

## **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 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	89.7%	0.0%	0.0%	0.0%	0.0%	10.3%	100.0%
Bristol Energy	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%
British Gas	53.5%	20.3%	20.7%	0.1%	2.4%	3.0%	100.0%
Bulb Energy	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%
Co-operative Energy	83.3%	0.3%	16.3%	0.0%	0.1%	0.0%	100.0%
E.ON	57.0%	14.7%	25.1%	0.1%	0.8%	2.3%	100.0%
economyenergy	0.0%	98.8%	0.0%	0.0%	0.0%	1.1%	100.0%
Ecotricity	42.5%	18.3%	29.9%	0.0%	0.1%	9.2%	100.0%
EDF Energy	57.0%	14.8%	21.2%	0.1%	2.6%	4.3%	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	83.8%	0.3%	0.0%	0.0%	0.0%	15.9%	100.0%
Flow Energy	99.8%	0.2%	0.0%	0.0%	0.0%	0.0%	100.0%
Future Energy Supply Ltd	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	65.4%	0.2%	27.2%	0.0%	0.0%	7.2%	100.0%
Green Energy	49.1%	1.7%	0.3%	0.0%	0.0%	48.8%	100.0%
isupply	89.5%	0.0%	2.0%	0.0%	0.4%	8.1%	100.0%
LoCO2 Energy	77.1%	0.6%	0.0%	0.0%	0.0%	22.3%	100.0%
npower	57.6%	12.4%	23.5%	0.1%	0.8%	5.5%	100.0%
Octopus Energy Ltd	33.3%	0.0%	0.0%	0.0%	0.0%	66.7%	100.0%
Ovo Energy	77.8%	18.4%	0.0%	0.0%	0.0%	3.8%	100.0%
Pioneerenergy	70.6%	0.3%	21.8%	0.0%	0.0%	7.3%	100.0%
Robin Hood Energy	88.0%	1.8%	0.0%	0.0%	0.0%	10.2%	100.0%
Scottish and Southern	51.8%	15.5%	24.5%	0.1%	1.0%	7.0%	100.0%
Scottish Power	64.3%	16.5%	16.3%	0.1%	2.0%	0.8%	100.0%
So Energy Trading Limited	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Spark Energy	55.6%	18.5%	25.9%	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	0.6%	98.6%	0.8%	0.0%	0.0%	0.0%	100.0%
Utility Warehouse	87.1%	7.9%	0.1%	0.0%	0.0%	4.8%	100.0%
<b>Industry</b>	<b>58.0%</b>	<b>16.6%</b>	<b>19.8%</b>	<b>0.1%</b>	<b>1.5%</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	92.0%	0.0%	0.0%	0.0%	0.0%	8.0%	100.0%
Better Energy	94.1%	0.3%	0.0%	0.0%	0.2%	5.4%	100.0%
Bristol Energy	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%
British Gas	50.9%	16.4%	26.3%	0.1%	3.2%	3.2%	100.0%
Bulb Energy	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%
Co-operative Energy	85.1%	0.2%	14.5%	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	62.8%	15.2%	19.5%	0.1%	0.8%	1.6%	100.0%
economyenergy	0.0%	98.1%	0.0%	0.0%	0.0%	1.9%	100.0%
Ecotricity	43.2%	18.7%	30.3%	0.0%	0.1%	7.7%	100.0%
EDF Energy	65.6%	13.2%	15.1%	0.1%	2.7%	3.3%	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	84.0%	0.3%	0.0%	0.0%	0.0%	15.7%	100.0%
Flow Energy	99.8%	0.2%	0.0%	0.0%	0.0%	0.0%	100.0%
Future Energy Supply Ltd	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	66.9%	0.2%	27.2%	0.0%	0.0%	5.7%	100.0%
Green Energy	92.9%	0.0%	0.0%	0.0%	0.0%	7.1%	100.0%
LoCO2 Energy	73.5%	0.0%	0.0%	0.0%	0.0%	26.5%	100.0%
npower	65.7%	12.0%	16.9%	0.1%	0.6%	4.6%	100.0%
Ovo Energy	79.3%	17.1%	0.0%	0.0%	0.0%	3.6%	100.0%
Pioneerenergy	71.2%	0.3%	21.3%	0.0%	0.0%	7.2%	100.0%
Robin Hood Energy	89.9%	0.0%	0.0%	0.0%	0.0%	10.1%	100.0%
Scottish and Southern	57.5%	13.9%	21.1%	0.2%	1.4%	5.9%	100.0%
Scottish Power	71.6%	14.0%	12.3%	0.1%	1.6%	0.4%	100.0%
So Energy Trading Limited	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Spark Energy	58.0%	18.2%	23.8%	0.0%	0.0%	0.0%	100.0%
Utilita	0.7%	98.1%	1.2%	0.0%	0.0%	0.0%	100.0%
Utility Warehouse	87.9%	7.5%	0.1%	0.0%	0.0%	4.5%	100.0%
Zog Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
<b>Industry</b>	<b>60.4%</b>	<b>15.3%</b>	<b>18.8%</b>	<b>0.1%</b>	<b>1.8%</b>	<b>3.6%</b>	<b>100.0%</b>

**Debt by Quarter  
December 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
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
Q3 2015	0.5	0.3	6%	36%	27%	16%	20%	£563	0.5	£573
Q4 2015	0.5	0.3	6%	37%	26%	16%	21%	£582	0.5	£584

<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
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
Q3 2015	0.4	0.3	8%	33%	29%	18%	21%	£577	0.4	£554
Q4 2015	0.4	0.3	8%	36%	27%	17%	21%	£590	0.4	£536

**Debt Repayment  
October - December 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	0	£0.00	0	£0.00	0
Bristol Energy	0	£0.00	0	£0.00	0
British Gas	156,616	£5.80	46	£5.84	77
Bulb Energy	0	£0.00	0	£0.00	0
Co-operative Energy	847	£26.00	33	£15.00	79
E.ON	135,462	£5.08	144	£7.16	128
economyenergy	5	£0.00	0	£0.00	0
Ecotricity	615	£10.00	46	£5.18	128
EDF Energy	134,408	£6.15	84	£5.01	210
Effortless Energy Ltd	0	£0.00	0	£0.00	0
Epower	44	£0.00	0	£0.00	0
Extraenergy	1	£6.25	24	£0.00	0
First Utility	2,531	£8.11	103	£10.47	82
Flow Energy	87	£9.43	74	£0.00	0
Future Energy Supply Ltd	0	£0.00	0	£0.00	0
GB Energy Supply	0	£0.00	0	£0.00	0
Good Energy	274	£24.22	36	£0.00	0
Green Energy	161	£13.09	56	£7.50	199
isupply	173	£20.76	56	£0.00	0
LoCO2 Energy	78	£8.67	118	£5.00	294
npower	106,036	£5.44	102	£7.08	123
Octopus Energy Ltd	0	£0.00	0	£0.00	0
Ovo Energy	2,754	£19.39	44	£9.38	109
Pioneerenergy	78	£22.33	32	£0.00	0
Robin Hood Energy	0	£0.00	0	£0.00	0
Scottish and Southern	109,150	£6.67	179	£5.05	160
Scottish Power	84,564	£4.99	55	£7.43	115
So Energy Trading Limited	0	£0.00	0	£0.00	0
Spark Energy	2,310	£13.47	54	£5.22	396
Tempus Energy Supply Ltd	0	£0.00	0	£0.00	0
Utilita	3,841	£9.75	51	£3.39	53
Utility Warehouse	5,447	£9.34	69	£9.44	76
<b>Total</b>	<b>745,482</b>	<b>£5.85</b>	<b>93</b>	<b>£6.14</b>	<b>118</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	15	£10.68	36	£0.00	0
Bristol Energy	0	£0.00	0	£0.00	0
British Gas	212,873	£5.91	46	£5.65	84
Bulb Energy	0	£0.00	0	£0.00	0
Co-operative Energy	668	£20.00	33	£15.00	76
Dali Gas	148	£45.00	40	£0.00	0
E.ON	95,152	£4.56	153	£6.32	109
economyenergy	0	£0.00	0	£0.00	0
Ecotricity	230	£8.50	43	£4.68	125
EDF Energy	90,068	£6.05	84	£5.53	187
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	2,011	£6.45	101	£9.84	82
Flow Energy	89	£10.37	74	£0.00	0
Future Energy Supply Ltd	0	£0.00	0	£0.00	0
GB Energy Supply	0	£0.00	0	£0.00	0
Good Energy	125	£16.37	37	£11.50	123
Green Energy	51	£10.42	40	£0.00	0
LoCO2 Energy	0	£0.00	0	£0.00	0
npower	98,365	£5.16	102	£6.67	107
Ovo Energy	2,382	£16.83	44	£7.54	197
Pioneerenergy	64	£21.85	27	£0.00	0
Robin Hood Energy	0	£0.00	0	£0.00	0
Scottish and Southern	87,085	£6.07	154	£4.84	122
Scottish Power	57,159	£4.39	53	£7.71	120
So Energy Trading Limited	0	£0.00	0	£0.00	0
Spark Energy	1,337	£15.12	57	£5.00	504
Utilita	1,570	£9.19	60	£3.59	36
Utility Warehouse	4,883	£6.68	56	£9.16	113
Zog Energy	1	£0.00	0	£10.00	80
<b>Total</b>	<b>654,276</b>	<b>£5.57</b>	<b>89</b>	<b>£5.88</b>	<b>105</b>

**Prepayment Meters  
October - December 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	14,443	13,444	999
Bulb Energy	0	0	0
Co-operative Energy	23	6	17
E.ON	6,074	3,429	2,645
economyenergy	153	0	153
Ecotricity	44	44	0
EDF Energy	4,642	4,321	321
Effortless Energy Ltd	0	0	0
Epower	0	0	0
Extraenergy	0	0	0
First Utility	815	377	438
Flow Energy	0	0	0
Future Energy Supply Ltd	0	0	0
GB Energy Supply	0	0	0
Good Energy	0	0	0
Green Energy	5	5	0
isupply	0	0	0
LoCO2 Energy	2	1	1
npower	4,635	3,935	700
Octopus Energy Ltd	0	0	0
Ovo Energy	9,714	303	9,411
Pioneerenergy	0	0	0
Robin Hood Energy	0	0	0
Scottish and Southern	5,509	3,296	2,213
Scottish Power	2,232	1,820	412
So Energy Trading Limited	0	0	0
Spark Energy	180	18	162
Tempus Energy Supply Ltd	0	0	0
Utilita	1,873	294	1,579
Utility Warehouse	670	313	357
<b>Total</b>	<b>51,014</b>	<b>31,606</b>	<b>19,408</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	0	0	0
Bristol Energy	0	0	0
British Gas	18,764	17,517	1,247
Bulb Energy	0	0	0
Co-operative Energy	27	6	21
Dali Gas	0	0	0
E.ON	5,680	3,410	2,270
economyenergy	301	0	301
Ecotricity	38	36	2
EDF Energy	3,589	3,320	269
Effortless Energy Ltd	0	0	0
Epower	0	0	0
Extraenergy	0	0	0
First Utility	591	377	214
Flow Energy	0	0	0
Future Energy Supply Ltd	0	0	0
GB Energy Supply	0	0	0
Good Energy	5	5	0
Green Energy	0	0	0
LoCO2 Energy	0	0	0
npower	2,857	2,491	366
Ovo Energy	8,688	210	8,478
Pioneerenergy	0	0	0
Robin Hood Energy	0	0	0
Scottish and Southern	4,237	2,912	1,325
Scottish Power	2,138	1,608	530
So Energy Trading Limited	0	0	0
Spark Energy	721	2	719
Utilita	34,472	278	34,194
Utility Warehouse	637	161	476
Zog Energy	1	1	0
<b>Total</b>	<b>82,746</b>	<b>32,334</b>	<b>50,412</b>



**Disconnections for Debt  
October - December 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	2	2	0	2
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
Future Energy Supply Ltd	0	0	0	0
GB Energy Supply	0	0	0	0
Good Energy	0	0	0	0
Green Energy	2	2	0	0
isupply	0	0	0	0
LoCO2 Energy	0	0	0	0
npower	0	0	0	0
Octopus Energy Ltd	0	0	0	0
Ovo Energy	1	0	1	0
Pioneerenergy	0	0	0	0
Robin Hood Energy	0	0	0	0
Scottish and Southern	0	0	0	0
Scottish Power	0	0	0	0
So Energy Trading Limited	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	0	0	0	0
<b>Total</b>	<b>5</b>	<b>4</b>	<b>1</b>	<b>1</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
Future Energy Supply Ltd	0	0	0	0
GB Energy Supply	0	0	0	0
Good Energy	0	0	0	0
Green Energy	0	0	0	0
LoCO2 Energy	0	0	0	0
npower	0	0	0	0
Ovo Energy	1	0	1	0
Pioneerenergy	0	0	0	0
Robin Hood Energy	0	0	0	0
Scottish and Southern	0	0	0	0
Scottish Power	0	0	0	0
So Energy Trading Limited	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>1</b>	<b>0</b>	<b>1</b>	<b>0</b>

**Percentage of Customers Reconnected following Disconnection for Debt  
October - December 2015**

<b>Electricity</b>	<b>24 hours</b>	<b>7 days</b>	<b>1 month</b>	<b>1 quarter</b>
Ecotricity	0%	100%	100%	100%
Green Energy	50%	50%	100%	100%
Ovo Energy	0%	0%	0%	0%
<b>Total</b>	<b>20%</b>	<b>60%</b>	<b>80%</b>	<b>80%</b>

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

**Payment Methods by Country  
December 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	13,615,935	3,704,402	4,684,401	21,742	314,184	984,028	23,324,692
	58%	16%	20%	0%	1%	4%	100%
Scotland	1,440,501	535,621	448,699	4,049	65,109	81,860	2,575,839
	56%	21%	17%	0%	3%	3%	100%
Wales	796,932	285,919	274,451	1,646	20,288	60,213	1,439,449
	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	11,845,386	2,909,551	3,744,419	19,858	324,349	720,694	19,564,257
	61%	15%	19%	0%	2%	4%	100%
Scotland	1,210,574	336,751	328,237	3,947	70,946	49,131	1,999,586
	61%	17%	16%	0%	4%	2%	100%
Wales	653,912	219,854	202,234	1,757	22,275	42,689	1,142,721
	57%	19%	18%	0%	2%	4%	100%

**Headlines by Country (Quarterly)  
December 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	644,403	247,712	5	408,520
Scotland	66,554	27,225	0	49,336
Wales	34,525	14,737	0	26,094
<b>Great Britain</b>	<b>745,482</b>	<b>289,674</b>	<b>5</b>	<b>483,950</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	565,728	239,546	1	340,235
Scotland	59,143	26,584	0	39,990
Wales	29,405	13,068	0	20,917
<b>Great Britain</b>	<b>654,276</b>	<b>279,198</b>	<b>1</b>	<b>401,142</b>