

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
June 2011**

Electricity	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
British Gas	47.6%	18.8%	26.0%	0.2%	4.2%	3.3%	100.0%
E.ON	52.9%	12.4%	30.3%	0.1%	2.1%	2.2%	100.0%
Ecotricity	49.9%	0.6%	36.9%	0.0%	0.4%	12.1%	100.0%
EDF Energy	50.8%	16.7%	25.2%	0.1%	1.1%	6.2%	100.0%
Electricity Plus Supply Ltd	90.3%	3.4%	0.2%	0.0%	0.0%	6.2%	100.0%
First Utility	88.3%	0.0%	0.0%	0.0%	0.0%	11.7%	100.0%
Good Energy	39.9%	0.0%	29.8%	0.0%	0.0%	30.2%	100.0%
npower	56.1%	13.1%	24.5%	0.1%	1.6%	4.6%	100.0%
Scottish and Southern	52.7%	13.1%	27.9%	0.2%	1.0%	5.2%	100.0%
Scottish Power	62.2%	16.6%	14.3%	0.1%	5.6%	1.1%	100.0%
Utilita	6.8%	92.2%	1.0%	0.0%	0.0%	0.0%	100.0%
Industry	53.1%	15.2%	25.2%	0.1%	2.6%	3.8%	100.0%

Gas	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
British Gas	44.3%	13.9%	33.1%	0.2%	5.3%	3.1%	100.0%
E.ON	61.4%	11.8%	22.9%	0.1%	2.4%	1.4%	100.0%
Ecotricity	58.8%	0.0%	32.2%	0.0%	0.0%	9.0%	100.0%
EDF Energy	60.7%	15.2%	18.1%	0.1%	1.0%	5.0%	100.0%
First Utility	89.8%	0.0%	0.0%	0.0%	0.0%	10.2%	100.0%
Gas Plus Supply Ltd	91.1%	3.2%	0.1%	0.0%	0.0%	5.6%	100.0%
npower	65.1%	12.4%	17.1%	0.2%	1.3%	4.0%	100.0%
Scottish and Southern	59.0%	10.1%	24.2%	0.2%	1.2%	5.3%	100.0%
Scottish Power	71.9%	13.1%	9.5%	0.1%	4.7%	0.7%	100.0%
Utilita	9.9%	88.9%	1.3%	0.0%	0.0%	0.0%	100.0%
Industry	55.5%	12.8%	24.9%	0.2%	3.4%	3.3%	100.0%

Debt by Quarter June 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
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%	45%	27%	14%	15%	£309
Q2 2011	0.6	0.4	9%	43%	27%	14%	15%	£318

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 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%	42%	28%	15%	15%	£320
Q2 2011	0.6	0.3	11%	41%	32%	13%	14%	£316

Debt Repayment April - June 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	£5.50	49	£7.97	67
E.ON	£7.86	63	£4.27	123
Ecotricity	£19.60	56	£11.00	130
EDF Energy	£4.98	40	£6.33	115
Electricity Plus Supply Ltd	£18.57	38	£13.65	63
First Utility	£39.64	28	£0.00	0
Good Energy	£28.22	44	£0.00	0
npower	£8.45	49	£6.51	125
Scottish and Southern	£6.74	44	£7.39	46
Scottish Power	£3.68	52	£6.61	10
Utilita	£15.95	52	£25.00	52
Total	£5.93	49	£6.99	76

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	£7.13	49	£7.72	69
E.ON	£7.24	60	£5.02	169
Ecotricity	£8.55	58	£0.00	0
EDF Energy	£4.96	48	£7.05	138
First Utility	£37.85	24	£0.00	0
Gas Plus Supply Ltd	£18.49	36	£14.11	66
npower	£9.01	50	£6.24	134
Scottish and Southern	£6.50	44	£7.19	75
Scottish Power	£3.55	52	£6.27	32
Utilita	£14.00	52	£0.00	0
Total	£6.53	49	£7.09	92

**Prepayment Meters
April - June 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	13,231	12,714	517
E.ON	6,474	5,358	1,116
Ecotricity	20	15	5
EDF Energy	5,330	4,309	1,021
Electricity Plus Supply Ltd	1,019	796	223
First Utility	0	0	0
Good Energy	0	0	0
npower	8,884	7,820	1,064
Scottish and Southern	13,546	12,495	1,051
Scottish Power	4,599	4,463	136
Utilita	3	3	0
Total	53,106	47,973	5,133

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	19,224	16,152	3,072
E.ON	5,669	3,882	1,787
Ecotricity	0	0	0
EDF Energy	3,734	3,246	488
First Utility	0	0	0
Gas Plus Supply Ltd	993	931	62
npower	8,453	7,693	760
Scottish and Southern	9,887	9,418	469
Scottish Power	3,696	3,602	94
Utilita	0	0	0
Total	51,656	44,924	6,732

**Disconnections for Debt
April - June 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	5	5	0	5
EDF Energy	3	2	1	17
Electricity Plus Supply Ltd	51	38	13	15
First Utility	0	0	0	0
Good Energy	19	9	10	4
npower	158	57	101	7
Scottish and Southern	81	30	51	0
Scottish Power	65	43	22	9
Utilita	0	0	0	0
Total	382	184	198	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	1	0	1	0
Ecotricity	0	0	0	0
EDF Energy	0	0	0	0
First Utility	0	0	0	0
Gas Plus Supply Ltd	21	10	11	16
npower	34	6	28	0
Scottish and Southern	74	18	56	2
Scottish Power	23	9	14	5
Utilita	0	0	0	0
Total	153	43	110	6

**Percentage of Customers Reconnected following Disconnection for Debt
April - June 2011**

Electricity	24 hours	7 days	1 month	1 quarter
Ecotricity	20%	40%	40%	100%
EDF Energy	0%	0%	67%	67%
Electricity Plus Supply Ltd	10%	33%	53%	75%
Good Energy	21%	37%	47%	47%
npower	7%	32%	36%	36%
Scottish and Southern	35%	37%	37%	37%
Scottish Power	20%	48%	63%	66%
Total	16%	36%	44%	48%

Gas	24 hours	7 days	1 month	1 quarter
E.ON	0%	0%	0%	0%
Gas Plus Supply Ltd	0%	24%	38%	48%
npower	3%	12%	18%	18%
Scottish and Southern	5%	23%	24%	24%
Scottish Power	13%	35%	39%	39%
Total	5%	22%	27%	28%

**Regional Payment Methods
June 2011**

Electricity Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	11,955,844	3,250,119	5,736,327	28,013	533,036	891,583	22,394,922
	53%	15%	26%	0%	2%	4%	100%
Scotland	1,475,717	537,163	621,883	5,463	118,499	80,159	2,838,884
	52%	19%	22%	0%	4%	3%	100%
Wales	633,369	230,072	311,994	2,140	28,898	45,020	1,251,493
	51%	18%	25%	0%	2%	4%	100%

Gas Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	10,484,514	2,362,736	4,767,838	32,270	621,806	633,059	18,902,223
	55%	12%	25%	0%	3%	3%	100%
Scotland	1,234,631	297,553	503,686	4,666	94,278	55,854	2,190,668
	56%	14%	23%	0%	4%	3%	100%
Wales	484,781	150,489	199,864	2,394	26,719	33,368	897,615
	54%	17%	22%	0%	3%	4%	100%

Regional Headlines (Quarterly)
June 2011

Electricity Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt
England	743,433	307,796	369
Scotland	141,064	39,845	4
Wales	41,868	13,078	9
Great Britain	926,365	360,719	382

Gas Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt
England	714,797	252,509	138
Scotland	99,654	29,400	4
Wales	39,473	14,160	11
Great Britain	853,924	296,069	153