

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 2012**

Electricity	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
British Gas	49.1%	19.1%	25.2%	0.2%	3.9%	2.4%	100.0%
Co-operative Energy	97.3%	0.0%	2.7%	0.0%	0.0%	0.0%	100.0%
E.ON	52.8%	13.7%	29.2%	0.1%	2.0%	2.2%	100.0%
economyenergy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Ecotricity	48.8%	0.9%	37.4%	0.0%	0.0%	12.9%	100.0%
EDF Energy	52.8%	15.8%	25.1%	0.1%	1.1%	5.1%	100.0%
Electricity Plus Supply Ltd	90.4%	4.3%	0.1%	0.0%	0.0%	5.1%	100.0%
First Utility	89.3%	0.0%	0.0%	0.0%	0.0%	10.7%	100.0%
Good Energy	46.7%	0.0%	34.2%	0.0%	0.0%	19.0%	100.0%
Green Energy	66.3%	0.3%	1.2%	0.0%	0.0%	32.2%	100.0%
LoCO2 Energy	99.1%	0.0%	0.6%	0.0%	0.0%	0.3%	100.0%
npower	58.0%	12.8%	22.8%	0.1%	3.2%	3.1%	100.0%
Ovo Energy	95.8%	0.0%	0.0%	0.0%	0.0%	4.2%	100.0%
Scottish and Southern	52.9%	13.9%	26.9%	0.1%	1.0%	5.3%	100.0%
Scottish Power	63.4%	17.0%	13.2%	0.2%	5.2%	1.0%	100.0%
Spark Energy	43.3%	12.9%	43.5%	0.0%	0.2%	0.0%	100.0%
Utilita	2.2%	97.4%	0.4%	0.0%	0.0%	0.0%	100.0%
Industry	54.3%	15.5%	24.1%	0.2%	2.6%	3.3%	100.0%

Gas	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
British Gas	45.8%	14.3%	32.4%	0.3%	4.7%	2.5%	100.0%
Co-operative Energy	99.0%	0.0%	1.0%	0.0%	0.0%	0.0%	100.0%
E.ON	60.2%	14.1%	21.9%	0.1%	2.2%	1.4%	100.0%
Ecotricity	57.3%	0.4%	31.8%	0.0%	0.2%	10.3%	100.0%
EDF Energy	63.2%	13.8%	17.8%	0.1%	1.3%	3.9%	100.0%
First Utility	90.3%	0.0%	0.0%	0.0%	0.0%	9.7%	100.0%
Gas Plus Supply Ltd	91.2%	3.8%	0.1%	0.0%	0.0%	4.8%	100.0%
npower	66.1%	12.3%	16.1%	0.2%	2.8%	2.5%	100.0%
Ovo Energy	95.5%	0.0%	0.0%	0.0%	0.0%	4.5%	100.0%
Scottish and Southern	58.9%	11.2%	23.3%	0.2%	1.2%	5.3%	100.0%
Scottish Power	73.1%	13.2%	8.6%	0.1%	4.4%	0.6%	100.0%
Spark Energy	43.4%	13.2%	43.2%	0.0%	0.3%	0.0%	100.0%
Utilita	2.9%	95.7%	1.4%	0.0%	0.0%	0.0%	100.0%
Industry	56.7%	13.3%	23.8%	0.2%	3.2%	2.8%	100.0%

**Debt by Quarter
March 2012**

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 2011	0.5	0.4	9%	37%	30%	16%	18%	£352
Q2 2011	0.6	0.4	9%	36%	31%	16%	17%	£358
Q3 2011	0.5	0.4	9%	39%	28%	16%	17%	£355
Q4 2011	0.5	0.3	8%	41%	27%	16%	17%	£359
Q1 2012	0.5	0.3	7%	41%	27%	15%	16%	£361

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 2011	0.4	0.3	10%	38%	29%	16%	17%	£351
Q2 2011	0.6	0.3	11%	37%	32%	15%	16%	£339
Q3 2011	0.5	0.3	11%	35%	31%	18%	16%	£337
Q4 2011	0.4	0.3	11%	37%	27%	18%	18%	£371
Q1 2012	0.4	0.3	11%	34%	32%	17%	17%	£381

**Debt Repayment
January - March 2012**

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	£5.76	49	£7.63	87
Co-operative Energy	£0.00	0	£0.00	0
E.ON	£7.54	61	£5.16	115
economyenergy	£0.00	0	£0.00	0
Ecotricity	£8.54	148	£0.00	6
EDF Energy	£7.47	48	£6.94	63
Electricity Plus Supply Ltd	£20.49	38	£11.88	67
First Utility	£11.37	56	£0.00	0
Good Energy	£18.28	20	£5.30	333
Green Energy	£10.00	52	£5.70	429
LoCO2 Energy	£26.69	18	£0.00	0
npower	£6.51	52	£6.47	131
Ovo Energy	£0.00	0	£0.00	0
Scottish and Southern	£6.53	44	£5.50	123
Scottish Power	£3.68	57	£6.00	144
Spark Energy	£26.22	35	£6.00	208
Utilita	£15.20	52	£9.00	28
Total	£6.12	50	£6.48	110

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	£6.16	49	£7.08	91
Co-operative Energy	£0.00	0	£0.00	0
E.ON	£6.53	63	£5.00	153
Ecotricity	£6.81	301	£5.00	393
EDF Energy	£6.68	49	£5.96	85
First Utility	£11.01	56	£0.00	0
Gas Plus Supply Ltd	£18.03	38	£10.31	72
npower	£6.38	52	£6.25	121
Ovo Energy	£0.00	0	£0.00	0
Scottish and Southern	£6.68	43	£5.56	123
Scottish Power	£3.66	56	£4.71	159
Spark Energy	£27.12	33	£6.00	107
Utilita	£15.89	57	£7.00	28
Total	£6.17	50	£6.27	113

**Prepayment Meters
January - March 2012**

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	18,499	15,285	3,214
Co-operative Energy	0	0	0
E.ON	8,698	7,646	1,052
economyenergy	0	0	0
Ecotricity	16	16	0
EDF Energy	3,172	2,485	687
Electricity Plus Supply Ltd	822	753	69
First Utility	0	0	0
Good Energy	5	5	0
Green Energy	3	3	0
LoCO2 Energy	0	0	0
npower	10,020	8,547	1,473
Ovo Energy	0	0	0
Scottish and Southern	11,680	10,787	893
Scottish Power	4,493	4,329	164
Spark Energy	69	69	0
Utilita	2,538	122	2,416
Total	60,015	50,047	9,968

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	23,012	20,472	2,540
Co-operative Energy	0	0	0
E.ON	7,433	5,817	1,616
Ecotricity	2	2	0
EDF Energy	1,696	1,482	214
First Utility	0	0	0
Gas Plus Supply Ltd	567	496	71
npower	9,557	7,915	1,642
Ovo Energy	0	0	0
Scottish and Southern	7,827	7,430	397
Scottish Power	3,411	3,312	99
Spark Energy	17	17	0
Utilita	2,538	122	2,416
Total	56,060	47,065	8,995

**Disconnections for Debt
January - March 2012**

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
Co-operative Energy	0	0	0	0
E.ON	2	1	1	1
economyenergy	0	0	0	0
Ecotricity	0	0	0	0
EDF Energy	0	0	0	0
Electricity Plus Supply Ltd	0	0	0	0
First Utility	0	0	0	0
Good Energy	6	2	4	10
Green Energy	0	0	0	0
LoCO2 Energy	0	0	0	0
npower	0	0	0	0
Ovo Energy	0	0	0	0
Scottish and Southern	0	0	0	0
Scottish Power	1	1	0	1
Spark Energy	4	4	0	2
Utilita	0	0	0	0
Total	13	8	5	4

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
Co-operative Energy	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	0	0	0	0
npower	0	0	0	0
Ovo Energy	0	0	0	0
Scottish and Southern	0	0	0	0
Scottish Power	0	0	0	0
Spark Energy	1	1	0	2
Utilita	0	0	0	0
Total	2	1	1	2

**Percentage of Customers Reconnected following Disconnection for Debt
January - March 2012**

Electricity	24 hours	7 days	1 month	1 quarter
E.ON	50%	50%	50%	50%
Good Energy	17%	17%	17%	33%
Scottish Power	100%	100%	100%	100%
Spark Energy	0%	100%	100%	100%
Total	23%	54%	54%	62%

Gas	24 hours	7 days	1 month	1 quarter
E.ON	0%	0%	0%	0%
Spark Energy	0%	100%	100%	100%
Total	0%	50%	50%	50%

**Payment Methods by Country
March 2012**

Electricity Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	12,364,853	3,351,613	5,602,544	31,585	544,087	771,787	22,666,469
	55%	15%	25%	0%	2%	3%	100%
Scotland	1,410,805	518,233	513,785	6,548	123,086	61,084	2,633,541
	54%	20%	20%	0%	5%	2%	100%
Wales	740,626	265,422	329,627	2,310	31,591	46,914	1,416,490
	52%	19%	23%	0%	2%	3%	100%

Gas Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	10,817,203	2,482,866	4,654,738	34,464	560,264	551,885	19,101,420
	57%	13%	24%	0%	3%	3%	100%
Scotland	1,168,468	280,718	384,875	6,623	114,939	37,574	1,993,197
	59%	14%	19%	0%	6%	2%	100%
Wales	611,161	190,896	253,910	2,898	33,742	35,684	1,128,291
	54%	17%	23%	0%	3%	3%	100%

Headlines by Country (Quarterly)
March 2012

Electricity Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt
England	639,849	244,172	11
Scotland	121,224	35,115	1
Wales	38,343	10,954	1
Great Britain	799,416	290,241	13

Gas Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt
England	608,049	262,008	2
Scotland	88,624	34,784	0
Wales	33,457	14,785	0
Great Britain	730,130	311,577	2