

Supplier Performance Report (SPR)

Introduction

On 22 May 2020, we published an updated data set showing incidents added to the Supplier Performance Report (SPR) in the period 01 January 2019 to 31 December 2019. This document provides an overview of the key differences between the 2019 SPR scores and the previous publication, which covered the period 01 January 2018 to 31 December 2018. The SPR reports on incidences when energy suppliers have not complied with their obligations and responsibilities for the environmental and social programmes we administer on behalf of the government. The report highlights the 20 suppliers that have attracted the highest non-compliance scores and lists all the incidents for which they are responsible. The data for all suppliers is available [here](#).

Overview of Compliance 2019

The total non-compliance score increased significantly from 543 in 2018 to 721 in 2019. This is principally due to an unprecedented number of suppliers who failed to meet their RO obligations within the 2018-19 and 2017-18 reporting years¹.

Table 1 - Total non-compliance score by scheme in 2018 and 2019

Scheme	2018	2019	Change
FIT	528	555	27
RO	6	152	146
ECO	2	6	4
WHD	7	8	1
Total	543	721	178

Whilst the total non-compliance scores remained stable under the ECO and WHD schemes, there was a small increase in the score associated with the FIT scheme and this scheme continues to have the highest non-compliance score associated with it by quite some margin.

¹ As the non-compliance incidences in respect of the 2017-18 compliance round were entered on to the SPR in February 2019, these are included in this publication.

The increase this year is attributable to Biennial Meter Verification related incidents being reported for the first time in 2019, following formal establishment of the process. The remaining incidents relate to the Levelisation process (i.e. late and missed payments as well as inaccurate submissions being made by licensees during periodic or annual levelisation) and to incorrect information being recorded on the Central FIT Register (CFR). The RO scheme however, saw the most significant increase in 2019. The vast majority of the entries are payment related (i.e. failure to make late payments by the 31 October deadline, failure to make mutualisation payments by the deadline), whilst the remaining incidents are administrative errors (i.e. erroneous payments, incorrect data being provided) and audit related findings.

Changes from previous publication

Table 2 sets out the changes in scores between 2018 and 2019 for the 20 most non-compliant obligated suppliers in each year.

Table 2 - Total non-compliance score by supplier in 2018 and 2019

Supplier	2019	2018	Change in Score
Good Energy Ltd	48	38	+10
E.ON Energy	41	30	+11
Scottish Power	39	32	+7
British Gas	36	32	+4
SSE Energy Supply	33	34	-1
Ecotricity	33	17	+16
Foxglove Energy Supply Limited	33	13	+20
Npower	30	20	+10
EDF Energy	27	24	+3
Hudson Energy*	26	3	+23
Ovo Energy	23	14	+9
Bulb*	23	5	+18
Planet 9*	14	1	+13
Limejump*	13	4	+9
Green Star Energy**	13	0	+13
UK Power Reserve**	13	0	+13
Nabuh	12	1	+11
Zebra Energy**	12	0	+12
Utility Warehouse	11	12	-1
I Supply	11	8	+3

*Did not appear in the 2018 top20

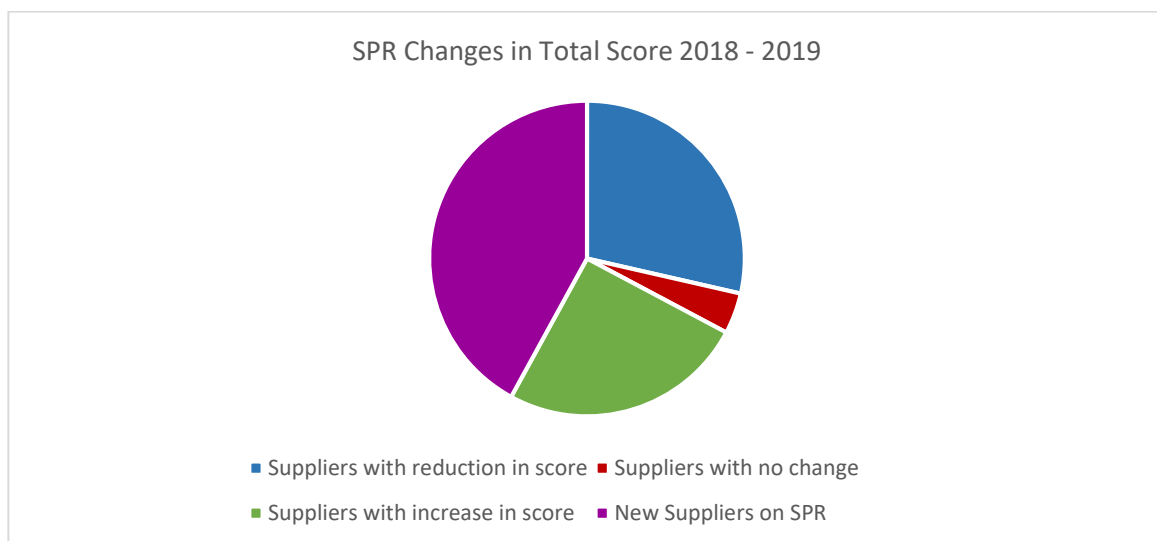
** No entries in 2018

The table shows that the non-compliance scores of a number of suppliers (12 suppliers) increased significantly (≥ 10 increase in score) in 2019. We continue to engage with these suppliers to monitor and help improve compliance. However, the suppliers listed below, who

appeared in the 2018 SPR top 20, have successfully reduced their total non-compliance scores and exited the list of the 20 most non-compliant suppliers in 2019:

- Power4All
- Haven Power
- Green Energy
- Total Gas & Power
- ENGIE
- First Utility/Shell Energy Retail Limited
- Flow Energy

Figure 1 – Breakdown of changes in supplier performance between 2018 and 2019



There were 50 licenced suppliers that appeared on the SPR for the first time in 2019, having never previously had an incident recorded, with three of those appearing in the 2019 list of the 20 most non-compliant obligated suppliers. We continue to engage with new scheme entrants and newly obligated parties to ensure they are fully cognisant of their obligations. Across the schemes we run new supplier meetings and regular scheme supplier workshops. We also encourage licensees to be proactive in contacting our compliance teams, particularly if they identify risks of non-compliance. Non-compliance with the schemes is something Ofgem takes very seriously and instances are referred to the Enforcement team for consideration, as appropriate.

Forward Look

- We have reviewed and strengthened our approach to supplier licensing, to ensure that appropriate protections are in place against poor customer service and financial instability. We also intend to increase ongoing scrutiny and oversight of those already operating in the energy retail markets. Once implemented, we are expecting these measures to reduce the number of instances of suppliers failing to discharge their obligations under the schemes, or doing so late.
- Given the increased level of non-compliance this year, we have sharpened the guidance in respect of the E-Serve schemes given to new suppliers when they are granted a licence”.
- The total non-compliance scores remained broadly stable under the ECO and WHD schemes. This is predominately due to similar incidents as in previous years occurring, which relate to missed non-statutory deadlines and misreporting. We will continue to engage frequently with suppliers around upcoming deadlines, and continue to provide support on any questions they may have about the reporting requirements.
- We have made some changes to procedure in relation to the RO scheme in order to ensure suppliers are reminded of their obligations further in advance of deadlines and encouraged to consider how they plan to discharge their obligations. We also expect suppliers to provide us with assurance and underlying evidence of ability to meet their obligations when we ask for it. We continue to work closely with the Enforcement Team and to monitor compliance throughout the year, in order to reduce and prevent the number and severity of non-compliance incidences.
- With a view to further enhancing its value to consumers and the supplier community, we have made changes to the format and frequency of the Supplier Performance Report (here), which will be published every six months starting from November 2020.