

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
September 2016**

Electricity	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
Affect Energy	95.2%	0.0%	0.0%	0.0%	0.0%	4.8%	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%
Breeze Energy Supply Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Bristol Energy	76.2%	0.4%	0.0%	0.0%	0.0%	23.4%	100.0%
British Gas	54.9%	19.6%	20.2%	0.1%	2.2%	3.0%	100.0%
Bulb Energy	51.4%	0.0%	0.0%	0.0%	0.0%	48.6%	100.0%
Co-operative Energy	86.6%	0.4%	12.9%	0.0%	0.1%	0.0%	100.0%
Corona Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
E.ON	57.9%	13.6%	25.3%	0.1%	0.8%	2.3%	100.0%
economyenergy	0.4%	88.9%	0.0%	0.0%	0.0%	10.7%	100.0%
Ecotricity	41.7%	15.4%	30.8%	0.0%	0.1%	12.0%	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	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%
Epower	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Eversmart Energy Ltd	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	93.3%	0.5%	0.0%	0.0%	0.0%	6.2%	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	94.7%	0.0%	2.5%	0.0%	0.0%	2.8%	100.0%
GEN4U Ltd	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Gnergy	99.0%	0.0%	1.0%	0.0%	0.0%	0.0%	100.0%
Good Energy	65.6%	0.3%	24.3%	0.0%	0.0%	9.8%	100.0%
Green Energy	48.8%	1.7%	0.3%	0.0%	0.0%	49.2%	100.0%
Iresa Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
isupply	88.2%	1.8%	1.9%	0.0%	0.3%	7.8%	100.0%
LoCO2 Energy	83.0%	0.3%	0.0%	0.0%	0.0%	16.7%	100.0%
npower	61.0%	11.2%	21.4%	0.2%	0.8%	5.4%	100.0%
Octopus Energy Ltd	97.0%	0.0%	0.0%	0.0%	0.0%	3.0%	100.0%
Our Power	9.2%	21.4%	62.5%	0.0%	0.0%	6.9%	100.0%
Ovo Energy	75.3%	20.7%	0.0%	0.0%	0.0%	3.9%	100.0%
PFP Energy Ltd	96.4%	0.0%	0.0%	0.0%	0.0%	3.6%	100.0%

Pioneerenergy	62.3%	8.0%	23.3%	0.0%	0.0%	6.4%	100.0%
Robin Hood Energy	65.8%	23.0%	0.0%	0.0%	0.0%	11.2%	100.0%
Scottish and Southern	53.2%	14.4%	24.1%	0.1%	1.1%	7.1%	100.0%
Scottish Power	65.4%	15.3%	16.9%	0.1%	1.6%	0.7%	100.0%
So Energy Trading Limited	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Spark Energy	46.8%	23.2%	30.0%	0.0%	0.0%	0.0%	100.0%
Tonik Energy	100.0%	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%	98.2%	0.2%	0.0%	0.0%	0.5%	100.0%
Utility Warehouse	87.0%	7.9%	0.1%	0.0%	0.0%	4.9%	100.0%
Industry	59.7%	16.2%	18.8%	0.1%	1.3%	3.9%	100.0%

Gas	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
Affect Energy	95.7%	0.0%	0.0%	0.0%	0.0%	4.3%	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	87.0%	7.0%	0.0%	0.0%	0.1%	5.9%	100.0%
Breeze Energy Supply Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Bristol Energy	75.8%	0.4%	0.0%	0.0%	0.0%	23.7%	100.0%
British Gas	52.2%	16.1%	25.5%	0.1%	3.0%	3.1%	100.0%
Bulb Energy	54.3%	0.0%	0.0%	0.0%	0.0%	45.7%	100.0%
Cardiff Energy Supply Ltd	50.0%	0.0%	0.0%	0.0%	0.0%	50.0%	100.0%
Co-operative Energy	87.6%	0.3%	12.0%	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	63.7%	13.9%	19.7%	0.1%	0.9%	1.7%	100.0%
economyenergy	0.5%	86.4%	0.0%	0.0%	0.0%	13.1%	100.0%
Ecotricity	43.2%	15.4%	30.3%	0.0%	0.1%	10.9%	100.0%
EDF Energy	66.7%	12.6%	14.6%	0.2%	2.5%	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	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%
Eversmart Energy Ltd	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	93.6%	0.3%	0.0%	0.0%	0.0%	6.1%	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	94.4%	0.0%	2.6%	0.0%	0.0%	3.0%	100.0%
Gnergy	99.0%	0.0%	1.0%	0.0%	0.0%	0.0%	100.0%
Good Energy	74.9%	0.2%	18.8%	0.0%	0.0%	6.1%	100.0%
Green Energy	49.2%	0.0%	0.4%	0.0%	0.0%	50.5%	100.0%
Iresa Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
isupply	90.8%	5.7%	2.0%	0.0%	0.0%	1.6%	100.0%
LoCO2 Energy	92.1%	0.0%	0.0%	0.0%	0.0%	7.9%	100.0%
npower	69.3%	10.7%	14.8%	0.2%	0.6%	4.4%	100.0%
Octopus Energy Ltd	97.2%	0.0%	0.0%	0.0%	0.0%	2.8%	100.0%
Our Power	9.2%	17.8%	66.1%	0.0%	0.0%	6.9%	100.0%
Ovo Energy	76.1%	20.2%	0.0%	0.0%	0.0%	3.7%	100.0%
PFP Energy Ltd	96.6%	0.0%	0.0%	0.0%	0.0%	3.4%	100.0%
Pioneerenergy	62.8%	7.9%	23.1%	0.0%	0.0%	6.2%	100.0%

Robin Hood Energy	63.2%	26.0%	0.0%	0.0%	0.0%	10.8%	100.0%
Scottish and Southern	59.3%	12.8%	20.6%	0.1%	1.4%	5.8%	100.0%
Scottish Power	73.0%	12.8%	12.6%	0.1%	1.2%	0.4%	100.0%
So Energy Trading Limited	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Spark Energy	47.4%	24.9%	27.7%	0.0%	0.0%	0.0%	100.0%
Tonik Energy	100.0%	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	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Utilita	1.1%	97.6%	0.3%	0.0%	0.1%	0.9%	100.0%
Utility Warehouse	88.1%	7.4%	0.1%	0.0%	0.0%	4.4%	100.0%
Zog Energy	99.9%	0.1%	0.0%	0.0%	0.0%	0.0%	100.0%
Industry	62.1%	15.1%	17.7%	0.1%	1.7%	3.3%	100.0%

**Debt by Quarter
September 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
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
Q3 2016	0.4	0.3	6%	36%	26%	16%	22%	£618	0.5	£562

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
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
Q3 2016	0.4	0.3	8%	34%	28%	17%	21%	£609	0.4	£529

**Debt Repayment
July - September 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	1	£1.52	26	£0.00	0
Avro Energy	0	£0.00	0	£0.00	0
Axis Telecom	1	£0.00	0	£0.00	0
Breeze Energy Supply Ltd	0	£0.00	0	£0.00	0
Bristol Energy	7	£6.07	26	£0.00	0
British Gas	152,980	£6.39	50	£6.01	88
Bulb Energy	0	£0.00	0	£0.00	0
Co-operative Energy	1,416	£22.30	42	£13.00	114
Corona Energy	0	£0.00	0	£0.00	0
E.ON	132,859	£4.85	124	£7.24	126
economyenergy	214	£15.31	22	£0.00	0
Ecotricity	623	£13.29	44	£8.50	119
EDF Energy	122,962	£5.43	87	£5.18	164
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	89	£0.00	0	£0.00	0
Eversmart Energy Ltd	2	£0.00	0	£0.00	0
Extraenergy	4	£7.00	18	£0.00	0
First Utility	2,624	£7.79	173	£5.77	117
Flow Energy	331	£11.19	57	£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	988	£0.00	0	£0.00	0
Good Energy	2,810	£18.00	31	£5.00	308
Green Energy	421	£8.58	44	£7.71	115
Iresa Ltd	0	£0.00	0	£0.00	0
isupply	608	£24.39	98	£0.00	0
LoCO2 Energy	69	£8.44	210	£5.00	366
npower	98,066	£5.08	109	£6.77	138
Octopus Energy Ltd	0	£0.00	0	£0.00	0
Our Power	0	£0.00	0	£0.00	0
Ovo Energy	2,892	£9.57	39	£9.49	47

PFP Energy Ltd	0	£0.00	0	£0.00	0
Pioneerenergy	459	£17.43	36	£0.00	0
Robin Hood Energy	5	£14.25	35	£0.00	0
Scottish and Southern	99,271	£5.89	160	£5.15	142
Scottish Power	76,159	£5.94	56	£7.50	131
So Energy Trading Limited	0	£0.00	0	£0.00	0
Spark Energy	3,115	£14.48	59	£6.21	152
Tonik Energy	0	£0.00	0	£0.00	0
Toto Energy	0	£0.00	0	£0.00	0
Utilita	5,693	£7.25	46	£3.41	42
Utility Warehouse	5,459	£6.78	61	£6.21	255
Total	710,128	£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	1	£1.52	26	£0.00	0
Avro Energy	0	£0.00	0	£0.00	0
Axis Telecom	0	£0.00	0	£0.00	0
Better Energy	7	£34.16	28	£0.00	0
Breeze Energy Supply Ltd	0	£0.00	0	£0.00	0
Bristol Energy	5	£5.00	27	£0.00	0
British Gas	197,568	£6.48	50	£6.02	92
Bulb Energy	0	£0.00	0	£0.00	0
Cardiff Energy Supply Ltd	0	£0.00	0	£0.00	0
Co-operative Energy	1,188	£21.00	43	£13.44	79
Corona Energy	0	£0.00	0	£0.00	0
Dali Gas	62	£150.00	130	£0.00	0
E.ON	92,363	£4.23	111	£6.60	109
economyenergy	240	£8.14	34	£0.00	0
Ecotricity	340	£6.04	39	£7.50	90
EDF Energy	84,607	£5.11	83	£5.60	138
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	2	£9.00	18	£0.00	0
First Utility	1,969	£7.25	176	£5.77	105
Flow Energy	274	£11.78	58	£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	988	£0.00	0	£0.00	0
Good Energy	2,317	£17.00	36	£0.00	0
Green Energy	79	£8.54	62	£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	88,484	£4.79	108	£6.45	138
Octopus Energy Ltd	0	£0.00	0	£0.00	0
Our Power	0	£0.00	0	£0.00	0
Ovo Energy	2,356	£7.48	39	£8.50	44
PFP Energy Ltd	0	£0.00	0	£0.00	0

Pioneerenergy	439	£17.67	36	£0.00	0
Robin Hood Energy	3	£6.94	43	£0.00	0
Scottish and Southern	79,653	£5.43	152	£5.19	121
Scottish Power	55,321	£4.43	53	£8.19	168
So Energy Trading Limited	0	£0.00	0	£0.00	0
Spark Energy	2,200	£15.63	61	£5.00	83
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	2,418	£9.47	52	£3.41	32
Utility Warehouse	4,089	£6.10	58	£5.07	138
Zog Energy	8	£0.00	0	£6.10	60
Total	616,981	£0.00	0	£0.00	0

**Prepayment Meters
July - September 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	12,998	12,260	738
Bulb Energy	0	0	0
Co-operative Energy	33	25	8
Corona Energy	0	0	0
E.ON	5,008	2,635	2,373
economyenergy	1,018	0	1,018
Ecotricity	54	24	30
EDF Energy	3,784	3,457	327
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	649	135	514
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	1	1	0
Green Energy	12	12	0
Iresa Ltd	0	0	0
isupply	0	0	0
LoCO2 Energy	3	2	1
npower	4,303	3,751	552
Octopus Energy Ltd	0	0	0
Our Power	0	0	0
Ovo Energy	15,754	352	15,402

PFP Energy Ltd	0	0	0
Pioneerenergy	65	0	65
Robin Hood Energy	62	6	56
Scottish and Southern	5,080	2,923	2,157
Scottish Power	2,467	2,173	294
So Energy Trading Limited	0	0	0
Spark Energy	266	3	263
Tonik Energy	0	0	0
Toto Energy	0	0	0
Utilita	46,642	368	46,274
Utility Warehouse	993	525	468
Total	99,192	28,652	70,540

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	8	0	8
Breeze Energy Supply Ltd	0	0	0
Bristol Energy	0	0	0
British Gas	17,204	15,760	1,444
Bulb Energy	0	0	0
Cardiff Energy Supply Ltd	0	0	0
Co-operative Energy	24	16	8
Corona Energy	0	0	0
Dali Gas	0	0	0
E.ON	3,851	2,388	1,463
economyenergy	1,464	0	1,464
Ecotricity	72	37	35
EDF Energy	3,408	2,449	959
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	313	125	188
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	3,298	2,817	481
Octopus Energy Ltd	0	0	0
Our Power	0	0	0
Ovo Energy	13,875	300	13,575
PFP Energy Ltd	0	0	0

Pioneerenergy	73	0	73
Robin Hood Energy	51	6	45
Scottish and Southern	3,677	2,378	1,299
Scottish Power	2,766	2,383	383
So Energy Trading Limited	0	0	0
Spark Energy	965	3	962
Tonik Energy	0	0	0
Toto Energy	0	0	0
UK national Gas Ltd	0	0	0
Utilita	39,169	426	38,743
Utility Warehouse	744	449	295
Zog Energy	3	3	0
Total	90,965	29,540	61,425

**Disconnections for Debt
July - September 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	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	70	33	37	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	6	0	6	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
Utilita	0	0	0	0
Utility Warehouse	12	0	12	0
Total	88	33	55	11

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	0	0	0	0
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	14	5	9	9
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	1	1	0	3
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	5	0	5	0
Zog Energy	0	0	0	0
Total	20	6	14	8

**Percentage of Customers Reconnected following Disconnection for Debt
July - September 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%
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	17%	27%	36%	47%
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%
Utilita	0%	0%	0%	0%
Utility Warehouse	0%	0%	0%	0%
Total	14%	22%	28%	38%

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%	0%	0%
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%	21%	36%	36%
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%	100%	100%	100%
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%	20%	30%	30%

**Payment Methods by Country
September 2016**

Electricity Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	14,074,931	3,627,001	4,447,711	22,037	285,134	930,609	23,387,423
	60%	16%	19%	0%	1%	4%	100%
Scotland	1,511,989	545,789	461,153	3,544	59,075	80,494	2,662,044
	57%	21%	17%	0%	2%	3%	100%
Wales	829,965	280,672	267,874	1,491	19,106	57,880	1,456,988
	57%	19%	18%	0%	1%	4%	100%

Gas Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	12,236,959	2,876,210	3,522,837	19,713	294,449	669,380	19,619,548
	62%	15%	18%	0%	2%	3%	100%
Scotland	1,256,958	344,773	325,200	3,610	64,700	46,529	2,041,770
	62%	17%	16%	0%	3%	2%	100%
Wales	675,487	217,816	192,835	1,615	21,031	38,672	1,147,456
	59%	19%	17%	0%	2%	3%	100%

Headlines by Country (Quarterly)
September 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	608,593	235,219	87	446,822
Scotland	68,402	30,096	0	57,038
Wales	33,133	14,300	1	28,965
Great Britain	710,128	279,615	88	532,825

Gas Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt	Number of customers in arrears
England	530,323	220,547	19	349,860
Scotland	58,969	27,249	1	43,432
Wales	27,689	11,415	0	22,358
Great Britain	616,981	259,211	20	415,650