

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 2016**

Electricity	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
Affect Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Avro Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Axis Telecom	94.7%	0.0%	0.0%	0.0%	0.0%	5.3%	100.0%
Breeze Energy Supply Ltd	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Bristol Energy	73.8%	0.0%	0.0%	0.0%	0.0%	26.2%	100.0%
British Gas	53.8%	20.3%	20.5%	0.1%	2.3%	3.0%	100.0%
Bulb Energy	52.4%	0.0%	0.0%	0.0%	0.0%	47.6%	100.0%
Co-operative Energy	84.2%	0.3%	15.4%	0.0%	0.1%	0.0%	100.0%
Corona Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
E.ON	57.6%	14.4%	24.9%	0.1%	0.8%	2.3%	100.0%
economyenergy	0.0%	99.1%	0.0%	0.0%	0.0%	0.8%	100.0%
Ecotricity	42.7%	17.1%	30.8%	0.0%	0.1%	9.3%	100.0%
EDF Energy	57.1%	14.8%	21.1%	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%
Electraphase LTD	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
ENGIE power Limited	0.0%	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%
Eversmart Energy Ltd	0.0%	0.0%	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	93.6%	0.4%	0.0%	0.0%	0.0%	5.9%	100.0%
Flow Energy	100.0%	0.0%	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%
GEN4U Ltd	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Gnergy	98.4%	0.0%	1.6%	0.0%	0.0%	0.0%	100.0%
Good Energy	66.6%	0.3%	23.5%	0.0%	0.0%	9.7%	100.0%
Green Energy	50.1%	1.8%	0.3%	0.0%	0.0%	47.7%	100.0%
Iresa Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
isupply	89.6%	0.0%	2.2%	0.0%	0.4%	7.8%	100.0%
LoCO2 Energy	81.1%	0.3%	0.0%	0.0%	0.0%	18.6%	100.0%
npower	58.8%	12.1%	22.6%	0.1%	0.8%	5.5%	100.0%
Octopus Energy Ltd	97.3%	0.0%	0.0%	0.0%	0.0%	2.7%	100.0%
Our Power	0.0%	23.5%	0.0%	0.0%	0.0%	76.5%	100.0%
Ovo Energy	77.9%	18.9%	0.0%	0.0%	0.0%	3.2%	100.0%
PFP Energy Ltd	93.8%	0.0%	0.0%	0.0%	0.0%	6.2%	100.0%

Pioneerenergy	70.7%	1.8%	20.3%	0.0%	0.0%	7.2%	100.0%
Robin Hood Energy	78.6%	11.0%	0.0%	0.0%	0.0%	10.3%	100.0%
Scottish and Southern	52.2%	15.2%	24.3%	0.1%	1.1%	7.1%	100.0%
Scottish Power	64.2%	16.3%	16.8%	0.1%	1.8%	0.8%	100.0%
So Energy Trading Limited	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Spark Energy	54.4%	18.1%	27.5%	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%
Tonik Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Toto Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Utilita	0.8%	98.4%	0.8%	0.0%	0.0%	0.0%	100.0%
Utility Warehouse	86.9%	7.9%	0.1%	0.0%	0.0%	5.0%	100.0%
Industry	58.9%	16.5%	19.4%	0.1%	1.4%	3.8%	100.0%

Gas	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
Affect Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Avro Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Axis Telecom	95.9%	0.0%	0.0%	0.0%	0.0%	4.1%	100.0%
Better Energy	94.5%	0.2%	0.0%	0.0%	0.1%	5.1%	100.0%
Breeze Energy Supply Ltd	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Bristol Energy	73.5%	0.0%	0.0%	0.0%	0.0%	26.5%	100.0%
British Gas	51.2%	16.4%	26.0%	0.1%	3.1%	3.1%	100.0%
Bulb Energy	56.0%	0.0%	0.0%	0.0%	0.0%	44.0%	100.0%
Cardiff Energy Supply Ltd	70.9%	29.1%	0.0%	0.0%	0.0%	0.0%	100.0%
Co-operative Energy	85.7%	0.2%	13.9%	0.0%	0.1%	0.0%	100.0%
Corona Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Dali Gas	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
E.ON	63.3%	14.8%	19.3%	0.1%	0.9%	1.7%	100.0%
economyenergy	0.0%	98.0%	0.0%	0.0%	0.0%	2.0%	100.0%
Ecotricity	44.0%	17.4%	30.6%	0.0%	0.1%	8.0%	100.0%
EDF Energy	65.8%	13.1%	15.0%	0.1%	2.6%	3.3%	100.0%
Effortless Energy Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
ENGIE power Limited	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Entice Energy Supply Limited	0.0%	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%
Eversmart Energy Ltd	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	94.0%	0.2%	0.0%	0.0%	0.0%	5.8%	100.0%
Flow Energy	100.0%	0.0%	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%
Gnergy	98.2%	0.0%	1.8%	0.0%	0.0%	0.0%	100.0%
Good Energy	73.9%	0.2%	19.2%	0.0%	0.0%	6.7%	100.0%
Green Energy	92.1%	0.0%	0.0%	0.0%	0.0%	7.9%	100.0%
Iresa Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
isupply	98.1%	0.0%	1.7%	0.0%	0.0%	0.3%	100.0%
LoCO2 Energy	81.5%	0.0%	0.0%	0.0%	0.0%	18.5%	100.0%
npower	67.1%	11.6%	16.0%	0.1%	0.6%	4.6%	100.0%
Octopus Energy Ltd	97.2%	0.0%	0.0%	0.0%	0.0%	2.8%	100.0%
Our Power	0.0%	23.5%	0.0%	0.0%	0.0%	76.5%	100.0%
Ovo Energy	78.1%	19.0%	0.0%	0.0%	0.0%	2.9%	100.0%
PFP Energy Ltd	93.8%	0.0%	0.0%	0.0%	0.0%	6.2%	100.0%
Pioneerenergy	71.3%	1.9%	19.8%	0.0%	0.0%	7.0%	100.0%

Robin Hood Energy	74.8%	15.5%	0.0%	0.0%	0.0%	9.7%	100.0%
Scottish and Southern	58.2%	13.5%	20.9%	0.1%	1.4%	5.9%	100.0%
Scottish Power	72.0%	13.7%	12.4%	0.1%	1.4%	0.4%	100.0%
So Energy Trading Limited	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Spark Energy	56.8%	17.9%	25.3%	0.0%	0.0%	0.0%	100.0%
Tonik Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Toto Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
UK national Gas Ltd	99.4%	0.0%	0.6%	0.0%	0.0%	0.0%	100.0%
Utilita	0.8%	98.0%	1.2%	0.0%	0.0%	0.0%	100.0%
Utility Warehouse	87.7%	7.4%	0.1%	0.0%	0.0%	4.7%	100.0%
Zog Energy	99.9%	0.1%	0.0%	0.0%	0.0%	0.0%	100.0%
Industry	61.4%	15.2%	18.3%	0.1%	1.8%	3.2%	100.0%

**Debt by Quarter
March 2016**

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
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
Q1 2016	0.5	0.3	6%	36%	27%	17%	21%	£584	0.5	£585

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
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
Q1 2016	0.4	0.3	8%	34%	28%	18%	21%	£588	0.4	£555

**Debt Repayment
January - March 2016**

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)
Affect Energy	0	£0.00	0	£0.00	0
Avro Energy	0	£0.00	0	£0.00	0
Axis Telecom	0	£0.00	0	£0.00	0
Breeze Energy Supply Ltd	0	£0.00	0	£0.00	0
Bristol Energy	0	£0.00	0	£0.00	0
British Gas	156,455	£6.80	47	£5.78	82
Bulb Energy	0	£0.00	0	£0.00	0
Co-operative Energy	1,089	£23.00	36	£15.00	68
Corona Energy	0	£0.00	0	£0.00	0
E.ON	135,634	£5.43	124	£6.96	124
economyenergy	10	£19.37	44	£0.00	0
Ecotricity	580	£11.09	43	£3.25	85
EDF Energy	127,106	£6.47	87	£5.07	219
Effortless Energy Ltd	0	£0.00	0	£0.00	0
Electraphase LTD	0	£0.00	0	£0.00	0
ENGIE power Limited	0	£0.00	0	£0.00	0
Epower	63	£0.00	0	£0.00	0
Eversmart Energy Ltd	0	£0.00	0	£0.00	0
Extraenergy	13	£9.86	20	£0.00	0
First Utility	1,803	£7.01	116	£0.00	0
Flow Energy	294	£18.70	66	£0.00	0
Future Energy Supply Ltd	0	£0.00	0	£0.00	0
GB Energy Supply	0	£0.00	0	£0.00	0
GEN4U Ltd	0	£0.00	0	£0.00	0
Gnergy	0	£0.00	0	£0.00	0
Good Energy	133	£30.18	33	£112.50	123
Green Energy	333	£6.83	45	£7.50	211
Iresa Ltd	0	£0.00	0	£0.00	0
isupply	211	£21.90	76	£0.00	0
LoCO2 Energy	66	£14.65	176	£0.00	0
npower	103,933	£5.20	101	£7.69	130
Octopus Energy Ltd	0	£0.00	0	£0.00	0
Our Power	0	£0.00	0	£0.00	0
Ovo Energy	2,834	£9.95	34	£13.19	61

PFP Energy Ltd	0	£0.00	0	£0.00	0
Pioneerenergy	161	£19.12	32	£0.00	0
Robin Hood Energy	0	£0.00	0	£0.00	0
Scottish and Southern	106,229	£6.61	168	£4.96	175
Scottish Power	104,353	£5.22	57	£7.82	132
So Energy Trading Limited	0	£0.00	0	£0.00	0
Spark Energy	2,775	£15.21	54	£4.97	254
Tempus Energy Supply Ltd	0	£0.00	0	£0.00	0
Tonik Energy	0	£0.00	0	£0.00	0
Toto Energy	0	£0.00	0	£0.00	0
Utilita	5,057	£13.00	25	£2.95	70
Utility Warehouse	5,127	£6.54	60	£6.24	185
Total	754,259	£0.00	0	£0.00	0

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)
Affect Energy	0	£0.00	0	£0.00	0
Avro Energy	0	£0.00	0	£0.00	0
Axis Telecom	0	£0.00	0	£0.00	0
Better Energy	11	£15.12	90	£0.00	0
Breeze Energy Supply Ltd	0	£0.00	0	£0.00	0
Bristol Energy	0	£0.00	0	£0.00	0
British Gas	205,971	£7.16	47	£5.78	93
Bulb Energy	0	£0.00	0	£0.00	0
Cardiff Energy Supply Ltd	0	£0.00	0	£0.00	0
Co-operative Energy	885	£21.00	37	£15.00	77
Corona Energy	0	£0.00	0	£0.00	0
Dali Gas	143	£33.00	30	£0.00	0
E.ON	95,135	£4.91	139	£6.16	115
economyenergy	11	£17.75	20	£0.00	0
Ecotricity	253	£9.38	40	£3.80	103
EDF Energy	84,799	£6.66	84	£5.44	211
Effortless Energy Ltd	0	£0.00	0	£0.00	0
ENGIE power Limited	0	£0.00	0	£0.00	0
Entice Energy Supply Limited	0	£0.00	0	£0.00	0
Epower	0	£0.00	0	£0.00	0
Eversmart Energy Ltd	0	£0.00	0	£0.00	0
Extraenergy	13	£12.68	20	£0.00	0
First Utility	1,387	£6.75	121	£0.00	0
Flow Energy	245	£17.95	66	£0.00	0
Future Energy Supply Ltd	0	£0.00	0	£0.00	0
GB Energy Supply	0	£0.00	0	£0.00	0
Gnergy	0	£0.00	0	£0.00	0
Good Energy	72	£20.32	18	£0.00	0
Green Energy	55	£8.37	44	£0.00	0
Iresa Ltd	0	£0.00	0	£0.00	0
isupply	0	£0.00	0	£0.00	0
LoCO2 Energy	0	£0.00	0	£0.00	0
npower	94,754	£5.15	100	£7.09	123
Octopus Energy Ltd	0	£0.00	0	£0.00	0
Our Power	0	£0.00	0	£0.00	0
Ovo Energy	2,400	£8.19	33	£12.58	62
PFP Energy Ltd	0	£0.00	0	£0.00	0

Pioneerenergy	149	£18.79	29	£0.00	0
Robin Hood Energy	0	£0.00	0	£0.00	0
Scottish and Southern	84,916	£6.43	157	£4.95	130
Scottish Power	73,897	£4.69	54	£7.69	117
So Energy Trading Limited	0	£0.00	0	£0.00	0
Spark Energy	1,914	£16.38	57	£6.00	184
Tonik Energy	0	£0.00	0	£0.00	0
Toto Energy	0	£0.00	0	£0.00	0
UK national Gas Ltd	0	£0.00	0	£0.00	0
Utilita	2,834	£11.77	35	£2.99	33
Utility Warehouse	4,232	£5.95	59	£5.73	203
Zog Energy	3	£0.00	0	£10.00	58
Total	654,079	£0.00	0	£0.00	0

**Prepayment Meters
January - March 2016**

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
Affect Energy	0	0	0
Avro Energy	0	0	0
Axis Telecom	0	0	0
Breeze Energy Supply Ltd	0	0	0
Bristol Energy	0	0	0
British Gas	16,339	15,058	1,281
Bulb Energy	0	0	0
Co-operative Energy	12	7	5
Corona Energy	0	0	0
E.ON	5,709	3,041	2,668
economyenergy	144	0	144
Ecotricity	60	30	30
EDF Energy	4,609	4,326	283
Effortless Energy Ltd	0	0	0
Electraphase LTD	0	0	0
ENGIE power Limited	0	0	0
Epower	0	0	0
Eversmart Energy Ltd	0	0	0
Extraenergy	2	0	2
First Utility	922	265	657
Flow Energy	0	0	0
Future Energy Supply Ltd	0	0	0
GB Energy Supply	0	0	0
GEN4U Ltd	0	0	0
Gnergy	0	0	0
Good Energy	2	2	0
Green Energy	11	11	0
Iresa Ltd	0	0	0
isupply	0	0	0
LoCO2 Energy	2	0	2
npower	4,446	3,725	721
Octopus Energy Ltd	0	0	0
Our Power	0	0	0
Ovo Energy	17,729	326	17,403

PFP Energy Ltd	0	0	0
Pioneerenergy	67	0	67
Robin Hood Energy	0	0	0
Scottish and Southern	5,038	2,929	2,109
Scottish Power	2,512	2,142	370
So Energy Trading Limited	0	0	0
Spark Energy	255	8	247
Tempus Energy Supply Ltd	0	0	0
Tonik Energy	0	0	0
Toto Energy	0	0	0
Utilita	38,210	505	37,705
Utility Warehouse	860	156	704
Total	96,929	32,531	64,398

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
Affect Energy	0	0	0
Avro Energy	0	0	0
Axis Telecom	0	0	0
Better Energy	0	0	0
Breeze Energy Supply Ltd	0	0	0
Bristol Energy	0	0	0
British Gas	21,292	19,274	2,018
Bulb Energy	0	0	0
Cardiff Energy Supply Ltd	0	0	0
Co-operative Energy	12	6	6
Corona Energy	0	0	0
Dali Gas	0	0	0
E.ON	6,141	3,653	2,488
economyenergy	621	0	621
Ecotricity	48	27	21
EDF Energy	3,781	3,010	771
Effortless Energy Ltd	0	0	0
ENGIE power Limited	0	0	0
Entice Energy Supply Limited	0	0	0
Epower	0	0	0
Eversmart Energy Ltd	0	0	0
Extraenergy	5	0	5
First Utility	437	221	216
Flow Energy	0	0	0
Future Energy Supply Ltd	0	0	0
GB Energy Supply	0	0	0
Gnergy	0	0	0
Good Energy	0	0	0
Green Energy	0	0	0
Iresa Ltd	0	0	0
isupply	0	0	0
LoCO2 Energy	0	0	0
npower	3,016	2,520	496
Octopus Energy Ltd	0	0	0
Our Power	0	0	0
Ovo Energy	14,595	270	14,325
PFP Energy Ltd	0	0	0

Pioneerenergy	50	0	50
Robin Hood Energy	0	0	0
Scottish and Southern	2,868	1,733	1,135
Scottish Power	2,698	2,199	499
So Energy Trading Limited	0	0	0
Spark Energy	851	5	846
Tonik Energy	0	0	0
Toto Energy	0	0	0
UK national Gas Ltd	0	0	0
Utilita	35,982	652	35,330
Utility Warehouse	650	116	534
Zog Energy	2	2	0
Total	93,049	33,688	59,361

**Disconnections for Debt
January - March 2016**

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)
Affect Energy	0	0	0	0
Avro Energy	0	0	0	0
Axis Telecom	0	0	0	0
Breeze Energy Supply Ltd	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
Corona Energy	0	0	0	0
E.ON	0	0	0	0
economyenergy	0	0	0	0
Ecotricity	0	0	0	0
EDF Energy	1	0	1	0
Effortless Energy Ltd	0	0	0	0
Electraphase LTD	0	0	0	0
ENGIE power Limited	0	0	0	0
Epower	0	0	0	0
Eversmart Energy Ltd	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
GEN4U Ltd	0	0	0	0
Gnergy	0	0	0	0
Good Energy	0	0	0	0
Green Energy	0	0	0	0
Iresa Ltd	0	0	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
Our Power	0	0	0	0
Ovo Energy	0	0	0	0

PFP Energy Ltd	0	0	0	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
Tonik Energy	0	0	0	0
Toto Energy	0	0	0	0
Utilita	0	0	0	0
Utility Warehouse	0	0	0	0
Total	1	0	1	0

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)
Affect Energy	0	0	0	0
Avro Energy	0	0	0	0
Axis Telecom	0	0	0	0
Better Energy	0	0	0	0
Breeze Energy Supply Ltd	0	0	0	0
Bristol Energy	0	0	0	0
British Gas	0	0	0	0
Bulb Energy	0	0	0	0
Cardiff Energy Supply Ltd	0	0	0	0
Co-operative Energy	0	0	0	0
Corona 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	3
EDF Energy	0	0	0	0
Effortless Energy Ltd	0	0	0	0
ENGIE power Limited	0	0	0	0
Entice Energy Supply Limited	0	0	0	0
Epower	0	0	0	0
Eversmart Energy Ltd	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
Gnergy	0	0	0	0
Good Energy	0	0	0	0
Green Energy	0	0	0	0
Iresa Ltd	0	0	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
Our Power	0	0	0	0
Ovo Energy	0	0	0	0
PFP Energy Ltd	0	0	0	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
Tonik Energy	0	0	0	0
Toto Energy	0	0	0	0
UK national Gas Ltd	0	0	0	0
Utilita	0	0	0	0
Utility Warehouse	0	0	0	0
Zog Energy	0	0	0	0
Total	1	1	0	3

**Percentage of Customers Reconnected following Disconnection for Debt
January - March 2016**

Electricity	24 hours	7 days	1 month	1 quarter
Affect Energy	0%	0%	0%	0%
Avro Energy	0%	0%	0%	0%
Axis Telecom	0%	0%	0%	0%
Breeze Energy Supply Ltd	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%
Corona 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%
Electraphase LTD	0%	0%	0%	0%
ENGIE power Limited	0%	0%	0%	0%
Epower	0%	0%	0%	0%
Eversmart Energy Ltd	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%
GEN4U Ltd	0%	0%	0%	0%
Genergy	0%	0%	0%	0%
Good Energy	0%	0%	0%	0%
Green Energy	0%	0%	0%	0%
Iresa Ltd	0%	0%	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%
Our Power	0%	0%	0%	0%
Ovo Energy	0%	0%	0%	0%
PFP Energy Ltd	0%	0%	0%	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%
Tonik Energy	0%	0%	0%	0%
Toto Energy	0%	0%	0%	0%
Utilita	0%	0%	0%	0%
Utility Warehouse	0%	0%	0%	0%
Total	0%	0%	0%	0%

Gas	24 hours	7 days	1 month	1 quarter
Affect Energy	0%	0%	0%	0%
Avro Energy	0%	0%	0%	0%
Axis Telecom	0%	0%	0%	0%
Better Energy	0%	0%	0%	0%
Breeze Energy Supply Ltd	0%	0%	0%	0%
Bristol Energy	0%	0%	0%	0%
British Gas	0%	0%	0%	0%
Bulb Energy	0%	0%	0%	0%
Cardiff Energy Supply Ltd	0%	0%	0%	0%
Co-operative Energy	0%	0%	0%	0%
Corona Energy	0%	0%	0%	0%
Dali Gas	0%	0%	0%	0%
E.ON	0%	0%	0%	0%
economyenergy	0%	0%	0%	0%
Ecotricity	0%	100%	100%	100%
EDF Energy	0%	0%	0%	0%
Effortless Energy Ltd	0%	0%	0%	0%
ENGIE power Limited	0%	0%	0%	0%
Entice Energy Supply Limited	0%	0%	0%	0%
Epower	0%	0%	0%	0%
Eversmart Energy Ltd	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%
Genergy	0%	0%	0%	0%
Good Energy	0%	0%	0%	0%
Green Energy	0%	0%	0%	0%
Iresa Ltd	0%	0%	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%
Our Power	0%	0%	0%	0%
Ovo Energy	0%	0%	0%	0%
PFP Energy Ltd	0%	0%	0%	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%
Tonik Energy	0%	0%	0%	0%
Toto Energy	0%	0%	0%	0%
UK national Gas Ltd	0%	0%	0%	0%
Utilita	0%	0%	0%	0%
Utility Warehouse	0%	0%	0%	0%
Zog Energy	0%	0%	0%	0%
Total	0%	100%	100%	100%

**Payment Methods by Country
March 2016**

Electricity Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	13,805,368	3,669,046	4,565,280	21,323	303,555	903,650	23,268,222
	59%	16%	20%	0%	1%	4%	100%
Scotland	1,485,918	549,688	462,387	3,895	64,063	77,306	2,643,257
	56%	21%	17%	0%	2%	3%	100%
Wales	827,734	286,804	274,315	1,521	20,119	56,447	1,466,940
	56%	20%	19%	0%	1%	4%	100%

Gas Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	12,055,607	2,898,730	3,640,347	19,451	315,032	646,138	19,575,305
	62%	15%	19%	0%	2%	3%	100%
Scotland	1,245,755	342,421	329,696	3,829	69,490	44,114	2,035,305
	61%	17%	16%	0%	3%	2%	100%
Wales	678,411	218,869	198,535	1,628	22,175	38,839	1,158,457
	59%	19%	17%	0%	2%	3%	100%

Headlines by Country (Quarterly)
March 2016

Electricity Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt	Number of customers in arrears
England	642,220	241,664	1	401,963
Scotland	76,891	28,337	0	50,454
Wales	35,148	14,225	0	26,275
Great Britain	754,259	284,226	1	478,692

Gas Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt	Number of customers in arrears
England	560,420	229,518	0	321,387
Scotland	64,593	26,066	0	39,298
Wales	29,066	12,071	1	20,046
Great Britain	654,079	267,655	1	380,731