

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 2009**

Electricity	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
British Gas	45.5%	17.7%	32.2%	0.1%	2.5%	2.1%	100.0%
E.ON	49.8%	9.9%	35.0%	0.1%	1.6%	3.6%	100.0%
Ecotricity	47.8%	0.0%	39.6%	0.0%	0.6%	12.0%	100.0%
EDF Energy	39.3%	17.0%	38.3%	0.1%	1.2%	4.1%	100.0%
Electricity Plus Supply Ltd	91.0%	1.7%	0.5%	0.0%	0.0%	6.9%	100.0%
First Utility	76.1%	0.0%	0.0%	0.0%	0.0%	23.9%	100.0%
Good Energy	36.1%	0.0%	35.6%	0.0%	0.0%	28.4%	100.0%
npower	52.2%	12.6%	29.5%	0.1%	1.8%	3.8%	100.0%
Scottish and Southern	51.3%	11.1%	31.5%	0.0%	1.3%	4.7%	100.0%
Scottish Power	57.6%	14.7%	22.2%	0.2%	3.7%	1.6%	100.0%
Utilita	22.9%	73.3%	3.8%	0.0%	0.0%	0.0%	100.0%
Industry	49.2%	13.7%	31.6%	0.1%	1.9%	3.4%	100.0%

Gas	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
British Gas	41.5%	12.6%	39.9%	0.2%	2.8%	3.0%	100.0%
E.ON	60.7%	7.6%	26.8%	0.1%	2.1%	2.8%	100.0%
EDF Energy	49.3%	15.9%	30.1%	0.1%	1.5%	3.1%	100.0%
First Utility	76.2%	0.0%	0.0%	0.0%	0.0%	23.8%	100.0%
Gas Plus Supply Ltd	91.6%	1.5%	0.3%	0.0%	0.0%	6.6%	100.0%
npower	62.1%	11.4%	21.8%	0.1%	1.5%	3.1%	100.0%
Scottish and Southern	58.7%	7.5%	27.6%	0.1%	1.5%	4.6%	100.0%
Scottish Power	68.1%	10.4%	17.2%	0.1%	3.5%	0.7%	100.0%
Utilita	22.9%	73.3%	3.8%	0.0%	0.0%	0.0%	100.0%
Industry	52.3%	11.0%	31.1%	0.1%	2.3%	3.1%	100.0%

Debt by Quarter
March 2009

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 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
Q1 2009	0.8	0.5	14%	54%	25%	11%	10%	£252

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 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
Q1 2009	0.7	0.3	12%	45%	32%	14%	8%	£241

**Debt Repayment
January - March 2009**

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	£5.86	43	£8.92	52
E.ON	£8.95	58	£5.45	121
Ecotricity	£7.70	52	£0.00	0
EDF Energy	£6.25	51	£7.26	104
Electricity Plus Supply Ltd	£7.33	90	£4.80	504
First Utility	£20.83	31	£0.00	0
Good Energy	£22.30	12	£0.00	0
npower	£8.09	46	£6.60	95
Scottish and Southern	£9.93	39	£8.19	50
Scottish Power	£2.92	52	£9.66	22
Utilita	£47.00	26	£0.00	0
Total	£5.66	49	£7.70	74

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	£6.93	44	£8.15	53
E.ON	£8.18	59	£4.86	116
EDF Energy	£6.33	50	£7.07	126
First Utility	£2.50	24	£0.00	0
Gas Plus Supply Ltd	£7.08	90	£4.50	467
npower	£9.01	45	£4.23	127
Scottish and Southern	£9.30	39	£6.80	50
Scottish Power	£3.15	52	£9.38	15
Utilita	£32.00	26	£10.00	15
Total	£6.28	48	£7.06	73

**Prepayment Meters
January - March 2009**

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	14,408	13,731	677
E.ON	16,220	10,038	6,182
Ecotricity	0	0	0
EDF Energy	7,713	5,950	1,763
Electricity Plus Supply Ltd	155	62	93
First Utility	0	0	0
Good Energy	0	0	0
npower	11,079	9,810	1,269
Scottish and Southern	9,760	8,528	1,232
Scottish Power	8,612	7,710	902
Utilita	3,500	0	3,500
Total	71,447	55,829	15,618

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	33,691	20,191	13,500
E.ON	4,651	3,213	1,438
EDF Energy	4,029	3,276	753
First Utility	0	0	0
Gas Plus Supply Ltd	130	58	72
npower	9,515	8,427	1,088
Scottish and Southern	5,864	5,602	262
Scottish Power	4,910	4,524	386
Utilita	1,500	2	1,498
Total	64,290	45,293	18,997

**Disconnections for Debt
January - March 2009**

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	6	2	4	5
E.ON	0	0	0	0
Ecotricity	0	0	0	0
EDF Energy	351	200	151	5
Electricity Plus Supply Ltd	31	9	22	12
First Utility	4	4	0	1
Good Energy	7	2	5	7
npower	0	0	0	0
Scottish and Southern	16	2	14	9
Scottish Power	42	23	19	5
Utilita	0	0	0	0
Total	457	242	215	5

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	6	0	6	0
E.ON	0	0	0	0
EDF Energy	75	43	32	7
First Utility	0	0	0	0
Gas Plus Supply Ltd	45	7	38	15
npower	0	0	0	0
Scottish and Southern	7	2	5	9
Scottish Power	94	49	45	6
Utilita	0	0	0	0
Total	227	101	126	7

**Percentage of Customers Reconnected following Disconnection for Debt
January - March 2009**

Electricity	24 hours	7 days	1 month	1 quarter
British Gas	0%	17%	17%	33%
EDF Energy	27%	48%	56%	57%
Electricity Plus Supply Ltd	0%	16%	23%	29%
First Utility	75%	100%	100%	100%
Good Energy	14%	29%	29%	29%
Scottish and Southern	6%	6%	12%	12%
Scottish Power	36%	45%	52%	55%
Total	25%	44%	51%	53%

Gas	24 hours	7 days	1 month	1 quarter
British Gas	0%	0%	0%	0%
EDF Energy	13%	43%	55%	57%
Gas Plus Supply Ltd	0%	7%	11%	16%
Scottish and Southern	0%	0%	29%	29%
Scottish Power	27%	39%	52%	52%
Total	15%	32%	43%	44%

**Regional Payment Methods
March 2009**

Electricity Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	11,069,518	2,957,709	7,155,519	16,446	392,438	765,522	22,357,152
	50%	13%	32%	0%	2%	3%	100%
Scotland	1,351,870	468,563	804,305	5,143	95,501	83,858	2,809,240
	48%	17%	29%	0%	3%	3%	100%
Wales	624,266	215,929	406,773	947	27,177	49,010	1,324,102
	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	9,813,580	2,054,633	5,887,690	20,397	410,263	575,805	18,762,368
	52%	11%	31%	0%	2%	3%	100%
Scotland	1,177,781	234,938	649,185	3,650	70,145	55,779	2,191,478
	54%	11%	30%	0%	3%	3%	100%
Wales	431,886	121,828	256,713	995	24,624	34,617	870,663
	50%	14%	29%	0%	3%	4%	100%

Regional Headlines (Quarterly)
March 2009

Electricity Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt
England	1,054,219	423,248	430
Scotland	174,881	55,718	14
Wales	47,598	16,826	13
Great Britain	1,276,698	495,792	457

Gas Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt
England	832,974	242,511	195
Scotland	115,060	26,408	21
Wales	31,662	16,992	11
Great Britain	979,696	285,911	227