

## Monitoring company performance – annual reporting

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

The published data should be read in conjunction with the accompanying guidance notes which contains definitions on the data collected. The guidance is available on the Ofgem website at the link below:

[Social Obligations Reporting Guidance Notes](#)

You may notice that a data field is left blank. This indicates that the supplier was unable to provide the required data for that specific reporting period. For the reconnections table, suppliers will only be shown if they have disconnected customers in the relevant reporting period.

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

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

## Debt Repayment 2016

Electricity	Number of customers entering into debt repayment arrangements	Average weekly amount towards debt (non-PPM)	Average number of weeks to recover debt (non-PPM)	Average weekly amount towards debt (PPM)	Average number of weeks to recover debt (PPM)
Affect Energy	0	£1.52	26	£0.00	0
Avro Energy	0	£0.00	0	£0.00	0
Axis Telecom	2	£17.30	43	£0.00	0
Breeze Energy Supply Ltd	0	£0.00	0	£0.00	0
Bristol Energy	3	£6.38	26	£0.00	0
British Gas	140,633	£6.66	48	£5.80	82
Bulb Energy	0	£0.00	0	£0.00	0
Co-operative Energy	1,807	£22.95	40	£14.17	104
Corona Energy	0	£0.00	0	£0.00	0
E.ON	123,199	£5.11	125	£7.13	126
economyenergy	294	£14.53	44	£0.00	0
Ecotricity	678	£10.88	47	£6.54	96
EDF Energy	126,685	£5.90	88	£5.25	200
Effortless Energy Ltd	0	£0.00	0	£0.00	0
Electraphase LTD	0	£0.00	0	£0.00	0
ENGIE power Limited	0	£0.00	0	£0.00	0
Epower	125	£0.00	0	£0.00	0
Eversmart Energy Ltd	5	£0.00	0	£0.00	0
Extraenergy	10	£41.75	20	£0.00	0
First Utility	2,251	£9.05	156	£5.77	67
Flow Energy	134	£13.03	58	£0.00	0
Future Energy Supply Ltd	1	£1.00	58	£0.00	0
GEN4U Ltd	0	£0.00	0	£0.00	0
Gnergy	1,725	£0.00	0	£0.00	0
Good Energy	2,318	£34.94	98	£12.41	273
Green Energy	152	£7.19	219	£7.47	147
Iresa Ltd	0	£0.00	0	£0.00	0
isupply	677	£24.87	98	£0.00	0
LoCO2 Energy	73	£10.79	184	£5.00	335
npower	91,227	£5.17	106	£7.14	139
Octopus Energy Ltd	0	£0.00	0	£0.00	0
Our Power	0	£0.00	0	£0.00	0
Ovo Energy	3,465	£16.78	43	£9.30	50

PFP Energy Ltd	3	£0.00	0	£0.00	0
Pioneerenergy	566	£16.82	35	£10.50	188
Robin Hood Energy	7	£12.32	32	£6.94	17
Scottish and Southern	97,166	£5.16	175	£5.10	148
Scottish Power	74,673	£5.50	55	£7.47	131
So Energy Trading Limited	0	£0.00	0	£0.00	0
Spark Energy	3,979	£15.02	65	£4.16	131
Tonik Energy	0	£0.00	0	£0.00	0
Toto Energy	0	£0.00	0	£0.00	0
Utilita	5,275	£14.42	150	£3.19	50
Utility Warehouse	4,628	£6.76	59	£5.73	199
<b>Total</b>	<b>681,761</b>	<b>£0.00</b>	<b>0</b>	<b>£0.00</b>	<b>0</b>

<b>Gas</b>	<b>Number of customers entering into debt repayment arrangements</b>	<b>Average weekly amount towards debt (non-PPM)</b>	<b>Average number of weeks to recover debt (non-PPM)</b>	<b>Average weekly amount towards debt (PPM)</b>	<b>Average number of weeks to recover debt (PPM)</b>
Affect Energy	0	£1.52	26	£0.00	0
Avro Energy	0	£0.00	0	£0.00	0
Axis Telecom	0	£20.26	26	£0.00	0
Better Energy	8	£23.63	48	£5.00	255
Breeze Energy Supply Ltd	0	£0.00	0	£0.00	0
Bristol Energy	3	£5.79	26	£0.00	0
British Gas	178,132	£6.90	49	£5.71	92
Bulb Energy	0	£0.00	0	£0.00	0
Cardiff Energy Supply Ltd	0	£0.00	0	£0.00	0
Co-operative Energy	1,511	£21.00	40	£14.72	94
Corona Energy	0	£0.00	0	£0.00	0
Dali Gas	243	£18.00	24	£0.00	0
E.ON	85,066	£4.55	121	£6.34	113
economyenergy	279	£10.95	38	£0.00	0
Ecotricity	404	£6.72	44	£6.13	70
EDF Energy	86,513	£5.73	85	£5.63	184
Effortless Energy Ltd	0	£0.00	0	£0.00	0
ENGIE power Limited	0	£0.00	0	£0.00	0
Entice Energy Supply Limited	0	£0.00	0	£0.00	0
Epower	0	£0.00	0	£0.00	0
Eversmart Energy Ltd	7	£0.00	0	£0.00	0
Extraenergy	10	£50.09	21	£0.00	0
First Utility	1,696	£8.10	168	£5.77	50
Flow Energy	108	£14.55	61	£0.00	0
Future Energy Supply Ltd	1	£1.00	58	£0.00	0
Gnergy	1,725	£0.00	0	£0.00	0
Good Energy	1,352	£16.90	30	£14.63	130
Green Energy	5	£6.11	46	£0.00	0
Iresa Ltd	0	£0.00	0	£0.00	0
isupply	0	£0.00	0	£0.00	0
LoCO2 Energy	1	£8.05	82	£0.00	0
npower	81,830	£5.02	105	£6.69	140
Octopus Energy Ltd	0	£0.00	0	£0.00	0
Our Power	0	£0.00	0	£0.00	0
Ovo Energy	2,640	£14.24	42	£7.97	47
PFP Energy Ltd	2	£0.00	0	£0.00	0

Pioneerenergy	549	£16.71	34	£0.00	0
Robin Hood Energy	4	£6.90	39	£5.00	33
Scottish and Southern	72,860	£4.63	154	£4.92	128
Scottish Power	53,868	£4.53	53	£7.47	134
So Energy Trading Limited	0	£0.00	0	£0.00	0
Spark Energy	2,937	£16.45	60	£5.55	172
Tonik Energy	0	£0.00	0	£0.00	0
Toto Energy	0	£0.00	0	£0.00	0
UK national Gas Ltd	0	£0.00	0	£0.00	0
Utilita	2,285	£12.26	113	£3.23	34
Utility Warehouse	3,879	£6.04	58	£5.22	170
Zog Energy	6	£0.00	0	£4.28	41
<b>Total</b>	<b>577,924</b>	<b>£0.00</b>	<b>0</b>	<b>£0.00</b>	<b>0</b>

**Prepayment Meters  
2016**

<b>Electricity</b>	<b>Total number of PPMs installed this year</b>	<b>Total number of PPMs installed this year to recover debt</b>	<b>Total number of PPMs installed this year, requested by customers without a debt</b>	<b>Total number of PPM customers changing to credit terms this year</b>	<b>Total number of PPM customers not in debt that had their request for credit terms refused this year</b>	<b>Number of PPMs installed on IGT network sites</b>	<b>Number of PPMs installed for debt on IGT network</b>
Affect Energy	0	0	0	0	0	0	0
Avro Energy	0	0	0	0	0	0	0
Axis Telecom	0	0	0	0	0	0	0
Breeze Energy Supply Ltd	0	0	0	0	0	0	0
Bristol Energy	0	0	0	0	1	0	0
British Gas	60,947	56,803	4,144	34,578	22,346	0	0
Bulb Energy	0	0	0	0	0	0	0
Co-operative Energy	320	242	78	0	0	11	4
Corona Energy	0	0	0	0	0	0	0
E.ON	20,624	10,829	9,795	51,859	2,782	0	0
economyenergy	1,661	0	1,661	83	0	0	0
Ecotricity	228	138	90	1,012	237	0	0
EDF Energy	16,089	14,778	1,311	28,406	21	1,390	954
Effortless Energy Ltd	0	0	0	0	0	0	0
Electraphase LTD	0	0	0	0	0	0	0
ENGIE power Limited	0	0	0	0	0	0	0
Epower	0	0	0	0	0	0	0
Eversmart Energy Ltd	0	0	0	0	0	0	0
Extraenergy	2	0	2	5	0	0	0
First Utility	2,250	751	1,499	1,828	0	119	51
Flow Energy	0	0	0	0	0	0	0
Future Energy Supply Ltd	0	0	0	0	0	0	0
GEN4U Ltd	0	0	0	0	0	0	0
Gnergy	0	0	0	0	0	0	0
Good Energy	8	7	1	0	0	0	0
Green Energy	44	43	1	0	0	0	0
Iresa Ltd	0	0	0	0	0	0	0
isupply	0	0	0	0	0	0	0
LoCO2 Energy	10	5	5	5	0	0	0
npower	17,227	14,679	2,548	14,846	9	0	0
Octopus Energy Ltd	0	0	0	0	0	0	0
Our Power	0	0	0	0	0	0	0

Ovo Energy	69,184	1,685	67,499	2,345	0	3,400	115
PFP Energy Ltd	0	0	0	0	0	0	0
Pioneerenergy	264	1	263	0	0	0	0
Robin Hood Energy	201	6	195	0	0	19	0
Scottish and Southern	19,235	11,081	8,154	25,805	797	0	0
Scottish Power	9,426	8,192	1,234	4,433	2,498	0	0
So Energy Trading Limited	0	0	0	0	0	0	0
Spark Energy	929	19	910	1,649	0	362	0
Tonik Energy	0	0	0	0	0	0	0
Toto Energy	0	0	0	0	0	0	0
Utilita	173,822	1,695	172,127	1,298	0	0	0
Utility Warehouse	3,219	1,534	1,685	3,088	315	0	0
<b>Total</b>	<b>395,690</b>	<b>122,488</b>	<b>273,202</b>	<b>171,240</b>	<b>29,006</b>	<b>5,301</b>	<b>1,124</b>

<b>Gas</b>	<b>Total number of PPMs installed this year</b>	<b>Total number of PPMs installed this year to recover debt</b>	<b>Total number of PPMs installed this year, requested by customers without a debt</b>	<b>Total number of PPM customers changing to credit terms this year</b>	<b>Total number of PPM customers not in debt that had their request for credit terms refused this year</b>	<b>Number of PPMs installed on IGT network sites</b>	<b>Number of PPMs installed for debt on IGT network</b>
Affect Energy	0	0	0	0	0	0	0
Avro Energy	0	0	0	0	0	0	0
Axis Telecom	0	0	0	0	0	0	0
Better Energy	24	1	23	3	0	1	0
Breeze Energy Supply Ltd	0	0	0	0	0	0	0
Bristol Energy	0	0	0	0	1	0	0
British Gas	71,707	65,734	5,973	31,664	22,215	6,911	6,655
Bulb Energy	0	0	0	0	0	0	0
Cardiff Energy Supply Ltd	0	0	0	2	0	0	0
Co-operative Energy	298	184	114	0	0	28	15
Corona Energy	0	0	0	0	0	0	0
Dali Gas	0	0	0	0	0	0	0
E.ON	18,157	11,118	7,039	34,778	2,751	4,242	2,188
economyenergy	2,492	0	2,492	76	236	0	0
Ecotricity	267	165	102	874	164	20	9
EDF Energy	13,683	10,148	3,535	21,461	9	1,390	954
Effortless Energy Ltd	0	0	0	0	0	0	0
ENGIE power Limited	0	0	0	0	0	0	0
Entice Energy Supply Limited	0	0	0	0	0	0	0
Epower	0	0	0	0	0	0	0
Eversmart Energy Ltd	0	0	0	0	0	0	0
Extraenergy	5	0	5	7	0	2	0
First Utility	1,336	634	702	401	0	119	51
Flow Energy	0	0	0	0	0	0	0
Future Energy Supply Ltd	0	0	0	0	0	0	0
Gnergy	0	0	0	0	0	0	0
Good Energy	0	0	0	0	0	0	0
Green Energy	0	0	0	0	0	0	0
Iresa Ltd	0	0	0	0	0	0	0
isupply	0	0	0	0	0	0	0
LoCO2 Energy	0	0	0	0	0	0	0
npower	12,514	10,609	1,905	10,887	7	118	110
Octopus Energy Ltd	0	0	0	0	0	0	0
Our Power	0	0	0	0	0	0	0
Ovo Energy	60,144	1,318	58,826	2,045	0	4,241	135



PFP Energy Ltd	0	0	0	0	0	0	0
Pioneerenergy	273	0	273	0	0	0	0
Robin Hood Energy	149	6	143	0	0	9	0
Scottish and Southern	12,949	7,801	5,148	17,853	608	1,993	650
Scottish Power	10,306	8,891	1,415	2,084	1,837	1,377	767
So Energy Trading Limited	0	0	0	0	0	0	0
Spark Energy	3,868	22	3,846	1,649	0	362	0
Tonik Energy	0	0	0	0	0	0	0
Toto Energy	0	0	0	0	0	0	0
UK national Gas Ltd	0	0	0	0	0	0	0
Utilita	150,542	2,079	148,463	1,172	0	3,534	0
Utility Warehouse	2,751	1,357	1,394	936	206	219	207
Zog Energy	8	8	0	0	0	0	0
<b>Total</b>	<b>361,473</b>	<b>120,075</b>	<b>241,398</b>	<b>125,892</b>	<b>28,034</b>	<b>24,566</b>	<b>11,741</b>

**Disconnections for Debt  
2016**

<b>Electricity</b>	<b>Number of customers disconnected for debt this year</b>	<b>Total number of customers reconnected within a quarter</b>	<b>Number of customers disconnected but not reconnected within this reporting year</b>	<b>Average period of disconnection in days</b>	<b>Number of customers disconnected on a warrant visit</b>	<b>Number of PPMs installed on a warrant visit</b>	<b>Number of PPMs installed with a blanking disc inserted at warrant</b>
Affect Energy	0	0	0	0	0	0	0
Avro Energy	0	0	0	0	0	0	0
Axis Telecom	0	0	0	0	0	0	0
Breeze Energy Supply Ltd	0	0	0	0	0	0	0
Bristol Energy	0	0	0	0	0	0	0
British Gas	0	0	0	0	0	14,293	0
Bulb Energy	0	0	0	0	0	0	0
Co-operative Energy	0	0	0	0	0	236	0
Corona Energy	0	0	0	0	0	0	0
E.ON	0	0	0	0	0	3,815	0
economyenergy	0	0	0	0	0	0	0
Ecotricity	1	1	0	6	1	84	0
EDF Energy	1	0	1	0	0	4,958	0
Effortless Energy Ltd	0	0	0	0	0	0	0
Electraphase LTD	0	0	0	0	0	0	0
ENGIE power Limited	0	0	0	0	0	0	0
Epower	0	0	0	0	0	0	0
Eversmart Energy Ltd	0	0	0	0	0	0	0
Extraenergy	0	0	0	0	0	0	0
First Utility	0	0	0	0	0	155	0
Flow Energy	0	0	0	0	0	0	0
Future Energy Supply Ltd	0	0	0	0	0	0	0
GEN4U Ltd	0	0	0	0	0	0	0
Gnergy	0	0	0	0	0	0	0
Good Energy	0	0	0	0	0	0	0
Green Energy	0	0	0	0	0	27	0
Iresa Ltd	0	0	0	0	0	0	0
isupply	0	0	0	0	0	0	0
LoCO2 Energy	0	0	0	0	0	5	0
npower	122	61	28	21	122	6,575	0
Octopus Energy Ltd	0	0	0	0	0	0	0
Our Power	0	0	0	0	0	0	0
Ovo Energy	0	0	0	0	0	916	0
PFP Energy Ltd	0	0	0	0	0	0	0

Pioneerenergy	0	0	0	0	0	0	0
Robin Hood Energy	0	0	0	0	0	5	0
Scottish and Southern	11	1	3	40	11	3,784	0
Scottish Power	0	0	0	0	0	4,689	0
So Energy Trading Limited	0	0	0	0	0	0	0
Spark Energy	0	0	0	0	0	19	0
Tonik Energy	0	0	0	0	0	0	0
Toto Energy	0	0	0	0	0	0	0
Utilita	0	0	0	0	0	0	0
Utility Warehouse	22	0	22	0	22	1,485	0
<b>Total</b>	<b>157</b>	<b>63</b>	<b>54</b>	<b>21</b>	<b>156</b>	<b>41,046</b>	<b>0</b>

<b>Gas</b>	<b>Number of customers disconnected for debt this year</b>	<b>Total number of customers reconnected within a quarter</b>	<b>Number of customers disconnected but not reconnected within this reporting year</b>	<b>Average period of disconnection in days</b>	<b>Number of customers disconnected on a warrant visit</b>	<b>Number of PPMs installed on a warrant visit</b>	<b>Number of PPMs installed with a blanking disc inserted at warrant</b>
Affect Energy	0	0	0	0	0	0	0
Avro Energy	0	0	0	0	0	0	0
Axis Telecom	0	0	0	0	0	0	0
Better Energy	0	0	0	0	0	0	0
Breeze Energy Supply Ltd	0	0	0	0	0	0	0
Bristol Energy	0	0	0	0	0	0	0
British Gas	0	0	0	0	0	18,819	1,216
Bulb Energy	0	0	0	0	0	0	0
Cardiff Energy Supply Ltd	0	0	0	0	0	0	0
Co-operative Energy	0	0	0	0	0	140	0
Corona Energy	0	0	0	0	0	0	0
Dali Gas	0	0	0	0	0	0	0
E.ON	0	0	0	0	0	2,744	370
economyenergy	0	0	0	0	0	0	0
Ecotricity	3	3	0	16	3	93	4
EDF Energy	0	0	0	0	0	4,213	239
Effortless Energy Ltd	0	0	0	0	0	0	0
ENGIE power Limited	0	0	0	0	0	0	0
Entice Energy Supply Limited	0	0	0	0	0	0	0
Epower	0	0	0	0	0	0	0
Eversmart Energy Ltd	0	0	0	0	0	0	0
Extraenergy	0	0	0	0	0	0	0
First Utility	0	0	0	0	0	0	0
Flow Energy	0	0	0	0	0	0	0
Future Energy Supply Ltd	0	0	0	0	0	0	0
Gnergy	0	0	0	0	0	0	0
Good Energy	0	0	0	0	0	0	0
Green Energy	0	0	0	0	0	0	0
Iresa Ltd	0	0	0	0	0	0	0
isupply	0	0	0	0	0	0	0
LoCO2 Energy	0	0	0	0	0	0	0
npower	30	10	11	36	30	3,958	1,617
Octopus Energy Ltd	0	0	0	0	0	0	0
Our Power	0	0	0	0	0	0	0
Ovo Energy	0	0	0	0	0	819	113
PFP Energy Ltd	0	0	0	0	0	0	0
Pioneerenergy	0	0	0	0	0	0	0

Robin Hood Energy	0	0	0	0	0	5	0
Scottish and Southern	1	1	0	3	1	3,020	59
Scottish Power	0	0	0	0	0	4,390	13
So Energy Trading Limited	0	0	0	0	0	0	0
Spark Energy	0	0	0	0	0	22	25
Tonik Energy	0	0	0	0	0	0	0
Toto Energy	0	0	0	0	0	0	0
UK national Gas Ltd	0	0	0	0	0	0	0
Utilita	0	0	0	0	0	0	1
Utility Warehouse	19	2	17	8	19	1,325	256
Zog Energy	0	0	0	0	0	0	0
<b>Total</b>	<b>53</b>	<b>16</b>	<b>28</b>	<b>27</b>	<b>53</b>	<b>39,548</b>	<b>3,913</b>

**Percentage of Customers Reconnected following Disconnection for Debt  
2016**

<b>Electricity</b>	<b>24 hours</b>	<b>7 days</b>	<b>1 month</b>	<b>1 quarter</b>
Affect Energy	0%	0%	0%	0%
Avro Energy	0%	0%	0%	0%
Axis Telecom	0%	0%	0%	0%
Breeze Energy Supply Ltd	0%	0%	0%	0%
Bristol Energy	0%	0%	0%	0%
British Gas	0%	0%	0%	0%
Bulb Energy	0%	0%	0%	0%
Co-operative Energy	0%	0%	0%	0%
Corona Energy	0%	0%	0%	0%
E.ON	0%	0%	0%	0%
economyenergy	0%	0%	0%	0%
Ecotricity	0%	100%	100%	100%
EDF Energy	0%	0%	0%	0%
Effortless Energy Ltd	0%	0%	0%	0%
Electraphase LTD	0%	0%	0%	0%
ENGIE power Limited	0%	0%	0%	0%
Epower	0%	0%	0%	0%
Eversmart Energy Ltd	0%	0%	0%	0%
Extraenergy	0%	0%	0%	0%
First Utility	0%	0%	0%	0%
Flow Energy	0%	0%	0%	0%
Future Energy Supply Ltd	0%	0%	0%	0%
GEN4U Ltd	0%	0%	0%	0%
Gnergy	0%	0%	0%	0%
Good Energy	0%	0%	0%	0%
Green Energy	0%	0%	0%	0%
Iresa Ltd	0%	0%	0%	0%
isupply	0%	0%	0%	0%
LoCO2 Energy	0%	0%	0%	0%
npower	22%	34%	43%	50%
Octopus Energy Ltd	0%	0%	0%	0%
Our Power	0%	0%	0%	0%
Ovo Energy	0%	0%	0%	0%
PFP Energy Ltd	0%	0%	0%	0%
Pioneerenergy	0%	0%	0%	0%
Robin Hood Energy	0%	0%	0%	0%
Scottish and Southern	9%	9%	9%	9%
Scottish Power	0%	0%	0%	0%

So Energy Trading Limited	0%	0%	0%	0%
Spark Energy	0%	0%	0%	0%
Tonik Energy	0%	0%	0%	0%
Toto Energy	0%	0%	0%	0%
Utilita	0%	0%	0%	0%
Utility Warehouse	0%	0%	0%	0%
<b>Total</b>	<b>18%</b>	<b>28%</b>	<b>35%</b>	<b>40%</b>

<b>Gas</b>	<b>24 hours</b>	<b>7 days</b>	<b>1 month</b>	<b>1 quarter</b>
Affect Energy	0%	0%	0%	0%
Avro Energy	0%	0%	0%	0%
Axis Telecom	0%	0%	0%	0%
Better Energy	0%	0%	0%	0%
Breeze Energy Supply Ltd	0%	0%	0%	0%
Bristol Energy	0%	0%	0%	0%
British Gas	0%	0%	0%	0%
Bulb Energy	0%	0%	0%	0%
Cardiff Energy Supply Ltd	0%	0%	0%	0%
Co-operative Energy	0%	0%	0%	0%
Corona Energy	0%	0%	0%	0%
Dali Gas	0%	0%	0%	0%
E.ON	0%	0%	0%	0%
economyenergy	0%	0%	0%	0%
Ecotricity	0%	33%	100%	100%
EDF Energy	0%	0%	0%	0%
Effortless Energy Ltd	0%	0%	0%	0%
ENGIE power Limited	0%	0%	0%	0%
Entice Energy Supply Limited	0%	0%	0%	0%
Epower	0%	0%	0%	0%
Eversmart Energy Ltd	0%	0%	0%	0%
Extraenergy	0%	0%	0%	0%
First Utility	0%	0%	0%	0%
Flow Energy	0%	0%	0%	0%
Future Energy Supply Ltd	0%	0%	0%	0%
Gnergy	0%	0%	0%	0%
Good Energy	0%	0%	0%	0%
Green Energy	0%	0%	0%	0%
Iresa Ltd	0%	0%	0%	0%
isupply	0%	0%	0%	0%
LoCO2 Energy	0%	0%	0%	0%
npower	3%	20%	30%	33%
Octopus Energy Ltd	0%	0%	0%	0%
Our Power	0%	0%	0%	0%
Ovo Energy	0%	0%	0%	0%
PFP Energy Ltd	0%	0%	0%	0%
Pioneerenergy	0%	0%	0%	0%
Robin Hood Energy	0%	0%	0%	0%
Scottish and Southern	0%	100%	100%	100%
Scottish Power	0%	0%	0%	0%
So Energy Trading Limited	0%	0%	0%	0%



Spark Energy	0%	0%	0%	0%
Tonik Energy	0%	0%	0%	0%
Toto Energy	0%	0%	0%	0%
UK national Gas Ltd	0%	0%	0%	0%
Utilita	0%	0%	0%	0%
Utility Warehouse	5%	5%	11%	11%
Zog Energy	0%	0%	0%	0%
<b>Total</b>	<b>4%</b>	<b>17%</b>	<b>28%</b>	<b>30%</b>

**Fuel Direct  
2016**

<b>Electricity</b>	<b>Number of customers on Fuel Direct</b>	<b>Number of customers on Fuel Direct without a debt</b>
Affect Energy	0	0
Avro Energy	0	0
Axis Telecom	0	0
Breeze Energy Supply Ltd	0	0
Bristol Energy	0	0
British Gas	6,705	1,054
Bulb Energy	0	0
Co-operative Energy	6	0
Corona Energy	0	0
E.ON	4,702	1,596
economyenergy	0	0
Ecotricity	16	2
EDF Energy	4,434	488
Effortless Energy Ltd	0	0
Electraphase LTD	0	0
ENGIE power Limited	0	0
Epower	0	0
Eversmart Energy Ltd	0	0
Extraenergy	0	0
First Utility	0	0
Flow Energy	0	0
Future Energy Supply Ltd	0	0
GEN4U Ltd	0	0
Gnergy	0	0
Good Energy	0	0
Green Energy	4	0
Iresa Ltd	0	0
isupply	0	0
LoCO2 Energy	0	0
npower	4,780	976
Octopus Energy Ltd	0	0
Our Power	0	0
Ovo Energy	65	16
PFP Energy Ltd	0	0

Pioneerenergy	0	0
Robin Hood Energy	0	0
Scottish and Southern	4,505	1,630
Scottish Power	2,607	1,230
So Energy Trading Limited	0	0
Spark Energy	0	0
Tonik Energy	0	0
Toto Energy	0	0
Utilita	0	0
Utility Warehouse	101	0
<b>Total</b>	<b>27,925</b>	<b>6,992</b>

<b>Gas</b>	<b>Number of customers on Fuel Direct</b>	<b>Number of customers on Fuel Direct without a debt</b>
Affect Energy	0	0
Avro Energy	0	0
Axis Telecom	0	0
Better Energy	0	0
Breeze Energy Supply Ltd	0	0
Bristol Energy	0	0
British Gas	10,138	1,249
Bulb Energy	0	0
Cardiff Energy Supply Ltd	0	0
Co-operative Energy	6	0
Corona Energy	0	0
Dali Gas	0	0
E.ON	2,925	951
economyenergy	0	0
Ecotricity	10	0
EDF Energy	2,904	199
Effortless Energy Ltd	0	0
ENGIE power Limited	0	0
Entice Energy Supply Limited	0	0
Epower	0	0
Eversmart Energy Ltd	0	0
Extraenergy	0	0
First Utility	0	0
Flow Energy	0	0
Future Energy Supply Ltd	0	0
Gnergy	0	0
Good Energy	0	0
Green Energy	0	0
Iresa Ltd	0	0
isupply	0	0
LoCO2 Energy	0	0
npower	3,477	668
Octopus Energy Ltd	0	0
Our Power	0	0
Ovo Energy	60	14
PFP Energy Ltd	0	0
Pioneerenergy	0	0

Robin Hood Energy	0	0
Scottish and Southern	3,874	1,430
Scottish Power	1,582	658
So Energy Trading Limited	0	0
Spark Energy	0	0
Tonik Energy	0	0
Toto Energy	0	0
UK national Gas Ltd	0	0
Utilita	0	0
Utility Warehouse	72	0
Zog Energy	0	0
<b>Total</b>	<b>25,048</b>	<b>5,169</b>

**Priority Services  
December 2016**

<b>Electricity</b>	Number of customers on Priority Services Register	Number registered for talking bills	Number registered for Braille / large print bills	Number registered for password schemes	Number registered for third party billing / bill re-direction	Number registered for quarterly reads	Number of meters repositioned / replaced free of charge this year	Number of customers that used Minicom / textphone
Affect Energy	9	0	0	0	0	0	0	0
Avro Energy	36	0	0	0	0	36	0	0
Axis Telecom	13	0	0	0	0	0	0	0
Breeze Energy Supply Ltd	0	0	0	0	0	0	0	0
Bristol Energy	4,180	1	9	2	0	245	0	0
British Gas	1,335,774	263	25,017	30,766	80,445	20,161	315	9
Bulb Energy	21	0	0	0	0	0	0	0
Co-operative Energy	28,027	4	156	0	0	0	0	0
Corona Energy	0	0	0	0	0	0	0	0
E.ON	1,010,342	133	10,560	30,685	18,951	27,629	5	103
economyenergy	17,767	0	5	0	0	0	0	0
Ecotricity	1,821	1	89	432	2	519	16	18
EDF Energy	591,673	323	11,914	12,371	1,927	88,224	4	0
Effortless Energy Ltd	33	0	2	0	2	0	0	0
Electraphase LTD	0	0	0	0	0	0	0	0
ENGIE power Limited	0	0	0	0	0	0	0	0
Epower	280	0	0	136	0	0	0	0
Eversmart Energy Ltd	0	0	0	0	0	0	0	0
Extraenergy	11,652	0	0	1,721	0	48	0	0
First Utility	19,575	9	160	1,116	0	7,498	0	0
Flow Energy	9,693	0	18	0	0	0	0	0
Future Energy Supply Ltd	791	0	0	0	0	0	0	0
GEN4U Ltd	0	0	0	0	0	0	0	0
Gnergy	54	0	0	0	0	5	0	0
Good Energy	642	11	71	382	0	428	0	0
Green Energy	60	0	2	0	0	6	0	0
Iresa Ltd	0	0	0	0	0	0	0	0
isupply	47,463	0	0	0	0	0	4	0
LoCO2 Energy	719	1	14	18	31	45	0	0
npower	252,264	246	6,908	6,238	1,098	124,437	31	0
Octopus Energy Ltd	403	0	0	196	0	26	0	0
Our Power	17	0	0	0	0	0	0	0
Ovo Energy	35,197	100	1,644	7,294	271	13,801	595	0

PFP Energy Ltd	468	0	0	0	0	0	0	0
Pioneerenergy	1,991	0	1	11	0	0	0	0
Robin Hood Energy	1,496	0	17	314			2	0
Scottish and Southern	673,149	349	14,903	16,950	870	11,980	38	49
Scottish Power	232,282	33	524	3,378	31,645	39,863	2	0
So Energy Trading Limited	23	0	0	4	0	0	0	0
Spark Energy	3,979	0	8	0	0	0	0	0
Tonik Energy	28	0	0	0	0	0	0	0
Toto Energy	14	0	0	0	0	0	0	0
Utilita	80,333	0	11	2,858	0	0	0	0
Utility Warehouse	13,343	18	30	2,919	0	6,640	9	379
<b>Total</b>	<b>4,375,612</b>	<b>1,492</b>	<b>72,063</b>	<b>117,791</b>	<b>135,242</b>	<b>341,591</b>	<b>1,021</b>	<b>558</b>

<b>Gas</b>	Number of customers on Priority Services Register	Number registered for talking bills	Number registered for Braille / large print bills	Number registered for password schemes	Number registered for third party billing / bill re-direction	Number registered for quarterly reads	Number of meters repositioned / replaced free of charge this year	Number of customers that used Minicom / textphone
Affect Energy	3	0	0	0	0	0	0	0
Avro Energy	0	0	0	0	0	0	0	0
Axis Telecom	7	0	0	0	0	0	0	0
Better Energy	22	0	1	1	1	8	0	0
Breeze Energy Supply Ltd	0	0	0	0	0	0	0	0
Bristol Energy	3,570	0	7	0	0	144	0	0
British Gas	1,615,133	297	29,652	52,107	112,953	25,155	715	22
Bulb Energy	17	0	0	0	0	0	0	0
Cardiff Energy Supply Ltd	1	0	0	0	0	0	0	0
Co-operative Energy	27,211	4	156	0	0	0	0	0
Corona Energy	0	0	0	0	0	0	0	0
Dali Gas	125	0	0	15	0	11	0	0
E.ON	660,398	90	6,636	22,793	8,769	18,088	9	79
economyenergy	16,133	0	5	0	0	0	0	0
Ecotricity	1,265	1	44	307	2	1	8	11
EDF Energy	350,510	182	6,249	6,109	813	45,715	1	0
Effortless Energy Ltd	33	0	2	0	2	0	0	0
ENGIE power Limited	0	0	0	0	0	0	0	0
Entice Energy Supply Limited	0	0	0	0	0	0	0	0
Epower	270	0	0	131	0	0	0	0
Eversmart Energy Ltd	0	0	0	0	0	0	0	0
Extraenergy	9,975	0	0	1,428	0	44	0	0
First Utility	19,575	9	160	1,116	0	7,498	0	0
Flow Energy	8,349	0	18	0	0	0	0	0
Future Energy Supply Ltd	791	0	0	0	0	0	0	0
Gnergy	54	0	0	0	0	0	0	0
Good Energy	401	11	39	0	0	0	0	0
Green Energy	9	0	0	0	0	0	0	0
Iresa Ltd	0	0	0	0	0	0	0	0
isupply	11,961	0	0	0	0	0	0	0
LoCO2 Energy	4	0	0	0	0	0	0	0
npower	164,033	160	3,954	3,995	680	76,391	41	0
Octopus Energy Ltd	343	0	0	196	0	26	0	0
Our Power	13	0	0	0	0	0	0	0
Ovo Energy	30,655	81	1,418	6,375	224	11,872	531	0
PFP Energy Ltd	191	0	0	0	0	0	0	0



Pioneerenergy	1,808	0	1	11	0	0	0	0
Robin Hood Energy	1,150	0	14	267			2	0
Scottish and Southern	502,368	480	10,912	13,208	621	7,855	44	49
Scottish Power	148,930	23	306	2,104	17,831	19,461	0	0
So Energy Trading Limited	18	0	4	0	0	0	0	0
Spark Energy	3,979	0	8	0	0	0	0	0
Tonik Energy	24	0	0	0	0	0	0	0
Toto Energy	15	0	0	0	0	0	0	0
UK national Gas Ltd	0	0	0	0	0	0	0	0
Utilita	71,875	0	0	2,557	0	0	0	0
Utility Warehouse	11,325	17	25	2,605	5	5,663	2	379
Zog Energy	920	0	0	1	0	0	0	0
<b>Total</b>	<b>3,663,464</b>	<b>1,355</b>	<b>59,611</b>	<b>115,326</b>	<b>141,901</b>	<b>217,932</b>	<b>1,353</b>	<b>540</b>

**Energy Efficiency (Dual Fuel)  
2016**

<b>Dual Fuel</b>	<b>Number of customers who have contacted the specialist energy efficiency advice line</b>	<b>Number of customers on a debt repayment arrangement who have contacted the specialist energy efficiency advice line</b>	<b>Number of customers in arrears who have contacted the specialist energy efficiency advice line</b>	<b>Number of customers proactively provided with information on how they can reduce their energy consumption</b>	<b>Number of customers repaying a debt through a debt repayment arrangement proactively provided with information on how they can reduce their energy consumption</b>	<b>Number of customers in arrears proactively provided with information on how they can reduce their energy consumption</b>	<b>Number of web hits on dedicated energy efficiency webpages</b>	<b>Number of customers referred to a government scheme or to CERT/ECO</b>
Affect Energy	0	0	0	0	0	0	0	0
Avro Energy	0	0	0	0	0	0	13,682	0
Axis Telecom	0	0	0	0	0	0	0	0
Better Energy	0	0	0	165	0	161	132	0
Breeze Energy Supply Ltd	0	0	0	22	0	0	0	0
Bristol Energy	0	0	0	0	0	0	2,461	0
British Gas	27,380	4,141	303	1,440,523	0	516,258	1,634,667	207
Bulb Energy	0	0	0	0	0	0	0	0
Cardiff Energy Supply Ltd	0	0	0	0	0	0	0	0
Co-operative Energy	357	0	0	200,000	5,541	20,022	173,464	42
Corona Energy	0	0	0	0	0	0	0	0
Dali Gas	0	0	0	0	0	0	28	0
E.ON	12,610	4,120	4,503	1,510,099	51,278	15,238	1,654,260	15,689
economyenergy	0	0	0	0	0	0	3,220	0
Ecotricity	979	433	184	2,860	401	73	2,862	0
EDF Energy	5,451	448	106	1,271,129	55,578	61,235	676,770	5,857
Effortless Energy Ltd	0	0	0	0	0	0	0	0
Electraphase LTD	0	0	0	3	0	0	0	0
ENGIE power Limited	0	0	0	0	0	0	0	0
Entice Energy Supply Limited	0	0	0	0	0	0	0	0
Epower	0	0	0	105,436	0	0	26,472	0
Eversmart Energy Ltd	0	0	0	0	0	0	0	0
Extraenergy	0	0	0	0	0	0	9,802	14
First Utility	104	0	0	882,485	2,251	22,824	157,298	0
Flow Energy	0	0	0	947	947	0	179	0
Future Energy Supply Ltd	0	0	0	0	0	0	0	0
GEN4U Ltd	0	0	0	0	0	0	0	0
Gnergy	0	0	0	0	0	0	0	0
Good Energy	0	0	0	0	0	0	0	0

Green Energy	0	0	0	1,138	31	111	0	0
Iresa Ltd	0	0	0	0	0	0	0	0
isupply	0	0	0	0	0	0	0	0
LoCO2 Energy	0	0	0	0	0	0	877	0
npower	78,266	4,729	1,650	469,422	55,315	42,798	619,873	524,414
Octopus Energy Ltd	0	0	0	0	0	0	0	0
Our Power	0	0	0	0	0	0	0	0
Ovo Energy	342	37	57	0	0	0	25,542	4
PFP Energy Ltd	0	0	0	0	0	0	0	0
Pioneerenergy	0	0	0	0	0	0	2,137	0
Robin Hood Energy	0	0	0	0	0	0	2,129	0
Scottish and Southern	7,650	190	216	230,754	0	230,754	14,176	6,593
Scottish Power	1,494	100	27	3,552,319	75,982	56,442	341,480	0
So Energy Trading Limited	0	0	0	0	0	0	336	0
Spark Energy	0	0	0	0	0	0	5,427	0
Tonik Energy	0	0	0	0	0	0	1,459	0
Toto Energy	0	0	0	0	0	0	0	0
UK national Gas Ltd	0	0	0	154	0	16	0	0
Utilita	1,138	1,001	639	0	0	0	37,813	94
Utility Warehouse	142	0	142	137,105	0	0	2,762	2
Zog Energy	0	0	0	0	0	0	235	0
<b>Total</b>	<b>135,913</b>	<b>15,199</b>	<b>7,827</b>	<b>9,804,561</b>	<b>247,324</b>	<b>965,932</b>	<b>5,409,543</b>	<b>552,916</b>

**Headlines by Country (Annual)  
2016**

<b>Electricity Headlines</b>	<b>Number of disconnections for debt</b>	<b>Number of customers on PSR</b>	<b>Energy efficiency advice</b>	<b>Number of customers in arrears</b>
England	156	3,781,485	121,436	430,151
Scotland	0	345,599	8,615	55,289
Wales	1	248,528	5,862	28,434
<b>Great Britain</b>	<b>157</b>	<b>4,375,612</b>	<b>135,913</b>	<b>513,874</b>

<b>Gas Headlines</b>	<b>Number of disconnections for debt</b>	<b>Number of customers on PSR</b>	<b>Number of free gas safety checks</b>	<b>Number of customers in arrears</b>
England	50	3,174,109	9,014	338,594
Scotland	1	273,534	1,732	34,024
Wales	2	215,821	1,103	20,820
<b>Great Britain</b>	<b>53</b>	<b>3,663,464</b>	<b>11,849</b>	<b>393,438</b>