

## 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:

economyenergy - Electricity

economyenergy - Gas

Our Power - Electricity

Our Power - Gas

**Payment Methods  
December 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	95.7%	0.0%	0.0%	0.0%	0.0%	4.3%	100.0%
Avid Energy	0.0%	98.6%	1.4%	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	86.5%	0.0%	7.0%	0.0%	0.0%	6.5%	100.0%
Bristol Energy	83.1%	1.5%	0.5%	0.0%	0.0%	15.0%	100.0%
British Gas	53.8%	19.7%	20.5%	0.1%	2.0%	3.9%	100.0%
Bulb Energy	92.9%	1.3%	0.0%	0.0%	0.0%	5.9%	100.0%
Co-operative Energy	85.6%	1.5%	12.8%	0.0%	0.0%	0.1%	100.0%
E.ON	63.8%	10.1%	23.1%	0.1%	0.6%	2.2%	100.0%
Ecotricity	56.3%	13.3%	0.2%	0.0%	0.1%	30.1%	100.0%
EDF Energy	60.0%	14.3%	16.5%	0.1%	2.3%	6.8%	100.0%
Effortless Energy Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
ENGIE power Limited	92.8%	0.0%	6.3%	0.0%	0.0%	0.8%	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	93.6%	0.0%	2.5%	0.0%	0.0%	3.9%	100.0%
Eversmart Energy Ltd	77.7%	19.9%	0.0%	0.0%	0.0%	2.4%	100.0%
First Utility	90.4%	0.7%	0.0%	0.0%	0.0%	8.9%	100.0%
Fischer Energy	92.1%	0.0%	0.0%	0.0%	0.0%	7.9%	100.0%
Flow Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Gnergy	83.9%	0.0%	16.1%	0.0%	0.0%	0.0%	100.0%
Good Energy	62.3%	1.0%	26.1%	0.0%	0.0%	10.6%	100.0%
Green Energy	52.6%	1.4%	0.2%	0.0%	0.0%	45.7%	100.0%
Green Network Energy	96.6%	0.1%	0.6%	0.0%	0.0%	2.7%	100.0%
Green Star Energy	61.6%	6.8%	26.4%	0.0%	0.2%	5.0%	100.0%
Gulf Gas & Power UK	99.2%	0.0%	0.0%	0.0%	0.0%	0.8%	100.0%
Igloo Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
isupply	89.7%	1.5%	2.1%	0.0%	0.1%	6.6%	100.0%
LoCO2 Energy	96.6%	0.2%	0.0%	0.0%	0.0%	3.2%	100.0%
Nabuh Energy Ltd	15.5%	84.5%	0.0%	0.0%	0.0%	0.0%	100.0%
npower	61.7%	10.6%	20.9%	0.3%	0.7%	5.8%	100.0%
Octopus Energy Ltd	94.8%	0.2%	0.0%	0.0%	0.0%	5.1%	100.0%
Orbit Energy	93.4%	0.0%	2.9%	0.0%	0.0%	3.7%	100.0%

Ovo Energy	70.8%	25.0%	0.0%	0.0%	0.0%	4.2%	100.0%
PFP Energy Ltd	92.2%	0.5%	0.0%	0.0%	0.0%	7.3%	100.0%
Pure Planet	98.2%	0.0%	0.0%	0.0%	0.0%	1.8%	100.0%
Robin Hood Energy	50.9%	12.9%	19.4%	0.0%	0.1%	16.6%	100.0%
Scottish and Southern	53.3%	14.2%	23.9%	0.1%	1.1%	7.4%	100.0%
Scottish Power	64.7%	13.5%	18.5%	0.1%	0.9%	2.4%	100.0%
Simplicity Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
So Energy Trading Limited	98.3%	0.0%	0.0%	0.0%	0.0%	1.7%	100.0%
Spark Energy	49.7%	24.6%	25.7%	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	44.4%	37.5%	0.0%	0.0%	0.0%	18.1%	100.0%
Utilita	1.6%	93.6%	2.9%	0.0%	0.2%	1.7%	100.0%
Utility Point	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Utility Warehouse	87.0%	7.7%	0.1%	0.0%	0.0%	5.2%	100.0%
Victory Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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>62.8%</b>	<b>15.2%</b>	<b>16.3%</b>	<b>0.1%</b>	<b>1.0%</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	96.5%	0.0%	0.0%	0.0%	0.0%	3.5%	100.0%
Avid Energy	0.0%	98.1%	1.9%	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%
Better Energy	87.1%	6.8%	0.0%	0.0%	0.0%	6.1%	100.0%
Breeze Energy Supply Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Bristol Energy	84.4%	1.1%	0.5%	0.0%	0.0%	14.0%	100.0%
British Gas	51.6%	16.5%	25.2%	0.1%	2.7%	3.9%	100.0%
Bulb Energy	92.8%	1.1%	0.0%	0.0%	0.0%	6.1%	100.0%
Cardiff Energy Supply Ltd	47.4%	50.4%	2.2%	0.0%	0.0%	0.0%	100.0%
Co-operative Energy	87.7%	1.5%	10.7%	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	70.0%	10.1%	17.6%	0.1%	0.6%	1.6%	100.0%
Ecotricity	58.0%	13.7%	0.2%	0.0%	0.1%	28.0%	100.0%
EDF Energy	68.7%	12.3%	10.9%	0.1%	2.1%	5.9%	100.0%
Effortless Energy Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
ENGIE power Limited	92.5%	0.0%	6.6%	0.0%	0.9%	0.0%	100.0%
ENSTROGA	100.0%	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	93.6%	0.0%	2.5%	0.0%	0.0%	3.9%	100.0%
Eversmart Energy Ltd	74.7%	23.5%	0.0%	0.0%	0.0%	1.8%	100.0%
First Utility	90.8%	0.6%	0.0%	0.0%	0.0%	8.5%	100.0%
Fischer Energy	94.7%	0.0%	0.0%	0.0%	0.0%	5.3%	100.0%
Flow Energy	99.9%	0.1%	0.0%	0.0%	0.0%	0.0%	100.0%
Gnergy	86.7%	0.0%	13.3%	0.0%	0.0%	0.0%	100.0%
Good Energy	67.6%	0.9%	22.6%	0.0%	0.0%	8.8%	100.0%
Green Energy	70.3%	0.0%	0.1%	0.0%	0.0%	29.5%	100.0%
Green Network Energy	96.7%	0.1%	0.6%	0.0%	0.0%	2.6%	100.0%
Green Star Energy	61.6%	7.1%	26.2%	0.0%	0.2%	4.8%	100.0%
Gulf Gas & Power UK	99.4%	0.0%	0.0%	0.0%	0.0%	0.6%	100.0%
Igloo Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
isupply	93.2%	1.5%	2.0%	0.0%	0.0%	3.3%	100.0%
LoCO2 Energy	98.5%	0.0%	0.0%	0.0%	0.0%	1.5%	100.0%
Nabuh Energy Ltd	17.8%	82.2%	0.0%	0.0%	0.0%	0.0%	100.0%
npower	69.4%	10.1%	14.8%	0.3%	0.5%	4.9%	100.0%
Octopus Energy Ltd	95.8%	0.1%	0.0%	0.0%	0.0%	4.1%	100.0%
Orbit Energy	93.7%	0.0%	2.7%	0.0%	0.0%	3.6%	100.0%

Ovo Energy	71.5%	24.6%	0.0%	0.0%	0.0%	3.9%	100.0%
PFP Energy Ltd	92.5%	0.7%	0.0%	0.0%	0.0%	6.8%	100.0%
Pure Planet	98.2%	0.0%	0.0%	0.0%	0.0%	1.8%	100.0%
Robin Hood Energy	50.4%	12.9%	20.1%	0.0%	0.1%	16.5%	100.0%
Scottish and Southern	59.2%	12.6%	20.7%	0.2%	1.4%	5.8%	100.0%
Scottish Power	71.2%	10.8%	15.2%	0.1%	0.6%	2.0%	100.0%
Simplicity Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
So Energy Trading Limited	98.5%	0.0%	0.0%	0.0%	0.0%	1.5%	100.0%
Spark Energy	48.3%	28.0%	23.6%	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	43.3%	38.4%	0.0%	0.0%	0.0%	18.3%	100.0%
UK national Gas Ltd	56.0%	0.0%	44.0%	0.0%	0.0%	0.0%	100.0%
Utilita	1.7%	93.4%	2.7%	0.0%	0.2%	2.0%	100.0%
Utility Point	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Utility Warehouse	87.7%	7.3%	0.1%	0.0%	0.0%	4.8%	100.0%
Victory Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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	99.8%	0.2%	0.0%	0.0%	0.0%	0.0%	100.0%
<b>Industry</b>	<b>64.9%</b>	<b>14.3%</b>	<b>15.3%</b>	<b>0.1%</b>	<b>1.3%</b>	<b>4.1%</b>	<b>100.0%</b>

**Debt by Quarter  
December 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
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
Q3 2018	0.4	0.2	5%	34%	26%	16%	24%	£652	0.6	£598
Q4 2018	0.4	0.2	6%	36%	25%	16%	24%	£660	0.6	£591

<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
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
Q3 2018	0.3	0.2	6%	34%	28%	17%	21%	£621	0.5	£508
Q4 2018	0.3	0.2	6%	38%	26%	16%	21%	£613	0.5	£480

**Debt Repayment  
October - December 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	0	£0.00	0	£0.00	0
Avid Energy	0	£0.00	0	£0.00	0
Avro Energy	610	£3.73	49	£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	1,637	£0.00	0	£0.00	0
Bristol Energy	74	£61.04	89	£10.00	246
British Gas	123,904	£7.07	58	£4.58	70
Bulb Energy	1,114	£3.69	52	£3.70	69
Co-operative Energy	1,220	£9.00	85	£7.00	167
E.ON	109,858	£4.44	151	£6.41	150
Ecotricity	989	£22.22	34	£6.00	216
EDF Energy	141,436	£6.05	80	£6.45	253
Effortless Energy Ltd	0	£0.00	0	£0.00	0
ENGIE power Limited	90	£9.23	52	£0.00	0
ENSTROGA	0	£0.00	0	£0.00	0
Epower	180	£0.00	0	£0.00	0
ESB Energy Ltd	9	£13.32	41	£0.00	0
Eversmart Energy Ltd	78	£0.00	0	£0.00	0
First Utility	11,406	£14.60	76	£201.45	189
Fischer Energy	0	£0.00	0	£0.00	0
Flow Energy	104	£17.50	53	£0.00	0
Gnergy	2,088	£0.00	0	£0.00	0
Good Energy	7,168	£8.66	51	£6.00	306
Green Energy	200	£10.94	99	£7.50	131
Green Network Energy	70	£16.74	39	£6.56	77
Green Star Energy	7,228	£12.71	55	£10.00	108
Gulf Gas & Power UK	0	£0.00	0	£0.00	0
Igloo Energy	119	£3.88	52	£0.00	0
isupply	383	£15.20	62	£5.08	243
LoCO2 Energy	71	£41.90	25	£4.00	0
Nabuh Energy Ltd	0	£0.00	0	£0.00	0
npower	68,492	£8.10	81	£5.30	160
Octopus Energy Ltd	4,871	£7.50	40	£0.00	0

Orbit Energy	0	£0.00	0	£0.00	0
Ovo Energy	5,421	£11.90	43	£9.49	45
PPF Energy Ltd	235	£15.97	49	£7.61	124
Pure Planet	20	£11.54	31	£0.00	0
Robin Hood Energy	578	£16.12	31	£0.00	0
Scottish and Southern	86,115	£6.39	167	£4.40	178
Scottish Power	55,673	£5.05	57	£6.43	162
Simplicity Energy	8	£0.00	0	£0.00	0
So Energy Trading Limited	41	£11.24	38	£0.00	0
Spark Energy	5	£0.00	0	£0.00	0
The Peoples Energy	0	£0.00	0	£0.00	0
Together Energy	56	£12.31	40	£0.00	0
Tonik Energy	22	£9.00	98	£0.00	0
Toto Energy	1,933	£9.38	45	£5.50	0
Utilita	14,968	£6.38	93	£3.10	122
Utility Point	26	£6.81	54	£0.00	0
Utility Warehouse	9,863	£5.70	82	£4.82	177
Victory Energy	0	£0.00	0	£0.00	0
Yorkshire Energy	0	£0.00	0	£0.00	0
Zebra Power	0	£0.00	0	£0.00	0
<b>Total</b>	<b>658,363</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	0	£0.00	0	£0.00	0
Avid Energy	0	£0.00	0	£0.00	0
Avro Energy	610	£3.73	49	£0.00	0
Axis Telecom	0	£0.00	0	£0.00	0
Better Energy	15	£15.81	54	£0.00	0
Breeze Energy Supply Ltd	0	£0.00	0	£0.00	0
Bristol Energy	70	£41.18	34	£10.00	210
British Gas	152,581	£6.91	58	£5.02	126
Bulb Energy	973	£3.40	52	£2.50	58
Cardiff Energy Supply Ltd	4	£0.00	0	£0.00	0
Co-operative Energy	991	£9.00	93	£3.54	194
Dali Gas	99	£25.00	24	£0.00	0
E.ON	79,061	£3.64	122	£5.87	106
Ecotricity	572	£15.67	34	£5.57	181
EDF Energy	96,377	£4.64	76	£6.01	218
Effortless Energy Ltd	0	£0.00	0	£0.00	0
ENGIE power Limited	93	£918.00	51	£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	6	£13.36	25	£0.00	0
Eversmart Energy Ltd	78	£0.00	0	£0.00	0
First Utility	9,231	£12.59	71	£151.31	152
Fischer Energy	0	£0.00	0	£0.00	0
Flow Energy	88	£17.94	54	£0.00	0
Gnergy	2,242	£0.00	0	£0.00	0
Good Energy	4,846	£8.78	51	£0.00	0
Green Energy	14	£2.09	59	£0.00	0
Green Network Energy	153	£16.48	40	£6.71	55
Green Star Energy	6,717	£12.60	55	£10.00	100
Gulf Gas & Power UK	0	£0.00	0	£0.00	0
Igloo Energy	108	£3.96	51	£0.00	0
isupply	34	£11.73	55	£3.00	0
LoCO2 Energy	56	£0.00	0	£0.00	0
Nabuh Energy Ltd	0	£0.00	0	£0.00	0
npower	58,475	£5.80	81	£5.16	156
Octopus Energy Ltd	4,173	£7.77	39	£0.00	0

Orbit Energy	0	£0.00	0	£0.00	0
Ovo Energy	4,630	£11.18	42	£8.06	42
PFP Energy Ltd	255	£16.01	47	£6.28	117
Pure Planet	13	£11.66	35	£0.00	0
Robin Hood Energy	468	£17.57	31	£0.00	0
Scottish and Southern	61,498	£5.24	145	£4.31	141
Scottish Power	37,967	£4.10	55	£6.38	103
Simplicity Energy	8	£0.00	0	£0.00	0
So Energy Trading Limited	29	£13.19	42	£0.00	0
Spark Energy	1	£0.00	0	£0.00	0
The Peoples Energy	0	£0.00	0	£0.00	0
Together Energy	56	£12.31	40	£0.00	0
Tonik Energy	19	£8.00	108	£0.00	0
Toto Energy	1,722	£9.56	44	£0.00	0
UK national Gas Ltd	16	£0.00	0	£0.00	0
Utilita	7,304	£4.28	79	£2.89	757
Utility Point	22	£3.56	60	£0.00	0
Utility Warehouse	8,547	£4.11	80	£4.67	122
Victory Energy	0	£0.00	0	£0.00	0
Yorkshire Energy	0	£0.00	0	£0.00	0
Zebra Power	0	£0.00	0	£0.00	0
Zog Energy	24	£8.16	29	£6.76	141
<b>Total</b>	<b>540,246</b>	<b>£0.00</b>	<b>0</b>	<b>£0.00</b>	<b>0</b>

**Prepayment Meters  
October - December 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	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	19	19	0
British Gas	13,710	12,861	849
Bulb Energy	47	2	45
Co-operative Energy	34	7	27
E.ON	5,219	2,860	2,359
Ecotricity	141	67	74
EDF Energy	5,211	4,837	374
Effortless Energy 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
First Utility	1,717	808	909
Fischer Energy	0	0	0
Flow Energy	0	0	0
Gnergy	0	0	0
Good Energy	7	5	2
Green Energy	5	5	0
Green Network Energy	45	43	2
Green Star Energy	58	52	6
Gulf Gas & Power UK	0	0	0
Igloo Energy	0	0	0
isupply	72	43	29
LoCO2 Energy	0	0	0
Nabuh Energy Ltd	0	0	0
npower	2,505	2,193	312
Octopus Energy Ltd	68	0	68

Orbit Energy	0	0	0
Ovo Energy	737	72	665
PFP Energy Ltd	25	25	0
Pure Planet	0	0	0
Robin Hood Energy	813	0	813
Scottish and Southern	4,666	1,796	2,870
Scottish Power	788	703	85
Simplicity Energy	0	0	0
So Energy Trading Limited	0	0	0
Spark Energy	9	0	9
The Peoples Energy	0	0	0
Together Energy	0	0	0
Tonik Energy	0	0	0
Toto Energy	1,795	0	1,795
Utilita	37,441	38	37,403
Utility Point	0	0	0
Utility Warehouse	1,013	320	693
Victory Energy	0	0	0
Yorkshire Energy	0	0	0
Zebra Power	0	0	0
<b>Total</b>	<b>76,147</b>	<b>26,756</b>	<b>49,391</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	0	0	0
Avro Energy	0	0	0
Axis Telecom	0	0	0
Better Energy	13	0	13
Breeze Energy Supply Ltd	0	0	0
Bristol Energy	12	12	0
British Gas	11,994	10,996	998
Bulb Energy	32	1	31
Cardiff Energy Supply Ltd	0	0	0
Co-operative Energy	25	12	13
Dali Gas	0	0	0
E.ON	3,787	2,866	921
Ecotricity	98	46	52
EDF Energy	3,695	3,378	317
Effortless Energy Ltd	0	0	0
ENGIE power Limited	6	0	6
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
First Utility	1,278	468	810
Fischer Energy	0	0	0
Flow Energy	0	0	0
Gnergy	0	0	0
Good Energy	1	0	1
Green Energy	0	0	0
Green Network Energy	46	45	1
Green Star Energy	93	85	8
Gulf Gas & Power UK	0	0	0
Igloo Energy	0	0	0
isupply	3	0	3
LoCO2 Energy	0	0	0
Nabuh Energy Ltd	0	0	0
npower	1,935	1,632	303
Octopus Energy Ltd	15	0	15

Orbit Energy	0	0	0
Ovo Energy	1,177	63	1,114
PFP Energy Ltd	24	24	0
Pure Planet	0	0	0
Robin Hood Energy	809	0	809
Scottish and Southern	3,397	1,833	1,564
Scottish Power	590	525	65
Simplicity Energy	0	0	0
So Energy Trading Limited	0	0	0
Spark Energy	335	0	335
The Peoples Energy	0	0	0
Together Energy	0	0	0
Tonik Energy	0	0	0
Toto Energy	1,979	0	1,979
UK national Gas Ltd	0	0	0
Utilita	27,001	1	27,000
Utility Point	0	0	0
Utility Warehouse	837	288	549
Victory Energy	0	0	0
Yorkshire Energy	0	0	0
Zebra Power	0	0	0
Zog Energy	13	13	0
<b>Total</b>	<b>59,195</b>	<b>22,288</b>	<b>36,907</b>

**Disconnections for Debt  
October - December 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	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
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

Orbit Energy	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
Victory Energy	0	0	0	0
Yorkshire Energy	0	0	0	0
Zebra Power	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</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
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
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

Orbit Energy	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
Victory Energy	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  
October - December 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	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%
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%
Orbit Energy	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%
Victory Energy	0%	0%	0%	0%
Yorkshire Energy	0%	0%	0%	0%
Zebra Power	0%	0%	0%	0%
<b>Total</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</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%
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%
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%
Orbit Energy	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%
Victory Energy	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  
December 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	15,030,416	3,451,337	3,874,992	21,405	223,570	1,130,196	23,731,916
	63%	15%	16%	0%	1%	5%	100%
Scotland	1,533,365	503,358	402,780	3,236	43,018	105,520	2,591,277
	59%	19%	16%	0%	2%	4%	100%
Wales	869,286	255,607	234,453	1,465	15,637	66,227	1,442,675
	60%	18%	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	12,993,179	2,772,084	3,068,783	17,509	228,387	827,309	19,907,251
	65%	14%	15%	0%	1%	4%	100%
Scotland	1,272,559	331,129	285,112	3,037	48,156	65,782	2,005,775
	63%	17%	14%	0%	2%	3%	100%
Wales	708,563	205,598	170,964	1,439	17,422	45,219	1,149,205
	62%	18%	15%	0%	2%	4%	100%

**Headlines by Country (Quarterly)  
December 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	563,578	194,298	0	547,055
Scotland	61,791	26,523	0	66,412
Wales	32,994	12,675	0	32,746
<b>Great Britain</b>	<b>658,363</b>	<b>233,496</b>	<b>0</b>	<b>646,213</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	464,986	181,077	0	426,658
Scotland	49,586	21,677	0	50,494
Wales	25,674	8,627	0	25,738
<b>Great Britain</b>	<b>540,246</b>	<b>211,381</b>	<b>0</b>	<b>502,890</b>