

## **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.

**Payment Methods  
December 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	45.7%	18.4%	26.7%	0.1%	4.3%	4.7%	100.0%
E.ON	52.3%	11.6%	31.6%	0.1%	2.1%	2.2%	100.0%
Ecotricity	49.9%	0.5%	37.1%	0.0%	0.5%	12.0%	100.0%
EDF Energy	49.8%	16.7%	28.6%	0.1%	0.9%	3.8%	100.0%
Electricity Plus Supply Ltd	89.9%	3.0%	0.3%	0.0%	0.0%	6.8%	100.0%
First Utility	91.5%	0.0%	0.0%	0.0%	0.0%	8.5%	100.0%
Good Energy	39.9%	0.0%	29.8%	0.0%	0.0%	30.2%	100.0%
npower	54.9%	13.0%	26.2%	0.1%	1.5%	4.3%	100.0%
Scottish and Southern	51.8%	12.8%	28.9%	0.2%	1.0%	5.3%	100.0%
Scottish Power	61.2%	16.5%	15.0%	0.1%	6.0%	1.2%	100.0%
Utilita	9.6%	88.9%	1.5%	0.0%	0.0%	0.0%	100.0%
<b>Industry</b>	<b>52.0%</b>	<b>14.8%</b>	<b>26.6%</b>	<b>0.1%</b>	<b>2.6%</b>	<b>3.9%</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	42.4%	13.6%	34.3%	0.2%	5.5%	4.1%	100.0%
E.ON	61.5%	10.4%	24.3%	0.1%	2.4%	1.3%	100.0%
Ecotricity	58.2%	0.0%	33.7%	0.0%	0.0%	8.1%	100.0%
EDF Energy	59.0%	15.5%	21.6%	0.1%	1.0%	2.7%	100.0%
First Utility	93.5%	0.0%	0.0%	0.0%	0.0%	6.5%	100.0%
Gas Plus Supply Ltd	90.7%	2.7%	0.2%	0.0%	0.0%	6.3%	100.0%
npower	64.2%	12.0%	18.9%	0.2%	1.2%	3.5%	100.0%
Scottish and Southern	58.0%	9.8%	25.4%	0.2%	1.3%	5.3%	100.0%
Scottish Power	71.2%	12.8%	9.9%	0.1%	5.3%	0.7%	100.0%
Utilita	14.3%	83.8%	2.0%	0.0%	0.0%	0.0%	100.0%
<b>Industry</b>	<b>54.1%</b>	<b>12.4%</b>	<b>26.3%</b>	<b>0.2%</b>	<b>3.5%</b>	<b>3.5%</b>	<b>100.0%</b>

## Debt by Quarter December 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
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
Q4 2010	0.5	0.4	9%	42%	28%	14%	16%	£316

<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
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
Q4 2010	0.4	0.3	12%	41%	28%	16%	15%	£310

**Debt Repayment  
October - December 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	£5.82	49	£8.90	52
E.ON	£7.89	62	£4.26	110
Ecotricity	£11.77	66	£5.00	147
EDF Energy	£3.78	47	£7.59	91
Electricity Plus Supply Ltd	£9.40	72	£13.94	87
First Utility	£10.68	64	£0.00	0
Good Energy	£16.25	51	£0.00	0
npower	£8.17	51	£6.53	117
Scottish and Southern	£6.76	41	£8.49	51
Scottish Power	£2.93	52	£7.82	8
Utilita	£16.01	52	£30.00	52
<b>Total</b>	<b>£5.59</b>	<b>49</b>	<b>£7.78</b>	<b>70</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	£7.02	49	£8.00	62
E.ON	£6.79	61	£4.40	130
Ecotricity	£0.00	0	£0.00	0
EDF Energy	£3.48	47	£7.93	108
First Utility	£13.48	42	£0.00	0
Gas Plus Supply Ltd	£5.64	61	£13.88	79
npower	£7.42	51	£6.65	97
Scottish and Southern	£5.70	41	£7.31	70
Scottish Power	£2.61	52	£7.31	25
Utilita	£14.20	52	£19.50	52
<b>Total</b>	<b>£5.62</b>	<b>49</b>	<b>£7.41</b>	<b>79</b>

**Prepayment Meters  
October - December 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	14,321	13,665	656
E.ON	6,503	5,276	1,227
Ecotricity	25	21	4
EDF Energy	9,877	6,712	3,165
Electricity Plus Supply Ltd	786	748	38
First Utility	0	0	0
Good Energy	0	0	0
npower	8,278	7,081	1,197
Scottish and Southern	13,923	12,149	1,774
Scottish Power	3,827	3,713	114
Utilita	1	1	0
<b>Total</b>	<b>57,541</b>	<b>49,366</b>	<b>8,175</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	17,339	14,231	3,108
E.ON	4,706	3,040	1,666
Ecotricity	0	0	0
EDF Energy	5,503	4,463	1,040
First Utility	0	0	0
Gas Plus Supply Ltd	942	615	327
npower	7,191	6,260	931
Scottish and Southern	7,651	7,079	572
Scottish Power	2,077	2,037	40
Utilita	5	5	0
<b>Total</b>	<b>45,414</b>	<b>37,730</b>	<b>7,684</b>

## Disconnections for Debt October - December 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	6	2	4	11
EDF Energy	1	0	1	0
Electricity Plus Supply Ltd	0	0	0	0
First Utility	0	0	0	0
Good Energy	17	4	13	7
npower	0	0	0	0
Scottish and Southern	16	5	11	0
Scottish Power	26	22	4	7
Utilita	0	0	0	0
<b>Total</b>	<b>66</b>	<b>33</b>	<b>33</b>	<b>6</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	0	0	0	0
First Utility	0	0	0	0
Gas Plus Supply Ltd	0	0	0	0
npower	6	2	4	0
Scottish and Southern	22	8	14	1
Scottish Power	18	16	2	11
Utilita	0	0	0	0
<b>Total</b>	<b>46</b>	<b>26</b>	<b>20</b>	<b>7</b>

**Percentage of Customers Reconnected following Disconnection for Debt  
October - December 2010**

<b>Electricity</b>	<b>24 hours</b>	<b>7 days</b>	<b>1 month</b>	<b>1 quarter</b>
Ecotricity	17%	17%	17%	33%
EDF Energy	0%	0%	0%	0%
Good Energy	6%	18%	24%	24%
Scottish and Southern	31%	31%	31%	31%
Scottish Power	27%	62%	81%	85%
<b>Total</b>	<b>21%</b>	<b>38%</b>	<b>47%</b>	<b>50%</b>

<b>Gas</b>	<b>24 hours</b>	<b>7 days</b>	<b>1 month</b>	<b>1 quarter</b>
npower	0%	33%	33%	33%
Scottish and Southern	32%	36%	36%	36%
Scottish Power	11%	22%	56%	89%
<b>Total</b>	<b>20%</b>	<b>30%</b>	<b>43%</b>	<b>57%</b>

**Regional Payment Methods  
December 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	11,770,304	3,196,445	6,087,717	26,321	547,758	896,846	22,525,391
	52%	14%	27%	0%	2%	4%	100%
Scotland	1,464,541	529,341	664,461	5,457	124,272	90,585	2,878,657
	51%	18%	23%	0%	4%	3%	100%
Wales	646,595	232,584	337,547	2,169	30,535	49,746	1,299,176
	50%	18%	26%	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	10,248,637	2,293,329	5,052,271	28,930	649,699	668,485	18,941,351
	54%	12%	27%	0%	3%	4%	100%
Scotland	1,218,270	286,103	533,401	4,343	98,875	64,290	2,205,282
	55%	13%	24%	0%	4%	3%	100%
Wales	470,723	146,634	218,494	2,312	27,957	35,174	901,294
	52%	16%	24%	0%	3%	4%	100%



**Regional Headlines (Quarterly)**  
**December 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	691,528	317,329	61
Scotland	124,261	41,434	2
Wales	37,767	13,753	3
<b>Great Britain</b>	<b>853,556</b>	<b>372,516</b>	<b>66</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	602,743	270,683	37
Scotland	78,111	30,959	5
Wales	30,638	20,256	4
<b>Great Britain</b>	<b>711,492</b>	<b>321,898</b>	<b>46</b>