

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
September 2014**

Electricity	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	94.3%	0.0%	0.0%	0.0%	0.0%	5.7%	100.0%
British Gas	50.4%	21.1%	22.8%	0.1%	2.7%	2.9%	100.0%
Co-operative Energy	81.5%	0.3%	18.0%	0.0%	0.3%	0.0%	100.0%
E.ON	52.0%	16.9%	27.5%	0.1%	1.0%	2.5%	100.0%
economyenergy	0.0%	99.7%	0.3%	0.0%	0.0%	0.0%	100.0%
Ecotricity	38.9%	25.8%	26.5%	0.0%	0.1%	8.8%	100.0%
EDF Energy	56.6%	15.0%	21.2%	0.1%	2.9%	4.3%	100.0%
Epower	0.0%	100.0%	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	81.0%	0.1%	0.0%	0.0%	0.0%	18.9%	100.0%
Flow Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Good Energy	59.6%	0.3%	28.9%	0.0%	0.0%	11.2%	100.0%
Green Energy	50.0%	1.9%	0.7%	0.0%	0.0%	47.3%	100.0%
isupply	98.8%	0.0%	0.0%	0.0%	0.0%	1.2%	100.0%
LoCO2 Energy	83.9%	0.2%	0.0%	0.0%	0.0%	15.9%	100.0%
npower	56.5%	12.7%	24.6%	0.1%	0.9%	5.1%	100.0%
Ovo Energy	93.1%	0.4%	0.0%	0.0%	0.0%	6.5%	100.0%
Pioneerenergy	69.6%	0.0%	22.0%	0.0%	0.0%	8.4%	100.0%
Scottish and Southern	52.8%	15.7%	24.5%	0.1%	1.0%	5.9%	100.0%
Scottish Power	63.3%	16.4%	15.2%	0.1%	4.1%	0.9%	100.0%
Spark Energy	58.9%	24.0%	17.1%	0.0%	0.1%	0.0%	100.0%
Utilita	0.3%	99.3%	0.4%	0.0%	0.0%	0.0%	100.0%
Utility Warehouse	87.5%	7.3%	0.2%	0.0%	0.0%	5.0%	100.0%
Industry	56.0%	16.5%	21.4%	0.1%	1.9%	4.0%	100.0%

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	97.7%	0.3%	0.0%	0.0%	0.0%	2.0%	100.0%
British Gas	47.9%	16.5%	28.8%	0.2%	3.5%	3.1%	100.0%
Co-operative Energy	82.7%	0.2%	16.8%	0.0%	0.3%	0.0%	100.0%
Dali Gas	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
E.ON	57.2%	18.1%	21.6%	0.1%	1.1%	1.9%	100.0%
economyenergy	0.0%	99.8%	0.2%	0.0%	0.0%	0.0%	100.0%
Ecotricity	39.6%	30.2%	23.3%	0.0%	0.1%	6.9%	100.0%
EDF Energy	65.7%	13.4%	14.5%	0.1%	3.1%	3.3%	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	81.1%	0.1%	0.0%	0.0%	0.0%	18.8%	100.0%
Flow Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Good Energy	70.8%	0.1%	22.0%	0.0%	0.0%	7.2%	100.0%
npower	64.5%	12.4%	18.1%	0.1%	0.7%	4.2%	100.0%
Ovo Energy	93.5%	0.4%	0.0%	0.0%	0.0%	6.1%	100.0%
Pioneerenergy	70.5%	0.0%	21.1%	0.0%	0.0%	8.5%	100.0%
Scottish and Southern	58.0%	13.6%	21.4%	0.1%	1.3%	5.6%	100.0%
Scottish Power	71.0%	13.8%	11.1%	0.1%	3.6%	0.5%	100.0%
Spark Energy	61.6%	24.1%	14.2%	0.0%	0.0%	0.0%	100.0%
Utilita	0.8%	98.2%	1.0%	0.0%	0.0%	0.0%	100.0%
Utility Warehouse	88.3%	6.8%	0.1%	0.0%	0.0%	4.8%	100.0%
Zog Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Industry	58.2%	15.0%	20.8%	0.1%	2.3%	3.6%	100.0%

Debt by Quarter September 2014

Electricity	Number of credit customers repaying a debt (millions)	Number of PPM customers repaying a debt (millions)	Percentage of PPM customers in debt	Percentage of customers repaying a debt who owe under £100	Percentage of customers repaying a debt who owe between £100- £300	Percentage of customers repaying a debt who owe between £300- £600	Percentage of customers repaying a debt who owe over £600	Average debt per customer repaying a debt	Number of customers in arrears (millions)	Average debt per customer in arrears
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
Q2 2014	0.5	0.3	8%	36%	28%	17%	19%	£527	0.5	£495
Q3 2014	0.5	0.3	8%	36%	28%	16%	19%	£533	0.6	£503

Gas	Number of credit customers repaying a debt (millions)	Number of PPM customers repaying a debt (millions)	Percentage of PPM customers in debt	Percentage of customers repaying a debt who owe under £100	Percentage of customers repaying a debt who owe between £100- £300	Percentage of customers repaying a debt who owe between £300- £600	Percentage of customers repaying a debt who owe over £600	Average debt per customer repaying a debt	Number of customers in arrears (millions)	Average debt per customer in arrears
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
Q2 2014	0.5	0.3	10%	33%	30%	18%	19%	£539	0.5	£489
Q3 2014	0.5	0.3	10%	35%	28%	17%	19%	£548	0.5	£484

**Debt Repayment
July - September 2014**

Electricity	Number of customers repaying a debt	Average weekly amount towards debt	Average number of weeks to recover debt (non-PPM)	Average weekly amount towards debt	Average number of weeks to recover debt (PPM)
Addito	0	£0.00	0	£0.00	0
Axis Telecom	0	£0.00	0	£0.00	0
British Gas	192,795	£6.89	46	£6.97	76
Co-operative Energy	493	£13.27	34	£0.00	0
E.ON	161,759	£7.25	53	£7.05	77
economyenergy	4	£0.00	0	£0.00	0
Ecotricity	713	£9.65	52	£5.02	151
EDF Energy	151,342	£6.13	72	£5.13	166
Epower	0	£0.00	0	£0.00	0
Extraenergy	0	£0.00	0	£0.00	0
First Utility	390	£24.72	260	£0.00	0
Flow Energy	6	£13.00	40	£0.00	0
Good Energy	356	£10.33	44	£8.06	266
Green Energy	244	£6.28	71	£6.40	144
isupply	3,889	£55.25	150	£0.00	0
LoCO2 Energy	58	£44.69	46	£5.00	100
npower	107,377	£5.39	81	£6.99	120
Ovo Energy	1,437	£10.88	38	£10.16	129
Pioneerenergy	1	£25.75	16	£0.00	0
Scottish and Southern	136,297	£6.38	161	£5.15	129
Scottish Power	108,211	£4.39	50		
Spark Energy	1,605	£12.82	33	£5.22	121
Utilita	1,558	£11.01	20	£3.93	44
Utility Warehouse	5,698	£8.85	52	£9.84	86
Total	874,233	£6.99	69	£6.46	103

Gas	Number of customers repaying a debt	Average weekly amount towards debt	Average number of weeks to recover debt (non-PPM)	Average weekly amount towards debt	Average number of weeks to recover debt (PPM)
Addito	0	£0.00	0	£0.00	0
Axis Telecom	0	£0.00	0	£0.00	0
Better Energy	0	£0.00	0	£0.00	0
British Gas	267,335	£7.13	47	£7.11	100
Co-operative Energy	418	£15.60	35	£0.00	0
Dali Gas	0	£0.00	0	£0.00	0
E.ON	120,833	£6.10	53	£6.57	92
economyenergy	0	£0.00	0	£0.00	0
Ecotricity	279	£6.47	54	£4.67	127
EDF Energy	118,361	£6.67	69	£5.57	179
Epower	0	£0.00	0	£0.00	0
Extraenergy	0	£0.00	0	£0.00	0
First Utility	289	£24.95	365	£0.00	0
Flow Energy	1	£11.00	56	£0.00	0
Good Energy	205	£17.63	30	£15.90	96
npower	108,257	£5.61	81	£7.40	121
Ovo Energy	1,102	£20.76	30	£11.67	106
Pioneerenergy	1	£25.75	16	£0.00	0
Scottish and Southern	113,158	£6.51	148	£5.11	117
Scottish Power	70,848	£3.79	50		
Spark Energy	875	£14.94	34	£4.66	80
Utilita	1,167	£52.17	36	£4.19	267
Utility Warehouse	4,753	£6.94	64	£9.83	93
Zog Energy	0	£0.00	0	£0.00	0
Total	807,882	£6.14	64	£6.72	114

**Prepayment Meters
July - September 2014**

Electricity	Number of PPMs installed this quarter	Number of PPMs installed this quarter to recover debt	PPMs installed this quarter, requested by customers without a debt
Addito	0	0	0
Axis Telecom	0	0	0
British Gas	22,566	21,604	962
Co-operative Energy	0	0	0
E.ON	6,912	4,428	2,484
economyenergy	28	0	28
Ecotricity	51	44	7
EDF Energy	7,949	7,531	418
Epower	0	0	0
Extraenergy	0	0	0
First Utility	3	0	3
Flow Energy	0	0	0
Good Energy	8	8	0
Green Energy	9	9	0
isupply	0	0	0
LoCO2 Energy	1	1	0
npower	6,199	5,566	633
Ovo Energy	631	82	549
Pioneerenergy	0	0	0
Scottish and Southern	9,051	6,099	2,952
Scottish Power	1,867	0	1,867
Spark Energy	126	17	109
Utilita	10,890	330	10,560
Utility Warehouse	1,063	640	423
Total	67,354	46,359	20,995

Gas	Number of PPMs installed this quarter	Number of PPMs installed this quarter to recover debt	PPMs installed this quarter, requested by customers without a debt
Addito	0	0	0
Axis Telecom	0	0	0
Better Energy	0	0	0
British Gas	31,833	30,573	1,260
Co-operative Energy	0	0	0
Dali Gas	0	0	0
E.ON	7,290	5,148	2,142
economyenergy	0	0	0
Ecotricity	26	24	2
EDF Energy	6,617	6,268	349
Epower	0	0	0
Extraenergy	0	0	0
First Utility	1	0	1
Flow Energy	0	0	0
Good Energy	6	6	0
npower	6,151	5,422	729
Ovo Energy	418	46	372
Pioneerenergy	0	0	0
Scottish and Southern	7,628	5,362	2,266
Scottish Power	1,284	0	1,284
Spark Energy	504	4	500
Utilita	24,750	453	24,297
Utility Warehouse	953	572	381
Zog Energy	0	0	0
Total	87,461	53,878	33,583

**Disconnections for Debt
July - September 2014**

Electricity	Number of customers disconnected for debt this quarter	Number of customers reconnected this quarter (from those disconnected this quarter)	Number of customers not yet reconnected (who were disconnected this quarter)	Average period of disconnection in days (for those disconnected this quarter)
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	5	2	3	12
economyenergy	0	0	0	0
Ecotricity	2	2	0	9
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	1	0	1	0
Green Energy	0	0	0	0
isupply	0	0	0	0
LoCO2 Energy	0	0	0	0
npower	124	64	60	7
Ovo Energy	0	0	0	0
Pioneerenergy	0	0	0	0
Scottish and Southern	14	8	6	5
Scottish Power	0	0	0	0
Spark Energy	0	0	0	0
Utilita	0	0	0	0
Utility Warehouse	13	3	10	5
Total	159	79	80	7

Gas	Number of customers disconnected for debt this quarter	Number of customers reconnected this quarter (from those disconnected this quarter)	Number of customers not yet reconnected (who were disconnected this quarter)	Average period of disconnection in days (for those disconnected this quarter)
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	1	1	0	16
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	18	8	10	13
Ovo Energy	0	0	0	0
Pioneerenergy	0	0	0	0
Scottish and Southern	3	2	1	3
Scottish Power	0	0	0	0
Spark Energy	0	0	0	0
Utilita	0	0	0	0
Utility Warehouse	7	0	7	0
Zog Energy	0	0	0	0
Total	29	11	18	11

**Percentage of Customers Reconnected following Disconnection for Debt
July - September 2014**

Electricity	24 hours	7 days	1 month	1 quarter
E.ON	0%	0%	40%	40%
Ecotricity	0%	50%	50%	100%
Good Energy	0%	0%	0%	0%
npower	18%	39%	49%	52%
Scottish and Southern	7%	57%	57%	57%
Utility Warehouse	8%	23%	23%	23%
Total	15%	38%	47%	50%

Gas	24 hours	7 days	1 month	1 quarter
Ecotricity	0%	0%	100%	100%
npower	0%	22%	44%	44%
Scottish and Southern	33%	67%	67%	67%
Utility Warehouse	0%	0%	0%	0%
Total	3%	21%	38%	38%

**Payment Methods by Country
September 2014**

Electricity Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	13,021,272	3,645,346	5,037,171	22,358	402,458	946,541	23,075,146
	56%	16%	22%	0%	2%	4%	100%
Scotland	1,381,516	538,153	475,782	4,678	90,141	75,960	2,566,230
	54%	21%	19%	0%	4%	3%	100%
Wales	749,012	291,180	289,551	1,812	24,954	55,651	1,412,160
	53%	21%	21%	0%	2%	4%	100%

Gas Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	11,345,130	2,828,062	4,102,447	22,650	407,366	710,191	19,415,846
	58%	15%	21%	0%	2%	4%	100%
Scotland	1,150,297	325,037	353,818	4,640	89,182	48,037	1,971,011
	58%	16%	18%	0%	5%	2%	100%
Wales	616,276	216,397	219,923	1,937	25,913	42,180	1,122,626
	55%	19%	20%	0%	2%	4%	100%

Headlines by Country (Quarterly)
September 2014

Electricity Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt	Number of customers in arrears
England	745,198	289,450	157	487,578
Scotland	87,183	36,741	0	51,599
Wales	41,852	17,792	2	28,348
Great Britain	874,233	343,983	159	567,525

Gas Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt	Number of customers in arrears
England	694,764	294,110	26	409,354
Scotland	74,927	33,918	1	41,333
Wales	38,191	17,985	2	21,753
Great Britain	807,882	346,013	29	472,440