

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
September 2015**

Electricity	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
Axis Telecom	90.1%	0.0%	0.0%	0.0%	0.0%	9.9%	100.0%
Bristol Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
British Gas	53.1%	20.7%	20.7%	0.1%	2.4%	3.0%	100.0%
Bulb Energy	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%
Co-operative Energy	83.2%	0.2%	16.5%	0.0%	0.1%	0.0%	100.0%
E.ON	56.2%	15.2%	25.4%	0.1%	0.8%	2.3%	100.0%
economyenergy	0.0%	99.0%	0.0%	0.0%	0.0%	1.0%	100.0%
Ecotricity	43.4%	20.6%	26.6%	0.0%	0.1%	9.3%	100.0%
EDF Energy	56.5%	15.1%	21.3%	0.1%	2.6%	4.4%	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	99.9%	0.1%	0.0%	0.0%	0.0%	0.0%	100.0%
First Utility	83.5%	0.3%	0.0%	0.0%	0.0%	16.2%	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	61.0%	0.2%	30.1%	0.0%	0.0%	8.6%	100.0%
Green Energy	51.2%	1.6%	0.6%	0.0%	0.0%	46.6%	100.0%
isupply	90.2%	0.0%	1.8%	0.0%	0.4%	7.6%	100.0%
LoCO2 Energy	79.3%	0.3%	0.0%	0.0%	0.0%	20.4%	100.0%
npower	57.6%	12.5%	23.6%	0.1%	0.8%	5.4%	100.0%
Ovo Energy	79.9%	15.8%	0.0%	0.0%	0.0%	4.3%	100.0%
Pioneerenergy	69.3%	0.0%	22.9%	0.0%	0.0%	7.7%	100.0%
Robin Hood Energy	91.5%	0.0%	0.0%	0.0%	0.0%	8.5%	100.0%
Scottish and Southern	51.7%	15.8%	24.4%	0.1%	1.1%	6.9%	100.0%
Scottish Power	63.8%	16.7%	16.4%	0.1%	2.2%	0.8%	100.0%
Spark Energy	56.8%	19.6%	23.6%	0.0%	0.0%	0.0%	100.0%
Tempus Energy Supply Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Utilita	0.5%	99.0%	0.6%	0.0%	0.0%	0.0%	100.0%
Utility Warehouse	86.8%	8.0%	0.1%	0.0%	0.0%	5.0%	100.0%
Industry	57.6%	16.6%	20.0%	0.1%	1.5%	4.1%	100.0%

Gas	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
Axis Telecom	92.6%	0.0%	0.0%	0.0%	0.0%	7.4%	100.0%
Better Energy	92.1%	0.4%	0.0%	0.0%	0.2%	7.4%	100.0%
Bristol Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
British Gas	50.6%	16.6%	26.3%	0.1%	3.3%	3.1%	100.0%
Bulb Energy	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%
Co-operative Energy	85.0%	0.1%	14.7%	0.0%	0.1%	0.0%	100.0%
Dali Gas	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
E.ON	61.8%	15.9%	19.7%	0.1%	0.9%	1.7%	100.0%
economyenergy	0.0%	98.3%	0.0%	0.0%	0.0%	1.7%	100.0%
Ecotricity	45.1%	22.0%	24.8%	0.0%	0.1%	8.0%	100.0%
EDF Energy	65.1%	13.6%	15.0%	0.1%	2.7%	3.4%	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	83.8%	0.2%	0.0%	0.0%	0.0%	16.0%	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	68.4%	0.1%	25.8%	0.0%	0.0%	5.7%	100.0%
LoCO2 Energy	69.6%	0.0%	0.0%	0.0%	0.0%	30.4%	100.0%
npower	65.7%	12.0%	17.0%	0.1%	0.6%	4.5%	100.0%
Ovo Energy	80.7%	15.0%	0.0%	0.0%	0.0%	4.3%	100.0%
Pioneerenergy	70.2%	0.0%	22.3%	0.0%	0.0%	7.5%	100.0%
Robin Hood Energy	91.7%	0.0%	0.0%	0.0%	0.0%	8.3%	100.0%
Scottish and Southern	57.5%	14.1%	21.0%	0.2%	1.4%	5.9%	100.0%
Scottish Power	71.1%	14.3%	12.4%	0.1%	1.7%	0.4%	100.0%
Spark Energy	59.8%	19.5%	20.7%	0.0%	0.0%	0.0%	100.0%
Utilita	0.5%	98.6%	0.9%	0.0%	0.0%	0.0%	100.0%
Utility Warehouse	87.6%	7.6%	0.1%	0.0%	0.0%	4.6%	100.0%
Zog Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Industry	60.1%	15.3%	19.0%	0.1%	1.9%	3.6%	100.0%

Debt by Quarter September 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
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
Q2 2015	0.5	0.3	7%	35%	27%	17%	21%	£546	0.5	£560
Q3 2015	0.5	0.3	6%	36%	27%	16%	20%	£563	0.5	£573

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
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
Q2 2015	0.4	0.3	9%	31%	29%	19%	21%	£568	0.4	£555
Q3 2015	0.4	0.3	8%	33%	29%	18%	21%	£577	0.4	£554

**Debt Repayment
July - September 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	1	£0.00	0	£0.00	0
Bristol Energy	0	£0.00	0	£0.00	0
British Gas	171,258	£6.83	47	£5.65	75
Bulb Energy	0	£0.00	0	£0.00	0
Co-operative Energy	611	£26.00	29	£15.00	110
E.ON	145,849	£5.26	107	£7.00	109
economyenergy	9	£0.00	0	£0.00	0
Ecotricity	582	£8.96	49	£4.33	103
EDF Energy	144,192	£6.15	78	£5.13	180
Effortless Energy Ltd	0	£0.00	0	£0.00	0
Epower	23	£0.00	0	£0.00	0
Extraenergy	1	£100.00	32	£0.00	0
First Utility	2,219	£11.22	91	£11.50	143
Flow Energy	4	£5.60	79	£0.00	0
GB Energy Supply	0	£0.00	0	£0.00	0
Good Energy	283	£28.52	26	£9.44	392
Green Energy	429	£10.68	48	£6.85	195
isupply	160	£16.81	80	£0.00	0
LoCO2 Energy	58	£18.79	349	£5.00	397
npower	113,666	£5.51	100	£7.11	121
Ovo Energy	1,607	£10.25	91	£6.60	124
Pioneerenergy	75	£19.07	40	£0.00	0
Robin Hood Energy	0	£0.00	0	£0.00	0
Scottish and Southern	118,379	£6.41	173	£5.08	142
Scottish Power	67,496	£4.85	53	£6.96	77
Spark Energy	2,072	£15.18	65	£6.00	251
Tempus Energy Supply Ltd	0	£0.00	0	£0.00	0
Utilita	3,070	£4.59	9	£3.39	53
Utility Warehouse	5,086	£8.17	52	£10.00	81
Total	777,130	£5.96	84	£6.05	109

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	0	£0.00	0	£0.00	0
Better Energy	10	£5.25	64	£0.00	0
Bristol Energy	0	£0.00	0	£0.00	0
British Gas	237,427	£7.05	48	£5.83	94
Bulb Energy	0	£0.00	0	£0.00	0
Co-operative Energy	467	£24.00	28	£14.00	163
Dali Gas	119	£51.00	8	£0.00	0
E.ON	104,752	£5.00	108	£6.59	102
economyenergy	0	£0.00	0	£0.00	0
Ecotricity	195	£8.05	40	£4.88	83
EDF Energy	96,276	£6.64	77	£5.60	171
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	1,787	£4.82	92	£11.29	155
Flow Energy	3	£11.84	79	£0.00	0
GB Energy Supply	0	£0.00	0	£0.00	0
Good Energy	262	£18.19	23	£5.00	144
LoCO2 Energy	0	£0.00	0	£0.00	0
npower	107,563	£5.36	99	£7.09	108
Ovo Energy	1,358	£15.00	86	£5.36	141
Pioneerenergy	66	£20.13	39	£0.00	0
Robin Hood Energy	0	£0.00	0	£0.00	0
Scottish and Southern	98,443	£6.33	154	£5.03	132
Scottish Power	47,979	£5.04	52	£6.68	103
Spark Energy	1,099	£16.85	65	£5.00	724
Utilita	1,566	£9.03	24	£3.52	38
Utility Warehouse	3,656	£7.71	64	£9.81	108
Zog Energy	0	£0.00	0	£0.00	0
Total	703,028	£6.15	80	£6.00	109

**Prepayment Meters
July - September 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	15,375	14,654	721
Bulb Energy	0	0	0
Co-operative Energy	28	16	12
E.ON	6,172	3,782	2,390
economyenergy	200	0	200
Ecotricity	68	52	16
EDF Energy	5,212	4,912	300
Effortless Energy Ltd	0	0	0
Epower	0	0	0
Extraenergy	0	0	0
First Utility	900	500	400
Flow Energy	0	0	0
GB Energy Supply	0	0	0
Good Energy	9	9	0
Green Energy	17	17	0
isupply	0	0	0
LoCO2 Energy	4	4	0
npower	5,878	4,955	923
Ovo Energy	9,493	338	9,155
Pioneerenergy	0	0	0
Robin Hood Energy	0	0	0
Scottish and Southern	7,523	4,839	2,684
Scottish Power	2,258	1,828	430
Spark Energy	205	34	171
Tempus Energy Supply Ltd	0	0	0
Utilita	40,912	294	40,618
Utility Warehouse	1,127	555	572
Total	95,381	36,789	58,592

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	0	0	0
Bristol Energy	0	0	0
British Gas	21,548	20,175	1,373
Bulb Energy	0	0	0
Co-operative Energy	22	15	7
Dali Gas	0	0	0
E.ON	6,178	4,027	2,151
economyenergy	325	0	325
Ecotricity	67	41	26
EDF Energy	4,351	4,130	221
Effortless Energy Ltd	0	0	0
Epower	0	0	0
Extraenergy	0	0	0
First Utility	858	409	449
Flow Energy	0	0	0
GB Energy Supply	0	0	0
Good Energy	1	1	0
LoCO2 Energy	0	0	0
npower	3,923	3,351	572
Ovo Energy	8,276	293	7,983
Pioneerenergy	0	0	0
Robin Hood Energy	0	0	0
Scottish and Southern	6,243	4,272	1,971
Scottish Power	1,528	1,185	343
Spark Energy	585	4	581
Utilita	39,182	477	38,705
Utility Warehouse	864	369	495
Zog Energy	0	0	0
Total	93,951	38,749	55,202

**Disconnections for Debt
July - September 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	0	0	0	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
Green Energy	0	0	0	0
isupply	0	0	0	0
LoCO2 Energy	0	0	0	0
npower	106	60	46	6
Ovo Energy	0	0	0	0
Pioneerenergy	0	0	0	0
Robin Hood Energy	0	0	0	0
Scottish and Southern	8	5	3	23
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	20	1	19	9
Total	134	66	68	7

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	1	0	5
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	14	6	8	10
Ovo Energy	0	0	0	0
Pioneerenergy	0	0	0	0
Robin Hood Energy	0	0	0	0
Scottish and Southern	2	0	2	0
Scottish Power	0	0	0	0
Spark Energy	0	0	0	0
Utilita	0	0	0	0
Utility Warehouse	10	0	10	0
Zog Energy	0	0	0	0
Total	27	7	20	9

**Percentage of Customers Reconnected following Disconnection for Debt
July - September 2015**

Electricity	24 hours	7 days	1 month	1 quarter
npower	22%	46%	55%	57%
Scottish and Southern	0%	12%	38%	62%
Utility Warehouse	0%	0%	5%	5%
Total	17%	37%	46%	49%

Gas	24 hours	7 days	1 month	1 quarter
Ecotricity	0%	100%	100%	100%
npower	21%	21%	43%	43%
Scottish and Southern	0%	0%	0%	0%
Utility Warehouse	0%	0%	0%	0%
Total	11%	15%	26%	26%

**Payment Methods by Country
September 2015**

Electricity Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	13,501,227	3,699,586	4,715,511	21,765	324,949	985,515	23,248,553
	58%	16%	20%	0%	1%	4%	100%
Scotland	1,419,807	541,623	460,112	4,156	68,353	79,450	2,573,501
	55%	21%	18%	0%	3%	3%	100%
Wales	791,952	288,008	276,705	1,726	21,012	59,752	1,439,155
	55%	20%	19%	0%	1%	4%	100%

Gas Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	11,752,509	2,903,929	3,765,681	20,275	337,843	722,100	19,502,337
	60%	15%	19%	0%	2%	4%	100%
Scotland	1,200,401	337,764	334,421	4,061	73,699	48,983	1,999,329
	60%	17%	17%	0%	4%	2%	100%
Wales	647,160	220,459	202,082	1,901	23,096	42,611	1,137,309
	57%	19%	18%	0%	2%	4%	100%

**Headlines by Country (Quarterly)
September 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	673,550	252,489	130	439,947
Scotland	67,418	26,021	0	50,744
Wales	36,162	15,170	4	27,676
Great Britain	777,130	293,680	134	518,367

Gas Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt	Number of customers in arrears
England	607,745	248,356	26	358,907
Scotland	62,613	27,412	1	40,880
Wales	32,670	14,231	0	21,499
Great Britain	703,028	289,999	27	421,286