

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 2009**

Electricity	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
British Gas	46.0%	18.0%	30.4%	0.1%	4.5%	1.0%	100.0%
E.ON	51.1%	10.7%	33.4%	0.1%	1.3%	3.4%	100.0%
Ecotricity	49.1%	0.2%	38.2%	0.0%	0.7%	11.7%	100.0%
EDF Energy	44.2%	17.1%	33.7%	0.1%	1.1%	3.9%	100.0%
Electricity Plus Supply Ltd	89.9%	2.1%	0.7%	0.0%	0.0%	7.4%	100.0%
First Utility	93.1%	0.0%	0.0%	0.0%	0.0%	6.9%	100.0%
Good Energy	40.5%	0.0%	33.6%	0.0%	0.0%	25.9%	100.0%
npower	52.6%	13.4%	28.6%	0.1%	1.7%	3.7%	100.0%
Scottish and Southern	51.3%	11.5%	30.8%	0.1%	1.1%	5.2%	100.0%
Scottish Power	58.7%	15.9%	18.2%	0.2%	5.7%	1.3%	100.0%
Utilita	14.5%	82.1%	3.5%	0.0%	0.0%	0.0%	100.0%
Industry	50.4%	14.3%	29.5%	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	41.6%	13.1%	38.0%	0.2%	5.7%	1.4%	100.0%
E.ON	61.1%	8.9%	25.7%	0.1%	1.6%	2.6%	100.0%
EDF Energy	53.8%	16.1%	26.2%	0.1%	1.2%	2.7%	100.0%
First Utility	92.6%	0.0%	0.0%	0.0%	0.0%	7.4%	100.0%
Gas Plus Supply Ltd	90.7%	1.9%	0.4%	0.0%	0.0%	7.0%	100.0%
npower	62.2%	12.4%	21.0%	0.2%	1.3%	2.9%	100.0%
Scottish and Southern	58.0%	8.2%	27.0%	0.1%	1.4%	5.3%	100.0%
Scottish Power	68.9%	12.0%	13.0%	0.1%	5.1%	0.8%	100.0%
Utilita	14.5%	82.1%	3.5%	0.0%	0.0%	0.0%	100.0%
Industry	52.9%	11.8%	29.3%	0.1%	3.5%	2.5%	100.0%

Debt by Quarter December 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
Q4 2008	0.5	0.6	17%	56%	22%	10%	13%	£256
Q1 2009	0.6	0.5	14%	51%	26%	12%	11%	£274
Q2 2009	0.7	0.5	13%	51%	25%	12%	12%	£267
Q3 2009	0.7	0.5	14%	53%	22%	11%	13%	£276
Q4 2009	0.5	0.5	14%	54%	22%	11%	13%	£277

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 2008	0.4	0.4	15%	61%	20%	9%	10%	£209
Q1 2009	0.6	0.3	12%	43%	32%	16%	9%	£258
Q2 2009	0.7	0.3	13%	45%	29%	16%	9%	£270
Q3 2009	0.7	0.4	14%	49%	25%	15%	11%	£254
Q4 2009	0.4	0.4	14%	48%	24%	15%	13%	£287

**Debt Repayment
October - December 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	£5.78	49	£9.00	50
E.ON	£8.46	62	£5.11	129
Ecotricity	£25.92	51	£3.59	259
EDF Energy	£4.32	35	£8.81	93
Electricity Plus Supply Ltd	£6.20	80	£3.18	345
First Utility	£0.00	0	£0.00	0
Good Energy	£20.08	17	£0.00	0
npower	£6.74	50	£6.57	98
Scottish and Southern	£11.23	40	£8.26	48
Scottish Power	£2.14	52	£10.39	11
Utilita	£12.50	25	£0.00	0
Total	£4.75	49	£8.03	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	£6.52	49	£9.00	61
E.ON	£7.46	60	£4.56	131
EDF Energy	£4.42	39	£7.20	100
First Utility	£15.00	38	£0.00	0
Gas Plus Supply Ltd	£5.37	85	£3.25	355
npower	£5.35	52	£6.28	86
Scottish and Southern	£9.60	40	£7.94	46
Scottish Power	£2.30	52	£11.19	22
Utilita	£10.50	35	£0.00	0
Total	£5.34	50	£7.97	71

**Prepayment Meters
October - December 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	16,416	15,401	1,015
E.ON	8,753	7,327	1,426
Ecotricity	28	28	0
EDF Energy	11,067	8,201	2,866
Electricity Plus Supply Ltd	284	204	80
First Utility	0	0	0
Good Energy	0	0	0
npower	10,963	9,371	1,592
Scottish and Southern	12,979	11,485	1,494
Scottish Power	5,343	5,163	180
Utilita	0	0	0
Total	65,833	57,180	8,653

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	22,104	19,660	2,444
E.ON	5,645	3,778	1,867
EDF Energy	5,767	4,411	1,356
First Utility	0	0	0
Gas Plus Supply Ltd	286	180	106
npower	9,925	8,311	1,614
Scottish and Southern	7,805	7,196	609
Scottish Power	3,559	3,406	153
Utilita	0	0	0
Total	55,091	46,942	8,149

Disconnections for Debt October - December 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	4	0	4	0
E.ON	1	1	0	1
Ecotricity	5	0	5	40
EDF Energy	395	240	155	5
Electricity Plus Supply Ltd	0	0	0	0
First Utility	0	0	0	0
Good Energy	0	0	0	0
npower	0	0	0	0
Scottish and Southern	17	9	8	12
Scottish Power	126	93	33	12
Utilita	0	0	0	0
Total	548	343	205	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	0	8	0
E.ON	0	0	0	0
EDF Energy	106	57	49	8
First Utility	0	0	0	0
Gas Plus Supply Ltd	0	0	0	0
npower	1	0	1	0
Scottish and Southern	12	4	8	11
Scottish Power	255	175	80	12
Utilita	0	0	0	0
Total	382	236	146	11

**Percentage of Customers Reconnected following Disconnection for Debt
October - December 2009**

Electricity	24 hours	7 days	1 month	1 quarter
British Gas	0%	0%	0%	0%
E.ON	100%	100%	100%	100%
Ecotricity	0%	0%	0%	0%
EDF Energy	29%	52%	59%	61%
Scottish and Southern	35%	47%	47%	53%
Scottish Power	33%	49%	60%	74%
Total	30%	50%	58%	63%

Gas	24 hours	7 days	1 month	1 quarter
British Gas	0%	0%	0%	0%
EDF Energy	11%	42%	50%	54%
npower	0%	0%	0%	0%
Scottish and Southern	8%	25%	33%	33%
Scottish Power	27%	46%	59%	69%
Total	21%	43%	54%	62%

**Regional Payment Methods
December 2009**

Electricity Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	11,376,006	3,076,814	6,715,408	19,748	511,675	712,245	22,411,896
	51%	14%	30%	0%	2%	3%	100%
Scotland	1,391,839	497,197	738,512	5,064	128,267	69,534	2,830,413
	49%	18%	26%	0%	5%	2%	100%
Wales	635,328	225,149	384,433	1,233	31,511	50,582	1,328,236
	48%	17%	29%	0%	2%	4%	100%

Gas Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	9,938,296	2,176,441	5,555,544	23,848	643,465	459,280	18,796,874
	53%	12%	30%	0%	3%	2%	100%
Scotland	1,176,669	260,187	597,299	3,916	101,055	42,669	2,181,795
	54%	12%	27%	0%	5%	2%	100%
Wales	444,933	134,273	242,715	1,292	28,567	34,145	885,925
	50%	15%	27%	0%	3%	4%	100%

Regional Headlines (Quarterly)
December 2009

Electricity Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt
England	869,241	459,491	514
Scotland	154,078	58,547	17
Wales	45,729	18,330	17
Great Britain	1,069,048	536,368	548

Gas Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt
England	669,020	302,204	301
Scotland	89,156	29,959	70
Wales	34,052	18,946	11
Great Britain	792,228	351,109	382