

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 2018**

Electricity	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
Affect Energy	97.4%	0.0%	0.0%	0.0%	0.0%	2.6%	100.0%
Avid Energy	0.0%	97.1%	2.9%	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	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Breeze Energy Supply Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Brilliant Energy	94.7%	0.0%	2.4%	0.0%	0.0%	2.9%	100.0%
Bristol Energy	82.0%	1.6%	0.0%	0.0%	0.0%	16.4%	100.0%
British Gas	54.2%	19.4%	20.7%	0.1%	2.1%	3.5%	100.0%
Bulb Energy	78.6%	0.0%	0.0%	0.0%	0.0%	21.4%	100.0%
Co-operative Energy	87.0%	1.2%	11.6%	0.0%	0.0%	0.1%	100.0%
E.ON	63.1%	10.9%	23.0%	0.1%	0.7%	2.2%	100.0%
economyenergy	28.9%	58.5%	0.0%	0.0%	0.0%	12.6%	100.0%
Ecotricity	55.1%	12.6%	4.0%	0.0%	0.1%	28.1%	100.0%
EDF Energy	59.3%	14.2%	18.7%	0.1%	2.4%	5.4%	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	92.6%	0.0%	7.0%	0.0%	0.0%	0.3%	100.0%
ENSTROGA	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	92.1%	0.0%	2.5%	0.0%	0.0%	5.4%	100.0%
Eversmart Energy Ltd	43.2%	56.8%	0.0%	0.0%	0.0%	0.0%	100.0%
Extraenergy	89.9%	0.0%	10.1%	0.0%	0.0%	0.0%	100.0%
First Utility	91.4%	0.6%	0.0%	0.0%	0.0%	8.1%	100.0%
Fischer Energy	93.7%	0.0%	0.0%	0.0%	0.0%	6.3%	100.0%
Flow Energy	99.9%	0.1%	0.0%	0.0%	0.0%	0.0%	100.0%
GEN4U Ltd	99.0%	1.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Gnergy	88.2%	0.0%	11.8%	0.0%	0.0%	0.0%	100.0%
Good Energy	64.0%	0.9%	25.2%	0.0%	0.0%	10.0%	100.0%
Green Energy	58.1%	1.4%	0.2%	0.0%	0.0%	40.4%	100.0%
Green Network Energy	97.5%	0.0%	0.7%	0.0%	0.0%	1.7%	100.0%
Green Star Energy	69.2%	4.8%	21.9%	0.0%	0.0%	4.1%	100.0%
Gulf Gas & Power UK	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Igloo Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Iresa Ltd	99.4%	0.6%	0.0%	0.0%	0.0%	0.0%	100.0%
isupply	91.3%	1.4%	2.0%	0.0%	0.1%	5.1%	100.0%

LoCO2 Energy	81.5%	0.4%	0.0%	0.0%	0.0%	18.1%	100.0%
Nabuh Energy Ltd	7.2%	92.8%	0.0%	0.0%	0.0%	0.0%	100.0%
npower	64.2%	10.1%	19.4%	0.2%	0.7%	5.4%	100.0%
Octopus Energy Ltd	95.1%	0.0%	0.0%	0.0%	0.0%	4.9%	100.0%
OneSelect Energy	96.2%	0.0%	2.3%	0.0%	0.0%	1.6%	100.0%
Orbit Energy	88.7%	0.0%	5.6%	0.0%	0.0%	5.6%	100.0%
Our Power	55.8%	28.6%	0.0%	0.0%	0.0%	15.6%	100.0%
Ovo Energy	72.7%	23.3%	0.0%	0.0%	0.0%	4.0%	100.0%
PFP Energy Ltd	95.6%	0.1%	0.0%	0.0%	0.0%	4.3%	100.0%
Pure Planet	93.4%	0.0%	0.0%	0.0%	0.0%	6.6%	100.0%
Robin Hood Energy	47.6%	16.4%	19.9%	0.0%	0.0%	16.1%	100.0%
Scottish and Southern	54.6%	13.5%	23.3%	0.1%	1.2%	7.4%	100.0%
Scottish Power	66.4%	13.8%	17.7%	0.1%	0.8%	1.2%	100.0%
Simplicity Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
So Energy Trading Limited	97.6%	0.0%	0.0%	0.0%	0.0%	2.4%	100.0%
Spark Energy	43.4%	28.3%	28.3%	0.0%	0.0%	0.0%	100.0%
The Peoples Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Together Energy	100.0%	0.0%	0.0%	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	39.0%	51.8%	3.6%	0.0%	0.0%	5.6%	100.0%
Utilita	0.2%	97.1%	0.8%	0.0%	0.1%	1.9%	100.0%
Utility Point	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Utility Warehouse	87.0%	7.8%	0.1%	0.0%	0.0%	5.1%	100.0%
Yorkshire Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Zebra Power	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Industry	61.5%	15.8%	17.0%	0.1%	1.1%	4.5%	100.0%

Gas	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
Affect Energy	97.8%	0.0%	0.0%	0.0%	0.0%	2.2%	100.0%
Avid Energy	0.0%	88.3%	11.7%	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	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Better Energy	88.3%	6.9%	0.0%	0.0%	0.0%	4.8%	100.0%
Breeze Energy Supply Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Bristol Energy	83.8%	1.2%	0.0%	0.0%	0.0%	15.0%	100.0%
British Gas	51.8%	16.2%	25.6%	0.1%	2.8%	3.5%	100.0%
Bulb Energy	79.2%	0.0%	0.0%	0.0%	0.0%	20.8%	100.0%
Cardiff Energy Supply Ltd	38.3%	61.3%	0.5%	0.0%	0.0%	0.0%	100.0%
Co-operative Energy	88.1%	1.1%	10.5%	0.0%	0.0%	0.1%	100.0%
Dali Gas	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
E.ON	69.3%	10.8%	17.5%	0.1%	0.7%	1.5%	100.0%
economyenergy	30.2%	69.6%	0.0%	0.0%	0.0%	0.2%	100.0%
Ecotricity	55.5%	12.5%	0.3%	0.0%	0.1%	31.6%	100.0%
EDF Energy	68.0%	12.3%	12.9%	0.1%	2.2%	4.5%	100.0%
Effortless Energy Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
ENGIE power Limited	92.4%	0.0%	7.2%	0.0%	0.0%	0.4%	100.0%
ENSTROGA	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%
ESB Energy Ltd	92.4%	0.0%	2.7%	0.0%	0.0%	4.9%	100.0%
Eversmart Energy Ltd	42.2%	57.8%	0.0%	0.0%	0.0%	0.0%	100.0%
Extraenergy	94.3%	0.0%	5.7%	0.0%	0.0%	0.0%	100.0%
First Utility	91.8%	0.5%	0.0%	0.0%	0.0%	7.7%	100.0%
Fischer Energy	98.5%	0.0%	0.0%	0.0%	0.0%	1.5%	100.0%
Flow Energy	99.9%	0.1%	0.0%	0.0%	0.0%	0.0%	100.0%
GEN4U Ltd	70.4%	29.6%	0.0%	0.0%	0.0%	0.0%	100.0%
Gnergy	88.3%	0.0%	11.7%	0.0%	0.0%	0.0%	100.0%
Good Energy	69.2%	0.9%	21.5%	0.0%	0.0%	8.4%	100.0%
Green Energy	65.6%	0.0%	0.4%	0.0%	0.0%	34.0%	100.0%
Green Network Energy	97.6%	0.0%	0.7%	0.0%	0.0%	1.8%	100.0%
Green Star Energy	68.8%	4.9%	22.3%	0.0%	0.0%	3.9%	100.0%
Gulf Gas & Power UK	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Igloo Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Iresa Ltd	99.5%	0.5%	0.0%	0.0%	0.0%	0.0%	100.0%
isupply	94.4%	1.8%	1.9%	0.0%	0.0%	1.9%	100.0%
LoCO2 Energy	86.6%	0.0%	0.0%	0.0%	0.0%	13.4%	100.0%

Nabuh Energy Ltd	7.5%	92.5%	0.0%	0.0%	0.0%	0.0%	100.0%
npower	72.0%	9.4%	13.3%	0.2%	0.5%	4.5%	100.0%
Octopus Energy Ltd	95.8%	0.0%	0.0%	0.0%	0.0%	4.2%	100.0%
OneSelect Energy	96.7%	0.0%	1.8%	0.0%	0.0%	1.5%	100.0%
Orbit Energy	88.7%	0.0%	4.9%	0.0%	0.0%	6.5%	100.0%
Our Power	57.0%	26.6%	0.0%	0.0%	0.0%	16.4%	100.0%
Ovo Energy	73.2%	23.1%	0.0%	0.0%	0.0%	3.7%	100.0%
PFP Energy Ltd	95.6%	0.1%	0.0%	0.0%	0.0%	4.3%	100.0%
Pure Planet	93.8%	0.0%	0.0%	0.0%	0.0%	6.2%	100.0%
Robin Hood Energy	46.3%	16.1%	21.7%	0.0%	0.0%	15.9%	100.0%
Scottish and Southern	61.0%	11.9%	19.6%	0.1%	1.5%	5.8%	100.0%
Scottish Power	73.7%	11.1%	13.6%	0.1%	0.5%	1.0%	100.0%
Simplicity Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
So Energy Trading Limited	97.6%	0.0%	0.0%	0.0%	0.0%	2.4%	100.0%
Spark Energy	42.7%	31.4%	25.8%	0.0%	0.0%	0.0%	100.0%
The Peoples Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Together Energy	100.0%	0.0%	0.0%	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	40.0%	52.2%	3.7%	0.0%	0.0%	4.0%	100.0%
UK national Gas Ltd	41.2%	0.0%	58.8%	0.0%	0.0%	0.0%	100.0%
Utilita	0.3%	96.5%	0.8%	0.0%	0.1%	2.4%	100.0%
Utility Point	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Utility Warehouse	87.8%	7.3%	0.1%	0.0%	0.0%	4.7%	100.0%
Yorkshire Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Zebra Power	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Zog Energy	99.9%	0.1%	0.0%	0.0%	0.0%	0.0%	100.0%
Industry	63.7%	15.1%	15.9%	0.1%	1.4%	3.8%	100.0%

Debt by Quarter
March 2018

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 2017	0.4	0.3	6%	36%	26%	16%	22%	£629	0.5	£588
Q2 2017	0.4	0.3	6%	35%	26%	16%	23%	£632	0.6	£595
Q3 2017	0.4	0.3	6%	35%	26%	16%	23%	£636	0.6	£580
Q4 2017	0.4	0.2	6%	36%	25%	16%	23%	£641	0.6	£555
Q1 2018	0.4	0.2	6%	36%	25%	16%	23%	£638	0.6	£571

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 2017	0.3	0.2	7%	35%	27%	17%	21%	£624	0.4	£546
Q2 2017	0.3	0.2	7%	34%	28%	17%	21%	£627	0.4	£547
Q3 2017	0.3	0.2	7%	35%	27%	17%	21%	£622	0.4	£529
Q4 2017	0.3	0.2	7%	37%	26%	16%	21%	£622	0.5	£493
Q1 2018	0.3	0.2	7%	36%	27%	17%	21%	£617	0.4	£487

**Debt Repayment
January - March 2018**

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	3	£0.00	0	£0.00	0
Avid Energy	0	£0.00	0	£0.00	0
Avro Energy	300	£7.94	52	£0.00	0
Axis Telecom	0	£0.00	0	£0.00	0
Breeze Energy Supply Ltd	0	£0.00	0	£0.00	0
Brilliant Energy	930	£0.00	0	£0.00	0
Bristol Energy	44	£8.34	117	£5.00	170
British Gas	129,669	£7.94	50	£3.90	78
Bulb Energy	26	£11.41	38	£0.00	0
Co-operative Energy	1,434	£10.00	73	£9.19	39
E.ON	115,818	£5.05	105	£6.42	163
economyenergy	2,846	£6.30	39	£0.00	0
Ecotricity	821	£15.59	37	£6.14	206
EDF Energy	128,066	£5.84	76	£6.35	202
Effortless Energy Ltd	0	£0.00	0	£0.00	0
Electraphase LTD	0	£0.00	0	£0.00	0
ENGIE power Limited	27	£9.27	3	£0.00	0
ENSTROGA	0	£0.00	0	£0.00	0
Epower	120	£0.00	0	£0.00	0
ESB Energy Ltd	0	£0.00	0	£0.00	0
Eversmart Energy Ltd	254	£0.00	0	£0.00	0
Extraenergy	612	£43.17	64	£0.00	0
First Utility	6,675	£17.13	58	£0.00	184
Fischer Energy	0	£0.00	0	£0.00	0
Flow Energy	473	£15.00	61	£0.00	0
GEN4U Ltd	0	£0.00	0	£0.00	0
Gnergy	107	£67.00	19	£0.00	0
Good Energy	6,789	£8.77	52	£0.00	0
Green Energy	368	£12.31	54	£7.50	129
Green Network Energy	30	£12.14	36	£0.00	0
Green Star Energy	2,694	£16.07	40	£0.00	0
Gulf Gas & Power UK	0	£0.00	0	£0.00	0
Igloo Energy	0	£0.00	0	£0.00	0
Iresa Ltd	0	£0.00	0	£0.00	0

isupply	303	£27.88	54	£5.49	328
LoCO2 Energy	79	£81.00	168	£0.00	0
Nabuh Energy Ltd	0	£0.00	0	£0.00	0
npower	76,952	£6.29	89	£5.09	179
Octopus Energy Ltd	12,341	£14.43	43	£0.00	0
OneSelect Energy	0	£0.00	0	£0.00	0
Orbit Energy	0	£0.00	0	£0.00	0
Our Power	196	£5.11	56	£4.47	39
Ovo Energy	5,998	£7.85	49	£6.35	48
PFP Energy Ltd	95	£12.62	46	£0.00	0
Pure Planet	0	£0.00	0	£0.00	0
Robin Hood Energy	138	£14.11	33	£0.00	0
Scottish and Southern	95,902	£6.36	187	£4.58	172
Scottish Power	59,291	£4.38	55	£6.60	216
Simplicity Energy	0	£0.00	0	£0.00	0
So Energy Trading Limited	11	£15.96	29	£0.00	0
Spark Energy	5,106	£8.97	56	£6.50	13
The Peoples Energy	0	£0.00	0	£0.00	0
Together Energy	0	£0.00	0	£0.00	0
Tonik Energy	0	£0.00	0	£0.00	0
Toto Energy	0	£0.00	0	£0.00	0
Utilita	12,636	£5.75	99	£0.00	0
Utility Point	0			£0.00	0
Utility Warehouse	7,873	£5.96	75	£4.96	127
Yorkshire Energy	0	£0.00	0	£0.00	0
Zebra Power	0	£0.00	0	£0.00	0
Total	675,027	£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	£0.00	0	£0.00	0
Avid Energy	0	£0.00	0	£0.00	0
Avro Energy	300	£7.94	52	£0.00	0
Axis Telecom	0	£0.00	0	£0.00	0
Better Energy	8	£0.00	0	£0.00	0
Breeze Energy Supply Ltd	0	£0.00	0	£0.00	0
Bristol Energy	36	£7.55	112	£7.50	230
British Gas	161,135	£8.07	49	£5.56	115
Bulb Energy	17	£9.65	36	£0.00	0
Cardiff Energy Supply Ltd	5	£9.60	104	£3.99	1,203
Co-operative Energy	1,184	£10.00	79	£12.96	96
Dali Gas	115	£20.00	16	£0.00	0
E.ON	82,391	£4.33	100	£5.78	134
economyenergy	3,109	£5.10	47	£0.00	0
Ecotricity	699	£13.77	33	£5.00	50
EDF Energy	81,504	£4.95	75	£6.16	188
Effortless Energy Ltd	0	£0.00	0	£0.00	0
ENGIE power Limited	26	£7.23	31	£0.00	0
ENSTROGA	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	192	£0.00	0	£0.00	0
Extraenergy	458	£39.12	59	£0.00	0
First Utility	5,344	£15.01	54	£5.99	132
Fischer Energy	0	£0.00	0	£0.00	0
Flow Energy	413	£14.67	60	£0.00	0
GEN4U Ltd	0	£0.00	0	£0.00	0
Gnergy	100	£89.00	19	£0.00	0
Good Energy	4,616	£8.61	52	£5.00	1,543
Green Energy	18	£14.93	46	£0.00	0
Green Network Energy	29	£12.14	36	£0.00	0
Green Star Energy	2,222	£16.19	41	£0.00	0
Gulf Gas & Power UK	0	£0.00	0	£0.00	0
Igloo Energy	0	£0.00	0	£0.00	0
Iresa Ltd	0	£0.00	0	£0.00	0
isupply	37	£10.98	45	£0.00	0

LoCO2 Energy	0	£0.00	0	£0.00	0
Nabuh Energy Ltd	0	£0.00	0	£0.00	0
npower	66,212	£5.14	87	£5.00	164
Octopus Energy Ltd	10,488	£14.42	43	£0.00	0
OneSelect Energy	0	£0.00	0	£0.00	0
Orbit Energy	0	£0.00	0	£0.00	0
Our Power	188	£6.08	45	£5.01	32
Ovo Energy	5,138	£6.49	48	£5.27	47
PFP Energy Ltd	93	£14.20	45	£0.00	0
Pure Planet	0	£0.00	0	£0.00	0
Robin Hood Energy	152	£14.29	31	£0.00	0
Scottish and Southern	70,041	£5.73	149	£4.44	137
Scottish Power	42,000	£3.99	53	£6.56	183
Simplicity Energy	0	£0.00	0	£0.00	0
So Energy Trading Limited	9	£15.96	29	£0.00	0
Spark Energy	3,930	£9.59	44	£5.00	102
The Peoples Energy	0	£0.00	0	£0.00	0
Together Energy	0	£0.00	0	£0.00	0
Tonik Energy	0	£0.00	0	£0.00	0
Toto Energy	191	£0.00	0	£0.00	0
UK national Gas Ltd	0	£0.00	0	£0.00	0
Utilita	5,176	£4.48	104	£0.00	0
Utility Point	0	£0.00		£0.00	0
Utility Warehouse	6,981	£5.03	72	£4.91	113
Yorkshire Energy	0	£0.00	0	£0.00	0
Zebra Power	0	£0.00	0	£0.00	0
Zog Energy	5	£18.50	40	£0.00	0
Total	554,563	£0.00	0	£0.00	0

**Prepayment Meters
January - March 2018**

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	269	0	269
Avro Energy	0	0	0
Axis Telecom	0	0	0
Breeze Energy Supply Ltd	0	0	0
Brilliant Energy	0	0	0
Bristol Energy	3	3	0
British Gas	9,487	8,827	660
Bulb Energy	0	0	0
Co-operative Energy	562	118	444
E.ON	6,440	3,271	3,169
economyenergy	1,505	0	1,505
Ecotricity	33	7	26
EDF Energy	3,764	3,175	589
Effortless Energy Ltd	0	0	0
Electraphase LTD	0	0	0
ENGIE power Limited	2	0	2
ENSTROGA	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	440	370	70
Fischer Energy	0	0	0
Flow Energy	0	0	0
GEN4U Ltd	0	0	0
Gnergy	0	0	0
Good Energy	6	0	6
Green Energy	10	10	0
Green Network Energy	1	0	1
Green Star Energy	35	31	4
Gulf Gas & Power UK	0	0	0
Igloo Energy	0	0	0
Iresa Ltd	2	0	2

isupply	32	29	3
LoCO2 Energy	1	0	1
Nabuh Energy Ltd	0	0	0
npower	3,322	2,914	408
Octopus Energy Ltd	0	0	0
OneSelect Energy	0	0	0
Orbit Energy	0	0	0
Our Power	256	0	256
Ovo Energy	11,145	55	11,090
PFP Energy Ltd	32	0	32
Pure Planet	0	0	0
Robin Hood Energy	301	0	301
Scottish and Southern	3,973	2,035	1,938
Scottish Power	1,939	1,764	175
Simplicity Energy	0	0	0
So Energy Trading Limited	0	0	0
Spark Energy	110	2	108
The Peoples Energy	0	0	0
Together Energy	0	0	0
Tonik Energy	0	0	0
Toto Energy	0	0	0
Utilita	56,213	0	56,213
Utility Point	0	0	0
Utility Warehouse	1,289	454	835
Yorkshire Energy	0	0	0
Zebra Power	0	0	0
Total	101,172	23,065	78,107

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	236	0	236
Avro Energy	0	0	0
Axis Telecom	0	0	0
Better Energy	11	0	11
Breeze Energy Supply Ltd	0	0	0
Bristol Energy	0	0	0
British Gas	10,086	9,283	803
Bulb Energy	0	0	0
Cardiff Energy Supply Ltd	1	1	0
Co-operative Energy	206	130	76
Dali Gas	0	0	0
E.ON	4,272	3,160	1,112
economyenergy	1,163	0	1,163
Ecotricity	23	3	20
EDF Energy	3,060	1,985	1,075
Effortless Energy Ltd	0	0	0
ENGIE power Limited	5	0	5
ENSTROGA	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	337	265	72
Fischer Energy	0	0	0
Flow Energy	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	1	0	1
Green Star Energy	31	28	3
Gulf Gas & Power UK	0	0	0
Igloo Energy	0	0	0
Iresa Ltd	1	0	1
isupply	0	0	0

LoCO2 Energy	0	0	0
Nabuh Energy Ltd	0	0	0
npower	2,408	2,113	295
Octopus Energy Ltd	0	0	0
OneSelect Energy	0	0	0
Orbit Energy	0	0	0
Our Power	240	0	240
Ovo Energy	9,782	45	9,737
PFP Energy Ltd	19	0	19
Pure Planet	0	0	0
Robin Hood Energy	431	0	431
Scottish and Southern	3,110	2,014	1,096
Scottish Power	1,714	1,642	72
Simplicity Energy	0	0	0
So Energy Trading Limited	0	0	0
Spark Energy	799	2	797
The Peoples Energy	0	0	0
Together Energy	0	0	0
Tonik Energy	0	0	0
Toto Energy	0	0	0
UK national Gas Ltd	0	0	0
Utilita	37,560	0	37,560
Utility Point	0	0	0
Utility Warehouse	908	377	531
Yorkshire Energy	0	0	0
Zebra Power	0	0	0
Zog Energy	0	0	0
Total	76,405	21,049	55,356

**Disconnections for Debt
January - March 2018**

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
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
ENSTROGA	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
Fischer Energy	0	0	0	0
Flow Energy	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
Gulf Gas & Power UK	0	0	0	0
Igloo 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
Orbit Energy	0	0	0	0
Our Power	0	0	0	0
Ovo Energy	0	0	0	0
PFP Energy Ltd	0	0	0	0
Pure Planet	0	0	0	0
Robin Hood Energy	0	0	0	0
Scottish and Southern	0	0	0	0
Scottish Power	0	0	0	0
Simplicity Energy	0	0	0	0
So Energy Trading Limited	0	0	0	0
Spark Energy	0	0	0	0
The Peoples Energy	0	0	0	0
Together Energy	0	0	0	0
Tonik Energy	0	0	0	0
Toto Energy	0	0	0	0
Utilita	0	0	0	0
Utility Point	0	0	0	0
Utility Warehouse	0	0	0	0
Yorkshire Energy	0	0	0	0
Zebra Power	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
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
ENSTROGA	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
Fischer Energy	0	0	0	0
Flow Energy	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
Gulf Gas & Power UK	0	0	0	0
Igloo 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
Orbit Energy	0	0	0	0
Our Power	0	0	0	0
Ovo Energy	0	0	0	0
PFP Energy Ltd	0	0	0	0
Pure Planet	0	0	0	0
Robin Hood Energy	0	0	0	0
Scottish and Southern	0	0	0	0
Scottish Power	0	0	0	0
Simplicity Energy	0	0	0	0
So Energy Trading Limited	0	0	0	0
Spark Energy	0	0	0	0
The Peoples Energy	0	0	0	0
Together 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 Point	0	0	0	0
Utility Warehouse	0	0	0	0
Yorkshire Energy	0	0	0	0
Zebra Power	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 2018**

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%
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%
ENSTROGA	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%
Fischer Energy	0%	0%	0%	0%
Flow Energy	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%
Gulf Gas & Power UK	0%	0%	0%	0%
Igloo 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%
Orbit Energy	0%	0%	0%	0%
Our Power	0%	0%	0%	0%
Ovo Energy	0%	0%	0%	0%
PFP Energy Ltd	0%	0%	0%	0%
Pure Planet	0%	0%	0%	0%
Robin Hood Energy	0%	0%	0%	0%
Scottish and Southern	0%	0%	0%	0%
Scottish Power	0%	0%	0%	0%
Simplicity Energy	0%	0%	0%	0%
So Energy Trading Limited	0%	0%	0%	0%
Spark Energy	0%	0%	0%	0%
The Peoples Energy	0%	0%	0%	0%
Together Energy	0%	0%	0%	0%
Tonik Energy	0%	0%	0%	0%
Toto Energy	0%	0%	0%	0%
Utilita	0%	0%	0%	0%
Utility Point	0%	0%	0%	0%
Utility Warehouse	0%	0%	0%	0%
Yorkshire Energy	0%	0%	0%	0%
Zebra Power	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%
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%
ENSTROGA	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%
Fischer Energy	0%	0%	0%	0%
Flow Energy	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%
Gulf Gas & Power UK	0%	0%	0%	0%
Igloo 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%
Orbit Energy	0%	0%	0%	0%
Our Power	0%	0%	0%	0%
Ovo Energy	0%	0%	0%	0%
PFP Energy Ltd	0%	0%	0%	0%
Pure Planet	0%	0%	0%	0%
Robin Hood Energy	0%	0%	0%	0%
Scottish and Southern	0%	0%	0%	0%
Scottish Power	0%	0%	0%	0%
Simplicity Energy	0%	0%	0%	0%
So Energy Trading Limited	0%	0%	0%	0%
Spark Energy	0%	0%	0%	0%
The Peoples Energy	0%	0%	0%	0%
Together 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 Point	0%	0%	0%	0%
Utility Warehouse	0%	0%	0%	0%
Yorkshire Energy	0%	0%	0%	0%
Zebra Power	0%	0%	0%	0%
Zog Energy	0%	0%	0%	0%
Total	0%	0%	0%	0%

**Payment Methods by Country
March 2018**

Electricity Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	14,682,429	3,576,448	4,058,455	21,197	241,441	1,088,316	23,668,286
	62%	15%	17%	0%	1%	5%	100%
Scotland	1,514,342	528,725	421,523	3,082	45,875	101,843	2,615,390
	58%	20%	16%	0%	2%	4%	100%
Wales	855,705	270,324	243,227	1,309	16,835	64,760	1,452,160
	59%	19%	17%	0%	1%	4%	100%

Gas Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	12,781,347	2,925,766	3,203,808	17,529	248,110	777,147	19,953,707
	64%	15%	16%	0%	1%	4%	100%
Scotland	1,258,526	354,048	295,084	2,979	51,728	61,952	2,024,317
	62%	17%	15%	0%	3%	3%	100%
Wales	703,610	221,372	175,444	1,345	18,876	43,401	1,164,048
	60%	19%	15%	0%	2%	4%	100%

**Headlines by Country (Quarterly)
March 2018**

Electricity Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt	Number of customers in arrears
England	576,263	204,420	0	504,255
Scotland	65,033	29,426	0	61,780
Wales	33,731	13,699	0	29,973
Great Britain	675,027	247,545	0	596,008

Gas Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt	Number of customers in arrears
England	475,927	194,580	0	381,975
Scotland	52,567	24,505	0	44,723
Wales	26,069	9,597	0	22,312
Great Britain	554,563	228,682	0	449,010