

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 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	£5.70	48	£8.97	56
E.ON	£8.72	60	£5.34	124
Ecotricity	£15.96	50	£3.21	363
EDF Energy	£5.52	39	£8.27	93
Electricity Plus Supply Ltd	£6.43	86	£3.84	414
First Utility	£16.55	28	£0.00	0
Good Energy	£22.80	16	£0.00	0
npower	£7.88	48	£6.76	93
Scottish and Southern	£11.19	39	£8.52	49
Scottish Power	£2.45	52	£9.96	18
Utilita	£25.00	25	£0.00	0
Total	£5.18	51	£8.00	72

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	£6.76	49	£8.58	55
E.ON	£7.72	59	£4.81	121
EDF Energy	£5.81	41	£7.27	108
First Utility	£8.75	31	£0.00	0
Gas Plus Supply Ltd	£5.70	86	£3.82	424
npower	£8.01	48	£5.77	96
Scottish and Southern	£10.02	40	£7.68	52
Scottish Power	£2.67	52	£11.00	28
Utilita	£12.50	35	£0.00	0
Total	£5.86	50	£7.76	70

Prepayment Meters 2009

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	67,011	63,626	3,385	40,886	0
E.ON	52,009	34,987	17,022	2,775	4,570
Ecotricity	67	67	0	0	0
EDF Energy	46,366	32,993	13,373	41,822	0
Electricity Plus Supply Ltd	851	535	316	121	0
First Utility	0	0	0	0	0
Good Energy	0	0	0	0	0
npower	49,523	43,351	6,172	28,131	0
Scottish and Southern	50,662	45,229	5,433	63,872	0
Scottish Power	30,007	28,101	1,906	5,140	0
Utilita	3,550	12	3,538	0	0
Total	300,046	248,901	51,145	182,747	4,570

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	112,217	90,504	21,713	49,031	0
E.ON	21,007	13,949	7,058	3,214	0
EDF Energy	23,608	19,352	4,256	26,734	0
First Utility	0	0	0	0	0
Gas Plus Supply Ltd	727	439	288	101	0
npower	46,669	40,889	5,780	25,814	0
Scottish and Southern	31,442	30,135	1,307	44,947	0
Scottish Power	20,114	19,178	936	2,690	0
Utilita	1,535	2	1,533	0	0
Total	257,319	214,448	42,871	152,531	0

Disconnections for Debt 2009

Electricity	Number of customers disconnected for debt this year	Total number of customers reconnected within a quarter (from those disconnected this year)	Total number of customers not reconnected within the quarter they were disconnected (who were disconnected this year)	Average period of disconnection in days (for those disconnected this year)	Number of customers disconnected on a warrant visit	Number of PPMs installed on a warrant visit
British Gas	17	2	15	1	14	5,463
E.ON	1	1	0	1	1	1,694
Ecotricity	5	0	5	0	5	19
EDF Energy	1,588	980	608	6	1,588	25,918
Electricity Plus Supply Ltd	57	18	39	6	57	357
First Utility	4	4	0	0	0	0
Good Energy	24	6	18	8	10	0
npower	163	85	78	3	163	5,412
Scottish and Southern	156	39	117	9	155	3,390
Scottish Power	418	260	158	158	418	8,592
Utilita	0	0	0	0	0	0
Total	2,433	1,395	1,038	34	2,411	50,845

Gas	Number of customers disconnected for debt this year	Total number of customers reconnected within a quarter (from those disconnected this year)	Total number of customers not reconnected within the quarter they were disconnected (who were disconnected this year)	Average period of disconnection in days (for those disconnected this year)	Number of customers disconnected on a warrant visit	Number of PPMs installed on a warrant visit
British Gas	37	0	37	0	25	8,361
E.ON	0	0	0	0	0	138
EDF Energy	474	249	225	9	474	15,435
First Utility	0	0	0	0	0	0
Gas Plus Supply Ltd	111	21	90	9	80	234
npower	61	19	42	1	61	3,876
Scottish and Southern	98	29	69	6	98	2,598
Scottish Power	1,013	580	433	10	1,013	4,251
Utilita	0	0	0	0	0	0
Total	1,794	898	896	9	1,751	34,893

Percentage of Customers Reconnected following Disconnection for Debt 2009

Electricity	24 hours	7 days	1 month	1 quarter
British Gas	0%	6%	6%	12%
E.ON	100%	100%	100%	100%
Ecotricity	0%	0%	0%	0%
EDF Energy	27%	49%	59%	62%
Electricity Plus Supply Ltd	0%	12%	25%	32%
First Utility	75%	100%	100%	100%
Good Energy	4%	21%	21%	25%
npower	28%	45%	52%	52%
Scottish and Southern	14%	19%	24%	25%
Scottish Power	28%	43%	55%	62%
Total	26%	44%	54%	57%

Gas	24 hours	7 days	1 month	1 quarter
British Gas	0%	0%	0%	0%
EDF Energy	11%	37%	48%	53%
Gas Plus Supply Ltd	0%	5%	17%	19%
npower	10%	25%	31%	31%
Scottish and Southern	14%	21%	30%	30%
Scottish Power	23%	39%	52%	57%
Total	17%	34%	46%	50%

Fuel Direct 2009

Electricity	Number of customers on Fuel Direct	Number of customers on Fuel Direct without a debt
British Gas	8,043	5,909
E.ON	3,037	659
Ecotricity	4	0
EDF Energy	2,708	619
Electricity Plus Supply Ltd	0	0
First Utility	0	0
Good Energy	0	0
npower	4,195	718
Scottish and Southern	3,374	517
Scottish Power	4,684	2,632
Utilita	0	0
Total	26,045	11,054

Gas	Number of customers on Fuel Direct	Number of customers on Fuel Direct without a debt
British Gas	16,583	12,658
E.ON	1,911	422
EDF Energy	1,427	330
First Utility	0	0
Gas Plus Supply Ltd	0	0
npower	3,672	824
Scottish and Southern	2,986	424
Scottish Power	2,477	1,098
Utilita	0	0
Total	29,056	15,756

**Priority Services
December 2009**

Electricity	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	221,751	179	8,546	43,305	5,723	109	193	0	37
E.ON	566,824	13	7,006	46,094	15,895	0	110	0	313
Ecotricity	225	0	9	76	0	225	0	0	0
EDF Energy	226,082	252	6,570	357	6,174	0	0	0	58
Electricity Plus Supply Ltd	16,139	2	7	1,957	0	643	0	0	5
First Utility	31	0	1	0	0	0	0	0	0
Good Energy	10	0	0	7	0	0	0	0	0
npower	89,882	307	6,812	8,317	3,451	29,094	20	0	61
Scottish and Southern	350,896	678	13,820	15,912	37	0	83	0	28
Scottish Power	49,421	51	334	1,847	2,418	9,998	31	0	20
Utilita	5	0	5	0	0	0	1	0	0
Total	1,511,266	1,482	43,110	117,872	33,698	40,069	438	0	522

Gas	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	328,791	266	12,670	108,040	8,240	161	1,031	0	54	8,543
E.ON	386,269	11	3,641	36,107	8,713	0	60	0	0	4,824
EDF Energy	87,061	127	2,544	173	1,726	0	0	0	17	1,885
First Utility	31	0	1	0	0	0	0	0	0	0
Gas Plus Supply Ltd	4,339	2	7	1,957	0	643	0	0	4	2
npower	55,840	172	3,460	5,471	1,754	16,946	17	0	38	5,940
Scottish and Southern	238,483	506	9,845	12,491	20	0	64	0	16	865
Scottish Power	31,844	51	334	880	1,419	5,634	31	0	20	17,851
Utilita	5	0	5	0	0	0	1	0	0	0
Total	1,132,663	1,135	32,507	165,119	21,872	23,384	1,204	0	149	39,910

Energy Efficiency Advice (Dual Fuel) 2009

Dual Fuel	Customers provided with energy efficiency advice	Number of customers in debt provided with energy efficiency information	Number of PSR customers provided with energy efficiency information	Referrals to government schemes such as Warm Front or EEC this year
British Gas	29,778	27,834	420	1,523
E.ON	12,411	773	862	191
Ecotricity	272	97	39	0
EDF Energy	41,553	9,261	23,269	1,520
Electricity Plus Supply Ltd	1,000	7	3	2
First Utility	0	0	0	0
Gas Plus Supply Ltd	1,000	7	3	2
Good Energy	0	0	0	0
npower	38,859	9,706	88,881	972
Scottish and Southern	69,678	945	1,580	290
Scottish Power	38,397	10,470	13,753	1
Utilita	41	19	0	0
Total	232,989	59,119	128,810	4,501

Regional Headlines (Annual) 2009

Electricity Headlines	Number of disconnections for debt	Number of customers on PSR	Energy efficiency advice
England	2,305	1,313,521	181,803
Scotland	79	125,563	37,091
Wales	49	72,182	13,095
Great Britain	2,433	1,511,266	231,989

Gas Headlines	Number of disconnections for debt	Number of customers on PSR	Number of free gas safety checks
England	1,453	986,541	29,151
Scotland	269	92,030	9,005
Wales	72	54,092	1,754
Great Britain	1,794	1,132,663	39,910