

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
March 2011**

Electricity	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
British Gas	47.0%	18.9%	26.7%	0.1%	4.3%	2.9%	100.0%
E.ON	52.8%	12.1%	30.6%	0.1%	2.1%	2.2%	100.0%
Ecotricity	50.2%	0.5%	36.7%	0.0%	0.5%	12.0%	100.0%
EDF Energy	50.8%	16.5%	26.9%	0.1%	1.0%	4.6%	100.0%
Electricity Plus Supply Ltd	90.1%	3.2%	0.2%	0.0%	0.0%	6.5%	100.0%
First Utility	90.4%	0.0%	0.0%	0.0%	0.0%	9.6%	100.0%
Good Energy	39.9%	0.0%	29.8%	0.0%	0.0%	30.2%	100.0%
npower	55.7%	13.0%	25.2%	0.1%	1.6%	4.4%	100.0%
Scottish and Southern	51.7%	12.8%	29.0%	0.2%	1.0%	5.3%	100.0%
Scottish Power	62.0%	16.4%	14.6%	0.1%	5.7%	1.2%	100.0%
Utilita	7.4%	91.5%	1.1%	0.0%	0.0%	0.0%	100.0%
Industry	52.7%	15.0%	26.0%	0.1%	2.6%	3.6%	100.0%

Gas	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
British Gas	43.6%	13.9%	33.9%	0.2%	5.5%	2.9%	100.0%
E.ON	61.8%	11.1%	23.2%	0.1%	2.4%	1.5%	100.0%
Ecotricity	59.5%	0.0%	31.9%	0.0%	0.0%	8.6%	100.0%
EDF Energy	60.6%	15.0%	19.2%	0.1%	1.1%	3.9%	100.0%
First Utility	91.8%	0.0%	0.0%	0.0%	0.0%	8.2%	100.0%
Gas Plus Supply Ltd	90.9%	2.9%	0.2%	0.0%	0.0%	6.0%	100.0%
npower	65.0%	12.1%	17.6%	0.2%	1.3%	3.8%	100.0%
Scottish and Southern	57.9%	9.9%	25.4%	0.2%	1.3%	5.3%	100.0%
Scottish Power	72.0%	12.7%	9.6%	0.1%	4.9%	0.7%	100.0%
Utilita	10.3%	88.3%	1.4%	0.0%	0.0%	0.0%	100.0%
Industry	55.1%	12.6%	25.6%	0.2%	3.5%	3.1%	100.0%

**Debt by Quarter
March 2011**

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 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
Q1 2011	0.5	0.4	9%	43%	29%	13%	15%	£309

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 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
Q1 2011	0.4	0.3	10%	40%	30%	15%	15%	£320

**Debt Repayment
January - March 2011**

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	£5.94	49	£8.45	57
E.ON	£8.03	59	£4.53	88
Ecotricity	£15.35	57	£7.00	96
EDF Energy	£4.51	45	£6.91	88
Electricity Plus Supply Ltd	£17.29	36	£13.57	64
First Utility	£9.07	42	£9.00	24
Good Energy	£12.53	10	£0.00	0
npower	£8.98	48	£6.47	125
Scottish and Southern	£6.74	44	£9.20	68
Scottish Power	£3.88	52	£7.14	11
Utilita	£17.21	52	£30.00	52
Total	£6.03	49	£7.56	75

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	£7.25	49	£7.90	77
E.ON	£7.13	59	£4.60	147
Ecotricity	£7.66	54	£0.00	0
EDF Energy	£4.78	47	£8.06	123
First Utility	£20.74	30	£0.00	0
Gas Plus Supply Ltd	£16.47	35	£13.12	71
npower	£9.41	47	£5.88	124
Scottish and Southern	£6.53	44	£7.41	76
Scottish Power	£3.67	52	£6.73	22
Utilita	£14.00	52	£0.00	0
Total	£6.46	49	£7.20	91

**Prepayment Meters
January - March 2011**

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	11,919	11,438	481
E.ON	8,974	7,827	1,147
Ecotricity	33	26	7
EDF Energy	8,097	6,000	2,097
Electricity Plus Supply Ltd	1,141	780	361
First Utility	2	2	0
Good Energy	0	0	0
npower	8,952	7,836	1,116
Scottish and Southern	15,133	14,050	1,083
Scottish Power	4,039	3,913	126
Utilita	3	3	0
Total	58,293	51,875	6,418

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	21,302	16,384	4,918
E.ON	5,210	3,623	1,587
Ecotricity	0	0	0
EDF Energy	4,617	3,978	639
First Utility	0	0	0
Gas Plus Supply Ltd	794	626	168
npower	8,195	7,503	692
Scottish and Southern	10,191	9,606	585
Scottish Power	2,640	2,582	58
Utilita	0	0	0
Total	52,949	44,302	8,647

**Disconnections for Debt
January - March 2011**

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	4	1	3	46
EDF Energy	5	4	1	7
Electricity Plus Supply Ltd	0	0	0	0
First Utility	0	0	0	0
Good Energy	4	1	3	4
npower	3	0	3	0
Scottish and Southern	26	7	19	0
Scottish Power	5	5	0	9
Utilita	0	0	0	0
Total	47	18	29	7

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	0	0	0	0
First Utility	0	0	0	0
Gas Plus Supply Ltd	0	0	0	0
npower	8	0	8	0
Scottish and Southern	18	2	16	3
Scottish Power	0	0	0	0
Utilita	1	0	1	0
Total	27	2	25	3

**Percentage of Customers Reconnected following Disconnection for Debt
January - March 2011**

Electricity	24 hours	7 days	1 month	1 quarter
Ecotricity	25%	25%	25%	25%
EDF Energy	40%	60%	80%	80%
Good Energy	0%	25%	25%	25%
npower	0%	0%	0%	0%
Scottish and Southern	15%	27%	27%	27%
Scottish Power	40%	100%	100%	100%
Total	19%	36%	38%	38%

Gas	24 hours	7 days	1 month	1 quarter
npower	0%	0%	0%	0%
Scottish and Southern	6%	11%	11%	11%
Utilita	0%	0%	0%	0%
Total	4%	7%	7%	7%

**Regional Payment Methods
March 2011**

Electricity Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	11,869,748	3,218,232	5,911,580	25,878	542,485	818,912	22,386,835
	53%	14%	26%	0%	2%	4%	100%
Scotland	1,468,827	532,929	643,391	5,403	121,695	78,226	2,850,471
	52%	19%	23%	0%	4%	3%	100%
Wales	629,544	227,678	320,243	2,132	29,796	44,800	1,254,193
	50%	18%	26%	0%	2%	4%	100%

Gas Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	10,414,391	2,325,528	4,899,152	28,985	643,575	593,311	18,904,942
	55%	12%	26%	0%	3%	3%	100%
Scotland	1,228,113	290,457	517,050	4,301	96,950	53,427	2,190,298
	56%	13%	24%	0%	4%	2%	100%
Wales	478,989	147,809	210,346	2,317	27,740	33,208	900,409
	53%	16%	23%	0%	3%	4%	100%

Regional Headlines (Quarterly)
March 2011

Electricity Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt
England	698,378	300,067	38
Scotland	132,928	39,113	1
Wales	38,197	12,420	8
Great Britain	869,503	351,600	47

Gas Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt
England	600,853	236,843	21
Scotland	84,669	27,197	2
Wales	28,185	11,978	4
Great Britain	713,707	276,018	27