

## 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.

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

Dali Gas - Gas

**Payment Methods  
December 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	98.3%	0.0%	0.0%	0.0%	0.0%	1.7%	100.0%
British Gas	49.6%	20.6%	24.0%	0.2%	2.9%	2.8%	100.0%
Co-operative Energy	76.7%	0.4%	22.6%	0.0%	0.3%	0.0%	100.0%
E.ON	51.6%	16.9%	27.7%	0.1%	1.2%	2.5%	100.0%
economyenergy	0.0%	99.8%	0.2%	0.0%	0.0%	0.0%	100.0%
Ecotricity	50.1%	2.7%	34.4%	0.0%	0.1%	12.7%	100.0%
EDF Energy	57.2%	14.6%	21.1%	0.1%	2.8%	4.3%	100.0%
First Utility	66.2%	0.1%	0.0%	0.0%	0.0%	33.7%	100.0%
Flow Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Good Energy	52.8%	0.4%	37.3%	0.0%	0.0%	9.6%	100.0%
Green Energy	46.9%	0.7%	0.5%	0.0%	0.0%	51.9%	100.0%
isupply	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
LoCO2 Energy	88.3%	0.0%	2.6%	0.0%	0.0%	9.1%	100.0%
npower	57.6%	12.6%	24.1%	0.1%	0.9%	4.7%	100.0%
Ovo Energy	94.4%	0.1%	0.0%	0.0%	0.0%	5.4%	100.0%
Pioneerenergy	71.3%	0.0%	6.0%	0.0%	0.0%	22.7%	100.0%
Scottish and Southern	53.5%	15.1%	24.6%	0.1%	1.0%	5.8%	100.0%
Scottish Power	65.5%	16.3%	12.6%	0.1%	4.4%	1.1%	100.0%
Spark Energy	59.3%	20.3%	20.4%	0.0%	0.0%	0.0%	100.0%
Utilita	0.6%	98.3%	1.0%	0.0%	0.0%	0.0%	100.0%
Utility Warehouse	89.1%	6.2%	0.1%	0.0%	0.0%	4.5%	100.0%
<b>Industry</b>	<b>55.4%</b>	<b>16.4%</b>	<b>22.1%</b>	<b>0.1%</b>	<b>2.1%</b>	<b>3.9%</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	98.8%	0.0%	0.0%	0.0%	0.0%	1.2%	100.0%
Better Energy	96.5%	0.6%	0.0%	0.0%	0.0%	2.9%	100.0%
British Gas	46.9%	15.9%	30.3%	0.2%	3.7%	2.9%	100.0%
Co-operative Energy	77.8%	0.3%	21.6%	0.0%	0.3%	0.0%	100.0%
E.ON	57.0%	18.1%	21.6%	0.1%	1.3%	1.9%	100.0%
economyenergy	0.0%	99.8%	0.2%	0.0%	0.0%	0.0%	100.0%
Ecotricity	56.1%	2.3%	30.9%	0.0%	0.1%	10.8%	100.0%
EDF Energy	66.9%	12.5%	14.4%	0.1%	3.0%	3.2%	100.0%
First Utility	65.9%	0.1%	0.0%	0.0%	0.0%	34.0%	100.0%
Flow Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Good Energy	61.0%	0.1%	33.6%	0.0%	0.0%	5.3%	100.0%
npower	65.2%	12.2%	18.0%	0.1%	0.7%	3.8%	100.0%
Ovo Energy	94.5%	0.2%	0.0%	0.0%	0.0%	5.3%	100.0%
Pioneerenergy	72.8%	0.0%	6.6%	0.0%	0.0%	20.6%	100.0%
Scottish and Southern	58.9%	12.8%	21.4%	0.1%	1.3%	5.5%	100.0%
Scottish Power	73.7%	13.1%	8.8%	0.1%	3.8%	0.5%	100.0%
Spark Energy	63.0%	19.8%	17.1%	0.0%	0.0%	0.0%	100.0%
Utilita	0.9%	97.6%	1.4%	0.0%	0.1%	0.0%	100.0%
Utility Warehouse	89.9%	5.7%	0.1%	0.0%	0.0%	4.3%	100.0%
Zog Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
<b>Industry</b>	<b>57.5%</b>	<b>14.6%</b>	<b>21.8%</b>	<b>0.2%</b>	<b>2.5%</b>	<b>3.5%</b>	<b>100.0%</b>

**Debt by Quarter  
December 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
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
Q3 2013	0.7	0.4	8%	40%	29%	16%	16%	£457	0.5	£466
Q4 2013	0.7	0.4	8%	43%	27%	14%	16%	£457	0.5	£460

<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
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
Q3 2013	0.7	0.4	11%	32%	33%	18%	16%	£485	0.5	£490
Q4 2013	0.6	0.4	11%	38%	30%	16%	16%	£486	0.4	£466

**Debt Repayment  
October - December 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	1	£12.50	21	£0.00	0
British Gas	192,322	£6.29	46	£7.16	86
Co-operative Energy	28	£6.51	39	£5.00	26
E.ON	160,267	£4.92	61	£6.56	94
economyenergy	0	£0.00	0	£0.00	0
Ecotricity	698	£6.95	70	£7.20	147
EDF Energy	151,209	£6.44	63	£5.08	125
First Utility	267	£15.17	162	£14.88	113
Flow Energy	0	£0.00	0	£0.00	0
Good Energy	473	£18.94	26	£2.69	257
Green Energy	237	£8.30	38	£7.50	176
isupply	24	£36.00	21	£0.00	0
LoCO2 Energy	13	£50.62	30	£0.00	0
npower	112,753	£5.86	69	£6.66	120
Ovo Energy	4,120	£9.09	57	£5.68	33
Pioneerenergy	0	£0.00	0	£0.00	0
Scottish and Southern	135,518	£6.53	139	£5.13	125
Scottish Power	251,770	£4.42	55	£5.78	155
Spark Energy	1,255	£16.97	39	£13.28	115
Utilita	1,237	£11.71	89	£3.55	83
Utility Warehouse	4,955	£10.47	47	£10.52	88
<b>Total</b>	<b>1,017,147</b>	<b>£5.87</b>	<b>65</b>	<b>£6.46</b>	<b>106</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	261,394	£6.58	48	£7.22	94
Co-operative Energy	19	£9.75	31	£0.00	0
E.ON	115,296	£4.30	58	£6.19	94
economyenergy	0	£0.00	0	£0.00	0
Ecotricity	253	£7.50	68	£5.56	123
EDF Energy	137,232	£6.29	60	£5.37	153
First Utility	224	£16.64	184	£14.27	98
Flow Energy	0	£0.00	0	£0.00	0
Good Energy	51	£0.00	0	£2.70	333
npower	109,259	£5.68	68	£6.91	114
Ovo Energy	2,765	£16.65	61	£15.28	36
Pioneerenergy	0	£0.00	0	£0.00	0
Scottish and Southern	115,110	£6.79	150	£5.17	116
Scottish Power	189,325	£5.07	54	£4.62	156
Spark Energy	841	£17.72	42	£10.00	123
Utilita	555	£46.13	92	£3.41	63
Utility Warehouse	3,798	£8.05	56	£9.89	83
Zog Energy	0	£0.00	0	£0.00	0
<b>Total</b>	<b>936,122</b>	<b>£6.07</b>	<b>63</b>	<b>£6.57</b>	<b>106</b>

**Prepayment Meters  
October - December 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	22,218	20,623	1,595
Co-operative Energy	7	0	7
E.ON	9,688	7,252	2,436
economyenergy	0	0	0
Ecotricity	31	20	11
EDF Energy	6,582	5,291	1,291
First Utility	134	30	104
Flow Energy	0	0	0
Good Energy	11	11	0
Green Energy	2	2	0
isupply	0	0	0
LoCO2 Energy	0	0	0
npower	8,083	7,009	1,074
Ovo Energy	42	39	3
Pioneerenergy	0	0	0
Scottish and Southern	10,316	7,347	2,969
Scottish Power	3,613	3,323	290
Spark Energy	95	27	68
Utilita	10,680	158	10,522
Utility Warehouse	1,101	649	452
<b>Total</b>	<b>72,603</b>	<b>51,781</b>	<b>20,822</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	25,697	22,864	2,833
Co-operative Energy	2	0	2
E.ON	7,520	6,247	1,273
economyenergy	0	0	0
Ecotricity	21	16	5
EDF Energy	4,345	3,470	875
First Utility	124	47	77
Flow Energy	0	0	0
Good Energy	4	4	0
npower	7,132	6,298	834
Ovo Energy	33	30	3
Pioneerenergy	0	0	0
Scottish and Southern	8,155	6,136	2,019
Scottish Power	2,300	2,116	184
Spark Energy	432	14	418
Utilita	9,783	92	9,691
Utility Warehouse	824	525	299
Zog Energy	0	0	0
<b>Total</b>	<b>66,372</b>	<b>47,859</b>	<b>18,513</b>



**Disconnections for Debt  
October - December 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	34	25	9	2
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	0	0	0	0
Green Energy	3	2	1	1
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	15	15	0	9
Spark Energy	0	0	0	0
Utilita	0	0	0	0
Utility Warehouse	2	0	2	0
<b>Total</b>	<b>56</b>	<b>44</b>	<b>12</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
E.ON	4	2	2	2
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	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	2	2	0	11
Spark Energy	0	0	0	0
Utilita	0	0	0	0
Utility Warehouse	0	0	0	0
Zog Energy	0	0	0	0
<b>Total</b>	<b>6</b>	<b>4</b>	<b>2</b>	<b>6</b>

**Percentage of Customers Reconnected following Disconnection for Debt  
October - December 2013**

<b>Electricity</b>	<b>24 hours</b>	<b>7 days</b>	<b>1 month</b>	<b>1 quarter</b>
E.ON	50%	74%	74%	74%
Ecotricity	50%	100%	100%	100%
Green Energy	67%	67%	67%	67%
Scottish Power	20%	80%	87%	100%
Utility Warehouse	0%	0%	0%	0%
<b>Total</b>	<b>41%</b>	<b>73%</b>	<b>75%</b>	<b>79%</b>

<b>Gas</b>	<b>24 hours</b>	<b>7 days</b>	<b>1 month</b>	<b>1 quarter</b>
E.ON	25%	50%	50%	50%
Scottish Power	50%	50%	100%	100%
<b>Total</b>	<b>33%</b>	<b>50%</b>	<b>67%</b>	<b>67%</b>

**Payment Methods by Country  
December 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	12,782,800	3,589,729	5,177,461	24,282	429,122	916,515	22,919,909
	56%	16%	23%	0%	2%	4%	100%
Scotland	1,402,537	551,542	470,933	5,191	100,935	79,001	2,610,139
	54%	21%	18%	0%	4%	3%	100%
Wales	741,411	281,233	300,285	1,737	26,812	53,432	1,404,910
	53%	20%	21%	0%	2%	4%	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	11,149,675	2,757,173	4,295,873	26,477	436,576	683,997	19,349,771
	58%	14%	22%	0%	2%	4%	100%
Scotland	1,149,933	314,659	355,730	5,172	95,944	49,350	1,970,788
	58%	16%	18%	0%	5%	3%	100%
Wales	605,606	210,248	230,668	2,129	27,386	41,212	1,117,249
	54%	19%	21%	0%	2%	4%	100%

**Headlines by Country (Quarterly)  
December 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	860,666	299,724	55	446,981
Scotland	112,050	41,117	0	41,062
Wales	44,431	19,264	1	25,395
<b>Great Britain</b>	<b>1,017,147</b>	<b>360,105</b>	<b>56</b>	<b>513,438</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	804,139	293,774	5	386,551
Scotland	91,997	38,635	1	36,311
Wales	39,986	18,235	0	22,301
<b>Great Britain</b>	<b>936,122</b>	<b>350,644</b>	<b>6</b>	<b>445,163</b>