

Monitoring company performance – quarterly reporting

Ofgem monitors the performance of domestic suppliers in relation to debt, disconnection, prepayment meters and help for customers in vulnerable positions. Information is collected from suppliers on a quarterly and annual basis and the data received is set out in the tables that follow 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:

[Social Obligations Reporting Guidance Notes](#)

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 2012**

Electricity	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
British Gas	49.3%	19.8%	24.7%	0.2%	3.3%	2.6%	100.0%
Co-operative Energy	86.9%	0.0%	12.7%	0.0%	0.4%	0.0%	100.0%
E.ON	52.0%	15.7%	28.4%	0.1%	1.3%	2.5%	100.0%
economyenergy	0.0%	99.6%	0.4%	0.0%	0.0%	0.0%	100.0%
Ecotricity	48.9%	1.6%	35.2%	0.0%	0.7%	13.5%	100.0%
EDF Energy	54.4%	15.4%	22.9%	0.1%	2.5%	4.8%	100.0%
Electricity Plus Supply Ltd	90.0%	4.9%	0.2%	0.0%	0.0%	4.9%	100.0%
First Utility	93.7%	0.0%	0.0%	0.0%	0.0%	6.2%	100.0%
Good Energy	48.0%	0.1%	34.4%	0.0%	0.0%	17.5%	100.0%
Green Energy	63.7%	0.5%	1.8%	0.0%	0.0%	34.0%	100.0%
LoCO2 Energy	97.1%	0.0%	1.5%	0.0%	0.0%	1.3%	100.0%
npower	57.4%	12.8%	23.8%	0.1%	1.2%	4.7%	100.0%
Ovo Energy	96.6%	0.1%	0.0%	0.0%	0.0%	3.3%	100.0%
Scottish and Southern	52.7%	14.5%	26.2%	0.1%	1.0%	5.6%	100.0%
Scottish Power	66.0%	15.9%	12.0%	0.2%	4.8%	1.1%	100.0%
Spark Energy	47.7%	18.4%	33.6%	0.0%	0.3%	0.0%	100.0%
Utilita	1.4%	96.7%	1.7%	0.0%	0.2%	0.0%	100.0%
Industry	55.0%	15.9%	23.1%	0.1%	2.2%	3.6%	100.0%

Gas	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
British Gas	46.2%	15.0%	31.6%	0.3%	4.1%	2.8%	100.0%
Co-operative Energy	87.6%	0.0%	12.0%	0.0%	0.4%	0.0%	100.0%
E.ON	58.3%	16.6%	21.8%	0.1%	1.4%	1.9%	100.0%
Ecotricity	57.3%	1.1%	29.4%	0.0%	0.5%	11.7%	100.0%
EDF Energy	64.6%	13.2%	15.9%	0.1%	2.8%	3.5%	100.0%
First Utility	94.3%	0.0%	0.0%	0.0%	0.0%	5.7%	100.0%
Gas Plus Supply Ltd	90.7%	4.4%	0.2%	0.0%	0.0%	4.7%	100.0%
npower	65.3%	12.4%	17.5%	0.1%	0.9%	3.8%	100.0%
Ovo Energy	96.6%	0.1%	0.0%	0.0%	0.0%	3.3%	100.0%
Scottish and Southern	58.0%	12.0%	23.1%	0.1%	1.3%	5.5%	100.0%
Scottish Power	74.8%	12.5%	7.8%	0.1%	4.2%	0.6%	100.0%
Spark Energy	46.5%	19.7%	33.6%	0.0%	0.3%	0.0%	100.0%
Utilita	1.9%	96.0%	1.8%	0.0%	0.2%	0.0%	100.0%
Industry	57.1%	13.9%	23.0%	0.2%	2.7%	3.1%	100.0%

**Debt by Quarter
December 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 repaying a debt	Number of customers in arrears (millions)	Average debt per customer in arrears
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	-	-
Q3 2012	0.6	0.3	8%	42%	28%	15%	15%	£433	0.5	£440
Q4 2012	0.6	0.3	8%	44%	26%	15%	16%	£442	0.5	£439

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 repaying a debt	Number of customers in arrears (millions)	Average debt per customer in arrears
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	-	-
Q3 2012	0.5	0.3	10%	36%	32%	16%	16%	£462	0.4	£445
Q4 2012	0.5	0.3	11%	41%	27%	15%	17%	£458	0.4	£433

**Debt Repayment
October - December 2012**

Electricity	Number of customers entering into debt repayment arrangements	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	177,737	£5.60	48	£7.24	85
Co-operative Energy	4	£2.58	43	£0.00	0
E.ON	150,032	£4.40	62	£5.82	111
economyenergy	0	£0.00	0	£0.00	0
Ecotricity	527	£8.00	73	£7.00	177
EDF Energy	106,324	£6.03	55	£5.29	107
Electricity Plus Supply Ltd	6,416	£14.70	53	£11.38	58
First Utility	841	£14.75	84	£13.48	85
Good Energy	287	£9.40	42	£5.52	244
Green Energy	283	£10.50	49	£7.50	131
LoCO2 Energy	14	£0.00	0	£0.00	0
npower	89,212	£5.48	71	£6.64	119
Ovo Energy	97	£0.00	0	£13.84	102
Scottish and Southern	139,243	£6.19	159	£4.93	124
Scottish Power	223,320	£4.37	58	£5.73	150
Spark Energy	5,597	£32.47	20	£10.00	129
Utilita	977	£38.12	14	£4.74	139
Total	900,911	£5.62	68	£6.49	103

Gas	Number of customers entering into debt repayment arrangements	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	242,557	£6.09	49	£7.37	85
Co-operative Energy	3	£3.85	50	£0.00	0
E.ON	108,982	£3.89	59	£5.87	148
Ecotricity	97	£7.00	71	£6.00	150
EDF Energy	100,938	£4.52	54	£6.02	113
First Utility	751	£14.44	83	£13.87	133
Gas Plus Supply Ltd	4,974	£12.80	52	£10.45	64
npower	86,501	£4.63	66	£6.74	108
Ovo Energy	88	£0.00	0	£13.92	103
Scottish and Southern	107,868	£5.90	155	£4.84	106
Scottish Power	145,892	£4.81	56	£4.72	133
Spark Energy	3,190	£28.96	18	£9.58	102
Utilita	628	£18.26	31	£9.40	93
Total	802,469	£5.31	64	£6.76	99

**Prepayment Meters
October - December 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	27,917	25,751	2,166
Co-operative Energy	0	0	0
E.ON	10,390	6,908	3,482
economyenergy	0	0	0
Ecotricity	33	33	0
EDF Energy	5,379	4,069	1,310
Electricity Plus Supply Ltd	920	760	160
First Utility	42	12	30
Good Energy	4	4	0
Green Energy	2	2	0
LoCO2 Energy	0	0	0
npower	6,942	6,292	650
Ovo Energy	52	51	1
Scottish and Southern	11,301	7,899	3,402
Scottish Power	3,582	3,366	216
Spark Energy	23	23	0
Utilita	4,220	148	4,072
Total	70,807	55,318	15,489

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	32,850	30,409	2,441
Co-operative Energy	2	0	2
E.ON	5,959	4,527	1,432
Ecotricity	8	8	0
EDF Energy	3,902	2,875	1,027
First Utility	33	10	23
Gas Plus Supply Ltd	812	649	163
npower	6,993	6,249	744
Ovo Energy	47	46	1
Scottish and Southern	7,418	5,212	2,206
Scottish Power	2,591	2,437	154
Spark Energy	23	23	0
Utilita	3,809	17	3,792
Total	64,447	52,462	11,985

**Disconnections for Debt
October - December 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	67	41	26	5
economyenergy	0	0	0	0
Ecotricity	4	3	1	14
EDF Energy	0	0	0	0
Electricity Plus Supply Ltd	0	0	0	0
First Utility	0	0	0	0
Good Energy	1	0	1	0
Green Energy	0	0	0	0
LoCO2 Energy	0	0	0	0
npower	11	3	8	1
Ovo Energy	0	0	0	0
Scottish and Southern	0	0	0	0
Scottish Power	26	19	7	5
Spark Energy	0	0	0	0
Utilita	0	0	0	0
Total	109	66	43	5

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	9	4	5	8
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	9	6	3	19
Spark Energy	0	0	0	0
Utilita	0	0	0	0
Total	18	10	8	15

**Percentage of Customers Reconnected following Disconnection for Debt
October - December 2012**

Electricity	24 hours	7 days	1 month	1 quarter
E.ON	24%	48%	60%	61%
Ecotricity	25%	25%	75%	75%
Good Energy	0%	0%	0%	0%
npower	27%	27%	27%	27%
Scottish Power	23%	58%	73%	73%
Total	24%	47%	60%	61%

Gas	24 hours	7 days	1 month	1 quarter
E.ON	11%	22%	44%	44%
Scottish Power	0%	22%	56%	67%
Total	6%	22%	50%	56%

**Payment Methods by Country
December 2012**

Electricity Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	12,578,648	3,461,205	5,385,072	30,389	458,553	840,720	22,754,587
	55%	15%	24%	0%	2%	4%	100%
Scotland	1,384,743	524,766	483,090	5,930	109,143	70,438	2,578,110
	54%	20%	19%	0%	4%	3%	100%
Wales	732,035	270,094	314,928	1,935	29,671	47,753	1,396,416
	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	10,995,759	2,607,571	4,519,760	32,942	474,776	603,947	19,234,755
	57%	14%	23%	0%	2%	3%	100%
Scotland	1,144,729	293,859	365,214	6,113	105,583	40,928	1,956,426
	59%	15%	19%	0%	5%	2%	100%
Wales	606,028	197,815	244,220	2,440	30,028	37,259	1,117,790
	54%	18%	22%	0%	3%	3%	100%

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

Electricity Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt	Number of customers in arrears
England	738,736	277,660	104	396,328
Scotland	115,691	40,560	2	37,510
Wales	46,484	17,111	3	24,015
Great Britain	900,911	335,331	109	457,853

Gas Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt	Number of customers in arrears
England	677,700	273,986	17	338,720
Scotland	86,413	36,868	1	32,812
Wales	38,356	17,080	0	20,852
Great Britain	802,469	327,934	18	392,384