

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 2017**

Electricity	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
Affect Energy	98.6%	0.0%	1.4%	0.0%	0.0%	0.0%	100.0%
Avid 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	92.2%	0.0%	0.0%	0.0%	0.0%	7.8%	100.0%
Breeze Energy Supply Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Brilliant Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Bristol Energy	78.6%	2.2%	0.0%	0.0%	0.0%	19.2%	100.0%
British Gas	56.3%	18.7%	19.8%	0.1%	2.1%	3.1%	100.0%
Bulb Energy	61.1%	0.0%	0.0%	0.0%	0.0%	38.9%	100.0%
Co-operative Energy	89.7%	0.5%	9.7%	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	58.6%	12.7%	25.4%	0.1%	0.8%	2.3%	100.0%
economyenergy	16.7%	65.7%	0.0%	0.0%	0.0%	17.6%	100.0%
Ecotricity	51.9%	13.0%	16.4%	0.0%	0.1%	18.5%	100.0%
EDF Energy	58.7%	14.1%	20.2%	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	88.9%	0.0%	10.9%	0.0%	0.0%	0.2%	100.0%
Epower	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%
ESB Energy Ltd	0.0%	0.0%	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	96.1%	0.0%	3.8%	0.0%	0.0%	0.0%	100.0%
First Utility	92.5%	0.6%	0.0%	0.0%	0.0%	7.0%	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%
GEN4U Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Gnergy	97.3%	0.0%	2.7%	0.0%	0.0%	0.0%	100.0%
Good Energy	60.4%	0.5%	22.6%	0.0%	0.0%	16.6%	100.0%
Green Energy	53.8%	1.7%	0.3%	0.0%	0.0%	44.2%	100.0%
Green Network Energy	98.1%	0.0%	1.5%	0.0%	0.0%	0.4%	100.0%
Green Star Energy	63.9%	8.4%	22.4%	0.0%	0.0%	5.3%	100.0%
Iresa Ltd	99.6%	0.4%	0.0%	0.0%	0.0%	0.0%	100.0%
isupply	90.3%	3.2%	1.8%	0.0%	0.2%	4.5%	100.0%
LoCO2 Energy	84.3%	0.3%	0.0%	0.0%	0.0%	15.4%	100.0%
Nabuh Energy Ltd	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%

npower	61.7%	10.9%	21.0%	0.2%	0.8%	5.4%	100.0%
Octopus Energy Ltd	97.7%	0.0%	0.0%	0.0%	0.0%	2.3%	100.0%
OneSelect Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Our Power	10.1%	22.7%	40.6%	0.0%	0.0%	26.6%	100.0%
Ovo Energy	73.2%	22.6%	0.0%	0.0%	0.0%	4.2%	100.0%
PFP Energy Ltd	97.2%	0.0%	0.0%	0.0%	0.0%	2.8%	100.0%
Robin Hood Energy	60.6%	28.6%	2.3%	0.0%	0.0%	8.5%	100.0%
Scottish and Southern	54.5%	13.5%	23.6%	0.1%	1.1%	7.2%	100.0%
Scottish Power	67.8%	14.0%	16.1%	0.1%	1.4%	0.7%	100.0%
So Energy Trading Limited	98.3%	0.0%	0.0%	0.0%	0.0%	1.7%	100.0%
Spark Energy	50.4%	22.8%	26.7%	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	28.3%	63.8%	3.6%	0.0%	0.0%	4.4%	100.0%
Utilita	0.9%	97.8%	0.1%	0.0%	0.0%	1.2%	100.0%
Utility Warehouse	87.3%	7.7%	0.1%	0.0%	0.0%	4.9%	100.0%
Industry	60.4%	16.0%	18.1%	0.1%	1.3%	4.1%	100.0%

Gas	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
Affect Energy	98.8%	0.0%	1.2%	0.0%	0.0%	0.0%	100.0%
Avid 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	93.2%	0.0%	0.0%	0.0%	0.0%	6.8%	100.0%
Better Energy	88.2%	7.9%	0.0%	0.0%	0.0%	3.8%	100.0%
Breeze Energy Supply Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Bristol Energy	79.3%	2.0%	0.0%	0.0%	0.0%	18.7%	100.0%
British Gas	53.4%	15.5%	25.0%	0.1%	2.8%	3.2%	100.0%
Bulb Energy	62.9%	0.0%	0.0%	0.0%	0.0%	37.1%	100.0%
Cardiff Energy Supply Ltd	46.6%	53.4%	0.0%	0.0%	0.0%	0.0%	100.0%
Co-operative Energy	90.8%	0.5%	8.7%	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	64.5%	13.0%	19.9%	0.1%	0.8%	1.7%	100.0%
economyenergy	19.6%	66.4%	0.0%	0.0%	0.0%	14.0%	100.0%
Ecotricity	53.4%	12.8%	12.5%	0.0%	0.1%	21.1%	100.0%
EDF Energy	67.4%	12.3%	14.2%	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	88.6%	0.0%	11.3%	0.0%	0.0%	0.2%	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%
ESB Energy Ltd	0.0%	0.0%	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	96.4%	0.0%	3.6%	0.0%	0.0%	0.0%	100.0%
First Utility	92.9%	0.4%	0.0%	0.0%	0.0%	6.7%	100.0%
Flow Energy	95.2%	4.8%	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	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Gnergy	87.3%	0.0%	12.7%	0.0%	0.0%	0.0%	100.0%
Good Energy	63.5%	0.5%	18.7%	0.0%	0.0%	17.3%	100.0%
Green Energy	56.6%	0.0%	0.3%	0.0%	0.0%	43.0%	100.0%
Green Network Energy	98.1%	0.0%	1.5%	0.0%	0.0%	0.4%	100.0%
Green Star Energy	64.0%	8.5%	22.4%	0.0%	0.0%	5.1%	100.0%
Iresa Ltd	99.7%	0.3%	0.0%	0.0%	0.0%	0.0%	100.0%
isupply	92.0%	5.0%	2.2%	0.0%	0.0%	0.8%	100.0%
LoCO2 Energy	92.6%	0.0%	0.0%	0.0%	0.0%	7.4%	100.0%
Nabuh Energy Ltd	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
npower	70.3%	10.3%	14.3%	0.2%	0.6%	4.4%	100.0%

Octopus Energy Ltd	97.7%	0.0%	0.0%	0.0%	0.0%	2.3%	100.0%
OneSelect Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Our Power	10.1%	22.7%	40.6%	0.0%	0.0%	26.6%	100.0%
Ovo Energy	73.7%	22.3%	0.0%	0.0%	0.0%	3.9%	100.0%
PFP Energy Ltd	97.6%	0.0%	0.0%	0.0%	0.0%	2.4%	100.0%
Robin Hood Energy	55.2%	32.7%	3.1%	0.0%	0.0%	9.0%	100.0%
Scottish and Southern	60.6%	11.9%	20.1%	0.1%	1.4%	5.8%	100.0%
Scottish Power	75.1%	11.3%	12.1%	0.1%	1.0%	0.4%	100.0%
So Energy Trading Limited	98.5%	0.0%	0.0%	0.0%	0.0%	1.5%	100.0%
Spark Energy	50.2%	25.0%	24.8%	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	28.8%	66.1%	4.2%	0.0%	0.0%	0.8%	100.0%
UK national Gas Ltd	94.8%	0.0%	5.2%	0.0%	0.0%	0.0%	100.0%
Utilita	0.9%	96.9%	0.2%	0.0%	0.0%	1.9%	100.0%
Utility Warehouse	88.2%	7.2%	0.1%	0.0%	0.0%	4.5%	100.0%
Zog Energy	99.9%	0.1%	0.0%	0.0%	0.0%	0.0%	100.0%
Industry	62.9%	15.0%	17.0%	0.1%	1.6%	3.5%	100.0%

Debt by Quarter
March 2017

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 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
Q1 2017	0.4	0.3	6%	36%	26%	16%	22%	£629	0.5	£588

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 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
Q1 2017	0.3	0.2	7%	35%	27%	17%	21%	£625	0.4	£546

**Debt Repayment
January - March 2017**

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
Avid Energy	0	£0.00	0	£0.00	0
Avro Energy	0	£0.00	0	£0.00	0
Axis Telecom	2	£0.00	0	£0.00	0
Breeze Energy Supply Ltd	0	£0.00	0	£0.00	0
Brilliant Energy	0	£0.00	0	£0.00	0
Bristol Energy	13	£7.07	111	£0.00	0
British Gas	139,480	£6.71	45	£5.60	83
Bulb Energy	0	£0.00	0	£0.00	0
Co-operative Energy	1,863	£5.70	71	£16.16	103
Corona Energy	0	£0.00	0	£0.00	0
E.ON	124,951	£4.88	113	£7.05	134
economyenergy	459	£10.61	45	£0.00	0
Ecotricity	759	£15.30	40	£8.26	105
EDF Energy	124,965	£5.41	91	£5.54	198
Effortless Energy Ltd	1	£3.75	100	£0.00	0
Electraphase LTD	0	£0.00	0	£0.00	0
ENGIE power Limited	0	£0.00	0	£0.00	0
Epower	114	£0.00	0	£0.00	0
ESB Energy Ltd	0	£0.00	0	£0.00	0
Eversmart Energy Ltd	10	£0.00	0	£0.00	0
Extraenergy	7	£7.97	34	£0.00	0
First Utility	2,715	£10.13	169	£5.99	271
Flow Energy	99	£8.49	60	£0.00	0
Future Energy Supply Ltd	0	£0.00	0	£0.00	0
GEN4U Ltd	0	£0.00	0	£0.00	0
Gnergy	47	£17.07	24	£0.00	0
Good Energy	1,032	£316.60	52	£3.60	277
Green Energy	174	£8.71	112	£7.81	142
Green Network Energy	0	£0.00	0	£0.00	0
Green Star Energy	961	£17.67	28	£0.00	0
Iresa Ltd	0	£0.00	0	£0.00	0
isupply	613	£26.26	80	£0.00	0
LoCO2 Energy	83	£11.73	137	£5.00	139

Nabuh Energy Ltd	0	£0.00	0	£0.00	0
npower	87,061	£4.92	110	£6.04	179
Octopus Energy Ltd	0	£0.00	0	£0.00	0
OneSelect Energy	0	£0.00	0	£0.00	0
Our Power	6	£0.00	0	£0.00	0
Ovo Energy	3,466	£7.28	52	£7.00	47
PFP Energy Ltd	7	£4.93	95	£0.00	0
Robin Hood Energy	16	£31.40	37	£0.00	0
Scottish and Southern	100,078	£6.05	202	£4.93	164
Scottish Power	70,781	£5.03	54	£5.52	162
So Energy Trading Limited	1	£16.19	13	£0.00	0
Spark Energy	5,132	£12.00	55	£7.00	493
Tonik Energy	0	£0.00	0	£0.00	0
Toto Energy	0	£0.00	0	£0.00	0
Utilita	4,511	£10.86	33	£3.08	41
Utility Warehouse	4,446	£6.75	62	£5.70	136
Total	673,853	£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
Avid 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	9	£10.00	106	£5.00	143
Breeze Energy Supply Ltd	0	£0.00	0	£0.00	0
Bristol Energy	8	£7.38	60	£0.00	0
British Gas	177,612	£6.33	45	£5.39	104
Bulb Energy	0	£0.00	0	£0.00	0
Cardiff Energy Supply Ltd	0	£0.00	0	£0.00	0
Co-operative Energy	1,574	£4.80	77	£16.06	107
Corona Energy	0	£0.00	0	£0.00	0
Dali Gas	127	£20.00	16	£0.00	0
E.ON	86,464	£4.30	113	£6.38	123
economyenergy	451	£14.12	37	£0.00	0
Ecotricity	447	£9.52	41	£7.02	125
EDF Energy	81,509	£5.10	88	£5.26	193
Effortless Energy Ltd	1	£3.75	100	£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
ESB Energy Ltd	0	£0.00	0	£0.00	0
Eversmart Energy Ltd	2	£0.00	0	£0.00	0
Extraenergy	6	£14.47	37	£0.00	0
First Utility	2,082	£9.01	154	£5.99	140
Flow Energy	85	£8.44	59	£0.00	0
Future Energy Supply Ltd	0	£0.00	0	£0.00	0
GEN4U Ltd	0	£0.00	0	£0.00	0
Gnergy	47	£17.07	24	£0.00	0
Good Energy	692	£281.16	52	£5.00	203
Green Energy	8	£7.63	40	£0.00	0
Green Network Energy	0	£0.00	0	£0.00	0
Green Star Energy	942	£16.93	28	£0.00	0
Iresa Ltd	0	£0.00	0	£0.00	0
isupply	0	£0.00	0	£0.00	0
LoCO2 Energy	1	£0.00	0	£0.00	0
Nabuh Energy Ltd	0	£0.00	0	£0.00	0

npower	76,565	£4.61	110	£5.96	162
Octopus Energy Ltd	0	£0.00	0	£0.00	0
OneSelect Energy	0	£0.00	0	£0.00	0
Our Power	6	£0.00	0	£0.00	0
Ovo Energy	2,733	£5.50	53	£6.17	45
PFP Energy Ltd	4	£3.96	126	£0.00	0
Robin Hood Energy	11	£13.45	39	£0.00	0
Scottish and Southern	75,287	£5.87	156	£4.89	126
Scottish Power	51,811	£4.35	52	£6.69	125
So Energy Trading Limited	1	£16.19	13	£0.00	0
Spark Energy	3,683	£12.58	52	£15.00	74
Tonik Energy	0	£0.00	0	£0.00	0
Toto Energy	5	£0.00	0	£0.00	0
UK national Gas Ltd	20	£256.00	20	£0.00	0
Utilita	2,310	£14.32	33	£3.12	37
Utility Warehouse	3,838	£6.30	60	£5.07	152
Zog Energy	7	£0.00	0	£10.00	121
Total	568,348	£0.00	0	£0.00	0

**Prepayment Meters
January - March 2017**

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
Avid Energy	0	0	0
Avro Energy	0	0	0
Axis Telecom	0	0	0
Breeze Energy Supply Ltd	0	0	0
Brilliant Energy	0	0	0
Bristol Energy	0	0	0
British Gas	12,565	11,555	1,010
Bulb Energy	0	0	0
Co-operative Energy	179	138	41
Corona Energy	0	0	0
E.ON	4,911	2,470	2,441
economyenergy	4,579	0	4,579
Ecotricity	81	35	46
EDF Energy	2,916	2,423	493
Effortless Energy Ltd	0	0	0
Electraphase LTD	0	0	0
ENGIE power Limited	0	0	0
Epower	0	0	0
ESB Energy Ltd	0	0	0
Eversmart Energy Ltd	0	0	0
Extraenergy	0	0	0
First Utility	414	313	101
Flow Energy	0	0	0
Future Energy Supply Ltd	0	0	0
GEN4U Ltd	0	0	0
Gnergy	0	0	0
Good Energy	15	1	14
Green Energy	9	8	1
Green Network Energy	0	0	0
Green Star Energy	0	0	0
Iresa Ltd	0	0	0
isupply	0	0	0
LoCO2 Energy	3	3	0

Nabuh Energy Ltd	0	0	0
npower	4,270	3,745	525
Octopus Energy Ltd	0	0	0
OneSelect Energy	0	0	0
Our Power	0	0	0
Ovo Energy	9,952	601	9,351
PFP Energy Ltd	0	0	0
Robin Hood Energy	248	0	248
Scottish and Southern	5,226	3,073	2,153
Scottish Power	1,766	1,598	168
So Energy Trading Limited	0	0	0
Spark Energy	454	42	412
Tonik Energy	0	0	0
Toto Energy	0	0	0
Utilita	60,612	565	60,047
Utility Warehouse	484	319	165
Total	108,684	26,889	81,795

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
Avid Energy	0	0	0
Avro Energy	0	0	0
Axis Telecom	0	0	0
Better Energy	14	1	13
Breeze Energy Supply Ltd	0	0	0
Bristol Energy	0	0	0
British Gas	14,780	13,232	1,548
Bulb Energy	0	0	0
Cardiff Energy Supply Ltd	0	0	0
Co-operative Energy	130	99	31
Corona Energy	0	0	0
Dali Gas	0	0	0
E.ON	4,207	2,813	1,394
economyenergy	4,475	0	4,475
Ecotricity	97	54	43
EDF Energy	2,861	2,079	782
Effortless Energy Ltd	0	0	0
ENGIE power Limited	0	0	0
Entice Energy Supply Limited	0	0	0
Epower	0	0	0
ESB Energy Ltd	0	0	0
Eversmart Energy Ltd	0	0	0
Extraenergy	0	0	0
First Utility	312	234	78
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	0	0	0
Green Network Energy	0	0	0
Green Star Energy	0	0	0
Iresa Ltd	0	0	0
isupply	0	0	0
LoCO2 Energy	0	0	0
Nabuh Energy Ltd	0	0	0

npower	3,221	2,798	423
Octopus Energy Ltd	0	0	0
OneSelect Energy	0	0	0
Our Power	0	0	0
Ovo Energy	9,105	512	8,593
PFP Energy Ltd	0	0	0
Robin Hood Energy	154	0	154
Scottish and Southern	3,947	2,829	1,118
Scottish Power	1,718	1,575	143
So Energy Trading Limited	0	0	0
Spark Energy	1,127	13	1,114
Tonik Energy	0	0	0
Toto Energy	0	0	0
UK national Gas Ltd	0	0	0
Utilita	48,535	624	47,911
Utility Warehouse	663	445	218
Zog Energy	1	1	0
Total	95,348	27,310	68,038

**Disconnections for Debt
January - March 2017**

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
Avid 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
Brilliant 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
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
ESB Energy Ltd	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
Green Network Energy	0	0	0	0
Green Star Energy	0	0	0	0
Iresa Ltd	0	0	0	0
isupply	0	0	0	0
LoCO2 Energy	0	0	0	0

Nabuh Energy Ltd	0	0	0	0
npower	0	0	0	0
Octopus Energy Ltd	0	0	0	0
OneSelect Energy	0	0	0	0
Our Power	0	0	0	0
Ovo Energy	0	0	0	0
PFP Energy Ltd	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
Avid 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
ESB Energy Ltd	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
Green Network Energy	0	0	0	0
Green Star Energy	0	0	0	0
Iresa Ltd	0	0	0	0
isupply	0	0	0	0
LoCO2 Energy	0	0	0	0
Nabuh Energy Ltd	0	0	0	0

npower	0	0	0	0
Octopus Energy Ltd	0	0	0	0
OneSelect Energy	0	0	0	0
Our Power	0	0	0	0
Ovo Energy	0	0	0	0
PFP Energy Ltd	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	0	0

**Percentage of Customers Reconnected following Disconnection for Debt
January - March 2017**

Electricity	24 hours	7 days	1 month	1 quarter
Affect Energy	0%	0%	0%	0%
Avid 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%
Brilliant 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%
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%
ESB Energy Ltd	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%
Green Network Energy	0%	0%	0%	0%
Green Star Energy	0%	0%	0%	0%
Iresa Ltd	0%	0%	0%	0%
isupply	0%	0%	0%	0%
LoCO2 Energy	0%	0%	0%	0%
Nabuh Energy Ltd	0%	0%	0%	0%
npower	0%	0%	0%	0%
Octopus Energy Ltd	0%	0%	0%	0%

OneSelect Energy	0%	0%	0%	0%
Our Power	0%	0%	0%	0%
Ovo Energy	0%	0%	0%	0%
PFP Energy Ltd	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%
Avid 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%
ESB Energy Ltd	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%
Green Network Energy	0%	0%	0%	0%
Green Star Energy	0%	0%	0%	0%
Iresa Ltd	0%	0%	0%	0%
isupply	0%	0%	0%	0%
LoCO2 Energy	0%	0%	0%	0%
Nabuh Energy Ltd	0%	0%	0%	0%
npower	0%	0%	0%	0%
Octopus Energy Ltd	0%	0%	0%	0%
OneSelect Energy	0%	0%	0%	0%
Our Power	0%	0%	0%	0%

Ovo Energy	0%	0%	0%	0%
PFP Energy Ltd	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%	0%	0%

**Payment Methods by Country
March 2017**

Electricity Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	14,288,694	3,596,659	4,281,688	22,166	270,543	972,153	23,431,903
	61%	15%	18%	0%	1%	4%	100%
Scotland	1,472,542	536,893	438,271	3,449	55,433	83,993	2,590,581
	57%	21%	17%	0%	2%	3%	100%
Wales	846,026	272,480	256,308	1,447	18,390	60,132	1,454,783
	58%	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	12,441,890	2,874,268	3,385,712	19,357	277,667	699,420	19,698,314
	63%	15%	17%	0%	1%	4%	100%
Scotland	1,225,471	344,425	307,763	3,470	60,545	49,229	1,990,903
	62%	17%	15%	0%	3%	2%	100%
Wales	700,050	215,298	187,774	1,435	20,349	41,535	1,166,441
	60%	18%	16%	0%	2%	4%	100%

**Headlines by Country (Quarterly)
March 2017**

Electricity Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt	Number of customers in arrears
England	576,145	215,569	0	433,077
Scotland	65,344	28,906	0	54,767
Wales	32,364	13,287	0	28,186
Great Britain	673,853	257,762	0	516,030

Gas Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt	Number of customers in arrears
England	486,689	203,669	0	327,123
Scotland	55,248	26,277	0	39,374
Wales	26,411	10,374	0	20,623
Great Britain	568,348	240,320	0	387,120