

## **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 2010**

<b>Electricity</b>	<b>Monthly direct debit</b>	<b>Prepayment meter</b>	<b>Quarterly cash / cheque</b>	<b>Fuel Direct</b>	<b>Budgeting payment schemes</b>	<b>Other</b>	<b>Total</b>
British Gas	46.1%	18.3%	27.3%	0.1%	4.4%	3.8%	100.0%
E.ON	52.0%	11.4%	32.0%	0.1%	2.2%	2.2%	100.0%
Ecotricity	50.1%	0.5%	37.0%	0.0%	0.5%	11.9%	100.0%
EDF Energy	48.4%	16.9%	29.6%	0.1%	1.0%	3.9%	100.0%
Electricity Plus Supply Ltd	89.7%	2.8%	0.4%	0.0%	0.0%	7.1%	100.0%
First Utility	92.5%	0.0%	0.0%	0.0%	0.0%	7.5%	100.0%
Good Energy	40.0%	0.0%	29.9%	0.0%	0.0%	30.1%	100.0%
npower	51.4%	13.2%	28.9%	0.1%	1.4%	4.9%	100.0%
Scottish and Southern	51.7%	12.6%	29.3%	0.1%	1.1%	5.3%	100.0%
Scottish Power	60.6%	16.3%	15.4%	0.2%	6.3%	1.2%	100.0%
Utilita	11.0%	87.4%	1.6%	0.0%	0.0%	0.0%	100.0%
<b>Industry</b>	<b>51.3%</b>	<b>14.8%</b>	<b>27.3%</b>	<b>0.1%</b>	<b>2.7%</b>	<b>3.8%</b>	<b>100.0%</b>

<b>Gas</b>	<b>Monthly direct debit</b>	<b>Prepayment meter</b>	<b>Quarterly cash / cheque</b>	<b>Fuel Direct</b>	<b>Budgeting payment schemes</b>	<b>Other</b>	<b>Total</b>
British Gas	42.5%	13.5%	34.7%	0.2%	5.7%	3.4%	100.0%
E.ON	61.4%	10.1%	24.4%	0.1%	2.6%	1.4%	100.0%
Ecotricity	57.9%	0.0%	35.1%	0.0%	0.0%	7.0%	100.0%
EDF Energy	58.1%	15.7%	22.1%	0.1%	1.1%	2.8%	100.0%
First Utility	94.6%	0.0%	0.0%	0.0%	0.0%	5.4%	100.0%
Gas Plus Supply Ltd	90.6%	2.6%	0.3%	0.0%	0.0%	6.6%	100.0%
npower	60.1%	12.3%	22.6%	0.2%	1.1%	3.8%	100.0%
Scottish and Southern	58.0%	9.4%	25.8%	0.2%	1.3%	5.3%	100.0%
Scottish Power	70.7%	12.7%	10.1%	0.1%	5.6%	0.8%	100.0%
Utilita	15.4%	82.8%	1.8%	0.0%	0.0%	0.0%	100.0%
<b>Industry</b>	<b>53.6%</b>	<b>12.3%</b>	<b>27.0%</b>	<b>0.2%</b>	<b>3.7%</b>	<b>3.3%</b>	<b>100.0%</b>

## Debt by Quarter September 2010

<b>Electricity</b>	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 2009	0.6	0.5	14%	51%	24%	12%	14%	£279
Q4 2009	0.5	0.5	14%	54%	22%	10%	14%	£280
Q1 2010	0.5	0.4	11%	47%	27%	11%	15%	£312
Q2 2010	0.6	0.4	11%	48%	25%	12%	16%	£321
Q3 2010	0.5	0.4	10%	51%	24%	10%	15%	£302

<b>Gas</b>	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 2009	0.6	0.4	14%	41%	29%	17%	12%	£264
Q4 2009	0.4	0.4	14%	48%	21%	16%	15%	£288
Q1 2010	0.4	0.3	11%	43%	29%	14%	15%	£306
Q2 2010	0.5	0.3	12%	43%	29%	14%	13%	£301
Q3 2010	0.5	0.4	13%	46%	27%	14%	14%	£288

**Debt Repayment  
July - September 2010**

<b>Electricity</b>	<b>Average weekly amount towards debt (non-PPM)</b>	<b>Average number of weeks to recover debt (non-PPM)</b>	<b>Average weekly amount towards debt (PPM)</b>	<b>Average number of weeks to recover debt (PPM)</b>
British Gas	£5.39	49	£10.73	69
E.ON	£7.85	59	£4.40	123
Ecotricity	£16.82	65	£8.33	185
EDF Energy	£4.43	40	£8.61	91
Electricity Plus Supply Ltd	£6.90	86	£13.16	126
First Utility	£11.65	60	£0.00	0
Good Energy	£33.14	5	£0.00	0
npower	£7.77	52	£6.85	118
Scottish and Southern	£6.50	41	£8.20	51
Scottish Power	£2.64	52	£8.71	9
Utilita	£15.51	52	£0.00	0
<b>Total</b>	<b>£5.42</b>	<b>48</b>	<b>£8.52</b>	<b>75</b>

<b>Gas</b>	<b>Average weekly amount towards debt (non-PPM)</b>	<b>Average number of weeks to recover debt (non-PPM)</b>	<b>Average weekly amount towards debt (PPM)</b>	<b>Average number of weeks to recover debt (PPM)</b>
British Gas	£7.23	49	£8.78	41
E.ON	£6.04	57	£4.47	148
Ecotricity	£0.00	0	£0.00	0
EDF Energy	£4.58	45	£7.72	99
First Utility	£17.83	35	£0.00	0
Gas Plus Supply Ltd	£5.29	90	£13.29	137
npower	£7.79	52	£7.00	95
Scottish and Southern	£6.08	41	£7.33	63
Scottish Power	£2.11	52	£8.09	34
Utilita	£14.65	52	£0.00	0
<b>Total</b>	<b>£5.81</b>	<b>48</b>	<b>£7.93</b>	<b>64</b>

**Prepayment Meters  
July - September 2010**

<b>Electricity</b>	<b>Number of PPMs installed this quarter</b>	<b>Number of PPMs installed this quarter to recover debt</b>	<b>PPMs installed this quarter, requested by customers without a debt</b>
British Gas	18,864	18,094	770
E.ON	7,520	5,974	1,546
Ecotricity	32	14	18
EDF Energy	10,673	8,604	2,069
Electricity Plus Supply Ltd	1,637	694	943
First Utility	0	0	0
Good Energy	0	0	0
npower	10,498	9,096	1,402
Scottish and Southern	19,023	16,230	2,793
Scottish Power	5,408	5,197	211
Utilita	308	0	308
<b>Total</b>	<b>73,963</b>	<b>63,903</b>	<b>10,060</b>

<b>Gas</b>	<b>Number of PPMs installed this quarter</b>	<b>Number of PPMs installed this quarter to recover debt</b>	<b>PPMs installed this quarter, requested by customers without a debt</b>
British Gas	26,648	23,898	2,750
E.ON	4,314	2,262	2,052
Ecotricity	0	0	0
EDF Energy	6,750	5,757	993
First Utility	0	0	0
Gas Plus Supply Ltd	1,205	541	664
npower	10,294	9,099	1,195
Scottish and Southern	11,511	10,917	594
Scottish Power	4,564	4,484	80
Utilita	235	0	235
<b>Total</b>	<b>65,521</b>	<b>56,958</b>	<b>8,563</b>

**Disconnections for Debt  
July - September 2010**

<b>Electricity</b>	<b>Number of customers disconnected for debt this quarter</b>	<b>Number of customers reconnected this quarter (from those disconnected this quarter)</b>	<b>Number of customers not yet reconnected (who were disconnected this quarter)</b>	<b>Average period of disconnection in days (for those disconnected this quarter)</b>
British Gas	0	0	0	0
E.ON	0	0	0	0
Ecotricity	3	3	0	5
EDF Energy	430	336	94	7
Electricity Plus Supply Ltd	16	8	8	15
First Utility	0	0	0	0
Good Energy	0	0	0	0
npower	125	61	64	8
Scottish and Southern	38	17	21	1
Scottish Power	73	58	15	3
Utilita	0	0	0	0
<b>Total</b>	<b>685</b>	<b>483</b>	<b>202</b>	<b>7</b>

<b>Gas</b>	<b>Number of customers disconnected for debt this quarter</b>	<b>Number of customers reconnected this quarter (from those disconnected this quarter)</b>	<b>Number of customers not yet reconnected (who were disconnected this quarter)</b>	<b>Average period of disconnection in days (for those disconnected this quarter)</b>
British Gas	0	0	0	0
E.ON	0	0	0	0
Ecotricity	0	0	0	0
EDF Energy	78	44	34	15
First Utility	0	0	0	0
Gas Plus Supply Ltd	11	5	6	19
npower	44	9	35	4
Scottish and Southern	21	3	18	1
Scottish Power	151	84	67	7
Utilita	0	0	0	0
<b>Total</b>	<b>305</b>	<b>145</b>	<b>160</b>	<b>10</b>

**Percentage of Customers Reconnected following Disconnection for Debt  
July - September 2010**

<b>Electricity</b>	<b>24 hours</b>	<b>7 days</b>	<b>1 month</b>	<b>1 quarter</b>
Ecotricity	33%	67%	100%	100%
EDF Energy	35%	59%	73%	78%
Electricity Plus Supply Ltd	31%	38%	38%	50%
npower	28%	46%	49%	49%
Scottish and Southern	39%	42%	45%	45%
Scottish Power	34%	60%	77%	79%
<b>Total</b>	<b>34%</b>	<b>55%</b>	<b>67%</b>	<b>71%</b>

<b>Gas</b>	<b>24 hours</b>	<b>7 days</b>	<b>1 month</b>	<b>1 quarter</b>
EDF Energy	6%	23%	49%	56%
Gas Plus Supply Ltd	9%	9%	27%	45%
npower	7%	20%	20%	20%
Scottish and Southern	10%	14%	14%	14%
Scottish Power	15%	30%	50%	56%
<b>Total</b>	<b>11%</b>	<b>25%</b>	<b>42%</b>	<b>48%</b>

**Regional Payment Methods  
September 2010**

<b>Electricity Payment Methods</b>	<b>Monthly direct debit</b>	<b>Prepayment meter</b>	<b>Quarterly cash / cheque</b>	<b>Fuel Direct</b>	<b>Budgeting payment schemes</b>	<b>Other</b>	<b>Total</b>
England	11,597,292	3,178,954	6,258,649	25,167	561,233	865,748	22,487,043
	52%	14%	28%	0%	2%	4%	100%
Scotland	1,442,378	524,657	680,095	5,326	130,609	86,661	2,869,726
	50%	18%	24%	0%	5%	3%	100%
Wales	641,071	231,799	346,125	2,027	31,642	49,931	1,302,595
	49%	18%	27%	0%	2%	4%	100%

<b>Gas Payment Methods</b>	<b>Monthly direct debit</b>	<b>Prepayment meter</b>	<b>Quarterly cash / cheque</b>	<b>Fuel Direct</b>	<b>Budgeting payment schemes</b>	<b>Other</b>	<b>Total</b>
England	10,129,679	2,279,488	5,179,128	28,105	674,471	622,480	18,913,351
	54%	12%	27%	0%	4%	3%	100%
Scotland	1,202,023	281,792	544,496	4,231	103,474	59,132	2,195,148
	55%	13%	25%	0%	5%	3%	100%
Wales	465,907	144,427	224,592	2,200	28,803	34,957	900,886
	52%	16%	25%	0%	3%	4%	100%

**Regional Headlines (Quarterly)  
September 2010**

<b>Electricity Headlines</b>	<b>Number of customers in debt</b>	<b>Number of PPM customers in debt</b>	<b>Number of disconnections for debt</b>
England	768,092	348,870	672
Scotland	140,977	44,555	4
Wales	44,076	15,307	9
<b>Great Britain</b>	<b>953,145</b>	<b>408,732</b>	<b>685</b>

<b>Gas Headlines</b>	<b>Number of customers in debt</b>	<b>Number of PPM customers in debt</b>	<b>Number of disconnections for debt</b>
England	701,717	291,206	255
Scotland	94,631	33,146	38
Wales	42,202	26,688	12
<b>Great Britain</b>	<b>838,550</b>	<b>351,040</b>	<b>305</b>