

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, E.ON carries out quarterly reads for all customers so does not register any priority customers for quarterly reads.

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.

Debt Repayment 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	£5.37	49	£10.01	56
E.ON	£8.30	57	£4.53	120
Ecotricity	£18.00	60	£6.45	195
EDF Energy	£4.96	45	£8.34	92
Electricity Plus Supply Ltd	£9.40	72	£13.94	87
First Utility	£8.10	54	£0.00	0
Good Energy	£27.07	18	£0.00	0
npower	£7.56	52	£6.77	113
Scottish and Southern	£6.54	41	£8.41	53
Scottish Power	£3.40	52	£8.62	10
Utilita	£16.01	52	£20.00	52
Total	£5.61	48	£8.31	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	£6.89	49	£8.87	50
E.ON	£7.17	56	£4.45	143
Ecotricity	£0.00	0	£0.00	0
EDF Energy	£5.03	49	£7.49	109
First Utility	£16.33	40	£0.00	0
Gas Plus Supply Ltd	£5.64	61	£13.88	79
npower	£7.42	52	£6.63	95
Scottish and Southern	£6.37	41	£7.51	56
Scottish Power	£3.35	52	£8.00	28
Utilita	£14.20	52	£19.50	52
Total	£6.06	49	£7.87	67

Prepayment Meters 2010

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	70,368	67,395	2,973	37,925	0
E.ON	28,332	23,120	5,212	2,741	5,652
Ecotricity	143	111	32	5	0
EDF Energy	33,577	24,371	9,206	47,014	0
Electricity Plus Supply Ltd	5,683	2,082	3,601	161	0
First Utility	0	0	0	0	0
Good Energy	0	0	0	0	0
npower	38,637	33,588	5,049	15,364	0
Scottish and Southern	64,799	57,049	7,750	41,023	0
Scottish Power	20,307	19,635	672	3,792	0
Utilita	884	1	883	45	0
Total	262,730	227,352	35,378	148,070	5,652

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	99,251	88,183	11,068	43,503	0
E.ON	20,121	12,305	7,816	5,095	0
Ecotricity	0	0	0	0	0
EDF Energy	19,807	15,691	4,116	30,416	0
First Utility	0	0	0	0	0
Gas Plus Supply Ltd	4,344	1,707	2,637	70	0
npower	35,447	31,393	4,054	14,417	0
Scottish and Southern	38,290	36,056	2,234	34,003	0
Scottish Power	14,892	14,624	268	2,296	0
Utilita	807	5	802	45	0
Total	232,959	199,964	32,995	129,845	0

Disconnections for Debt 2010

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	2	0	2	0	0	10,556
E.ON	1	1	0	1	1	2,959
Ecotricity	27	20	7	13	27	55
EDF Energy	1,341	951	390	4	1,336	11,943
Electricity Plus Supply Ltd	35	15	20	10	35	1,477
First Utility	0	0	0	0	0	0
Good Energy	17	4	13	7	17	0
npower	253	146	107	5	253	6,395
Scottish and Southern	82	34	48	2	82	2,848
Scottish Power	230	176	54	5	230	7,260
Utilita	0	0	0	0	0	1
Total	1,988	1,347	641	4	1,981	43,494

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	0	0	0	0	0	16,593
E.ON	0	0	0	0	0	893
Ecotricity	0	0	0	0	0	0
EDF Energy	234	116	118	8	233	8,520
First Utility	0	0	0	0	0	0
Gas Plus Supply Ltd	25	13	12	2	25	1,229
npower	81	17	64	1	81	6,133
Scottish and Southern	66	18	48	1	66	3,043
Scottish Power	407	253	154	9	407	5,102
Utilita	0	0	0	0	0	5
Total	813	417	396	8	812	41,518

**Percentage of Customers Reconnected following Disconnection for Debt
2010**

Electricity	24 hours	7 days	1 month	1 quarter
British Gas	0%	0%	0%	0%
E.ON	100%	100%	100%	100%
Ecotricity	15%	48%	59%	74%
EDF Energy	37%	57%	68%	71%
Electricity Plus Supply Ltd	14%	26%	34%	43%
Good Energy	6%	18%	24%	24%
npower	26%	44%	56%	58%
Scottish and Southern	32%	40%	41%	41%
Scottish Power	32%	57%	72%	77%
Total	34%	54%	64%	68%

Gas	24 hours	7 days	1 month	1 quarter
EDF Energy	10%	30%	45%	50%
Gas Plus Supply Ltd	4%	12%	32%	52%
npower	9%	21%	21%	21%
Scottish and Southern	23%	27%	27%	27%
Scottish Power	14%	35%	55%	62%
Total	13%	31%	46%	51%

Fuel Direct 2010

Electricity	Number of customers on Fuel Direct	Number of customers on Fuel Direct without a debt
British Gas	8,273	4,824
E.ON	5,413	1,146
Ecotricity	7	7
EDF Energy	3,714	760
Electricity Plus Supply Ltd	38	0
First Utility	0	0
Good Energy	0	0
npower	3,860	817
Scottish and Southern	8,172	1,043
Scottish Power	4,470	2,162
Utilita	0	0
Total	33,947	10,759

Gas	Number of customers on Fuel Direct	Number of customers on Fuel Direct without a debt
British Gas	16,492	8,236
E.ON	3,786	801
Ecotricity	0	0
EDF Energy	2,163	404
First Utility	0	0
Gas Plus Supply Ltd	39	0
npower	3,413	891
Scottish and Southern	7,307	835
Scottish Power	2,385	1,037
Utilita	0	0
Total	35,585	12,204

Priority Services December 2010

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 reads	Number of meters repositioned / replaced free of charge this year	Number of special controls / adapters provided free of charge this year	Number of customers that used Minicom / textphone this year
British Gas	346,095	523	15,527	16,484	54,695	50	226	0	21
E.ON	556,541	11	6,659	43,250	19,540	0	2	0	333
Ecotricity	53	0	7	45	1	3	0	0	0
EDF Energy	236,912	239	6,596	1,020	6,314	570	0	0	58
Electricity Plus Supply Ltd	15,077	2	10	2,314	0	784	5	0	3
First Utility	330	0	0	21	0	0	0	0	0
Good Energy	9	0	0	5	0	9	0	0	0
npower	140,193	369	8,033	8,867	5,487	46,536	3	0	375
Scottish and Southern	388,105	791	15,298	19,203	61	0	93	0	114
Scottish Power	63,087	42	163	1,708	1,785	11,617	6	0	16
Utilita	248	0	0	0	0	0	1	0	0
Total	1,736,650	1,977	52,293	92,917	87,883	59,569	336	0	920

Gas	Number of customers on Priority Services	Number registered for talking	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 year	Number of special controls / adapters provided free of charge this year	Number of customers that used Minicom / textphone	Number of free gas safety checks carried out
British Gas	463,876	700	20,811	61,067	86,903	66	640	0	50	10,271
E.ON	384,053	9	3,548	33,822	10,181	0	2	0	0	2,530
Ecotricity	4	0	0	0	0	0	0	0	0	0
EDF Energy	95,590	119	2,589	517	1,826	233	0	0	38	2,312
First Utility	284	0	0	19	0	0	0	0	0	6
Gas Plus Supply Ltd	5,077	2	10	2,314	0	784	0	0	4	2
npower	89,966	217	4,220	5,740	2,889	27,426	4	0	240	8,935
Scottish and Southern	279,515	609	11,106	15,265	35	0	95	0	60	823
Scottish Power	33,971	23	88	920	961	6,255	20	0	9	17,965
Utilita	248	0	1	0	0	0	0	0	0	0
Total	1,352,584	1,679	42,373	119,664	102,795	34,764	761	0	401	42,844

Energy Efficiency Advice (Dual Fuel) 2010

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	312,919	2,116,159	190,295	1,490
E.ON	12,007	523	922	95
Ecotricity	318	236	31	0
EDF Energy	32,891	14,853	48,166	1,286
Electricity Plus Supply Ltd	563	0	2	1
First Utility	195	162	0	0
Gas Plus Supply Ltd	563	0	2	1
Good Energy	0	0	0	0
npower	40,773	50,000	15,705	2,895
Scottish and Southern	45,445	1,229	49,737	117
Scottish Power	36,902	9,805	12,328	1
Utilita	65	0	5	4
Total	482,641	2,192,967	317,193	5,890

Regional Headlines (Annual) 2010

Electricity Headlines	Number of disconnections for debt	Number of customers on PSR	Energy efficiency advice
England	1,946	1,511,282	411,104
Scotland	17	133,172	54,662
Wales	25	92,196	16,312
Great Britain	1,988	1,736,650	482,078

Gas Headlines	Number of disconnections for debt	Number of customers on PSR	Number of free gas safety checks
England	687	1,175,563	31,549
Scotland	94	97,624	8,323
Wales	32	79,397	2,972
Great Britain	813	1,352,584	42,844