

Monitoring company performance – annual reporting

Ofgem monitors the performance of domestic suppliers in relation to debt, disconnection, prepayment meters and help for vulnerable customers. 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:

[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.

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

In the regional headlines table the energy efficiency advice is for gas and electricity combined.

During 2012 we reviewed and revised the data we collect from suppliers. These new reporting requirements took effect from Quarter 3 2012. Therefore, this annual report has quarters 1 and 2 under the old reporting requirements and quarters 3 and 4 under the new requirements.

**Debt Repayment
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	£6.00	47	£7.00	81
Co-operative Energy	4	£2.93	43	£0.00	0
E.ON	150,032	£6.03	63	£5.36	121
economyenergy	0	£0.00	0	£0.00	0
Ecotricity	527	£15.68	68	£6.25	182
EDF Energy	106,324	£6.74	53	£5.92	87
Electricity Plus Supply Ltd	6,416	£16.59	47	£11.28	64
First Utility	841	£12.63	69	£14.84	95
Good Energy	287	£15.28	38	£5.03	260
Green Energy	283	£9.00	57	£6.85	128
LoCO2 Energy	14	£22.44	21	£0.00	0
npower	89,212	£5.88	60	£6.57	125
Ovo Energy	97	£0.00	0	£19.91	157
Scottish and Southern	139,243	£5.00	193	£5.14	118
Scottish Power	223,320	£4.17	58	£5.90	147
Spark Energy	5,597	£17.36	18	£8.31	55
Utilita	977	£38.12	14	£3.92	150
Total	900,911	£5.76	81	£6.31	104

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	£7.00	48	£8.00	81
Co-operative Energy	3	£3.82	46	£0.00	0
E.ON	108,982	£5.30	60	£5.28	157
Ecotricity	97	£8.90	73	£6.25	158
EDF Energy	100,938	£6.29	52	£5.93	100
First Utility	751	£12.49	68	£13.87	133
Gas Plus Supply Ltd	4,974	£15.12	47	£10.40	64
npower	86,501	£5.61	58	£6.69	116
Ovo Energy	88	£0.00	0	£20.68	164
Scottish and Southern	107,868	£5.01	176	£5.06	98
Scottish Power	145,892	£4.77	57	£4.79	151
Spark Energy	3,190	£17.23	18	£9.22	48
Utilita	628	£18.26	31	£9.40	93
Total	802,469	£6.05	74	£6.94	100

**Prepayment Meters
2012**

Electricity	Total number of PPMs installed this year	Total number of PPMs installed this year to recover debt	Total number of PPMs installed this year, requested by customers without a debt	Total number of PPM customers changing to credit terms this year	Total number of PPM customers not in debt that had their request for credit terms refused this year	Number of PPMs installed on IGT network sites	Number of PPMs installed for debt on IGT network
British Gas	92,442	82,638	9,804	33,375	0	0	0
Co-operative Energy	0	0	0	0	0	0	0
E.ON	36,527	29,006	7,521	11,775	3,660	0	0
economyenergy	0	0	0	0	0	0	0
Ecotricity	112	112	0	0	0	0	0
EDF Energy	18,361	13,059	5,302	28,321	0	26	24
Electricity Plus Supply Ltd	3,825	3,186	639	1,107	0	0	0
First Utility	52	20	32	0	0	8	2
Good Energy	17	17	0	0	0	0	0
Green Energy	13	13	0	1	0	0	0
LoCO2 Energy	0	0	0	0	0	0	0
npower	35,590	31,300	4,290	3,681	0	0	0
Ovo Energy	71	69	2	9	0	3	3
Scottish and Southern	46,219	36,881	9,338	14,975	0	0	0
Scottish Power	15,188	14,376	812	3,300	267	0	0
Spark Energy	217	217	0	0	0	0	0
Utilita	10,791	625	10,166	5	0	0	0
Total	259,425	211,519	47,906	96,549	3,927	37	29

Gas	Total number of PPMs installed this year	Total number of PPMs installed this year to recover debt	Total number of PPMs installed this year, requested by customers without a debt	Total number of PPM customers changing to credit terms this year	Total number of PPM customers not in debt that had their request for credit terms refused this year	Number of PPMs installed on IGT network sites	Number of PPMs installed for debt on IGT network
British Gas	116,957	108,482	8,475	32,186	0	1,556	1,452
Co-operative Energy	2	0	2	0	0	0	0
E.ON	27,333	21,159	6,174	9,689	0	2,826	2,826
Ecotricity	22	22	0	0	0	0	0
EDF Energy	12,372	9,154	3,218	17,269	0	26	24
First Utility	33	10	23	0	0	10	4
Gas Plus Supply Ltd	3,131	2,445	686	460	0	30	16
npower	33,128	28,769	4,359	4,447	0	3,150	2,471
Ovo Energy	64	62	2	9	9	3	3
Scottish and Southern	32,130	26,273	5,857	9,791	4	2,286	1,363
Scottish Power	11,921	11,375	546	2,252	139	1,762	1,729
Spark Energy	100	100	0	0	0	0	0
Utilita	9,624	384	9,240	31	0	27	0
Total	246,817	208,235	38,582	76,134	152	11,676	9,888

**Disconnections for Debt
2012**

Electricity	Number of customers disconnected for debt this year	Total number of customers reconnected within a quarter	Number of customers disconnected but not reconnected within this reporting year	Average period of disconnection in days	Number of customers disconnected on a warrant visit [*]	Number of PPMs installed on a warrant visit	Number of PPMs installed with a blanking disc inserted at warrant [*]
British Gas	0	0	0	0	0	23,183	0
Co-operative Energy	0	0	0	0	0	0	0
E.ON	150	74	62	3	150	3,328	0
economyenergy	0	0	0	0	0	0	0
Ecotricity	11	5	2	24	11	34	0
EDF Energy	0	0	0	0	0	2,121	0
Electricity Plus Supply Ltd	87	19	41	14	87	2,429	0
First Utility	0	0	0	0	0	10	0
Good Energy	21	2	4	3	21	0	0
Green Energy	0	0	0	0	0	6	2
LoCO2 Energy	0	0	0	0	0	0	0
npower	51	18	32	6	51	7,959	0
Ovo Energy	0	0	0	0	0	0	0
Scottish and Southern	3	0	3	0	3	6,174	0
Scottish Power	117	50	39	7	117	5,487	0
Spark Energy	13	2	0	4	13	214	0
Utilita	0	0	0	0	0	0	0
Total	453	170	183	6	453	50,945	2

Note: For 2012 columns marked [*] represent the totals of quarter 3 and quarter 4 data only

Gas	Number of customers disconnected for debt this year	Total number of customers reconnected within a quarter	Number of customers disconnected but not reconnected within this reporting year	Average period of disconnection in days	Number of customers disconnected on a warrant visit [*]	Number of PPMs installed on a warrant visit	Number of PPMs installed with a blanking disc inserted at warrant [*]
British Gas	0	0	0	0	0	29,718	484
Co-operative Energy	0	0	0	0	0	0	0
E.ON	46	12	32	10	46	3,200	611
Ecotricity	3	1	3	52	2	0	1
EDF Energy	0	0	0	0	0	817	445
First Utility	0	0	0	0	0	10	0
Gas Plus Supply Ltd	22	3	14	15	22	1,856	292
npower	4	0	4	0	4	7,903	838
Ovo Energy	0	0	0	0	0	9	1
Scottish and Southern	2	0	2	0	2	5,901	50
Scottish Power	25	12	12	8	25	3,799	608
Spark Energy	2	0	0	14	2	77	0
Utilita	0	0	0	0	0	0	0
Total	104	28	67	11	103	53,290	3,330

Note: For 2012 columns marked [*] represent the totals of quarter 3 and quarter 4 data only

**Percentage of Customers Reconnected following Disconnection for Debt
2012**

Electricity	24 hours	7 days	1 month	1 quarter
E.ON	25%	49%	57%	49%
Ecotricity	9%	9%	36%	45%
Electricity Plus Supply Ltd	9%	24%	46%	22%
Good Energy	5%	19%	19%	10%
npower	10%	27%	31%	35%
Scottish and Southern	0%	0%	0%	0%
Scottish Power	22%	48%	61%	43%
Spark Energy	0%	100%	100%	15%
Total	17%	40%	52%	38%

Gas	24 hours	7 days	1 month	1 quarter
E.ON	7%	13%	28%	26%
Ecotricity	33%	67%	67%	33%
Gas Plus Supply Ltd	5%	9%	36%	14%
npower	0%	0%	0%	0%
Scottish and Southern	0%	0%	0%	0%
Scottish Power	0%	28%	44%	48%
Spark Energy	0%	100%	100%	0%
Total	5%	18%	35%	27%

**Fuel Direct
2012**

Electricity	Number of customers on Fuel Direct	Number of customers on Fuel Direct without a debt
British Gas	15,464	1,785
Co-operative Energy	0	0
E.ON	5,475	1,081
economyenergy	0	0
Ecotricity	6	0
EDF Energy	2,711	249
Electricity Plus Supply Ltd	86	0
First Utility	2	0
Good Energy	0	0
Green Energy	2	1
LoCO2 Energy	0	0
npower	4,276	1,151
Ovo Energy	6	0
Scottish and Southern	5,612	2,574
Scottish Power	4,614	1,999
Spark Energy	0	0
Utilita	0	0
Total	38,254	8,840

Gas	Number of customers on Fuel Direct	Number of customers on Fuel Direct without a debt
British Gas	25,249	2,902
Co-operative Energy	0	0
E.ON	4,214	1,013
Ecotricity	0	0
EDF Energy	1,228	666
First Utility	0	0
Gas Plus Supply Ltd	52	0
npower	3,379	943
Ovo Energy	5	0
Scottish and Southern	4,893	2,319
Scottish Power	2,475	872
Spark Energy	0	0
Utilita	0	0
Total	41,495	8,715

**Priority Services
December 2012**

Electricity	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 customers that used Minicom / textphone
British Gas	559,409	686	16,851	50,633	110,507	45	12	28
Co-operative Energy	5	1	1	0	0	0	0	0
E.ON	679,516	10	7,594	45,480	27,235	0	0	284
economyenergy	3	0	0	0	0	0	0	0
Ecotricity	313	0	9	98	0	313	0	0
EDF Energy	246,988	217	6,593	52	4,875	33,475	14	0
Electricity Plus Supply Ltd	7,029	2	19	3,158	0	997	0	1
First Utility	1,615	0	2	65	0	0	0	0
Good Energy	106	0	0	63	0	0	0	0
Green Energy	21	0	3	0	0	21	1	0
LoCO2 Energy	36	0	2	0	0	3	0	0
npower	249,355	375	9,527	11,162	3,006	84,601	2	131
Ovo Energy	6,522	3	9	119	0	167	1	0
Scottish and Southern	439,892	481	14,624	14,945	85	1,542	44	58
Scottish Power	181,169	34	220	2,011	5,084	33,657	9	0
Spark Energy	1	0	1	0	0	0	0	0
Utilita	4,372	0	1	0	0	0	0	0
Total	2,376,352	1,809	55,456	127,786	150,792	154,821	83	502

Gas	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 customers that used Minicom / textphone
British Gas	682,983	778	20,766	83,272	155,106	67	97	34
Co-operative Energy	5	1	1	0	0	0	0	0
E.ON	477,222	9	4,646	36,560	14,071	0	3	
Ecotricity	130	0	3	43	0	130	0	0
EDF Energy	127,354	120	2,680	49	1,886	13,046	7	0
First Utility	1,506	0	2	55	0	0	0	0
Gas Plus Supply Ltd	7,029	2	19	3,158	0	997	2	1
npower	164,353	245	5,411	7,277	1,517	51,457	3	83
Ovo Energy	4,599	1	6	76	0	104	0	0
Scottish and Southern	314,128	361	10,478	12,220	51	1,266	63	58
Scottish Power	99,019	22	136	1,055	2,930	12,669	10	0
Spark Energy	1	0	1	0	0	0	0	0
Utilita	4,321	0	1	0	0	0	0	0
Total	1,882,650	1,539	44,150	143,765	175,561	79,736	185	176

**Energy Efficiency (Dual Fuel)
2012**

Dual Fuel	Number of customers who have contacted the specialist energy efficiency advice line	Number of customers on a debt repayment arrangement who have contacted the specialist energy efficiency advice line	Number of customers in arrears who have contacted the specialist energy efficiency advice line	Number of customers proactively provided with information on how they can reduce their energy consumption	Number of customers repaying a debt through a debt repayment arrangement proactively provided with information on how they can reduce their energy consumption	Number of customers in arrears proactively provided with information on how they can reduce their energy consumption	Number of web hits on dedicated energy efficiency webpages	Number of customers referred to a government scheme or to CERT/ECO
British Gas	8,554	118	99	9,942,192	348,472	200,732	330,801	5,011
Co-operative Energy	0	0	0	47,670	4	419	7,910	0
E.ON	6,431	306	109	2,635,256	51,521	43,121	64,578	35,770
economyenergy	0	0	0	0	0	0	0	0
Ecotricity	560	253	57	60	60	0	1,816	0
EDF Energy	13,615	1,617	1,204	46,043	3,738	3,024	116,536	124,905
Electricity Plus Supply Ltd	487	2	1	0	0	0	1,431	10
First Utility	311	2	5	69,289	346	1,178	4,928	0
Gas Plus Supply Ltd	487	2	1	0	0	0	1,431	10
Good Energy	0	0	0	0	0	0	0	0
Green Energy	7	4	2	4,682	283	226	781	0
LoCO2 Energy	0	0	0	5,007	14	13	120	0
npower	79,226	3,243	2,473	180,923	109,315	71,608	50,556	74,225
Ovo Energy	0	0	0	0	0	0	0	0
Scottish and Southern	27,944	847	794	28,802	718	681	62,726	43,927
Scottish Power	3,657	917	34	349,091	9,096	1,754	256,410	1,788
Spark Energy	0	0	0	0	0	0	0	0
Utilita	0	0	0	249	24	0	3,027	0
Total	141,279	7,311	4,779	13,309,264	523,591	322,756	903,051	285,646

**Headlines by Country (Annual)
2012**

Electricity Headlines	Number of disconnections for debt	Number of customers on PSR	Energy efficiency advice	Number of customers in arrears
England	440	2,040,963	125,553	396,328
Scotland	5	203,329	9,019	37,510
Wales	8	132,060	6,220	24,015
Great Britain	453	2,376,352	140,792	457,853

Gas Headlines	Number of disconnections for debt	Number of customers on PSR	Number of free gas safety checks	Number of customers in arrears
England	98	1,638,157	18,174	338,720
Scotland	4	137,594	2,955	32,812
Wales	2	106,899	817	20,852
Great Britain	104	1,882,650	21,946	392,384