

**To: All holders of a domestic electricity supply licence**

**DIRECTION ISSUED BY THE GAS AND ELECTRICITY MARKETS AUTHORITY  
PURSUANT TO PARAGRAPH 3 OF STANDARD LICENCE CONDITION 32  
(REPORTING ON PERFORMANCE) OF THE ELECTRICITY SUPPLY LICENCE  
GRANTED OR TREATED AS GRANTED UNDER SECTION 6(1)(d) OF THE  
ELECTRICITY ACT 1989**

**AND**

**NOTICE OF REASONS FOR THE DECISION TO MAKE A DIRECTION UNDER  
SECTION 49A OF THE ELECTRICITY ACT 1989**

**WHEREAS:**

Each company to whom this Direction is addressed ("the licensee") holds an electricity supply licence granted or treated as granted under section 6(1)(d) of the Electricity Act 1989 in which Standard Licence Condition 32 (Reporting on Performance) ("SLC 32") has effect ("the licence").

The Gas and Electricity Markets Authority ("the Authority") has the power pursuant to paragraph 3 of SLC 32 of the electricity supply licence to issue a direction to the licensee to comply with paragraph 1 of SLC 32 by providing the information specified and presented in the format specified by the Authority in the "Guidance on monitoring suppliers' performance in relation to domestic customers".

SLC 32 requires energy suppliers to provide information to Ofgem relevant to their dealings with domestic gas and electricity customers. Under SLC 32, suppliers are required to submit quarterly and annual data to the Authority on a variety of areas of their operation, including debt levels, disconnection rates, prepayment meters, smart meters, payment methods used by customers and help for vulnerable customers. We refer to this information as the social obligations monitoring.

The information is used to review suppliers' performance in relation to specific social obligations, including areas of operation where vulnerable customers may be affected. By monitoring these statistics, the Authority can identify areas of suppliers' policies and practices where improvement is needed. The Authority reports on this information publicly, through its website, on a quarterly and annual basis.

In September 2015 we consulted on proposals to monitor the use of smart prepayment functionalities by adding new data points to our social obligations reporting data collection.

Respondents to this consultation broadly agreed with our proposals. We published a decision in March 2016 informing that we would update our social obligations reporting data collection with all of our proposed data points except two which industry raised concerns over – the availability of cash as a top-up method and the number of smart meter customers. We consulted on revised proposals for these data points in May 2016.

Respondents to this second consultation broadly agreed with our revised proposals and we published our decision to add these to the social obligations reporting in August 2016

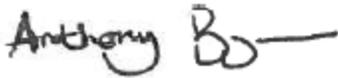
The Authority, having carefully considered the responses, has decided to revise the nature of the information to be submitted pursuant to SLC 32.

**NOW THEREFORE:**

The Authority hereby directs that the licensee must comply with the requirements specified in the Schedule to this Direction.

This Direction shall take effect from 1 October 2016, the new indicators in Section 8, Smart meters should be submitted for the first time by 28 January 2017, referring to data in Q4 2016 for quarterly data, and 2016 for annual data. This Direction shall continue in effect until it is amended by the Authority in accordance with the provisions of paragraph 3 of SLC 32.

**Dated:** 12 August 2016

A handwritten signature in black ink that reads "Anthony Pygram" followed by a horizontal line.

**Signed on behalf of the Authority by Anthony Pygram, Partner, Consumers and Competition, duly authorised for that purpose by the Authority**

**To: All holders of a domestic gas supply licence**

**DIRECTION ISSUED BY THE GAS AND ELECTRICITY MARKETS AUTHORITY  
PURSUANT TO PARAGRAPH 3 OF STANDARD LICENCE CONDITION 32  
(REPORTING ON PERFORMANCE) OF THE GAS SUPPLY LICENCE GRANTED  
OR TREATED AS GRANTED UNDER SECTION 7A OF THE GAS ACT 1986**

**AND**

**NOTICE OF REASONS FOR THE DECISION TO MAKE A DIRECTION UNDER  
SECTION 38A OF THE GAS ACT 1986**

**WHEREAS:**

Each company to whom this Direction is addressed (“the licensee”) holds a gas supply licence granted or treated as granted under section 7A of the Gas Act 1986 in which Standard Licence Condition 32 (Reporting on Performance) (“SLC 32”) has effect (“the licence”).

The Gas and Electricity Markets Authority (“the Authority”) has the power pursuant to paragraph 3 of SLC 32 of the gas and electricity supply licences to issue a direction to the licensee to comply with paragraph 1 of SLC 32 by providing the information specified and presented in the format specified by the Authority in the “Guidance on monitoring suppliers' performance in relation to domestic customers”.

SLC 32 requires energy suppliers to provide information to Ofgem relevant to their dealings with domestic gas customers. Under SLC 32, suppliers are required to submit quarterly and annual data to the Authority on a variety of areas of their operation, including debt levels, disconnection rates, prepayment meters, smart meters, payment methods used by customers and help for vulnerable customers. We refer to this information as the social obligations monitoring.

The information is used to review suppliers’ performance in relation to specific social obligations, including areas of operation where vulnerable customers may be affected. By monitoring these statistics, the Authority can identify areas of suppliers’ policies and practices where improvement is needed. The Authority reports on this information publicly, through its website, on a quarterly and annual basis.

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Respondents to this second consultation broadly agreed with our revised proposals and we published our decision to add these to the social obligation reporting in August 2016

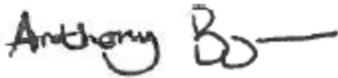
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# Guidance on monitoring suppliers' performance in relation to domestic customers

## Guidance

**Publication date:** 12 August 2016

**Contact:** Michal Frances

**Team:** Consumers and Competition

**Tel:** 020 7901 1820

**Email:** [SORHelpdesk@ofgem.gov.uk](mailto:SORHelpdesk@ofgem.gov.uk)

### Overview:

This is a guidance document, for domestic electricity and gas suppliers explaining how they should submit information to us to monitor their performance as required under Standard Licence Condition (SLC) 32.

It is an overview of the data that must be provided to Ofgem, how to submit this data, and guidance notes to ensure that all suppliers report accurately and consistently. This document replaces all previous guidance on suppliers' monitoring under SLC 32.

# Context

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Ofgem's key priority is to protect the interests of consumers present and future. We do this by promoting effective competition, wherever appropriate. We also have a requirement to protect the interests of customers who are disabled, chronically sick, of pensionable age or on low incomes. Domestic suppliers have specific licence conditions relating to these customers.

Monitoring and reporting form a key part of Ofgem's work to protect the interests of vulnerable customers. Under Standard Licence Condition (SLC) 32, energy suppliers are required to submit quarterly and annual data to Ofgem on a variety of areas of their operation, and we report on this information publicly through our website. The information is used to review suppliers' performance in relation to specific social obligations, including areas where vulnerable customers may be affected. By monitoring these statistics, Ofgem can identify areas of suppliers' policies and practices where improvements are needed.

## Associated documents

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Consultation on smart prepayment for a smarter market: our proposals

[https://www.ofgem.gov.uk/sites/default/files/docs/2015/09/ofgem\\_smart\\_prepayment\\_proposals\\_0.pdf](https://www.ofgem.gov.uk/sites/default/files/docs/2015/09/ofgem_smart_prepayment_proposals_0.pdf)

Decision on smart prepayment for a smarter market

[https://www.ofgem.gov.uk/system/files/docs/2016/03/smart\\_prepayment\\_for\\_a\\_smarter\\_market\\_-\\_final\\_0.pdf](https://www.ofgem.gov.uk/system/files/docs/2016/03/smart_prepayment_for_a_smarter_market_-_final_0.pdf)

Consultation on proposed changes to the SOR requirements

[https://www.ofgem.gov.uk/system/files/docs/2016/05/open\\_letter\\_smart\\_prepayment\\_-\\_consultation\\_on\\_revised\\_smart\\_prepayment\\_sor\\_data\\_items\\_-\\_may\\_2016.pdf](https://www.ofgem.gov.uk/system/files/docs/2016/05/open_letter_smart_prepayment_-_consultation_on_revised_smart_prepayment_sor_data_items_-_may_2016.pdf)

Statutory consultation on proposed modifications to the gas and electricity supply licences to reform the switching process for indebted prepayment meter customers – the Debt Assignment Protocol

<https://www.ofgem.gov.uk/publications-and-updates/statutory-consultation-proposed-modifications-gas-and-electricity-supply-licences-reform-switching-process-indebted-prepayment-meter-customers-debt-assignment-protocol>

Guidance on monitoring suppliers' performance in relation to domestic customers - updated March 2012

<https://www.ofgem.gov.uk/publications-and-updates/guidance-monitoring-suppliers%E2%80%99-performance-relation-domestic-customers-updated-march-2012>

Social Obligations Data Review – decision on changes: March, 2012

[http://www.ofgem.gov.uk/Sustainability/SocAction/Monitoring/SoObMonitor/Documents1/Letter%20to%20suppliers%20decision%20on%20data%20changes\\_270312.pdf](http://www.ofgem.gov.uk/Sustainability/SocAction/Monitoring/SoObMonitor/Documents1/Letter%20to%20suppliers%20decision%20on%20data%20changes_270312.pdf)

Social Obligations Data Review – consultation on proposed changes: September, 2011

<http://www.ofgem.gov.uk/Sustainability/SocAction/Monitoring/SoObMonitor/Documents1/Social%20obligations%20data%20review%20-%20consultation%20on%20proposed%20changes.pdf>

Guidance on Monitoring Suppliers' Performance: November, 2007

<http://www.ofgem.gov.uk/Pages/MoreInformation.aspx?docid=40&refer=Sustainability/SocAction/Monitoring/SoObMonitor>

Standard conditions of electricity supply licence – consolidated 01/04/2015

<https://epr.ofgem.gov.uk/Content/Documents/Electricity%20Supply%20Standard%20Licence%20Conditions%20Consolidated%20-%20Current%20Version.pdf>

Standard conditions of gas supply licence – consolidated 31/03/2015

<https://epr.ofgem.gov.uk/Content/Documents/Gas%20Supply%20Standard%20Licence%20Conditions%20Consolidated%20-%20Current%20Version.pdf>

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# Executive Summary

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This document provides guidance to energy suppliers on how to submit information on their dealings with domestic gas and electricity customers, as required under Standard Licence Condition (SLC) 32. They must submit this data quarterly and annually on a variety of areas, including debt levels, disconnection rates, prepayment meters, smart meters, payment methods used by customers, and help for vulnerable customers. We refer to this information as the social obligations monitoring.

We have revised our reporting arrangements for monitoring domestic gas and electricity suppliers' performance under SLC 32. This document replaces all previous guidance and directions in relation to suppliers' social obligations monitoring.

This guidance has been changed to include new data points to monitor the use of smart prepayment functionalities, which are important to track supplier performance in this new area. Smart meters can positively transform the experience of prepayment consumers. Customer service can be significantly improved, consumers can enjoy far greater convenience, and the cost of prepayment relative to other payment methods can be reduced. These changes followed a consultation in September 2015.

We have also made some other changes to clarify and simplify the guidance. Extra information has been provided for indicators Q2.7 and A6.11, and to clarify that section 3 includes customers who have a debt repayment arrangement set up but are currently not making any repayments.

The new monitoring arrangements will be in effect in time for the submission of the fourth quarterly return (September-December 2016) and the 2016 annual return, both of which are due **by 28 January 2017**.

The monitoring arrangements described in this document have been subject to public consultation including with suppliers, Citizens Advice/Citizens Advice Scotland and Energy UK (EUK).

# 1. General guidance on monitoring returns

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## Chapter Summary

Overview of the background to the social obligations monitoring, including the licence obligations placed on suppliers to provide this information and the process for submitting returns.

## Why we monitor

Monitoring and reporting form a key part of Ofgem's work to protect the interests of vulnerable customers. Our main activity in this area is monitoring how suppliers are performing in their social obligations – how well they are doing in providing help and services to vulnerable customers.

Under Standard Licence Condition (SLC) 32, energy suppliers are required to submit quarterly and annual data to Ofgem on a variety of areas of their operation, and we report on this information publicly through our website. The information is used to review suppliers' performance in specific social obligations, including areas where vulnerable customers may be affected. By monitoring these statistics, we can identify which areas of policies and practices suppliers need to improve in.

As well as collecting this data to ensure domestic customers are protected, it also helps us to:

- Identify areas for future policy work
- See if suppliers are complying with their licence conditions about customers with disabilities, who are chronically sick, of pensionable age, or who are on low incomes (SLCs 26-32)
- Identify and assess issues of concern with supplier performance.

## Review of the data collected

In September 2015, we consulted on proposals to monitor how smart prepayment functionalities are used by collecting new data from suppliers through the social obligations reporting.<sup>1</sup>

Respondents to this consultation broadly agreed with the data points we proposed. We published a decision in March 2016<sup>2</sup> that we would update the social obligations reporting with all of our proposed data points, except two which industry raised

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<sup>1</sup> Ofgem, September 2015, *Smart prepayment for a smarter market: our proposals*: [https://www.ofgem.gov.uk/sites/default/files/docs/2015/09/ofgem\\_smart\\_prepayment\\_proposals\\_0.pdf](https://www.ofgem.gov.uk/sites/default/files/docs/2015/09/ofgem_smart_prepayment_proposals_0.pdf)

<sup>2</sup> Ofgem, March 2016, *Smart prepayment for a smarter market*: [https://www.ofgem.gov.uk/system/files/docs/2016/03/smart\\_prepayment\\_for\\_a\\_smarter\\_market\\_-\\_final\\_0.pdf](https://www.ofgem.gov.uk/system/files/docs/2016/03/smart_prepayment_for_a_smarter_market_-_final_0.pdf)

concerns over – the availability of cash as a top-up method and the number of smart meter customers. We committed to consulting again on revised proposals for these data points, and we published this consultation in May 2016.<sup>3</sup>

Respondents to this second consultation broadly agreed with our revised proposals and we published our decision to add these to the social obligations reporting in August 2016.

## This guidance

1.1. This guidance is to help suppliers complete and submit the quarterly and annual monitoring returns of the social obligations reporting. It gives general guidance on submitting returns, and clarifies specific areas to supplement in the information in them.

1.2. Where extra clarification is not provided it is because the information required should be self-explanatory. If you need more information on any aspect of it, contact us at [SORHelpdesk@ofgem.gov.uk](mailto:SORHelpdesk@ofgem.gov.uk).

1.3. We regularly review the information received through the monitoring returns and may alter the format if necessary.

## Reporting requirements

1.4. Under SLC 32 suppliers must send us (and Citizens Advice via us) information about their dealings with domestic customers. The text of SLC 32 (which is the same for both gas and electricity) is in Appendix 1.

1.5. Suppliers are required to report on performance as part of their enforceable licence obligations. **Companies that do not submit accurate and timely information may be in breach of their licence which may lead to formal action to be determined by the Authority.** We spot-check the data provided through the social obligations monitoring, but it's the **suppliers' responsibility to ensure that the data they provide is accurate.**

1.6. The reporting takes the form of submission of quarterly and annual monitoring returns to Ofgem. Electricity and gas customers are submitted separately. The quarterly and annual reporting data forms are in Appendix 2 and 3. The returns should be submitted by suppliers via a secure portal, at [www.sor.ofgem.gov.uk](http://www.sor.ofgem.gov.uk) . Reporting requirements are as follows:

- Quarterly returns must be submitted to us up to 28 days after the end of each quarter (ie by no later than 28 January, 28 April, 28 July, and 28 October).

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<sup>3</sup> Ofgem, May 2016, *Consultation on proposed changes to the SOR requirements* [https://www.ofgem.gov.uk/system/files/docs/2016/05/open\\_letter\\_smart\\_prepayment\\_-\\_consultation\\_on\\_revised\\_smart\\_prepayment\\_sor\\_data\\_items\\_-\\_may\\_2016.pdf](https://www.ofgem.gov.uk/system/files/docs/2016/05/open_letter_smart_prepayment_-_consultation_on_revised_smart_prepayment_sor_data_items_-_may_2016.pdf)

- The annual return must also be submitted to us by 28 January.
- Suppliers should give us the name of a senior management-level representative who is responsible for signing off the returns. We recommend these should be signed or countersigned by someone with professional accounting or auditing qualifications. This will confirm the quality of the return. It is the supplier's responsibility to ensure that the data is checked for accuracy and validity.
- Returns must include actual figures, not estimated figures.
- We will publish information quarterly and annually on our website and in an annual review. We will not publish market share information which identifies an individual supplier unless that supplier has agreed.

1.7. The monitoring returns in Appendix 2 and 3 are the standard forms for presenting quarterly and annual reports to us. All items refer to **domestic** customers only. All returns must include numbers for domestic customers for **every** item. The definition of a domestic customer is as follows:

"a customer supplied or requiring to be supplied with gas or electricity at domestic premises but excludes such customer in so far as he is supplied or requires to be supplied at premises other than domestic premises."

1.8. Domestic premises are:

"a premises at which a supply of gas or electricity is taken wholly or mainly for a domestic purpose except where that premises is a Non-Domestic Premises."

1.9. For certain items, listed below, suppliers must provide separate data for customers in England, Scotland and Wales, together with a total figure. Appendix 4 has relevant postcodes for England, Scotland and Wales so that separate data can be reported consistently. All other items require only a total national (Great Britain) figure for all customers.

- Number of customers on each payment scheme (data items 1.1 – 1.6)
- Total number of domestic customers (data item 1.7)
- Number of customers repaying a debt on a debt repayment arrangement (2.1)
- Number of customers in arrears who are not yet on a debt repayment arrangement (2.7)
- Number of prepayment meter (PPM) customers with their PPMs set to collect payment towards a debt at the end of this reporting period (4.1)
- Number of customers disconnected in this reporting period for non-payment of debt (6.1)
- Number of customers on Priority Service Register at the end of this reporting period (9.1)
- Number of eligible customers provided with a free gas safety check in this reporting period (gas only) (9.10)
- Number of customers who have paid for and been provided with a gas safety check in this reporting period (gas only) (9.12)
- Number of customers (all) who have contacted the specialist energy efficiency advice line and been given specialist advice on how to reduce bills through energy efficiency in this reporting period (10.1)

- Number of customers (all) proactively given information on how they can reduce their energy consumption in this reporting period (10.4)

## Notes on completion

1.10. The following sections are included in the monitoring return:

Quarterly and annually:

1. Number of customers on each payment scheme (all domestic customers)
2. Domestic debt (all customers)
3. Domestic debt repayment arrangements (non PPM customers)
4. Domestic debt repayment arrangements (PPM customers)
5. Debt Assignment Protocol (DAP)
6. Disconnections/de-energisations for debt
7. Disconnections/de-energisations in error (and disconnections where there is theft in annual return)
8. Smart meters

Annually only:

9. Registered services, services provided on request and Fuel Direct
10. Energy efficiency

1.11. Before sending their first return, a supplier should contact us on [SORHelpdesk@ofgem.gov.uk](mailto:SORHelpdesk@ofgem.gov.uk) for a user manual for the reporting system and to get their login details.

1.12. To submit a return, a supplier should go to [www.sor.ofgem.gov.uk](http://www.sor.ofgem.gov.uk).

1.13. The first time a supplier submits a return, they should go to [www.sor.ofgem.gov.uk](http://www.sor.ofgem.gov.uk) and enter their ID number and username we have given them. They should then create a password before logging in.

1.14. Once logged in, a supplier can enter their returns, view and amend their old returns.

1.15. To complete a return, suppliers should follow the guidance in this document. The specifics for individual data items are also provided online. They have a '?' icon next to each question.

1.16. If a supplier has no customers to report for a particular data item eg they have no customers using a particular payment method or no customers in debt, they should enter 0.

1.17. When a supplier can't give a customer number for a particular item, they should leave the field blank and must give an explanation for the nil return in the commentary box provided for each data item.

1.18. The supplier can give a commentary against an individual data item or against an overall section. If at any point in the return a supplier wishes to provide extra commentary on a particular data item, they can do so in the data item commentary box. If they want to provide commentary on the overall section, they can comment in the section commentary box.

1.19. For some data items, commentary will be mandatory. For example if an item is left blank then there must be a comment to explain why. For some data items a commentary will only be required if a data item contains a number of 1 or more. These are specified in the return forms in Appendix 2 and 3.

## 2. Guidance on completing quarterly returns

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**2.1. This guidance document applies to active customer accounts only. Suppliers should not include in their figures closed accounts or customers who have left them (eg through a change of supplier), even if the customer has an outstanding balance.**

**2.2. All data provided by suppliers should relate only to their own customers or services offered to their own customers. Figures should not include where information or services have been provided to other suppliers' customers.**

2.3. Where we ask for a 'snapshot' figure, this should be reported as at the last calendar day of the reporting period unless specified otherwise.

2.4. If suppliers need further clarification, they should contact us at [SORHelpdesk@ofgem.gov.uk](mailto:SORHelpdesk@ofgem.gov.uk).

### Section 1: Number of customers on each payment scheme

2.5. **Data item Q1.1 'Monthly direct debit'** refers to customers who pay by direct debit each month. This should include both monthly fixed and monthly variable direct debit.

2.6. **Data item Q1.2 'Prepayment meter (PPM)'** refers to customers who pay for their energy as they go by prepayment meter.<sup>4</sup>

2.7. **Data item Q1.3 'Quarterly cash or cheque'** refers to customers who pay by cash, cheque, debit or credit card after receiving a quarterly bill. This does not include customers who pay in cash with a payment card or paying-in book.

2.8. **Data item Q1.4 'Fuel Direct'** refers to the total number of customers that are on Fuel Direct, a scheme administered by the Department of Work and Pensions to allow for payments to gas and electricity suppliers from sums deducted from social security benefit.

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<sup>4</sup> A prepayment meter uses electronic tokens, keys or cards to enable an amount of energy to be bought by the consumer to be used. The customer needs to be provided with a network of outlets where tokens can be purchased, or cards and keys can be charged up. This network of outlets needs to be linked to a payment settlement system for suppliers.

- 2.9. **Data item Q1.5 'Budgeting payment schemes'** refers to customers who pay by weekly/fortnightly/twice monthly payment schemes, and flexible payment methods such as using a payment card/book to make frequent cash payments.
- 2.10. **Data item Q1.6 'Other'** should include any customers using a payment method not covered by Q1.1 to Q1.5 such as monthly standing order, monthly payment schemes (cash or cheque) and quarterly variable direct debt. Details on social tariffs, which may or may not be a non-standard payment scheme, can be put here. Commentary can be provided for this section to give further details on any of the payment schemes here.
- 2.11. **Data item Q1.7** should equal the sum of items Q1.1 to Q1.6. The reporting system will automatically calculate this – suppliers do not need to provide this figure, although they do need to check that the number matches their own total.

## Section 2: Domestic debt – all customers

### Qs 2.1 – 2.5

- 2.12. For this guidance, there is not a minimum threshold for the amount of debt a customer owes. All customers who owe a debt of 1p or more should be captured in the reporting.
- 2.13. **All** items in **Q2.1 – Q2.6** should include all PPM customers who have their PPMs set to collect debt (as reported under Q4.1) **and** non-PPM customers on a debt repayment arrangement longer than 91 days or 13 weeks.
- 2.14. **Data item 2.1** refers to the number of customers repaying a debt through a debt repayment arrangement. This will be a 'snapshot figure' and should be recorded on the last calendar day of the reporting period.
- 2.15. A debt repayment arrangement is as a specific formal arrangement between a supplier and a customer to repay outstanding arrears. Suppliers should include customers who repay monthly, fortnightly, weekly or at any other regular interval, and who repay via cash, cheque, payment card or Fuel Direct. Direct debit customers should be included if they have joined the scheme specifically to repay a debt or where they have fallen into debt while on direct debit by defaulting on one or more payments. Direct debit customers should otherwise be excluded, including those with a debit at the end of a payment scheme that will be rolled into a new scheme and those who have had their payments increased because previous payments were set too low. All customers on payment schemes (including direct debit) should be excluded once the initial (take-on) debt has been repaid.
- 2.16. For credit customers, **all** items in **Q2.1 – Q2.6** should include customers who have begun to move on to a formal debt repayment arrangement (ie they have agreed a debt payment plan), regardless of whether or not the repayment arrangement has started yet, nor whether the customer has made

their first payment. For PPM customers, these figures will only include debts that have been sent to the meter.

- 2.17. **Data items Q2.2, Q2.3 & Q2.4** break down into three categories the customers from section Q2.1 with debts greater than £100. The amounts (£100, £300 and £600) refer to a 'snapshot' figure of current debt ie the amount of debt that the customer remains owing on their debt repayment arrangement carried forward from the previous account to the most recent bill. Q2.2, Q2.3 and Q2.4 are cumulative, eg those customers included in Q2.2 who have a debt of £350 should also be counted in Q2.3. [Those owing less than £100 should be the difference between the figure reported in data item Q2.1 and those reported in Q2.2.]

#### **Qs 2.5 – Q2.6**

- 2.18. **Data items Q2.5 and Q2.6** refer to the total amount owed by all customers in Q2.1 divided by the total number of customers in Q2.1.
- 2.19. **Data item Q2.5** refers to the total amount owed by all customers in Q2.1 should be measured and reported using initial (take-on) debt ie the debt that the customer took on when going onto the debt repayment arrangement.
- 2.20. **Data item Q2.6** refers to the total amount owed by all customers in Q2.1. It should be measured and reported as a 'snapshot' figure of current debt on the last calendar day of the reporting period, ie the debt that the customer remains owing on their debt repayment arrangement at the end of that reporting period. This should only be the outstanding amount of the debt repayment plan and should not include any debt incurred for consumption since the start of the repayment plan.

#### **Qs 2.7 – 2.8**

- 2.21. **Data item Q2.7** refers to the number of customers who are in arrears but not yet on a formal debt repayment arrangement (as reported in Q2.1.) This will be a 'snapshot figure' and should be recorded on the last calendar day of the reporting period.
- 2.22. Customers in 'arrears' are customers who have bills which remain outstanding for longer than 91 days or 13 weeks after they are issued, and who have not yet set up a debt repayment arrangement. This will include customers who are billed in arrears for ongoing consumption, and direct debit customers who have fallen into debt by defaulting on one or more payments. It will exclude customers on payment methods that involve some method of regular payment, such as direct debit (see paragraph 2.15), PPM or Fuel Direct customers. It should exclude customers who have begun the transition to a formal debt repayment arrangement, but have not yet started repaying their debt. As described in paragraph 2.16, these will be reported under data items Q2.1 – 2.5.
- 2.23. **Data item Q2.7 should not include any of the same customers reported in data item Q2.1.**

- 2.24. **Data item Q2.8** refers to the total amount of arrears owed by all the customers in Q2.7 divided by the total number of customers in Q2.7. This should include only the portion of arrears that remains unpaid (as at 91 days after the last bill) and should exclude costs for subsequent consumption.

### **Section 3: Domestic debt repayment arrangements – non-PPM customers**

- 2.25. **All** items in this section refer only to debt repayment arrangements extending beyond 91 days or 13 weeks. The definition of a debt repayment arrangement is the same as for section 2 but excluding prepayment meter customers. Although the return asks for information in 'weeks', customers paying fortnightly or monthly should also be included and calculated accordingly. Items in this section do not include PPM customers, who are dealt with separately in section 4.
- 2.26. **Data item Q3.1** asks how many customers have entered into a debt repayment arrangement during the reporting period (where the arrangement is set to last beyond 91 days).
- 2.27. **Data item Q3.2** asks for the average (mean) weekly payment towards debt agreed with customers who entered into a debt repayment arrangement during the reporting period (Q3.1). The figure given should reflect only the amount per week the customer pays to reduce their debt and should exclude any amount covering ongoing usage.
- 2.28. **Data item Q3.3** asks for the average (mean) number of weeks over which customers who entered into a debt repayment arrangement in this reporting period (Q3.1) are being allowed to repay their debt.
- 2.29. For **data items Q3.4 – 3.21**, suppliers should provide data separately for each of the following payment methods: direct debit, Fuel Direct, budgeting payment schemes and 'other' (all as per the definitions found in Section 1).

#### **For data items Q3.6, 3.9, 3.12, 3.15, 3.18 and 3.21**

- 2.30. A 'Failed arrangement' is when the customer fails to make payment of an amount agreed under the debt repayment arrangement without the supplier's prior agreement. It is where full payment has not been received by the supplier within 10 working days after the agreed payment date, regardless of payment method. This includes part payment. It should exclude those cases where a customer has actively terminated the arrangement, for example by instructing the supplier or payment provider to cancel the debt agreement or instruction to pay, or where a customer ends the agreement by paying the agreement in full. It should exclude those direct debit customers who did not go on to a debt repayment arrangement but who have currently stopped paying.
- 2.31. Customers who have failed the arrangement more than once in the reporting period should only be counted once.

- 2.32. These apply to **all** failed arrangements (as defined in paragraph 2.29) in that reporting period, regardless of when the customer was set up on a repayment arrangement (ie whether or not they were set up on an arrangement within that quarter).

## Section 4: Domestic debt repayment arrangements – PPM customers

- 2.33. This section refers to all PPM customers who are repaying a debt through their PPM, regardless of the estimated length of the recovery period.
- 2.34. **Data item Q4.1** asks for the total number of PPM customers who have their PPMs set to collect payments towards a debt. This will be a 'snapshot' figure and should be recorded on the last calendar day of the reporting period.
- 2.35. Initial credit added to a customer's prepayment meter when it's installed to allow the customer time to purchase credit is not considered a 'debt' in our guidance and should not be included in this section.
- 2.36. **Data item Q4.2** (PPM customers not in debt) will automatically be generated by subtracting **Q4.1** from **Q1.2**. The supplier will only need to check the figure is correct.
- 2.37. **Data item Q4.4** asks how many customers from Q4.3 (number of PPMs installed this reporting period) had their PPMs installed, within this reporting period, to collect a debt (regardless of the estimated length of the recovery period). This includes all cases where a PPM has been installed this reporting period to recover a debt, whether or not at the customer's request.
- 2.38. **Data item Q4.5:** the system will automatically calculate this figure by subtracting **Q4.4** from **Q4.3**. The supplier will only need to check the figure is correct. This item should cover the number of customers who had chosen to have a PPM installed in this reporting period but not for debt. For example, this includes customers who had a PPM installed following a request to move from credit to PPM, new connections where a PPM is requested, customers who ask for a PPM to be installed after changing supplier or moving house or any other case where a PPM is installed for reasons other than debt. Instances where a PPM is installed to recover a debt are dealt with in Q4.4 and should not be included.
- 2.39. **Data item Q4.6** asks for the average (mean) weekly amount to be recovered for debt for the customers who had their PPMs installed, within this reporting period, to collect a debt (regardless of the estimated length of the recovery period.)
- 2.40. **Data item Q4.7** asks for the average (mean) number of weeks over which customers, who had their PPMs installed within this reporting period to collect a debt, are being allowed to repay the debt.
- 2.41. **Data items Q4.8, 4.10, 4.12, 4.14, 4.16 and 4.18** should add up to Q4.4.

- 2.42. **Data item Q4.20** asks for the number of PPMs installed with a blanking disc inserted at warrant. This refers to those cases where a customer is not present at a property and a gas PPM cannot be installed because of the inability to purge and relight. In these instances, it is possible to insert a blanking disc (a special brass disc) in one of the unions of the gas meter. The meter installation looks normal but it prevents gas from getting into the internal supply.

## Section 5: Debt Assignment Protocol (DAP) – Switching for Indebted PPM Consumers

- 2.43. Under the rules of the DAP, customers with a PPM and with a debt of less than £500 may be able to switch to another supplier and transfer their debt.
- 2.44. **Data items Q5.1 – Q5.4** use the definitions set out in the MRA 'Agreed Procedure for the Assignment of Debt in Relation to Prepayment Meters. MAP 13' and Supply Point Administration Agreement (SPAA) Schedule 9. Suppliers should use this guidance alongside the Procedure document and SPAA Schedule 9 document accordingly. These are at: <http://www.mrasco.com/mra-products/mra-agreed-procedures> and <http://www.spaa.co.uk/documents/spaa/current-version>.
- 2.45. **Data item Q5.1** asks whether the supplier followed the point of acquisition (POA)<sup>5</sup> model at the start of this reporting period (Yes/No). The data item should be reported by gaining supplier.
- 2.46. **Data item Q5.2** asks for the number of unique Supply Point Objections (SPOs)/Notices of Objection (NOOs) issued against indebted PPM accounts in this reporting period, according to debt level bandings ( $\leq$ £500,  $>$ £500, and Total). The data item should be reported by the losing supplier. The number of unique SPOs/NOOs should be derived from the total number of SPOs/NOOs issued against indebted PPM accounts during the reporting period minus the number of accounts against which a SPO/NOO has already been issued during the reporting period.
- 2.47. **Data items Q5.3 – Q5.4** refer only to customer accounts where debt was  $\leq$ £500.

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<sup>5</sup> Some suppliers have agreed to adopt a "point of acquisition model". Using this model, these suppliers will provide customers with information about data sharing at the point of acquisition and ask customers to confirm that they are content for details of their debt to be shared between the incoming and outgoing supplier. These suppliers will not then ask customers for consent to data sharing later in the switching process as they do at present. Removing the requirement to provide consent for data sharing part way through the process will remove a barrier to switching and should help increase the volume of completed switches. Visit this link to our previous open letter for additional information: <https://www.ofgem.gov.uk/publications-and-updates/review-debt-assignment-protocol-%E2%80%93-open-letter>

- 2.48. **Data item Q5.3:** the number of G/D0307 records sent in this reporting period, where debt level is  $\leq$ £500. The data should be broken down into the following categories: "Complex Debt", "Not Complex Debt" and "Total", using the Complex Debt indicator available in the G/D0307 flow. The data item should be reported by the losing supplier.
- 2.49. **Data item 5.4:** the total number of G/D0309 records sent in this reporting period, where debt level is  $\leq$ £500. The data item should be reported by the losing supplier.

## Section 6: Disconnections/de-energisations for debt

- 2.50. All data items in Section 6 should report only customers on a 'dumb meter' – a traditional meter which can be read manually but has no 'smart' functionality. Figures reporting customers with smart meters should be reported in Section 8. All data items in Section 6 refer to manual disconnection. Remote disconnection instances should be recorded under Section 8: Smart Metering.
- 2.51. "Disconnection" is used as a general term, not specific to the removal of a meter. This will, in the case of electricity, cover de-energisations.
- 2.52. This section refers exclusively to customers who have had their supply disconnected/de-energised for the non-payment of debt. Premises that are found empty when the supplier arrived to disconnect should not be included.
- 2.53. For **data items Q6.2 to Q6.7**, the reconnected customer must have been disconnected during the quarter being reported on.
- 2.54. The period of disconnection is defined as being from the day the supply was terminated to the day it is reinstated (inclusive).
- 2.55. **Data items Q6.2 to Q6.5** are cumulative figures, ie customers counted in Q6.2 should also be counted in Q6.3 to Q6.5. Therefore a customer reconnected within a week should also be counted as having been reconnected within a month and a quarter. It is expected that the number should increase between Q6.2 and Q6.5.
- 2.56. **Data item Q6.7** concerns the average (mean) period in days that customers were without a supply for those customers disconnected for debt and then reconnected in this reporting period. Premises that are known to have been vacated since disconnection should not be counted.
- 2.57. **Data item Q6.8** refers to the number of customers disconnected for debt (as reported in **Q6.1**) who were contacted by telephone (both actual and attempted contact) or letter within two working days of being disconnected.

## Section 7: Disconnections/de-energisations in error

- 2.58. All data items in Section 7 should report only customers on a 'dumb meter'. Figures reporting customers with Smart Meters should be reported in Section 8. All data items in Section 7 refer to manual disconnection. Remote disconnection instances should be recorded under Section 8: Smart Metering.
- 2.59. "Disconnection" is used as a general term, not specific to the removal of a meter. This will, in the case of electricity, cover de-energisations.
- 2.60. This section refers exclusively to customers who have had their supply disconnected/de-energised in error.
- For **data items Q7.1 - Q7.5**, 'disconnection in error'<sup>6</sup> includes those situations where a supply other than the one intended for disconnection is disconnected. For example, where the wrong property or wrong meter has been disconnected because of human error, a meter mix-up, incorrect meter details being attributed to the account, or the wrong premises details being given. It excludes: unknown change of tenancy, eg where the supplier is unaware that a new tenant has moved in to the property.
  - Where a supplier believes a property to be vacant and subsequently discovers that it is occupied and reconnects it.

However, suppliers should take all reasonable steps to ascertain who the resident is (ie whether the disconnection is a sanction on the "correct" individual and whether the individual is vulnerable) and whether there is a resident in the property.

- 2.61. The period of disconnection is defined as being from the day the supply was terminated to the day it is reinstated (inclusive).
- 2.62. **Data item Q7.2** concerns the average (mean) period in days that customers were without a supply from those customers disconnected in error and then reconnected in this reporting period.

## Section 8: Smart meters

- 2.63. All data items in Section 8 should report only those customers on Smart Meters.
- 2.64. 'Smart meters' is taken to mean an 'Advanced Domestic Meter',<sup>7</sup> which is a meter installed in a domestic premise that:
- provides gas or electricity consumption data for multiple time periods
  - is able to provide the supplier with remote access to such data.

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<sup>6</sup> This is the current definition for 'disconnection in error'. It may be altered in future to mirror developments in licence conditions.

<sup>7</sup> This is the current definition for 'Advanced Domestic Meter'. Definitions for 'Advanced Domestic Meter' or 'Smart Meter' may be reviewed and altered in this guidance at a later date, following developments in smart metering and the licence conditions.

- 2.65. 'Smart' or 'Advanced Domestic Meter' refers only to those Advanced Domestic Meters which are actually operating in smart mode. Meters which are being managed and supported as traditional, 'dumb' assets should be excluded from this section.
- 2.66. **Data item Q8.1** is a 'snapshot' figure and should indicate the number of customers with smart meters as at the end of the reporting period.
- 2.67. **Data item 8.2** asks for the number of smart meter customers on prepayment at the end of this reporting period.
- 2.68. **Data item 8.3** asks for the number of smart meter customers on credit at the end of this reporting period. The system will calculate this data point automatically, by subtracting the new data point 8.2 from the existing data point 8.1.
- 2.69. For **data items Q8.4 – Q8.6**, remote switching is defined as where a supplier switches a customer from credit to prepayment mode (or vice versa) remotely, without physically visiting the premises or changing the meter.
- 2.70. For **data item Q8.7 – Q8.9**, suppliers should include smart meter disconnections where disconnection has been carried out both on-site, at the meter, and remotely. For **data item 8.9**, 'disconnection in error'<sup>8</sup> includes those situations where a supply other than the one intended for disconnection is disconnected. For example, this could include where the wrong property or wrong meter has been disconnected because of human error, a meter mix-up, incorrect meter details being attributed to the account, or the wrong premises details being given. It excludes:
- Unknown change of tenancy, eg where the supplier is unaware that a new tenant has moved into the property
  - Where a supplier believes a property to be vacant and subsequently discovers that it is occupied and reconnects it.
- However, suppliers should take all reasonable steps to ascertain who the resident is (ie whether the disconnection is a sanction on the right person and whether they are vulnerable) and whether there is a resident in the property.
- 2.71. For **data item Q8.10**, suppliers should include smart meter disconnections only where this has been carried out remotely. Remote disconnection is defined as where a supplier disconnects the electricity or gas supply remotely, without physically visiting the premises.
- 2.72. **Data items Q8.8, Q8.9, and Q8.10** should be a subset of data item Q8.7.
- 2.73. **Data item Q8.11** asks for the number of customers with smart meters subject to load limiting in this reporting period. Load limiting is also known as

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<sup>8</sup> This is the current definition for 'disconnection in error'. It may be altered in future to mirror developments in licence conditions and smart metering.

'trickle disconnection' and is defined as where customers are limited to a minimal flow of electricity.

- 2.74. **Data item Q8.12** asks for the number of customers with smart meters subject to credit limiting in this reporting period. Credit limiting is also known as 'managed credit' and is defined as where customers are automatically cut off if they owe more than a predetermined amount.

## 3. Guidance on completing annual returns

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- 3.1. Unless specified, the summaries and overall definitions are the same as those used in Chapter 2: Guidance on completing quarterly returns.

### Section 1: Number of customers on each payment scheme

- 3.2. The data items in this section are automatically generated by the system from the quarterly returns. Suppliers only need to check it against their figure.

### Section 2: Domestic debt – all customers

- 3.3. The data items in this section are automatically generated by the system from the quarterly returns. Suppliers only need to check it against their figure.

### Section 3: Domestic debt payment arrangements – non-PPM customers

- 3.4. **Data items A3.1, A3.4, A3.6, A3.7, A3.9, A3.10, A3.12, A3.13, A3.15, A3.16, A3.18, A3.19, and A3.21** will be automatically generated by the system from the quarterly returns for that year. Suppliers only need to check it against their figure.

### Section 4: Domestic debt repayment arrangements – PPM customers

- 3.5. **For data items A4.1, A4.2, A4.3, A4.4, A4.5, A4.8, A4.10, A4.12, A4.14, A4.16, A4.18, A4.20 and A4.22**, the figures will be calculated automatically and suppliers will only be required to check the figures.
- 3.6. **Data items A4.20 – A4.21** refer to suppliers using warrants to disconnect customers for non-payment of debt. They apply whether or not the warrant was executed by forcible entry. Include instances where the customer allows access when told that the officer has a warrant.
- 3.7. **Data item A4.22** asks for the total number of customers who have switched from PPM to credit terms during the reporting period.
- 3.8. **Data item A4.23** asks for the total number of customers, not repaying a debt through their PPM, who have had their request to change to credit terms refused during the reporting period. 'Refused' includes a failure to proceed with a change from PPM to a credit meter because the customer has either failed, refused, or is unable to comply with a condition (or conditions) imposed by the supplier, and the supplier required the customer to meet this condition (or conditions) before proceeding with the change to a credit meter.

- 3.9. **Data item A4.24** asks for an approximate breakdown of the types of PPM used by a supplier. Please specify the meter type (for example token, smart card or key meter) and percentage used. There are two return fields. One allows different meter types to be entered and the other allows the corresponding percentage to be entered.
- 3.10. **Data items A4.25 – A2.27** refer to customers on Independent Gas Transporters (IGT) sites. IGTs own and operate gas distribution systems providing energy to domestic, commercial and industrial premises. Gas consumers in Great Britain are connected either to one of the five regional gas Distribution Networks (DNs) or one of the local networks owned, operated and maintained by an Independent Gas Transporter (IGT).

## **Section 5: Debt Assignment Protocol (DAP) – Switching for indebted PPM consumers**

- 3.11. **Data items A5.1 – 5.4** are generated automatically by the system from the quarterly returns. Suppliers only need to check it against their figure.

## **Section 6: Disconnections/de-energisations for debt**

- 3.12. **For data items A6.1 – A6.5** the figures will be calculated automatically and suppliers will only be required to check the figures.
- 3.13. **Data item A6.8** refers to the number of disconnected customers for debt (as reported in **data item 6.1**) contacted by telephone (both actual and attempted contact) or letter within two working days of being disconnected.
- 3.14. **Data item A6.10** refers to cases where the supplier has not spoken to the customer (either face-to-face or by phone) and the customer has not written to the supplier (through letter, fax or electronically). These are sometimes referred to as “no contact” cases.
- 3.15. **Data items A6.11** refers to the number of disconnections where the supplier knew in advance that the household was made up exclusively of people who are either disabled or chronically sick or pensioners (or any combination of these living with children under 18.)
- 3.16. This excludes those situations where vulnerability was been discovered after the event and the supplier had taken all reasonable steps to identify vulnerability, as per the requirements of SLCs 27.10, 27.11 and 27.11a and, where relevant, the EUK Safety Net.

3.17. **Data item 6.12** asks for the number of customers disconnected in this reporting period where it was not safe and practicable<sup>9</sup> to install a PPM.

## Section 7: Disconnections/de-energisations in error and where there is theft

3.18. **For data item A7.1** the figure will be calculated automatically and suppliers will only be required to check it.

3.19. For **data items A7.6 and A7.7**, 'disconnection on the grounds of theft' refers to the number of customers disconnected on the basis of a supplier's statutory powers (or contractual terms which reflect those powers) for damage/injury to, or the interference with meters under:

- paragraph 6(3) of Schedule 6 to the Electricity Act 1989
- paragraph 11(3) of Schedule 7 to the Electricity Act 1989
- paragraph 10(2) of Schedule 2B to the Gas Act 1986

## Section 8: Smart meters

3.20. **Data item A8.2** asks for the number of smart meter customers on prepayment at the end of this reporting period.

3.21. **Data item A8.3** asks for the number of smart meter customers on credit at the end of this reporting period. The system will calculate this data point automatically, by subtracting the new data point A8.2 from the existing data point A8.1.

3.22. **Data items A8.1 – 8.12** are automatically generated by the database from the returns from the four quarters. Suppliers only need check these figures.

3.23. **Data item A8.13:** Were you offering emergency credit to any customers at the end of this reporting period? If you are offering emergency credit, please specify whether you offer a fixed amount or a flexible amount.

3.24. **Data item A8.14:** If you offered fixed emergency credit at the end of this reporting period, please enter the amount.

3.25. **Data item A8.15:** If you offered flexible emergency credit at the end of this reporting period, please specify options or range (if any restrictions) (eg choice of £0, £5, £10, £15; or, any amount between £5 and £15).

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<sup>9</sup> See details in <https://www.ofgem.gov.uk/ofgem-publications/57343/modification-direction.pdf>

- 3.26. **Data item A8.16:** Do all customers have the same choice of emergency credit arrangements? If not, please explain any differences and the rationale for these.
- 3.27. **Data item A8.17:** Were you offering friendly credit hours to any customers at the end of this reporting period? If you are offering friendly credit, please specify whether you offer flexible times/days or fixed times/days.
- 3.28. **Data item A8.18:** If you offered fixed friendly credit hours at the end of this reporting period, please specify available options. Please select all options that apply from: evenings/nights, weekends, bank holidays, and specify if other options are provided.
- 3.29. **Data item A8.19:** If you offered flexible friendly credit hours at the end of this reporting period, please specify available options (eg choice of evenings/ nights, weekends, Bank Holidays).
- 3.30. **Data item A8.20:** Do all customers have the same choice over friendly credit arrangements? If not, please explain any differences and the rationale for these.
- 3.31. **Data item A8.21:** Were you offering smart prepayment functionalities to any customers at the end of this reporting period? Please select all options that are available from: fixed low credit alerts, fixed high consumption alerts, flexible low credit alerts or flexible high consumption alerts.
- 3.32. **Data item A8.22:** If you offered low credit alerts at the end of this reporting period, please specify which channels you offered them through. Please select all options that apply from: email alerts, text alerts, IHD/PPMID alerts, and provide details if you offer any other channels.
- 3.33. **Data item A8.23:** If you offered high consumption alerts at the end of this reporting period, please specify which channels you offered them through. Please select all options that apply from: email alerts, text alerts, IHD/PPMID alerts, and provide details if you offer any other channels.
- 3.34. **Data item A8.24:** At the end of this reporting period, did you offer any of the following top up channels? Please select all options that apply from: cash payment outlet, online, mobile app, telephone (including automated telephone line), text, and provide details if you offer any other channels.
- 3.35. **Data item A8.25:** For the top-up channels you offered at the end of this reporting period, please enter the minimum amount that the customer needed to top-up by. Please provide the minimum payment for each channel: cash payment outlet, online, mobile app, telephone (including automated telephone line), text, and provide details if you offer any other channels.
- 3.36. **Data item A8.26:** For the top up channels you offered at the end of this reporting period, please enter the maximum amount that the customer could top-up by. Please provide the maximum payment for each channel offered:

cash payment outlet, online, mobile app, telephone (including automated telephone line), text, and provide details if you offer any other channels.

- 3.37. **Data item A8.27:** For each top-up channel that you offer, please provide the total number of smart prepayment customer top-ups that you have received in this reporting period.

## Section 9: Registered services, services provided on request and Fuel Direct

- 3.38. Suppliers are required under Standard Licence Condition (SLC) 26 to establish and maintain a list (the Priority Services Register) of those domestic customers who are either pensioners, disabled or chronically sick, and require information and advice on services specified under that condition.
- 3.39. Customers do not necessarily have to be on the Priority Services Register to receive registered services. However, this section seeks to capture only those customers who require services due to a special need. Therefore, **A9.4 – A9.8** should only include customers who are on the Priority Services Register.
- 3.40. **Data items A9.10 – A9.12** are only applicable on gas returns.
- 3.41. **Data item 9.12** refers to the total number of customers who have paid for and been provided with a gas safety check. This refers to those customers who are not eligible for a free gas safety check, who are included under data item 9.10.
- 3.42. **Data item A9.13** will be the number of customers at the end of the reporting period who continue paying by Fuel Direct after repaying their original debt.

## Section 10: Energy efficiency

- 3.43. Please note that this applies only to energy efficiency information provided to a supplier's own customers. Figures reported should not include where information has been provided to those whom the supplier does not supply or other suppliers' customers.
- 3.44. Please provide these figures as combined figures if you supply both gas and electricity.
- 3.45. **Data item A10.1** asks for the number of customers (all) who have contacted a specialist energy efficiency advice line and have been given specialist energy efficiency advice on reducing energy bills. Energy efficiency advice given is defined as that provided by a qualified person or team through a specialist energy efficiency advice line. This should include only advice provided by an agent who has been specifically trained for that purpose, eg to City and Guilds standard or equivalent. It excludes provision of general energy efficiency information by non-qualified customer service staff.

- 3.46. **Data items A10.2 and A10.3** should be a subset of A10.1.
- 3.47. **For data items A10.1 – A10.3**, suppliers should not include multiple communications with a single customer, ie numbers reported should represent the number of individual customers who have contacted the specific energy efficiency advice line and been given specialist energy efficiency advice, not the number of calls received.
- 3.48. **Data item A10.4** asks for the number of customers proactively given information on how they can reduce their energy consumption. This should exclude signposting to material available elsewhere.
- 3.49. **Data item A10.5** asks for the number of customers repaying a debt through a debt repayment arrangement (as defined and reported under 2.1) proactively provided with information on how they can reduce their energy consumption.
- 3.50. **Data item A10.6** asks for the number of customers in arrears who are not yet on a debt repayment arrangement (as defined and reported under 2.7) proactively provided with information on how they can reduce their energy consumption.

**For data items A10.4 – 10.6**

- 3.51. The information may be verbal or written and should include letters, text messages and emails sent, as well as outbound calls. It should exclude calls received.
- 3.52. Suppliers are also asked to provide brief qualitative information on when and where in the debt path customers in debt are provided with such information (eg on first letter).
- 3.53. Suppliers should not include multiple communications with a single customer, ie numbers reported should represent the number of individual customers who have proactively been provided with information on how to reduce their energy consumption. If a customer has had this on more than one occasion in the reporting period, this should be counted only once. If a customer has been proactively provided with information for both an electricity and gas supply, this should only be counted once.
- 3.54. **Data items A10.5 and A10.6** should be a subset of A10.4.
- 3.55. **Data item A10.7** refers to the number of web hits/unique page views on the supplier's dedicated energy efficiency webpages – ie pages devoted to an energy efficiency function.
- 3.56. **For data item A10.7** suppliers are also asked to provide brief qualitative information on what they have on the website eg links to the dedicated webpages included in this reporting.

- 3.57. **Data item A10.8** asks for the number of customers specifically advised about, or referred to, a government scheme or to Energy Company Obligation (ECO) in this reporting period. ECO is a government energy efficiency scheme to help reduce carbon emissions and tackle fuel poverty, under which larger energy suppliers have to deliver energy efficiency measures to homes in Great Britain.
- 3.58. Ofgem may also use qualitative techniques to monitor the quality of energy efficiency advice provided, in particular for vulnerable customers.

# Appendices

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# Appendix 1 – Standard Licence Condition (SLC) 32 – Reporting on Performance

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## **Condition 32: Reporting on performance** *(applicable to both electricity and gas)*

- 32.1 The licensee must provide the Authority and Citizens Advice and Citizens Advice Scotland with information specified by the Authority relating to matters that it reasonably considers are relevant to the licensee's dealings with its Domestic Customers.
- 32.2 The information referred to in paragraph 32.1 may, in particular, include information about:
- (a) the number of the licensee's Domestic Customers using each method of payment for Charges for the Supply of Electricity;
  - (b) failures by the licensee's Domestic Customers to pay Charges for the Supply of Electricity by the date on which the payment was due;
  - (c) Disconnections carried out by the licensee;
  - (d) the provision by the licensee of energy efficiency information; and
  - (e) the services offered by the licensee to Domestic Customers on its Priority Services Register and the number of Domestic Customers who are listed on that register.
- 32.3 The information provided by the licensee under paragraph 32.1 must be in the form of a statistical record having such content and being presented in such a format and at such intervals of time as the Authority may from time to time direct following consultation with the licensee and Citizens Advice and Citizens Advice Scotland.

## Appendix 2 – Quarterly monitoring data

R – denotes a regional breakdown is required

G – denotes the field is generated automatically by the system

		<b>1</b>	<b>Number of customers on each payment scheme (all domestic customers)</b>
	R	Q1.1	Monthly direct debit
	R	Q1.2	Prepayment meter (PPM)
	R	Q1.3	Standard credit – Quarterly (cash or cheque)
	R	Q1.4	Fuel Direct
	R	Q1.5	Budgeting payment schemes (for example: weekly/fortnightly/twice monthly payment schemes and flexible payment schemes)
	R	Q1.6	Other (for example: monthly standing order/ monthly payment scheme (cash or cheque)/quarterly variable or fixed direct debit or social tariffs)
G	R	Q1.7	Total number of domestic customers

		<b>2</b>	<b>Domestic debt (all customers)</b>
	R	Q2.1	Number of customers repaying a debt on a debt repayment arrangement at the end of this reporting period. (This includes non PPM customers on payment arrangements extending beyond 91 days/13 weeks and all PPM customers with a debt) <b>Please refer to the accompanying guidance for further information on the definition</b>
		Q2.2	Number of customers with debt over £100 carried forward from previous bill, at the end of this reporting period
		Q2.3	Number of customers with debt over £300 carried forward from previous bill, at the end of this reporting period
		Q2.4	Number of customers with debt over £600 carried forward from previous bill, at the end of this reporting period
		Q2.5	Average debt per customer repaying a debt through a debt repayment arrangement (total amount owed by customers in 2.1/number of customers in 2.1) - using 'take-on debt' (ie debt that the customer took on when starting their debt repayment arrangement)
		Q2.6	Average debt per customer repaying a debt through a debt repayment arrangement (total amount owed by customers in 2.1/number of customers in 2.1) - using 'snapshot' of debt as at the end of the reporting period (ie outstanding debt that the customer remains owing on their debt repayment arrangement, excluding debt incurred for subsequent consumption since the start of the payment plan)
	R	Q2.7	Number of customers in arrears who are not yet on a debt repayment arrangement at the end of this reporting period <b>Please refer to the accompanying guidance for further information on the definition</b>
		Q2.8	Average debt per customer in arrears who are not yet on a debt repayment arrangement (total amount owed by customers in 2.6/number of customers in 2.6)

		<b>3</b>	<b>Domestic debt repayment arrangements (non PPM customers)</b>
		Q3.1	Number of customers entering into a debt repayment arrangement (extending beyond 91 days) in this reporting period
		Q3.2	Average (mean) weekly amount towards debt (for debt repayment arrangements, extending beyond 91 days, entered into in this reporting period - ie those customers in Q3.1)
		Q3.3	Average (mean) number of weeks to recover debt, for debt repayment

		<b>3</b>	<b>Domestic debt repayment arrangements (non PPM customers)</b>
			arrangements extending beyond 91 days, entered into in this reporting period – ie those customers in Q3.1
		Q3.4	Number of customers entering into a debt repayment arrangement of £0.01 - £2.99 per week in this reporting period
		Q3.5	Average (mean) number of weeks customers entering into a debt repayment arrangement of £0.01 - £2.99 per week in this reporting period are being allowed to repay their debt
		Q3.6	Number of failed arrangements on a debt repayment arrangement of £0.01 - £2.99 per week in this reporting period
		Q3.7	Number of customers entering into a debt repayment arrangement £3.00 - £5.99 per week in this reporting period
		Q3.8	Average (mean) number of weeks customers entering into a debt repayment arrangement of £3.00 - £5.99 per week in this reporting period are being allowed to repay their debt
		Q3.9	Number of failed arrangements on a debt repayment arrangement of £3.00 - £5.99 per week in this reporting period
		Q3.10	Number of customers entering into a debt repayment arrangement of £6.00 - £8.99 per week in this reporting period
		Q3.11	Average (mean) number of weeks customers entering into a debt repayment arrangement of £6.00 - £8.99 per week in this reporting period are being allowed to repay their debt
		Q3.12	Number of failed arrangements on a debt repayment arrangement of £6.00 - £8.99 per week in this reporting period
		Q3.13	Number of customers entering into a debt repayment arrangement of £9.00 - £11.99 per week in this reporting period
		Q3.14	Average (mean) number of weeks customers entering into a debt repayment arrangement of £9.00 - £11.99 per week in this reporting period are being allowed to repay their debt
		Q3.15	Number of failed arrangements on a debt repayment arrangement of £9.00 - £11.99 per week in this reporting period
		Q3.16	Number of customers entering into a debt repayment arrangement of £12.00 - £14.99 per week in this reporting period
		Q3.17	Average (mean) number of weeks customers entering into a debt repayment arrangement of £12.00 - £14.99 per week in this reporting period are being allowed to repay their debt
		Q3.18	Number of failed arrangements on a debt repayment arrangement of £12.00 - £14.99 per week in this reporting period
		Q3.19	Number of customers entering into a debt repayment arrangement of >£15 per week in this reporting period
		Q3.20	Average (mean) number of weeks customers entering into a debt repayment arrangement of >£15 per week in this reporting period are being allowed to repay their debt
		Q3.21	Number of failed arrangements on a debt repayment arrangement of >£15 per week in this reporting period
			<b>For items 3.4 – 3.21, suppliers should provide data separately for each of the following payment methods: direct debit, budget payment schemes, Fuel Direct and 'other'(as per the definitions in Section 1)</b>

		<b>4</b>	<b>Domestic debt repayment arrangements (PPM customers)</b>
	R	Q4.1	Number of PPM customers with their PPMs set to collect payments towards a debt at the end of this reporting period
G		Q4.2	Number of PPM customers not in debt – <b>generated from 1.2 minus 4.1</b>
		Q4.3	Number of PPMs installed in this reporting period

		Q4.4	Number of PPMs installed in this reporting period to recover debt
G		Q4.5	Number of PPMs installed in this reporting period not for debt – <b>generated from 4.3 minus 4.4</b>
		Q4.6	Average (mean) weekly amount towards debt for the PPMs installed in this reporting period
		Q4.7	Average (mean) number of weeks to recover debt for the PPMs installed in this reporting period
		Q4.8	Number of customers entering into a debt repayment arrangement of £0.01 - £2.99 per week in this reporting period
		Q4.9	Average (mean) number of weeks customers entering into a weekly payment agreement of £0.01 - £2.99 per week in this quarter are being allowed to repay their debt
		Q4.10	Number of customers entering into debt repayment arrangement of £3.00 - £5.99 in this reporting period
		Q4.11	Average (mean) number of weeks customers entering into debt repayment arrangement of £3.00 - £5.99 per week in this quarter are being allowed to repay their debt
		Q4.12	Number of customers entering into debt repayment arrangement of £6.00 - £8.99 in this reporting period
		Q4.13	Average (mean) number of weeks customers entering into debt repayment arrangement of £6.00 - £8.99 per week in this quarter are being allowed to repay their debt
		Q4.14	Number of customers entering into debt repayment arrangement of £9.00 - £11.99 in this reporting period
		Q4.15	Average (mean) number of weeks customers entering into debt repayment arrangement of £9.00 - £11.99 per week in this quarter are being allowed to repay their debt
		Q4.16	Number of customers entering into debt repayment arrangement of £12.00 - £14.99 per week in this reporting period
		Q4.17	Average (mean) number of weeks customers entering into debt repayment arrangement of £12.00 - £14.99 per week in this quarter are being allowed to repay their debt
		Q4.18	Number of customers entering into debt repayment arrangement of >£15 (per week) in this reporting period
		Q4.19	Average (mean) number of weeks customers entering into debt repayment arrangement of >£15 per week in this quarter are being allowed to repay their debt
		Q4.20	Number of PPMs installed with a blanking disc inserted on a warrant visit in this reporting period

		<b>5</b>	<b>Debt Assignment Protocol</b>
		Q5.1	Supplier followed the point of acquisition (POA) model at the start of the reporting period (Yes/No). The data item should be reported by gaining supplier
		Q5.2	Number of unique Supply Point Objections (SPOs)/Notices of Objection (NOOs) issued against indebted PPM accounts in this reporting period, according to debt level bandings ( $\leq$ £500, $>$ £500, and Total). The data item should be reported by losing supplier. The number of unique SPOs/NOOs should be derived from the total number of SPOs/NOOs issued against indebted PPM accounts during the reporting period minus the number of accounts against which a SPO/NOO has already been issued during the reporting period
		Q5.3	Number of G/D0307 records sent in this reporting period, where debt level is $\leq$ £500. The data should be broken down into the following categories: "Complex Debt", "Not Complex Debt" and "Total", using the Complex Debt indicator available in the G/D0307 flow. The data item should be reported by losing supplier
		Q5.4	Total number of G/D0309 records sent in this reporting period, where debt level is

		<b>5</b>	<b>Debt Assignment Protocol</b>
			≤£500. The data item should be reported by losing supplier
		<b>6</b>	<b>Disconnections/de-energisations for debt</b>
	R	Q6.1	Number of customers disconnected in this reporting period for non-payment of debt
		Q6.2	Of those disconnected in this reporting period, number reconnected within 24 hours of disconnection
		Q6.3	Of those disconnected in this reporting period, number reconnected within 7 days of disconnection
		Q6.4	Of those disconnected in this reporting period, number reconnected within 1 month of disconnection
		Q6.5	Of those disconnected in this reporting period, number of customers reconnected in this reporting period (ie one quarter)
		Q6.6	Of those disconnected in this reporting period, the number of customers not reconnected in this reporting period (ie within one quarter)
		Q6.7	Of those disconnected and reconnected in this reporting period, the average period (days) of disconnection
		Q6.8	Number of customers disconnected for debt in this reporting period (as in Q6.1) contacted by telephone (attempted contact and actual contact) or letter within 2 working days of being disconnected
		<b>7</b>	<b>Disconnections/de-energisations in error</b>
		Q7.1	Number of customers disconnected in error in this reporting period
		Q7.2	Average period of time customers disconnected in error in this reporting period were without supply
		Q7.3	Total amount of compensation paid to customers disconnected in error (those reported in 5.11) in this reporting period
		Q7.4	Average amount of compensation paid to customers disconnected in error in this reporting period
		Q7.5	A list of reasons for those customers disconnected in error in this reporting period
		<b>8</b>	<b>Smart meters</b>
		Q8.1	Total number of smart meter customers at the end of this reporting period
		Q8.2	Number of smart meter customers on prepayment at the end of this reporting period.
	G	Q8.3	Number of smart meter customers on credit at the end of this reporting period – <b>generated from 8.1 minus 8.2</b>
		Q8.4	Number of smart meter customers remotely switched from credit to PPM repaying a debt in this reporting period
		Q8.5	Number of smart meter customers remotely switched from credit to PPM not repaying a debt, in this reporting period
		Q8.6	Number of smart meter customers remotely switched from PPM to credit in this reporting period
		Q8.7	Number of customers with smart meters disconnected in this reporting period
		Q8.8	Number of customers with smart meters disconnected for non payment of debt in this reporting period (subset of Q8.7)
		Q8.9	Number of customers with smart meters disconnected in error in this reporting period (subset of Q8.7)
		Q8.10	Number of customers with smart meters disconnected remotely in this reporting period (subset of Q8.7)
		Q8.11	Number of customers with smart meters subject to load limiting in this reporting period
		Q8.12	Number of customers with smart meters subject to credit limiting in this reporting period

## Appendix 3 – Annual monitoring data

R – denotes a regional breakdown is required

G – denotes the field is generated automatically by the system

C – denotes commentary is required if the data field contains a number where the value is 1 or more

		<b>1</b>	<b>Number of customers on each payment scheme (all domestic customers)</b>
G	R	A1.1	Monthly direct debit
G	R	A1.2	Prepayment meter (PPM)
G	R	A1.3	Standard credit – Quarterly (cash or cheque)
G	R	A1.4	Fuel Direct
G	R	A1.5	Budgeting payment schemes (For example: weekly/fortnightly/twice monthly payment schemes and flexible payment schemes)
G	R	A1.6	Other (for example: monthly standing order/monthly payment scheme (cash or cheque)/quarterly variable or fixed direct debit and social tariffs)
G	R	A1.7	Total number of domestic customers

		<b>2</b>	<b>Domestic debt (all customers)</b>
G	R	A2.1	Number of customers repaying a debt on a debt repayment arrangement (includes non PPM customers on payment arrangements extending beyond 91 days/13 weeks and all PPM customers with a debt) at the end of this reporting period <b>Please refer to the accompanying guidance for further information on the definition</b>
G		A2.2	Number of customers with debt over £100 carried forward from previous bill
G		A2.3	Number of customers with debt over £300 carried forward from previous bill
G		A2.4	Number of customers with debt over £600 carried forward from previous bill
G		Q2.5	Average debt per customer repaying a debt through a debt repayment arrangement (total amount owed by customers in 2.1/number of customers in 2.1) - using 'take-on debt' (ie debt that the customer took on when starting their debt repayment arrangement)
G		Q2.6	Average debt per customer repaying a debt through a debt repayment arrangement (total amount owed by customers in 2.1/number of customers in 2.1) - using 'snapshot' of debt as at the end of the reporting period (ie outstanding debt that the customer remains owing on their debt repayment arrangement, excluding debt incurred for subsequent consumption since the start of the payment plan)
G	R	A2.7	Number of customers in arrears who are not yet on a debt repayment plan <b>Please refer to the accompanying guidance for further information on the definition</b>
G		A2.8	Average debt per customer in arrears who are not yet in a debt repayment arrangement (total amount owed by customers in 2.7/number of customers in 2.7)

		<b>3</b>	<b>Domestic debt repayment arrangements (non PPM customers)</b>
G		A3.1	Total number of customers entering into a debt repayment arrangement (extending beyond 91 days) in this reporting period – <b>database to add this up from quarterly returns and suppliers to check it only</b>
		A3.2	Average weekly amount towards debt (for debt repayment arrangements extending beyond 91 days entered into in this reporting period)
		A3.3	Average number of weeks to recover debt (for debt repayment arrangements extending beyond 91 days entered into in this reporting period)
G		A3.4	Number of customers entering into a debt repayment arrangement of £0.01 - £2.99 per week in this reporting period

		A3.5	Average (mean) number of weeks customers entering into a debt repayment arrangement of £0.01 - £2.99 per week in this reporting period are being allowed to repay their debt
G		A3.6	Number of failed arrangements on a debt repayment arrangement of £0.01 - £2.99 per week in this reporting period
G		A3.7	Number of customers entering into a debt repayment arrangement of £3.00 - £5.99 per week in this reporting period
		A3.8	Average (mean) number of weeks customers entering into a debt repayment arrangement of £3.00 - £5.99 per week in this reporting period are being allowed to repay their debt
G		A3.9	Number of failed arrangements on a debt repayment arrangement of £3.00 - £5.99 per week in this reporting period
G		A3.10	Number of customers entering into a debt repayment arrangement of £6.00 - £8.99 per week in this reporting period
		A3.11	Average (mean) number of weeks customers entering into a debt repayment arrangement of £6.00 - £8.99 per week in this reporting period are being allowed to repay their debt
G		A3.12	Number of failed arrangements on a debt repayment arrangement of £6.00 - £8.99 per week in this reporting period
G		A3.13	Number of customers entering into a debt repayment arrangement of £9.00 - £11.99 per week in this reporting period
		A3.14	Average (mean) number of weeks customers entering into a debt repayment arrangement of £9.00 - £11.99 per week in this reporting period are being allowed to repay their debt
G		A3.15	Number of failed arrangements on a debt repayment arrangement of £9.00 - £11.99 per week in this reporting period
G		A3.16	Number of customers entering into a debt repayment arrangement of £12.00 - £14.99 per week in this reporting period
		A3.17	Average (mean) number of weeks customers entering into a debt repayment arrangement of £12.00 - £14.99 per week in this reporting period are being allowed to repay their debt
G		A3.18	Number of failed arrangements on a debt repayment arrangement of £12.00 - £14.99 per week in this reporting period
G		A3.19	Number of customers entering into a debt repayment arrangement of >£15 per week in this reporting period
		A3.20	Average (mean) number of weeks customers entering into a debt repayment arrangement of >£15 per week in this reporting period are being allowed to repay their debt
G		A3.21	Number of failed arrangements on a debt repayment arrangement of >£15 per week in this reporting period
			<b>For items A3.1, A3.4, A3.6, A3.7, A3.9, A3.10, A3.12, A3.13, A3.15, A3.16, A3.18, A3.19, and A3.21, database to add these up from quarterly returns and suppliers to check it only</b>
			<b>For items 3.4 – 3.21, suppliers should provide data separately for each of the following payment methods: direct debit, budget payment schemes, Fuel Direct and 'other' (as per the definitions in Section 1)</b>

		<b>4</b>	<b>Domestic debt repayment arrangements (PPM customers)</b>
G	R	A4.1	Number of PPM customers with their PPMs set to collect payments towards a debt at the end of this reporting period
G		A4.2	Number of PPM customers not in debt – <b>generated from 1.2 minus 4.1</b>
G		A4.3	Total number of PPMs installed in this reporting period <b>database to add this up from quarterly returns and suppliers to check it only</b>

G	A4.4	Total number of PPMs installed in this reporting period to recover debt - <b>database to add this up from quarterly returns and suppliers to check it only</b>
G	A4.5	Total number of PPMs installed in this reporting period not for debt – <b>generated from 4.3 minus 4.4</b>
	A4.6	Average weekly amount towards debt for PPMs installed in this reporting period (subset of A4.4)
	A4.7	Average number of weeks to recover debt for PPMs installed in this reporting period
G	A4.8	Number of customers entering into a debt repayment arrangement of £0.01 - £2.99 per week in this reporting period
	A4.9	Average (mean) number of weeks customers entering into a debt repayment arrangement of £0.01 - £2.99 per week in this reporting period are being allowed to repay their debt
G	A4.10	Number of customers entering into a debt repayment arrangement of £3.00 - £5.99 per week in this reporting period
	A4.11	Average (mean) number of weeks customers entering into a debt repayment arrangement of £3.00 - £5.99 per week in this reporting period are being allowed to repay their debt
G	A4.12	Number of customers entering into a debt repayment arrangement of £6.00 - £8.99 per week in this reporting period
	A4.13	Average (mean) number of weeks customers entering into a debt repayment arrangement of £6.00 - £8.99 per week in this reporting period are being allowed to repay their debt
G	A4.14	Number of customers entering into a debt repayment arrangement of £9.00 - £11.99 per week in this reporting period
	A4.15	Average (mean) number of weeks customers entering into a debt repayment arrangement of £9.00 - £11.99 per week in this reporting period are being allowed to repay their debt
G	A4.16	Number of customers entering into a weekly payment agreement of £12.00 - £14.99 per week in this reporting period
	A4.17	Average (mean) number of weeks customers entering into a debt repayment arrangement of £12.00 - £14.99 per week in this reporting period are being allowed to repay their debt
G	A4.18	Number of customers entering into a debt repayment arrangement of >£15 per week in this reporting period
	A4.19	Average (mean) number of weeks customers entering into a debt repayment arrangement of >£15 per week in this reporting period are being allowed to repay their debt
G	A4.20	Number of PPMs installed with a blanking disc inserted at warrant in this reporting period
	A4.21	Number of PPMs installed for non payment of debt on a warrant visit in this reporting period
G	A4.22	Total number of customers changing from PPM to credit terms in this reporting period
	A4.23	Total number of requests to change from PPM to credit meter - from customers without a debt – that have been refused in this reporting period
	A4.24	The percentage of meters which use tokens, smart cards, keys etc. as at the end of this reporting period. Please specify by meter type.
	A4.25	Total number of customers on IGT sites as at the end of this reporting period
	A4.26	Number of PPMs installed on IGT network sites in this reporting period
	A4.27	Number of PPMs for debt installed on IGT network sites in this reporting period (subset of A4.3)
G		<b>For items A4.1, A4.3, A4.4, A4.8, A4.10, A4.12, A4.14, A4.16, A4.20 and A4.22, database to add these up from quarterly returns and suppliers to check it only</b>

		<b>5</b>	<b>Debt Assignment Protocol</b>
		A5.1	A5.1 asks whether the supplier followed the point of acquisition (POA) model at the start of this reporting period (Yes/No).
		A5.2	Number of unique Supply Point Objections (SPOs)/Notices of Objection (NOOs) issued against indebted PPM accounts in this reporting period, according to debt level bandings ( $\leq\pounds500$ , $>\pounds500$ , and Total). The data item should be reported by losing supplier. The number of unique SPOs/NOOs should be derived from the total number of SPOs/NOOs issued against indebted PPM accounts during the reporting period minus the number of accounts against which a SPO/NOO has already been issued during the reporting period
		A5.3	Number of G/D0307 records sent in this reporting period, where debt level is $\leq\pounds500$ . The data should be broken down into the following categories: "Complex Debt", "Not Complex Debt" and "Total", using the Complex Debt indicator available in the G/D0307 flow. The data item should be reported by losing supplier
		A5.4	Total number of G/D0309 records sent in this reporting period, where debt level is $\leq\pounds500$ . The data item should be reported by losing supplier

		<b>6</b>	<b>Disconnections/de-energisations for debt</b>
G	R	A6.1	Total number of customers disconnected in this reporting period (year) for non payment of debt - database to add this up from quarterly returns and suppliers to check it only
G		A6.2	Total number of customers reconnected within 24 hours of disconnection for debt - database to add this up from quarterly returns and suppliers to check it only
G		A6.3	Total number of customers reconnected within 7 days of disconnection for debt - database to add this up from quarterly returns and suppliers to check it only
G		A6.4	Total number of customers reconnected within 1 month of disconnection for debt - database to add this up from quarterly returns and suppliers to check it only
G		A6.5	Total number of customers reconnected within 1 quarter of disconnection for debt - database to add this up from quarterly returns and suppliers to check it only
		A6.6	Of those disconnected (for debt) in this reporting period, the number of customers not reconnected in this reporting period
		A6.7	Average period (days) of disconnection, for customers disconnected and reconnected within the same quarter, in this reporting period
		A6.8	Number of customers disconnected for debt during this reporting period who were contacted by telephone (attempted contact and actual contact) or letter within 2 working days of being disconnected
		A6.9	Number of customers disconnected for debt during this reporting period who were reconnected more than 91 calendar days after their original disconnections
		A6.10	Number of disconnections in this reporting period where there was no dialogue with the customer during the lifecycle of the bill for which their supply has been disconnected
		A6.11	Number of disconnections of all known pensioner, disabled, chronically sick or vulnerable (as defined by the Energy UK) households in this reporting period
		A6.12	Number of customers disconnected in this reporting period where it was not safe and practicable to install a PPM
		A6.13	Number of customers disconnected for non payment of debt on a warrant visit

		<b>7</b>	<b>Disconnections/de-energisations for error and where there is theft</b>
G		A7.1	Number of customers disconnected in error in this reporting period - database to add this up from quarterly returns and suppliers to check it only
		A7.2	Average period of time customers disconnected in error in this reporting period were without supply
		A7.3	Total amount of compensation paid to customers disconnected in error in this

		reporting period
	A7.4	Average amount of compensation paid to customers disconnected in error in this reporting period
	A7.5	A list of reasons for those customers disconnected in error in this reporting period
	A7.6	Number of customers disconnected for theft in this reporting period
	A7.7	Of those disconnected for theft in A7.6, number of customers reconnected (in this reporting period)

<b>8</b>		<b>Smart meters</b>
G	A8.1	Total number of smart meter customers at the end of this reporting period
G	A8.2	Number of smart meter customers on prepayment at the end of this reporting period.
G	A8.3	Number of smart meter customers on credit at the end of this reporting period – <b>generated from 8.1 minus 8.2</b>
G	A8.4	Number of smart meter customers remotely switched from credit to PPM repaying a debt in this reporting period
G	A8.5	Number of smart meter customers remotely switched from credit to PPM not repaying a debt in this reporting period
G	A8.6	Number of smart meter customers remotely switched from PPM to credit in this reporting period
G	A8.7	Number of smart meter customers disconnected in this reporting period
G	A8.8	Number of customers with smart meters disconnected for non payment of debt in this reporting period (subset of A8.7)
G	A8.9	Number of customers with smart meters disconnected in error in this reporting period (subset of A8.7)
G	A8.10	Number of customers with smart meters disconnected remotely in this reporting period (subset of A8.7)
G	A8.11	Number of customers with smart meters subject to load limiting in this reporting period
G	A8.12	Number of customers with smart meters subject to credit limiting in this reporting period
	A8.13	Supplier offering emergency credit to any customers at the end of this reporting period (Yes - Fixed amount / Yes - Flexible amount / No)
	A8.14	If offered fixed emergency credit, amount offered
	A8.15	If offered flexible emergency credit, specify options or range (if any restrictions)
	A8.16	Do all customers have the same choice of emergency credit arrangements (Yes/No, if No provide rationale)
	A8.17	Supplier offering friendly credit hours at the end of this reporting period (Yes – fixed times/days, Yes – Flexible times/days / No)
	A8.18	If supplier offered fixed friendly credit hours, specify available options (tick all options that apply)
	A8.19	If supplier offered flexible friendly credit hours, specify available options
	A8.20	Do all customers have the same choice over friendly credit arrangements (Yes/No, if No provide details)
	A8.21	Supplier offering smart prepayment functionalities at the end of this reporting period (tick all options that apply)
	A8.22	If supplier offered low credit alerts, specify which channels you offered them through (tick all options that apply)
	A8.23	If supplier offered high consumption alerts, specify which channels you offered them through (tick all options that apply)
	A8.24	Select the top up channels that were offered (tick all options that apply)
	A8.25	For each top up channel offered, specify the minimum top up amount
	A8.26	For each top up channel offered, specify the maximum top up amount

	A8.27	For each top up channel offered, provide the total number of smart prepayment customers top ups received in this reporting period
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<b>9 Registered services, services provided on request and Fuel Direct</b>		
R	A9.1	Number of customers on Priority Services Register at the end of this reporting period
	A9.2	Number registered for receiving talking bills at the end of this reporting period
	A9.3	Number registered to receive bills in Braille/large print at the end of this reporting period
	A9.4	Number registered for password schemes at the end of this reporting period
	A9.5	Number registered for third party billing/bill re-direction at the end of this reporting period
	A9.6	Number registered for quarterly reads at the end of this reporting period
	A9.7	Number of prepayment meters repositioned at the customer's request, free of charge, in this reporting period
C	A9.8	The number of eligible customers refused a prepayment meter repositioning free of charge in this reporting period – provide reasons why in the commentary section
	A9.9	Number of customers that used minicom/textphone service in this reporting period
R	A9.10	Number of eligible customers provided with a free gas safety check in this reporting period – GAS ONLY
C	A9.11	The number of eligible customers refused a free gas safety check in this reporting period – provide reasons why in the commentary section – GAS ONLY
R	A9.12	Number of customers who have paid for and been provided with a gas safety check in this reporting period - GAS ONLY
	A9.13	Number of customers on Fuel Direct who no longer have a debt at the end of this reporting period

<b>10 Energy efficiency</b>		
R	A10.1	Number of customers (all) who have contacted the specialist energy efficiency advice line and been given specialist energy efficiency advice in reducing energy bills through energy efficiency in this reporting period
	A10.2	Number of customers on a debt repayment arrangement (as per definition under Section 2) who have contacted the specialist energy efficiency advice line and have been given assistance in reducing energy bills through energy efficiency advice (this should be a subset of 10.1) in this reporting period
	A10.3	Number of customers in arrears (as per definition under Section 2) who have contacted specialist energy efficiency advice line and have been given assistance in reducing energy bills through energy efficiency advice (this should be a subset of 10.1) in this reporting period
R	A10.4	Number of customers (all) proactively provided with information on how they can reduce their energy consumption (including letters, text message and emails sent, as well as outbound calls but excluding calls taken) in this reporting period
	A10.5	Number of customers repaying a debt through a debt repayment arrangement (as per definition under Section 2) proactively provided with information on how they can reduce their energy consumption (including letters, text message and emails sent, as well as outbound calls but excluding calls taken) (should be a subset of 10.4) in this reporting period
		<i>Sub-question:</i> suppliers are asked to provide brief qualitative information on when and where in the debt path customers in debt are provided with such information (eg on first letter)
	A10.6	Number of customers in arrears who are not yet on a debt repayment arrangement (as per definition under Section 2) proactively provided with information on how they can reduce their energy consumption (including letters, text message and emails sent, as well as outbound calls but excluding calls taken) (this should be a subset of 10.4) in this reporting period

			<i>Sub-question:</i> suppliers are asked to provide brief qualitative information on when and where in the debt path customers in debt are provided with such information (eg on first letter)
		A10.7	Number of web hits on dedicated energy efficiency webpages in this reporting period
			<i>Sub-question:</i> suppliers are asked to provide brief qualitative information on what they have on their website, (eg links to the dedicated webpages included in this reporting)
		A10.8	Number of customers referred to a government scheme or to CERT/ECO in this reporting period

## Appendix 4 – Postcode areas

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### 1.1. List of relevant postcodes for Scotland and Wales.

<b>WALES</b>	
<b>Area</b>	<b>Area name</b>
CF	Cardiff
CH4 0, 8 & 9, CH5, CH6, CH7, CH8	Chester
LD	Llandrindod Wells
LL	Llandudno
NP	Newport
SA	Swansea
SY10, SY15 to SY25	Shrewsbury
<b>SCOTLAND</b>	
<b>Area</b>	<b>Area name</b>
AB	Aberdeen
DD	Dundee
DG	Dumfries
EH	Edinburgh
FK	Falkirk
G	Glasgow
HS	Outer Hebrides
IV	Inverness
KA	Kilmarnock
KW	Kirkwall
KY	Kirkcaldy
ML	Motherwell
PA	Paisley
PH	Perth
TD (all except TD15 1 & TD15 2)	Galashiels
ZE	Lerwick