

## 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.

Please note that data from the following suppliers has been excluded from the report because their return data was not available:

Electraphase LTD - Electricity

Iresa Ltd - Electricity

Iresa Ltd - Gas

**Payment Methods  
June 2018**

<b>Electricity</b>	<b>Monthly direct debit</b>	<b>Prepayment meter</b>	<b>Quarterly cash / cheque</b>	<b>Fuel Direct</b>	<b>Budgeting payment schemes</b>	<b>Other</b>	<b>Total</b>
Affect Energy	96.4%	0.0%	0.0%	0.0%	0.0%	3.6%	100.0%
Avid Energy	0.0%	96.8%	3.2%	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	63.0%	0.0%	35.9%	0.0%	0.0%	1.1%	100.0%
Bristol Energy	81.1%	1.7%	0.0%	0.0%	0.0%	17.2%	100.0%
British Gas	54.3%	19.5%	20.4%	0.1%	2.1%	3.6%	100.0%
Bulb Energy	89.8%	0.0%	0.0%	0.0%	0.0%	10.1%	100.0%
Co-operative Energy	86.9%	1.3%	11.6%	0.0%	0.0%	0.1%	100.0%
E.ON	63.4%	10.6%	23.0%	0.1%	0.7%	2.2%	100.0%
economyenergy	31.3%	42.3%	0.0%	0.0%	0.0%	26.3%	100.0%
Ecotricity	56.9%	13.4%	0.3%	0.0%	0.1%	29.2%	100.0%
EDF Energy	59.7%	14.2%	17.8%	0.1%	2.3%	5.8%	100.0%
Effortless Energy 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%	0.4%	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	84.2%	0.0%	4.5%	0.0%	0.0%	11.3%	100.0%
Eversmart Energy Ltd	70.0%	30.0%	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	90.9%	0.6%	0.0%	0.0%	0.0%	8.4%	100.0%
Fischer Energy	98.4%	0.0%	0.0%	0.0%	0.0%	1.6%	100.0%
Flow Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Gnergy	85.4%	0.0%	14.6%	0.0%	0.0%	0.0%	100.0%
Good Energy	63.7%	0.9%	25.6%	0.0%	0.0%	9.9%	100.0%
Green Energy	57.2%	1.4%	0.2%	0.0%	0.0%	41.2%	100.0%
Green Network Energy	96.8%	0.0%	0.9%	0.0%	0.0%	2.3%	100.0%
Green Star Energy	65.7%	5.8%	23.9%	0.0%	0.2%	4.4%	100.0%
Gulf Gas & Power UK	99.5%	0.0%	0.0%	0.0%	0.0%	0.5%	100.0%
Igloo Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
isupply	91.6%	1.3%	1.9%	0.0%	0.1%	5.1%	100.0%
LoCO2 Energy	91.2%	0.3%	0.0%	0.0%	0.0%	8.6%	100.0%
Nabuh Energy Ltd	7.3%	92.7%	0.0%	0.0%	0.0%	0.0%	100.0%
npower	63.4%	10.3%	19.8%	0.2%	0.7%	5.5%	100.0%

Octopus Energy Ltd	94.5%	0.0%	0.0%	0.0%	0.0%	5.5%	100.0%
OneSelect Energy	95.6%	0.0%	2.1%	0.0%	0.0%	2.2%	100.0%
Orbit Energy	92.5%	0.0%	4.7%	0.0%	0.0%	2.8%	100.0%
Our Power	48.8%	34.9%	0.0%	0.0%	0.0%	16.3%	100.0%
Ovo Energy	72.2%	23.7%	0.0%	0.0%	0.0%	4.1%	100.0%
PFP Energy Ltd	94.2%	0.5%	0.0%	0.0%	0.0%	5.3%	100.0%
Pure Planet	95.1%	0.0%	0.0%	0.0%	0.0%	4.9%	100.0%
Robin Hood Energy	47.1%	15.6%	20.5%	0.0%	0.3%	16.5%	100.0%
Scottish and Southern	54.4%	13.8%	23.3%	0.1%	1.1%	7.3%	100.0%
Scottish Power	65.7%	14.0%	18.1%	0.1%	0.9%	1.2%	100.0%
Simplicity Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
So Energy Trading Limited	88.0%	0.0%	0.0%	0.0%	0.0%	12.0%	100.0%
Spark Energy	46.9%	27.1%	26.0%	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	50.8%	37.3%	4.4%	0.0%	0.0%	7.6%	100.0%
Utilita	0.6%	96.3%	1.3%	0.0%	0.1%	1.7%	100.0%
Utility Point	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Utility Warehouse	86.9%	7.8%	0.1%	0.0%	0.0%	5.2%	100.0%
Yorkshire Energy	100.0%	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%
<b>Industry</b>	<b>61.9%</b>	<b>15.7%</b>	<b>16.6%</b>	<b>0.1%</b>	<b>1.1%</b>	<b>4.7%</b>	<b>100.0%</b>

<b>Gas</b>	<b>Monthly direct debit</b>	<b>Prepayment meter</b>	<b>Quarterly cash / cheque</b>	<b>Fuel Direct</b>	<b>Budgeting payment schemes</b>	<b>Other</b>	<b>Total</b>
Affect Energy	97.1%	0.0%	0.0%	0.0%	0.0%	2.9%	100.0%
Avid Energy	0.0%	96.5%	3.5%	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	88.0%	6.8%	0.0%	0.0%	0.0%	5.1%	100.0%
Breeze Energy Supply Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Bristol Energy	82.8%	1.2%	0.0%	0.0%	0.0%	16.0%	100.0%
British Gas	51.9%	16.3%	25.2%	0.1%	2.8%	3.6%	100.0%
Bulb Energy	89.9%	0.0%	0.0%	0.0%	0.0%	10.1%	100.0%
Cardiff Energy Supply Ltd	38.7%	60.4%	0.9%	0.0%	0.0%	0.0%	100.0%
Co-operative Energy	88.1%	1.3%	10.4%	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	69.7%	10.6%	17.3%	0.1%	0.7%	1.5%	100.0%
economyenergy	35.9%	35.1%	0.0%	0.0%	0.0%	29.1%	100.0%
Ecotricity	58.3%	13.7%	0.2%	0.0%	0.1%	27.7%	100.0%
EDF Energy	68.4%	12.3%	12.1%	0.1%	2.2%	5.0%	100.0%
Effortless Energy Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
ENGIE power Limited	92.3%	0.0%	7.3%	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	84.5%	0.0%	4.5%	0.0%	0.0%	10.9%	100.0%
Eversmart Energy Ltd	68.7%	31.3%	0.0%	0.0%	0.0%	0.0%	100.0%
Extraenergy	95.0%	0.0%	5.0%	0.0%	0.0%	0.0%	100.0%
First Utility	91.3%	0.6%	0.0%	0.0%	0.0%	8.1%	100.0%
Fischer Energy	98.8%	0.0%	0.0%	0.0%	0.0%	1.2%	100.0%
Flow Energy	99.9%	0.1%	0.0%	0.0%	0.0%	0.0%	100.0%
Gnergy	88.0%	0.0%	12.0%	0.0%	0.0%	0.0%	100.0%
Good Energy	66.3%	0.9%	21.2%	0.0%	0.0%	11.6%	100.0%
Green Energy	65.9%	0.0%	0.3%	0.0%	0.0%	33.8%	100.0%
Green Network Energy	96.8%	0.0%	0.8%	0.0%	0.0%	2.3%	100.0%
Green Star Energy	64.6%	6.1%	24.9%	0.0%	0.2%	4.2%	100.0%
Gulf Gas & Power UK	99.6%	0.0%	0.0%	0.0%	0.0%	0.4%	100.0%
Igloo Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
isupply	94.4%	1.6%	1.8%	0.0%	0.0%	2.2%	100.0%
LoCO2 Energy	93.3%	0.0%	0.0%	0.0%	0.0%	6.7%	100.0%
Nabuh Energy Ltd	7.5%	92.5%	0.0%	0.0%	0.0%	0.0%	100.0%
npower	71.2%	9.7%	13.7%	0.2%	0.5%	4.6%	100.0%

Octopus Energy Ltd	95.2%	0.0%	0.0%	0.0%	0.0%	4.8%	100.0%
OneSelect Energy	95.7%	0.0%	2.2%	0.0%	0.0%	2.1%	100.0%
Orbit Energy	92.3%	0.0%	4.7%	0.0%	0.0%	3.0%	100.0%
Our Power	49.4%	34.0%	0.0%	0.0%	0.0%	16.6%	100.0%
Ovo Energy	72.8%	23.4%	0.0%	0.0%	0.0%	3.8%	100.0%
PFP Energy Ltd	94.2%	0.6%	0.0%	0.0%	0.0%	5.2%	100.0%
Pure Planet	95.5%	0.0%	0.0%	0.0%	0.0%	4.5%	100.0%
Robin Hood Energy	45.6%	15.7%	22.1%	0.0%	0.3%	16.4%	100.0%
Scottish and Southern	60.5%	12.1%	20.0%	0.1%	1.5%	5.8%	100.0%
Scottish Power	73.0%	11.3%	14.1%	0.1%	0.6%	0.9%	100.0%
Simplicity Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
So Energy Trading Limited	97.5%	0.0%	0.0%	0.0%	0.0%	2.5%	100.0%
Spark Energy	46.1%	30.3%	23.5%	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	50.1%	38.8%	3.6%	0.0%	0.0%	7.6%	100.0%
UK national Gas Ltd	87.9%	0.0%	12.1%	0.0%	0.0%	0.0%	100.0%
Utilita	0.7%	95.8%	1.2%	0.0%	0.1%	2.1%	100.0%
Utility Point	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Utility Warehouse	87.7%	7.4%	0.1%	0.0%	0.0%	4.8%	100.0%
Yorkshire Energy	100.0%	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%
<b>Industry</b>	<b>64.1%</b>	<b>14.8%</b>	<b>15.6%</b>	<b>0.1%</b>	<b>1.4%</b>	<b>4.1%</b>	<b>100.0%</b>

**Debt by Quarter  
June 2018**

<b>Electricity</b>	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
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
Q2 2018	0.4	0.2	6%	35%	26%	17%	23%	£644	0.7	£571

<b>Gas</b>	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
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
Q2 2018	0.4	0.2	6%	33%	28%	18%	21%	£616	0.5	£505

**Debt Repayment  
April - June 2018**

<b>Electricity</b>	<b>Number of customers repaying a debt</b>	<b>Average weekly amount towards debt</b>	<b>Average number of weeks to recover debt (non-PPM)</b>	<b>Average weekly amount towards debt</b>	<b>Average number of weeks to recover debt (PPM)</b>
Affect Energy	5	£12.48	43	£0.00	0
Avid Energy	0	£0.00	0	£0.00	0
Avro Energy	438	£8.63	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	2,336	£0.00		£0.00	0
Bristol Energy	154	£13.16	82	£5.00	170
British Gas	132,764	£8.84	50	£3.31	71
Bulb Energy	134	£4.85	52	£0.00	0
Co-operative Energy	1,361	£11.00	78	£8.00	86
E.ON	117,066	£5.02	125	£6.33	157
economyenergy	3,809	£7.10	54	£0.00	0
Ecotricity	853	£17.50	36	£5.91	96
EDF Energy	137,035	£5.99	73	£6.16	215
Effortless Energy Ltd	0	£0.00	0	£0.00	0
ENGIE power Limited	51	£11.11	44	£0.00	0
ENSTROGA	0	£0.00	0	£0.00	0
Epower	120	£0.00	0	£0.00	0
ESB Energy Ltd	2	£23.64	30	£0.00	0
Eversmart Energy Ltd	413	£0.00	0	£0.00	0
Extraenergy	824	£28.00	76	£0.00	0
First Utility	6,895	£17.68	67	£0.00	201
Fischer Energy	0	£0.00	0	£0.00	0
Flow Energy	378	£13.05	65	£0.00	0
Gnergy	1,040	£0.00	0	£0.00	0
Good Energy	8,046	£12.11	50	£6.78	250
Green Energy	187	£10.73	59	£8.00	241
Green Network Energy	102	£14.51	31	£6.00	38
Green Star Energy	3,948	£16.56	42	£0.00	0
Gulf Gas & Power UK	0	£0.00	0	£0.00	0
Igloo Energy	5	£3.33	52	£0.00	0
isupply	362	£23.40	56	£5.11	380
LoCO2 Energy	70	£67.41	42	£0.00	0
Nabuh Energy Ltd	0	£0.00	0	£0.00	0

npower	77,295	£6.10	91	£5.29	188
Octopus Energy Ltd	5,409	£5.92	38	£0.00	0
OneSelect Energy	3	£16.73	28	£0.00	0
Orbit Energy	0	£0.00	0	£0.00	0
Our Power	202	£4.89	61	£0.00	0
Ovo Energy	6,638	£10.32	45	£7.90	53
PFP Energy Ltd	171	£18.09	35	£0.00	0
Pure Planet	3	£6.97	67	£0.00	0
Robin Hood Energy	323	£17.80	28	£0.00	0
Scottish and Southern	91,644	£6.35	150	£4.49	180
Scottish Power	58,489	£4.35	53	£6.74	206
Simplicity Energy	0	£0.00	0	£0.00	0
So Energy Trading Limited	36	£19.62	27	£0.00	0
Spark Energy	4,531	£15.05	70	£3.75	175
The Peoples Energy	0	£0.00	0	£0.00	0
Together Energy	0	£0.00	0	£0.00	0
Tonik Energy	591	£15.90	20	£0.00	0
Toto Energy	1,036	£12.77	48	£0.00	0
Utilita	13,515	£4.35	813	£2.73	301
Utility Point	0			£0.00	0
Utility Warehouse	8,101	£5.54	72	£4.95	195
Yorkshire Energy	0	£0.00	0	£0.00	0
Zebra Power	0	£0.00	0	£0.00	0
<b>Total</b>	<b>686,385</b>	<b>£0.00</b>	<b>0</b>	<b>£0.00</b>	<b>0</b>



<b>Gas</b>	<b>Number of customers repaying a debt</b>	<b>Average weekly amount towards debt</b>	<b>Average number of weeks to recover debt (non-PPM)</b>	<b>Average weekly amount towards debt</b>	<b>Average number of weeks to recover debt (PPM)</b>
Affect Energy	2	£0.00	0	£0.00	0
Avid Energy	0	£0.00	0	£0.00	0
Avro Energy	438	£8.63	52	£0.00	0
Axis Telecom	0	£0.00	0	£0.00	0
Better Energy	14	£26.66	40	£0.00	0
Breeze Energy Supply Ltd	0	£0.00	0	£0.00	0
Bristol Energy	131	£13.00	65	£7.50	230
British Gas	166,233	£8.87	50	£5.13	130
Bulb Energy	117	£4.63	52	£0.00	0
Cardiff Energy Supply Ltd	1	£0.00	0	£5.99	0
Co-operative Energy	1,126	£13.00	84	£9.00	89
Dali Gas	106	£19.00	22	£0.00	0
E.ON	83,457	£4.30	110	£5.93	133
economyenergy	3,346	£8.90	46	£0.00	0
Ecotricity	515	£17.36	35	£5.48	77
EDF Energy	91,194	£6.05	76	£6.14	173
Effortless Energy Ltd	0	£0.00	0	£0.00	0
ENGIE power Limited	53	£10.88	43	£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	1	£0.00	0	£0.00	0
Eversmart Energy Ltd	283	£0.00	0	£0.00	0
Extraenergy	857	£27.58	76	£0.00	0
First Utility	5,517	£14.81	65	£5.99	151
Fischer Energy	0	£0.00	0	£0.00	0
Flow Energy	320	£13.78	59	£0.00	0
Gnergy	1,040	£0.00	0	£0.00	0
Good Energy	5,635	£11.50	50	£4.52	172
Green Energy	23	£10.28	26	£0.00	0
Green Network Energy	100	£15.04	30	£6.00	77
Green Star Energy	3,436	£16.33	42	£0.00	0
Gulf Gas & Power UK	0	£0.00	0	£0.00	0
Igloo Energy	5	£3.33	52	£0.00	0
isupply	85	£10.60	47	£0.00	0
LoCO2 Energy	0	£0.00	0	£0.00	0
Nabuh Energy Ltd	0	£0.00	0	£0.00	0

npower	66,498	£5.12	90	£5.44	166
Octopus Energy Ltd	4,587	£6.36	38	£0.00	0
OneSelect Energy	1	£15.47	22	£0.00	0
Orbit Energy	0	£0.00	0	£0.00	0
Our Power	174	£5.01	58	£0.00	0
Ovo Energy	5,720	£8.26	45	£6.28	47
PFP Energy Ltd	156	£17.54	36	£0.00	0
Pure Planet	3	£6.97	67	£0.00	0
Robin Hood Energy	309	£26.45	39	£0.00	0
Scottish and Southern	71,708	£5.70	135	£4.30	132
Scottish Power	41,466	£4.25	53	£6.56	187
Simplicity Energy	0	£0.00	0	£0.00	0
So Energy Trading Limited	30	£18.58	26	£0.00	0
Spark Energy	3,441	£15.56	76	£5.00	534
The Peoples Energy	0	£0.00	0	£0.00	0
Together Energy	0	£0.00	0	£0.00	0
Tonik Energy	469	£15.90	20	£0.00	0
Toto Energy	482	£12.87	41	£0.00	0
UK national Gas Ltd	20	£0.00	0	£0.00	0
Utilita	4,771	£4.48	904	£2.88	50
Utility Point	0			£0.00	0
Utility Warehouse	7,422	£5.51	70	£4.77	155
Yorkshire Energy	0	£0.00	0	£0.00	0
Zebra Power	0	£0.00	0	£0.00	0
Zog Energy	21	£8.05	45	£0.00	0
<b>Total</b>	<b>571,313</b>	<b>£0.00</b>	<b>0</b>	<b>£0.00</b>	<b>0</b>

**Prepayment Meters  
April - June 2018**

<b>Electricity</b>	<b>Number of PPMs installed this quarter</b>	<b>Number of PPMs installed this quarter to recover debt</b>	<b>PPMs installed this quarter, requested by customers without a debt</b>
Affect Energy	0	0	0
Avid Energy	550	0	550
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	12,591	11,781	810
Bulb Energy	0	0	0
Co-operative Energy	535	202	333
E.ON	5,874	3,065	2,809
economyenergy	786	0	786
Ecotricity	285	73	212
EDF Energy	4,800	4,010	790
Effortless Energy Ltd	0	0	0
ENGIE power Limited	1	0	1
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	593	510	83
Fischer Energy	0	0	0
Flow Energy	0	0	0
Gnergy	0	0	0
Good Energy	7	7	0
Green Energy	1	1	0
Green Network Energy	3	1	2
Green Star Energy	9	8	1
Gulf Gas & Power UK	0	0	0
Igloo Energy	0	0	0
isupply	42	31	11
LoCO2 Energy	19	0	19
Nabuh Energy Ltd	49	0	49

npower	3,720	3,286	434
Octopus Energy Ltd	0	0	0
OneSelect Energy	0	0	0
Orbit Energy	0	0	0
Our Power	190	0	190
Ovo Energy	12,994	49	12,945
PFP Energy Ltd	3	0	3
Pure Planet	0	0	0
Robin Hood Energy	322	0	322
Scottish and Southern	4,105	1,910	2,195
Scottish Power	2,566	2,266	300
Simplicity Energy	0	0	0
So Energy Trading Limited	0	0	0
Spark Energy	93	1	92
The Peoples Energy	0	0	0
Together Energy	0	0	0
Tonik Energy	0	0	0
Toto Energy	114	0	114
Utilita	57,737	26	57,711
Utility Point	0	0	0
Utility Warehouse	1,555	298	1,257
Yorkshire Energy	0	0	0
Zebra Power	0	0	0
<b>Total</b>	<b>109,544</b>	<b>27,525</b>	<b>82,019</b>

<b>Gas</b>	<b>Number of PPMs installed this quarter</b>	<b>Number of PPMs installed this quarter to recover debt</b>	<b>PPMs installed this quarter, requested by customers without a debt</b>
Affect Energy	0	0	0
Avid Energy	480	0	480
Avro Energy	0	0	0
Axis Telecom	0	0	0
Better Energy	4	0	4
Breeze Energy Supply Ltd	0	0	0
Bristol Energy	0	0	0
British Gas	13,052	11,942	1,110
Bulb Energy	0	0	0
Cardiff Energy Supply Ltd	1	1	0
Co-operative Energy	223	181	42
Dali Gas	0	0	0
E.ON	4,786	3,440	1,346
economyenergy	890	0	890
Ecotricity	178	46	132
EDF Energy	3,906	2,532	1,374
Effortless Energy Ltd	0	0	0
ENGIE power Limited	2	0	2
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	381	301	80
Fischer Energy	0	0	0
Flow Energy	0	0	0
Gnergy	0	0	0
Good Energy	8	8	0
Green Energy	0	0	0
Green Network Energy	2	1	1
Green Star Energy	6	5	1
Gulf Gas & Power UK	0	0	0
Igloo Energy	0	0	0
isupply	0	0	0
LoCO2 Energy	0	0	0
Nabuh Energy Ltd	0	0	0

npower	2,864	2,520	344
Octopus Energy Ltd	0	0	0
OneSelect Energy	0	0	0
Orbit Energy	0	0	0
Our Power	153	0	153
Ovo Energy	10,405	36	10,369
PFP Energy Ltd	7	0	7
Pure Planet	0	0	0
Robin Hood Energy	224	0	224
Scottish and Southern	3,540	1,926	1,614
Scottish Power	1,812	1,727	85
Simplicity Energy	0	0	0
So Energy Trading Limited	0	0	0
Spark Energy	459	1	458
The Peoples Energy	0	0	0
Together Energy	0	0	0
Tonik Energy	0	0	0
Toto Energy	348	0	348
UK national Gas Ltd	0	0	0
Utilita	37,380	7	37,373
Utility Point	0	0	0
Utility Warehouse	1,140	324	816
Yorkshire Energy	0	0	0
Zebra Power	0	0	0
Zog Energy	0	0	0
<b>Total</b>	<b>82,251</b>	<b>24,998</b>	<b>57,253</b>

**Disconnections for Debt  
April - June 2018**

<b>Electricity</b>	<b>Number of customers disconnected for debt this quarter</b>	<b>Number of customers reconnected this quarter (from those disconnected this quarter)</b>	<b>Number of customers not yet reconnected (who were disconnected this quarter)</b>	<b>Average period of disconnection in days (for those disconnected this quarter)</b>
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	1	1	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
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
Gnergy	0	0	0	0
Good Energy	0	0	0	0
Green Energy	1	0	1	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
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
<b>Total</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>0</b>



<b>Gas</b>	<b>Number of customers disconnected for debt this quarter</b>	<b>Number of customers reconnected this quarter (from those disconnected this quarter)</b>	<b>Number of customers not yet reconnected (who were disconnected this quarter)</b>	<b>Average period of disconnection in days (for those disconnected this quarter)</b>
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
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
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
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Percentage of Customers Reconnected following Disconnection for Debt  
April - June 2018**

<b>Electricity</b>	<b>24 hours</b>	<b>7 days</b>	<b>1 month</b>	<b>1 quarter</b>
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	100%	100%	100%	100%
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%
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%
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%
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%
<b>Total</b>	<b>50%</b>	<b>50%</b>	<b>50%</b>	<b>50%</b>

<b>Gas</b>	<b>24 hours</b>	<b>7 days</b>	<b>1 month</b>	<b>1 quarter</b>
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%
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%
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%
<b>Total</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>

**Payment Methods by Country  
June 2018**

<b>Electricity Payment Methods</b>	<b>Monthly direct debit</b>	<b>Prepayment meter</b>	<b>Quarterly cash / cheque</b>	<b>Fuel Direct</b>	<b>Budgeting payment schemes</b>	<b>Other</b>	<b>Total</b>
England	14,766,913	3,554,656	3,953,804	20,984	236,920	1,120,467	23,653,744
	62%	15%	17%	0%	1%	5%	100%
Scotland	1,518,809	528,000	415,591	3,081	44,931	105,114	2,615,526
	58%	20%	16%	0%	2%	4%	100%
Wales	856,153	268,120	236,056	1,302	16,365	67,816	1,445,812
	59%	19%	16%	0%	1%	5%	100%

<b>Gas Payment Methods</b>	<b>Monthly direct debit</b>	<b>Prepayment meter</b>	<b>Quarterly cash / cheque</b>	<b>Fuel Direct</b>	<b>Budgeting payment schemes</b>	<b>Other</b>	<b>Total</b>
England	12,805,444	2,836,528	3,118,943	17,544	244,361	829,118	19,851,938
	65%	14%	16%	0%	1%	4%	100%
Scotland	1,260,764	345,959	290,800	3,001	50,720	66,776	2,018,020
	62%	17%	14%	0%	3%	3%	100%
Wales	703,918	214,820	172,847	1,377	18,464	46,819	1,158,245
	61%	19%	15%	0%	2%	4%	100%

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

<b>Electricity Headlines</b>	<b>Number of customers in debt</b>	<b>Number of PPM customers in debt</b>	<b>Number of disconnections for debt</b>	<b>Number of customers in arrears</b>
England	588,245	201,102	2	550,479
Scotland	64,561	27,872	0	68,438
Wales	33,579	13,251	0	32,952
<b>Great Britain</b>	<b>686,385</b>	<b>242,225</b>	<b>2</b>	<b>651,869</b>

<b>Gas Headlines</b>	<b>Number of customers in debt</b>	<b>Number of PPM customers in debt</b>	<b>Number of disconnections for debt</b>	<b>Number of customers in arrears</b>
England	490,860	186,983	0	422,832
Scotland	53,315	23,435	0	50,101
Wales	27,138	9,645	0	24,806
<b>Great Britain</b>	<b>571,313</b>	<b>220,063</b>	<b>0</b>	<b>497,739</b>