

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:

Green Energy - Gas

**Payment Methods
March 2015**

Electricity	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
Axis Telecom	92.5%	0.0%	0.0%	0.0%	0.0%	7.5%	100.0%
Bristol Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
British Gas	52.1%	21.0%	21.2%	0.1%	2.6%	3.0%	100.0%
Bulb Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Co-operative Energy	80.3%	0.3%	19.2%	0.0%	0.2%	0.0%	100.0%
E.ON	54.7%	16.0%	26.0%	0.1%	0.9%	2.3%	100.0%
economyenergy	0.0%	99.8%	0.0%	0.0%	0.0%	0.2%	100.0%
Ecotricity	40.7%	24.4%	26.0%	0.0%	0.1%	8.8%	100.0%
EDF Energy	56.0%	15.3%	21.7%	0.1%	2.6%	4.2%	100.0%
Effortless Energy Ltd	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%
Extraenergy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
First Utility	82.4%	0.1%	0.0%	0.0%	0.0%	17.4%	100.0%
Flow Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
GB Energy Supply	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Good Energy	60.0%	0.2%	30.7%	0.0%	0.0%	9.1%	100.0%
Green Energy	48.7%	2.1%	1.0%	0.0%	0.0%	48.2%	100.0%
isupply	91.6%	0.0%	0.8%	0.0%	7.4%	0.1%	100.0%
LoCO2 Energy	82.7%	0.3%	0.0%	0.0%	0.0%	17.0%	100.0%
npower	57.3%	12.6%	23.8%	0.1%	0.9%	5.3%	100.0%
Ovo Energy	88.1%	8.4%	0.0%	0.0%	0.0%	3.5%	100.0%
Pioneerenergy	67.4%	0.0%	24.5%	0.0%	0.0%	8.1%	100.0%
Robin Hood Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Scottish and Southern	52.4%	16.1%	24.3%	0.1%	1.1%	6.1%	100.0%
Scottish Power	63.1%	16.8%	16.5%	0.1%	2.7%	0.8%	100.0%
Spark Energy	58.7%	22.7%	18.5%	0.0%	0.0%	0.0%	100.0%
Tempus Energy Supply Ltd	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Utilita	0.2%	99.5%	0.3%	0.0%	0.0%	0.0%	100.0%
Utility Warehouse	87.2%	7.8%	0.2%	0.0%	0.0%	4.8%	100.0%
Industry	57.1%	16.6%	20.6%	0.1%	1.6%	4.0%	100.0%

Gas	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
Axis Telecom	93.3%	0.0%	0.0%	0.0%	0.0%	6.7%	100.0%
Better Energy	95.0%	0.4%	0.0%	0.0%	0.2%	4.5%	100.0%
Bristol Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
British Gas	49.6%	16.5%	27.3%	0.1%	3.4%	3.1%	100.0%
Bulb Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Co-operative Energy	82.4%	0.2%	17.2%	0.0%	0.2%	0.0%	100.0%
Dali Gas	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
E.ON	60.2%	16.8%	20.3%	0.1%	0.9%	1.7%	100.0%
economyenergy	0.0%	99.8%	0.0%	0.0%	0.0%	0.2%	100.0%
Ecotricity	41.8%	26.5%	24.3%	0.0%	0.1%	7.3%	100.0%
EDF Energy	64.9%	13.8%	15.2%	0.1%	2.8%	3.2%	100.0%
Effortless Energy Ltd	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%
Extraenergy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
First Utility	82.7%	0.1%	0.0%	0.0%	0.0%	17.2%	100.0%
Flow Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
GB Energy Supply	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Good Energy	68.5%	0.1%	24.6%	0.0%	0.0%	6.7%	100.0%
LoCO2 Energy	90.9%	0.0%	0.0%	0.0%	0.0%	9.1%	100.0%
npower	65.5%	12.1%	17.2%	0.1%	0.7%	4.4%	100.0%
Ovo Energy	88.9%	8.1%	0.0%	0.0%	0.0%	3.0%	100.0%
Pioneerenergy	68.4%	0.0%	23.5%	0.0%	0.0%	8.0%	100.0%
Robin Hood Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Scottish and Southern	57.5%	14.1%	21.1%	0.2%	1.4%	5.8%	100.0%
Scottish Power	70.4%	14.5%	12.4%	0.1%	2.2%	0.4%	100.0%
Spark Energy	61.4%	23.1%	15.5%	0.0%	0.0%	0.0%	100.0%
Utilita	0.3%	98.9%	0.8%	0.0%	0.0%	0.0%	100.0%
Utility Warehouse	88.1%	7.3%	0.1%	0.0%	0.0%	4.5%	100.0%
Zog Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Industry	59.4%	15.1%	19.8%	0.1%	2.0%	3.5%	100.0%

Debt by Quarter
March 2015

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 2014	0.6	0.4	8%	37%	28%	16%	18%	£516	0.5	£473
Q2 2014	0.5	0.3	8%	36%	28%	17%	19%	£527	0.5	£495
Q3 2014	0.5	0.3	8%	36%	28%	16%	19%	£533	0.6	£503
Q4 2014	0.5	0.3	7%	38%	27%	16%	19%	£542	0.5	£512
Q1 2015	0.5	0.3	7%	36%	27%	17%	20%	£531	0.5	£532

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 2014	0.5	0.3	10%	35%	29%	17%	18%	£525	0.4	£472
Q2 2014	0.5	0.3	10%	33%	30%	18%	19%	£539	0.5	£489
Q3 2014	0.5	0.3	10%	35%	28%	17%	19%	£548	0.5	£484
Q4 2014	0.4	0.3	10%	37%	27%	16%	20%	£574	0.4	£481
Q1 2015	0.4	0.3	9%	34%	27%	18%	20%	£552	0.4	£512

**Debt Repayment
January - March 2015**

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)
Axis Telecom	0	£0.00	0	£0.00	0
Bristol Energy	0	£0.00	0	£0.00	0
British Gas	178,217	£7.40	46	£6.09	90
Bulb Energy	0	£0.00	0	£0.00	0
Co-operative Energy	356	£14.58	39	£13.00	73
E.ON	152,150	£5.63	70	£7.06	102
economyenergy	6	£8.50	164	£4.00	433
Ecotricity	585	£9.91	53	£6.55	157
EDF Energy	150,905	£6.02	74	£5.15	184
Effortless Energy Ltd	0	£0.00	0	£0.00	0
Epower	15	£0.00	0	£5.00	100
Extraenergy	0	£0.00	0	£0.00	0
First Utility	1,115	£8.52	133	£0.00	0
Flow Energy	27	£0.00	0	£0.00	0
GB Energy Supply	0	£0.00	0	£0.00	0
Good Energy	558	£81.62	18	£9.44	209
Green Energy	315	£10.29	57	£8.75	146
isupply	1,171	£5.54	708	£0.00	0
LoCO2 Energy	89	£40.84	46	£5.00	180
npower	116,924	£5.30	89	£7.24	127
Ovo Energy	1,230	£8.48	120	£8.13	80
Pioneerenergy	32	£18.47	32	£0.00	0
Robin Hood Energy	0	£0.00	0	£0.00	0
Scottish and Southern	120,244	£6.81	175	£5.20	145
Scottish Power	65,991	£4.84	53		
Spark Energy	2,727	£33.60	32	£7.75	170
Tempus Energy Supply Ltd	0	£0.00	0	£0.00	0
Utilita	1,725	£4.96	66	£3.39	53
Utility Warehouse	4,438	£9.22	46	£9.89	87
Total	798,820	£6.19	79	£6.16	113

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)
Axis Telecom	1	£7.50	37	£0.00	0
Better Energy	0	£0.00	0	£0.00	0
Bristol Energy	0	£0.00	0	£0.00	0
British Gas	240,149	£7.69	46	£5.96	112
Bulb Energy	0	£0.00	0	£0.00	0
Co-operative Energy	307	£18.64	36	£16.75	84
Dali Gas	3	£0.00	15	£0.00	0
E.ON	109,268	£5.00	64	£6.39	88
economyenergy	0	£0.00	0	£0.00	0
Ecotricity	225	£9.54	51	£9.64	78
EDF Energy	102,519	£6.38	73	£5.53	166
Effortless Energy Ltd	0	£0.00	0	£0.00	0
Epower	0	£0.00	0	£0.00	0
Extraenergy	0	£0.00	0	£0.00	0
First Utility	951	£6.52	137	£0.00	0
Flow Energy	22	£0.00	0	£0.00	0
GB Energy Supply	0	£0.00	0	£0.00	0
Good Energy	211	£18.83	34	£12.00	131
LoCO2 Energy	0	£0.00	0	£0.00	0
npower	112,073	£5.53	88	£7.21	121
Ovo Energy	909	£12.31	103	£7.41	99
Pioneerenergy	31	£18.38	31	£0.00	0
Robin Hood Energy	0	£0.00	0	£0.00	0
Scottish and Southern	98,142	£7.12	160	£5.09	134
Scottish Power	45,139	£5.14	52	£0.00	0
Spark Energy	1,506	£12.73	32	£0.00	0
Utilita	1,570	£60.57	26	£3.52	38
Utility Warehouse	3,452	£6.85	61	£9.68	87
Zog Energy	0	£0.00	0	£0.00	0
Total	716,478	£6.38	71	£6.02	116

**Prepayment Meters
January - March 2015**

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
Axis Telecom	0	0	0
Bristol Energy	0	0	0
British Gas	20,876	19,891	985
Bulb Energy	0	0	0
Co-operative Energy	2	2	0
E.ON	7,251	4,768	2,483
economyenergy	4	4	0
Ecotricity	107	22	85
EDF Energy	4,595	4,206	389
Effortless Energy Ltd	0	0	0
Epower	0	0	0
Extraenergy	0	0	0
First Utility	497	413	84
Flow Energy	0	0	0
GB Energy Supply	0	0	0
Good Energy	9	9	0
Green Energy	4	4	0
isupply	0	0	0
LoCO2 Energy	3	3	0
npower	5,215	4,468	747
Ovo Energy	4,536	120	4,416
Pioneerenergy	0	0	0
Robin Hood Energy	0	0	0
Scottish and Southern	8,770	6,080	2,690
Scottish Power	2,187	2,157	30
Spark Energy	212	16	196
Tempus Energy Supply Ltd	0	0	0
Utilita	33,228	294	32,934
Utility Warehouse	1,186	751	435
Total	88,682	43,208	45,474

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
Axis Telecom	0	0	0
Better Energy	1	0	1
Bristol Energy	0	0	0
British Gas	20,562	19,715	847
Bulb Energy	0	0	0
Co-operative Energy	7	4	3
Dali Gas	0	0	0
E.ON	5,669	4,086	1,583
economyenergy	0	0	0
Ecotricity	62	16	46
EDF Energy	2,974	2,690	284
Effortless Energy Ltd	0	0	0
Epower	0	0	0
Extraenergy	0	0	0
First Utility	355	332	23
Flow Energy	0	0	0
GB Energy Supply	0	0	0
Good Energy	3	3	0
LoCO2 Energy	0	0	0
npower	4,351	3,651	700
Ovo Energy	3,765	107	3,658
Pioneerenergy	0	0	0
Robin Hood Energy	0	0	0
Scottish and Southern	6,626	4,732	1,894
Scottish Power	1,384	1,359	25
Spark Energy	1,418	0	1,418
Utilita	31,635	447	31,188
Utility Warehouse	1,019	547	472
Zog Energy	0	0	0
Total	79,831	37,689	42,142

**Disconnections for Debt
January - March 2015**

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)
Axis Telecom	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	2	2	0	3
EDF Energy	0	0	0	0
Effortless Energy Ltd	0	0	0	0
Epower	0	0	0	0
Extraenergy	0	0	0	0
First Utility	0	0	0	0
Flow Energy	0	0	0	0
GB Energy Supply	0	0	0	0
Good Energy	0	0	0	0
Green Energy	0	0	0	0
isupply	0	0	0	0
LoCO2 Energy	0	0	0	0
npower	0	0	0	0
Ovo Energy	0	0	0	0
Pioneerenergy	0	0	0	0
Robin Hood Energy	0	0	0	0
Scottish and Southern	0	0	0	0
Scottish Power	0	0	0	0
Spark Energy	0	0	0	0
Tempus Energy Supply Ltd	0	0	0	0
Utilita	0	0	0	0
Utility Warehouse	0	0	0	0
Total	2	2	0	3

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)
Axis Telecom	0	0	0	0
Better 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
Dali Gas	0	0	0	0
E.ON	0	0	0	0
economyenergy	0	0	0	0
Ecotricity	1	0	1	0
EDF Energy	0	0	0	0
Effortless Energy Ltd	0	0	0	0
Epower	0	0	0	0
Extraenergy	0	0	0	0
First Utility	0	0	0	0
Flow Energy	0	0	0	0
GB Energy Supply	0	0	0	0
Good Energy	0	0	0	0
LoCO2 Energy	0	0	0	0
npower	0	0	0	0
Ovo Energy	0	0	0	0
Pioneerenergy	0	0	0	0
Robin Hood Energy	0	0	0	0
Scottish and Southern	0	0	0	0
Scottish Power	0	0	0	0
Spark Energy	0	0	0	0
Utilita	0	0	0	0
Utility Warehouse	0	0	0	0
Zog Energy	0	0	0	0
Total	1	0	1	0

**Percentage of Customers Reconnected following Disconnection for Debt
January - March 2015**

Electricity	24 hours	7 days	1 month	1 quarter
Electricity	0%	100%	100%	100%
Total	0%	100%	100%	100%

Gas	24 hours	7 days	1 month	1 quarter
Electricity	0%	0%	0%	0%
Total	0%	0%	0%	0%

**Payment Methods by Country
March 2015**

Electricity Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	13,237,914	3,657,459	4,833,167	21,807	347,959	942,480	23,040,786
	57%	16%	21%	0%	2%	4%	100%
Scotland	1,409,211	533,093	453,127	4,199	75,770	75,333	2,550,733
	55%	21%	18%	0%	3%	3%	100%
Wales	780,831	291,041	280,982	1,763	22,125	55,890	1,432,632
	55%	20%	20%	0%	2%	4%	100%

Gas Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	11,558,481	2,858,103	3,905,738	20,723	357,912	708,458	19,409,415
	60%	15%	20%	0%	2%	4%	100%
Scotland	1,168,397	325,874	338,590	4,150	78,581	48,092	1,963,684
	60%	17%	17%	0%	4%	2%	100%
Wales	646,367	217,378	210,974	1,881	23,877	42,429	1,142,906
	57%	19%	18%	0%	2%	4%	100%

**Headlines by Country (Quarterly)
March 2015**

Electricity Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt	Number of customers in arrears
England	692,331	267,915	2	452,477
Scotland	69,830	30,049	0	51,766
Wales	36,659	16,808	0	28,745
Great Britain	798,820	314,772	2	532,988

Gas Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt	Number of customers in arrears
England	619,108	261,640	1	358,415
Scotland	63,802	29,674	0	39,772
Wales	33,568	15,641	0	21,427
Great Britain	716,478	306,955	1	419,614