



Making a positive difference  
for energy consumers

All Suppliers

By email

Our Ref:  
Tel: 0207 901 7310  
Email: REcompliance@ofgem.gov.uk

Date: 5 June 2019

Dear Supplier,

## **Supplier Performance Report – Changes to the publication template and frequency of publication**

The Supplier Performance Report (SPR)<sup>1</sup> illustrates the compliance levels of obligated energy suppliers in delivering and fulfilling their responsibilities in respect of the environmental, energy efficiency and social programmes we administer. The SPR is also a tool we use to record and assess the severity of incidents of non-compliance by energy suppliers under these schemes. The SPR allows us to identify trends in compliance over previous years, too.

In 2016, Ofgem issued a [consultation](#) on plans to publish a Supplier Performance Report and subsequently confirmed its [decision](#) to publish the SPR.

From when it was first introduced in 2016, the SPR has been published on an annual basis on Ofgem's website. The annual publication includes four charts as well as an accompanying information note. Further details can be found on our website ([SPR 2018](#), [SPR 2017](#) and [SPR 2016](#)).

The supplier compliance landscape has evolved since the first publication of the SPR. As such, we are proposing to review the format of the SPR as well as frequency of publication to enhance its value to both consumers and suppliers. In doing so, by identifying both good practice and that which requires improvement, Ofgem intends to improve transparency for consumers and improve accountability around energy companies' performance on the schemes we administer. A revised SPR will provide consumers with important information about supplier performance, thus enabling them to make more informed decisions.

## **Presentation of data**

We propose to publish updates to the SPR data every six months, with the possibility of moving to quarterly publication in the future.

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<sup>1</sup> <https://www.ofgem.gov.uk/environmental-programmes/environmental-programmes-ofgem-s-role-and-delivery-performance/environmental-programmes-supplier-performance-report>

The charts included in the report<sup>2</sup>, will be accompanied by brief commentary and tables that will provide consumers and the supplier community with details of the incidents recorded on the SPR. In addition, the report will include a 'Compliance Highlights' table that will highlight the most severe incidents of non-compliance recorded within the relevant quarter and a 'comparison' between the current and past reporting periods. The report will identify suppliers who have improved or maintained a good level of compliance across the schemes we administer, as well as suppliers whose performance has worsened over time. The charts and editorial will be published on our website.

The following example shows how we propose to present the data. Please note, at this time we are not proposing to make changes to the way in which incidents are scored.

***Last six months – Month to Month 20XX***

***Compliance Highlights***

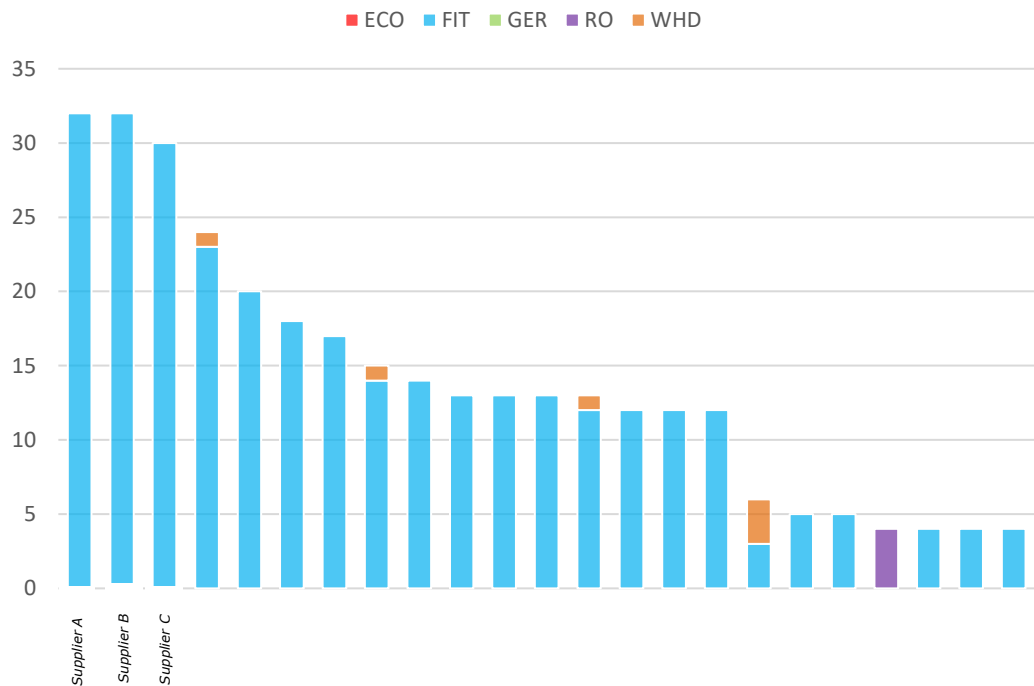
<b><i>Supplier</i></b>	<b><i>Scheme</i></b>	<b><i>Incident of non-compliance</i></b>	<b><i>Status of Supplier (active/in administration etc)</i></b>

*[The above table will highlight the most severe or notable incidents of non-compliance in the relevant period, such as failure to discharge a scheme obligation, late submission of data or late payments.]*

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<sup>2</sup> See note 1.

Chart 1 – Total non-compliance score by supplier and scheme



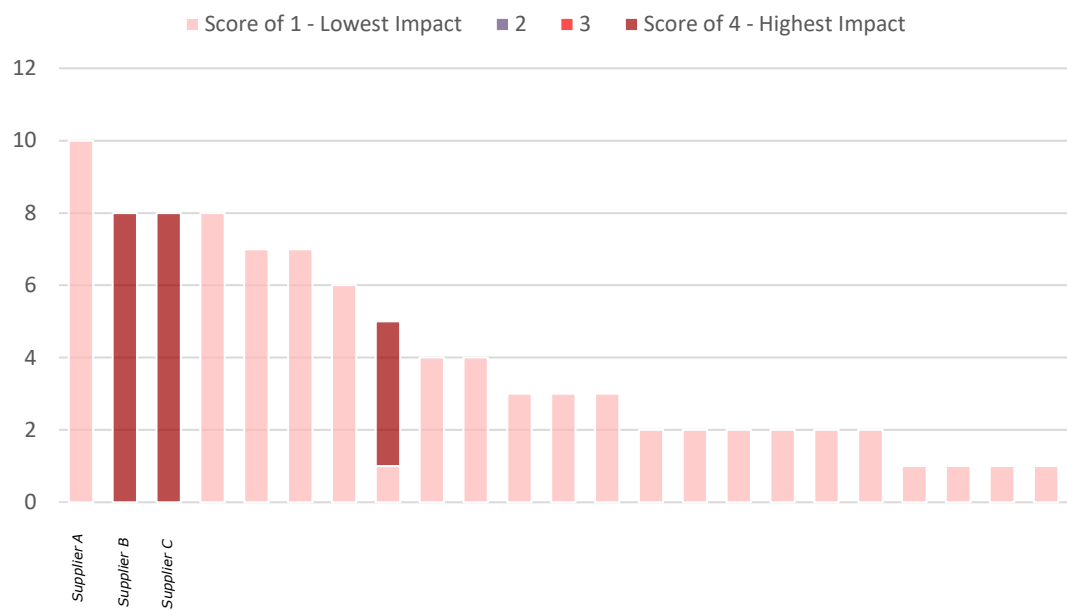
[Example text: Chart 1 shows that [Supplier], [Supplier] have the highest scheme non-compliance scores<sup>3</sup>. [Supplier] and [Supplier] have had their licences revoked.]

Details of key incidents associated with the highest scoring suppliers are reported below:

Supplier	Scheme	Incident of non-compliance	Status

<sup>3</sup> For further details, please refer to the SPR scoring matrix on page 6:  
[https://www.ofgem.gov.uk/system/files/docs/2018/05/supplier\\_performance\\_report-information\\_for\\_suppliers.pdf](https://www.ofgem.gov.uk/system/files/docs/2018/05/supplier_performance_report-information_for_suppliers.pdf)

**Chart 2 – Total non-compliance score by supplier and incident severity**

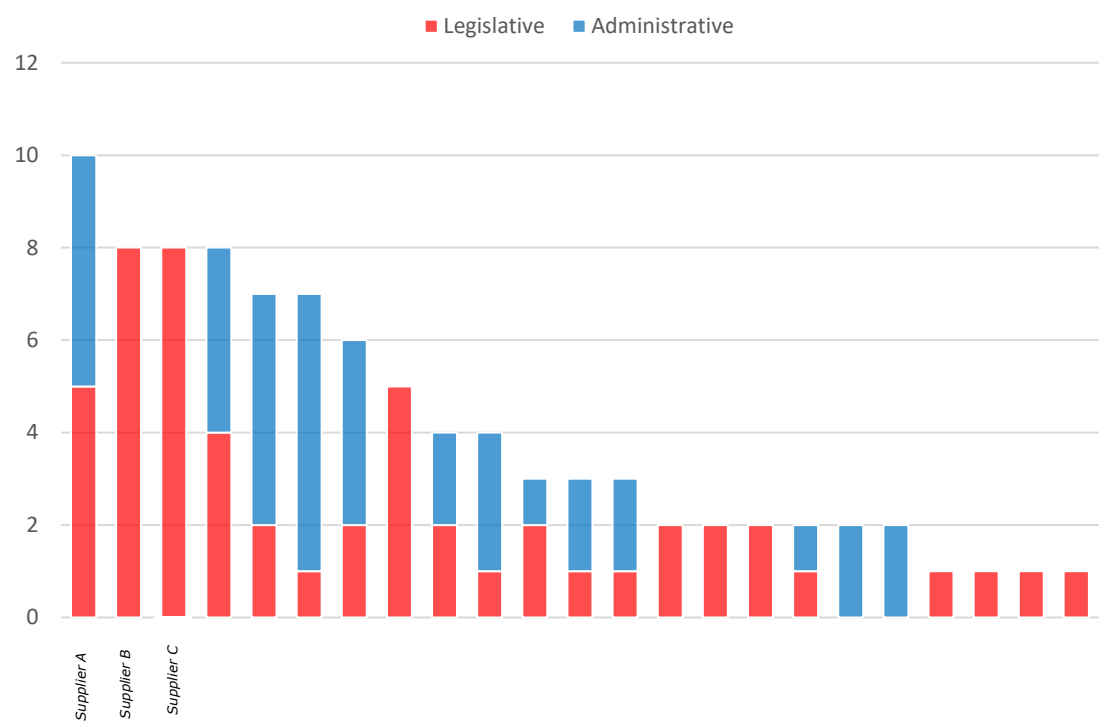


[Example text: Each non-compliance incident is scored between 0 (no impact) to 4 (highest impact) across 5 categories (i.e. compliance with overriding scheme obligation, deadline, governance, accuracy of data, financial implications). Chart 2 shows that 5 incidents have been assigned the highest score of 4. These are [scheme] related incidents for not having .... However, the vast majority of the incidents recorded on the SPR in this reporting period are minor 'data accuracy' type incidents.]

Details of incidents with the highest compliance scores are reported below:

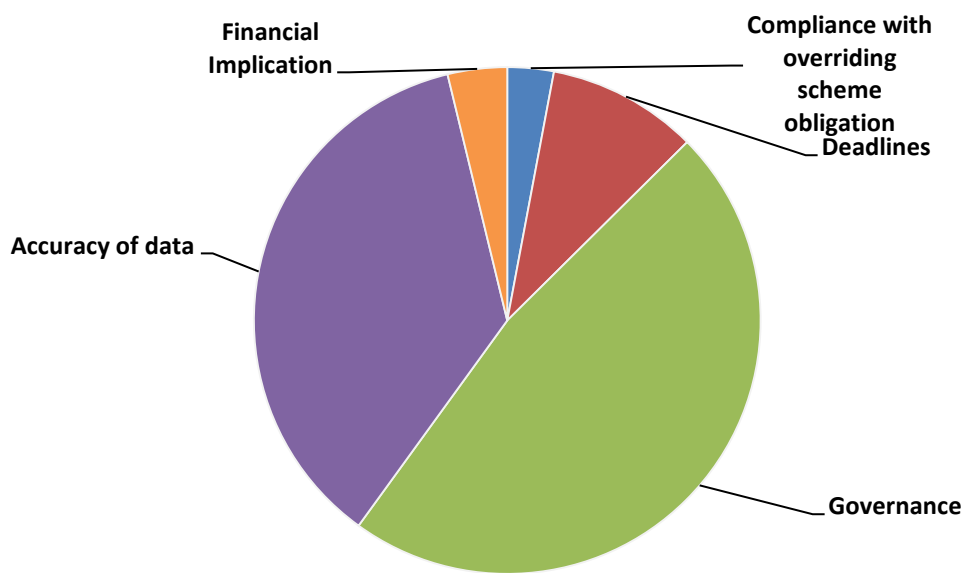
Supplier	Scheme	Incident of non-compliance	Status

**Chart 3 – Total non-compliance score by supplier and incident type**



[Example text: Chart 3 shows that in this reporting period, X administrative and X legislative incidents were added to the SPR. Administrative incidents are data accuracy/misreporting, whilst legislative incidents are due to ...]

**Chart 4 – Total non-compliance score by category**



[Example text: Chart 4 shows that in this reporting period, that the vast majority of incidents were scored against governance and accuracy of the data provided to Ofgem]

within the schemes' submissions. In X instances, the incident represented a non-compliance with the overriding scheme obligation.

### **Comparison between this reporting period and last reporting period**

A number of suppliers have improved their performance:

- [Supplier] has reduced their non-compliance score from XX to X;
- [Supplier] has not been listed on the chart for X consecutive reporting periods;
- Amongst the new entrants to the supply market in this reporting period, [Supplier] and [Supplier] have met their [Scheme] obligations by the deadline.

Whilst a number of suppliers haven't improved their performance/have entered the list of top 20 with the highest non-compliance scores:

- [Supplier] wasn't listed on the chart in the last reporting period, however in this reporting period had X incidents recorded respectively;
- [Supplier] and [Supplier] are in the top 4 with the highest scores for both this reporting period and last reporting period.

### **Questions**

We are keen to hear the views of anyone interested in our proposals for reviewing the SPR, as described in this document.

Please provide your views on the questions below by email to [REcompliance@ofgem.gov.uk](mailto:REcompliance@ofgem.gov.uk) by **31 July 2019**.

**Question 1: Do you agree with the frequency at which we plan to publish the SPR?**

**Question 2: Do you have any comments on the format we are proposing to adopt?**

**Question 3: Do you agree with the proposal to highlight the most severe incidents of non-compliance?**

Should you have any questions, please contact us on [REcompliance@ofgem.gov.uk](mailto:REcompliance@ofgem.gov.uk).

Yours faithfully,



Russell Ogilvie  
**Senior Compliance Manager – Supplier Compliance**