

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
June 2013

Electricity	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
Axis Telecom	96.3%	0.0%	0.0%	0.0%	0.0%	3.7%	100.0%
British Gas	50.3%	20.2%	23.5%	0.2%	3.1%	2.7%	100.0%
Co-operative Energy	77.5%	0.2%	22.0%	0.3%	0.0%	0.0%	100.0%
E.ON	51.7%	16.2%	27.9%	0.1%	1.4%	2.6%	100.0%
economyenergy	0.0%	99.8%	0.2%	0.0%	0.0%	0.0%	100.0%
Ecotricity	50.3%	2.1%	34.2%	0.0%	0.1%	13.4%	100.0%
EDF Energy	55.6%	15.0%	22.0%	0.1%	2.8%	4.5%	100.0%
First Utility	92.7%	0.1%	0.0%	0.0%	0.0%	7.2%	100.0%
Flow Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Good Energy	49.8%	0.2%	0.0%	0.0%	0.0%	50.0%	100.0%
Green Energy	57.0%	0.7%	1.2%	0.0%	0.0%	41.1%	100.0%
isupply	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
LoCO2 Energy	92.9%	0.0%	1.4%	0.0%	0.0%	5.6%	100.0%
npower	56.8%	12.9%	24.4%	0.1%	1.1%	4.7%	100.0%
Ovo Energy	94.6%	0.1%	0.0%	0.0%	0.0%	5.3%	100.0%
Pioneerenergy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Scottish and Southern	53.3%	14.8%	25.1%	0.1%	1.0%	5.7%	100.0%
Scottish Power	66.1%	16.0%	11.8%	0.2%	4.8%	1.1%	100.0%
Spark Energy	57.4%	18.4%	24.0%	0.0%	0.2%	0.0%	100.0%
Utilita	1.1%	97.2%	1.7%	0.0%	0.0%	0.0%	100.0%
Utility Warehouse	89.4%	5.6%	0.2%	0.0%	0.0%	4.8%	100.0%
Industry	55.5%	16.1%	22.4%	0.1%	2.2%	3.6%	100.0%

Gas	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
Axis Telecom	95.7%	0.0%	0.0%	0.0%	0.0%	4.3%	100.0%
Better Energy	88.0%	0.0%	0.0%	0.0%	0.7%	11.3%	100.0%
British Gas	47.5%	15.5%	29.9%	0.3%	4.0%	2.8%	100.0%
Co-operative Energy	79.3%	0.2%	20.2%	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	57.7%	17.3%	21.3%	0.1%	1.6%	2.0%	100.0%
economyenergy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Ecotricity	57.8%	1.5%	28.9%	0.0%	0.1%	11.7%	100.0%
EDF Energy	65.5%	12.9%	15.1%	0.1%	3.1%	3.4%	100.0%
First Utility	93.2%	0.1%	0.0%	0.0%	0.0%	6.7%	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	65.0%	12.7%	17.5%	0.1%	0.9%	3.7%	100.0%
Ovo Energy	94.9%	0.1%	0.0%	0.0%	0.0%	4.9%	100.0%
Pioneerenergy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Scottish and Southern	58.7%	12.4%	21.9%	0.1%	1.3%	5.5%	100.0%
Scottish Power	74.4%	12.9%	7.8%	0.1%	4.1%	0.6%	100.0%
Spark Energy	61.8%	18.0%	20.0%	0.0%	0.1%	0.0%	100.0%
Utilita	1.5%	96.6%	1.9%	0.0%	0.1%	0.0%	100.0%
Utility Warehouse	90.2%	5.1%	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%
Industry	57.8%	14.3%	21.9%	0.2%	2.8%	3.1%	100.0%

**Debt by Quarter
June 2013**

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
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
Q2 2013	0.7	0.4	8%	40%	29%	16%	16%	£457	0.5	£450

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
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
Q2 2013	0.7	0.3	10%	32%	34%	19%	16%	£481	0.4	£489

**Debt Repayment
April - June 2013**

Electricity	Number of customers repaying a debt	Average weekly amount towards debt	Average number of weeks to recover debt (non-PPM)	Average weekly amount towards debt	Average number of weeks to recover debt (PPM)
Axis Telecom	0	£0.00	0	£0.00	0
British Gas	198,105	£8.35	45	£7.11	88
Co-operative Energy	32	£6.58	52	£0.00	0
E.ON	153,524	£5.58	60	£6.13	145
economyenergy	0	£0.00	0	£0.00	0
Ecotricity	584	£10.00	72	£9.00	133
EDF Energy	132,061	£6.34	59	£5.30	111
First Utility	332	£19.86	106	£18.30	42
Flow Energy	0	£0.00	0	£0.00	0
Good Energy	975	£17.66	46	£5.54	249
Green Energy	82	£11.28	59	£5.65	173
isupply	30	£19.48	24		
LoCO2 Energy	11	£37.25	30	£5.00	544
npower	94,038	£5.34	60	£6.23	128
Ovo Energy	2,960	£18.10	102	£32.95	78
Pioneerenergy	0	£0.00	0	£0.00	0
Scottish and Southern	143,898	£7.00	151	£5.38	115
Scottish Power	293,600	£5.39	59	£6.51	158
Spark Energy	5,602	£15.20	37	£13.61	124
Utilita	1,401	£11.35	55	£4.13	96
Utility Warehouse	6,370	£14.82	47	£11.10	56
Total	1,033,605	£6.63	66	£6.43	111

Gas	Number of customers repaying a debt	Average weekly amount towards debt	Average number of weeks to recover debt (non-PPM)	Average weekly amount towards debt	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	282,386	£9.46	45	£7.60	104
Co-operative Energy	31	£9.86	51	£0.00	0
Dali Gas	0				
E.ON	111,381	£5.23	58	£6.25	135
economyenergy	0	£0.00	0	£0.00	0
Ecotricity	181	£8.00	76	£7.00	91
EDF Energy	122,505	£6.86	57	£5.95	124
First Utility	306	£20.04	93	£20.00	49
Flow Energy	0	£0.00	0	£0.00	0
Good Energy	0				
npower	92,076	£6.54	60	£6.59	125
Ovo Energy	2,479	£17.65	90	£35.15	77
Pioneerenergy	0	£0.00	0	£0.00	0
Scottish and Southern	125,524	£7.85	155	£5.74	115
Scottish Power	256,225	£7.17	58	£4.76	171
Spark Energy	3,217	£24.78	28	£11.85	123
Utilita	601	£15.95	107	£3.90	64
Utility Warehouse	4,745	£14.37	45	£10.76	72
Zog Energy	0				
Total	1,001,657	£7.66	63	£6.86	116

**Prepayment Meters
April - June 2013**

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
Axis Telecom	0	0	0
British Gas	25,006	23,248	1,758
Co-operative Energy	0	0	0
E.ON	10,521	6,865	3,656
economyenergy	31	0	31
Ecotricity	19	19	0
EDF Energy	6,047	5,086	961
First Utility	48	18	30
Flow Energy	0	0	0
Good Energy	10	10	0
Green Energy	10	10	0
isupply			0
LoCO2 Energy	1	1	0
npower	9,115	8,337	778
Ovo Energy	41	34	7
Pioneerenergy	0	0	0
Scottish and Southern	15,040	11,535	3,505
Scottish Power	4,284	4,057	227
Spark Energy	147	82	65
Utilita	2,890	216	2,674
Utility Warehouse	1,393	919	474
Total	74,603	60,437	14,166

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
Axis Telecom	0	0	0
Better Energy	0	0	0
British Gas	33,633	31,387	2,246
Co-operative Energy	0	0	0
Dali Gas			0
E.ON	9,004	7,338	1,666
economyenergy	0	0	0
Ecotricity	8	8	0
EDF Energy	4,624	3,950	674
First Utility	39	12	27
Flow Energy	0	0	0
Good Energy			0
npower	8,479	7,502	977
Ovo Energy	37	30	7
Pioneerenergy	0	0	0
Scottish and Southern	12,863	9,698	3,165
Scottish Power	3,564	3,401	163
Spark Energy	206	48	158
Utilita	5,530	107	5,423
Utility Warehouse	1,469	1,059	410
Zog Energy			0
Total	79,456	64,540	14,916

Disconnections for Debt
April - June 2013

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)
Axis Telecom	0	0	0	0
British Gas	0	0	0	0
Co-operative Energy	0	0	0	0
E.ON	68	34	34	4
economyenergy	0	0	0	0
Ecotricity	3	3	0	1
EDF Energy	0	0	0	0
First Utility	0	0	0	0
Flow Energy	0	0	0	0
Good Energy	10	7	3	15
Green Energy	2	1	1	6
isupply	0		0	
LoCO2 Energy	0	0	0	0
npower	4	1	3	8
Ovo Energy	0	0	0	0
Pioneerenergy	0	0	0	0
Scottish and Southern	0	0	0	0
Scottish Power	36	21	15	7
Spark Energy	0	0	0	0
Utilita	0	0	0	0
Utility Warehouse	39	13	26	9
Total	162	80	82	7

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)
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	
E.ON	6	1	5	16
economyenergy	0	0	0	0
Ecotricity	1	1	0	2
EDF Energy	0	0	0	0
First Utility	0	0	0	0
Flow Energy	0	0	0	0
Good Energy	0		0	
npower	1	0	1	0
Ovo Energy	0	0	0	0
Pioneerenergy	0	0	0	0
Scottish and Southern	0	0	0	0
Scottish Power	5	2	3	7
Spark Energy	2	1	1	7
Utilita	0	0	0	0
Utility Warehouse	14	3	11	9
Zog Energy	0		0	
Total	29	8	21	8

**Percentage of Customers Reconnected following Disconnection for Debt
April - June 2013**

Electricity	24 hours	7 days	1 month	1 quarter
E.ON	29%	46%	49%	50%
Ecotricity	100%	100%	100%	100%
Good Energy	0%	30%	60%	70%
Green Energy	0%	50%	50%	50%
npower	0%	0%	25%	25%
Scottish Power	8%	39%	58%	58%
Utility Warehouse	8%	13%	33%	33%
Total	18%	35%	48%	49%

Gas	24 hours	7 days	1 month	1 quarter
E.ON	0%	0%	17%	17%
Ecotricity	0%	100%	100%	100%
npower	0%	0%	0%	0%
Scottish Power	20%	20%	40%	40%
Spark Energy	0%	50%	50%	50%
Utility Warehouse	0%	7%	21%	21%
Total	3%	14%	28%	28%

Payment Methods by Country
June 2013

Electricity Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	12,776,188	3,524,495	5,229,458	29,704	467,553	856,630	22,884,028
	56%	15%	23%	0%	2%	4%	100%
Scotland	1,389,935	534,721	470,677	5,810	106,616	71,829	2,579,588
	54%	21%	18%	0%	4%	3%	100%
Wales	739,953	276,223	304,078	1,935	29,092	49,179	1,400,460
	53%	20%	22%	0%	2%	4%	100%

Gas Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	11,164,458	2,681,263	4,316,444	32,534	484,960	609,163	19,288,822
	58%	14%	22%	0%	3%	3%	100%
Scotland	1,149,891	305,946	352,244	6,175	103,564	41,718	1,959,538
	59%	16%	18%	0%	5%	2%	100%
Wales	612,987	204,192	233,499	2,393	30,078	37,114	1,120,263
	55%	18%	21%	0%	3%	3%	100%

Headlines by Country (Quarterly)
June 2013

Electricity Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt	Number of customers in arrears
England	853,047	289,457	158	453,550
Scotland	128,655	42,115	3	42,672
Wales	51,903	18,811	1	26,141
Great Britain	1,033,605	350,383	162	522,363

Gas Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt	Number of customers in arrears
England	851,492	277,105	27	386,624
Scotland	104,725	38,387	2	37,493
Wales	45,440	17,921	0	22,803
Great Britain	1,001,657	333,413	29	446,920