

Monitoring company performance – annual reporting

Ofgem monitors the performance of domestic suppliers in relation to debt, disconnection, prepayment meters and help for vulnerable customers. Information is collected from suppliers on a quarterly and annual basis and the data received from suppliers is set out in tables 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.

For the Priority Services table, E.ON carries out quarterly reads for all customers so does not register any priority customers for quarterly reads.

In the regional headlines table the energy efficiency advice is for gas and electricity combined.

**Debt Repayment
2015**

Electricity	Number of customers entering into debt repayment arrangements	Average weekly amount towards debt (non-PPM)	Average number of weeks to recover debt (non-PPM)	Average weekly amount towards debt (PPM)	Average number of weeks to recover debt (PPM)
Axis Telecom	0	£25.00	45	£0.00	0
Bristol Energy	0	£0.00	0	£0.00	0
British Gas	156,616	£7.08	46	£5.91	83
Bulb Energy	0	£0.00	0	£0.00	0
Co-operative Energy	847	£26.00	33	£15.00	79
E.ON	135,462	£5.49	96	£7.11	108
economyenergy	5	£0.00	0	£4.25	313
Ecotricity	615	£9.73	50	£5.66	135
EDF Energy	134,408	£6.14	77	£5.13	189
Effortless Energy Ltd	0	£0.00	0	£0.00	0
Epower	44	£0.00	0	£0.00	0
Extraenergy	1	£0.00	0	£0.00	0
First Utility	2,531	£8.30	107	£5.49	56
Flow Energy	87	£15.72	73	£0.00	0
GB Energy Supply	0	£0.00	0	£0.00	0
Good Energy	274	£29.84	13	£9.96	184
Green Energy	161	£10.48	59	£7.66	176
isupply	173	£18.98	60	£0.00	0
LoCO2 Energy	78	£27.71	140	£5.00	333
npower	106,036	£5.33	95	£7.13	123
Ovo Energy	2,754	£20.84	44	£10.33	77
Pioneerenergy	78	£18.08	38	£0.00	0
Robin Hood Energy	0	£0.00	0	£0.00	0
Scottish and Southern	109,150	£5.68	179	£5.07	154
Scottish Power	84,564	£4.92	54	£7.35	107
Spark Energy	2,310	£23.81	46	£5.82	319
Tempus Energy Supply Ltd	0	£0.00	0	£0.00	0
Utilita	3,841	£6.74	33	£3.13	53
Utility Warehouse	5,447	£8.75	53	£9.84	87
Total	745,482	£6.05	82	£6.12	114

Gas	Number of customers entering into debt repayment arrangements	Average weekly amount towards debt (non-PPM)	Average number of weeks to recover debt (non-PPM)	Average weekly amount towards debt (PPM)	Average number of weeks to recover debt (PPM)
Axis Telecom	0	£7.50	37	£0.00	0
Better Energy	15	£7.77	47	£0.00	0
Bristol Energy	0	£0.00	0	£0.00	0
British Gas	212,873	£7.49	47	£5.87	100
Bulb Energy	0	£0.00	0	£0.00	0
Co-operative Energy	668	£20.00	33	£15.00	76
Dali Gas	148	£45.00	40	£0.00	0
E.ON	95,152	£4.92	100	£6.48	99
economyenergy	0	£0.00	0	£0.00	0
Ecotricity	230	£8.87	47	£4.63	113
EDF Energy	90,068	£6.55	76	£5.59	176
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	2,011	£7.55	108	£5.28	59
Flow Energy	89	£19.37	74	£0.00	0
GB Energy Supply	0	£0.00	0	£0.00	0
Good Energy	125	£17.25	13	£11.92	144
LoCO2 Energy	0	£0.00	0	£0.00	0
npower	98,365	£5.31	93	£7.03	111
Ovo Energy	2,382	£17.70	44	£9.72	80
Pioneerenergy	64	£17.41	36	£0.00	0
Robin Hood Energy	0	£0.00	0	£0.00	0
Scottish and Southern	87,085	£5.47	164	£5.02	136
Scottish Power	57,159	£5.01	52	£8.09	122
Spark Energy	1,337	£15.17	47	£2.50	307
Utilita	1,570	£21.60	33	£3.11	36
Utility Warehouse	4,883	£7.11	62	£9.72	103
Zog Energy	1	£0.00	0	£10.00	80
Total	654,225	£6.16	78	£6.01	112

**Prepayment Meters
2015**

Electricity	Total number of PPMs installed this year	Total number of PPMs installed this year to recover debt	Total number of PPMs installed this year, requested by customers without a debt	Total number of PPM customers changing to credit terms this year	Total number of PPM customers not in debt that had their request for credit terms refused this year	Number of PPMs installed on IGT network sites	Number of PPMs installed for debt on IGT network
Axis Telecom	0	0	0	0	0	0	0
Bristol Energy	0	0	0	0	0	0	0
British Gas	66,377	62,940	3,437	35,004	29,413	0	0
Bulb Energy	0	0	0	0	0	0	0
Co-operative Energy	67	30	37	0	0	0	0
E.ON	26,917	16,961	9,956	29,960	4,723	0	0
economyenergy	464	4	460	81	0	0	0
Ecotricity	312	185	127	526	51	18	11
EDF Energy	19,508	18,174	1,334	36,940	68	0	0
Effortless Energy Ltd	0	0	0	0	0	0	0
Epower	0	0	0	0	0	0	0
Extraenergy	0	0	0	0	0	0	0
First Utility	2,907	1,790	1,117	215	0	25	14
Flow Energy	0	0	0	0	0	0	0
GB Energy Supply	0	0	0	0	0	0	0
Good Energy	31	31	0	0	0	0	0
Green Energy	34	34	0	0	0	0	0
isupply	0	0	0	0	0	0	0
LoCO2 Energy	11	10	1	0	0	0	0
npower	20,336	17,418	2,918	14,019	152	0	0
Ovo Energy	31,310	940	30,370	5,765	0	1,287	87
Pioneerenergy	0	0	0	0	0	0	0
Robin Hood Energy	0	0	0	0	0	0	0
Scottish and Southern	29,798	19,553	10,245	19,837	2,306	0	0
Scottish Power	9,741	7,458	2,283	4,388	1,479	0	0
Spark Energy	749	74	675	476	0	111	8
Tempus Energy Supply Ltd	0	0	0	0	0	0	0
Utilita	114,567	1,221	113,346	15,755	0	0	0
Utility Warehouse	3,978	2,275	1,703	1,717	156	1,326	1,326
Total	327,107	149,098	178,009	164,683	38,348	2,767	1,446

Gas	Total number of PPMs installed this year	Total number of PPMs installed this year to recover debt	Total number of PPMs installed this year, requested by customers without a debt	Total number of PPM customers changing to credit terms this year	Total number of PPM customers not in debt that had their request for credit terms refused this year	Number of PPMs installed on IGT network sites	Number of PPMs installed for debt on IGT network
Axis Telecom	0	0	0	0	0	0	0
Better Energy	2	0	2	0	0	0	0
Bristol Energy	0	0	0	0	0	0	0
British Gas	84,544	80,002	4,542	33,794	30,122	9,774	9,487
Bulb Energy	0	0	0	0	0	0	0
Co-operative Energy	79	29	50	0	0	0	0
Dali Gas	0	0	0	0	0	0	0
E.ON	24,828	16,434	8,394	22,724	4,613	5,927	3,692
economyenergy	850	0	850	3	0	0	0
Ecotricity	234	143	91	315	26	18	11
EDF Energy	15,264	14,286	978	26,295	77	1,640	1,527
Effortless Energy Ltd	0	0	0	0	0	0	0
Epower	0	0	0	0	0	0	0
Extraenergy	0	0	0	0	0	0	0
First Utility	2,152	1,422	730	0	0	25	14
Flow Energy	0	0	0	0	0	0	0
GB Energy Supply	0	0	0	0	0	0	0
Good Energy	19	19	0	0	0	0	0
LoCO2 Energy	0	0	0	0	0	0	0
npower	14,249	12,244	2,005	9,100	98	113	113
Ovo Energy	26,951	742	26,209	4,464	0	1,562	103
Pioneerenergy	0	0	0	0	0	0	0
Robin Hood Energy	0	0	0	0	0	0	0
Scottish and Southern	23,391	16,477	6,914	14,251	1,656	2,530	1,102
Scottish Power	6,678	4,819	1,859	2,086	1,103	757	206
Spark Energy	3,228	6	3,222	476	0	111	0
Utilita	142,373	1,679	140,694	15,336	0	1,241	0
Utility Warehouse	3,672	1,720	1,952	944	156	1,326	1,326
Zog Energy	1	1	0	0	0	0	0
Total	348,515	150,023	198,492	129,788	37,851	25,024	17,581

Disconnections for Debt 2015

Electricity	Number of customers disconnected for debt this year	Total number of customers reconnected within a quarter	Number of customers disconnected but not reconnected within this reporting year	Average period of disconnection in days	Number of customers disconnected on a warrant visit	Number of PPMs installed on a warrant visit	Number of PPMs installed with a blanking disc inserted at warrant
Axis Telecom	0	0	0	0	0	0	0
Bristol Energy	0	0	0	0	0	0	0
British Gas	0	0	0	0	0	16,715	0
Bulb Energy	0	0	0	0	0	0	0
Co-operative Energy	0	0	0	0	0	28	0
E.ON	0	0	0	0	0	3,870	0
economyenergy	0	0	0	0	0	0	0
Ecotricity	4	4	0	2	4	79	0
EDF Energy	0	0	0	0	0	3,780	0
Effortless Energy Ltd	0	0	0	0	0	0	0
Epower	0	0	0	0	0	0	0
Extraenergy	2	0	0	0	0	0	0
First Utility	0	0	0	0	0	1,703	0
Flow Energy	0	0	0	0	0	0	0
GB Energy Supply	0	0	0	0	0	0	0
Good Energy	1	1	0	0	0	0	0
Green Energy	5	4	1	9	5	19	0
isupply	0	0	0	0	0	0	0
LoCO2 Energy	0	0	0	0	0	6	0
npower	138	69	39	17	138	6,344	0
Ovo Energy	1	0	1	0	1	510	0
Pioneerenergy	0	0	0	0	0	0	0
Robin Hood Energy	0	0	0	0	0	0	0
Scottish and Southern	16	12	0	13	16	6,183	0
Scottish Power	0	0	0	0	0	4,158	0
Spark Energy	0	0	0	0	0	74	0
Tempus Energy Supply Ltd	0	0	0	0	0	0	0
Utilita	0	0	0	0	0	4	0
Utility Warehouse	37	8	29	18	37	2,106	0
Total	204	98	70	15	201	45,579	0

Gas	Number of customers disconnected for debt this year	Total number of customers reconnected within a quarter	Number of customers disconnected but not reconnected within this reporting year	Average period of disconnection in days	Number of customers disconnected on a warrant visit	Number of PPMs installed on a warrant visit	Number of PPMs installed with a blanking disc inserted at warrant
Axis Telecom	0	0	0	0	0	0	0
Better Energy	0	0	0	0	0	0	0
Bristol Energy	0	0	0	0	0	0	0
British Gas	0	0	0	0	0	24,623	1,093
Bulb Energy	0	0	0	0	0	0	0
Co-operative Energy	0	0	0	0	0	27	0
Dali Gas	0	0	0	0	0	0	0
E.ON	0	0	0	0	0	1,915	455
economyenergy	0	0	0	0	0	0	0
Ecotricity	2	1	1	5	2	53	4
EDF Energy	0	0	0	0	0	1,913	489
Effortless Energy Ltd	0	0	0	0	0	0	0
Epower	0	0	0	0	0	0	0
Extraenergy	0	0	0	0	0	0	0
First Utility	0	0	0	0	0	1,298	0
Flow Energy	0	0	0	0	0	0	0
GB Energy Supply	0	0	0	0	0	0	0
Good Energy	0	0	0	0	0	0	3
LoCO2 Energy	0	0	0	0	0	0	0
npower	19	8	8	16	19	3,524	1,728
Ovo Energy	1	0	1	0	1	424	43
Pioneerenergy	0	0	0	0	0	0	0
Robin Hood Energy	0	0	0	0	0	0	0
Scottish and Southern	7	1	2	1	7	4,832	57
Scottish Power	0	0	0	0	0	3,322	0
Spark Energy	0	0	0	0	0	6	1
Utilita	0	0	0	0	0	4	0
Utility Warehouse	20	2	18	48	20	1,643	477
Zog Energy	0	0	0	0	0	0	0
Total	49	12	30	19	49	43,584	4,350

**Percentage of Customers Reconnected following Disconnection for Debt
2015**

Electricity	24 hours	7 days	1 month	1 quarter
Ecotricity	0%	100%	100%	100%
Extraenergy	0%	0%	0%	0%
Good Energy	0%	100%	100%	100%
Green Energy	20%	40%	80%	80%
npower	18%	41%	49%	50%
Ovo Energy	0%	0%	0%	0%
Scottish and Southern	12%	44%	62%	75%
Utility Warehouse	0%	5%	22%	22%
Total	14%	36%	46%	48%

Gas	24 hours	7 days	1 month	1 quarter
Ecotricity	0%	50%	50%	50%
npower	16%	21%	42%	42%
Ovo Energy	0%	0%	0%	0%
Scottish and Southern	0%	14%	14%	14%
Utility Warehouse	0%	0%	10%	10%
Total	6%	12%	24%	24%

**Fuel Direct
2015**

Electricity	Number of customers on Fuel Direct	Number of customers on Fuel Direct without a debt
Axis Telecom	0	0
Bristol Energy	0	0
British Gas	5,961	875
Bulb Energy	0	0
Co-operative Energy	11	0
E.ON	4,777	1,512
economyenergy	0	0
Ecotricity	13	5
EDF Energy	3,955	564
Effortless Energy Ltd	0	0
Epower	0	0
Extraenergy	0	0
First Utility	19	0
Flow Energy	0	0
GB Energy Supply	0	0
Good Energy	4	0
Green Energy	4	0
isupply	1	0
LoCO2 Energy	0	0
npower	3,724	1,036
Ovo Energy	10	0
Pioneerenergy	0	0
Robin Hood Energy	0	0
Scottish and Southern	5,334	1,673
Scottish Power	3,543	1,552
Spark Energy	0	0
Tempus Energy Supply Ltd	0	0
Utilita	1	0
Utility Warehouse	80	0
Total	27,437	7,217

Gas	Number of customers on Fuel Direct	Number of customers on Fuel Direct without a debt
Axis Telecom	0	0
Better Energy	0	0
Bristol Energy	0	0
British Gas	10,591	1,330
Bulb Energy	0	0
Co-operative Energy	11	0
Dali Gas	0	0
E.ON	2,982	916
economyenergy	0	0
Ecotricity	1	1
EDF Energy	2,523	234
Effortless Energy Ltd	0	0
Epower	0	0
Extraenergy	0	0
First Utility	19	0
Flow Energy	0	0
GB Energy Supply	0	0
Good Energy	1	0
LoCO2 Energy	0	0
npower	2,696	686
Ovo Energy	11	0
Pioneerenergy	0	0
Robin Hood Energy	0	0
Scottish and Southern	4,663	1,569
Scottish Power	2,012	703
Spark Energy	0	0
Utilita	0	0
Utility Warehouse	52	0
Zog Energy	0	0
Total	25,562	5,439

**Priority Services
December 2015**

Electricity	Number of customers on Priority Services Register	Number registered for talking bills	Number registered for Braille / large print bills	Number registered for password schemes	Number registered for third party billing / bill re-direction	Number registered for quarterly reads	Number of meters repositioned / replaced free of charge this year	Number of customers that used Minicom / textphone
Axis Telecom	15	0	0	0	0	0	0	0
Bristol Energy	1	0	0	0	0	0	0	0
British Gas	1,040,885	273	21,350	32,302	95,199	13,392	192	4
Bulb Energy	0	0	0	0	0	0	0	0
Co-operative Energy	22,501	8	144	0	0	2,010	0	0
E.ON	957,571	508	10,365	96,954	65,134	21,440	1	107
economyenergy	1,035	0	0	0	0	0	0	0
Ecotricity	869	4	2	211	0	174	1	0
EDF Energy	478,568	327	10,533	13,149	2,044	82,002	7	3
Effortless Energy Ltd	22	0	0	0	0	0	0	0
Epower	64	0	0	35	0	0	0	0
Extraenergy	4,799	0	0	1,765	0	0	0	0
First Utility	12,590	1	32	1,675	0	4,311	0	0
Flow Energy	3,195	0	14	0	0	0	0	0
GB Energy Supply	54	0	2	0	0	0	0	0
Good Energy	740	0	0	0	0	0	0	0
Green Energy	55	0	2	3	0	0	0	0
isupply	0	0	0	0	0	0	0	0
LoCO2 Energy	208	0	27	3	8	16	0	0
npower	258,859	283	7,612	7,121	1,087	119,615	1	0
Ovo Energy	10,498	0	289	2,379	546	2,985	0	0
Pioneerenergy	403	0	0	4	0	0	0	0
Robin Hood Energy	314	2	0	82	0	114	0	0
Scottish and Southern	529,889	577	14,080	18,478	111	6,368	52	25
Scottish Power	191,045	113	262	2,031	18,926	34,798	0	2,528
Spark Energy	858	0	5	0	0	0	0	0
Tempus Energy Supply Ltd	0	0	0	0	0	0	0	0
Utilita	80,538	0	0	1,488	0	0	0	0
Utility Warehouse	9,023	15	26	2,672	0	3,671	49	720
Total	3,604,599	2,111	64,745	180,352	183,055	290,896	303	3,387

Gas	Number of customers on Priority Services Register	Number registered for talking bills	Number registered for Braille / large print bills	Number registered for password schemes	Number registered for third party billing / bill re-direction	Number registered for quarterly reads	Number of meters repositioned / replaced free of charge this year	Number of customers that used Minicom / textphone
Axis Telecom	9	0	0	0	0	0	0	0
Better Energy	18	0	0	1	4	5	0	0
Bristol Energy	1	0	0	0	0	0	0	0
British Gas	1,245,128	318	25,431	56,823	131,095	15,986	645	21
Bulb Energy	0	0	0	0	0	0	0	0
Co-operative Energy	19,900	8	144	0	0	0	0	0
Dali Gas	4	0	0	1	0	0	0	0
E.ON	662,724	357	6,695	76,181	29,910	14,490	13	88
economyenergy	1,035	0	0	0	0	0	1	0
Ecotricity	588	3	1	135	0	1	0	0
EDF Energy	278,103	184	5,234	6,409	839	40,088	5	0
Effortless Energy Ltd	22	0	0	0	0	0	0	0
Epower	61	0	0	29	0	0	0	0
Extraenergy	3,735	0	0	1,425	0	0	0	0
First Utility	12,590	1	32	1,675	0	4,311	0	0
Flow Energy	2,504	0	11	0	0	0	0	0
GB Energy Supply	58	0	3	0	0	0	0	0
Good Energy	421	0	0	0	0	0	0	0
LoCO2 Energy	0	0	0	0	0	0	0	0
npower	169,100	191	4,353	4,543	663	72,165	3	0
Ovo Energy	8,983	0	252	2,054	462	2,505	0	0
Pioneerenergy	365	0	0	4	0	0	0	0
Robin Hood Energy	243	2	0	72	0	69	0	0
Scottish and Southern	380,437	421	10,012	14,250	72	4,320	64	25
Scottish Power	113,990	74	158	1,158	8,706	15,286	1	0
Spark Energy	858	0	5	0	0	0	0	0
Utilita	75,957	0	0	1,378	0	0	0	0
Utility Warehouse	7,787	14	22	2,389	4	3,120	183	720
Zog Energy	567	0	0	0	0	0	0	0
Total	2,985,188	1,573	52,353	168,527	171,755	172,346	915	854

**Energy Efficiency (Dual Fuel)
2015**

Dual Fuel	Number of customers who have contacted the specialist energy efficiency advice line	Number of customers on a debt repayment arrangement who have contacted the specialist energy efficiency advice line	Number of customers in arrears who have contacted the specialist energy efficiency advice line	Number of customers proactively provided with information on how they can reduce their energy consumption	Number of customers repaying a debt through a debt repayment arrangement proactively provided with information on how they can reduce their energy consumption	Number of customers in arrears proactively provided with information on how they can reduce their energy consumption	Number of web hits on dedicated energy efficiency webpages	Number of customers referred to a government scheme or to CERT/ECO
Axis Telecom	0	0	0	0	0	0	0	0
Better Energy	0	0	0	48	0	36	65	0
Bristol Energy	0	0	0	0	0	0	0	0
British Gas	33,374	10,236	604	1,318,444	0	543,931	937,634	1,162
Bulb Energy	0	0	0	0	0	0	0	0
Co-operative Energy	14	0	0	151,000	0	0	17,483	5,790
Dali Gas	0	0	0	0	0	0	0	0
E.ON	961	219	187	1,549,879	50,254	13,394	1,700,714	24,495
economyenergy	0	0	0	26	0	0	3,853	0
Ecotricity	932	363	172	404	335	54	3,066	0
EDF Energy	1,798	226	57	1,113,034	76,927	69,221	341,498	688,936
Effortless Energy Ltd	0	0	0	0	0	0	0	0
Epower	0	0	0	58,283	0	0	1,103	0
Extraenergy	0	0	0	0	0	0	7,143	0
First Utility	165	0	0	883,151	2,011	12,270	584,588	0
Flow Energy	297	0	0	0	0	0	0	0
GB Energy Supply	0	0	0	0	0	0	0	0
Good Energy	0	0	0	0	0	0	0	0
Green Energy	245	49	13	13,606	161	468	3,365	0
isupply	0	0	0	0	0	0	0	0
LoCO2 Energy	0	0	0	0	0	0	1,044	0
npower	80,072	6,138	3,595	533,513	71,591	85,079	255,000	286,509
Ovo Energy	417	4	9	0	0	0	6,082	6
Pioneerenergy	0	0	0	0	0	0	1,492	0
Robin Hood Energy	0	0	0	0	0	0	750	0
Scottish and Southern	8,796	260	251	336,936	34,076	285,574	29,167	9,151
Scottish Power	0			3,920,997	100,690	52,647	222,843	0
Spark Energy	0	0	0	0	0	0	3,274	0
Tempus Energy Supply Ltd	0	0	0	0	0	0	0	0

Utilita	8,214	614	628	0	0	0	22,300	21
Utility Warehouse	145	30	115	159,104	0	0	3,209	0
Zog Energy	0	0	0	0	0	0	433	0
Total	135,430	18,139	5,631	10,038,425	336,045	1,062,674	4,146,106	1,016,070

**Headlines by Country (Annual)
2015**

Electricity Headlines	Number of disconnections for debt	Number of customers on PSR	Energy efficiency advice	Number of customers in arrears
England	197	3,134,666	119,767	408,520
Scotland	0	273,627	9,766	49,336
Wales	7	196,306	5,897	26,094
Great Britain	204	3,604,599	135,430	483,950

Gas Headlines	Number of disconnections for debt	Number of customers on PSR	Number of free gas safety checks	Number of customers in arrears
England	46	2,605,575	57,005	340,168
Scotland	2	212,690	5,747	39,986
Wales	1	166,923	2,940	20,916
Great Britain	49	2,985,188	65,692	401,070