

## **Monitoring company performance – quarterly reporting**

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

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

[Social Obligations Reporting Guidance Notes](#)

You may notice that a data field is left blank. This indicates that the supplier was unable to provide the required data for that specific reporting period.

For the reconnections table, suppliers will only be shown if they have disconnected customers in the relevant reporting period.

**Payment Methods  
March 2014**

<b>Electricity</b>	<b>Monthly direct debit</b>	<b>Prepayment meter</b>	<b>Quarterly cash / cheque</b>	<b>Fuel Direct</b>	<b>Budgeting payment schemes</b>	<b>Other</b>	<b>Total</b>
Addito	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Axis Telecom	97.0%	0.0%	0.0%	0.0%	0.0%	3.0%	100.0%
British Gas	49.9%	20.9%	23.4%	0.1%	2.9%	2.8%	100.0%
Co-operative Energy	83.7%	0.3%	15.7%	0.0%	0.2%	0.0%	100.0%
E.ON	51.8%	17.0%	27.4%	0.1%	1.3%	2.5%	100.0%
economyenergy	0.0%	99.6%	0.4%	0.0%	0.0%	0.0%	100.0%
Ecotricity	43.6%	16.1%	29.6%	0.0%	0.1%	10.6%	100.0%
EDF Energy	57.4%	14.6%	21.0%	0.1%	2.8%	4.1%	100.0%
Epower	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Extraenergy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
First Utility	72.9%	0.1%	0.0%	0.0%	0.0%	27.0%	100.0%
Flow Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Good Energy	58.6%	0.3%	32.2%	0.0%	0.0%	9.0%	100.0%
Green Energy	47.5%	0.4%	0.5%	0.0%	0.0%	51.6%	100.0%
isupply	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
LoCO2 Energy	86.3%	0.1%	4.5%	0.0%	0.0%	9.2%	100.0%
npower	57.7%	12.6%	23.7%	0.1%	0.9%	4.9%	100.0%
Ovo Energy	95.3%	0.3%	0.0%	0.0%	0.0%	4.4%	100.0%
Pioneerenergy	80.3%	0.0%	10.5%	0.0%	0.0%	9.2%	100.0%
Scottish and Southern	53.4%	15.2%	24.4%	0.1%	1.0%	5.9%	100.0%
Scottish Power	65.5%	16.1%	13.3%	0.0%	4.2%	1.0%	100.0%
Spark Energy	64.0%	19.3%	16.7%	0.0%	0.0%	0.0%	100.0%
Utilita	0.5%	98.7%	0.7%	0.0%	0.0%	0.0%	100.0%
Utility Warehouse	88.5%	6.5%	0.2%	0.0%	0.0%	4.8%	100.0%
<b>Industry</b>	<b>55.9%</b>	<b>16.4%</b>	<b>21.7%</b>	<b>0.1%</b>	<b>2.0%</b>	<b>3.9%</b>	<b>100.0%</b>

Gas	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
Addito	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Axis Telecom	96.3%	0.0%	0.0%	0.0%	0.0%	3.7%	100.0%
Better Energy	97.4%	0.4%	0.0%	0.0%	0.0%	2.2%	100.0%
British Gas	47.3%	16.1%	29.6%	0.2%	3.8%	3.0%	100.0%
Co-operative Energy	84.1%	0.2%	15.5%	0.0%	0.2%	0.0%	100.0%
Dali Gas	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
E.ON	57.1%	18.1%	21.3%	0.1%	1.4%	1.9%	100.0%
economyenergy	0.0%	99.8%	0.2%	0.0%	0.0%	0.0%	100.0%
Ecotricity	46.2%	17.7%	27.4%	0.0%	0.1%	8.5%	100.0%
EDF Energy	66.9%	12.7%	14.2%	0.1%	3.0%	3.0%	100.0%
Epower	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Extraenergy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
First Utility	71.7%	0.1%	0.0%	0.0%	0.0%	28.2%	100.0%
Flow Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Good Energy	72.7%	0.0%	26.3%	0.0%	0.0%	1.0%	100.0%
npower	65.5%	12.2%	17.5%	0.1%	0.7%	4.0%	100.0%
Ovo Energy	95.3%	0.3%	0.0%	0.0%	0.0%	4.4%	100.0%
Pioneerenergy	80.3%	0.0%	10.2%	0.0%	0.0%	9.5%	100.0%
Scottish and Southern	58.8%	13.0%	21.2%	0.1%	1.3%	5.6%	100.0%
Scottish Power	73.2%	13.2%	9.5%	0.0%	3.7%	0.5%	100.0%
Spark Energy	68.3%	18.6%	13.1%	0.0%	0.0%	0.0%	100.0%
Utilita	0.7%	98.1%	1.1%	0.0%	0.0%	0.0%	100.0%
Utility Warehouse	89.2%	6.0%	0.1%	0.0%	0.0%	4.6%	100.0%
Zog Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
<b>Industry</b>	<b>58.0%</b>	<b>14.7%</b>	<b>21.2%</b>	<b>0.1%</b>	<b>2.5%</b>	<b>3.5%</b>	<b>100.0%</b>

**Debt by Quarter**  
**March 2014**

<b>Electricity</b>	Number of credit customers repaying a debt (millions)	Number of PPM customers repaying a debt (millions)	Percentage of PPM customers in debt	Percentage of customers repaying a debt who owe under £100	Percentage of customers repaying a debt who owe between £100- £300	Percentage of customers repaying a debt who owe between £300- £600	Percentage of customers repaying a debt who owe over £600	Average debt per customer repaying a debt	Number of customers in arrears (millions)	Average debt per customer in arrears
Q1 2013	0.6	0.3	8%	42%	28%	16%	15%	£448	0.5	£433
Q2 2013	0.7	0.4	8%	40%	29%	16%	16%	£457	0.5	£450
Q3 2013	0.7	0.4	8%	40%	29%	16%	16%	£457	0.5	£466
Q4 2013	0.7	0.4	8%	43%	27%	14%	16%	£457	0.5	£460
Q1 2014	0.6	0.4	8%	37%	28%	16%	18%	£516	0.5	£473

<b>Gas</b>	Number of credit customers repaying a debt (millions)	Number of PPM customers repaying a debt (millions)	Percentage of PPM customers in debt	Percentage of customers repaying a debt who owe under £100	Percentage of customers repaying a debt who owe between £100- £300	Percentage of customers repaying a debt who owe between £300- £600	Percentage of customers repaying a debt who owe over £600	Average debt per customer repaying a debt	Number of customers in arrears (millions)	Average debt per customer in arrears
Q1 2013	0.6	0.3	11%	36%	31%	18%	15%	£477	0.4	£452
Q2 2013	0.7	0.3	10%	32%	34%	19%	16%	£481	0.4	£489
Q3 2013	0.7	0.4	11%	32%	33%	18%	16%	£485	0.5	£490
Q4 2013	0.6	0.4	11%	38%	30%	16%	16%	£486	0.4	£466
Q1 2014	0.5	0.3	10%	35%	29%	17%	18%	£525	0.4	£472

**Debt Repayment  
January - March 2014**

<b>Electricity</b>	<b>Number of customers repaying a debt</b>	<b>Average weekly amount towards debt</b>	<b>Average number of weeks to recover debt (non-PPM)</b>	<b>Average weekly amount towards debt</b>	<b>Average number of weeks to recover debt (PPM)</b>
Addito	0	£0.00	0	£0.00	0
Axis Telecom	0	£0.00	0	£0.00	0
British Gas	194,500	£7.31	46	£7.06	90
Co-operative Energy	154	£6.37	34	£5.00	174
E.ON	166,539	£5.33	58	£6.91	90
economyenergy	0	£0.00	0	£0.00	0
Ecotricity	755	£9.00	70	£9.82	121
EDF Energy	150,785	£6.35	65	£5.10	120
Epower	0	£0.00	0	£0.00	0
Extraenergy	0	£0.00	0	£0.00	0
First Utility	250	£19.03	167	£16.45	92
Flow Energy	0	£0.00	0	£0.00	0
Good Energy	284	£29.14	33	£3.93	175
Green Energy	246	£9.76	53	£7.50	104
isupply	15	£40.00	21	£0.00	0
LoCO2 Energy	35	£31.00	49	£0.00	0
npower	109,089	£5.84	69	£6.76	127
Ovo Energy	3,962	£12.28	32		
Pioneerenergy	2	£12.07	13	£0.00	0
Scottish and Southern	134,933	£6.56	164	£4.93	142
Scottish Power	131,808	£4.30	47	£6.22	125
Spark Energy	1,519	£12.16	33	£11.75	141
Utilita	1,430	£10.73	55	£3.69	81
Utility Warehouse	5,278	£9.06	49	£9.66	111
<b>Total</b>	<b>901,584</b>	<b>£6.11</b>	<b>66</b>	<b>£6.42</b>	<b>109</b>

<b>Gas</b>	<b>Number of customers repaying a debt</b>	<b>Average weekly amount towards debt</b>	<b>Average number of weeks to recover debt (non-PPM)</b>	<b>Average weekly amount towards debt</b>	<b>Average number of weeks to recover debt (PPM)</b>
Addito	0	£0.00	0	£0.00	0
Axis Telecom	2	£20.46	19	£0.00	0
Better Energy	0	£0.00	0	£0.00	0
British Gas	264,931	£7.72	46	£7.17	104
Co-operative Energy	153	£9.56	34	£0.00	0
Dali Gas	0	£0.00	0	£0.00	0
E.ON	119,461	£4.87	55	£6.24	94
economyenergy	0	£0.00	0	£0.00	0
Ecotricity	285	£9.49	74	£6.88	156
EDF Energy	129,310	£6.70	63	£5.43	160
Epower	0	£0.00	0	£0.00	0
Extraenergy	0	£0.00	0	£0.00	0
First Utility	182	£31.98	235	£14.98	84
Flow Energy	0	£0.00	0	£0.00	0
Good Energy	98	£9.37	94	£25.00	57
npower	101,936	£5.76	68	£7.15	122
Ovo Energy	2,943	£26.06	52		
Pioneerenergy	2	£12.07	13	£0.00	0
Scottish and Southern	113,455	£6.97	156	£5.08	123
Scottish Power	98,089	£4.60	47	£4.38	123
Spark Energy	1,010	£12.72	32	£15.47	120
Utilita	703	£60.43	57	£3.55	57
Utility Warehouse	4,173	£7.06	55	£9.66	116
Zog Energy	0	£0.00	0	£0.00	0
<b>Total</b>	<b>836,733</b>	<b>£6.56</b>	<b>63</b>	<b>£6.62</b>	<b>113</b>

**Prepayment Meters  
January - March 2014**

<b>Electricity</b>	<b>Number of PPMs installed this quarter</b>	<b>Number of PPMs installed this quarter to recover debt</b>	<b>PPMs installed this quarter, requested by customers without a debt</b>
Addito	0	0	0
Axis Telecom	0	0	0
British Gas	20,187	19,117	1,070
Co-operative Energy	8	0	8
E.ON	7,889	5,874	2,015
economyenergy	0	0	0
Ecotricity	88	67	21
EDF Energy	6,710	6,199	511
Epower	0	0	0
Extraenergy	0	0	0
First Utility	279	93	186
Flow Energy	0	0	0
Good Energy	6	5	1
Green Energy	1	1	0
isupply	0	0	0
LoCO2 Energy	5	0	5
npower	7,855	6,799	1,056
Ovo Energy	347	248	99
Pioneerenergy	0	0	0
Scottish and Southern	10,093	7,653	2,440
Scottish Power	1,956	1,216	740
Spark Energy	74	10	64
Utilita	14,531	366	14,165
Utility Warehouse	1,318	680	638
<b>Total</b>	<b>71,347</b>	<b>48,328</b>	<b>23,019</b>

<b>Gas</b>	<b>Number of PPMs installed this quarter</b>	<b>Number of PPMs installed this quarter to recover debt</b>	<b>PPMs installed this quarter, requested by customers without a debt</b>
Addito	0	0	0
Axis Telecom	0	0	0
Better Energy	0	0	0
British Gas	24,461	23,176	1,285
Co-operative Energy	8	0	8
Dali Gas	0	0	0
E.ON	7,863	6,372	1,491
economyenergy	0	0	0
Ecotricity	36	20	16
EDF Energy	5,032	4,737	295
Epower	0	0	0
Extraenergy	0	0	0
First Utility	208	75	133
Flow Energy	0	0	0
Good Energy	2	1	1
npower	6,533	6,071	462
Ovo Energy	278	188	90
Pioneerenergy	0	0	0
Scottish and Southern	7,038	5,487	1,551
Scottish Power	1,019	689	330
Spark Energy	488	9	479
Utilita	13,981	248	13,733
Utility Warehouse	1,096	619	477
Zog Energy	0	0	0
<b>Total</b>	<b>68,043</b>	<b>47,692</b>	<b>20,351</b>



**Disconnections for Debt**  
**January - March 2014**

<b>Electricity</b>	<b>Number of customers disconnected for debt this quarter</b>	<b>Number of customers reconnected this quarter (from those disconnected this quarter)</b>	<b>Number of customers not yet reconnected (who were disconnected this quarter)</b>	<b>Average period of disconnection in days (for those disconnected this quarter)</b>
Addito	0	0	0	0
Axis Telecom	0	0	0	0
British Gas	0	0	0	0
Co-operative Energy	0	0	0	0
E.ON	0	0	0	0
economyenergy	0	0	0	0
Ecotricity	0	0	0	0
EDF Energy	0	0	0	0
Epower	0	0	0	0
Extraenergy	0	0	0	0
First Utility	0	0	0	0
Flow Energy	0	0	0	0
Good Energy	0	0	0	0
Green Energy	0	0	0	0
isupply	0	0	0	0
LoCO2 Energy	0	0	0	0
npower	0	0	0	0
Ovo Energy	0	0	0	0
Pioneerenergy	0	0	0	0
Scottish and Southern	0	0	0	0
Scottish Power	0	0	0	0
Spark Energy	0	0	0	0
Utilita	0	0	0	0
Utility Warehouse	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

<b>Gas</b>	<b>Number of customers disconnected for debt this quarter</b>	<b>Number of customers reconnected this quarter (from those disconnected this quarter)</b>	<b>Number of customers not yet reconnected (who were disconnected this quarter)</b>	<b>Average period of disconnection in days (for those disconnected this quarter)</b>
Addito	0	0	0	0
Axis Telecom	0	0	0	0
Better Energy	0	0	0	0
British Gas	0	0	0	0
Co-operative Energy	0	0	0	0
Dali Gas	0	0	0	0
E.ON	0	0	0	0
economyenergy	0	0	0	0
Ecotricity	0	0	0	0
EDF Energy	0	0	0	0
Epower	0	0	0	0
Extraenergy	0	0	0	0
First Utility	0	0	0	0
Flow Energy	0	0	0	0
Good Energy	0	0	0	0
npower	0	0	0	0
Ovo Energy	0	0	0	0
Pioneerenergy	0	0	0	0
Scottish and Southern	0	0	0	0
Scottish Power	0	0	0	0
Spark Energy	0	0	0	0
Utilita	0	0	0	0
Utility Warehouse	0	0	0	0
Zog Energy	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Percentage of Customers Reconnected following Disconnection for Debt  
January - March 2014**

<b>Electricity</b>	<b>24 hours</b>	<b>7 days</b>	<b>1 month</b>	<b>1 quarter</b>
<b>Total</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>

<b>Gas</b>	<b>24 hours</b>	<b>7 days</b>	<b>1 month</b>	<b>1 quarter</b>
<b>Total</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>

**Payment Methods by Country**  
**March 2014**

<b>Electricity Payment Methods</b>	<b>Monthly direct debit</b>	<b>Prepayment meter</b>	<b>Quarterly cash / cheque</b>	<b>Fuel Direct</b>	<b>Budgeting payment schemes</b>	<b>Other</b>	<b>Total</b>
England	12,899,662	3,599,391	5,072,632	22,074	429,265	913,378	22,936,402
	56%	16%	22%	0%	2%	4%	100%
Scotland	1,386,539	533,416	461,420	2,421	94,113	76,379	2,554,288
	54%	21%	18%	0%	4%	3%	100%
Wales	742,332	287,947	293,884	1,604	26,285	54,807	1,406,859
	53%	20%	21%	0%	2%	4%	100%

<b>Gas Payment Methods</b>	<b>Monthly direct debit</b>	<b>Prepayment meter</b>	<b>Quarterly cash / cheque</b>	<b>Fuel Direct</b>	<b>Budgeting payment schemes</b>	<b>Other</b>	<b>Total</b>
England	11,249,919	2,772,315	4,184,471	24,206	438,417	684,417	19,353,745
	58%	14%	22%	0%	2%	4%	100%
Scotland	1,152,524	316,111	349,329	3,963	94,192	48,115	1,964,234
	59%	16%	18%	0%	5%	2%	100%
Wales	608,767	210,869	224,783	1,998	27,231	42,074	1,115,722
	55%	19%	20%	0%	2%	4%	100%

**Headlines by Country (Quarterly)**  
**March 2014**

<b>Electricity Headlines</b>	<b>Number of customers in debt</b>	<b>Number of PPM customers in debt</b>	<b>Number of disconnections for debt</b>	<b>Number of customers in arrears</b>
England	770,342	291,973	0	427,458
Scotland	90,136	40,751	0	43,963
Wales	41,106	18,630	0	24,969
<b>Great Britain</b>	<b>901,584</b>	<b>351,354</b>	<b>0</b>	<b>496,390</b>

<b>Gas Headlines</b>	<b>Number of customers in debt</b>	<b>Number of PPM customers in debt</b>	<b>Number of disconnections for debt</b>	<b>Number of customers in arrears</b>
England	719,374	281,748	0	373,392
Scotland	78,580	35,464	0	37,782
Wales	38,779	17,377	0	21,676
<b>Great Britain</b>	<b>836,733</b>	<b>334,589</b>	<b>0</b>	<b>432,850</b>