

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
December 2011**

Electricity	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
British Gas	48.7%	19.0%	25.9%	0.2%	3.8%	2.3%	100.0%
Co-operative Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
E.ON	52.6%	13.3%	30.0%	0.1%	2.0%	2.1%	100.0%
Ecotricity	48.3%	0.8%	37.6%	0.0%	0.4%	12.7%	100.0%
EDF Energy	53.6%	15.8%	22.3%	0.1%	0.6%	7.5%	100.0%
Electricity Plus Supply Ltd	90.4%	3.8%	0.2%	0.0%	0.0%	5.6%	100.0%
First Utility	86.7%	0.0%	0.0%	0.0%	0.0%	13.2%	100.0%
Good Energy	45.9%	0.0%	34.4%	0.0%	0.0%	19.6%	100.0%
Green Energy	42.1%	0.2%	57.6%	0.0%	0.0%	0.0%	100.0%
LoCO2 Energy	99.8%	0.0%	0.2%	0.0%	0.0%	0.0%	100.0%
npower	57.3%	12.9%	23.4%	0.1%	3.3%	3.0%	100.0%
Ovo Energy	95.1%	0.0%	0.0%	0.0%	0.0%	4.9%	100.0%
Scottish and Southern	52.5%	13.7%	27.4%	0.1%	1.0%	5.2%	100.0%
Scottish Power	62.8%	17.0%	13.6%	0.2%	5.5%	1.0%	100.0%
Spark Energy	35.6%	12.7%	50.4%	0.0%	1.3%	0.0%	100.0%
Utilita	3.1%	96.5%	0.5%	0.0%	0.0%	0.0%	100.0%
Industry	54.0%	15.4%	24.4%	0.1%	2.6%	3.6%	100.0%

Gas	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
British Gas	45.1%	14.2%	33.3%	0.3%	4.6%	2.5%	100.0%
Co-operative Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
E.ON	60.3%	13.2%	22.8%	0.1%	2.2%	1.3%	100.0%
Ecotricity	57.8%	0.1%	32.0%	0.0%	0.2%	10.0%	100.0%
EDF Energy	64.3%	13.7%	15.5%	0.1%	0.8%	5.7%	100.0%
First Utility	88.5%	0.0%	0.0%	0.0%	0.0%	11.5%	100.0%
Gas Plus Supply Ltd	91.1%	3.5%	0.2%	0.0%	0.0%	5.2%	100.0%
npower	65.3%	12.4%	16.8%	0.2%	2.8%	2.5%	100.0%
Ovo Energy	94.7%	0.1%	0.0%	0.0%	0.0%	5.2%	100.0%
Pentestsor1	7.7%	92.3%	0.0%	0.0%	0.0%	0.0%	100.0%
Scottish and Southern	58.5%	11.0%	24.0%	0.2%	1.2%	5.1%	100.0%
Scottish Power	72.6%	13.2%	8.8%	0.1%	4.7%	0.6%	100.0%
Spark Energy	36.5%	13.1%	49.2%	0.0%	1.2%	0.0%	100.0%
Utilita	3.5%	95.9%	0.6%	0.0%	0.0%	0.0%	100.0%
Industry	56.2%	13.1%	24.4%	0.2%	3.1%	2.9%	100.0%

**Debt by Quarter
December 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
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
Q4 2011	0.5	0.3	8%	41%	27%	16%	17%	£359

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
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
Q4 2011	0.4	0.3	11%	37%	27%	18%	18%	£371

**Debt Repayment
October - December 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	£5.28	49	£7.23	83
Co-operative Energy	£0.00	0	£0.00	0
E.ON	£7.37	71	£5.01	109
Ecotricity	£11.28	61	£7.00	1,033
EDF Energy	£8.14	51	£5.43	97
Electricity Plus Supply Ltd	£20.09	37	£13.53	49
First Utility	£23.19	92	£11.79	47
Good Energy	£16.50	30	£0.00	0
Green Energy	£5.00	52	£12.00	114
LoCO2 Energy	£0.00	0	£0.00	0
npower	£7.13	52	£6.16	130
Ovo Energy	£0.00	0	£9.17	75
Scottish and Southern	£5.92	45	£6.94	60
Scottish Power	£4.11	53	£6.19	143
Spark Energy	£19.25	20	£7.50	215
Utilita	£15.26	52	£7.50	26
Total	£5.93	51	£6.66	93

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	£5.88	49	£6.56	70
Co-operative Energy	£0.00	0	£0.00	0
E.ON	£6.38	70	£5.52	141
Ecotricity	£3.68	78	£0.00	0
EDF Energy	£6.66	52	£6.18	90
First Utility	£13.55	99	£0.00	0
Gas Plus Supply Ltd	£18.20	37	£13.32	40
npower	£5.64	52	£5.94	117
Ovo Energy	£0.00	0	£9.12	77
Pentestsor1			£11.00	1
Scottish and Southern	£5.23	46	£6.47	68
Scottish Power	£4.53	53	£4.96	152
Spark Energy	£19.25	20	£7.50	215
Utilita	£14.85	57	£6.00	26
Total	£5.67	51	£6.33	90

**Prepayment Meters
October - December 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	19,037	17,961	1,076
Co-operative Energy	0	0	0
E.ON	9,075	7,671	1,404
Ecotricity	27	27	0
EDF Energy	2,549	1,886	663
Electricity Plus Supply Ltd	1,007	953	54
First Utility	8	3	5
Good Energy	0	0	0
Green Energy	4	4	0
LoCO2 Energy	0	0	0
npower	8,718	7,474	1,244
Ovo Energy	31	31	0
Scottish and Southern	12,043	11,144	899
Scottish Power	4,238	4,090	148
Spark Energy	7	7	0
Utilita	884	837	47
Total	57,628	52,088	5,540

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	22,067	19,607	2,460
Co-operative Energy	0	0	0
E.ON	6,674	4,590	2,084
Ecotricity	0	0	0
EDF Energy	1,913	1,508	405
First Utility	5	0	5
Gas Plus Supply Ltd	804	780	24
npower	8,759	7,349	1,410
Ovo Energy	30	30	0
Pentestsor1	1	1	0
Scottish and Southern	8,357	7,851	506
Scottish Power	3,085	3,004	81
Spark Energy	7	7	0
Utilita	518	65	453
Total	52,220	44,792	7,428

**Disconnections for Debt
October - December 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	8	3	5	3
Ecotricity	5	4	1	2
EDF Energy	0	0	0	0
Electricity Plus Supply Ltd	1	0	1	0
First Utility	0	0	0	0
Good Energy	9	4	5	6
Green Energy	0	0	0	0
LoCO2 Energy	0	0	0	0
npower	3	0	3	0
Ovo Energy	0	0	0	0
Scottish and Southern	33	14	19	0
Scottish Power	23	15	8	8
Spark Energy	0	0	0	0
Utilita	1	0	1	0
Total	83	40	43	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	1	0	1	0
npower	4	0	4	0
Ovo Energy	0	0	0	0
Pentestsor1	3	1	2	1
Scottish and Southern	24	5	19	2
Scottish Power	5	3	2	19
Spark Energy	0	0	0	0
Utilita	0	0	0	0
Total	38	9	29	8

**Percentage of Customers Reconnected following Disconnection for Debt
October - December 2011**

Electricity	24 hours	7 days	1 month	1 quarter
E.ON	0%	38%	38%	38%
Ecotricity	20%	80%	80%	80%
Electricity Plus Supply Ltd	0%	0%	0%	0%
Good Energy	0%	11%	22%	44%
npower	0%	0%	0%	0%
Scottish and Southern	39%	42%	42%	42%
Scottish Power	22%	52%	61%	65%
Utilita	0%	0%	0%	0%
Total	23%	41%	45%	48%

Gas	24 hours	7 days	1 month	1 quarter
E.ON	0%	0%	0%	0%
Gas Plus Supply Ltd	0%	0%	0%	0%
npower	0%	0%	0%	0%
Pentestsor1	33%	33%	33%	33%
Scottish and Southern	17%	21%	21%	21%
Scottish Power	0%	0%	60%	60%
Total	13%	16%	24%	24%

**Payment Methods by Country
December 2011**

Electricity Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	12,274,337	3,319,557	5,636,148	30,509	529,405	842,031	22,631,987
	54%	15%	25%	0%	2%	4%	100%
Scotland	1,396,837	512,482	523,888	6,511	126,302	61,050	2,627,070
	53%	20%	20%	0%	5%	2%	100%
Wales	735,051	262,851	337,919	2,318	32,101	46,411	1,416,651
	52%	19%	24%	0%	2%	3%	100%

Gas Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	10,715,862	2,450,825	4,753,710	33,064	544,443	575,451	19,073,355
	56%	13%	25%	0%	3%	3%	100%
Scotland	1,154,911	273,820	394,725	6,465	116,951	37,088	1,983,960
	58%	14%	20%	0%	6%	2%	100%
Wales	604,809	188,053	261,440	2,894	33,962	34,959	1,126,117
	54%	17%	23%	0%	3%	3%	100%

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

Electricity Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt
England	623,659	268,208	80
Scotland	117,652	36,331	1
Wales	37,322	12,136	2
Great Britain	778,633	316,675	83

Gas Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt
England	573,526	268,873	31
Scotland	83,783	35,511	3
Wales	33,516	16,617	4
Great Britain	690,825	321,001	38