

To: All holders of a domestic electricity supply licence

**DIRECTION ISSUED BY THE GAS AND ELECTRICITY MARKETS AUTHORITY
PURSUANT TO PARAGRAPH 3 OF STANDARD LICENCE CONDITION 32
(REPORTING ON PERFORMANCE) OF THE ELECTRICITY SUPPLY LICENCE
GRANTED OR TREATED AS GRANTED UNDER SECTION 6(1)(d) OF THE
ELECTRICITY ACT 1989**

AND

**NOTICE OF REASONS FOR THE DECISION TO MAKE A DIRECTION UNDER
SECTION 49A OF THE ELECTRICITY ACT 1989**

WHEREAS:

Each company to whom this Direction is addressed ("the licensee") holds an electricity supply licence granted or treated as granted under section 6(1)(d) of the Electricity Act 1989 in which Standard Licence Condition 32 (Reporting on Performance) ("SLC 32") has effect ("the licence").

The Gas and Electricity Markets Authority ("the Authority") has the power pursuant to paragraph 3 of SLC 32 of the electricity supply licence to issue a direction to the licensee to comply with paragraph 1 of SLC 32 by providing the information specified and presented in the format specified by the Authority in the "Guidance on monitoring suppliers' performance in relation to domestic customers".

SLC 32 requires energy suppliers to provide information to Ofgem relevant to their dealings with domestic gas and electricity customers. Under SLC 32, suppliers are required to submit quarterly and annual data to the Authority on a variety of areas of their operation, including debt levels, disconnection rates, prepayment meters, payment methods used by customers and help for vulnerable customers. We refer to this information as the social obligations monitoring.

The information is used to review suppliers' performance in relation to specific social obligations, including areas of operation where vulnerable customers may be affected. By monitoring these statistics, the Authority can identify areas of suppliers' policies and practices where improvement is needed. The Authority reports on this information publicly, through its website, on a quarterly and annual basis.

In September 2014 we published an open letter setting out the results of our review of the process that governs debt transfer for indebted prepayment meter customers - Debt Assignment Protocol (DAP). Among the next steps, we said that we would consult on making changes to improve DAP arrangements. On 18 December 2014 the Authority issued a statutory consultation on proposed modification of DAP:

["Statutory consultation on proposed modifications to the gas and electricity supply licences to reform the switching process for indebted prepayment meter customers – the Debt Assignment Protocol"](#).

In our December 2014 consultation we proposed to increase the monetary threshold at which suppliers must facilitate the transfer of indebted prepayment meter customers from £200 to £500 (SLC 14.6 of the gas and electricity supply licences). Also, in the same consultation we consulted on some minor adjustments to our Social Obligations reporting data collection and guidance to

reflect revised SLC 14.6. The changes will reduce regulatory burden and simplify arrangements by removing redundant data fields.

The Authority, having carefully considered the responses, has decided to revise the nature of the information to be submitted pursuant to SLC 32.

NOW THEREFORE:

The Authority hereby directs that the licensee must comply with the requirements specified in the Schedule to this Direction.

This Direction shall take effect from 1 July 2015 and shall continue in effect until it is amended by the Authority in accordance with the provisions of paragraph 3 of SLC 32.

Dated: 12 May 2015

A handwritten signature in dark ink, appearing to read 'Philip Cullum', with a stylized flourish at the end.

Signed on behalf of the Authority by Philip Cullum, Partner, Consumers and Sustainability, duly authorised for that purpose by the Authority

To: All holders of a domestic gas supply licence

**DIRECTION ISSUED BY THE GAS AND ELECTRICITY MARKETS AUTHORITY
PURSUANT TO PARAGRAPH 3 OF STANDARD LICENCE CONDITION 32
(REPORTING ON PERFORMANCE) OF THE GAS SUPPLY LICENCE GRANTED
OR TREATED AS GRANTED UNDER SECTION 7A OF THE GAS ACT 1986**

AND

**NOTICE OF REASONS FOR THE DECISION TO MAKE A DIRECTION UNDER
SECTION 38A OF THE GAS ACT 1986**

WHEREAS:

Each company to whom this Direction is addressed ("the licensee") holds a gas supply licence granted or treated as granted under section 7A of the Gas Act 1986 in which Standard Licence Condition 32 (Reporting on Performance) ("SLC 32") has effect ("the licence").

The Gas and Electricity Markets Authority ("the Authority") has the power pursuant to paragraph 3 of SLC 32 of the gas and electricity supply licences to issue a direction to the licensee to comply with paragraph 1 of SLC 32 by providing the information specified and presented in the format specified by the Authority in the "Guidance on monitoring suppliers' performance in relation to domestic customers".

SLC 32 requires energy suppliers to provide information to Ofgem relevant to their dealings with domestic gas customers. Under SLC 32, suppliers are required to submit quarterly and annual data to the Authority on a variety of areas of their operation, including debt levels, disconnection rates, prepayment meters, payment methods used by customers and help for vulnerable customers. We refer to this information as the social obligations monitoring.

The information is used to review suppliers' performance in relation to specific social obligations, including areas of operation where vulnerable customers may be affected. By monitoring these statistics, the Authority can identify areas of suppliers' policies and practices where improvement is needed. The Authority reports on this information publicly, through its website, on a quarterly and annual basis.

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Schedule 1 Guidance on monitoring suppliers' performance in relation to domestic customers

Guidance on monitoring suppliers' performance in relation to domestic customers

Guidance

Publication date: 12 May 2015

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Overview:

This guidance document sets out revised reporting arrangements for monitoring domestic electricity and gas suppliers' performance in relation to their domestic customers, as required under Standard Licence Condition (SLC) 32.

The document provides an overview of the data that must be provided to Ofgem, the process through which to submit this data, and detailed guidance notes to ensure that all suppliers report accurately and consistently. This document replaces all previous guidance on suppliers' monitoring under SLC 32.

Context

Ofgem's key priority is to protect the interests of consumers present and future. We do this by promoting effective competition, wherever appropriate. We also have a requirement to protect the interests of customers who are disabled, chronically sick, of pensionable age or on low incomes. Domestic suppliers have specific licence conditions relating to these customers.

Monitoring and reporting form a key part of Ofgem's work to protect the interests of vulnerable customers. Standard Licence Condition (SLC) 32 requires energy suppliers to provide information to Ofgem relevant to their dealings with domestic gas and electricity customers. Under SLC 32, suppliers are required to submit quarterly and annual data to Ofgem on a variety of areas of their operation, including debt levels, disconnection rates, prepayment meters, payment methods used by customers and help for vulnerable customers. We refer to this information as the social obligations monitoring. The information is used to review suppliers' performance in relation to specific social obligations, including areas of operation where vulnerable customers may be affected. By monitoring these statistics, Ofgem can identify areas of suppliers' policies and practices where improvements are needed. We report on this information publicly, through our website, on a quarterly and annual basis.

Associated documents

Statutory consultation on proposed modifications to the gas and electricity supply licences to reform the switching process for indebted prepayment meter customers – the Debt Assignment Protocol

<https://www.ofgem.gov.uk/publications-and-updates/statutory-consultation-proposed-modifications-gas-and-electricity-supply-licences-reform-switching-process-indebted-prepayment-meter-customers-debt-assignment-protocol>

Guidance on monitoring suppliers' performance in relation to domestic customers - updated March 2012

<https://www.ofgem.gov.uk/publications-and-updates/guidance-monitoring-suppliers%E2%80%99-performance-relation-domestic-customers-updated-march-2012>

Social Obligations Data Review – decision on changes: March, 2012

http://www.ofgem.gov.uk/Sustainability/SocAction/Monitoring/SoObMonitor/Documents/Letter%20to%20suppliers%20decision%20on%20data%20changes_270312.pdf

Social Obligations Data Review – consultation on proposed changes: September, 2011

<http://www.ofgem.gov.uk/Sustainability/SocAction/Monitoring/SoObMonitor/Documents/Social%20obligations%20data%20review%20-%20consultation%20on%20proposed%20changes.pdf>

Guidance on Monitoring Suppliers' Performance: November, 2007

<http://www.ofgem.gov.uk/Pages/MoreInformation.aspx?docid=40&refer=Sustainability/SocAction/Monitoring/SoObMonitor>

Standard conditions of electricity supply licence – consolidated 01/04/2015

<https://epr.ofgem.gov.uk/Content/Documents/Electricity%20Supply%20Standard%20Licence%20Conditions%20Consolidated%20-%20Current%20Version.pdf>

Standard conditions of gas supply licence – consolidated 31/03/2015

<https://epr.ofgem.gov.uk/Content/Documents/Gas%20Supply%20Standard%20Licence%20Conditions%20Consolidated%20-%20Current%20Version.pdf>

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Executive Summary

Standard Licence Condition (SLC) 32 requires energy suppliers to provide information to Ofgem relevant to their dealings with domestic gas and electricity customers. Under SLC 32, suppliers are required to submit quarterly and annual data to Ofgem on a variety of areas of their operation, including debt levels, disconnection rates, prepayment meters, payment methods used by customers and help for vulnerable customers. We refer to this information as the social obligations monitoring.

This document sets out revised reporting arrangements for monitoring domestic gas and electricity suppliers' performance under SLC 32. It includes the format for monitoring returns and provides guidance on reporting for suppliers to ensure that all suppliers report accurately and consistently.

This document replaces all previous guidance and directions in relation to suppliers' Social Obligations monitoring.

The monitoring returns included in this document have been designed by Ofgem as the standard form which suppliers should use when providing returns. The new monitoring arrangements will come into operation for the submission of the second quarter return (April-June 2015), which is due **by 28 July 2015**.

The monitoring arrangements described in this document have been subject to public consultation including with suppliers, Citizens Advice/Citizens Advice Scotland and Energy UK (EUK).

1. General guidance on monitoring returns

Chapter Summary

Overview of the background to the Social Obligations monitoring, including the licence obligations placed on suppliers to provide this information and the process for submitting returns.

Background

Monitoring and reporting form a key part of Ofgem's work to protect the interests of vulnerable customers. Our main activity in this area is our monitoring of key indicators relating to the suppliers' Social Obligations, which look at suppliers' performance in relation to providing help and services to vulnerable customers.

Standard Licence Condition (SLC) 32 requires energy suppliers to provide information to Ofgem relevant to their dealings with domestic gas and electricity customers. Under SLC 32, suppliers are required to submit quarterly and annual data to Ofgem on a variety of areas of their operation, including debt levels, disconnection rates, prepayment meters, payment methods used by customers and help for vulnerable customers. We refer to this information as the social obligations monitoring. The information is used to review suppliers' performance in relation to specific social obligations, including areas of operation where vulnerable customers may be affected. By monitoring these statistics, Ofgem can identify areas of suppliers' policies and practices where improvements need. We report on this information publicly, through our website, on a quarterly and annual basis.

We collect this data to ensure domestic customers are being protected and specifically to:

- Identify areas for future policy work;
- Monitor supplier performance and determine if suppliers are complying with their licence conditions relating to customers who have a disability, a chronic sickness, are of pensionable age, or are on low incomes (SLCs 26-32);
- Identify and assess particular issues of concern with supplier performance.

Review of the data collected

In Spring 2014 we reviewed the process set out in industry codes that governs debt transfer for indebted prepayment meter (PPM) customers - Debt Assignment Protocol (DAP)¹. Our main finding was that PPM customers in debt face unnecessary barriers and complexity when they try to switch supplier. On 22 September 2014, we published an open letter² setting out the results of our review and the next steps needed to address the issues we identified. Among the next steps, we said that we would consult on making two changes to improve DAP arrangements. We issued a

¹ <http://www.mrasco.com/mra-products/mra-agreed-procedures>,
<http://www.spaa.co.uk/documents/spaa/current-version>.

² <https://www.ofgem.gov.uk/publications-and-updates/review-debt-assignment-protocol-%E2%80%93-open-letter>

statutory consultation on making these changes on 18 December 2014³. Our decision on the detail of the changes has been published alongside this guidance⁴.

This document sets out the revised reporting arrangements for monitoring domestic gas and electricity suppliers' performance under SLC 32. It includes the format for monitoring returns and provides guidance notes to ensure that suppliers report accurately and consistently. This document replaces all previous guidance in relation to suppliers' monitoring under SLC 32.

Role of the guidance

1.1. This guidance has been prepared to assist suppliers with the completion and submission of the quarterly and annual monitoring returns of the Social Obligations Reporting. This guidance document:

- gives general guidance on the submission of returns, and
- provides additional clarification in specific areas to supplement the information contained in the returns.

1.2. Where extra clarification is not provided it is because the information required should be self-explanatory. Nevertheless, if suppliers do require additional clarification they are advised to contact Ofgem.

1.3. Ofgem will regularly review the information received through the monitoring returns and may make alterations to the format if necessary.

Reporting requirements

1.4. Under SLC 32 – Reporting on Performance, suppliers are obliged to provide information to Ofgem and Citizens Advice (via Ofgem) relating to matters concerning their dealings with domestic customers in the form of a statistical record as directed by Ofgem. The text of SLC 32 (which is the same for both gas and electricity) can be found at Appendix 1. The notice from the Authority directing the standard form to be used is included at Appendix 2.

1.5. The requirement to report on performance is an enforceable licence obligation. **Companies that do not submit accurate and timely information as required may therefore be in breach of their licence and may be subject to appropriate action to be determined by the Authority.** Ofgem does carry out spot-checks of the data provided through the Social Obligations Monitoring. However, **it is the responsibility of the suppliers to ensure that the data they provide is accurate.**

³ <https://www.ofgem.gov.uk/publications-and-updates/statutory-consultation-proposed-modifications-gas-and-electricity-supply-licences-reform-switching-process-indebted-prepayment-meter-customers-%E2%80%93-debt-assignment-protocol>

⁴ <https://www.ofgem.gov.uk/publications-and-updates/statutory-consultation-proposed-modifications-gas-and-electricity-supply-licences-reform-switching-process-indebted-prepayment-meter-customers-debt-assignment-protocol>

1.6. The reporting takes the form of submission of quarterly and annual monitoring returns to Ofgem. The quarterly and annual reporting forms are attached at Appendix 3. The returns should be submitted by suppliers via a secure online Social Obligations Reporting (SOR) portal, found at <https://www.sor.ofgem.gov.uk/>. Reporting requirements are as follows:

- Quarterly returns must be submitted to Ofgem no later than 28 days after the end of each quarter (i.e. by no later than 28 January, 28 April, 28 July, and 28 October);
- The annual return to Ofgem must also be submitted by 28 January;
- Suppliers should notify Ofgem of a senior management level representative who is responsible for signing off the returns. Ofgem recommends these should be signed/countersigned by someone with professional accounting/auditing qualifications in order to confirm the quality of the return. It is the responsibility of the supplier to ensure that the appropriate data checking and validation processes are in place for the data that they submit;
- Returns to Ofgem must include actual figures and not estimated figures; and
- Ofgem will publish information quarterly and annually on its website and in an annual review. Ofgem will not publish market share information which identifies an individual supplier without prior agreement from the supplier.

1.7. The monitoring returns included at Appendix 3 in this document are the standard forms for the purposes of presenting quarterly and annual reports to Ofgem. All items refer to **domestic** customers only. All returns must include numbers for domestic customers for **every** item. The definition of a domestic customer is as follows:

“a customer supplied or requiring to be supplied with gas or electricity at domestic premises but excludes such customer in so far as he is supplied or requires to be supplied at premises other than domestic premises.”

1.8. Domestic Premises are defined as:

“a premises at which a supply of gas or electricity is taken wholly or mainly for a domestic purpose except where that premises is a Non-Domestic Premises.”

1.9. For certain items, listed below, separate data must be provided for customers in England, Scotland and Wales, together with a total figure. Appendix 4 provides relevant postcodes for England, Scotland and Wales to enable separate data to be reported consistently. All other items require only a total national (Great Britain) figure for all customers.

- Number of customers on each payment scheme (data items 1.1 – 1.6)
- Total number of domestic customers (data item 1.7)
- Number of customers repaying a debt on a debt repayment arrangement (2.1)
- Number of customers in arrears who are not yet on a debt repayment arrangement (2.7)

- Number of prepayment meter (PPM) customers with their PPMs set to collect payment towards a debt at the end of this reporting period (4.1)
- Number of customers disconnected in this reporting period for non-payment of debt (6.1)
- Number of customers on Priority Service Register at the end of this reporting period (9.1)
- Number of eligible customers provided with a free gas safety check in this reporting period (gas only) (9.10)
- Number of customers who have paid for and been provided with a gas safety check in this reporting period (gas only) (9.12)
- Number of customers (all) who have contacted the specialist energy efficiency advice line and been given specialist energy efficiency advice in reducing bills through energy efficiency in this reporting period (10.1)
- Number of customers (all) proactively provided with information on how they can reduce their energy consumption in this reporting period (10.4)

Notes on completion

1.10. The following sections are included in the monitoring return:

Quarterly and annual:

1. Number of customers on each payment scheme (all domestic customers)
2. Domestic debt (all customers)
3. Domestic debt repayment arrangements (non PPM customers)
4. Domestic debt repayment arrangements (PPM customers)
5. Debt Assignment Protocol (DAP)
6. Disconnections/de-energisations for debt
7. Disconnections/de-energisations in error (including disconnections where there is theft in annual return)
8. Smart meters

Annual only:

9. Registered services, services provided on request and Fuel Direct
10. Energy efficiency

1.11. Before providing their first return a supplier should contact Ofgem via SORHelpdesk@ofgem.gov.uk to be provided with a user manual for the reporting system and login details including a username and ID number.

1.12. To submit a return a supplier should go to <https://www.sor.ofgem.gov.uk>.

1.13. The first time a supplier submits a return they should go to <https://www.sor.ofgem.gov.uk> and enter the ID number and username provided by Ofgem. They should then follow the instructions to create a password before logging in.

1.14. Once logged in a supplier can enter their returns, amend old returns and view all their old returns.

1.15. To complete a return, suppliers should follow the guidance provided in this document. The specific clarification provided in this document for individual data items is also provided online for ease of use. It is identifiable by the '?' icon next to each question.

1.16. If a supplier has no customers to report for a particular data item e.g. they have no customers using a particular payment method or no customers in debt, they should enter 0.

1.17. When a supplier is unable to provide a customer number for a particular item, they should leave the field blank and must provide an explanation for the nil return in the commentary box provided for each data item.

1.18. Commentary can be provided against an individual data item or against an overall section. If at any point in the return a supplier wishes to provide extra commentary on a particular data item, please provide comments in the data item commentary box. If a supplier wishes to provide commentary on the overall section, please provide comments in the section commentary box.

1.19. For some data items commentary will be mandatory. For example if an item is left blank then a comment must be made to explain why it has been left blank. For some data items a commentary will only be required if a data item contains a number where its value is 1 or more. These items are specified in the return forms at Appendix 3.

2. Guidance on completing quarterly returns

Chapter summary

Summary of the data items that suppliers are required to submit in their quarterly returns for the Social Obligations monitoring.

2.1. Please note that this guidance document applies to active customer accounts only. Suppliers should not include in their figures closed accounts / customers who have left them (e.g. through a change of supplier), even where they may have an outstanding balance with their supplier.

2.2. All data provided by suppliers should relate only to their own customers / services offered to their own customers. Figures should not include where information/services have been provided to other suppliers' customers.

2.3. Unless otherwise specified, where asked for a 'snapshot' figure, this should be reported as at the last calendar day of the reporting period.

2.4. Where extra clarification is not provided, this is because what is required should be self-explanatory. Where suppliers need further clarification, they are advised to contact Ofgem at SORHelpdesk@ofgem.gov.uk.

Section 1: Number of customers on each payment scheme

- 2.5. **Data item Q1.1 'Monthly direct debit'** refers to customers who pay by direct debit on a monthly basis. This should include both monthly fixed and monthly variable direct debit.
- 2.6. **Data item Q1.2 'Prepayment meter (PPM)'** refers to customers who pay for their energy as they go; by prepayment meter.
- 2.7. **Data item Q1.3 'Quarterly cash or cheque'** refers to customers who pay by cash, cheque, debit or credit card after receiving a quarterly bill. This does not include customers who make payments in cash with a payment card or paying in book.
- 2.8. **Data item Q1.4 'Fuel Direct'** refers to the total number of customers that are on Fuel Direct.
- 2.9. **Data item Q1.5 'Budgeting payment schemes'** refers to customers who pay by weekly/fortnightly/twice monthly payment schemes, and flexible payment methods such as using a payment card/book to make frequent cash payments.

- 2.10. **Data item Q1.6 'Other'** should include any customers using a payment method not covered by Q1.1 to Q1.5 such as monthly standing order, monthly payment schemes (cash or cheque) and quarterly variable direct debt. Details on social tariffs, which may or may not be a non-standard payment scheme, can be provided here. Commentary can be provided for this section to give further details on any of the payment schemes included here.
- 2.11. **Data item Q1.7** should equal the sum of items Q1.1 to Q1.6. The reporting system will automatically calculate this – suppliers do not need to provide this figure, although they do need to check that the number matches their own total.

Section 2: Domestic debt – all customers

Qs 2.1 – 2.5

- 2.12. For the purpose of this guidance, debt is not defined with a *de minimus* threshold. All customers who owe a debt of 1p or more should be captured in the reporting.
- 2.13. **Data item 2.1** refers to the number of customers repaying a debt through a debt repayment arrangement. This will be a 'snapshot figure' and should be recorded on the last calendar day of the reporting period. It should include both non-PPM customers who are on debt repayment arrangements extending beyond 91 days/13 weeks **and** all PPM customers who have their PPMs set to collect debt (as reported under Q4.1).
- 2.14. A debt repayment arrangement is defined as a specific formal arrangement between a supplier and a customer to repay outstanding arrears. Suppliers should include such customers who repay monthly, fortnightly, weekly or at any other regular interval, and who repay via cash, cheque, payment card or Fuel Direct. Direct debit customers should only be included where they have joined the scheme specifically to repay a debt or where they have fallen into debt while on direct debit by defaulting on one or more payments. All other direct debit customers should be excluded, including those customers with a debit at the end of a payment scheme that will be rolled into a new payment scheme and those who have had their payments increased because previous payments were set too low. All customers on payment schemes (including direct debit) should be excluded once the initial (take-on) debt has been repaid.
- 2.15. **All items in Q2.1 – Q2.6** should include customers who have their PPMs set to collect debt (as reported under Q4.1) **and** non-PPM customers on a debt repayment arrangement scheduled to last longer than 91 days/13 weeks.
- 2.16. For credit customers, **all items in Q2.1 – Q2.6** should include customers who have begun the transition to move on to a formal debt repayment arrangement (i.e. they have agreed a debt payment plan), regardless of whether or not the repayment arrangement has started yet and whether or not the customer has made their first payment. For PPM customers, these figures will only include debts that have been sent to the meter.

- 2.17. **Data items Q2.2, Q2.3 & Q2.4** break down into three categories the customers from section Q2.1 with debts greater than £100. The amounts (£100, £300 and £600) refer to a 'snapshot' figure of current debt i.e the amount of debt that the customer remains owing on their debt repayment arrangement carried forward from the previous account to the most recent bill. Q2.2, Q2.3 and Q2.4 are cumulative e.g. those customers included in Q2.2 who have a debt of £350 should also be counted in Q2.3. [Those owing less than £100 should be the difference between the figure reported in data item Q2.1 and those reported in Q2.2.]

Qs 2.5 – Q2.6

- 2.18. **Data items Q2.5** refers to the total amount owed by all customers in Q2.1 divided by the total number of customers in Q2.1. For data item Q2.5, the total amount owed by all customers in Q2.1 should be measured and reported using initial (take-on) debt i.e. the debt that the customer takes on when going onto the debt repayment arrangement.
- 2.19. **Data item Q2.6** refers to the total amount owed by all the customers in Q2.1 divided by the total number of customers in Q2.1. For data item Q2.6, the total amount owed by all customers in Q2.1 should be measured and reported as a 'snapshot' figure of current debt on the last calendar day of the reporting period i.e. this will be the debt that the customer remains owing on their debt repayment arrangement at the end of that reporting period. This should only be the outstanding amount of the debt repayment plan and should not include any debt incurred for consumption since the start of the repayment plan.

Qs 2.7 – 2.8

- 2.20. **Data item Q2.7** refers to the number of customers who are in arrears but who are not yet on a formal debt repayment arrangement (as reported in Q2.1.) This will be a 'snapshot figure' and should be recorded on the last calendar day of the reporting period.
- 2.21. 'Arrears' are defined as any customer who has had a bill issued which remains outstanding for longer than 91 days/13 weeks and who has not yet set up a debt repayment arrangement. This will only include customers who are billed in arrears for ongoing consumption. It will exclude customers on payment methods that involve some method of regular payment, such as Direct Debit (see paragraph 2.9), PPM or Fuel Direct customers. It should exclude customers who have begun the transition to a formal debt repayment arrangement, but have not yet started repaying their debt. As described in paragraph 2.16, these will be reported under data items Q2.1 – 2.5.
- 2.22. **Data item Q2.7 should not include any of the same customers reported in data item Q2.1.**
- 2.23. **Data item Q2.8** refers to the total amount of arrears owed by all the customers in Q2.7 divided by the total number of customers in Q2.7. This should include only the portion of arrears that remains unpaid (as at 91 days after the last bill) and should exclude costs for subsequent consumption.

Section 3: Domestic debt repayment arrangements – non-PPM customers

- 2.24. **All** items in this section refer only to debt repayment arrangements extending beyond 91 days/13 weeks. The definition of a debt repayment arrangement is the same as for section 2 but excluding prepayment meter customers. Although the return asks for information in terms of 'weeks', customers paying fortnightly or monthly should also be included and calculated accordingly. Items in this section do not include PPM customers, who are dealt with separately in section 4.
- 2.25. **Data item Q3.1** asks how many customers have entered into a debt repayment arrangement during the reporting period (where the arrangement is set to last beyond 91 days).
- 2.26. **Data item Q3.2** asks for the average (mean) weekly payment towards debt agreed with customers who entered into a debt repayment arrangement during the reporting period (Q3.1). The figure given should reflect only the amount per week the customer pays to reduce their debt and should exclude any amount covering ongoing usage.
- 2.27. **Data item Q3.3** asks for the average (mean) number of weeks over which customers who entered into a debt repayment arrangement in this reporting period (Q3.1) are being allowed to repay their debt.
- 2.28. For **data items Q3.4 – 3.21**, suppliers should provide data separately for each of the following payment methods: direct debit, Fuel Direct, budgeting payment schemes and 'other' (all as per the definitions found in Section 1).
- 2.29. For **data items Q3.6, 3.9, 3.12, 3.15, 3.18 and 3.21**, 'failed arrangement' refers to a failure to make an agreed payment amount under the debt repayment arrangement without the prior agreement of the supplier, where full payment has not been cleared (i.e. received by the supplier) within 10 working days after the agreed payment date, regardless of payment method. This includes part payment. It should exclude those cases where a customer has actively terminated the arrangement, for example by instructing the supplier or payment provider to cancel the debt agreement or instruction to pay, or where a customer ends the agreement paying the agreement in full. It should exclude those direct debit customers who did not go on to a debt repayment arrangement but who have currently stopped paying.
- 2.30. **Data items Q3.6, 3.9, 3.12, 3.15, 3.18 and 3.21** refer to all customers who have failed the arrangement as defined in 2.27. Customers who have failed the arrangement more than once in the reporting period should only be counted once.
- 2.31. **Data items Q3.6, 3.9, 3.12, 3.15, 3.18, 3.21 and 3.24** apply to **all** failed arrangements as defined in 2.29 in that reporting period, regardless of when the customer was set up on a repayment arrangement (i.e. whether or not they were set up on an arrangement within that quarter).

Section 4: Domestic debt repayment arrangements – PPM customers

- 2.32. This section refers to all PPM customers who are repaying a debt through their PPM, regardless of the estimated length of the recovery period.
- 2.33. **Data item Q4.1** asks for the total number of PPM customers who have their PPMs set to collect payments towards a debt. This will be a 'snapshot' figure and should be recorded on the last calendar day of the reporting period.
- 2.34. Initial credit added to a customer's prepayment meter upon installation to allow the customer time to vend is not considered a 'debt' within the Ofgem guidance and therefore should not be included in this section.
- 2.35. **Data item Q4.2** (PPM customers not in debt) will automatically be generated by subtracting **Q4.1** from **Q1.2**. The supplier will only need to check the figure is correct.
- 2.36. **Data item Q4.4** asks how many customers from Q4.3 (number of PPMs installed this reporting period) had their PPMs installed, within this reporting period, to collect a debt (regardless of the estimated length of the recovery period). This includes all cases where a PPM has been installed this reporting period to recover a debt, whether or not at the customer's request.
- 2.37. **Data item Q4.5:** the system will automatically calculate this figure by subtracting **Q4.4** from **Q4.3**. The supplier will only need to check the figure is correct. This item should cover the number of customers who had chosen to have a PPM installed in this reporting period but not for debt. For example, this includes customers who had a PPM installed following a request to move from credit to PPM, new connections where a PPM is requested, customers who ask for a PPM to be installed after changing supplier or moving house or any other case where a PPM is installed for reasons other than debt. Instances where a PPM is installed to recover a debt are dealt with in Q4.4 and should not be included.
- 2.38. **Data item Q4.6** asks for the average (mean) weekly amount to be recovered for debt for the customers who had their PPMs installed, within this reporting period, to collect a debt (regardless of the estimated length of the recovery period.)
- 2.39. **Data item Q4.7** asks for the average (mean) number of weeks over which customers, who had their PPMs installed within this reporting period to collect a debt, are being allowed to repay the debt.
- 2.40. **Data item Q4.20** asks for the number of PPMs installed with a blanking disc inserted at warrant. This refers to those cases where a customer is not present at a property and a gas PPM cannot be installed because of the inability to purge and relight. In these instances, it is possible to insert a blanking disc (a special brass disc) in one of the unions of the gas meter. Visually, the meter installation looks normal but it prevents gas from getting into the internal supply.

Section 5: Debt Assignment Protocol (DAP) – Switching for Indebted PPM Consumers

- 2.41. **Data items Q5.1 – Q5.4** use the definitions set out in the MRA 'Agreed Procedure for the Assignment of Debt in Relation to Prepayment Meters. MAP 13' and Supply Point Administration Agreement (SPAA) Schedule 9. Suppliers should use this guidance alongside the Procedure document and SPAA Schedule 9 document accordingly. These can be found at <http://www.mrasco.com/mra-products/mra-agreed-procedures> and <http://www.spaa.co.uk/documents/spaa/current-version>.
- 2.42. **Data item 5.1** asks whether supplier followed the point of acquisition (POA)⁵ model at the start of this reporting period (Yes/No). The data item should be reported by gaining supplier.
- 2.43. **Data item 5.2** asks for the number of unique Supply Point Objections (SPOs)/Notices of Objection (NOOs) issued against indebted PPM accounts in this reporting period, according to debt level bandings (\leq £500, $>$ £500, and Total). The data item should be reported by losing supplier. The number of unique SPOs/NOOs should be derived from the total number of SPOs/NOOs issued against indebted PPM accounts during the reporting period minus the number of accounts against which a SPO/NOO has already been issued during the reporting period.
- 2.44. **Data items 5.3-5.4** refer only to customer accounts where debt was \leq £500.
- 2.45. **Data item 5.3:** the number of G/D0307 records sent in this reporting period, where debt level is \leq £500. The data should be broken down into the following categories: "Complex Debt", "Not Complex Debt" and "Total", using the Complex Debt indicator available in the G/D0307 flow. The data item should be reported by losing supplier.
- 2.46. **Data item 5.4:** the total number of G/D0309 records sent in this reporting period, where debt level is \leq £500. The data item should be reported by losing supplier.

⁵ Some suppliers have agreed to adopt a "point of acquisition model". Using this model, these suppliers will provide customers with information about data sharing at the point of acquisition and ask customers to confirm that they are content for details of their debt to be shared between the incoming and outgoing supplier. These suppliers will not then ask customers for consent to data sharing later in the switching process as they do at present. Removing the requirement to provide consent for data sharing partway through the process will remove a barrier to switching and should help increase the volume of completed switches. Visit this link to our previous open letter for additional information: <https://www.ofgem.gov.uk/publications-and-updates/review-debt-assignment-protocol-%E2%80%93-open-letter>

Section 6: Disconnections/de-energisations for debt

- 2.47. All data items in Section 6 should report only customers on a 'dumb meter'. Figures reporting customers with Smart Meters should be reported in Section 8. All data items in Section 6 refer to manual disconnection. Remote disconnection instances should be recorded under Section 8: Smart Metering.
- 2.48. "Disconnection" is used as a general term, not specific to the removal of a meter. This will, in the case of electricity, cover de-energisations.
- 2.49. This section refers exclusively to customers who have had their supply disconnected/de-energised for the non-payment of debt. Premises that are found to be vacated when the supplier arrived to disconnect should not be included.
- 2.50. For **data items Q6.2 to Q6.7**, the reconnected customer must have been disconnected during the quarter that is being reported on.
- 2.51. The period of disconnection is defined as being from the day the supply was terminated to the day it is reinstated (inclusive).
- 2.52. **Data items Q6.2 to Q6.5** are cumulative figures, i.e. customers counted in Q6.2 should also be counted in Q6.3 to Q6.5. Therefore a customer reconnected within a week should also be counted as having been reconnected within a month and a quarter. It is expected that the number should increase between Q6.2 and Q6.5.
- 2.53. **Data item Q6.7** concerns the average (mean) period in days that customers were without a supply from those customers disconnected for debt and then reconnected in this reporting period. Premises that are known to have been vacated since disconnection should not be counted.
- 2.54. **Data item Q6.8** refers to the number of customers disconnected for debt (as reported in **Q6.1**) who were contacted by telephone (both actual and attempted contact) or letter within 2 working days of being disconnected.

Section 7: Disconnections/de-energisations in error

- 2.55. All data items in Section 7 should report only customers on a 'dumb meter'. Figures reporting customers with Smart Meters should be reported in Section 8. All data items in Section 7 refer to manual disconnection. Remote disconnection instances should be recorded under Section 8: Smart Metering.
- 2.56. "Disconnection" is used as a general term, not specific to the removal of a meter. This will, in the case of electricity, cover de-energisations.
- 2.57. This section refers exclusively to customers who have had their supply disconnected/de-energised in error.

- 2.58. For **data items Q7.1 - Q7.5**, 'disconnection in error'⁶ includes those situations where a supply other than the one intended for disconnection is disconnected. For example, this could include where the wrong property or wrong meter has been disconnected due to human error, a meter mix up, incorrect meter details being attributed to the account, or the wrong premises details being given. It excludes:
- Those situations where vulnerability has been discovered after the event and the supplier has taken all reasonable steps to identify vulnerability, as per the requirements of SLCs 27.10, 27.11 and 27.11a and, where relevant, the EUK Safety Net;
 - Unknown change of tenancy, e.g. where the supplier is unaware that a new tenant has moved in to the property; and
 - Where a supplier believes a property to be vacant and subsequently discovers that it is occupied and reconnects it.
- However, suppliers should take all reasonable steps to ascertain who the resident is (i.e. whether the disconnection is a sanction on the "correct" individual and whether the individual is vulnerable) and whether there is a resident in the property.
- 2.59. The period of disconnection is defined as being from the day the supply was terminated to the day it is reinstated (inclusive).
- 2.60. **Data item Q7.2** concerns the average (mean) period in days that customers were without a supply from those customers disconnected in error and then reconnected in this reporting period.

Section 8: Smart meters

- 2.61. All data items in Section 8 should report only those customers on Smart Meters.
- 2.62. For the purposes of **data items Q8.1 – Q8.10**, 'smart meters' is taken to mean a 'Advanced Domestic Meter'⁷, which is defined as a meter installed in a domestic premise that:
- provides gas or electricity consumption data for multiple time periods
 - is able to provide the supplier with remote access to such data
- 2.63. For **data items Q8.1 – Q8.10**, 'smart' / 'Advanced Domestic Meter' refers only to those Advanced Domestic Meters which are actually operating in smart mode. Meters which are being managed and supported as traditional, 'dumb' assets should be excluded from this section.

⁶ This is the current definition for 'disconnection in error'. It may be altered in future to mirror developments in licence conditions.

⁷ This is the current definition for 'Advanced Domestic Meter'. Definitions for 'Advanced Domestic Meter' or 'Smart Meter' may be reviewed and altered in this guidance at a later date, following developments in smart metering and the licence conditions.

- 2.64. **Data item Q8.1** is a 'snapshot' figure and should indicate the number of customers with smart meters as at the end of the reporting period.
- 2.65. For **data items Q8.2 – Q8.4**, remote switching is defined as where a supplier switches a customer from credit to prepayment mode (or vice versa) remotely, without physically visiting the premises or changing the meter.
- 2.66. For **data item Q8.5 – Q8.7**, suppliers should include smart meter disconnections where disconnection has been carried out both on-site, at the meter, and remotely.
- 2.67. For **data item 8.7**, 'disconnection in error'⁸ includes those situations where a supply other than the one intended for disconnection is disconnected. For example, this could include where the wrong property or wrong meter has been disconnected due to human error, a meter mix up, incorrect meter details being attributed to the account, or the wrong premises details being given. It excludes:
- Those situations where vulnerability has been discovered after the event and the supplier has taken reasonable steps to discover vulnerability, as per the requirements of SLCs 27.10, 27.11 and 27.11a and, where relevant, the EUK Safety Net;
 - Unknown change of tenancy, e.g. where the supplier is unaware that a new tenant has moved into the property; and
 - Where a supplier believes a property to be vacant and subsequently discovers that it is occupied and reconnects it.
- However, suppliers should take all reasonable steps to ascertain who the resident is (i.e. whether the disconnection is a sanction on the "correct" individual and whether the individual is vulnerable) and whether there is a resident in the property.
- 2.68. For **data item Q8.8**, suppliers should include smart meter disconnections only where this has been carried out remotely. Remote disconnection is defined as where a supplier disconnects the electricity or gas supply remotely, without physically visiting the premises. This should be a sub-set of data item Q8.5.
- 2.69. **Data items Q8.6, Q8.7, and Q8.8** should be a sub-set of data item Q8.5.
- 2.70. **Data item Q8.9** asks for the number of customers with smart meters subject to load limiting in this reporting period.
- 2.71. **Data item Q8.10** asks for the number of customers with smart meters subject to credit limiting in this reporting period.

⁸ This is the current definition for 'disconnection in error'. It may be altered in future to mirror developments in licence conditions and smart metering.

3. Guidance on completing annual returns

Chapter summary

Summary of the data items required in the annual returns of the Social Obligations Reporting, including clarification of definitions where required.

- 3.1. Unless specified, the summaries and overall definitions are the same as those used in Chapter 2: Guidance on completing quarterly returns.

Section 3: Domestic debt payment arrangements – non-PPM customers

- 3.2. **Data items A3.1, A3.4, A3.6, A3.7, A3.9, A3.10, A3.12, A3.13, A3.15, A3.16, A3.18, A3.19, and A3.21** will be automatically generated by the system from the quarterly returns for that year. Suppliers only need to check it against their figure.
- 3.3. **Data item A3.2** asks for the average (mean) weekly payment towards debt agreed with customers who entered into a repayment arrangement during the reporting period (A3.1). The figure given should reflect only the amount per week the customer pays to reduce their debt and should exclude any amount covering ongoing usage.
- 3.4. **Data item A3.3** asks for the average (mean) number of weeks over which customers who entered into an arrangement in this reporting period (A3.1) are being allowed to repay their debt.
- 3.5. Data items **A3.4, A3.7, A3.10, A3.13, A3.16 and A3.19** should equal A3.1.
- 3.6. For **data items A3.4 – A3.21**, suppliers should provide data separately for each of the following payment methods: direct debit, quarterly (cash or cheque), Fuel Direct, budgeting payment schemes and 'other' (all as per definitions found in Section 1).

Section 4: Domestic debt repayment arrangements – PPM customers

- 3.7. **For data items A4.2, A4.3, A4.4, A4.5, A4.8, A4.10, A4.12, A4.14, A4.16, A4.18, A4.20, A4.21, A4.22, A4.23, A4.26, and 4.27** the figures will be calculated automatically and suppliers will only be required to check the figures.
- 3.8. **Data item A4.6** asks for the average (mean) weekly amount to be recovered for debt for the customers who had their PPMs installed, within this reporting period, to collect a debt (regardless of the estimated length of the recovery period).

- 3.9. **Data item A4.7** asks for the average (mean) number of weeks over which customers, who had their PPMs installed within this reporting period to collect a debt, are being allowed to repay the debt.
- 3.10. **Data items A4.8, 4.10, 4.12, 4.14, 4.16 and 4.18** should add up to A4.4.
- 3.11. **Data item A4.20** asks for the number of PPMs installed with a blanking disc inserted at warrant. This refers to those cases where a customer is not present at a property and a gas PPM cannot be installed because of the inability to purge and relight. In these instances, it is possible to insert a blanking disc (a special brass disc) in one of the unions of the gas meter. Visually, the meter installation looks normal but it prevents gas from getting into the internal supply.
- 3.12. **Data items A4.20 – A4.21** refer to the use of warrants in pursuance of disconnection for non-payment of debt. They apply whether or not the warrant was executed by forcible entry. Instances where the customer allows access when told that the officer is in possession of a warrant should be included.
- 3.13. **Data item A4.22** asks for the total number of customers who have switched from PPM to credit terms during the reporting period.
- 3.14. **Data item A4.23** asks for the total number of customers, not repaying a debt through their PPM, who have had their request to change to credit terms refused during the reporting period. 'Refused' includes a failure by a supplier to proceed with a change from PPM to credit meter where the failure to proceed is as a result of the customer's failure, inability or refusal to comply with a condition (or conditions) imposed by the supplier and the supplier required the customer to meet this condition (or these conditions) before proceeding with the change to a credit meter.
- 3.15. **Data item A4.24** asks for an approximate breakdown of the types of PPM used by a supplier. Please specify the meter type (for example token, smart card or key meter) and percentage used. There are two return fields. One allows different meter types to be entered and the other allows the corresponding percentage to be entered.

Section 5: Debt Assignment Protocol (DAP) – Switching for Indebted PPM Consumers

- 3.16. **Data item A5.1** is generated automatically by carrying forward the answer for Q5.1 (Yes/No) from the Q1 return to the annual return, and only needs to be checked by suppliers.
- 3.17. **Data item A5.2** asks for the number of unique Supply Point Objections (SPOs)/Notices of Objection (NOOs) issued against indebted PPM accounts in this reporting period, according to debt level bandings (\leq £500, $>$ £500, and Total). The data item should be reported by losing supplier. The number of unique SPOs/NOOs should be derived from the total number of SPOs/NOOs issued against indebted PPM accounts during the reporting period minus the

number of accounts against which a SPO/NOO has already been issued during the reporting period.

- 3.18. **Data items A5.3-A5.4** refer only to customer accounts where debt was \leq £500.
- 3.19. **Data item A5.3:** the number of G/D0307 records sent in this reporting period, where debt level is \leq £500. The data should be broken down into the following categories: "Complex Debt", "Not Complex Debt" and "Total", using the Complex Debt indicator available in the G/D0307 flow. The data item should be reported by losing supplier.
- 3.20. **Data item A5.4:** the total number of G/D0309 records sent in this reporting period, where debt level is \leq £500. The data item should be reported by losing supplier.

Section 6: Disconnections/de-energisations for debt

- 3.21. "Disconnection" is used as a general term, not specific to the removal of a meter. This will, in the case of electricity, cover de-energisations.
- 3.22. This section refers exclusively to customers who have had their supply disconnected/de-energised for the non-payment of debt. Premises that are found to be vacated when the supplier arrived to disconnect should not be included.
- 3.23. For **data items A6.2 to A6.6**, the reconnected customer must have been disconnected during the quarter that is being reported on. Customers not reconnected during the current quarter should be excluded.
- 3.24. The period of disconnection is defined as being from the day the supply was terminated to the day it is reinstated (inclusive).
- 3.25. **For data items A6.1 – A6.5** the figures will be calculated automatically and suppliers will only be required to check the figures.
- 3.26. **Data items A6.2 to A6.5** are cumulative figures, i.e. customers counted in A6.2 should also be counted in A6.3 to A6.5. Therefore a customer reconnected within a week should also be counted as having been reconnected within a month and a quarter. It is expected that the number should increase between Q6.2 and Q6.5.
- 3.27. **Data item A6.7** concerns the average (mean) period in days that customers were without a supply from those customers disconnected for debt and then reconnected this reporting period. Premises that are known to have been vacated since disconnection should not be counted.

- 3.28. **Data item A6.9** refers to the number of disconnected customers for debt (as reported in **data item 6.1**) contacted by telephone (both actual and attempted contact) or letter within 2 working days of being disconnected.
- 3.29. **Data item A6.10** refers to cases where the supplier has not spoken to the customer (either face-to-face or on the telephone) and the customer has not written to the supplier (through letter, fax or electronically). These are sometimes referred to as “no contact” cases.
- 3.30. **Data items A6.11** refers to the number of disconnections where the supplier knew in advance that the household was made up exclusively of people who are either disabled or chronically sick or pensioners (or any combination of these living with children under 18.)
- 3.31. **Data item 6.12** asks for the number of customers disconnected in this reporting period where it was not safe and practicable⁹ to install a PPM.

Section 7: Disconnections/de-energisations in error and where there is theft

- 3.32. **For data item A7.1** the figure will be calculated automatically and suppliers will only be required to check it.
- 3.33. For **data items A7.6 and A7.7**, ‘disconnection on the grounds of theft’ refers to the number of customers disconnected carried out on the basis of a supplier’s statutory powers (or contractual terms which reflect those powers) in respect of damage/injury to, or the interference with meters pursuant to:
- paragraph 6(3) of Schedule 6 to the Electricity Act 1989
 - paragraph 11(3) of Schedule 7 to the Electricity Act 1989
 - paragraph 10(2) of Schedule 2B to the Gas Act 1986

Section 8: Smart meters

- 3.34. **Data items A8.2 – 8.8** are automatically generated by the database from the returns from the four quarters. Suppliers only need check these figures.

Section 9: Registered services, services provided on request and Fuel Direct

- 3.35. Customers do not necessarily have to be on the Priority Service Register to receive registered services. However, this section seeks to capture only those customers who require services due to a special need. Therefore, **A9.4 – A9.8** should only include customers who are on the Priority Services Register.

- 3.36. **Data items A9.10 – A9.12** are only applicable on gas returns.
- 3.37. **Data item 9.12** refers to the total number of customers who have paid for and been provided with a gas safety check. This refers to those customers who are not eligible for a free gas safety check.
- 3.38. **Data item A9.13** will be the number of customers at the end of the reporting period who continue paying by Fuel Direct after repaying their original debt.

Section 10: Energy efficiency

- 3.39. Please note that this refers to customers rather than consumers - therefore it applies only to a supplier's own customers. Figures reported should not include where information has been provided to those who the supplier does not supply/other suppliers' customers.
- 3.40. Please provide these figures as combined figures if you supply both gas and electricity.
- 3.41. **Data item A10.1** asks for the number of customers (all) who have contacted a specialist energy efficiency advice line and have been given specialist energy efficiency advice in reducing energy bills through energy efficiency. Energy efficiency advice given is defined as that provided by a qualified person or team through a specialist energy efficiency advice line. This should include only advice where provided by an agent who has been specifically trained for that purpose, e.g. to City and Guilds standard or equivalent. Provision of general energy efficiency information by non-qualified customer service staff is excluded.
- 3.42. **Data items A10.2 and A10.3** should be a subset of A10.1.
- 3.43. **For data items A10.1 – A10.3**, suppliers should not include multiple communications with a single customer, i.e. numbers reported should represent the number of individual customers who have contacted the specific energy efficiency advice line and been given specialist energy efficiency advice rather than number of calls received. Where a customer has contacted the specific energy efficiency advice line and been given specialist energy efficiency advice on more than one occasion in the reporting period, this should be counted only once.
- 3.44. **Data item A10.4** asks for the number of customers proactively provided with information on how they can reduce their energy consumption. This should exclude signposting material.
- 3.45. **Data item A10.5** asks for the number of customers repaying a debt through a debt repayment arrangement (as defined and reported under 2.1) proactively provided with information on how they can reduce their energy consumption.

- 3.46. **Data item A10.6** asks for the number of customers in arrears who are not yet on a debt repayment arrangement (as defined and reported under 2.7) proactively provided with information on how they can reduce their energy consumption.
- 3.47. **For data items A10.4 – 10.6** the information may be verbal or written and should include letters, text messages and emails sent, as well as outbound calls. It should exclude calls received.
- 3.48. **For data items A10.4 – 10.6** suppliers are also asked to provide brief qualitative information on when and where in the debt path customers in debt are provided with such information (e.g. on first letter).
- 3.49. **For data items A10.4 – A10.6**, suppliers should not include multiple communications with a single customer, i.e. numbers reported should represent the number of individual customers who have proactively been provided with information on how to reduce their energy consumption. Where a customer has been proactively provided with information on more than one occasion in the reporting period, this should be counted only once. Where a customer has been proactively provided with information for both an electricity and gas supply, this should only be counted once.
- 3.50. **Data items A10.5 and A10.6** should be a subset of A10.4.
- 3.51. **Data item A10.7** refers to the number of web hits/ unique page views on the supplier's dedicated energy efficiency webpages – i.e. pages devoted to an energy efficiency function.
- 3.52. **For data item A10.7** suppliers are also asked to provide brief qualitative information on what they have on the website e.g. links to the dedicated webpages included in this reporting.
- 3.53. **Data item A10.8** asks for the number of customers specifically advised about, or referred to, a government scheme or to the Carbon Emissions Reduction target (CERT) / Energy Company Obligation (ECO) in this reporting period.
- 3.54. Ofgem may also use qualitative techniques to monitor the quality of energy efficiency advice provided, in particular for vulnerable customers.

Appendices

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Appendix 1 – Standard Licence Condition (SLC) 32 – Reporting on Performance

Condition 32: Reporting on performance *(applicable to both electricity and gas)*

- 32.1 The licensee must provide the Authority and Citizens Advice and Citizens Advice Scotland with information specified by the Authority relating to matters that it reasonably considers are relevant to the licensee's dealings with its Domestic Customers.
- 32.2 The information referred to in paragraph 32.1 may, in particular, include information about:
- (a) the number of the licensee's Domestic Customers using each method of payment for Charges for the Supply of Electricity;
 - (b) failures by the licensee's Domestic Customers to pay Charges for the Supply of Electricity by the date on which the payment was due;
 - (c) Disconnections carried out by the licensee;
 - (d) the provision by the licensee of energy efficiency information; and
 - (e) the services offered by the licensee to Domestic Customers on its Priority Services Register and the number of Domestic Customers who are listed on that register.
- 32.3 The information provided by the licensee under paragraph 32.1 must be in the form of a statistical record having such content and being presented in such a format and at such intervals of time as the Authority may from time to time direct following consultation with the licensee and Citizens Advice and Citizens Advice Scotland.

Appendix 2 – Monitoring return forms

Monitoring company performance for domestic customers: quarterly return form

1.1. 'R' denotes a regional breakdown is required

1.2. 'G' denotes the field is generated automatically by the system

		1	Number of customers on each payment scheme (all domestic customers)
	R	Q1.1	Monthly direct debit
	R	Q1.2	Prepayment meter (PPM)
			Standard credit
	R	Q1.3	Quarterly (cash or cheque)
	R	Q1.4	Fuel Direct
	R	Q1.5	Budgeting payment schemes (for example: weekly/fortnightly/twice monthly payment schemes and flexible payment schemes)
	R	Q1.6	Other (for example: monthly standing order/ monthly payment scheme (cash or cheque)/quarterly variable or fixed direct debit or social tariffs)
G	R	Q1.7	Total number of domestic customers

		2	Domestic debt (all customers)
	R	Q2.1	Number of customers repaying a debt on a debt repayment arrangement at the end of this reporting period. (This includes non PPM customers on payment arrangements extending beyond 91 days/13 weeks and all PPM customers with a debt) Please refer to the accompanying guidance for further information on the definition
		Q2.2	Number of customers with debt over £100 carried forward from previous bill, at the end of this reporting period
		Q2.3	Number of customers with debt over £300 carried forward from previous bill, at the end of this reporting period
		Q2.4	Number of customers with debt over £600 carried forward from previous bill, at the end of this reporting period
		Q2.5	Average debt per customer repaying a debt through a debt repayment arrangement (total amount owed by customers in 2.1/number of customers in 2.1) - using 'take-on debt' (i.e. debt that the customer took on when starting their debt repayment arrangement)
		Q2.6	Average debt per customer repaying a debt through a debt repayment arrangement (total amount owed by customers in 2.1/number of customers in 2.1) - using 'snapshot' of debt as at the end of the reporting period (i.e. outstanding debt that the customer remains owing on their debt repayment arrangement, excluding debt incurred for subsequent consumption since the start of the payment plan)
	R	Q2.7	Number of customers in arrears who are not yet on a debt repayment arrangement at the end of this reporting period Please refer to the accompanying guidance for further information on the definition
		Q2.8	Average debt per customer in arrears who are not yet on a debt repayment arrangement (total amount owed by customers in 2.6/number of customers in 2.6)

		3	Domestic debt repayment arrangements (non PPM customers)
		Q3.1	Number of customers entering into a debt repayment arrangement (extending beyond 91 days) in this reporting period
		Q3.2	Average (mean) weekly amount towards debt (for debt repayment arrangements, extending beyond 91 days, entered into in this reporting period - i.e. those customers in Q3.1)
		Q3.3	Average (mean) number of weeks to recover debt, for debt repayment arrangements extending beyond 91 days, entered into in this reporting period - i.e. those customers in Q3.1
		Q3.4	Number of customers entering into a debt repayment arrangement of £0.01 - £2.99 per week in this reporting period
		Q3.5	Average (mean) number of weeks customers entering into a debt repayment arrangement of £0.01 - £2.99 per week in this reporting period are being allowed to repay their debt
		Q3.6	Number of failed arrangements on a debt repayment arrangement of £0.01 - £2.99 per week in this reporting period
		Q3.7	Number of customers entering into a debt repayment arrangement £3.00 - £5.99 per week in this reporting period
		Q3.8	Average (mean) number of weeks customers entering into a debt repayment arrangement of £3.00 - £5.99 per week in this reporting period are being allowed to repay their debt
		Q3.9	Number of failed arrangements on a debt repayment arrangement of £3.00 - £5.99 per week in this reporting period
		Q3.10	Number of customers entering into a debt repayment arrangement of £6.00 - £8.99 per week in this reporting period
		Q3.11	Average (mean) number of weeks customers entering into a debt repayment arrangement of £6.00 - £8.99 per week in this reporting period are being allowed to repay their debt
		Q3.12	Number of failed arrangements on a debt repayment arrangement of £6.00 - £8.99 per week in this reporting period
		Q3.13	Number of customers entering into a debt repayment arrangement of £9.00 - £11.99 per week in this reporting period
		Q3.14	Average (mean) number of weeks customers entering into a debt repayment arrangement of £9.00 - £11.99 per week in this reporting period are being allowed to repay their debt
		Q3.15	Number of failed arrangements on a debt repayment arrangement of £9.00 - £11.99 per week in this reporting period
		Q3.16	Number of customers entering into a debt repayment arrangement of £12.00 - £14.99 per week in this reporting period
		Q3.17	Average (mean) number of weeks customers entering into a debt repayment arrangement of £12.00 - £14.99 per week in this reporting period are being allowed to repay their debt
		Q3.18	Number of failed arrangements on a debt repayment arrangement of £12.00 - £14.99 per week in this reporting period
		Q3.19	Number of customers entering into a debt repayment arrangement of >£15 per week in this reporting period
		Q3.20	Average (mean) number of weeks customers entering into a debt repayment arrangement of >£15 per week in this reporting period are being allowed to repay their debt
		Q3.21	Number of failed arrangements on a debt repayment arrangement of >£15 per week in this reporting period
			For items 3.4 – 3.21, suppliers should provide data separately for each of the following payment methods: direct debit, budget payment schemes,

		3	Domestic debt repayment arrangements (non PPM customers)
			Fuel Direct and 'other'(as per the definitions in Section 1)
		4	Domestic debt repayment arrangements (PPM customers)
	R	Q4.1	Number of PPM customers with their PPMs set to collect payments towards a debt at the end of this reporting period
G		Q4.2	Number of PPM customers not in debt – generated from 1.2 minus 4.1
		Q4.3	Number of PPMs installed in this reporting period
		Q4.4	Number of PPMs installed in this reporting period to recover debt
G		Q4.5	Number of PPMs installed in this reporting period not for debt – generated from 4.3 minus 4.4
		Q4.6	Average (mean) weekly amount towards debt for the PPMs installed in this reporting period
		Q4.7	Average (mean) number of weeks to recover debt for the PPMs installed in this reporting period
		Q4.8	Number of customers entering into a debt repayment arrangement of £0.01 - £2.99 per week in this reporting period
		Q4.9	Average (mean) number of weeks customers entering into a weekly payment agreement of £0.01 - £2.99 per week in this quarter are being allowed to repay their debt
		Q4.10	Number of customers entering into debt repayment arrangement of £3.00 - £5.99 in this reporting period
		Q4.11	Average (mean) number of weeks customers entering into debt repayment arrangement of £3.00 - £5.99 per week in this quarter are being allowed to repay their debt
		Q4.12	Number of customers entering into debt repayment arrangement of £6.00 - £8.99 in this reporting period
		Q4.13	Average (mean) number of weeks customers entering into debt repayment arrangement of £6.00 - £8.99 per week in this quarter are being allowed to repay their debt
		Q4.14	Number of customers entering into debt repayment arrangement of £9.00 - £11.99 in this reporting period
		Q4.15	Average (mean) number of weeks customers entering into debt repayment arrangement of £9.00 - £11.99 per week in this quarter are being allowed to repay their debt
		Q4.16	Number of customers entering into debt repayment arrangement of £12.00 - £14.99 per week in this reporting period
		Q4.17	Average (mean) number of weeks customers entering into debt repayment arrangement of £12.00 - £14.99 per week in this quarter are being allowed to repay their debt
		Q4.18	Number of customers entering into debt repayment arrangement of >£15 (per week) in this reporting period
		Q4.19	Average (mean) number of weeks customers entering into debt repayment arrangement of >£15 per week in this quarter are being allowed to repay their debt
		Q4.20	Number of PPMs installed with a blanking disc inserted on a warrant visit in this reporting period
		5	Debt Assignment Protocol
		Q5.1	Supplier followed the point of acquisition (POA) model ¹⁰ at the start of the reporting period (Yes/No). The data item should be reported by gaining supplier

¹⁰ Some suppliers have agreed to adopt a "point of acquisition model". Using this model, these

		5	Debt Assignment Protocol
		Q5.2	Number of unique Supply Point Objections (SPOs)/Notices of Objection (NOOs) issued against indebted PPM accounts in this reporting period, according to debt level bandings (\leq £500, $>$ £500, and Total). The data item should be reported by losing supplier. The number of unique SPOs/NOOs should be derived from the total number of SPOs/NOOs issued against indebted PPM accounts during the reporting period minus the number of accounts against which a SPO/NOO has already been issued during the reporting period
		Q5.3	Number of G/D0307 records sent in this reporting period, where debt level is \leq £500. The data should be broken down into the following categories: "Complex Debt", "Not Complex Debt" and "Total", using the Complex Debt indicator available in the G/D0307 flow. The data item should be reported by losing supplier
		Q5.4	Total number of G/D0309 records sent in this reporting period, where debt level is \leq £500. The data item should be reported by losing supplier

		6	Disconnections/de-energisations for debt
	R	Q6.1	Number of customers disconnected in this reporting period for non-payment of debt
		Q6.2	Of those disconnected in this reporting period, number reconnected within 24 hours of disconnection
		Q6.3	Of those disconnected in this reporting period, number reconnected within 7 days of disconnection
		Q6.4	Of those disconnected in this reporting period, number reconnected within 1 month of disconnection
		Q6.5	Of those disconnected in this reporting period, number of customers reconnected in this reporting period (i.e. one quarter)
		Q6.6	Of those disconnected in this reporting period, the number of customers not reconnected in this reporting period (i.e. within one quarter)
		Q6.7	Of those disconnected and reconnected in this reporting period, the average period (days) of disconnection
		Q6.8	Number of customers disconnected for debt in this reporting period (as in Q6.1) contacted by telephone (attempted contact and actual contact) or letter within 2 working days of being disconnected

		7	Disconnections/de-energisations in error
		Q7.1	Number of customers disconnected in error in this reporting period
		Q7.2	Average period of time customers disconnected in error in this reporting period were without supply
		Q7.3	Total amount of compensation paid to customers disconnected in error (those reported in 5.11) in this reporting period
		Q7.4	Average amount of compensation paid to customers disconnected in error in this reporting period

suppliers will provide customers with information about data sharing at the point of acquisition and ask customers to confirm that they are content for details of their debt to be shared between the incoming and outgoing supplier. These suppliers will not then ask customers for consent to data sharing later in the switching process as they do at present. Removing the requirement to provide consent for data sharing partway through the process will remove a barrier to switching and should help increase the volume of completed switches. Visit this link to our previous open letter for additional information: <https://www.ofgem.gov.uk/publications-and-updates/review-debt-assignment-protocol-%E2%80%93-open-letter>

		7	Disconnections/de-energisations in error
		Q7.5	A list of reasons for those customers disconnected in error in this reporting period

		8	Smart meters
		Q8.1	Total number of smart meter customers at the end of this reporting period
		Q8.2	Number of smart meter customers remotely switched from credit to PPM repaying a debt in this reporting period
		Q8.3	Number of smart meter customers remotely switched from credit to PPM not repaying a debt, in this reporting period
		Q8.4	Number of smart meter customers remotely switched from PPM to credit in this reporting period
		Q8.5	Number of customers with smart meters disconnected in this reporting period
		Q8.6	Number of customers with smart meters disconnected for non payment of debt in this reporting period (subset of Q8.5)
		Q8.7	Number of customers with smart meters disconnected in error in this reporting period (subset of Q8.5)
		Q8.8	Number of customers with smart meters disconnected remotely in this reporting period (subset of Q8.5)
		Q8.9	Number of customers with smart meters subject to load limiting in this reporting period
		Q8.10	Number of customers with smart meters subject to credit limiting in this reporting period

Monitoring company performance for domestic customers: annual return form

1.3. 'R' denotes a regional breakdown is required

1.4. 'G' denotes the field is generated automatically by the system

1.5. 'C' denotes commentary is required if the data field contains a number where the value is 1 or more

		1	Number of customers on each payment scheme (all domestic customers)
	R	A1.1	Monthly direct debit
	R	A1.2	Prepayment meter (PPM)
			Standard credit
	R	A1.3	Quarterly (cash or cheque)
	R	A1.4	Fuel Direct
	R	A1.5	Budgeting payment schemes (For example: weekly/fortnightly/twice monthly payment schemes and flexible payment schemes)
	R	A1.6	Other (for example: monthly standing order/monthly payment scheme (cash or cheque)/quarterly variable or fixed direct debit and social tariffs)
G	R	A1.7	Total number of domestic customers

		2	Domestic debt (all customers)
	R	A2.1	Number of customers repaying a debt on a debt repayment arrangement (includes non PPM customers on payment arrangements extending beyond 91 days/13 weeks and all PPM customers with a debt) at the end of this reporting period Please refer to the accompanying guidance for further information on the definition
		A2.2	Number of customers with debt over £100 carried forward from previous bill
		A2.3	Number of customers with debt over £300 carried forward from previous bill
		A2.4	Number of customers with debt over £600 carried forward from previous bill
		Q2.5	Average debt per customer repaying a debt through a debt repayment arrangement (total amount owed by customers in 2.1/number of customers in 2.1) - using 'take-on debt' (i.e. debt that the customer took on when starting their debt repayment arrangement)
		Q2.6	Average debt per customer repaying a debt through a debt repayment arrangement (total amount owed by customers in 2.1/number of customers in 2.1) - using 'snapshot' of debt as at the end of the reporting period (i.e. outstanding debt that the customer remains owing on their debt repayment arrangement, excluding debt incurred for subsequent consumption since the start of the payment plan)
	R	A2.7	Number of customers in arrears who are not yet on a debt repayment plan Please refer to the accompanying guidance for further information on the definition
		A2.8	Average debt per customer in arrears who are not yet in a debt repayment arrangement (total amount owed by customers in 2.7/number of customers in 2.7)

		3	Domestic debt repayment arrangements (non PPM customers)
G		A3.1	Total number of customers entering into a debt repayment arrangement (extending beyond 91 days) in this reporting period – database to add this up from quarterly returns and suppliers to check it only
		A3.2	Average weekly amount towards debt (for debt repayment arrangements extending beyond 91 days entered into in this reporting period)

		A3.3	Average number of weeks to recover debt (for debt repayment arrangements extending beyond 91 days entered into in this reporting period)
G		A3.4	Number of customers entering into a debt repayment arrangement of £0.01 - £2.99 per week in this reporting period
		A3.5	Average (mean) number of weeks customers entering into a debt repayment arrangement of £0.01 - £2.99 per week in this reporting period are being allowed to repay their debt
G		A3.6	Number of failed arrangements on a debt repayment arrangement of £0.01 - £2.99 per week in this reporting period
G		A3.7	Number of customers entering into a debt repayment arrangement of £3.00 - £5.99 per week in this reporting period
		A3.8	Average (mean) number of weeks customers entering into a debt repayment arrangement of £3.00 - £5.99 per week in this reporting period are being allowed to repay their debt
G		A3.9	Number of failed arrangements on a debt repayment arrangement of £3.00 - £5.99 per week in this reporting period
G		A3.10	Number of customers entering into a debt repayment arrangement of £6.00 - £8.99 per week in this reporting period
		A3.11	Average (mean) number of weeks customers entering into a debt repayment arrangement of £6.00 - £8.99 per week in this reporting period are being allowed to repay their debt
G		A3.12	Number of failed arrangements on a debt repayment arrangement of £6.00 - £8.99 per week in this reporting period
G		A3.13	Number of customers entering into a debt repayment arrangement of £9.00 - £11.99 per week in this reporting period
		A3.14	Average (mean) number of weeks customers entering into a debt repayment arrangement of £9.00 - £11.99 per week in this reporting period are being allowed to repay their debt
G		A3.15	Number of failed arrangements on a debt repayment arrangement of £9.00 - £11.99 per week in this reporting period
G		A3.16	Number of customers entering into a debt repayment arrangement of £12.00 - £14.99 per week in this reporting period
		A3.17	Average (mean) number of weeks customers entering into a debt repayment arrangement of £12.00 - £14.99 per week in this reporting period are being allowed to repay their debt
G		A3.18	Number of failed arrangements on a debt repayment arrangement of £12.00 - £14.99 per week in this reporting period
G		A3.19	Number of customers entering into a debt repayment arrangement of >£15 per week in this reporting period
		A3.20	Average (mean) number of weeks customers entering into a debt repayment arrangement of >£15 per week in this reporting period are being allowed to repay their debt
G		A3.21	Number of failed arrangements on a debt repayment arrangement of >£15 per week in this reporting period
			For items A3.1, A3.4, A3.6, A3.7, A3.9, A3.10, A3.12, A3.13, A3.15, A3.16, A3.18, A3.19, and A3.21, database to add these up from quarterly returns and suppliers to check it only
			For items 3.4 – 3.21, suppliers should provide data separately for each of the following payment methods: direct debit, budget payment schemes, Fuel Direct and 'other' (as per the definitions in Section 1)

		4	Domestic debt repayment arrangements (PPM customers)
	R	A4.1	Number of PPM customers with their PPMs set to collect payments towards a debt at the end of this reporting period

G		A4.2	Number of PPM customers not in debt – generated from 1.2 minus 4.1
G		A4.3	Total number of PPMs installed in this reporting period database to add this up from quarterly returns and suppliers to check it only
G		A4.4	Total number of PPMs installed in this reporting period to recover debt - database to add this up from quarterly returns and suppliers to check it only
G		A4.5	Total number of PPMs installed in this reporting period not for debt – generated from 4.3 minus 4.4
		A4.6	Average weekly amount towards debt for PPMs installed in this reporting period (subset of A4.4)
		A4.7	Average number of weeks to recover debt for PPMs installed in this reporting period
G		A4.8	Number of customers entering into a debt repayment arrangement of £0.01 - £2.99 per week in this reporting period
		A4.9	Average (mean) number of weeks customers entering into a debt repayment arrangement of £0.01 - £2.99 per week in this reporting period are being allowed to repay their debt
G		A4.10	Number of customers entering into a debt repayment arrangement of £3.00 - £5.99 per week in this reporting period
		A4.11	Average (mean) number of weeks customers entering into a debt repayment arrangement of £3.00 - £5.99 per week in this reporting period are being allowed to repay their debt
G		A4.12	Number of customers entering into a debt repayment arrangement of £6.00 - £8.99 per week in this reporting period
		A4.13	Average (mean) number of weeks customers entering into a debt repayment arrangement of £6.00 - £8.99 per week in this reporting period are being allowed to repay their debt
G		A4.14	Number of customers entering into a debt repayment arrangement of £9.00 - £11.99 per week in this reporting period
		A4.15	Average (mean) number of weeks customers entering into a debt repayment arrangement of £9.00 - £11.99 per week in this reporting period are being allowed to repay their debt
G		A4.16	Number of customers entering into a weekly payment agreement of £12.00 - £14.99 per week in this reporting period
		A4.17	Average (mean) number of weeks customers entering into a debt repayment arrangement of £12.00 - £14.99 per week in this reporting period are being allowed to repay their debt
G		A4.18	Number of customers entering into a debt repayment arrangement of >£15 per week in this reporting period
		A4.19	Average (mean) number of weeks customers entering into a debt repayment arrangement of >£15 per week in this reporting period are being allowed to repay their debt
G		A4.20	Number of PPMs installed with a blanking disc inserted at warrant in this reporting period
G		A4.21	Number of PPMs installed for non payment of debt on a warrant visit in this reporting period
G		A4.22	Total number of customers changing from PPM to credit terms in this reporting period
G		A4.23	Total number of requests to change from PPM to credit meter - from customers without a debt – that have been refused in this reporting period
		A4.24	The percentage of meters which use tokens, smart cards, keys etc. as at the end of this reporting period. Please specify by meter type.
		A4.25	Total number of customers on IGT sites as at the end of this reporting period
G		A4.26	Number of PPMs installed on IGT network sites in this reporting period
G		A4.27	Number of PPMs for debt installed on IGT network sites in this reporting period

			(subset of A4.3)
			For items A4.3, A4.4, A4.8, A4.10, A4.12, A4.14, A4.16, A4.20, A4.21, A4.22, A4.23, A4.26 and A4.27, database to add these up from quarterly returns and suppliers to check it only

		5	Debt Assignment Protocol
G		A5.1	A5.1 is generated automatically by carrying forward the answer for Q5.1 (Yes/No) from the Q1 return to the annual return, and only needs to be checked by suppliers
		A5.2	Number of unique Supply Point Objections (SPOs)/Notices of Objection (NOOs) issued against indebted PPM accounts in this reporting period, according to debt level bandings (\leq £500, $>$ £500, and Total). The data item should be reported by losing supplier. The number of unique SPOs/NOOs should be derived from the total number of SPOs/NOOs issued against indebted PPM accounts during the reporting period minus the number of accounts against which a SPO/NOO has already been issued during the reporting period
		A5.3	Number of G/D0307 records sent in this reporting period, where debt level is \leq £500. The data should be broken down into the following categories: "Complex Debt", "Not Complex Debt" and "Total", using the Complex Debt indicator available in the G/D0307 flow. The data item should be reported by losing supplier
		A5.4	Total number of G/D0309 records sent in this reporting period, where debt level is \leq £500. The data item should be reported by losing supplier

		6	Disconnections/de-energisations for debt
G	R	A6.1	Total number of customers disconnected in this reporting period (year) for non payment of debt - database to add this up from quarterly returns and suppliers to check it only
G		A6.2	Total number of customers reconnected within 24 hours of disconnection for debt - database to add this up from quarterly returns and suppliers to check it only
G		A6.3	Total number of customers reconnected within 7 days of disconnection for debt - database to add this up from quarterly returns and suppliers to check it only
G		A6.4	Total number of customers reconnected within 1 month of disconnection for debt - database to add this up from quarterly returns and suppliers to check it only
G		A6.5	Total number of customers reconnected within 1 quarter of disconnection for debt - database to add this up from quarterly returns and suppliers to check it only
		A6.6	Of those disconnected (for debt) in this reporting period, the number of customers not reconnected in this reporting period
		A6.7	Average period (days) of disconnection, for customers disconnected and reconnected within the same quarter, in this reporting period
		A6.8	Number of customers disconnected for debt during this reporting period who were reconnected more than 91 calendar days after their original disconnections
		A6.9	Number of customers disconnected for debt during this reporting period who were contacted by telephone (attempted contact and actual contact) or letter within 2 working days of being disconnected
		A6.10	Number of disconnections in this reporting period where there was no dialogue with the customer during the lifecycle of the bill for which their supply has been disconnected
		A6.11	Number of disconnections of all known pensioner, disabled, chronically sick or vulnerable (as defined by the EUK) households in this reporting period
		A6.12	Number of customers disconnected in this reporting period where it was not safe and practicable to install a PPM
		A6.13	Number of customers disconnected for non payment of debt on a warrant visit

		7	Disconnections/de-energisations for error and where there is theft
G		A7.1	Number of customers disconnected in error in this reporting period - database to

			add this up from quarterly returns and suppliers to check it only
		A7.2	Average period of time customers disconnected in error in this reporting period were without supply
		A7.3	Total amount of compensation paid to customers disconnected in error in this reporting period
		A7.4	Average amount of compensation paid to customers disconnected in error in this reporting period
		A7.5	A list of reasons for those customers disconnected in error in this reporting period
		A7.6	Number of customers disconnected for theft in this reporting period
		A7.7	Of those disconnected for theft in A7.6, number of customers reconnected (in this reporting period)

		8	Smart meters
		A8.1	Total number of smart meter customers at the end of this reporting period
G		A8.2	Number of smart meter customers remotely switched from credit to PPM repaying a debt in this reporting period
G		A8.3	Number of smart meter customers remotely switched from credit to PPM not repaying a debt in this reporting period
G		A8.4	Number of smart meter customers remotely switched from PPM to credit in this reporting period
G		A8.5	Number of smart meter customers disconnected in this reporting period
G		A8.6	Number of customers with smart meters disconnected for non payment of debt in this reporting period (subset of A8.5)
G		A8.7	Number of customers with smart meters disconnected in error in this reporting period (subset of A8.5)
G		A8.8	Number of customers with smart meters disconnected remotely in this reporting period (subset of A8.5)
G		A8.9	Number of customers with smart meters subject to load limiting in this reporting period
G		A8.10	Number of customers with smart meters subject to credit limiting in this reporting period

		9	Registered services, services provided on request and Fuel Direct
	R	A9.1	Number of customers on Priority Services Register at the end of this reporting period
		A9.2	Number registered for receiving talking bills at the end of this reporting period
		A9.3	Number registered to receive bills in Braille/large print at the end of this reporting period
		A9.4	Number registered for password schemes at the end of this reporting period
		A9.5	Number registered for third party billing/bill re-direction at the end of this reporting period
		A9.6	Number registered for quarterly reads at the end of this reporting period
		A9.7	Number of prepayment meters repositioned at the customer's request, free of charge, in this reporting period
C		A9.8	The number of eligible customers refused a prepayment meter repositioning free of charge in this reporting period – provide reasons why in the commentary section
		A9.9	Number of customers that used minicom/textphone service in this reporting period
	R	A9.10	Number of eligible customers provided with a free gas safety check in this reporting period – GAS ONLY
C		A9.11	The number of eligible customers refused a free gas safety check in this reporting period – provide reasons why in the commentary section – GAS ONLY
	R	A9.12	Number of customers who have paid for and been provided with a gas safety check in this reporting period - GAS ONLY
		A9.13	Number of customers on Fuel Direct who no longer have a debt at the end of this reporting period

		10	Energy efficiency
	R	A10.1	Number of customers (all) who have contacted the specialist energy efficiency advice line and been given specialist energy efficiency advice in reducing energy bills through energy efficiency in this reporting period
		A10.2	Number of customers on a debt repayment arrangement (as per definition under Section 2) who have contacted the specialist energy efficiency advice line and have been given assistance in reducing energy bills through energy efficiency advice (this should be a subset of 10.1) in this reporting period
		A10.3	Number of customers in arrears (as per definition under Section 2) who have contacted specialist energy efficiency advice line and have been given assistance in reducing energy bills through energy efficiency advice (this should be a subset of 10.1) in this reporting period
	R	A10.4	Number of customers (all) proactively provided with information on how they can reduce their energy consumption (including letters, text message and emails sent, as well as outbound calls but excluding calls taken) in this reporting period
		A10.5	Number of customers repaying a debt through a debt repayment arrangement (as per definition under Section 2) proactively provided with information on how they can reduce their energy consumption (including letters, text message and emails sent, as well as outbound calls but excluding calls taken) (should be a subset of 10.4) in this reporting period
			<i>Sub-question:</i> suppliers are asked to provide brief qualitative information on when and where in the debt path customers in debt are provided with such information (e.g. on first letter)
		A10.6	Number of customers in arrears who are not yet on a debt repayment arrangement (as per definition under Section 2) proactively provided with information on how they can reduce their energy consumption (including letters, text message and emails sent, as well as outbound calls but excluding calls taken) (this should be a subset of 10.4) in this reporting period
			<i>Sub-question:</i> suppliers are asked to provide brief qualitative information on when and where in the debt path customers in debt are provided with such information (e.g. on first letter)
		A10.7	Number of web hits on dedicated energy efficiency webpages in this reporting period
			<i>Sub-question:</i> suppliers are asked to provide brief qualitative information on what they have on their website, (e.g. links to the dedicated webpages included in this reporting)
		A10.8	Number of customers referred to a government scheme or to CERT/ECO in this reporting period

Appendix 3 – Postcode areas

1.6. List of relevant postcodes for Scotland and Wales.

WALES	
Area	Area name
CF	Cardiff
CH4 0, 8 & 9, CH5, CH6, CH7, CH8	Chester
LD	Llandrindod Wells
LL	Llandudno
NP	Newport
SA	Swansea
SY10, SY15 to SY25	Shrewsbury
SCOTLAND	
Area	Area name
AB	Aberdeen
DD	Dundee
DG	Dumfries
EH	Edinburgh
FK	Falkirk
G	Glasgow
HS	Outer Hebrides
IV	Inverness
KA	Kilmarnock
KW	Kirkwall
KY	Kirkcaldy
ML	Motherwell
PA	Paisley
PH	Perth
TD (all except TD15 1 & TD15 2)	Galashiels
ZE	Lerwick

Appendix 4 - Glossary

C

[Citizens Advice/Citizens Advice Scotland](#)

On 1 April 2014, Consumer Futures (previously Consumer Focus) – the statutory representative for consumers of postal services across the United Kingdom, for energy consumers across Great Britain, and for water consumers in Scotland – became part of the Citizens Advice Service. The responsibility for post in Northern Ireland transferred to the Consumer Council for Northern Ireland.

[Carbon Emissions Reduction Target \(CERT\)](#)

CERT is a government scheme requiring all domestic suppliers with a customer base in excess of 50,000 to make savings in the amount of CO₂ emitted by its householders. Suppliers meet this target by promoting the uptake of low carbon energy solutions to householder energy consumers, thereby assisting them to reduce the carbon footprint of their homes. CERT was introduced in 2008 and is due to run until December 2012, after which time it will be replaced by the Energy Company Obligation (ECO).

[Credit limiting](#)

Credit limiting is also known as 'managed credit' and is defined as where customers are automatically cut off if they owe more than a predetermined amount.

D

[Debt Assignment Protocol \(DAP\)](#)

Under the rules of the DAP, customers with a PPM and with a debt of less than £500 may be able to switch to another supplier and transfer their debt.

[Domestic supplier](#)

A company which sells gas or electricity and bills domestic customers.

['Dumb meter'](#)

A traditional meter which shows how much gas or electricity has been used. These meters are read manually and have no 'smart' functionality.

E

[Energy Company Obligation \(ECO\)](#)

The Energy Company Obligation (ECO) is a new government scheme, aimed at addressing energy efficiency in the domestic sector, which will take over from the existing obligations the Carbon Emissions Reduction Target (CERT) and the Community Energy Saving Programme (CESP) in December 2012.

[Energy UK \(EUK\)](#)

Energy UK is the trade association for the energy industry. It represents over 80 members that include small, medium and large companies working in electricity generation, energy networks and gas and electricity supply, as well as a number of businesses operating in the energy industry.

F

[Fuel Direct](#)

Fuel Direct is a scheme administered by the Department of Work and Pensions to allow for payments to gas and electricity suppliers from sums which are deducted at source from social security benefit.

I

[Independent Gas Transporters \(IGT\)](#)

IGTs own and operate gas distribution systems providing energy to domestic, commercial and industrial premises. Gas consumers in Great Britain are connected either to one of the five regional gas Distribution Networks (DNs) or one of the local networks owned, operated and maintained by an Independent Gas Transporter (IGT).

L

[Load limiting](#)

Load limiting is also known as 'trickle disconnection' and is defined as where customers are limited to a minimal flow of electricity.

P

[Prepayment Meter \(PPM\)](#)

A prepayment meter uses electronic tokens, keys or cards to enable an amount of energy to be bought by the consumer to be used. The customer needs to be provided with a network of outlets where tokens can be purchased, or cards and keys can be charged up. This network of outlets needs to be linked to a payment settlement system for suppliers.

[Priority Services Register](#)

Suppliers are required under Standard Licence Condition (SLC) 26 to establish and maintain a list ("Priority Services Register") of those domestic customers who, by virtue of being of pensionable age or disabled or chronically sick, require information and advice in respect of services specified under that condition.

S

['Safety Net'](#)

EUK members have signed up to the EUK 'Safety Net for Vulnerable Customers', pledging to never knowingly disconnect a vulnerable customer at any time of year, where for reasons of age, health, disability or severe financial insecurity, that customer is unable to safeguard their personal welfare or the personal welfare of other members of the household. The EUK Safety Net also provides enhanced measures that are integrated into all suppliers' debt management processes, an agreed universal definition of a potentially vulnerable customer, improved communication with support agencies, a range of debt management and repayment options and follow-up procedures to support vulnerable customers.