

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 2009**

Electricity	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
British Gas	45.9%	17.9%	30.9%	0.1%	4.7%	0.5%	100.0%
E.ON	50.6%	10.2%	34.5%	0.1%	1.2%	3.5%	100.0%
Ecotricity	48.7%	0.0%	39.0%	0.0%	0.4%	11.9%	100.0%
EDF Energy	40.3%	17.1%	37.2%	0.1%	1.2%	4.1%	100.0%
Electricity Plus Supply Ltd	90.5%	1.8%	0.6%	0.0%	0.0%	7.1%	100.0%
First Utility	70.1%	0.0%	0.0%	0.0%	0.0%	29.9%	100.0%
Good Energy	41.9%	0.0%	32.0%	0.0%	0.0%	26.1%	100.0%
npower	52.6%	12.9%	28.8%	0.1%	1.7%	3.9%	100.0%
Scottish and Southern	51.5%	11.2%	31.1%	0.0%	1.1%	4.9%	100.0%
Scottish Power	57.9%	15.1%	20.2%	0.2%	4.9%	1.6%	100.0%
Utilita	14.8%	81.5%	3.7%	0.0%	0.0%	0.0%	100.0%
Industry	49.8%	14.0%	30.6%	0.1%	2.5%	3.1%	100.0%

Gas	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
British Gas	41.5%	12.8%	38.3%	0.2%	6.2%	1.0%	100.0%
E.ON	61.1%	7.9%	26.2%	0.1%	1.9%	2.7%	100.0%
EDF Energy	50.3%	15.9%	29.0%	0.1%	1.6%	3.2%	100.0%
First Utility	77.1%	0.0%	0.0%	0.0%	0.0%	22.9%	100.0%
Gas Plus Supply Ltd	91.2%	1.6%	0.4%	0.0%	0.0%	6.8%	100.0%
npower	62.4%	12.0%	20.8%	0.1%	1.4%	3.3%	100.0%
Scottish and Southern	58.7%	7.6%	27.2%	0.1%	1.4%	5.0%	100.0%
Scottish Power	68.4%	11.0%	15.1%	0.1%	4.7%	0.8%	100.0%
Utilita	14.8%	81.5%	3.7%	0.0%	0.0%	0.0%	100.0%
Industry	52.6%	11.3%	29.9%	0.1%	3.8%	2.3%	100.0%

Debt by Quarter June 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
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
Q2 2009	0.8	0.5	13%	54%	24%	11%	11%	£248

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
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
Q2 2009	0.8	0.3	13%	47%	29%	15%	9%	£253

Debt Repayment April - June 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	£5.91	44	£8.73	56
E.ON	£8.86	58	£5.46	120
Ecotricity	£13.25	52	£3.00	430
EDF Energy	£6.06	52	£8.32	91
Electricity Plus Supply Ltd	£5.54	78	£4.20	459
First Utility	£0.00	0	£0.00	0
Good Energy	£22.49	12	£0.00	0
npower	£8.50	48	£6.95	90
Scottish and Southern	£11.38	40	£8.75	49
Scottish Power	£3.44	52	£9.68	18
Utilita	£150.00	26	£20.00	31
Total	£5.86	50	£8.00	71

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	£6.13	44	£7.98	51
E.ON	£8.09	58	£4.94	116
EDF Energy	£6.44	51	£7.43	110
First Utility	£0.00	0	£0.00	0
Gas Plus Supply Ltd	£4.33	78	£4.30	523
npower	£8.69	47	£5.52	101
Scottish and Southern	£10.66	40	£7.77	49
Scottish Power	£3.05	52	£9.45	25
Utilita	£35.00	26	£0.00	0
Total	£5.92	48	£7.38	68

**Prepayment Meters
April - June 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	18,553	17,745	808
E.ON	15,208	9,934	5,274
Ecotricity	8	8	0
EDF Energy	14,769	9,090	5,679
Electricity Plus Supply Ltd	156	126	30
First Utility	0	0	0
Good Energy	0	0	0
npower	13,651	12,109	1,542
Scottish and Southern	12,620	11,397	1,223
Scottish Power	8,721	8,231	490
Utilita	50	12	38
Total	83,736	68,652	15,084

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	30,868	27,897	2,971
E.ON	5,449	3,807	1,642
EDF Energy	6,381	5,454	927
First Utility	0	0	0
Gas Plus Supply Ltd	94	80	14
npower	13,865	12,444	1,421
Scottish and Southern	8,379	8,123	256
Scottish Power	6,188	5,946	242
Utilita	35	0	35
Total	71,259	63,751	7,508

Disconnections for Debt
April - June 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	1	0	1	0
E.ON	0	0	0	0
Ecotricity	0	0	0	0
EDF Energy	523	319	204	6
Electricity Plus Supply Ltd	21	7	14	8
First Utility	0	0	0	0
Good Energy	11	3	8	21
npower	52	32	20	6
Scottish and Southern	64	13	51	6
Scottish Power	123	69	54	11
Utilita	0	0	0	0
Total	795	443	352	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	9	0	9	0
E.ON	0	0	0	0
EDF Energy	120	48	72	10
First Utility	0	0	0	0
Gas Plus Supply Ltd	43	6	37	10
npower	21	4	17	0
Scottish and Southern	44	12	32	1
Scottish Power	335	149	186	11
Utilita	0	0	0	0
Total	572	219	353	10

**Percentage of Customers Reconnected following Disconnection for Debt
April - June 2009**

Electricity	24 hours	7 days	1 month	1 quarter
British Gas	0%	0%	0%	0%
EDF Energy	24%	46%	59%	61%
Electricity Plus Supply Ltd	0%	0%	24%	33%
Good Energy	0%	18%	18%	27%
npower	23%	48%	60%	62%
Scottish and Southern	9%	14%	20%	20%
Scottish Power	24%	35%	50%	56%
Total	22%	40%	53%	56%

Gas	24 hours	7 days	1 month	1 quarter
British Gas	0%	0%	0%	0%
EDF Energy	9%	28%	37%	40%
Gas Plus Supply Ltd	0%	0%	14%	14%
npower	5%	14%	19%	19%
Scottish and Southern	23%	27%	27%	27%
Scottish Power	15%	29%	40%	44%
Total	13%	25%	35%	38%

**Regional Payment Methods
June 2009**

Electricity Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	11,174,552	3,003,563	6,935,993	18,246	508,263	688,919	22,329,536
	50%	13%	31%	0%	2%	3%	100%
Scotland	1,364,833	476,794	769,137	5,308	119,651	74,798	2,810,521
	49%	17%	27%	0%	4%	3%	100%
Wales	628,647	218,271	394,915	1,001	30,979	49,039	1,322,852
	48%	17%	30%	0%	2%	4%	100%

Gas Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	9,844,142	2,097,470	5,647,306	23,145	691,605	429,434	18,733,102
	53%	11%	30%	0%	4%	2%	100%
Scotland	1,180,155	242,688	617,557	4,013	105,214	39,210	2,188,837
	54%	11%	28%	0%	5%	2%	100%
Wales	435,842	124,219	247,497	1,119	29,881	33,175	871,733
	50%	14%	28%	0%	3%	4%	100%

Regional Headlines (Quarterly)
June 2009

Electricity Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt
England	1,053,213	420,279	758
Scotland	182,080	55,639	24
Wales	54,806	17,794	13
Great Britain	1,290,099	493,712	795

Gas Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt
England	962,867	278,584	457
Scotland	132,538	30,281	91
Wales	47,329	22,471	24
Great Britain	1,142,734	331,336	572