

## 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.

Please note that data from the following suppliers has been excluded from the report because their return data was not available:

Green Energy - Gas

**Payment Methods  
June 2015**

<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>
Axis Telecom	93.6%	0.0%	0.0%	0.0%	0.0%	6.4%	100.0%
Bristol Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
British Gas	52.6%	20.9%	20.9%	0.1%	2.5%	2.9%	100.0%
Bulb Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Co-operative Energy	82.7%	0.3%	16.9%	0.0%	0.1%	0.0%	100.0%
E.ON	55.6%	15.6%	25.5%	0.1%	0.9%	2.3%	100.0%
economyenergy	0.0%	99.9%	0.0%	0.0%	0.0%	0.1%	100.0%
Ecotricity	42.6%	22.2%	26.0%	0.0%	0.1%	9.1%	100.0%
EDF Energy	56.3%	15.2%	21.4%	0.1%	2.6%	4.4%	100.0%
Effortless Energy Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Epower	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Extraenergy	99.9%	0.1%	0.0%	0.0%	0.0%	0.0%	100.0%
First Utility	84.2%	0.2%	0.0%	0.0%	0.0%	15.7%	100.0%
Flow Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
GB Energy Supply	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Good Energy	61.6%	0.3%	29.7%	0.0%	0.0%	8.4%	100.0%
Green Energy	49.9%	2.1%	0.8%	0.0%	0.0%	47.3%	100.0%
isupply	91.5%	0.0%	1.3%	0.0%	0.4%	6.8%	100.0%
LoCO2 Energy	81.1%	0.3%	0.0%	0.0%	0.0%	18.6%	100.0%
npower	57.7%	12.5%	23.5%	0.1%	0.9%	5.3%	100.0%
Ovo Energy	81.5%	14.0%	0.0%	0.0%	0.0%	4.5%	100.0%
Pioneerenergy	67.0%	0.0%	24.3%	0.0%	0.0%	8.6%	100.0%
Robin Hood Energy	96.0%	0.0%	0.0%	0.0%	0.0%	4.0%	100.0%
Scottish and Southern	51.6%	15.9%	24.5%	0.1%	1.0%	6.8%	100.0%
Scottish Power	63.5%	16.7%	16.5%	0.1%	2.3%	0.8%	100.0%
Spark Energy	59.3%	21.1%	19.6%	0.0%	0.0%	0.0%	100.0%
Tempus Energy Supply Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Utilita	0.3%	99.0%	0.7%	0.0%	0.0%	0.0%	100.0%
Utility Warehouse	86.9%	8.0%	0.1%	0.0%	0.0%	4.9%	100.0%
<b>Industry</b>	<b>57.4%</b>	<b>16.6%</b>	<b>20.3%</b>	<b>0.1%</b>	<b>1.6%</b>	<b>4.1%</b>	<b>100.0%</b>

<b>Gas</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>
Axis Telecom	95.1%	0.0%	0.0%	0.0%	0.0%	4.9%	100.0%
Better Energy	92.1%	0.4%	0.0%	0.0%	0.2%	7.4%	100.0%
Bristol Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
British Gas	50.1%	16.6%	26.7%	0.1%	3.3%	3.1%	100.0%
Bulb Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Co-operative Energy	84.3%	0.2%	15.3%	0.0%	0.1%	0.0%	100.0%
Dali Gas	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
E.ON	61.2%	16.3%	19.8%	0.1%	0.9%	1.7%	100.0%
economyenergy	0.0%	99.8%	0.0%	0.0%	0.0%	0.2%	100.0%
Ecotricity	44.2%	24.0%	24.0%	0.0%	0.1%	7.7%	100.0%
EDF Energy	65.0%	13.7%	15.1%	0.1%	2.7%	3.4%	100.0%
Effortless Energy Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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	84.3%	0.1%	0.0%	0.0%	0.0%	15.6%	100.0%
Flow Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
GB Energy Supply	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Good Energy	69.7%	0.1%	25.0%	0.0%	0.0%	5.1%	100.0%
LoCO2 Energy	65.3%	0.0%	0.0%	0.0%	0.0%	34.7%	100.0%
npower	65.9%	12.0%	16.9%	0.1%	0.6%	4.4%	100.0%
Ovo Energy	82.8%	13.2%	0.0%	0.0%	0.0%	4.0%	100.0%
Pioneerenergy	67.9%	0.0%	23.6%	0.0%	0.0%	8.4%	100.0%
Robin Hood Energy	96.5%	0.0%	0.0%	0.0%	0.0%	3.5%	100.0%
Scottish and Southern	57.4%	14.2%	21.0%	0.2%	1.4%	5.9%	100.0%
Scottish Power	70.8%	14.3%	12.6%	0.1%	1.8%	0.4%	100.0%
Spark Energy	62.0%	21.2%	16.8%	0.0%	0.0%	0.0%	100.0%
Utilita	0.3%	98.7%	1.0%	0.0%	0.0%	0.0%	100.0%
Utility Warehouse	87.8%	7.5%	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>59.8%</b>	<b>15.2%</b>	<b>19.3%</b>	<b>0.1%</b>	<b>2.0%</b>	<b>3.5%</b>	<b>100.0%</b>

**Debt by Quarter  
June 2015**

<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
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
Q1 2015	0.5	0.3	7%	36%	27%	17%	20%	£531	0.5	£532
Q2 2015	0.5	0.3	7%	35%	27%	17%	21%	£546	0.5	£560

<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
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
Q1 2015	0.4	0.3	9%	34%	27%	18%	20%	£552	0.4	£512
Q2 2015	0.4	0.3	9%	31%	29%	19%	21%	£568	0.4	£555

**Debt Repayment  
April - June 2015**

<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>
Axis Telecom	1	£25.00	45	£0.00	0
Bristol Energy	0	£0.00	0	£0.00	0
British Gas	177,110	£7.80	47	£5.99	88
Bulb Energy	0	£0.00	0	£0.00	0
Co-operative Energy	806	£18.09	29	£16.36	94
E.ON	154,207	£5.83	77	£7.12	100
economyenergy	11	£4.00	205	£9.00	75
Ecotricity	645	£9.80	52	£5.42	136
EDF Energy	151,574	£6.24	73	£5.21	182
Effortless Energy Ltd	0	£0.00	0	£0.00	0
Epower	18	£0.00	0	£0.00	0
Extraenergy	0	£0.00	0	£0.00	0
First Utility	1,593	£5.89	100	£0.00	0
Flow Energy	0	£0.00	0	£0.00	0
GB Energy Supply	0	£0.00	0	£0.00	0
Good Energy	389	£31.03	26	£57.00	240
Green Energy	393	£9.16	45	£7.19	155
isupply	137	£18.02	59	£0.00	0
LoCO2 Energy	84	£42.55	45	£5.00	322
npower	116,124	£5.12	93	£7.05	119
Ovo Energy	1,316	£6.87	151	£6.84	86
Pioneerenergy	80	£24.74	32	£0.00	0
Robin Hood Energy	0	£0.00	0	£0.00	0
Scottish and Southern	116,548	£6.67	148	£5.15	143
Scottish Power	68,259	£5.01	53	£7.79	129
Spark Energy	2,556	£16.21	34	£4.13	460
Tempus Energy Supply Ltd	0	£0.00	0	£0.00	0
Utilita	2,098	£9.40	34	£3.34	58
Utility Warehouse	3,814	£8.31	43	£9.85	99
<b>Total</b>	<b>797,763</b>	<b>£6.21</b>	<b>75</b>	<b>£6.18</b>	<b>115</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>
Axis Telecom	0	£0.00	0	£0.00	0
Better Energy	0	£0.00	0	£0.00	0
Bristol Energy	0	£0.00	0	£0.00	0
British Gas	247,248	£8.46	46	£6.01	105
Bulb Energy	0	£0.00	0	£0.00	0
Co-operative Energy	674	£23.49	29	£13.69	79
Dali Gas	20	£50.00	12	£0.00	0
E.ON	110,919	£5.00	78	£6.60	100
economyenergy	0	£0.00	0	£0.00	0
Ecotricity	281	£12.69	49	£4.38	138
EDF Energy	101,986	£7.12	71	£5.68	181
Effortless Energy Ltd	0	£0.00	0	£0.00	0
Epower	0	£0.00	0	£0.00	0
Extraenergy	0	£0.00	0	£0.00	0
First Utility	1,178	£12.40	101	£0.00	0
Flow Energy	0	£0.00	0	£0.00	0
GB Energy Supply	0	£0.00	0	£0.00	0
Good Energy	318	£10.31	45	£6.47	157
LoCO2 Energy	0	£0.00	0	£0.00	0
npower	111,185	£5.21	89	£6.99	102
Ovo Energy	1,013	£11.28	175	£5.67	93
Pioneerenergy	83	£24.71	31	£0.00	0
Robin Hood Energy	0	£0.00	0	£0.00	0
Scottish and Southern	98,570	£7.03	148	£5.14	133
Scottish Power	47,774	£5.46	52	£9.89	143
Spark Energy	1,520	£18.26	50	£0.00	0
Utilita	2,051	£7.62	21	£3.52	38
Utility Warehouse	2,288	£6.98	63	£9.83	111
Zog Energy	0	£0.00	0	£0.00	0
<b>Total</b>	<b>727,108</b>	<b>£6.71</b>	<b>73</b>	<b>£6.11</b>	<b>115</b>

**Prepayment Meters  
April - June 2015**

<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>
Axis Telecom	0	0	0
Bristol Energy	0	0	0
British Gas	15,683	14,951	732
Bulb Energy	0	0	0
Co-operative Energy	14	6	8
E.ON	7,420	4,982	2,438
economyenergy	107	0	107
Ecotricity	93	67	26
EDF Energy	5,059	4,735	324
Effortless Energy Ltd	0	0	0
Epower	0	0	0
Extraenergy	0	0	0
First Utility	695	500	195
Flow Energy	0	0	0
GB Energy Supply	0	0	0
Good Energy	13	13	0
Green Energy	8	8	0
isupply	0	0	0
LoCO2 Energy	2	2	0
npower	4,608	4,060	548
Ovo Energy	7,567	179	7,388
Pioneerenergy	0	0	0
Robin Hood Energy	0	0	0
Scottish and Southern	7,996	5,338	2,658
Scottish Power	3,064	1,653	1,411
Spark Energy	152	6	146
Tempus Energy Supply Ltd	0	0	0
Utilita	38,554	339	38,215
Utility Warehouse	995	656	339
<b>Total</b>	<b>92,030</b>	<b>37,495</b>	<b>54,535</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>
Axis Telecom	0	0	0
Better Energy	1	0	1
Bristol Energy	0	0	0
British Gas	23,670	22,595	1,075
Bulb Energy	0	0	0
Co-operative Energy	23	4	19
Dali Gas	0	0	0
E.ON	7,301	4,911	2,390
economyenergy	224	0	224
Ecotricity	67	50	17
EDF Energy	4,350	4,146	204
Effortless Energy Ltd	0	0	0
Epower	0	0	0
Extraenergy	0	0	0
First Utility	348	304	44
Flow Energy	0	0	0
GB Energy Supply	0	0	0
Good Energy	10	10	0
LoCO2 Energy	0	0	0
npower	3,118	2,751	367
Ovo Energy	6,222	132	6,090
Pioneerenergy	0	0	0
Robin Hood Energy	0	0	0
Scottish and Southern	6,285	4,561	1,724
Scottish Power	1,628	667	961
Spark Energy	504	0	504
Utilita	37,084	477	36,607
Utility Warehouse	1,152	643	509
Zog Energy	0	0	0
<b>Total</b>	<b>91,987</b>	<b>41,251</b>	<b>50,736</b>



**Disconnections for Debt  
April - June 2015**

<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>
Axis Telecom	0	0	0	0
Bristol Energy	0	0	0	0
British Gas	0	0	0	0
Bulb Energy	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
Effortless Energy Ltd	0	0	0	0
Epower	0	0	0	0
Extraenergy	2	0	2	0
First Utility	0	0	0	0
Flow Energy	0	0	0	0
GB Energy Supply	0	0	0	0
Good Energy	1	1	0	3
Green Energy	3	2	1	19
isupply	0	0	0	0
LoCO2 Energy	0	0	0	0
npower	32	9	23	7
Ovo Energy	0	0	0	0
Pioneerenergy	0	0	0	0
Robin Hood Energy	0	0	0	0
Scottish and Southern	8	7	1	6
Scottish Power	0	0	0	0
Spark Energy	0	0	0	0
Tempus Energy Supply Ltd	0	0	0	0
Utilita	0	0	0	0
Utility Warehouse	17	7	10	16
<b>Total</b>	<b>63</b>	<b>26</b>	<b>37</b>	<b>10</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>
Axis Telecom	0	0	0	0
Better Energy	0	0	0	0
Bristol Energy	0	0	0	0
British Gas	0	0	0	0
Bulb Energy	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
Effortless Energy Ltd	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
GB Energy Supply	0	0	0	0
Good Energy	0	0	0	0
LoCO2 Energy	0	0	0	0
npower	5	2	3	12
Ovo Energy	0	0	0	0
Pioneerenergy	0	0	0	0
Robin Hood Energy	0	0	0	0
Scottish and Southern	5	1	4	1
Scottish Power	0	0	0	0
Spark Energy	0	0	0	0
Utilita	0	0	0	0
Utility Warehouse	10	2	8	20
Zog Energy	0	0	0	0
<b>Total</b>	<b>20</b>	<b>5</b>	<b>15</b>	<b>13</b>

**Percentage of Customers Reconnected following Disconnection for Debt  
April - June 2015**

<b>Electricity</b>	<b>24 hours</b>	<b>7 days</b>	<b>1 month</b>	<b>1 quarter</b>
Extraenergy	0%	0%	0%	0%
Good Energy	0%	100%	100%	100%
Green Energy	0%	33%	67%	67%
npower	6%	25%	28%	28%
Scottish and Southern	25%	75%	88%	88%
Utility Warehouse	0%	12%	41%	41%
<b>Total</b>	<b>6%</b>	<b>29%</b>	<b>41%</b>	<b>41%</b>

<b>Gas</b>	<b>24 hours</b>	<b>7 days</b>	<b>1 month</b>	<b>1 quarter</b>
npower	0%	20%	40%	40%
Scottish and Southern	0%	20%	20%	20%
Utility Warehouse	0%	0%	20%	20%
<b>Total</b>	<b>0%</b>	<b>10%</b>	<b>25%</b>	<b>25%</b>

**Payment Methods by Country  
June 2015**

<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	13,404,727	3,675,082	4,759,777	21,705	333,491	971,446	23,166,228
	58%	16%	21%	0%	1%	4%	100%
Scotland	1,421,772	540,451	471,794	4,134	71,433	80,515	2,590,099
	55%	21%	18%	0%	3%	3%	100%
Wales	787,859	288,451	280,160	1,754	21,505	58,900	1,438,629
	55%	20%	19%	0%	1%	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	11,685,421	2,884,123	3,814,716	20,683	348,689	711,511	19,465,143
	60%	15%	20%	0%	2%	4%	100%
Scotland	1,188,977	334,932	343,130	4,082	75,957	48,393	1,995,471
	60%	17%	17%	0%	4%	2%	100%
Wales	650,410	220,192	207,026	1,916	23,672	42,218	1,145,434
	57%	19%	18%	0%	2%	4%	100%

**Headlines by Country (Quarterly)**  
**June 2015**

<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	693,158	262,275	60	455,955
Scotland	68,693	29,541	0	52,386
Wales	35,912	16,181	3	29,680
<b>Great Britain</b>	<b>797,763</b>	<b>307,997</b>	<b>63</b>	<b>538,021</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	629,525	257,351	18	370,868
Scotland	63,796	29,416	1	41,149
Wales	33,787	15,018	1	22,780
<b>Great Britain</b>	<b>727,108</b>	<b>301,785</b>	<b>20</b>	<b>434,797</b>