

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 2016**

Electricity	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
Affect Energy	98.3%	0.0%	0.0%	0.0%	0.0%	1.7%	100.0%
Avro Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Axis Telecom	91.3%	0.0%	0.0%	0.0%	0.0%	8.7%	100.0%
Breeze Energy Supply Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Bristol Energy	75.4%	3.1%	0.0%	0.0%	0.0%	21.5%	100.0%
British Gas	56.1%	18.8%	19.8%	0.1%	2.1%	3.0%	100.0%
Bulb Energy	65.3%	0.0%	0.0%	0.0%	0.0%	34.7%	100.0%
Co-operative Energy	86.7%	0.5%	12.7%	0.0%	0.1%	0.0%	100.0%
Corona Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
E.ON	58.5%	13.0%	25.3%	0.1%	0.8%	2.3%	100.0%
economyenergy	6.0%	85.4%	0.0%	0.0%	0.0%	8.6%	100.0%
Ecotricity	40.6%	14.1%	30.6%	0.0%	0.1%	14.6%	100.0%
EDF Energy	58.5%	14.1%	20.5%	0.1%	2.5%	4.3%	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	90.1%	0.0%	8.5%	0.0%	0.0%	1.4%	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	92.8%	0.5%	0.0%	0.0%	0.0%	6.7%	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%
GEN4U Ltd	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Gnergy	99.2%	0.0%	0.8%	0.0%	0.0%	0.0%	100.0%
Good Energy	65.3%	0.4%	24.4%	0.0%	0.0%	9.8%	100.0%
Green Energy	46.8%	1.9%	0.3%	0.0%	0.0%	51.0%	100.0%
Iresa Ltd	99.3%	0.7%	0.0%	0.0%	0.0%	0.0%	100.0%
isupply	90.0%	2.8%	1.5%	0.0%	0.3%	5.4%	100.0%
LoCO2 Energy	84.4%	0.2%	0.0%	0.0%	0.0%	15.3%	100.0%
npower	61.7%	10.8%	21.1%	0.2%	0.8%	5.5%	100.0%
Octopus Energy Ltd	97.2%	0.0%	0.0%	0.0%	0.0%	2.8%	100.0%
Our Power	7.2%	29.5%	47.6%	0.0%	0.0%	15.6%	100.0%
Ovo Energy	73.2%	22.5%	0.0%	0.0%	0.0%	4.2%	100.0%
PFP Energy Ltd	96.1%	0.0%	0.0%	0.0%	0.0%	3.9%	100.0%
Pioneerenergy	60.5%	9.6%	24.0%	0.0%	0.0%	5.9%	100.0%

Robin Hood Energy	62.1%	28.5%	0.0%	0.0%	0.0%	9.4%	100.0%
Scottish and Southern	54.0%	13.8%	23.9%	0.1%	1.1%	7.1%	100.0%
Scottish Power	66.0%	14.9%	16.8%	0.1%	1.5%	0.8%	100.0%
So Energy Trading Limited	98.3%	0.0%	0.0%	0.0%	0.0%	1.7%	100.0%
Spark Energy	48.0%	22.7%	29.3%	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	21.1%	64.8%	0.0%	0.0%	0.0%	14.1%	100.0%
Utilita	1.1%	97.9%	0.2%	0.0%	0.0%	0.8%	100.0%
Utility Warehouse	87.1%	7.8%	0.1%	0.0%	0.0%	4.9%	100.0%
Industry	59.9%	16.2%	18.6%	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	98.5%	0.0%	0.0%	0.0%	0.0%	1.5%	100.0%
Avro Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Axis Telecom	94.0%	0.0%	0.0%	0.0%	0.0%	6.0%	100.0%
Better Energy	87.5%	7.9%	0.0%	0.0%	0.1%	4.5%	100.0%
Breeze Energy Supply Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Bristol Energy	75.4%	2.8%	0.0%	0.0%	0.0%	21.8%	100.0%
British Gas	53.2%	15.6%	25.1%	0.1%	2.8%	3.2%	100.0%
Bulb Energy	67.5%	0.0%	0.0%	0.0%	0.0%	32.5%	100.0%
Cardiff Energy Supply Ltd	55.0%	45.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Co-operative Energy	87.5%	0.6%	11.7%	0.0%	0.1%	0.0%	100.0%
Corona Energy	100.0%	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	64.4%	13.2%	19.8%	0.1%	0.8%	1.6%	100.0%
economyenergy	5.8%	88.8%	0.0%	0.0%	0.0%	5.4%	100.0%
Ecotricity	41.9%	14.0%	30.2%	0.0%	0.1%	13.8%	100.0%
EDF Energy	67.2%	12.3%	14.5%	0.1%	2.5%	3.4%	100.0%
Effortless Energy Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
ENGIE power Limited	93.0%	0.0%	5.3%	0.0%	0.0%	1.8%	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	93.3%	0.3%	0.0%	0.0%	0.0%	6.4%	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%
Gnergy	99.2%	0.0%	0.8%	0.0%	0.0%	0.0%	100.0%
Good Energy	73.9%	0.3%	19.6%	0.0%	0.0%	6.2%	100.0%
Green Energy	51.8%	0.0%	0.1%	0.0%	0.0%	48.1%	100.0%
Iresa Ltd	99.5%	0.5%	0.0%	0.0%	0.0%	0.0%	100.0%
isupply	93.9%	4.7%	0.9%	0.0%	0.0%	0.5%	100.0%
LoCO2 Energy	93.0%	0.0%	0.0%	0.0%	0.0%	7.0%	100.0%
npower	70.1%	10.3%	14.4%	0.2%	0.6%	4.5%	100.0%
Octopus Energy Ltd	97.3%	0.0%	0.0%	0.0%	0.0%	2.7%	100.0%
Our Power	6.3%	24.8%	54.2%	0.0%	0.0%	14.8%	100.0%
Ovo Energy	73.7%	22.3%	0.0%	0.0%	0.0%	3.9%	100.0%
PFP Energy Ltd	96.5%	0.0%	0.0%	0.0%	0.0%	3.5%	100.0%
Pioneerenergy	60.8%	9.6%	23.8%	0.0%	0.0%	5.8%	100.0%
Robin Hood Energy	59.4%	31.3%	0.0%	0.0%	0.0%	9.4%	100.0%

Scottish and Southern	60.3%	12.2%	20.3%	0.1%	1.4%	5.8%	100.0%
Scottish Power	73.4%	12.3%	12.7%	0.1%	1.1%	0.4%	100.0%
So Energy Trading Limited	98.4%	0.0%	0.0%	0.0%	0.0%	1.6%	100.0%
Spark Energy	47.6%	24.7%	27.6%	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	20.7%	75.8%	0.0%	0.0%	0.0%	3.5%	100.0%
UK national Gas Ltd	99.4%	0.0%	0.6%	0.0%	0.0%	0.0%	100.0%
Utilita	1.1%	97.1%	0.3%	0.0%	0.1%	1.5%	100.0%
Utility Warehouse	87.9%	7.3%	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	62.3%	15.2%	17.5%	0.1%	1.6%	3.3%	100.0%

**Debt by Quarter
December 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
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
Q4 2016	0.4	0.3	6%	37%	25%	16%	22%	£630	0.5	£566

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
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
Q4 2016	0.3	0.2	7%	36%	26%	16%	22%	£623	0.4	£506

**Debt Repayment
October - December 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	2	£11.54	17	£0.00	0
Breeze Energy Supply Ltd	0	£0.00	0	£0.00	0
Bristol Energy	3	£7.12	26	£0.00	0
British Gas	140,633	£6.09	50	£5.72	83
Bulb Energy	0	£0.00	0	£0.00	0
Co-operative Energy	1,807	£24.50	42	£14.69	114
Corona Energy	0	£0.00	0	£0.00	0
E.ON	123,199	£4.62	142	£6.99	139
economyenergy	294	£7.61	28	£0.00	0
Ecotricity	678	£13.17	43	£9.29	73
EDF Energy	126,685	£5.51	90	£5.58	205
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	125	£0.00	0	£0.00	0
Eversmart Energy Ltd	5	£0.00	0	£0.00	0
Extraenergy	10	£22.00	22	£0.00	0
First Utility	2,251	£10.42	154	£5.99	62
Flow Energy	134	£10.01	63	£0.00	0
Future Energy Supply Ltd	1	£1.00	53	£0.00	0
GEN4U Ltd	0	£0.00	0	£0.00	0
Gnergy	1,725	£0.00	0	£0.00	0
Good Energy	2,318	£17.00	37	£2.00	6
Green Energy	152	£8.94	48	£7.25	105
Iresa Ltd	0	£0.00	0	£0.00	0
isupply	677	£24.87	98	£0.00	0
LoCO2 Energy	73	£10.87	99	£5.00	324
npower	91,227	£5.36	110	£6.36	163
Octopus Energy Ltd	0	£0.00	0	£0.00	0
Our Power	0	£0.00	0	£0.00	0
Ovo Energy	3,465	£8.02	42	£8.65	46
PFP Energy Ltd	3	£0.00	0	£0.00	0

Pioneerenergy	566	£15.64	33	£0.00	0
Robin Hood Energy	7	£7.50	26	£0.00	0
Scottish and Southern	97,166	£5.65	150	£5.07	145
Scottish Power	74,673	£5.11	53	£5.90	152
So Energy Trading Limited	0	£0.00	0	£0.00	0
Spark Energy	3,979	£11.03	56	£0.00	0
Tonik Energy	0	£0.00	0	£0.00	0
Toto Energy	0	£0.00	0	£0.00	0
Utilita	5,275	£16.34	156	£3.13	37
Utility Warehouse	4,628	£6.62	55	£5.01	199
Total	681,761	£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	8	£0.00	0	£5.00	255
Breeze Energy Supply Ltd	0	£0.00	0	£0.00	0
Bristol Energy	3	£7.12	26	£0.00	0
British Gas	178,132	£5.88	50	£5.36	87
Bulb Energy	0	£0.00	0	£0.00	0
Cardiff Energy Supply Ltd	0	£0.00	0	£0.00	0
Co-operative Energy	1,511	£22.00	42	£14.46	117
Corona Energy	0	£0.00	0	£0.00	0
Dali Gas	243	£19.00	18	£0.00	0
E.ON	85,066	£4.00	110	£6.00	113
economyenergy	279	£9.20	49	£0.00	0
Ecotricity	404	£6.33	41	£7.91	44
EDF Energy	86,513	£4.78	89	£5.91	191
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	7	£0.00	0	£0.00	0
Extraenergy	10	£16.00	26	£0.00	0
First Utility	1,696	£9.32	176	£5.99	54
Flow Energy	108	£10.17	60	£0.00	0
Future Energy Supply Ltd	1	£1.00	58	£0.00	0
Gnergy	1,725	£0.00	0	£0.00	0
Good Energy	1,352	£16.00	24	£0.00	0
Green Energy	5	£0.00	0	£0.00	0
Iresa Ltd	0	£0.00	0	£0.00	0
isupply	0	£0.00	0	£0.00	0
LoCO2 Energy	1	£8.05	82	£0.00	0
npower	81,830	£4.96	109	£6.16	154
Octopus Energy Ltd	0	£0.00	0	£0.00	0
Our Power	0	£0.00	0	£0.00	0
Ovo Energy	2,640	£6.39	41	£7.42	42
PFP Energy Ltd	2	£0.00	0	£0.00	0
Pioneerenergy	549	£15.47	33	£0.00	0

Robin Hood Energy	4	£6.83	0	£0.00	0
Scottish and Southern	72,860	£5.20	135	£4.96	121
Scottish Power	53,868	£3.72	52	£5.97	139
So Energy Trading Limited	0	£0.00	0	£0.00	0
Spark Energy	2,937	£12.04	54	£6.20	264
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	2,285	£13.77	66	£3.17	36
Utility Warehouse	3,879	£5.46	54	£5.01	219
Zog Energy	6	£0.00	0	£0.00	0
Total	577,924	£0.00	0	£0.00	0

**Prepayment Meters
October - December 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	14,206	13,061	1,145
Bulb Energy	0	0	0
Co-operative Energy	218	172	46
Corona Energy	0	0	0
E.ON	4,495	2,314	2,181
economyenergy	17	0	17
Ecotricity	55	38	17
EDF Energy	3,283	2,920	363
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	254	79	175
Flow Energy	0	0	0
Future Energy Supply Ltd	0	0	0
GEN4U Ltd	0	0	0
Gnergy	0	0	0
Good Energy	1	1	0
Green Energy	7	6	1
Iresa Ltd	0	0	0
isupply	0	0	0
LoCO2 Energy	2	2	0
npower	3,718	3,179	539
Octopus Energy Ltd	0	0	0
Our Power	0	0	0
Ovo Energy	15,326	493	14,833
PFP Energy Ltd	0	0	0

Pioneerenergy	78	0	78
Robin Hood Energy	139	0	139
Scottish and Southern	4,659	2,738	1,921
Scottish Power	1,894	1,746	148
So Energy Trading Limited	0	0	0
Spark Energy	152	0	152
Tonik Energy	0	0	0
Toto Energy	0	0	0
Utilita	50,177	543	49,634
Utility Warehouse	635	333	302
Total	99,316	27,625	71,691

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	11	1	10
Breeze Energy Supply Ltd	0	0	0
Bristol Energy	0	0	0
British Gas	14,237	12,881	1,356
Bulb Energy	0	0	0
Cardiff Energy Supply Ltd	0	0	0
Co-operative Energy	212	136	76
Corona Energy	0	0	0
Dali Gas	0	0	0
E.ON	3,484	2,293	1,191
economyenergy	26	0	26
Ecotricity	71	56	15
EDF Energy	2,765	1,851	914
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	242	59	183
Flow Energy	0	0	0
Future Energy Supply Ltd	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	2,773	2,370	403
Octopus Energy Ltd	0	0	0
Our Power	0	0	0
Ovo Energy	13,860	338	13,522
PFP Energy Ltd	0	0	0
Pioneerenergy	65	0	65

Robin Hood Energy	98	0	98
Scottish and Southern	3,483	2,229	1,254
Scottish Power	2,154	1,984	170
So Energy Trading Limited	0	0	0
Spark Energy	1,332	10	1,322
Tonik Energy	0	0	0
Toto Energy	0	0	0
UK national Gas Ltd	0	0	0
Utilita	40,519	778	39,741
Utility Warehouse	585	305	280
Zog Energy	0	0	0
Total	85,917	25,291	60,626

**Disconnections for Debt
October - December 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
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
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	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	27
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
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	27

**Percentage of Customers Reconnected following Disconnection for Debt
October - December 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%
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%
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%	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%
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	0%	0%	100%	100%

**Payment Methods by Country
December 2016**

Electricity Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	14,062,881	3,603,900	4,379,609	22,929	274,793	934,583	23,278,695
	60%	15%	19%	0%	1%	4%	100%
Scotland	1,503,864	541,848	452,111	3,495	57,226	81,591	2,640,135
	57%	21%	17%	0%	2%	3%	100%
Wales	827,334	276,016	264,134	1,501	18,561	58,676	1,446,222
	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	12,259,958	2,887,922	3,471,472	19,893	282,133	667,863	19,589,241
	63%	15%	18%	0%	1%	3%	100%
Scotland	1,254,094	355,182	320,317	3,520	62,586	46,443	2,042,142
	61%	17%	16%	0%	3%	2%	100%
Wales	681,657	208,745	190,483	1,635	20,389	39,859	1,142,768
	60%	18%	17%	0%	2%	3%	100%

**Headlines by Country (Quarterly)
December 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	584,139	228,512	0	430,151
Scotland	65,619	29,842	0	55,289
Wales	32,003	13,797	0	28,434
Great Britain	681,761	272,151	0	513,874

Gas Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt	Number of customers in arrears
England	496,947	211,581	0	338,594
Scotland	55,112	26,564	0	34,024
Wales	25,865	10,869	1	20,820
Great Britain	577,924	249,014	1	393,438