

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 2009**

Electricity	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
British Gas	46.2%	17.9%	30.6%	0.1%	4.6%	0.6%	100.0%
E.ON	51.1%	9.7%	34.1%	0.1%	1.5%	3.5%	100.0%
Ecotricity	48.8%	0.1%	38.7%	0.0%	0.6%	11.7%	100.0%
EDF Energy	41.6%	17.2%	36.0%	0.1%	1.2%	4.0%	100.0%
Electricity Plus Supply Ltd	89.8%	2.0%	0.7%	0.0%	0.0%	7.5%	100.0%
First Utility	76.8%	0.0%	0.0%	0.0%	0.0%	23.2%	100.0%
Good Energy	41.4%	0.0%	33.1%	0.0%	0.0%	25.5%	100.0%
npower	52.6%	13.3%	28.6%	0.1%	1.7%	3.7%	100.0%
Scottish and Southern	51.2%	11.4%	31.1%	0.1%	1.1%	5.1%	100.0%
Scottish Power	58.2%	15.5%	19.1%	0.2%	5.8%	1.3%	100.0%
Utilita	14.8%	81.5%	3.7%	0.0%	0.0%	0.0%	100.0%
Industry	50.1%	14.0%	30.2%	0.1%	2.6%	3.1%	100.0%

Gas	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
British Gas	41.7%	13.0%	38.1%	0.2%	5.9%	1.1%	100.0%
E.ON	61.1%	8.4%	25.9%	0.1%	1.9%	2.7%	100.0%
EDF Energy	51.5%	16.2%	27.8%	0.1%	1.4%	2.9%	100.0%
First Utility	80.9%	0.0%	0.0%	0.0%	0.0%	19.1%	100.0%
Gas Plus Supply Ltd	90.6%	1.8%	0.5%	0.0%	0.0%	7.1%	100.0%
npower	62.3%	12.4%	20.8%	0.1%	1.3%	3.0%	100.0%
Scottish and Southern	58.2%	8.0%	27.1%	0.1%	1.4%	5.2%	100.0%
Scottish Power	68.6%	11.4%	13.9%	0.1%	5.2%	0.8%	100.0%
Utilita	14.8%	81.5%	3.7%	0.0%	0.0%	0.0%	100.0%
Industry	52.7%	11.6%	29.5%	0.1%	3.7%	2.3%	100.0%

Debt by Quarter September 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
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
Q3 2009	0.8	0.5	14%	56%	21%	11%	12%	£258

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
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
Q3 2009	0.8	0.4	14%	50%	25%	14%	10%	£247

**Debt Repayment
July - September 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	£5.81	44	£9.31	56
E.ON	£8.62	61	£5.33	125
Ecotricity	£17.00	47	£3.00	401
EDF Energy	£5.80	52	£8.67	82
Electricity Plus Supply Ltd	£6.64	95	£3.20	349
First Utility	£14.71	27	£0.00	0
Good Energy	£26.34	22	£0.00	0
npower	£7.48	52	£6.92	91
Scottish and Southern	£12.94	39	£8.77	50
Scottish Power	£2.08	52	£10.10	19
Utilita	£35.00	24	£0.00	0
Total	£5.34	49	£8.45	67

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	£6.62	43	£9.31	56
E.ON	£7.18	60	£4.91	124
EDF Energy	£6.27	52	£7.39	96
First Utility	£0.00	0	£0.00	0
Gas Plus Supply Ltd	£6.05	90	£3.23	353
npower	£6.53	54	£6.76	84
Scottish and Southern	£10.73	40	£7.89	64
Scottish Power	£2.20	52	£13.26	51
Utilita	£32.00	29	£0.00	0
Total	£6.17	46	£8.48	71

**Prepayment Meters
July - September 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	17,634	16,749	885
E.ON	11,828	4,140	7,688
Ecotricity	31	31	0
EDF Energy	12,817	9,752	3,065
Electricity Plus Supply Ltd	256	143	113
First Utility	0	0	0
Good Energy	0	0	0
npower	13,830	12,061	1,769
Scottish and Southern	15,303	13,819	1,484
Scottish Power	7,331	6,997	334
Utilita	0	0	0
Total	79,030	63,692	15,338

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	25,554	22,756	2,798
E.ON	5,262	3,151	2,111
EDF Energy	7,431	6,211	1,220
First Utility	0	0	0
Gas Plus Supply Ltd	217	121	96
npower	13,364	11,707	1,657
Scottish and Southern	9,394	9,214	180
Scottish Power	5,457	5,302	155
Utilita	0	0	0
Total	66,679	58,462	8,217

**Disconnections for Debt
July - September 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	9	0	9	0
E.ON	0	0	0	0
Ecotricity	0	0	0	0
EDF Energy	319	221	98	8
Electricity Plus Supply Ltd	5	2	3	5
First Utility	0	0	0	0
Good Energy	6	1	5	3
npower	111	53	58	4
Scottish and Southern	59	15	44	9
Scottish Power	127	75	52	7
Utilita	0	0	0	0
Total	636	367	269	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	14	0	14	0
E.ON	0	0	0	0
EDF Energy	173	101	72	11
First Utility	0	0	0	0
Gas Plus Supply Ltd	23	8	15	10
npower	39	15	24	2
Scottish and Southern	35	11	24	8
Scottish Power	329	207	122	10
Utilita	0	0	0	0
Total	613	342	271	10

**Percentage of Customers Reconnected following Disconnection for Debt
July - September 2009**

Electricity	24 hours	7 days	1 month	1 quarter
British Gas	0%	0%	0%	0%
EDF Energy	29%	50%	63%	69%
Electricity Plus Supply Ltd	0%	40%	40%	40%
Good Energy	0%	17%	17%	17%
npower	31%	44%	48%	48%
Scottish and Southern	15%	20%	24%	25%
Scottish Power	26%	45%	55%	59%
Total	27%	44%	54%	58%

Gas	24 hours	7 days	1 month	1 quarter
British Gas	0%	0%	0%	0%
EDF Energy	12%	38%	53%	58%
Gas Plus Supply Ltd	0%	13%	35%	35%
npower	13%	31%	38%	38%
Scottish and Southern	9%	17%	31%	31%
Scottish Power	26%	43%	57%	63%
Total	19%	37%	51%	56%

**Regional Payment Methods
September 2009**

Electricity Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	11,252,883	3,014,024	6,840,657	17,825	524,645	691,896	22,341,930
	50%	13%	31%	0%	2%	3%	100%
Scotland	1,376,650	485,412	753,590	5,089	130,999	66,994	2,818,734
	49%	17%	27%	0%	5%	2%	100%
Wales	625,555	220,607	389,351	1,084	31,735	50,028	1,318,360
	47%	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	9,885,559	2,150,759	5,597,543	21,918	672,498	435,822	18,764,099
	53%	11%	30%	0%	4%	2%	100%
Scotland	1,184,268	251,899	608,197	3,837	104,816	40,344	2,193,361
	54%	11%	28%	0%	5%	2%	100%
Wales	438,076	130,534	244,213	1,139	29,260	33,666	876,888
	50%	15%	28%	0%	3%	4%	100%

**Regional Headlines (Quarterly)
September 2009**

Electricity Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt
England	1,042,750	430,238	606
Scotland	172,675	54,254	24
Wales	53,529	18,139	6
Great Britain	1,268,954	502,631	636

Gas Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt
England	950,087	311,104	500
Scotland	124,751	30,938	87
Wales	48,262	22,994	26
Great Britain	1,123,100	365,036	613