

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.

Please note that data from the following suppliers has been excluded from the report because their return data was not available:

Dali Gas - Gas

**Debt Repayment
2013**

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)
Axis Telecom	1	£12.50	21	£0.00	0
British Gas	192,322	£7.42	45	£7.13	86
Co-operative Energy	28	£8.91	39	£5.00	26
E.ON	160,267	£5.14	61	£6.39	103
economyenergy	0	£0.00	0	£0.00	0
Ecotricity	698	£8.99	70	£6.81	164
EDF Energy	151,209	£6.29	60	£5.24	118
First Utility	267	£17.04	113	£17.57	77
Flow Energy	0	£0.00	0	£0.00	0
Good Energy	473	£15.89	30	£4.54	270
Green Energy	237	£10.01	53	£7.01	227
isupply	24	£22.49	27	£0.00	0
LoCO2 Energy	13	£29.00	57	£0.00	0
npower	112,753	£5.48	65	£6.46	123
Ovo Energy	4,120	£18.16	75	£25.65	102
Pioneerenergy	0	£0.00	0	£0.00	0
Scottish and Southern	135,518	£5.42	160	£5.37	196
Scottish Power	251,770	£5.06	57	£5.81	155
Spark Energy	1,255	£22.26	30	£12.31	118
Utilita	1,237	£33.09	68	£3.87	80
Utility Warehouse	4,955	£14.04	46	£10.99	71
Total	1,017,147	£6.21	66	£6.45	120

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)
Axis Telecom	0	£0.00	0	£0.00	0
Better Energy	0	£0.00	0	£0.00	0
British Gas	261,394	£8.17	46	£7.46	97
Co-operative Energy	19	£10.66	37	£0.00	0
E.ON	115,296	£4.71	58	£6.24	101
economyenergy	0	£0.00	0	£0.00	0
Ecotricity	253	£7.89	72	£5.89	134
EDF Energy	137,232	£6.34	57	£5.74	137
First Utility	224	£18.80	115	£18.75	65
Flow Energy	0	£0.00	0	£0.00	0
Good Energy	51	£17.25	63	£0.00	0
npower	109,259	£6.01	64	£6.68	123
Ovo Energy	2,765	£20.27	74	£31.66	119
Pioneerenergy	0	£0.00	0	£0.00	0
Scottish and Southern	115,110	£5.83	158	£5.39	114
Scottish Power	189,325	£6.16	56	£4.65	157
Spark Energy	841	£25.00	28	£11.36	130
Utilita	555	£55.85	94	£3.76	66
Utility Warehouse	3,798	£12.60	49	£10.44	78
Zog Energy	0	£0.00	0	£0.00	0
Total	936,122	£6.76	63	£6.75	108

**Prepayment Meters
2013**

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
Axis Telecom	0	0	0	0	0	0	0
British Gas	95,111	88,162	6,949	26,215	0	0	0
Co-operative Energy	26	1	25	0	0	0	0
E.ON	42,689	30,417	12,272	32,533	4,502	0	0
economyenergy	31	0	31	0	0	0	0
Ecotricity	132	121	11	117	4	0	0
EDF Energy	24,680	20,135	4,545	31,779	22	205	191
First Utility	274	88	186	62	0	0	0
Flow Energy	0	0	0	0	0	0	0
Good Energy	46	46	0	0	0	0	0
Green Energy	37	18	19	4	1	0	0
isupply	0	0	0	0	0	0	0
LoCO2 Energy	1	1	0	0	0	0	0
npower	33,645	30,058	3,587	4,855	1,744		
Ovo Energy	176	157	19	0	0	13	13
Pioneerenergy	0	0	0	0	0	0	0
Scottish and Southern	53,774	40,340	13,434	14,265	730	0	0
Scottish Power	15,258	14,292	966	3,351	84	0	0
Spark Energy	448	160	288	0	0	0	0
Utilita	28,727	656	28,071	107	0	49	0
Utility Warehouse	4,729	3,234	1,495	1,356	0	0	0
Total	299,784	227,886	71,898	114,644	7,087	267	204

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
Axis Telecom	0	0	0	0	0	0	0
Better Energy	0	0	0	0	0	0	0
British Gas	123,955	113,555	10,400	34,003	0	2,751	2,628
Co-operative Energy	58	0	58	0	0	0	0
E.ON	33,100	26,068	7,032	21,660	4,972	4,842	4,776
economyenergy	0	0	0	0	0	0	0
Ecotricity	54	49	5	78	22	8	5
EDF Energy	18,036	14,755	3,281	21,532	14	205	191
First Utility	262	109	153	82	0	40	19
Flow Energy	0	0	0	0	0	0	0
Good Energy	5	5	0	0	0	0	0
npower	30,269	26,669	3,600	4,065	1,240	343	251
Ovo Energy	140	123	17	0	0	13	13
Pioneerenergy	0	0	0	0	0	0	0
Scottish and Southern	42,204	31,210	10,994	9,914	522	5,801	2,780
Scottish Power	11,551	10,866	685	2,393	58	1,237	1,205
Spark Energy	1,113	120	993	0	0	0	0
Utilita	28,834	316	28,518	107	0	49	0
Utility Warehouse	4,265	3,154	1,111	775	0	521	239
Zog Energy	0	0	0	0	0	0	0
Total	293,846	226,999	66,847	94,609	6,828	15,810	12,107

Disconnections for Debt 2013

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
Axis Telecom	0	0	0	0	0	0	0
British Gas	0	0	0	0	0	22,994	0
Co-operative Energy	0	0	0	0	0	0	0
E.ON	255	152	103	4	247	4,375	0
economyenergy	0	0	0	0	0	0	0
Ecotricity	8	7	0	1	0	64	0
EDF Energy	0	0	0	0	0	5,342	0
First Utility	0	0	0	0	0	61	0
Flow Energy	0	0	0	0	0	0	0
Good Energy	14	10	4	13	14	46	0
Green Energy	6	4	1	3	6	14	0
isupply	0	0	0	0	0	0	0
LoCO2 Energy	0	0	0	0	0	0	0
npower	111	64	44	12	111	9,420	0
Ovo Energy	0	0	0	0	0	62	0
Pioneerenergy	0	0	0	0	0	0	0
Scottish and Southern	7	1	4	9	7	5,244	0
Scottish Power	91	66	25	9	91	5,192	0
Spark Energy	0	0	0	0	0	160	0
Utilita	0	0	0	0	0	0	0
Utility Warehouse	64	27	37	14	64	2,269	0
Total	556	331	218	8	540	55,243	0

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
Axis Telecom	0	0	0	0	0	0	0
Better Energy	0	0	0	0	0	0	0
British Gas	0	0	0	0	0	30,609	1,542
Co-operative Energy	0	0	0	0	0	0	0
E.ON	37	13	24	7	37	3,405	1,087
economyenergy	0	0	0	0	0	0	0
Ecotricity	2	2	0	2	0	23	2
EDF Energy	1	0	1	0	1	2,472	826
First Utility	0	0	0	0	0	39	2
Flow Energy	0	0	0	0	0	0	0
Good Energy	0	0	0	0	0	5	0
npower	7	5	2	18	7	8,017	1,574
Ovo Energy	0	0	0	0	0	62	5
Pioneerenergy	0	0	0	0	0	0	0
Scottish and Southern	1	0	1	0	1	5,651	135
Scottish Power	13	7	6	9	13	3,563	965
Spark Energy	2	1	1	7	2	91	0
Utilita	0	0	0	0	0	0	0
Utility Warehouse	21	5	16	16	21	1,961	605
Zog Energy	0	0	0	0	0	0	0
Total	84	33	51	10	82	55,898	6,743

**Percentage of Customers Reconnected following Disconnection for Debt
2013**

Electricity	24 hours	7 days	1 month	1 quarter
E.ON	29%	52%	59%	60%
Ecotricity	75%	88%	88%	88%
Good Energy	0%	29%	64%	71%
Green Energy	33%	67%	67%	67%
npower	8%	30%	53%	58%
Scottish and Southern	0%	0%	14%	14%
Scottish Power	16%	47%	60%	73%
Utility Warehouse	6%	12%	36%	42%
Total	20%	42%	56%	60%

Gas	24 hours	7 days	1 month	1 quarter
E.ON	3%	24%	35%	35%
Ecotricity	0%	100%	100%	100%
EDF Energy	0%	0%	0%	0%
npower	0%	14%	57%	71%
Scottish and Southern	0%	0%	0%	0%
Scottish Power	15%	23%	46%	54%
Spark Energy	0%	50%	50%	50%
Utility Warehouse	0%	5%	19%	24%
Total	4%	20%	36%	39%

**Fuel Direct
2013**

Electricity	Number of customers on Fuel Direct	Number of customers on Fuel Direct without a debt
Axis Telecom	0	0
British Gas	9,973	1,225
Co-operative Energy	0	0
E.ON	5,265	1,080
economyenergy	0	0
Ecotricity	10	0
EDF Energy	2,561	633
First Utility	0	0
Flow Energy	0	0
Good Energy	0	0
Green Energy	1	1
isupply	0	0
LoCO2 Energy	0	0
npower	3,694	1,605
Ovo Energy	8	0
Pioneerenergy	0	0
Scottish and Southern	5,187	1,584
Scottish Power	4,449	1,689
Spark Energy	0	0
Utilita	0	0
Utility Warehouse	62	1
Total	31,210	7,818

Gas	Number of customers on Fuel Direct	Number of customers on Fuel Direct without a debt
Axis Telecom	0	0
Better Energy	0	0
British Gas	18,403	2,157
Co-operative Energy	0	0
E.ON	3,804	768
economyenergy	0	0
Ecotricity	0	0
EDF Energy	1,783	397
First Utility	0	0
Flow Energy	0	0
Good Energy	0	0
npower	2,832	1,222
Ovo Energy	6	0
Pioneerenergy	0	0
Scottish and Southern	4,499	1,330
Scottish Power	2,402	845
Spark Energy	0	0
Utilita	0	0
Utility Warehouse	49	0
Zog Energy	0	0
Total	33,778	6,719

**Priority Services
December 2013**

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
Axis Telecom	22	0	0	1	0	0	0	0
British Gas	602,621	321	16,239	55,543	119,789	927	0	3
Co-operative Energy	12,279	0	133	0	0	0	0	0
E.ON	800,071	138	8,463	21,600	14,127	11,374	2	61
economyenergy	146	0	0	0	0	0	0	0
Ecotricity	362	1	19	118	0	0	0	0
EDF Energy	264,550	246	7,126	13,168	2,370	48,597	26	26
First Utility	11,045	0	8	15	0	0	0	0
Flow Energy	1,379	0	0	2	0	0	0	0
Good Energy	201	1	18	93	0	0	0	0
Green Energy	41	0	4	0	0	0	0	0
isupply	10,166	0	0	0	0	4	0	0
LoCO2 Energy	69	1	14	8	4	8	0	4
npower	256,706	335	8,886	9,149	708	98,233	3	783
Ovo Energy	7,600	15	11	3,453	0	2,352	0	0
Pioneerenergy	0	0	0	0	0	0	0	0
Scottish and Southern	460,945	472	14,252	19,326	103	1,261	38	70
Scottish Power	210,482	47	224	2,325	6,163	35,954	12	0
Spark Energy	95	0	16	0	0	0	0	0
Utilita	9,937	0	0	10	0	0	0	0
Utility Warehouse	9,326	5	26	4,000	0	1,334	2	40
Total	2,658,043	1,582	55,439	128,811	143,264	200,044	83	987

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
Axis Telecom	15	0	0	1	0	0	0	0
Better Energy	4	0	0	0	3	0	0	0
British Gas	727,384	405	19,048	83,391	165,736	1,039	414	2
Co-operative Energy	12,279	0	8	0	0	0	0	0
E.ON	552,719	91	5,338	17,009	6,607	7,271	7	44
economyenergy	176	0	0	0	0	0	0	0
Ecotricity	157	1	6	61	0	0	0	0
EDF Energy	140,891	139	3,081	6,068	865	20,849	24	0
First Utility	1,143	0	8	15	0	0	0	0
Flow Energy	1,379	0	0	2	0	0	0	0
Good Energy	50	0	1	19	0	0	0	0
npower	167,576	218	4,978	5,830	430	58,116	1	511
Ovo Energy	5,666	0	11	3,453	0	2,352	0	0
Pioneerenergy	0	0	0	0	0	0	0	0
Scottish and Southern	329,341	360	10,222	15,024	65	909	50	70
Scottish Power	119,063	27	145	1,256	3,447	14,028	16	0
Spark Energy	95	0	16	0	0	0	0	0
Utilita	8,765	0	0	8	0	0	0	0
Utility Warehouse	8,086	3	24	3,555	1	1,158	3	40
Zog Energy	0	0	0	0	0	0	0	0
Total	2,074,789	1,244	42,886	135,692	177,154	105,722	515	667

**Energy Efficiency (Dual Fuel)
2013**

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
Axis Telecom	0	0	0	0	0	0	0	0
Better Energy	0	0	0	0	0	0	0	0
British Gas	22,067	6,268	924	1,479,400	0	1,479,400	327,913	463
Co-operative Energy	0	0	0	135,076	0	0	16,868	0
E.ON	1,036	130	30	2,848,345	126,525	34,788	1,150,745	20,639
economyenergy	0	0	0	670	0	0	0	0
Ecotricity	634	271	101	228	170	33	2,582	0
EDF Energy	16,631	2,703	646	1,056,766	63,344	76,130	308,360	109,908
First Utility	124	1	8	308,214	267	19,715	279,369	0
Flow Energy	0	0	0	0	0	0	263	0
Good Energy	0	0	0	0	0	0	0	0
Green Energy	60	11	16	9,020	237	266	2,812	0
isupply	0	0	0	0	0	0	57,301	0
LoCO2 Energy	7	0	0	23	0	1	146	0
npower	79,145	7,366	2,138	25,071	25,071	0	82,294	503,135
Ovo Energy	0	0	0	0	0	0	3,693	0
Pioneerenergy	0	0	0	0	0	0	0	0
Scottish and Southern	17,878	566	507	22,109	6,070	825	93,573	23,564
Scottish Power	3,674	604	56	3,433,481	295,207	20,373	584,922	10,464
Spark Energy	0	0	0	0	0	0	1,028	0
Utilita	0	0	0	0	0	0	16,522	0
Utility Warehouse	435	2	0	0	0	0	3,646	0
Zog Energy	0	0	0	0	0	0	0	0
Total	141,691	17,922	4,426	9,318,403	516,891	1,631,531	2,932,037	668,173

**Headlines by Country (Annual)
2013**

Electricity Headlines	Number of disconnections for debt	Number of customers on PSR	Energy efficiency advice	Number of customers in arrears
England	542	2,284,111	124,694	446,981
Scotland	6	226,912	10,580	41,062
Wales	8	147,020	6,417	25,395
Great Britain	556	2,658,043	141,691	513,438

Gas Headlines	Number of disconnections for debt	Number of customers on PSR	Number of free gas safety checks	Number of customers in arrears
England	79	1,805,337	13,044	386,551
Scotland	4	152,546	3,024	36,311
Wales	1	116,906	995	22,301
Great Britain	84	2,074,789	17,063	445,163