

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
December 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	51.3%	21.1%	21.9%	0.1%	2.7%	3.0%	100.0%
Co-operative Energy	84.1%	0.4%	15.2%	0.0%	0.3%	0.0%	100.0%
E.ON	53.5%	16.4%	26.7%	0.1%	0.9%	2.4%	100.0%
economyenergy	0.0%	99.9%	0.0%	0.0%	0.0%	0.1%	100.0%
Ecotricity	39.4%	25.8%	26.0%	0.0%	0.1%	8.7%	100.0%
EDF Energy	56.5%	15.0%	21.3%	0.1%	2.9%	4.2%	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	99.5%	0.0%	0.5%	0.0%	0.0%	0.0%	100.0%
Good Energy	60.7%	0.3%	30.6%	0.0%	0.0%	8.4%	100.0%
Green Energy	49.5%	2.2%	2.6%	0.0%	0.0%	45.6%	100.0%
isupply	87.3%	0.0%	0.5%	0.0%	0.2%	12.0%	100.0%
LoCO2 Energy	85.1%	0.2%	0.0%	0.0%	0.0%	14.6%	100.0%
npower	56.5%	12.7%	24.6%	0.1%	0.9%	5.2%	100.0%
Ovo Energy	90.2%	6.2%	0.0%	0.0%	0.0%	3.6%	100.0%
Pioneerenergy	66.5%	0.0%	25.1%	0.0%	0.0%	8.4%	100.0%
Scottish and Southern	52.5%	15.9%	24.5%	0.1%	1.0%	6.0%	100.0%
Scottish Power	62.7%	16.8%	16.2%	0.1%	3.3%	0.9%	100.0%
Spark Energy	57.2%	24.7%	18.0%	0.0%	0.1%	0.0%	100.0%
Utilita	0.2%	99.4%	0.3%	0.0%	0.0%	0.0%	100.0%
Utility Warehouse	87.5%	7.5%	0.2%	0.0%	0.0%	4.9%	100.0%
Industry	56.5%	16.6%	21.0%	0.1%	1.8%	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	94.2%	0.0%	0.0%	0.0%	0.0%	5.8%	100.0%
Better Energy	95.1%	0.3%	0.0%	0.0%	0.0%	4.6%	100.0%
British Gas	48.6%	16.6%	28.1%	0.2%	3.4%	3.1%	100.0%
Co-operative Energy	85.9%	0.3%	13.5%	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	58.8%	17.3%	21.0%	0.1%	1.0%	1.8%	100.0%
economyenergy	0.0%	99.8%	0.0%	0.0%	0.0%	0.2%	100.0%
Ecotricity	40.1%	28.3%	24.5%	0.0%	0.0%	7.1%	100.0%
EDF Energy	65.5%	13.4%	14.7%	0.1%	3.1%	3.1%	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	81.1%	0.0%	0.0%	0.0%	0.0%	18.8%	100.0%
Flow Energy	99.4%	0.0%	0.6%	0.0%	0.0%	0.0%	100.0%
Good Energy	70.2%	0.1%	25.4%	0.0%	0.0%	4.3%	100.0%
npower	64.5%	12.4%	18.0%	0.1%	0.7%	4.3%	100.0%
Ovo Energy	90.8%	6.1%	0.0%	0.0%	0.0%	3.1%	100.0%
Pioneerenergy	67.6%	0.0%	24.0%	0.0%	0.0%	8.3%	100.0%
Scottish and Southern	57.5%	14.0%	21.4%	0.2%	1.3%	5.7%	100.0%
Scottish Power	70.2%	14.3%	12.2%	0.1%	2.7%	0.4%	100.0%
Spark Energy	59.4%	25.2%	15.3%	0.0%	0.0%	0.0%	100.0%
Utilita	0.3%	98.8%	0.9%	0.0%	0.0%	0.0%	100.0%
Utility Warehouse	88.3%	7.0%	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%
Industry	58.7%	15.1%	20.3%	0.1%	2.2%	3.6%	100.0%

**Debt by Quarter
December 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
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
Q4 2014	0.5	0.3	7%	38%	27%	16%	19%	£542	0.5	£512

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
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
Q4 2014	0.4	0.3	10%	37%	27%	16%	20%	£574	0.4	£481

**Debt Repayment
October - December 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	179,058	£6.33	46	£6.32	86
Co-operative Energy	564	£14.31	43	£0.00	0
E.ON	154,466	£6.84	56	£7.14	78
economyenergy	4	£10.00	9	£0.00	0
Ecotricity	704	£8.78	54	£5.95	159
EDF Energy	153,398	£5.71	68	£5.12	193
Epower	7	£0.00	0	£12.40	9
Extraenergy	0	£0.00	0	£0.00	0
First Utility	962	£10.67	110	£0.00	0
Flow Energy	29	£12.41	90	£0.00	0
Good Energy	457	£51.86	27	£22.64	66
Green Energy	256	£12.00	28	£7.71	147
isupply	980	£6.24	487	£0.00	0
LoCO2 Energy	87	£28.05	42	£4.86	217
npower	125,402	£5.41	88	£6.62	112
Ovo Energy	3,816	£13.44	33	£12.80	85
Pioneerenergy	6	£13.42	85	£0.00	0
Scottish and Southern	122,531	£6.78	161	£5.29	155
Scottish Power	88,178	£3.79	51		
Spark Energy	2,158	£27.56	31	£11.51	66
Utilita	2,239	£10.44	19	£4.06	31
Utility Warehouse	4,712	£8.31	56	£9.85	138
Total	840,014	£5.87	72	£6.21	117

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	245,616	£6.26	47	£6.31	106
Co-operative Energy	475	£19.30	43	£0.00	0
Dali Gas	0	£0.00	0	£0.00	0
E.ON	112,858	£5.49	52	£6.52	84
economyenergy	0	£0.00	0	£0.00	0
Ecotricity	284	£6.38	52	£4.90	149
EDF Energy	111,152	£5.74	68	£5.63	181
Epower	0	£0.00	0	£0.00	0
Extraenergy	0	£0.00	0	£0.00	0
First Utility	815	£6.63	97	£0.00	0
Flow Energy	22	£15.41	90	£0.00	0
Good Energy	196	£7.50	67	£16.43	94
npower	123,753	£5.19	89	£6.79	106
Ovo Energy	2,739	£22.18	31	£8.87	60
Pioneerenergy	6	£14.11	74	£0.00	0
Scottish and Southern	97,464	£6.37	159	£5.29	115
Scottish Power	57,409	£3.27	51		
Spark Energy	1,319	£8.02	30	£5.61	104
Utilita	1,311	£127.64	25	£4.10	20
Utility Warehouse	3,857	£7.87	55	£9.82	84
Zog Energy	0	£0.00	0	£0.00	0
Total	759,276	£5.55	68	£6.22	110

**Prepayment Meters
October - December 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	12,610	11,949	661
Co-operative Energy	13	0	13
E.ON	6,207	4,079	2,128
economyenergy	0	0	0
Ecotricity	75	41	34
EDF Energy	5,570	5,118	452
Epower	0	0	0
Extraenergy	0	0	0
First Utility	1	0	1
Flow Energy	0	0	0
Good Energy	11	11	0
Green Energy	12	12	0
isupply	0	0	0
LoCO2 Energy	14	14	0
npower	5,477	4,406	1,071
Ovo Energy	3,472	246	3,226
Pioneerenergy	0	0	0
Scottish and Southern	7,682	5,064	2,618
Scottish Power	1,420		0
Spark Energy	102	19	83
Utilita	31,931	393	31,538
Utility Warehouse	1,100	648	452
Total	75,697	32,000	42,277

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	25,288	24,055	1,233
Co-operative Energy	8	0	8
Dali Gas	0	0	0
E.ON	5,373	3,714	1,659
economyenergy	0	0	0
Ecotricity	48	20	28
EDF Energy	4,003	3,705	298
Epower	0	0	0
Extraenergy	0	0	0
First Utility	1	0	1
Flow Energy	0	0	0
Good Energy	6	6	0
npower	5,348	4,425	923
Ovo Energy	2,472	45	2,427
Pioneerenergy	0	0	0
Scottish and Southern	6,259	4,616	1,643
Scottish Power	1,200		0
Spark Energy	2,330	12	2,318
Utilita	30,287	759	29,528
Utility Warehouse	1,052	555	497
Zog Energy	0	0	0
Total	83,675	41,912	40,563

**Disconnections for Debt
October - December 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	1	1	0	1
economyenergy	0	0	0	0
Ecotricity	1	1	0	8
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
Total	2	2	0	4

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	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
Total	0	0	0	0

**Percentage of Customers Reconnected following Disconnection for Debt
October - December 2014**

Electricity	24 hours	7 days	1 month	1 quarter
E.ON	0%	100%	100%	100%
Ecotricity	0%	0%	100%	100%
Total	0%	50%	100%	100%

Gas	24 hours	7 days	1 month	1 quarter
Total	0%	0%	0%	0%

**Payment Methods by Country
December 2014**

Electricity Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	13,157,318	3,660,606	4,943,485	22,054	375,774	952,960	23,112,197
	57%	16%	21%	0%	2%	4%	100%
Scotland	1,391,921	543,497	462,418	4,367	83,911	76,397	2,562,511
	54%	21%	18%	0%	3%	3%	100%
Wales	757,939	292,078	283,361	1,831	23,431	56,115	1,414,755
	54%	21%	20%	0%	2%	4%	100%

Gas Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	11,448,370	2,851,173	4,020,482	21,600	378,655	714,948	19,435,228
	59%	15%	21%	0%	2%	4%	100%
Scotland	1,157,981	329,401	346,385	4,414	83,248	48,685	1,970,114
	59%	17%	18%	0%	4%	2%	100%
Wales	622,785	218,584	214,343	1,993	24,521	42,716	1,124,942
	55%	19%	19%	0%	2%	4%	100%

**Headlines by Country (Quarterly)
December 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	726,240	284,788	2	467,043
Scotland	75,771	31,024	0	51,166
Wales	38,003	17,020	0	27,580
Great Britain	840,014	332,832	2	545,789

Gas Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt	Number of customers in arrears
England	656,403	286,108	0	376,400
Scotland	67,936	31,107	0	40,578
Wales	34,937	16,997	0	21,364
Great Britain	759,276	334,212	0	438,342