

Monitoring company performance – annual reporting

Ofgem monitors the performance of domestic suppliers in relation to debt, disconnection, prepayment meters and help for vulnerable customers. Information is collected from suppliers on a quarterly and annual basis and the data received from suppliers is set out in tables and published on the Ofgem website.

The published data should be read in conjunction with the accompanying guidance notes which contains definitions on the data collected. The guidance is available on the Ofgem website at the link below:

[Social Obligations Reporting Guidance Notes](#)

You may notice that a data field is left blank. This indicates that the supplier was unable to provide the required data for that specific reporting period. For the reconnections table, suppliers will only be shown if they have disconnected customers in the relevant reporting period.

For the Priority Services table, E.ON carries out quarterly reads for all customers so does not register any priority customers for quarterly reads.

In the regional headlines table the energy efficiency advice is for gas and electricity combined.

Debt Repayment 2014

Electricity	Number of customers entering into debt repayment arrangements	Average weekly amount towards debt (non-PPM)	Average number of weeks to recover debt (non-PPM)	Average weekly amount towards debt (PPM)	Average number of weeks to recover debt (PPM)
Addito	0	£0.00	0	£0.00	0
Axis Telecom	0	£0.00	0	£0.00	0
British Gas	179,058	£7.15	46	£6.92	85
Co-operative Energy	564	£10.72	38	£2.50	160
E.ON	154,466	£5.82	58	£7.04	83
economyenergy	4	£10.00	9	£0.00	0
Ecotricity	704	£8.86	63	£7.38	132
EDF Energy	153,398	£6.09	68	£5.13	161
Epower	7	£0.00	0	£0.00	0
Extraenergy	0	£0.00	0	£0.00	0
First Utility	962	£17.38	192	£9.11	41
Flow Energy	29	£12.41	90	£0.00	0
Good Energy	457	£25.25	32	£12.41	273
Green Energy	256	£9.85	50	£7.28	131
isupply	980	£0.00	0	£0.00	0
LoCO2 Energy	87	£33.66	41	£2.47	79
npower	125,402	£5.50	79	£6.85	122
Ovo Energy	3,816	£13.52	32	£12.14	96
Pioneerenergy	6	£13.42	80	£0.00	0
Scottish and Southern	122,531	£5.42	173	£5.10	157
Scottish Power	88,178	£4.23	51		
Spark Energy	2,158	£16.27	33	£9.02	100
Utilita	2,239	£10.50	32	£3.83	58
Utility Warehouse	4,712	£8.93	50	£9.78	107
Total	840,014	£5.88	69	£6.44	112

Gas	Number of customers entering into debt repayment arrangements	Average weekly amount towards debt (non-PPM)	Average number of weeks to recover debt (non-PPM)	Average weekly amount towards debt (PPM)	Average number of weeks to recover debt (PPM)
Addito	0	£0.00	0	£0.00	0
Axis Telecom	0	£20.46	19	£0.00	0
Better Energy	0	£0.00	0	£0.00	0
British Gas	245,616	£7.53	46	£7.04	103
Co-operative Energy	475	£13.88	39	£1.25	33
Dali Gas	0	£0.00	0	£0.00	0
E.ON	112,858	£5.82	58	£6.41	92
economyenergy	0	£0.00	0	£0.00	0
Ecotricity	284	£7.43	65	£5.31	145
EDF Energy	111,152	£6.46	67	£5.57	172
Epower	0	£0.00	0	£0.00	0
Extraenergy	0	£0.00	0	£0.00	0
First Utility	815	£20.67	233	£8.74	46
Flow Energy	22	£15.41	90	£0.00	0
Good Energy	196	£12.00	77	£14.63	130
npower	123,753	£5.55	79	£7.15	119
Ovo Energy	2,739	£27.12	41	£10.28	55
Pioneerenergy	6	£14.11	74	£0.00	0
Scottish and Southern	97,464	£5.37	171	£5.04	123
Scottish Power	57,409	£4.05	51		
Spark Energy	1,319	£12.12	23	£7.70	107
Utilita	1,311	£74.32	36	£3.92	98
Utility Warehouse	3,857	£7.77	58	£9.75	98
Zog Energy	0	£0.00	0	£0.00	0
Total	759,276	£6.25	67	£6.62	113

**Prepayment Meters
2014**

Electricity	Total number of PPMs installed this year	Total number of PPMs installed this year to recover debt	Total number of PPMs installed this year, requested by customers without a debt	Total number of PPM customers changing to credit terms this year	Total number of PPM customers not in debt that had their request for credit terms refused this year	Number of PPMs installed on IGT network sites	Number of PPMs installed for debt on IGT network
Addito	0	0	0	0	0	0	0
Axis Telecom	0	0	0	0	0	0	0
British Gas	79,807	75,867	3,940	32,065	9,098	0	0
Co-operative Energy	37	1	36	0	0	0	0
E.ON	28,693	19,791	8,902	29,247	5,821	0	0
economyenergy	28	0	28	8	0	0	0
Ecotricity	281	191	90	476	17	1	0
EDF Energy	27,753	25,927	1,826	34,206	23	1,859	1,822
Epower	0	0	0	0	0	0	0
Extraenergy	0	0	0	0	0	0	0
First Utility	409	94	315	381	0	0	0
Flow Energy	0	0	0	0	0	0	0
Good Energy	31	29	2	0	0	0	0
Green Energy	25	25	0	19	6	0	0
isupply	0	0	0	0	0	0	0
LoCO2 Energy	20	15	5	0	0	0	0
npower	26,046	22,646	3,400	11,804	393	0	0
Ovo Energy	4,771	796	3,975	4,257	0	187	25
Pioneerenergy	0	0	0	0	0	0	0
Scottish and Southern	36,641	25,790	10,851	11,876	742	0	0
Scottish Power	7,712		2,607	713	304	0	0
Spark Energy	382	58	324	413	0	120	11
Utilita	78,411	1,359	77,052	2,276	0	2	0
Utility Warehouse	4,822	2,759	2,063	1,553	201	318	184
Total	295,869	175,348	115,416	129,294	16,605	2,487	2,042

Gas	Total number of PPMs installed this year	Total number of PPMs installed this year to recover debt	Total number of PPMs installed this year, requested by customers without a debt	Total number of PPM customers changing to credit terms this year	Total number of PPM customers not in debt that had their request for credit terms refused this year	Number of PPMs installed on IGT network sites	Number of PPMs installed for debt on IGT network
Addito	0	0	0	0	0	0	0
Axis Telecom	0	0	0	0	0	0	0
Better Energy	0	0	0	0	0	0	0
British Gas	110,038	105,067	4,971	31,029	9,638	13,455	13,191
Co-operative Energy	25	2	23	0	0	0	0
Dali Gas	0	0	0	0	0	0	0
E.ON	28,571	21,375	7,196	24,097	5,808	3,856	2,240
economyenergy	0	0	0	30	0	0	0
Ecotricity	157	80	77	253	13	11	3
EDF Energy	22,182	20,886	1,296	23,364	14	1,859	1,822
Epower	0	0	0	0	0	0	0
Extraenergy	0	0	0	0	0	0	0
First Utility	288	77	211	388	0	16	14
Flow Energy	0	0	0	0	0	0	0
Good Energy	16	15	1	0	0	0	0
npower	24,226	21,686	2,540	9,058	360	329	298
Ovo Energy	3,428	451	2,977	3,557	0	245	34
Pioneerenergy	0	0	0	0	0	0	0
Scottish and Southern	29,493	21,958	7,535	8,069	512	2,771	972
Scottish Power	4,694		1,614	370	225	1,103	
Spark Energy	3,691	35	3,656	413	0	120	11
Utilita	88,063	1,719	86,344	1,505	0	2	0
Utility Warehouse	4,291	2,490	1,801	910	98	318	184
Zog Energy	0	0	0	0	0	0	0
Total	319,163	195,841	120,242	103,043	16,668	24,085	18,769

Disconnections for Debt 2014

Electricity	Number of customers disconnected for debt this year	Total number of customers reconnected within a quarter	Number of customers disconnected but not reconnected within this reporting year	Average period of disconnection in days	Number of customers disconnected on a warrant visit	Number of PPMs installed on a warrant visit	Number of PPMs installed with a blanking disc inserted at warrant
Addito	0	0	0	0	0	0	0
Axis Telecom	0	0	0	0	0	0	0
British Gas	0	0	0	0	0	20,201	0
Co-operative Energy	0	0	0	0	0	0	0
E.ON	8	4	4	6	8	4,164	0
economyenergy	0	0	0	0	0	0	0
Ecotricity	6	6	0	8	6	59	0
EDF Energy	0	0	0	0	0	8,180	0
Epower	0	0	0	0	0	0	0
Extraenergy	0	0	0	0	0	0	0
First Utility	0	0	0	0	0	94	0
Flow Energy	0	0	0	0	0	0	0
Good Energy	1	0	1	47	1	24	0
Green Energy	1	1	0	1	1	18	0
isupply	0	0	0	0	0	0	0
LoCO2 Energy	0	0	0	0	0	15	0
npower	128	66	42	18	128	8,803	0
Ovo Energy	0	0	0	0	0	420	0
Pioneerenergy	0	0	0	0	0	0	0
Scottish and Southern	24	13	1	6	24	5,020	0
Scottish Power	0	0	0	0	0		
Spark Energy	0	0	0	0	0	0	0
Utilita	0	0	0	0	0	0	0
Utility Warehouse	24	7	17	10	24	2,617	0
Total	192	97	65	15	192	49,615	0

Gas	Number of customers disconnected for debt this year	Total number of customers reconnected within a quarter	Number of customers disconnected but not reconnected within this reporting year	Average period of disconnection in days	Number of customers disconnected on a warrant visit	Number of PPMs installed on a warrant visit	Number of PPMs installed with a blanking disc inserted at warrant
Addito	0	0	0	0	0	0	0
Axis Telecom	0	0	0	0	0	0	0
Better Energy	0	0	0	0	0	0	0
British Gas	0	0	0	0	0	28,976	1,466
Co-operative Energy	0	0	0	0	0	0	0
Dali Gas	0	0	0	0	0	0	0
E.ON	2	0	2	0	2	1,458	765
economyenergy	0	0	0	0	0	0	0
Ecotricity	1	1	0	17	1	17	2
EDF Energy	0	0	0	0	0	5,832	1,120
Epower	0	0	0	0	0	0	0
Extraenergy	0	0	0	0	0	0	0
First Utility	0	0	0	0	0	68	0
Flow Energy	0	0	0	0	0	0	0
Good Energy	0	0	0	0	0	15	3
npower	19	8	8	27	19	6,977	2,221
Ovo Energy	0	0	0	0	0	295	10
Pioneerenergy	0	0	0	0	0	0	0
Scottish and Southern	5	3	0	16	5	4,266	52
Scottish Power	0	0	0	0	0		
Spark Energy	0	0	0	0	0	0	0
Utilita	0	0	0	0	0	0	0
Utility Warehouse	14	1	13	38	14	2,193	521
Zog Energy	0	0	0	0	0	0	0
Total	41	13	23	25	41	50,097	6,160

**Percentage of Customers Reconnected following Disconnection for Debt
2014**

Electricity	24 hours	7 days	1 month	1 quarter
E.ON	12%	25%	50%	50%
Ecotricity	0%	50%	83%	100%
Good Energy	0%	0%	0%	0%
Green Energy	100%	100%	100%	100%
npower	17%	38%	48%	52%
Scottish and Southern	25%	54%	54%	54%
Utility Warehouse	8%	17%	29%	29%
Total	17%	38%	48%	51%

Gas	24 hours	7 days	1 month	1 quarter
E.ON	0%	0%	0%	0%
Ecotricity	0%	0%	100%	100%
npower	0%	21%	42%	42%
Scottish and Southern	20%	40%	60%	60%
Utility Warehouse	0%	0%	0%	7%
Total	2%	15%	29%	32%

**Fuel Direct
2014**

Electricity	Number of customers on Fuel Direct	Number of customers on Fuel Direct without a debt
Addito	0	0
Axis Telecom	0	0
British Gas	6,678	1,290
Co-operative Energy	6	0
E.ON	4,973	1,387
economyenergy	0	0
Ecotricity	10	5
EDF Energy	3,222	419
Epower	0	0
Extraenergy	0	0
First Utility	0	0
Flow Energy	0	0
Good Energy	2	1
Green Energy	4	0
isupply	0	0
LoCO2 Energy	0	0
npower	3,983	898
Ovo Energy	15	0
Pioneerenergy	0	0
Scottish and Southern	5,272	1,613
Scottish Power	4,022	1,823
Spark Energy	0	0
Utilita	0	0
Utility Warehouse	65	0
Total	28,252	7,436

Gas	Number of customers on Fuel Direct	Number of customers on Fuel Direct without a debt
Addito	0	0
Axis Telecom	0	0
Better Energy	0	0
British Gas	12,859	2,683
Co-operative Energy	6	0
Dali Gas	0	0
E.ON	3,171	930
economyenergy	0	0
Ecotricity	0	0
EDF Energy	2,075	278
Epower	0	0
Extraenergy	0	0
First Utility	0	0
Flow Energy	0	0
Good Energy	1	0
npower	2,824	727
Ovo Energy	14	0
Pioneerenergy	0	0
Scottish and Southern	4,713	1,504
Scottish Power	2,299	855
Spark Energy	0	0
Utilita	0	0
Utility Warehouse	45	0
Zog Energy	0	0
Total	28,007	6,977

**Priority Services
December 2014**

Electricity	Number of customers on Priority Services Register	Number registered for talking bills	Number registered for Braille / large print bills	Number registered for password schemes	Number registered for third party billing / bill re-direction	Number registered for quarterly reads	Number of meters repositioned / replaced free of charge this year	Number of customers that used Minicom / textphone
Addito	0	0	0	0	0	0	0	0
Axis Telecom	20	0	0	1	0	0	0	0
British Gas	683,427	336	18,196	33,594	110,429	5,009	182	0
Co-operative Energy	19,362	0	23	0	0	0	0	0
E.ON	831,585	43	9,252	22,411	15,016	11,765	0	55
economyenergy	828	0	0	0	0	0	0	0
Ecotricity	492	3	39	206	0	2	0	0
EDF Energy	393,070	290	8,586	13,400	2,212	73,118	16	27
Epower	1	0	0	0	0	0	0	0
Extraenergy	0	0	0	0	0	0	0	0
First Utility	8,992	0	15	543	0	2,100	0	0
Flow Energy	4,792	0	48	0	0	0	0	0
Good Energy	380	0	0	199	0	42	0	0
Green Energy	84	0	2	1	0	0	1	0
isupply	43	0	0	0	0	35	0	0
LoCO2 Energy	126	0	18	3	5	8	0	0
npower	251,348	306	8,206	8,146	1,078	105,873	11	0
Ovo Energy	1,060	30	77	332	22	688	0	0
Pioneerenergy	135	0	0	4	0	0	0	0
Scottish and Southern	486,309	544	14,162	19,501	109	2,614	61	40
Scottish Power	198,803	82	243	2,321	16,522	37,379	4	0
Spark Energy	980	0	4	0	0	0	0	0
Utilita	32,837	0	0	116	0	0	0	0
Utility Warehouse	7,478	13	25	2,702	0	2,419	0	131
Total	2,922,152	1,647	58,896	103,480	145,393	241,052	275	253

Gas	Number of customers on Priority Services Register	Number registered for talking bills	Number registered for Braille / large print bills	Number registered for password schemes	Number registered for third party billing / bill re-direction	Number registered for quarterly reads	Number of meters repositioned / replaced free of charge this year	Number of customers that used Minicom / textphone
Addito	0	0	0	0	0	0	0	0
Axis Telecom	14	0	0	1	0	0	0	0
Better Energy	8	0	0	0	2	2	0	0
British Gas	811,500	401	21,996	61,517	149,834	6,288	504	21
Co-operative Energy	16,946	0	23	0	0	0	0	0
Dali Gas	0	0	0	0	0	0	0	0
E.ON	556,271	34	5,950	17,373	6,601	7,567	12	55
economyenergy	603	0	0	0	0	0	0	0
Ecotricity	277	1	27	99	0	2	0	0
EDF Energy	227,791	162	3,970	6,420	877	34,354	11	0
Epower	0	0	0	0	0	0	0	0
Extraenergy	0	0	0	0	0	0	0	0
First Utility	8,992	0	15	543	0	2,100	0	0
Flow Energy	3,834	0	48	0	0	0	0	0
Good Energy	131	0	0	0	0	0	0	0
npower	162,807	201	4,625	5,165	653	62,088	11	0
Ovo Energy	1,060	30	77	332	22	688	0	0
Pioneerenergy	137	0	0	4	0	0	0	0
Scottish and Southern	347,387	401	10,120	15,137	65	1,889	64	40
Scottish Power	114,902	48	148	1,314	6,918	16,044	5	0
Spark Energy	980	0	4	0	0	0	0	0
Utilita	32,837	0	0	116	0	0	0	0
Utility Warehouse	6,466	12	23	2,409	4	2,066	3	131
Zog Energy	166	0	0	0	0	0	0	0
Total	2,293,109	1,290	47,026	110,430	164,976	133,088	610	247

**Energy Efficiency (Dual Fuel)
2014**

Dual Fuel	Number of customers who have contacted the specialist energy efficiency advice line	Number of customers on a debt repayment arrangement who have contacted the specialist energy efficiency advice line	Number of customers in arrears who have contacted the specialist energy efficiency advice line	Number of customers proactively provided with information on how they can reduce their energy consumption	Number of customers repaying a debt through a debt repayment arrangement proactively provided with information on how they can reduce their energy consumption	Number of customers in arrears proactively provided with information on how they can reduce their energy consumption	Number of web hits on dedicated energy efficiency webpages	Number of customers referred to a government scheme or to CERT/ECO
Addito	0	0	0	0	0	0	0	0
Axis Telecom	0	0	0	0	0	0	0	0
Better Energy	0	0	0	0	0	0	0	0
British Gas	29,415	11,148	1,128	1,368,430	0	1,368,430	616,105	699
Co-operative Energy	449	0	0	130,000	0	0	29,616	99
Dali Gas	0	0	0	0	0	0	0	0
E.ON	1,222	194	48	1,900,468	78,441	17,942	1,864,159	31,145
economyenergy	0	0	0	126	0	0	0	0
Ecotricity	920	409	140	368	279	52	3,555	0
EDF Energy	13,669	1,465	297	1,390,882	79,168	80,889	224,853	615,376
Epower	0	0	0	11,847	0	0	702	0
Extraenergy	0	0	0	0	0	0	0	0
First Utility	59	0	0	705,535	748	15,944	3,823	0
Flow Energy	0	0	0	0	0	0	76	0
Good Energy	0	0	0	0	0	0	27,814	0
Green Energy	233	63	17	11,145	256	683	3,217	0
isupply	0	0	0	0	0	0	53,593	0
LoCO2 Energy	0	0	0	43	0	0	300	0
npower	101,466	7,852	2,770	334,286	63,510	90,519	170,814	376,967
Ovo Energy	0	0	0	0	0	0	0	0
Pioneerenergy	0	0	0	0	0	0	0	0
Scottish and Southern	8,899	276	257	22,421	8,301	75	66,179	22,210
Scottish Power	2,430	145	21	4,795,387	141,682	89,340	273,563	4,207
Spark Energy	0	0	0	0	0	0	7,387	0
Utilita	1,014	1	1	0	0	0	28,971	0
Utility Warehouse	275	1	0	0	0	0	1,880	0
Zog Energy	0	0	0	0	0	0	240	0

Total	160,051	21,554	4,679	10,670,938	372,385	1,663,874	3,376,847	1,050,703
--------------	----------------	---------------	--------------	-------------------	----------------	------------------	------------------	------------------

**Headlines by Country (Annual)
2014**

Electricity Headlines	Number of disconnections for debt	Number of customers on PSR	Energy efficiency advice	Number of customers in arrears
England	189	2,530,124	141,619	1,240,123
Scotland	0	232,646	11,980	79,958
Wales	3	159,382	6,452	42,880
Great Britain	192	2,922,152	160,051	1,362,961

Gas Headlines	Number of disconnections for debt	Number of customers on PSR	Number of free gas safety checks	Number of customers in arrears
England	38	1,999,878	25,903	738,234
Scotland	1	164,779	1,570	62,109
Wales	2	128,452	892	32,792
Great Britain	41	2,293,109	28,365	833,135