

## Monitoring company performance – annual 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 is 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.

For the Priority Services table, E.ON carries out quarterly reads for all customers so does not register any priority customers for quarterly reads.

Some companies provide combined figures for certain data fields. The words 'elec' or 'gas' indicate the figures are included in the other fuel table.

In the Headlines by Country table the energy efficiency advice is for gas and electricity combined.

## Debt Repayment 2011

<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	£5.40	49	£7.91	69
Co-operative Energy	£0.00	0	£0.00	0
E.ON	£7.71	64	£4.62	107
Ecotricity	£15.41	61	£8.00	238
EDF Energy	£6.54	47	£6.18	100
Electricity Plus Supply Ltd	£18.43	36	£13.13	55
First Utility	£11.46	55	£7.06	61
Good Energy	£25.38	18	£0.00	0
Green Energy	£5.00	52	£6.00	114
LoCO2 Energy	£0.00	0	£0.00	0
npower	£6.99	52	£6.36	128
Ovo Energy	£0.00	0	£9.12	77
Scottish and Southern	£6.43	44	£8.10	57
Scottish Power	£3.82	52	£6.71	132
Spark Energy	£5.61	47	£9.10	186
Utilita	£16.32	52	£20.00	52
<b>Total</b>	<b>£5.93</b>	<b>50</b>	<b>£7.20</b>	<b>87</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	£6.75	49	£7.39	71
Co-operative Energy	£0.00	0	£0.00	0
E.ON	£6.87	62	£5.16	152
Ecotricity	£6.63	64	£5.00	184
EDF Energy	£5.61	50	£6.78	125
First Utility	£20.29	48	£0.00	0
Gas Plus Supply Ltd	£17.23	36	£12.82	49
npower	£6.60	52	£6.08	126
Ovo Energy	£0.00	0	£9.12	77
Scottish and Southern	£6.19	44	£7.10	72
Scottish Power	£3.72	52	£5.24	139
Spark Energy	£4.83	47	£6.07	168
Utilita	£14.50	52	£19.75	52
<b>Total</b>	<b>£6.16</b>	<b>50</b>	<b>£6.84</b>	<b>95</b>

**Prepayment Meters  
2011**

<b>Electricity</b>	<b>Total number of PPMs installed this year</b>	<b>Total number of PPMs installed this year to recover debt</b>	<b>Total number of PPMs installed this year, requested by customers without a debt</b>	<b>Total number of PPM customers changing to credit terms this year</b>	<b>Total number of PPM customers not in debt that had their request for credit terms refused this year</b>
British Gas	59,704	53,121	6,583	32,488	0
Co-operative Energy	0	0	0	0	0
E.ON	31,937	26,966	4,971	2,939	3,830
Ecotricity	86	73	13	89	5
EDF Energy	18,494	14,208	4,286	32,548	0
Electricity Plus Supply Ltd	4,579	3,462	1,117	168	0
First Utility	18	13	5	0	0
Good Energy	0	0	0	0	0
Green Energy	7	7	0	0	0
LoCO2 Energy	0	0	0	0	0
npower	34,758	30,257	4,501	10,391	0
Ovo Energy	31	31	0	0	0
Scottish and Southern	57,719	53,861	3,858	27,932	0
Scottish Power	17,027	16,502	525	3,265	0
Spark Energy	151	97	54	0	0
Utilita	1,501	885	616	47	0
<b>Total</b>	<b>226,012</b>	<b>199,483</b>	<b>26,529</b>	<b>109,867</b>	<b>3,835</b>

<b>Gas</b>	<b>Total number of PPMs installed this year</b>	<b>Total number of PPMs installed this year to recover debt</b>	<b>Total number of PPMs installed this year, requested by customers without a debt</b>	<b>Total number of PPM customers changing to credit terms this year</b>	<b>Total number of PPM customers not in debt that had their request for credit terms refused this year</b>
British Gas	88,354	74,080	14,274	31,393	0
Co-operative Energy	0	0	0	0	0
E.ON	23,920	16,250	7,670	4,771	0
Ecotricity	2	0	2	0	0
EDF Energy	12,554	10,660	1,894	21,596	0
First Utility	10	0	10	0	0
Gas Plus Supply Ltd	3,608	3,086	522	118	0
npower	33,877	29,974	3,903	7,921	0
Ovo Energy	30	30	0	0	0
Scottish and Southern	40,161	38,150	2,011	21,755	0
Scottish Power	12,678	12,356	322	2,322	0
Spark Energy	24	24	0	0	0
Utilita	1,049	116	933	47	0
<b>Total</b>	<b>216,267</b>	<b>184,726</b>	<b>31,541</b>	<b>89,923</b>	<b>0</b>

## Disconnections for Debt 2011

<b>Electricity</b>	<b>Number of customers disconnected for debt this year</b>	<b>Total number of customers reconnected within a quarter (from those disconnected this year)</b>	<b>Total number of customers not reconnected within the quarter they were disconnected (who were disconnected this year)</b>	<b>Average period of disconnection in days (for those disconnected this year)</b>	<b>Number of customers disconnected on a warrant visit</b>	<b>Number of PPMs installed on a warrant</b>
British Gas	0	0	0	0	0	11,042
Co-operative Energy	0	0	0	0	0	0
E.ON	25	9	16	3	25	2,810
Ecotricity	20	15	5	3	20	51
EDF Energy	8	6	2	12	8	4,215
Electricity Plus Supply Ltd	93	69	24	14	93	2,516
First Utility	0	0	0	0	0	0
Good Energy	59	30	29	7	59	0
Green Energy	0	0	0	0	0	9
LoCO2 Energy	0	0	0	0	0	0
npower	356	97	259	4	356	6,918
Ovo Energy	0	0	0	0	0	18
Scottish and Southern	216	81	135	0	216	4,408
Scottish Power	143	96	47	8	143	4,868
Spark Energy	0	0	0	0	0	97
Utilita	1	0	1	0	0	6
<b>Total</b>	<b>921</b>	<b>403</b>	<b>518</b>	<b>6</b>	<b>920</b>	<b>36,958</b>

<b>Gas</b>	<b>Number of customers disconnected for debt this year</b>	<b>Total number of customers reconnected within a quarter (from those disconnected this year)</b>	<b>Total number of customers not reconnected within the quarter they were disconnected (who were disconnected this year)</b>	<b>Average period of disconnection in days (for those disconnected this year)</b>	<b>Number of customers disconnected on a warrant visit</b>	<b>Number of PPMs installed on a warrant</b>
British Gas	0	0	0	0	0	18,182
Co-operative Energy	0	0	0	0	0	0
E.ON	5	1	4	3	5	2,885
Ecotricity	0	0	0	0	0	0
EDF Energy	0	0	0	0	0	2,741
First Utility	0	0	0	0	0	0
Gas Plus Supply Ltd	33	16	17	16	33	2,112
npower	69	23	46	0	69	8,414
Ovo Energy	0	0	0	0	0	18
Scottish and Southern	179	48	131	2	179	5,594
Scottish Power	42	19	23	8	42	4,070
Spark Energy	2	1	1	17	2	24
Utilita	1	0	1	0	0	6
<b>Total</b>	<b>331</b>	<b>108</b>	<b>223</b>	<b>5</b>	<b>330</b>	<b>44,046</b>

**Percentage of Customers Reconnected following Disconnection for Debt  
2011**

<b>Electricity</b>	<b>24 hours</b>	<b>7 days</b>	<b>1 month</b>	<b>1 quarter</b>
E.ON	4%	24%	36%	36%
Ecotricity	30%	55%	60%	75%
EDF Energy	25%	38%	75%	75%
Electricity Plus Supply Ltd	12%	34%	56%	74%
Good Energy	7%	32%	41%	51%
npower	4%	23%	27%	27%
Scottish and Southern	33%	37%	38%	38%
Scottish Power	22%	50%	63%	67%
Utilita	0%	0%	0%	0%
<b>Total</b>	<b>15%</b>	<b>33%</b>	<b>40%</b>	<b>44%</b>

<b>Gas</b>	<b>24 hours</b>	<b>7 days</b>	<b>1 month</b>	<b>1 quarter</b>
E.ON	0%	0%	20%	20%
Gas Plus Supply Ltd	0%	18%	42%	48%
npower	3%	16%	29%	33%
Scottish and Southern	12%	26%	27%	27%
Scottish Power	10%	29%	45%	45%
Spark Energy	0%	0%	50%	50%
Utilita	0%	0%	0%	0%
<b>Total</b>	<b>8%</b>	<b>23%</b>	<b>31%</b>	<b>33%</b>



**Fuel Direct  
2011**

<b>Electricity</b>	<b>Number of customers on Fuel Direct</b>	<b>Number of customers on Fuel Direct without a debt</b>
British Gas	14,539	4,934
Co-operative Energy	0	0
E.ON	4,664	1,129
Ecotricity	2	0
EDF Energy	3,356	809
Electricity Plus Supply Ltd	65	0
First Utility	0	0
Good Energy	0	0
Green Energy	1	0
LoCO2 Energy	0	0
npower	4,481	818
Ovo Energy	3	0
Scottish and Southern	7,521	1,813
Scottish Power	4,706	2,038
Spark Energy	0	0
Utilita	0	0
<b>Total</b>	<b>39,338</b>	<b>11,541</b>

<b>Gas</b>	<b>Number of customers on Fuel Direct</b>	<b>Number of customers on Fuel Direct without a debt</b>
British Gas	24,062	8,766
Co-operative Energy	0	0
E.ON	3,515	851
Ecotricity	0	0
EDF Energy	1,917	429
First Utility	0	0
Gas Plus Supply Ltd	49	0
npower	3,733	658
Ovo Energy	3	0
Scottish and Southern	6,639	2,083
Scottish Power	2,504	987
Spark Energy	0	0
Utilita	1	0
<b>Total</b>	<b>42,423</b>	<b>13,774</b>

**Priority Services  
December 2011**

<b>Electricity</b>	Number of customers on Priority Services Register	Number registered for talking bills	Number registered for Braille / large print bills	Number registered for password schemes	Number registered for third party billing / bill re-direction	Number registered for quarterly reads	Number of meters repositioned / replaced free of charge this year	Number of special controls / adapters provided free of charge this	Number of customers that used Minicom / textphone
British Gas	460,811	1,412	10,573	33,283	63,388	48	19	0	52
Co-operative Energy	48	0	0	0	0	0	0	0	0
E.ON	646,101	9	6,770	46,185	24,515	0	4	0	364
Ecotricity	273	0	8	55	0	273	0	0	0
EDF Energy	226,596	220	6,419	38	4,875	26,110	0	0	25
Electricity Plus Supply Ltd	6,045	2	14	2,728	0	911	0	0	3
First Utility	716	0	3	31	0	0	0	0	0
Good Energy	73	0	0	36	0	0	0	0	0
Green Energy	1	0	1	1	0	0	0	0	0
LoCO2 Energy	0	0	0	0	0	0	0	0	0
npower	225,698	398	9,455	8,930	9,038	73,025	7	0	435
Ovo Energy	3,073	0	3	17	6	20	0	0	0
Scottish and Southern	431,356	831	16,068	20,464	83	5,255	73	0	114
Scottish Power	107,590	30	216	1,701	3,842	17,570	15	0	0
Spark Energy	2	0	6	0	0	0	0	0	1
Utilita	794	0	1	30	0	0	0	0	0
<b>Total</b>	<b>2,109,177</b>	<b>2,902</b>	<b>49,537</b>	<b>113,499</b>	<b>105,747</b>	<b>123,212</b>	<b>118</b>	<b>0</b>	<b>994</b>

<b>Gas</b>	Number of customers on Priority Services Register	Number registered for talking bills	Number registered for Braille / large print bills	Number registered for password schemes	Number registered for third party billing / bill re-direction	Number registered for quarterly reads	Number of meters repositioned / replaced free of charge this year	Number of special controls / adapters provided free of charge this	Number of customers that used Minicom / textphone
British Gas	585,508	1,892	14,171	44,609	84,961	65	186	0	29
Co-operative Energy	48	0	0	0	0	0	0	0	0
E.ON	454,915	7	3,802	37,029	12,471	0	4	0	0
Ecotricity	81	0	0	22	0	81	0	0	0
EDF Energy	115,466	116	2,513	35	2,003	9,820	0	0	10
First Utility	587	0	3	16	0	0	0	0	0
Gas Plus Supply Ltd	6,045	2	14	2,728	0	911	0	0	4
npower	144,448	226	4,988	5,273	4,854	42,548	15	0	266
Ovo Energy	3,073	0	2	13	6	15	0	0	0
Scottish and Southern	311,616	633	11,663	16,124	47	4,897	102	0	59
Scottish Power	57,932	19	129	875	1,967	9,462	41	0	0
Spark Energy	2	0	6	0	0	0	0	0	1
Utilita	794	0	1	30	0	0	0	0	0
<b>Total</b>	<b>1,680,515</b>	<b>2,895</b>	<b>37,292</b>	<b>106,754</b>	<b>106,309</b>	<b>67,799</b>	<b>348</b>	<b>0</b>	<b>369</b>

**Energy Efficiency Advice (Dual Fuel)  
2011**

<b>Dual Fuel</b>	<b>Customers provided with energy efficiency advice</b>	<b>Number of customers in debt provided with energy efficiency information</b>	<b>Number of PSR customers provided with energy efficiency information</b>	<b>Referrals to government schemes such as Warm Front or EEC this year</b>
British Gas	155,755	2,100,305	100,922	329,363
Co-operative Energy				
E.ON	6,866	7	281	61
Ecotricity	8	0	0	0
EDF Energy	62,114	60,951	49,884	616
Electricity Plus Supply Ltd	543	3	2	12
First Utility	574	438	0	0
Gas Plus Supply Ltd	543	3	2	12
Good Energy	0	0	0	0
Green Energy	73	16	0	1
LoCO2 Energy	0	0	0	0
npower	53,716	94,331	113,557	2,074
Ovo Energy	0	0	0	0
Scottish and Southern	45,504	1,408	20,096	8,764
Scottish Power	34,212	6,511	17,986	0
Spark Energy	0	0	0	0
Utilita	53	23	0	0
<b>Total</b>	<b>359,961</b>	<b>2,263,996</b>	<b>302,730</b>	<b>340,903</b>

**Headlines by Country (Annual)  
2011**

<b>Electricity Headlines</b>	<b>Number of disconnections for debt</b>	<b>Number of customers on PSR</b>	<b>Energy efficiency advice</b>
England	868	1,821,636	307,167
Scotland	13	171,130	39,200
Wales	40	116,411	13,051
<b>Great Britain</b>	<b>921</b>	<b>2,109,177</b>	<b>359,418</b>

<b>Gas Headlines</b>	<b>Number of disconnections for debt</b>	<b>Number of customers on PSR</b>	<b>Number of free gas safety checks</b>
England	282	1,454,497	26,885
Scotland	15	127,215	6,602
Wales	34	98,803	1,828
<b>Great Britain</b>	<b>331</b>	<b>1,680,515</b>	<b>35,315</b>