

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
September 2011**

Electricity	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
British Gas	49.0%	18.8%	25.8%	0.2%	4.0%	2.2%	100.0%
Co-operative Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
E.ON	52.7%	13.0%	30.1%	0.1%	2.0%	2.1%	100.0%
Ecotricity	48.5%	0.7%	37.7%	0.0%	0.5%	12.6%	100.0%
EDF Energy	53.2%	16.0%	23.4%	0.1%	0.7%	6.6%	100.0%
Electricity Plus Supply Ltd	90.3%	3.6%	0.2%	0.0%	0.0%	5.9%	100.0%
First Utility	86.9%	0.0%	0.0%	0.0%	0.0%	13.0%	100.0%
Good Energy	45.3%	0.0%	34.0%	0.0%	0.0%	20.6%	100.0%
Green Energy	58.6%	0.3%	41.2%	0.0%	0.0%	0.0%	100.0%
LoCO2 Energy	99.5%	0.0%	0.3%	0.0%	0.0%	0.3%	100.0%
npower	56.9%	13.0%	23.8%	0.1%	3.5%	2.6%	100.0%
Ovo Energy	95.8%	0.0%	0.0%	0.0%	0.0%	4.2%	100.0%
Scottish and Southern	51.9%	13.4%	28.4%	0.2%	1.0%	5.2%	100.0%
Scottish Power	61.7%	17.0%	14.3%	0.2%	5.8%	1.1%	100.0%
Spark Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Utilita	3.1%	96.4%	0.5%	0.0%	0.0%	0.0%	100.0%
Industry	53.7%	15.3%	24.8%	0.1%	2.7%	3.4%	100.0%

Gas	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
British Gas	45.3%	14.0%	33.1%	0.3%	4.9%	2.4%	100.0%
Co-operative Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
E.ON	60.9%	12.6%	22.9%	0.1%	2.2%	1.3%	100.0%
Ecotricity	57.5%	0.0%	33.2%	0.0%	0.1%	9.1%	100.0%
EDF Energy	63.7%	14.0%	16.4%	0.1%	1.1%	4.7%	100.0%
First Utility	88.6%	0.0%	0.0%	0.0%	0.0%	11.3%	100.0%
Gas Plus Supply Ltd	91.1%	3.4%	0.2%	0.0%	0.0%	5.3%	100.0%
npower	65.0%	12.4%	17.1%	0.2%	3.2%	2.2%	100.0%
Ovo Energy	95.6%	0.0%	0.0%	0.0%	0.0%	4.4%	100.0%
Scottish and Southern	57.9%	10.6%	24.9%	0.2%	1.2%	5.2%	100.0%
Scottish Power	71.5%	13.4%	9.4%	0.1%	5.0%	0.7%	100.0%
Spark Energy							
Utilita	4.3%	95.1%	0.7%	0.0%	0.0%	0.0%	100.0%
Industry	56.0%	13.0%	24.7%	0.2%	3.4%	2.8%	100.0%

**Debt by Quarter
September 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
Q3 2010	0.5	0.4	10%	51%	24%	10%	15%	£348
Q4 2010	0.5	0.4	9%	42%	28%	14%	16%	£360
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

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
Q3 2010	0.5	0.4	13%	46%	27%	14%	14%	£320
Q4 2010	0.4	0.3	12%	41%	28%	16%	15%	£339
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

**Debt Repayment
July - September 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	£5.51	49	£7.24	68
Co-operative Energy	£0.00	0	£0.00	0
E.ON	£7.60	63	£4.65	109
Ecotricity	£15.41	73	£11.00	544
EDF Energy	£8.53	53	£6.03	101
Electricity Plus Supply Ltd	£19.32	37	£15.56	58
First Utility	£16.96	64	£5.80	58
Good Energy	£12.89	21	£0.00	0
Green Energy	£5.00	52	£12.00	114
LoCO2 Energy	£0.00	0	£0.00	0
npower	£7.20	52	£6.28	132
Ovo Energy	£9.31	101	£0.00	0
Scottish and Southern	£6.23	43	£7.43	49
Scottish Power	£3.31	52	£6.45	127
Spark Energy				
Utilita	£14.79	52	£7.50	26
Total	£6.01	50	£6.87	83

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	£6.75	49	£7.38	69
Co-operative Energy	£0.00	0	£0.00	0
E.ON	£6.72	61	£5.49	153
Ecotricity	£6.63	64	£0.00	0
EDF Energy	£6.04	53	£5.81	149
First Utility	£12.81	48	£0.00	0
Gas Plus Supply Ltd	£15.58	35	£15.09	56
npower	£7.01	52	£6.21	127
Ovo Energy	£0.00	0	£0.00	0
Scottish and Southern	£6.35	43	£7.17	69
Scottish Power	£2.87	52	£5.04	131
Spark Energy				
Utilita	£13.23	52	£6.00	26
Total	£6.16	50	£6.91	91

**Prepayment Meters
July - September 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	15,517	11,008	4,509
Co-operative Energy	0	0	0
E.ON	7,414	6,110	1,304
Ecotricity	6	5	1
EDF Energy	2,518	2,013	505
Electricity Plus Supply Ltd	1,412	933	479
First Utility	8	8	0
Good Energy	0	0	0
Green Energy	3	3	0
LoCO2 Energy	0	0	0
npower	8,204	7,127	1,077
Ovo Energy	0	0	0
Scottish and Southern	16,997	16,172	825
Scottish Power	4,151	4,036	115
Spark Energy			0
Utilita	611	42	569
Total	56,841	47,457	9,384

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	25,761	21,937	3,824
Co-operative Energy	0	0	0
E.ON	6,367	4,155	2,212
Ecotricity	2	0	2
EDF Energy	2,290	1,928	362
First Utility	5	0	5
Gas Plus Supply Ltd	1,017	749	268
npower	8,470	7,429	1,041
Ovo Energy	0	0	0
Scottish and Southern	11,726	11,275	451
Scottish Power	3,257	3,168	89
Spark Energy			
Utilita	531	51	480
Total	59,426	50,692	8,734

**Disconnections for Debt
July - September 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
Co-operative Energy	0	0	0	0
E.ON	17	6	11	8
Ecotricity	6	5	1	2
EDF Energy	0	0	0	0
Electricity Plus Supply Ltd	41	31	10	13
First Utility	0	0	0	0
Good Energy	27	16	11	16
Green Energy	0	0	0	0
LoCO2 Energy	0	0	0	0
npower	202	43	159	9
Ovo Energy	0	0	0	0
Scottish and Southern	76	30	46	1
Scottish Power	50	33	17	9
Spark Energy			0	
Utilita	0	0	0	0
Total	419	164	255	9

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	3	1	2	13
Ecotricity	0	0	0	0
EDF Energy	0	0	0	0
First Utility	0	0	0	0
Gas Plus Supply Ltd	11	6	5	14
npower	37	18	19	0
Ovo Energy	0	0	0	0
Scottish and Southern	63	23	40	1
Scottish Power	14	7	7	13
Spark Energy				
Utilita	0	0	0	0
Total	128	55	73	4

**Percentage of Customers Reconnected following Disconnection for Debt
July - September 2011**

Electricity	24 hours	7 days	1 month	1 quarter
E.ON	6%	18%	35%	35%
Ecotricity	50%	67%	83%	83%
Electricity Plus Supply Ltd	15%	37%	61%	76%
Good Energy	0%	37%	44%	59%
npower	2%	17%	21%	21%
Scottish and Southern	34%	38%	39%	39%
Scottish Power	22%	48%	60%	66%
Total	12%	28%	36%	39%

Gas	24 hours	7 days	1 month	1 quarter
E.ON	0%	0%	33%	33%
Gas Plus Supply Ltd	0%	9%	55%	55%
npower	3%	19%	41%	49%
Scottish and Southern	21%	37%	37%	37%
Scottish Power	7%	29%	50%	50%
Spark Energy				
Total	12%	27%	41%	43%

**Payment Methods by Country
September 2011**

Electricity Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	12,191,125	3,297,233	5,730,659	29,940	558,223	787,684	22,594,864
	54%	15%	25%	0%	2%	3%	100%
Scotland	1,386,002	508,433	539,905	6,445	130,230	59,984	2,630,999
	53%	19%	21%	0%	5%	2%	100%
Wales	726,837	260,931	346,859	2,325	32,976	45,760	1,415,688
	51%	18%	25%	0%	2%	3%	100%

Gas Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	10,656,804	2,418,737	4,804,402	33,204	588,781	540,125	19,042,053
	56%	13%	25%	0%	3%	3%	100%
Scotland	1,146,406	268,312	402,792	6,443	121,985	35,842	1,981,780
	58%	14%	20%	0%	6%	2%	100%
Wales	598,942	185,411	266,402	2,956	35,263	34,730	1,123,704
	53%	16%	24%	0%	3%	3%	100%

**Headlines by Country (Quarterly)
September 2011**

Electricity Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt
England	698,627	296,200	391
Scotland	129,444	41,230	7
Wales	41,790	13,528	21
Great Britain	869,861	350,958	419

Gas Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt
England	670,696	269,512	105
Scotland	96,145	36,735	7
Wales	43,678	19,213	16
Great Britain	810,519	325,460	128