

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 2010**

Electricity	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
British Gas	46.1%	18.0%	29.0%	0.1%	4.5%	2.3%	100.0%
E.ON	51.9%	11.0%	32.3%	0.1%	1.3%	3.4%	100.0%
Ecotricity	50.4%	0.4%	36.7%	0.0%	0.7%	11.8%	100.0%
EDF Energy	46.0%	17.0%	32.1%	0.1%	1.1%	3.8%	100.0%
Electricity Plus Supply Ltd	89.8%	2.3%	0.6%	0.0%	0.0%	7.3%	100.0%
First Utility	91.9%	0.0%	0.0%	0.0%	0.0%	8.1%	100.0%
Good Energy	44.5%	0.0%	32.4%	0.0%	0.0%	23.1%	100.0%
npower	53.2%	13.2%	27.9%	0.1%	1.7%	3.8%	100.0%
Scottish and Southern	51.7%	11.7%	30.1%	0.1%	1.2%	5.2%	100.0%
Scottish Power	59.4%	16.1%	17.0%	0.2%	6.1%	1.3%	100.0%
Utilita	14.1%	83.4%	2.5%	0.0%	0.0%	0.0%	100.0%
Industry	51.1%	14.4%	28.4%	0.1%	2.6%	3.4%	100.0%

Gas	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
British Gas	42.1%	13.2%	36.5%	0.2%	5.8%	2.3%	100.0%
E.ON	61.9%	9.3%	24.4%	0.1%	1.7%	2.6%	100.0%
EDF Energy	55.8%	15.9%	24.1%	0.1%	1.3%	2.7%	100.0%
First Utility	94.9%	0.0%	0.0%	0.0%	0.0%	5.1%	100.0%
Gas Plus Supply Ltd	90.6%	2.0%	0.4%	0.0%	0.0%	6.9%	100.0%
npower	62.9%	12.2%	20.1%	0.2%	1.5%	3.2%	100.0%
Scottish and Southern	58.1%	8.4%	26.6%	0.1%	1.4%	5.3%	100.0%
Scottish Power	69.7%	12.2%	11.8%	0.1%	5.3%	0.8%	100.0%
Utilita	14.5%	82.5%	2.9%	0.0%	0.0%	0.0%	100.0%
Industry	53.5%	11.8%	28.0%	0.1%	3.7%	2.9%	100.0%

**Debt by Quarter
March 2010**

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 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
Q1 2010	0.5	0.5	12%	50%	26%	10%	14%	£294

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 2009	0.6	0.3	12%	43%	32%	16%	9%	£258
Q2 2009	0.6	0.3	13%	42%	31%	16%	11%	£270
Q3 2009	0.6	0.4	14%	41%	29%	17%	12%	£256
Q4 2009	0.4	0.4	14%	43%	26%	16%	15%	£288
Q1 2010	0.4	0.4	14%	43%	28%	14%	15%	£309

Debt Repayment January - March 2010

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	£5.08	49	£10.78	53
E.ON	£9.03	50	£4.85	126
Ecotricity	£20.00	61	£6.00	221
EDF Energy	£6.02	52	£8.63	91
Electricity Plus Supply Ltd	£6.27	86	£9.25	160
First Utility	£16.35	39	£0.00	0
Good Energy	£15.62	9	£0.00	0
npower	£7.59	47	£6.55	103
Scottish and Southern	£6.15	41	£8.57	57
Scottish Power	£2.92	52	£9.01	13
Utilita	£13.80	31	£0.00	0
Total	£5.24	48	£8.57	69

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	£6.28	49	£9.47	51
E.ON	£8.23	48	£4.48	144
EDF Energy	£5.96	53	£7.20	112
First Utility	£20.33	37	£0.00	0
Gas Plus Supply Ltd	£6.12	81	£9.85	167
npower	£8.85	47	£6.35	95
Scottish and Southern	£6.31	40	£7.52	35
Scottish Power	£3.17	52	£8.36	22
Utilita	£10.20	34	£0.00	0
Total	£5.83	48	£8.16	62

**Prepayment Meters
January - March 2010**

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	16,893	741
E.ON	7,292	6,130	1,162
Ecotricity	48	38	10
EDF Energy	3,182	1,261	1,921
Electricity Plus Supply Ltd	349	283	66
First Utility	0	0	0
Good Energy	0	0	0
npower	9,639	8,411	1,228
Scottish and Southern	14,735	13,302	1,433
Scottish Power	5,034	4,873	161
Utilita	422	0	422
Total	58,335	51,191	7,144

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	26,611	24,338	2,273
E.ON	5,466	3,809	1,657
EDF Energy	1,513	299	1,214
First Utility	0	0	0
Gas Plus Supply Ltd	414	233	181
npower	8,424	7,428	996
Scottish and Southern	8,525	7,912	613
Scottish Power	3,531	3,469	62
Utilita	454	0	454
Total	54,938	47,488	7,450

**Disconnections for Debt
January - March 2010**

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	0	0	0	0
E.ON	0	0	0	0
Ecotricity	12	10	2	23
EDF Energy	385	271	114	4
Electricity Plus Supply Ltd	2	2	0	2
First Utility	0	0	0	0
Good Energy	0	0	0	0
npower	0	0	0	0
Scottish and Southern	1	1	0	4
Scottish Power	43	29	14	6
Utilita	0	0	0	0
Total	443	313	130	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	0	0	0	0
E.ON	0	0	0	0
EDF Energy	71	37	34	8
First Utility	0	0	0	0
Gas Plus Supply Ltd	0	0	0	0
npower	2	1	1	0
Scottish and Southern	0	0	0	0
Scottish Power	78	51	27	10
Utilita	0	0	0	0
Total	151	89	62	9

**Percentage of Customers Reconnected following Disconnection for Debt
January - March 2010**

Electricity	24 hours	7 days	1 month	1 quarter
Ecotricity	0%	42%	58%	83%
EDF Energy	42%	61%	68%	70%
Electricity Plus Supply Ltd	0%	100%	100%	100%
Scottish and Southern	0%	100%	100%	100%
Scottish Power	42%	53%	65%	67%
Total	41%	60%	68%	71%

Gas	24 hours	7 days	1 month	1 quarter
EDF Energy	11%	34%	48%	52%
npower	50%	50%	50%	50%
Scottish Power	22%	40%	60%	65%
Total	17%	37%	54%	59%

**Regional Payment Methods
March 2010**

Electricity Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	11,545,283	3,101,996	6,476,476	20,466	530,867	785,412	22,460,500
	51%	14%	29%	0%	2%	3%	100%
Scotland	1,413,409	505,032	711,589	5,076	131,226	77,662	2,843,994
	50%	18%	25%	0%	5%	3%	100%
Wales	642,443	229,726	371,683	1,419	32,382	51,733	1,329,386
	48%	17%	28%	0%	2%	4%	100%

Gas Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	10,100,705	2,197,759	5,346,260	23,013	670,109	545,036	18,882,882
	53%	12%	28%	0%	4%	3%	100%
Scotland	1,182,415	262,520	570,286	3,610	103,548	50,556	2,172,935
	54%	12%	26%	0%	5%	2%	100%
Wales	456,055	140,936	235,239	1,563	29,260	35,965	899,018
	51%	16%	26%	0%	3%	4%	100%

Regional Headlines (Quarterly)
March 2010

Electricity Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt
England	760,318	402,062	437
Scotland	146,995	51,844	5
Wales	43,900	17,086	1
Great Britain	951,213	470,992	443

Gas Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt
England	626,971	307,028	132
Scotland	86,101	31,365	19
Wales	29,957	20,333	0
Great Britain	743,029	358,726	151