

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 2010**

Electricity	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
British Gas	46.2%	18.2%	28.0%	0.1%	4.5%	3.0%	100.0%
E.ON	52.0%	11.3%	32.0%	0.1%	1.7%	3.0%	100.0%
Ecotricity	62.3%	0.4%	36.7%	0.0%	0.6%	0.0%	100.0%
EDF Energy	48.4%	16.8%	30.0%	0.1%	1.0%	3.6%	100.0%
Electricity Plus Supply Ltd	89.6%	2.5%	0.5%	0.0%	0.0%	7.3%	100.0%
First Utility	93.2%	0.0%	0.0%	0.0%	0.0%	6.8%	100.0%
Good Energy	40.0%	0.0%	29.9%	0.0%	0.0%	30.1%	100.0%
npower	54.1%	13.1%	27.0%	0.1%	1.7%	4.0%	100.0%
Scottish and Southern	51.8%	12.0%	29.7%	0.1%	1.1%	5.2%	100.0%
Scottish Power	60.1%	16.2%	16.1%	0.2%	6.3%	1.2%	100.0%
Utilita	11.5%	86.7%	1.7%	0.0%	0.0%	0.0%	100.0%
Industry	51.7%	14.5%	27.5%	0.1%	2.7%	3.5%	100.0%

Gas	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
British Gas	42.4%	13.4%	35.2%	0.2%	5.9%	2.8%	100.0%
E.ON	61.6%	9.8%	24.2%	0.1%	1.9%	2.3%	100.0%
Ecotricity	52.7%	0.0%	42.1%	0.0%	0.0%	5.3%	100.0%
EDF Energy	57.8%	16.2%	22.1%	0.1%	1.3%	2.6%	100.0%
First Utility	95.9%	0.0%	0.0%	0.0%	0.0%	4.1%	100.0%
Gas Plus Supply Ltd	90.5%	2.3%	0.3%	0.0%	0.0%	6.8%	100.0%
npower	63.9%	12.2%	19.0%	0.2%	1.4%	3.4%	100.0%
Scottish and Southern	58.4%	8.8%	26.0%	0.2%	1.3%	5.3%	100.0%
Scottish Power	70.4%	12.4%	10.9%	0.1%	5.5%	0.8%	100.0%
Utilita	16.2%	81.9%	1.9%	0.0%	0.0%	0.0%	100.0%
Industry	54.0%	12.1%	27.0%	0.1%	3.7%	3.1%	100.0%

**Debt by Quarter
June 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
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
Q2 2010	0.5	0.5	13%	50%	24%	11%	15%	£306

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 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
Q2 2010	0.5	0.4	15%	43%	28%	14%	14%	£307

Debt Repayment April - June 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	£5.00	49	£9.63	51
E.ON	£8.43	58	£4.60	122
Ecotricity	£21.80	50	£7.00	198
EDF Energy	£5.61	42	£8.54	94
Electricity Plus Supply Ltd	£7.30	77	£14.06	118
First Utility	£21.20	33	£0.00	0
Good Energy	£43.26	5	£0.00	0
npower	£6.70	50	£7.07	115
Scottish and Southern	£6.72	41	£8.40	52
Scottish Power	£2.84	52	£8.92	10
Utilita	£16.55	52	£0.00	0
Total	£5.43	48	£8.33	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	£7.00	49	£9.24	45
E.ON	£7.62	57	£4.45	151
Ecotricity	£0.00	0	£0.00	0
EDF Energy	£6.10	51	£7.09	117
First Utility	£14.90	43	£0.00	0
Gas Plus Supply Ltd	£7.30	77	£14.43	124
npower	£8.24	48	£6.48	91
Scottish and Southern	£7.02	41	£7.80	64
Scottish Power	£3.01	52	£8.22	32
Utilita	£16.55	52	£0.00	0
Total	£6.34	49	£8.07	67

**Prepayment Meters
April - June 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	19,549	18,743	806
E.ON	7,017	5,740	1,277
Ecotricity	38	38	0
EDF Energy	9,845	7,794	2,051
Electricity Plus Supply Ltd	2,911	357	2,554
First Utility	0	0	0
Good Energy	0	0	0
npower	10,222	9,000	1,222
Scottish and Southern	17,118	15,368	1,750
Scottish Power	6,038	5,852	186
Utilita	153	0	153
Total	72,891	62,892	9,999

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	28,653	25,716	2,937
E.ON	5,635	3,194	2,441
Ecotricity	0	0	0
EDF Energy	6,041	5,172	869
First Utility	0	0	0
Gas Plus Supply Ltd	1,783	318	1,465
npower	9,538	8,606	932
Scottish and Southern	10,603	10,148	455
Scottish Power	4,720	4,634	86
Utilita	113	0	113
Total	67,086	57,788	9,298

**Disconnections for Debt
April - June 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	2	0	2	0
E.ON	1	1	0	1
Ecotricity	6	5	1	2
EDF Energy	525	344	181	3
Electricity Plus Supply Ltd	17	5	12	11
First Utility	0	0	0	0
Good Energy	0	0	0	0
npower	128	85	43	36
Scottish and Southern	27	11	16	3
Scottish Power	88	67	21	3
Utilita	0	0	0	0
Total	794	518	276	8

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
Ecotricity	0	0	0	0
EDF Energy	85	35	50	7
First Utility	0	0	0	0
Gas Plus Supply Ltd	14	8	6	16
npower	29	5	24	0
Scottish and Southern	23	7	16	2
Scottish Power	160	102	58	7
Utilita	0	0	0	0
Total	311	157	154	7

**Percentage of Customers Reconnected following Disconnection for Debt
April - June 2010**

Electricity	24 hours	7 days	1 month	1 quarter
British Gas	0%	0%	0%	0%
E.ON	100%	100%	100%	100%
Ecotricity	33%	83%	83%	83%
EDF Energy	35%	53%	62%	66%
Electricity Plus Supply Ltd	0%	6%	24%	29%
npower	23%	43%	63%	66%
Scottish and Southern	22%	41%	41%	41%
Scottish Power	27%	53%	69%	76%
Total	31%	50%	62%	65%

Gas	24 hours	7 days	1 month	1 quarter
EDF Energy	12%	33%	40%	41%
Gas Plus Supply Ltd	0%	14%	36%	57%
npower	10%	17%	17%	17%
Scottish and Southern	26%	30%	30%	30%
Scottish Power	11%	38%	57%	64%
Total	12%	33%	46%	50%

**Regional Payment Methods
June 2010**

Electricity Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	11,606,242	3,099,283	6,224,964	23,348	545,110	800,457	22,299,404
	52%	14%	28%	0%	2%	4%	100%
Scotland	1,426,944	512,605	693,616	5,284	132,510	81,717	2,852,676
	50%	18%	24%	0%	5%	3%	100%
Wales	644,305	232,596	363,644	1,822	32,411	51,466	1,326,244
	49%	18%	27%	0%	2%	4%	100%

Gas Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	10,169,127	2,235,689	5,143,574	26,789	683,547	580,158	18,838,884
	54%	12%	27%	0%	4%	3%	100%
Scotland	1,196,171	274,018	550,906	4,048	105,436	54,966	2,185,545
	55%	13%	25%	0%	5%	3%	100%
Wales	461,871	141,806	226,158	2,005	29,035	35,723	896,598
	52%	16%	25%	0%	3%	4%	100%

Regional Headlines (Quarterly)
June 2010

Electricity Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt
England	818,205	416,477	776
Scotland	154,821	50,849	6
Wales	47,461	17,298	12
Great Britain	1,020,487	484,624	794

Gas Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt
England	747,501	334,110	263
Scotland	103,811	34,738	32
Wales	43,256	27,361	16
Great Britain	894,568	396,209	311