

## **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 2012**

<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	49.4%	19.3%	24.8%	0.3%	3.8%	2.4%	100.0%
Co-operative Energy	90.1%	0.0%	9.9%	0.0%	0.0%	0.0%	100.0%
E.ON	52.9%	14.6%	28.5%	0.1%	1.4%	2.5%	100.0%
economyenergy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Ecotricity	49.5%	1.1%	35.4%	0.0%	0.6%	13.4%	100.0%
EDF Energy	52.6%	15.4%	25.6%	0.1%	1.0%	5.4%	100.0%
Electricity Plus Supply Ltd	90.3%	4.5%	0.2%	0.0%	0.0%	5.0%	100.0%
First Utility	89.9%	0.0%	0.0%	0.0%	0.0%	10.1%	100.0%
Good Energy	47.0%	0.1%	34.4%	0.0%	0.0%	18.5%	100.0%
Green Energy	62.2%	0.3%	3.4%	0.0%	0.0%	34.1%	100.0%
LoCO2 Energy	97.7%	0.0%	1.3%	0.0%	0.0%	1.1%	100.0%
npower	58.3%	12.7%	22.6%	0.1%	3.1%	3.2%	100.0%
Ovo Energy	94.6%	0.0%	0.0%	0.0%	0.0%	5.4%	100.0%
Scottish and Southern	53.0%	14.0%	26.6%	0.1%	0.9%	5.3%	100.0%
Scottish Power	63.7%	16.9%	12.9%	0.2%	5.1%	1.2%	100.0%
Spark Energy	46.0%	13.1%	40.8%	0.0%	0.1%	0.0%	100.0%
Utilita	2.2%	95.6%	2.2%	0.0%	0.0%	0.0%	100.0%
<b>Industry</b>	<b>54.5%</b>	<b>15.6%</b>	<b>23.8%</b>	<b>0.2%</b>	<b>2.4%</b>	<b>3.4%</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	46.2%	14.5%	31.8%	0.3%	4.6%	2.6%	100.0%
Co-operative Energy	91.1%	0.0%	8.9%	0.0%	0.0%	0.0%	100.0%
E.ON	59.9%	15.2%	21.4%	0.1%	1.5%	1.9%	100.0%
Ecotricity	58.6%	0.6%	29.5%	0.0%	0.3%	11.0%	100.0%
EDF Energy	62.6%	13.4%	18.4%	0.1%	1.2%	4.2%	100.0%
First Utility	90.9%	0.0%	0.0%	0.0%	0.0%	9.1%	100.0%
Gas Plus Supply Ltd	91.1%	4.1%	0.1%	0.0%	0.0%	4.7%	100.0%
npower	66.4%	12.3%	16.1%	0.2%	2.6%	2.6%	100.0%
Ovo Energy	94.4%	0.0%	0.0%	0.0%	0.0%	5.6%	100.0%
Scottish and Southern	58.9%	11.4%	23.1%	0.2%	1.1%	5.3%	100.0%
Scottish Power	73.2%	13.2%	8.4%	0.1%	4.5%	0.6%	100.0%
Spark Energy	45.9%	13.1%	40.8%	0.0%	0.1%	0.0%	100.0%
Utilita	3.4%	93.2%	3.4%	0.0%	0.0%	0.0%	100.0%
<b>Industry</b>	<b>56.9%</b>	<b>13.5%</b>	<b>23.4%</b>	<b>0.2%</b>	<b>3.0%</b>	<b>2.9%</b>	<b>100.0%</b>

**Debt by Quarter  
June 2012**

<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
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
Q2 2012	0.6	0.3	7%	41%	28%	15%	16%	£373

<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
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
Q2 2012	0.5	0.3	11%	33%	33%	18%	16%	£381

**Debt Repayment  
April - June 2012**

<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	£6.38	49	£7.43	81
Co-operative Energy	£0.00	0	£0.00	0
E.ON	£5.03	59	£5.11	130
economyenergy	£0.00	0	£0.00	0
Ecotricity	£11.95	70	£6.53	135
EDF Energy	£7.05	52	£5.95	87
Electricity Plus Supply Ltd	£16.48	46	£11.00	72
First Utility	£12.98	63	£0.00	0
Good Energy	£24.22	32	£3.13	272
Green Energy	£7.50	52	£6.62	268
LoCO2 Energy	£18.18	24	£0.00	0
npower	£6.74	50	£6.59	116
Ovo Energy	£0.00	0	£0.00	0
Scottish and Southern	£6.86	43	£5.42	118
Scottish Power	£4.43	62	£6.01	149
Spark Energy	£23.85	34	£8.00	156
Utilita	£10.00	16	£6.00	30
<b>Total</b>	<b>£6.25</b>	<b>51</b>	<b>£6.44</b>	<b>106</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	£7.16	49	£7.76	85
Co-operative Energy	£0.00	0	£0.00	0
E.ON	£4.60	57	£4.90	171
Ecotricity	£9.87	82	£5.00	933
EDF Energy	£7.79	51	£5.53	85
First Utility	£12.60	61	£0.00	0
Gas Plus Supply Ltd	£15.82	47	£10.45	62
npower	£6.35	50	£6.97	113
Ovo Energy	£0.00	0	£0.00	0
Scottish and Southern	£7.33	43	£5.36	99
Scottish Power	£5.72	59	£4.83	164
Spark Energy	£24.15	35	£10.00	109
Utilita	£10.00	16	£6.00	30
<b>Total</b>	<b>£6.88</b>	<b>50</b>	<b>£6.78</b>	<b>105</b>

**Prepayment Meters  
April - June 2012**

<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	20,985	17,952	3,033
Co-operative Energy	0	0	0
E.ON	8,450	6,894	1,556
economyenergy	0	0	0
Ecotricity	36	36	0
EDF Energy	4,657	2,339	2,318
Electricity Plus Supply Ltd	1,077	922	155
First Utility	0	0	0
Good Energy	5	5	0
Green Energy	4	4	0
LoCO2 Energy	0	0	0
npower	9,503	8,379	1,124
Ovo Energy	0	0	0
Scottish and Southern	11,552	10,712	840
Scottish Power	4,517	4,214	303
Spark Energy	85	85	0
Utilita	2,665	250	2,415
<b>Total</b>	<b>63,536</b>	<b>51,792</b>	<b>11,744</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	28,131	26,627	1,504
Co-operative Energy	0	0	0
E.ON	6,921	5,481	1,440
Ecotricity	6	6	0
EDF Energy	2,936	1,599	1,337
First Utility	0	0	0
Gas Plus Supply Ltd	939	760	179
npower	8,197	7,167	1,030
Ovo Energy	0	0	0
Scottish and Southern	8,018	7,632	386
Scottish Power	3,749	3,546	203
Spark Energy	43	43	0
Utilita	1,908	190	1,718
<b>Total</b>	<b>60,848</b>	<b>53,051</b>	<b>7,797</b>

**Disconnections for Debt  
April - June 2012**

<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
Co-operative Energy	0	0	0	0
E.ON	27	13	14	3
economyenergy	0	0	0	0
Ecotricity	3	2	1	31
EDF Energy	0	0	0	0
Electricity Plus Supply Ltd	49	27	22	14
First Utility	0	0	0	0
Good Energy	5	2	3	3
Green Energy	0	0	0	0
LoCO2 Energy	0	0	0	0
npower	3	1	2	1
Ovo Energy	0	0	0	0
Scottish and Southern	0	0	0	0
Scottish Power	44	27	17	13
Spark Energy	7	7	0	2
Utilita	0	0	0	0
<b>Total</b>	<b>138</b>	<b>79</b>	<b>59</b>	<b>11</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
Co-operative Energy	0	0	0	0
E.ON	13	2	11	23
Ecotricity	1	1	0	0
EDF Energy	0	0	0	0
First Utility	0	0	0	0
Gas Plus Supply Ltd	11	6	5	16
npower	0	0	0	0
Ovo Energy	0	0	0	0
Scottish and Southern	1	0	1	0
Scottish Power	6	1	5	0
Spark Energy	1	1	0	2
Utilita	0	0	0	0
<b>Total</b>	<b>33</b>	<b>11</b>	<b>22</b>	<b>13</b>

**Percentage of Customers Reconnected following Disconnection for Debt  
April - June 2012**

<b>Electricity</b>	<b>24 hours</b>	<b>7 days</b>	<b>1 month</b>	<b>1 quarter</b>
E.ON	15%	44%	48%	48%
Ecotricity	0%	0%	33%	67%
Electricity Plus Supply Ltd	8%	27%	49%	55%
Good Energy	0%	40%	40%	40%
npower	0%	33%	33%	33%
Scottish Power	18%	45%	57%	61%
Spark Energy	0%	100%	100%	100%
<b>Total</b>	<b>12%</b>	<b>40%</b>	<b>53%</b>	<b>57%</b>

<b>Gas</b>	<b>24 hours</b>	<b>7 days</b>	<b>1 month</b>	<b>1 quarter</b>
E.ON	0%	8%	8%	15%
Ecotricity	100%	100%	100%	100%
Gas Plus Supply Ltd	9%	18%	45%	55%
Scottish and Southern	0%	0%	0%	0%
Scottish Power	0%	17%	17%	17%
Spark Energy	0%	100%	100%	100%
<b>Total</b>	<b>6%</b>	<b>18%</b>	<b>27%</b>	<b>33%</b>

**Payment Methods by Country  
June 2012**

<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	12,442,068	3,387,894	5,537,056	32,820	504,007	799,805	22,703,650
	55%	15%	24%	0%	2%	4%	100%
Scotland	1,382,368	521,280	502,801	6,507	116,098	67,634	2,596,688
	53%	20%	19%	0%	4%	3%	100%
Wales	734,817	266,689	324,252	2,284	29,306	47,945	1,405,293
	52%	19%	23%	0%	2%	3%	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	10,894,200	2,526,609	4,588,152	36,905	531,173	574,877	19,151,916
	57%	13%	24%	0%	3%	3%	100%
Scotland	1,141,526	283,597	371,106	6,771	112,585	38,177	1,953,762
	58%	15%	19%	0%	6%	2%	100%
Wales	604,485	192,311	247,439	2,899	31,414	36,638	1,115,186
	54%	17%	22%	0%	3%	3%	100%

**Headlines by Country (Quarterly)**  
**June 2012**

<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	762,640	253,928	134
Scotland	131,358	37,508	0
Wales	45,804	12,054	4
<b>Great Britain</b>	<b>939,802</b>	<b>303,490</b>	<b>138</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	724,185	277,315	31
Scotland	100,890	38,032	1
Wales	43,211	16,477	1
<b>Great Britain</b>	<b>868,286</b>	<b>331,824</b>	<b>33</b>