

## **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  
March 2013**

<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>
Axis Telecom	98.5%	0.0%	1.5%	0.0%	0.0%	0.0%	100.0%
British Gas	50.0%	20.1%	23.8%	0.3%	3.2%	2.6%	100.0%
Co-operative Energy	80.6%	0.0%	19.1%	0.0%	0.3%	0.0%	100.0%
E.ON	52.0%	15.9%	28.0%	0.1%	1.4%	2.5%	100.0%
economyenergy	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Ecotricity	50.1%	1.9%	34.3%	0.0%	0.1%	13.6%	100.0%
EDF Energy	54.9%	15.3%	22.5%	0.1%	2.7%	4.5%	100.0%
First Utility	93.5%	0.1%	0.0%	0.0%	0.0%	6.5%	100.0%
Flow Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Good Energy	48.0%	0.1%	34.3%	0.0%	0.0%	17.5%	100.0%
Green Energy	56.3%	0.7%	1.7%	0.0%	0.0%	41.4%	100.0%
isupply	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
LoCO2 Energy	97.2%	0.0%	1.5%	0.0%	0.0%	1.2%	100.0%
npower	57.3%	12.8%	23.9%	0.1%	1.2%	4.7%	100.0%
Ovo Energy	95.2%	0.1%	0.0%	0.0%	0.0%	4.7%	100.0%
Pioneerenergy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Scottish and Southern	53.1%	14.6%	25.6%	0.1%	1.0%	5.6%	100.0%
Scottish Power	66.2%	16.0%	11.9%	0.2%	4.7%	1.1%	100.0%
Spark Energy	53.5%	19.6%	26.7%	0.0%	0.2%	0.0%	100.0%
Utilita	1.3%	96.9%	1.8%	0.0%	0.1%	0.0%	100.0%
Utility Warehouse	89.9%	5.3%	0.2%	0.0%	0.0%	4.7%	100.0%
<b>Industry</b>	<b>55.4%</b>	<b>16.0%</b>	<b>22.6%</b>	<b>0.1%</b>	<b>2.3%</b>	<b>3.6%</b>	<b>100.0%</b>

<b>Gas</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>
Axis Telecom	96.5%	0.0%	3.5%	0.0%	0.0%	0.0%	100.0%
Better Energy	85.7%	0.0%	0.0%	0.0%	0.8%	13.5%	100.0%
British Gas	47.0%	15.3%	30.5%	0.3%	4.1%	2.8%	100.0%
Co-operative Energy	81.9%	0.0%	17.8%	0.0%	0.3%	0.0%	100.0%
Dali Gas	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
E.ON	58.2%	16.8%	21.3%	0.1%	1.6%	1.9%	100.0%
economyenergy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Ecotricity	58.0%	1.4%	28.7%	0.0%	0.1%	11.9%	100.0%
EDF Energy	64.9%	13.1%	15.5%	0.1%	3.0%	3.4%	100.0%
First Utility	94.1%	0.0%	0.0%	0.0%	0.0%	5.9%	100.0%
Flow Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Good Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
npower	65.3%	12.4%	17.4%	0.1%	0.9%	3.8%	100.0%
Ovo Energy	95.4%	0.1%	0.0%	0.0%	0.0%	4.5%	100.0%
Pioneerenergy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Scottish and Southern	58.5%	12.1%	22.5%	0.1%	1.3%	5.5%	100.0%
Scottish Power	74.8%	12.7%	7.8%	0.1%	4.0%	0.6%	100.0%
Spark Energy	56.1%	20.0%	23.7%	0.0%	0.2%	0.0%	100.0%
Utilita	1.7%	95.9%	2.2%	0.0%	0.2%	0.0%	100.0%
Utility Warehouse	90.6%	4.7%	0.1%	0.0%	0.0%	4.5%	100.0%
Zog Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
<b>Industry</b>	<b>57.6%</b>	<b>14.0%</b>	<b>22.3%</b>	<b>0.2%</b>	<b>2.8%</b>	<b>3.1%</b>	<b>100.0%</b>

**Debt by Quarter  
March 2013**

<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
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%	£435	0.5	£440
Q4 2012	0.6	0.3	8%	44%	26%	15%	16%	£454	0.5	£439
Q1 2013	0.6	0.3	8%	42%	28%	16%	15%	£448	0.5	£433

<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
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%	£464	0.4	£445
Q4 2012	0.5	0.3	11%	41%	27%	15%	17%	£468	0.4	£433
Q1 2013	0.6	0.3	11%	36%	31%	18%	15%	£477	0.4	£452

**Debt Repayment  
January - March 2013**

<b>Electricity</b>	<b>Number of customers repaying a debt</b>	<b>Average weekly amount towards debt</b>	<b>Average number of weeks to recover debt (non-PPM)</b>	<b>Average weekly amount towards debt</b>	<b>Average number of weeks to recover debt (PPM)</b>
Axis Telecom	0	£0.00	0	£0.00	0
British Gas	192,240	£7.68	45	£7.02	87
Co-operative Energy	19	£4.49	31	£0.00	0
E.ON	164,422	£4.97	61	£5.84	148
economyenergy	0	£0.00	0	£0.00	0
Ecotricity	553	£10.00	70	£7.00	183
EDF Energy	116,697	£6.23	57	£5.16	97
First Utility	813	£15.99	81	£18.96	52
Flow Energy	0	£0.00	0	£0.00	0
Good Energy	498	£14.03	22	£4.78	310
Green Energy	294	£7.43	43	£7.50	233
isupply	0	£0.00	0	£0.00	0
LoCO2 Energy	14	£0.00	0	£0.00	0
npower	90,398	£5.36	66	£6.63	117
Ovo Energy	4,476	£15.85	69	£13.50	199
Pioneerenergy	0	£0.00	0	£0.00	0
Scottish and Southern	135,315	£6.59	184	£5.24	118
Scottish Power	262,019	£5.25	57	£5.48	159
Spark Energy	5,930	£26.90	25	£8.00	123
Utilita	1,149	£63.25	75	£4.75	73
Utility Warehouse	7,026	£16.27	48	£11.42	65
<b>Total</b>	<b>981,863</b>	<b>£6.45</b>	<b>69</b>	<b>£6.30</b>	<b>110</b>

<b>Gas</b>	<b>Number of customers repaying a debt</b>	<b>Average weekly amount towards debt</b>	<b>Average number of weeks to recover debt (non-PPM)</b>	<b>Average weekly amount towards debt</b>	<b>Average number of weeks to recover debt (PPM)</b>
Axis Telecom	0	£0.00	0	£0.00	0
Better Energy	0	£0.00	0	£0.00	0
British Gas	263,409	£8.62	45	£7.31	95
Co-operative Energy	16	£4.04	34	£0.00	0
Dali Gas	0	£0.00	0	£0.00	0
E.ON	116,243	£4.57	59	£5.79	147
economyenergy	0	£0.00	0	£0.00	0
Ecotricity	121	£8.00	69	£5.00	177
EDF Energy	109,272	£5.84	55	£5.85	108
First Utility	691	£16.57	79	£24.21	42
Flow Energy	0	£0.00	0	£0.00	0
Good Energy	0				
npower	90,253	£5.45	63	£6.67	131
Ovo Energy	3,729	£16.01	70	£15.87	274
Pioneerenergy	0	£0.00	0	£0.00	0
Scottish and Southern	109,141	£7.16	166	£5.32	116
Scottish Power	182,696	£6.59	53	£4.65	159
Spark Energy	4,357	£31.76	22	£11.29	143
Utilita	592	£35.04	180	£4.79	73
Utility Warehouse	4,794	£13.95	46	£10.54	76
Zog Energy	0				
<b>Total</b>	<b>885,314</b>	<b>£6.99</b>	<b>63</b>	<b>£6.71</b>	<b>110</b>

**Prepayment Meters  
January - March 2013**

<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>
Axis Telecom	0	0	0
British Gas	23,169	21,299	1,870
Co-operative Energy	0	0	0
E.ON	10,668	7,546	3,122
economyenergy	0	0	0
Ecotricity	24	24	0
EDF Energy	4,893	3,870	1,023
First Utility	43	24	19
Flow Energy	0	0	0
Good Energy	13	13	0
Green Energy	19	0	19
isupply	0	0	0
LoCO2 Energy	0	0	0
npower	7,164	6,266	898
Ovo Energy	47	47	0
Pioneerenergy	0	0	0
Scottish and Southern	12,698	9,864	2,834
Scottish Power	3,630	3,433	197
Spark Energy	91	30	61
Utilita	5,736	204	5,532
Utility Warehouse	986	691	295
<b>Total</b>	<b>69,181</b>	<b>53,311</b>	<b>15,870</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>
Axis Telecom	0	0	0
Better Energy	0	0	0
British Gas	30,186	28,246	1,940
Co-operative Energy	0	0	0
Dali Gas	0	0	0
E.ON	6,294	4,724	1,570
economyenergy	0	0	0
Ecotricity	5	5	0
EDF Energy	3,456	2,677	779
First Utility	33	19	14
Flow Energy	0	0	0
Good Energy			0
npower	6,011	5,273	738
Ovo Energy	33	33	0
Pioneerenergy	0	0	0
Scottish and Southern	7,792	5,488	2,304
Scottish Power	2,875	2,708	167
Spark Energy	222	29	193
Utilita	5,245	39	5,206
Utility Warehouse	832	627	205
Zog Energy			0
<b>Total</b>	<b>62,984</b>	<b>49,868</b>	<b>13,116</b>



**Disconnections for Debt  
January - March 2013**

<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>
Axis Telecom	0	0	0	0
British Gas	0	0	0	0
Co-operative Energy	0	0	0	0
E.ON	65	38	27	4
economyenergy	0	0	0	0
Ecotricity	2	2	0	1
EDF Energy	0	0	0	0
First Utility	0	0	0	0
Flow Energy	0	0	0	0
Good Energy	3	2	1	4
Green Energy	0	0	0	0
isupply	0	0	0	0
LoCO2 Energy	0	0	0	0
npower	0	0	0	0
Ovo Energy	0	0	0	0
Pioneerenergy	0	0	0	0
Scottish and Southern	0	0	0	0
Scottish Power	0	0	0	0
Spark Energy	0	0	0	0
Utilita	0	0	0	0
Utility Warehouse	0	0	0	0
<b>Total</b>	<b>70</b>	<b>42</b>	<b>28</b>	<b>4</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>
Axis Telecom	0	0	0	0
Better Energy	0	0	0	0
British Gas	0	0	0	0
Co-operative Energy	0	0	0	0
Dali Gas	0	0	0	0
E.ON	9	5	4	7
economyenergy	0	0	0	0
Ecotricity	0	0	0	0
EDF Energy	0	0	0	0
First Utility	0	0	0	0
Flow Energy	0	0	0	0
Good Energy	0		0	
npower	0	0	0	0
Ovo Energy	0	0	0	0
Pioneerenergy	0	0	0	0
Scottish and Southern	0	0	0	0
Scottish Power	0	0	0	0
Spark Energy	0	0	0	0
Utilita	0	0	0	0
Utility Warehouse	0	0	0	0
Zog Energy	0		0	
<b>Total</b>	<b>9</b>	<b>5</b>	<b>4</b>	<b>7</b>

**Percentage of Customers Reconnected following Disconnection for Debt  
January - March 2013**

<b>Electricity</b>	<b>24 hours</b>	<b>7 days</b>	<b>1 month</b>	<b>1 quarter</b>
E.ON	20%	51%	58%	58%
Ecotricity	100%	100%	100%	100%
Good Energy	0%	33%	67%	67%
<b>Total</b>	<b>21%</b>	<b>51%</b>	<b>60%</b>	<b>60%</b>

<b>Gas</b>	<b>24 hours</b>	<b>7 days</b>	<b>1 month</b>	<b>1 quarter</b>
E.ON	0%	44%	56%	56%
<b>Total</b>	<b>0%</b>	<b>44%</b>	<b>56%</b>	<b>56%</b>

**Payment Methods by Country  
March 2013**

<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	12,719,396	3,483,288	5,282,475	31,674	467,324	838,040	22,822,197
	56%	15%	23%	0%	2%	4%	100%
Scotland	1,400,841	528,395	475,517	6,021	107,038	70,632	2,588,444
	54%	20%	18%	0%	4%	3%	100%
Wales	739,792	272,614	308,557	1,975	29,394	48,115	1,400,447
	53%	19%	22%	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	11,090,305	2,629,557	4,387,003	35,074	484,213	602,534	19,228,686
	58%	14%	23%	0%	3%	3%	100%
Scotland	1,161,847	300,733	356,495	6,350	104,053	41,280	1,970,758
	59%	15%	18%	0%	5%	2%	100%
Wales	617,425	200,055	239,208	2,397	30,179	37,634	1,126,898
	55%	18%	21%	0%	3%	3%	100%

**Headlines by Country (Quarterly)  
March 2013**

<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	812,004	288,284	65	430,351
Scotland	121,489	41,405	2	40,081
Wales	48,370	17,945	3	25,470
<b>Great Britain</b>	<b>981,863</b>	<b>347,634</b>	<b>70</b>	<b>495,902</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	751,091	274,980	8	351,948
Scotland	93,278	37,461	0	34,308
Wales	40,945	17,124	1	21,206
<b>Great Britain</b>	<b>885,314</b>	<b>329,565</b>	<b>9</b>	<b>407,462</b>