

## **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  
September 2012**

<b>Electricity</b>	<b>Monthly direct debit</b>	<b>Prepayment meter</b>	<b>Quarterly cash / cheque</b>	<b>Fuel Direct</b>	<b>Budgeting payment schemes</b>	<b>Other</b>	<b>Total</b>
British Gas	49.5%	19.6%	24.7%	0.3%	3.5%	2.5%	100.0%
Co-operative Energy	89.4%	0.0%	10.2%	0.0%	0.4%	0.0%	100.0%
E.ON	52.2%	15.2%	28.7%	0.1%	1.3%	2.5%	100.0%
economyenergy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Ecotricity	49.1%	1.4%	35.5%	0.0%	0.7%	13.3%	100.0%
EDF Energy	54.9%	15.2%	23.4%	0.1%	1.4%	5.0%	100.0%
Electricity Plus Supply Ltd	89.9%	4.8%	0.2%	0.0%	0.0%	5.2%	100.0%
First Utility	90.9%	0.0%	0.0%	0.0%	0.0%	9.1%	100.0%
Good Energy	46.8%	0.1%	34.8%	0.0%	0.0%	18.3%	100.0%
Green Energy	62.2%	0.4%	1.9%	0.0%	0.0%	35.5%	100.0%
LoCO2 Energy	98.0%	0.0%	1.0%	0.0%	0.0%	1.0%	100.0%
npower	57.7%	12.9%	23.2%	0.1%	1.2%	4.8%	100.0%
Ovo Energy	94.6%	0.1%	0.0%	0.0%	0.0%	5.3%	100.0%
Scottish and Southern	52.9%	14.3%	26.1%	0.1%	1.0%	5.5%	100.0%
Scottish Power	64.1%	16.7%	12.7%	0.2%	5.2%	1.2%	100.0%
Spark Energy	46.3%	13.6%	39.9%	0.0%	0.2%	0.0%	100.0%
Utilita	1.6%	98.1%	0.3%	0.0%	0.0%	0.0%	100.0%
<b>Industry</b>	<b>54.7%</b>	<b>15.8%</b>	<b>23.4%</b>	<b>0.2%</b>	<b>2.2%</b>	<b>3.6%</b>	<b>100.0%</b>

Gas	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
British Gas	46.4%	14.8%	31.5%	0.3%	4.4%	2.7%	100.0%
Co-operative Energy	90.3%	0.0%	9.3%	0.0%	0.4%	0.0%	100.0%
E.ON	58.8%	16.0%	21.8%	0.1%	1.4%	1.9%	100.0%
Ecotricity	57.0%	0.9%	30.3%	0.0%	0.4%	11.4%	100.0%
EDF Energy	64.7%	13.2%	16.5%	0.1%	1.8%	3.7%	100.0%
First Utility	91.9%	0.0%	0.0%	0.0%	0.0%	8.1%	100.0%
Gas Plus Supply Ltd	90.7%	4.3%	0.1%	0.0%	0.0%	4.9%	100.0%
npower	65.8%	12.4%	16.8%	0.1%	1.0%	4.0%	100.0%
Ovo Energy	94.5%	0.1%	0.0%	0.0%	0.0%	5.4%	100.0%
Scottish and Southern	58.4%	11.7%	22.9%	0.2%	1.3%	5.4%	100.0%
Scottish Power	73.3%	13.2%	8.3%	0.1%	4.5%	0.6%	100.0%
Spark Energy	45.4%	12.9%	41.5%	0.0%	0.2%	0.0%	100.0%
Utilita	2.1%	97.4%	0.5%	0.0%	0.0%	0.0%	100.0%
<b>Industry</b>	<b>56.9%</b>	<b>13.8%</b>	<b>23.2%</b>	<b>0.2%</b>	<b>2.8%</b>	<b>3.1%</b>	<b>100.0%</b>

## Debt by Quarter September 2012

<b>Electricity</b>	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
Q3 2011	0.5	0.4	9%	39%	28%	16%	17%	£355	-	-
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

<b>Gas</b>	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
Q3 2011	0.5	0.3	11%	35%	31%	18%	16%	£337	-	-
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

**Debt Repayment  
July - September 2012**

<b>Electricity</b>	<b>Number of customers entering into debt repayment arrangements</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	187,196	£7.11	44	£7.29	78
Co-operative Energy	18	£2.75	42	£0.00	0
E.ON	152,881	£5.34	58	£5.34	127
economyenergy	0	£0.00	0	£0.00	0
Ecotricity	282	£16.00	68	£6.00	135
EDF Energy	105,278	£6.59	54	£5.51	90
Electricity Plus Supply Ltd	5,893	£14.33	52	£10.91	57
First Utility	845	£11.63	85	£16.88	109
Good Energy	223	£24.76	33	£4.37	282
Green Energy	258	£7.50	64	£6.20	126
LoCO2 Energy	21	£0.00	0	£0.00	0
npower	85,073	£5.41	71	£6.61	125
Ovo Energy	46	£0.00	0	£9.66	208
Scottish and Southern	140,457	£5.79	77	£5.14	118
Scottish Power	249,073	£4.21	56	£5.85	146
Spark Energy	1,597	£28.34	35	£12.00	104
Utilita	910	£6.00	107	£6.00	107
<b>Total</b>	<b>930,051</b>	<b>£6.10</b>	<b>57</b>	<b>£6.47</b>	<b>101</b>

<b>Gas</b>	<b>Number of customers entering into debt repayment arrangements</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	270,720	£7.79	44	£7.83	78
Co-operative Energy	16	£3.10	44	£0.00	0
E.ON	102,586	£4.67	54	£5.35	154
Ecotricity	74	£9.00	66	£6.00	157
EDF Energy	92,007	£6.41	52	£6.21	116
First Utility	754	£12.65	88	£0.00	0
Gas Plus Supply Ltd	5,276	£13.25	51	£10.36	61
npower	77,743	£5.42	68	£6.85	115
Ovo Energy	42	£0.00	0	£10.00	224
Scottish and Southern	110,028	£5.78	76	£5.25	93
Scottish Power	167,748	£4.88	57	£4.90	147
Spark Energy	990	£29.10	34	£10.00	116
Utilita	912	£6.00	107	£6.00	107
<b>Total</b>	<b>828,896</b>	<b>£6.44</b>	<b>54</b>	<b>£7.00</b>	<b>97</b>

**Prepayment Meters  
July - September 2012**

<b>Electricity</b>	<b>Number of PPMs installed this quarter</b>	<b>Number of PPMs installed this quarter to recover debt</b>	<b>PPMs installed this quarter, requested by customers without a debt</b>
British Gas	25,041	23,650	1,391
Co-operative Energy	0	0	0
E.ON	8,989	7,558	1,431
economyenergy	0	0	0
Ecotricity	27	27	0
EDF Energy	5,153	4,166	987
Electricity Plus Supply Ltd	1,006	751	255
First Utility	10	8	2
Good Energy	3	3	0
Green Energy	4	4	0
LoCO2 Energy	0	0	0
npower	9,125	8,082	1,043
Ovo Energy	19	18	1
Scottish and Southern	11,686	7,483	4,203
Scottish Power	2,596	2,467	129
Spark Energy	40	40	0
Utilita	1,368	105	1,263
<b>Total</b>	<b>65,067</b>	<b>54,362</b>	<b>10,705</b>

<b>Gas</b>	<b>Number of PPMs installed this quarter</b>	<b>Number of PPMs installed this quarter to recover debt</b>	<b>PPMs installed this quarter, requested by customers without a debt</b>
British Gas	32,964	30,974	1,990
Co-operative Energy	0	0	0
E.ON	7,020	5,334	1,686
Ecotricity	6	6	0
EDF Energy	3,838	3,198	640
First Utility	0	0	0
Gas Plus Supply Ltd	813	540	273
npower	8,381	7,438	943
Ovo Energy	17	16	1
Scottish and Southern	8,867	5,999	2,868
Scottish Power	2,170	2,080	90
Spark Energy	17	17	0
Utilita	1,369	55	1,314
<b>Total</b>	<b>65,462</b>	<b>55,657</b>	<b>9,805</b>

**Disconnections for Debt**  
**July - September 2012**

<b>Electricity</b>	<b>Number of customers disconnected for debt this quarter</b>	<b>Number of customers reconnected this quarter (from those disconnected this quarter)</b>	<b>Number of customers not yet reconnected (who were disconnected this quarter)</b>	<b>Average period of disconnection in days (for those disconnected this quarter)</b>
British Gas	0	0	0	0
Co-operative Energy	0	0	0	0
E.ON	54	33	21	5
economyenergy	0	0	0	0
Ecotricity	4	2	2	38
EDF Energy	0	0	0	0
Electricity Plus Supply Ltd	38	19	19	13
First Utility	0	0	0	0
Good Energy	9	2	7	7
Green Energy	0	0	0	0
LoCO2 Energy	0	0	0	0
npower	37	15	22	7
Ovo Energy	0	0	0	0
Scottish and Southern	3	0	3	0
Scottish Power	46	31	15	11
Spark Energy	2	2	0	2
Utilita	0	0	0	0
<b>Total</b>	<b>193</b>	<b>104</b>	<b>89</b>	<b>9</b>

<b>Gas</b>	<b>Number of customers disconnected for debt this quarter</b>	<b>Number of customers reconnected this quarter (from those disconnected this quarter)</b>	<b>Number of customers not yet reconnected (who were disconnected this quarter)</b>	<b>Average period of disconnection in days (for those disconnected this quarter)</b>
British Gas	0	0	0	0
Co-operative Energy	0	0	0	0
E.ON	23	8	15	9
Ecotricity	2	1	1	7
EDF Energy	0	0	0	0
First Utility	0	0	0	0
Gas Plus Supply Ltd	11	3	8	12
npower	4	0	4	0
Ovo Energy	0	0	0	0
Scottish and Southern	1	0	1	0
Scottish Power	10	6	4	13
Spark Energy	0	0	0	0
Utilita	0	0	0	0
<b>Total</b>	<b>51</b>	<b>18</b>	<b>33</b>	<b>11</b>

**Percentage of Customers Reconnected following Disconnection for Debt  
July - September 2012**

<b>Electricity</b>	<b>24 hours</b>	<b>7 days</b>	<b>1 month</b>	<b>1 quarter</b>
E.ON	31%	52%	59%	61%
Ecotricity	0%	0%	0%	50%
Electricity Plus Supply Ltd	11%	21%	42%	50%
Good Energy	0%	11%	11%	22%
npower	5%	27%	32%	41%
Scottish and Southern	0%	0%	0%	0%
Scottish Power	24%	43%	57%	67%
Spark Energy	0%	100%	100%	100%
<b>Total</b>	<b>18%</b>	<b>36%</b>	<b>46%</b>	<b>54%</b>

<b>Gas</b>	<b>24 hours</b>	<b>7 days</b>	<b>1 month</b>	<b>1 quarter</b>
E.ON	9%	13%	35%	35%
Ecotricity	0%	50%	50%	50%
Gas Plus Supply Ltd	0%	0%	27%	27%
npower	0%	0%	0%	0%
Scottish and Southern	0%	0%	0%	0%
Scottish Power	0%	40%	50%	60%
<b>Total</b>	<b>4%</b>	<b>16%</b>	<b>33%</b>	<b>35%</b>

**Payment Methods by Country  
September 2012**

<b>Electricity Payment Methods</b>	<b>Monthly direct debit</b>	<b>Prepayment meter</b>	<b>Quarterly cash / cheque</b>	<b>Fuel Direct</b>	<b>Budgeting payment schemes</b>	<b>Other</b>	<b>Total</b>
England	12,485,523	3,431,653	5,441,685	31,716	445,170	854,259	22,690,006
	55%	15%	24%	0%	2%	4%	100%
Scotland	1,370,143	520,429	486,943	6,319	112,577	70,520	2,566,931
	53%	20%	19%	0%	4%	3%	100%
Wales	728,321	268,747	317,811	2,069	30,574	48,032	1,395,554
	52%	19%	23%	0%	2%	3%	100%

<b>Gas Payment Methods</b>	<b>Monthly direct debit</b>	<b>Prepayment meter</b>	<b>Quarterly cash / cheque</b>	<b>Fuel Direct</b>	<b>Budgeting payment schemes</b>	<b>Other</b>	<b>Total</b>
England	10,906,996	2,574,265	4,536,965	35,581	487,364	605,989	19,147,160
	57%	13%	24%	0%	3%	3%	100%
Scotland	1,128,677	288,302	364,998	6,551	109,067	40,570	1,938,165
	58%	15%	19%	0%	6%	2%	100%
Wales	601,731	195,450	244,933	2,648	31,574	37,336	1,113,672
	54%	18%	22%	0%	3%	3%	100%

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

<b>Electricity Headlines</b>	<b>Number of customers in debt</b>	<b>Number of PPM customers in debt</b>	<b>Number of disconnections for debt</b>	<b>Number of customers in arrears</b>
England	755,952	272,090	191	400,546
Scotland	125,807	40,215	2	38,934
Wales	48,292	17,122	0	24,717
<b>Great Britain</b>	<b>930,051</b>	<b>329,427</b>	<b>193</b>	<b>464,197</b>

<b>Gas Headlines</b>	<b>Number of customers in debt</b>	<b>Number of PPM customers in debt</b>	<b>Number of disconnections for debt</b>	<b>Number of customers in arrears</b>
England	696,235	259,972	48	343,029
Scotland	93,367	36,503	2	34,849
Wales	39,294	16,999	1	21,305
<b>Great Britain</b>	<b>828,896</b>	<b>313,474</b>	<b>51</b>	<b>399,183</b>