

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
June 2016**

Electricity	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
Affect Energy	91.9%	0.0%	0.0%	0.0%	0.0%	8.1%	100.0%
Avro Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Axis Telecom	93.5%	0.0%	0.0%	0.0%	0.0%	6.5%	100.0%
Breeze Energy Supply Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Bristol Energy	80.6%	0.0%	0.0%	0.0%	0.0%	19.4%	100.0%
British Gas	54.1%	19.9%	20.6%	0.1%	2.3%	2.9%	100.0%
Bulb Energy	50.1%	0.0%	0.0%	0.0%	0.0%	49.9%	100.0%
Co-operative Energy	86.3%	0.3%	13.3%	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	57.8%	14.0%	25.0%	0.1%	0.8%	2.3%	100.0%
economyenergy	0.1%	93.4%	0.0%	0.0%	0.0%	6.5%	100.0%
Ecotricity	42.5%	16.2%	30.5%	0.0%	0.1%	10.7%	100.0%
EDF Energy	57.9%	14.4%	20.6%	0.1%	2.5%	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	9.5%	0.5%	0.0%	0.0%	0.0%	90.0%	100.0%
Flow Energy	99.9%	0.1%	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	98.8%	0.0%	1.2%	0.0%	0.0%	0.0%	100.0%
Good Energy	64.4%	0.3%	25.2%	0.0%	0.0%	10.1%	100.0%
Green Energy	48.4%	1.8%	0.2%	0.0%	0.0%	49.5%	100.0%
Iresa Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
isupply	90.4%	0.2%	2.0%	0.0%	0.3%	7.1%	100.0%
LoCO2 Energy	82.7%	0.3%	0.0%	0.0%	0.0%	17.0%	100.0%
npower	59.3%	11.9%	22.3%	0.2%	0.8%	5.5%	100.0%
Octopus Energy Ltd	97.7%	0.0%	0.0%	0.0%	0.0%	2.3%	100.0%
Our Power	0.5%	32.6%	60.7%	0.0%	0.0%	6.2%	100.0%
Ovo Energy	76.8%	19.7%	0.0%	0.0%	0.0%	3.5%	100.0%
PFP Energy Ltd	95.7%	0.0%	0.0%	0.0%	0.0%	4.3%	100.0%

Pioneerenergy	67.7%	4.2%	21.2%	0.0%	0.0%	6.9%	100.0%
Robin Hood Energy	70.7%	17.7%	0.0%	0.0%	0.0%	11.6%	100.0%
Scottish and Southern	52.8%	14.7%	24.1%	0.1%	1.1%	7.1%	100.0%
Scottish Power	64.9%	15.7%	16.8%	0.1%	1.7%	0.8%	100.0%
So Energy Trading Limited	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Spark Energy	49.1%	21.9%	29.0%	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	1.1%	98.4%	0.5%	0.0%	0.0%	0.0%	100.0%
Utility Warehouse	87.0%	7.9%	0.1%	0.0%	0.0%	5.0%	100.0%
Industry	56.4%	16.3%	19.1%	0.1%	1.4%	6.7%	100.0%

Gas	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
Affect Energy	98.2%	0.0%	0.0%	0.0%	0.0%	1.8%	100.0%
Avro Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Axis Telecom	92.4%	0.0%	0.0%	0.0%	0.0%	7.6%	100.0%
Better Energy	91.5%	2.7%	0.0%	0.0%	0.1%	5.6%	100.0%
Breeze Energy Supply Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Bristol Energy	81.3%	0.0%	0.0%	0.0%	0.0%	18.7%	100.0%
British Gas	51.5%	16.2%	26.0%	0.1%	3.1%	3.1%	100.0%
Bulb Energy	52.8%	0.0%	0.0%	0.0%	0.0%	47.2%	100.0%
Cardiff Energy Supply Ltd	71.1%	28.9%	0.0%	0.0%	0.0%	0.0%	100.0%
Co-operative Energy	87.1%	0.3%	12.5%	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	63.6%	14.3%	19.4%	0.1%	0.9%	1.7%	100.0%
economyenergy	0.1%	91.4%	0.0%	0.0%	0.0%	8.5%	100.0%
Ecotricity	43.8%	16.2%	30.4%	0.0%	0.1%	9.5%	100.0%
EDF Energy	66.8%	12.6%	14.5%	0.1%	2.6%	3.5%	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	9.2%	0.3%	0.0%	0.0%	0.0%	90.5%	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%
Gnergy	98.8%	0.0%	1.2%	0.0%	0.0%	0.0%	100.0%
Good Energy	74.3%	0.3%	19.2%	0.0%	0.0%	6.3%	100.0%
Green Energy	57.0%	0.0%	0.3%	0.0%	0.0%	42.7%	100.0%
Iresa Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
isupply	97.4%	0.2%	2.0%	0.0%	0.0%	0.4%	100.0%
LoCO2 Energy	91.3%	0.0%	0.0%	0.0%	0.0%	8.7%	100.0%
npower	67.6%	11.3%	15.6%	0.2%	0.6%	4.6%	100.0%
Octopus Energy Ltd	97.6%	0.0%	0.0%	0.0%	0.0%	2.4%	100.0%
Our Power	0.4%	16.7%	73.0%	0.0%	0.0%	9.9%	100.0%
Ovo Energy	77.6%	19.3%	0.0%	0.0%	0.0%	3.1%	100.0%
PFP Energy Ltd	95.7%	0.0%	0.0%	0.0%	0.0%	4.3%	100.0%
Pioneerenergy	68.3%	4.2%	20.8%	0.0%	0.0%	6.7%	100.0%

Robin Hood Energy	66.8%	22.2%	0.0%	0.0%	0.0%	11.0%	100.0%
Scottish and Southern	58.9%	13.1%	20.6%	0.2%	1.4%	5.9%	100.0%
Scottish Power	72.7%	13.1%	12.4%	0.1%	1.3%	0.4%	100.0%
So Energy Trading Limited	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Spark Energy	50.7%	22.8%	26.5%	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	1.1%	98.1%	0.8%	0.0%	0.0%	0.0%	100.0%
Utility Warehouse	87.8%	7.4%	0.1%	0.0%	0.0%	4.6%	100.0%
Zog Energy	99.9%	0.1%	0.0%	0.0%	0.0%	0.0%	100.0%
Industry	58.6%	15.1%	18.0%	0.1%	1.7%	6.4%	100.0%

**Debt by Quarter
June 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
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
Q2 2016	0.4	0.3	6%	33%	27%	17%	22%	£611	0.5	£579

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
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
Q2 2016	0.4	0.3	8%	31%	29%	18%	21%	£603	0.4	£555

**Debt Repayment
April - June 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	1	£23.07	70	£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	157,605	£7.16	48	£5.71	78
Bulb Energy	0	£0.00	0	£0.00	0
Co-operative Energy	1,229	£22.00	40	£14.00	122
Corona Energy	0	£0.00	0	£0.00	0
E.ON	134,975	£5.42	112	£7.31	119
economyenergy	12	£25.63	20	£0.00	0
Ecotricity	609	£10.85	45	£7.15	120
EDF Energy	125,366	£6.17	88	£5.16	212
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	108	£0.00	0	£0.00	0
Eversmart Energy Ltd	0	£0.00	0	£0.00	0
Extraenergy	6	£6.89	6	£0.00	0
First Utility	2,569	£8.19	164	£11.13	71
Flow Energy	373	£12.20	45	£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	3,398	£21.46	29	£17.60	160
Green Energy	346	£6.95	52	£7.50	205
Iresa Ltd	0	£0.00	0	£0.00	0
isupply	606	£19.22	91	£0.00	0
LoCO2 Energy	61	£9.96	245	£5.00	295
npower	102,964	£5.10	106	£7.59	132
Octopus Energy Ltd	0	£0.00	0	£0.00	0
Our Power	0	£0.00	0	£0.00	0
Ovo Energy	2,954	£10.03	37	£8.57	90

PFP Energy Ltd	0	£0.00	0	£0.00	0
Pioneerenergy	304	£17.50	35	£18.00	107
Robin Hood Energy	0	£0.00	0	£0.00	0
Scottish and Southern	104,543	£6.17	157	£5.11	152
Scottish Power	71,793	£5.69	53	£8.38	113
So Energy Trading Limited	0	£0.00	0	£0.00	0
Spark Energy	2,815	£19.39	71	£5.48	118
Tonik Energy	0	£0.00	0	£0.00	0
Toto Energy	0	£0.00	0	£0.00	0
Utilita	5,407	£8.22	38	£3.49	49
Utility Warehouse	4,506	£6.93	59	£5.55	146
Total	722,550	£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	1	£20.26	26	£0.00	0
Better Energy	4	£46.15	26	£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	204,850	£7.59	48	£5.62	94
Bulb Energy	0	£0.00	0	£0.00	0
Cardiff Energy Supply Ltd	0	£0.00	0	£0.00	0
Co-operative Energy	1,027	£20.00	40	£16.00	102
Corona Energy	0	£0.00	0	£0.00	0
Dali Gas	173	£39.00	25	£0.00	0
E.ON	94,532	£4.90	121	£6.39	115
economyenergy	17	£12.92	25	£0.00	0
Ecotricity	296	£7.62	44	£5.55	64
EDF Energy	85,075	£6.36	84	£5.55	197
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	8	£8.77	6	£0.00	0
First Utility	1,780	£7.27	177	£10.09	63
Flow Energy	320	£18.32	59	£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	4,206	£17.03	24	£0.00	0
Green Energy	69	£4.30	56	£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	93,605	£5.11	104	£7.12	146
Octopus Energy Ltd	0	£0.00	0	£0.00	0
Our Power	0	£0.00	0	£0.00	0
Ovo Energy	2,391	£8.17	37	£7.02	97
PFP Energy Ltd	0	£0.00	0	£0.00	0

Pioneerenergy	288	£17.11	36	£0.00	0
Robin Hood Energy	0	£0.00	0	£0.00	0
Scottish and Southern	85,054	£5.97	143	£5.06	133
Scottish Power	53,490	£5.06	51	£7.79	113
So Energy Trading Limited	0	£0.00	0	£0.00	0
Spark Energy	2,012	£21.75	69	£5.00	157
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	2,769	£10.29	35	£3.78	38
Utility Warehouse	3,891	£6.30	60	£5.37	162
Zog Energy	6	£0.00	0	£10.00	76
Total	635,864	£0.00	0	£0.00	0

**Prepayment Meters
April - June 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	17,404	16,424	980
Bulb Energy	0	0	0
Co-operative Energy	57	38	19
Corona Energy	0	0	0
E.ON	5,412	2,839	2,573
economyenergy	482	0	482
Ecotricity	59	46	13
EDF Energy	4,413	4,075	338
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	0	0	0
First Utility	425	272	153
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	4	3	1
Green Energy	14	14	0
Iresa Ltd	0	0	0
isupply	0	0	0
LoCO2 Energy	3	1	2
npower	4,760	4,024	736
Octopus Energy Ltd	0	0	0
Our Power	0	0	0
Ovo Energy	20,375	514	19,861

PFP Energy Ltd	0	0	0
Pioneerenergy	54	1	53
Robin Hood Energy	0	0	0
Scottish and Southern	4,458	2,491	1,967
Scottish Power	2,553	2,131	422
So Energy Trading Limited	0	0	0
Spark Energy	256	8	248
Tonik Energy	0	0	0
Toto Energy	0	0	0
Utilita	38,793	279	38,514
Utility Warehouse	731	520	211
Total	100,253	33,680	66,573

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	5	0	5
Breeze Energy Supply Ltd	0	0	0
Bristol Energy	0	0	0
British Gas	18,974	17,819	1,155
Bulb Energy	0	0	0
Cardiff Energy Supply Ltd	0	0	0
Co-operative Energy	50	26	24
Corona Energy	0	0	0
Dali Gas	0	0	0
E.ON	4,681	2,784	1,897
economyenergy	381	0	381
Ecotricity	76	45	31
EDF Energy	3,729	2,838	891
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	0	0	0
First Utility	344	229	115
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	3,427	2,902	525
Octopus Energy Ltd	0	0	0
Our Power	0	0	0
Ovo Energy	17,814	410	17,404
PFP Energy Ltd	0	0	0

Pioneerenergy	85	0	85
Robin Hood Energy	0	0	0
Scottish and Southern	2,921	1,461	1,460
Scottish Power	2,688	2,325	363
So Energy Trading Limited	0	0	0
Spark Energy	720	4	716
Tonik Energy	0	0	0
Toto Energy	0	0	0
UK national Gas Ltd	0	0	0
Utilita	34,872	223	34,649
Utility Warehouse	772	487	285
Zog Energy	3	3	0
Total	91,542	31,556	59,986

Disconnections for Debt
April - June 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	1	1	0	6
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
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	52	28	24	3
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	5	1	4	1
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
Utilita	0	0	0	0
Utility Warehouse	10	0	10	0
Total	68	30	38	3

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	17
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	16	5	11	11
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	14	2	12	8
Zog Energy	0	0	0	0
Total	31	8	23	11

**Percentage of Customers Reconnected following Disconnection for Debt
April - June 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%	100%	100%	100%
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%
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	29%	44%	54%	54%
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	20%	20%	20%	20%
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%
Utilita	0%	0%	0%	0%
Utility Warehouse	0%	0%	0%	0%
Total	24%	37%	44%	44%

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%	0%	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%
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	6%	19%	25%	31%
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	7%	7%	14%	14%
Zog Energy	0%	0%	0%	0%
Total	6%	13%	23%	26%

**Payment Methods by Country
June 2016**

Electricity Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	13,245,007	3,656,687	4,509,506	21,760	297,273	1,617,466	23,347,699
	57%	16%	19%	0%	1%	7%	100%
Scotland	1,457,124	547,474	462,242	3,589	62,004	121,178	2,653,611
	55%	21%	17%	0%	2%	5%	100%
Wales	798,927	285,400	271,267	1,507	19,671	96,492	1,473,264
	54%	19%	18%	0%	1%	7%	100%

Gas Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	11,512,055	2,891,364	3,587,064	19,650	309,814	1,308,666	19,628,613
	59%	15%	18%	0%	2%	7%	100%
Scotland	1,208,937	343,812	328,411	3,687	67,924	83,965	2,036,736
	59%	17%	16%	0%	3%	4%	100%
Wales	653,870	220,448	197,132	1,691	21,813	74,083	1,169,037
	56%	19%	17%	0%	2%	6%	100%

Headlines by Country (Quarterly)
June 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	620,610	239,569	68	421,132
Scotland	68,390	29,342	0	54,114
Wales	33,550	14,496	0	27,536
Great Britain	722,550	283,407	68	502,782

Gas Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt	Number of customers in arrears
England	546,945	224,935	31	339,900
Scotland	60,288	26,956	0	42,613
Wales	28,631	11,667	0	22,840
Great Britain	635,864	263,558	31	405,353