31	4
Scottish and Southern	41	18	23	9
Scottish Power	102	69	33	5
Utilita	0	0	0	0
Total	515	289	226	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	8	1	7	12
E.ON	0	0	0	0
EDF Energy	105	45	60	14
First Utility	0	0	0	0
Gas Plus Supply Ltd	12	12	0	9
npower	6	3	3	0
Scottish and Southern	38	14	24	9
Scottish Power	149	95	54	8
Utilita	0	0	0	0
Total	318	170	148	10

**Percentage of Customers Reconnected following Disconnection for Debt
October - December 2008**

Electricity	24 hours	7 days	1 month	1 quarter
British Gas	0%	0%	0%	0%
EDF Energy	28%	41%	48%	53%
Electricity Plus Supply Ltd	0%	0%	36%	36%
Good Energy	0%	0%	100%	100%
npower	27%	49%	56%	58%
Scottish and Southern	15%	32%	39%	44%
Scottish Power	34%	53%	64%	68%
Total	27%	42%	52%	56%

Gas	24 hours	7 days	1 month	1 quarter
British Gas	0%	0%	12%	12%
EDF Energy	13%	30%	36%	43%
Gas Plus Supply Ltd	0%	0%	100%	100%
npower	33%	50%	50%	50%
Scottish and Southern	16%	26%	34%	37%
Scottish Power	26%	46%	59%	64%
Total	19%	36%	49%	53%

**Regional Payment Methods
December 2008**

Electricity Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	10,923,712	2,946,850	7,339,824	16,075	340,020	741,110	22,307,591
	49%	13%	33%	0%	2%	3%	100%
Scotland	1,338,932	467,536	832,316	5,162	81,800	82,601	2,808,347
	48%	17%	30%	0%	3%	3%	100%
Wales	618,760	215,805	415,538	899	24,574	47,575	1,323,151
	47%	16%	31%	0%	2%	4%	100%

Gas Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	9,696,509	2,040,217	6,044,688	19,807	362,072	543,070	18,706,363
	52%	11%	32%	0%	2%	3%	100%
Scotland	1,168,561	233,649	672,311	3,509	60,794	52,846	2,191,670
	53%	11%	31%	0%	3%	2%	100%
Wales	426,615	121,936	264,115	958	23,383	32,796	869,803
	49%	14%	30%	0%	3%	4%	100%

Regional Headlines (Quarterly)
December 2008

Electricity Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt
England	1,043,840	517,707	461
Scotland	165,536	65,927	28
Wales	45,800	19,428	26
Great Britain	1,255,176	603,062	515

Gas Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt
England	683,458	312,143	259
Scotland	90,670	33,409	41
Wales	28,501	18,227	18
Great Britain	802,629	363,779	318