

## 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 .

Please note that data from the following suppliers has been excluded from the report because their return data was not available:

- Corona Energy - Electricity
- Corona Energy - Gas
- Future Energy Supply Ltd - Electricity
- Future Energy Supply Ltd - Gas

## Debt Repayment 2017

<b>Electricity</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	3	£18.15	43	£0.00	0
Avid Energy	0	£0.00	0	£0.00	0
Avro Energy	0	£0.00	0	£0.00	0
Axis Telecom	0	£0.00	0	£0.00	0
Breeze Energy Supply Ltd	0	£0.00	0	£0.00	0
Brilliant Energy	0	£0.00	0	£0.00	0
Bristol Energy	48	£18.05	53	£5.00	61
British Gas	127,639	£6.88	48	£5.15	83
Bulb Energy	1	£10.49	49	£0.00	0
Co-operative Energy	1,633	£4.56	59	£7.13	48
E.ON	112,155	£4.80	115	£6.89	142
economyenergy	2,411	£3.67	85	£0.00	0
Ecotricity	842	£15.66	43	£6.93	105
EDF Energy	128,997	£5.66	81	£6.04	203
Effortless Energy Ltd	0	£5.00	100	£0.00	0
Electraphase LTD	0	£0.00	0	£0.00	0
ENGIE power Limited	15	£12.39	33	£0.00	0
Epower	113	£0.00	0	£0.00	0
ESB Energy Ltd	0	£0.00	0	£0.00	0
Eversmart Energy Ltd	360	£0.00	0	£0.00	0
Extraenergy	222	£75.43	13	£0.00	0
First Utility	11,035	£8.04	135	£5.99	146
Flow Energy	328	£13.49	60	£0.00	0
GEN4U Ltd	0	£0.00	0	£0.00	0
Gnergy	67	£12.50	19	£0.00	0
Good Energy	5,228	£307.90	52	£5.00	196
Green Energy	367	£9.59	65	£7.59	102
Green Network Energy	12	£10.74	27	£0.00	0
Green Star Energy	1,718	£14.86	38	£5.00	130
Iresa Ltd	0	£0.00	0	£0.00	0
isupply	300	£21.09	67	£5.75	399
LoCO2 Energy	77	£97.37	199	£5.00	154
Nabuh Energy Ltd	0	£0.00	0	£0.00	0

npower	76,498	£5.33	106	£5.89	173
Octopus Energy Ltd	7,047	£4.45	39	£0.00	0
OneSelect Energy	0	£0.00	0	£0.00	0
Our Power	101	£0.79	68	£0.60	55
Ovo Energy	3,990	£17.26	50	£7.32	36
PFP Energy Ltd	75	£0.00	0	£0.00	0
Robin Hood Energy	27	£24.54	33	£7.00	9
Scottish and Southern	91,535	£5.39	184	£4.85	168
Scottish Power	60,686	£4.80	54	£5.52	181
So Energy Trading Limited	10	£25.15	27	£0.00	0
Spark Energy	4,488	£13.50	73	£6.39	279
Tonik Energy	0	£0.00	0	£0.00	0
Toto Energy	11	£0.00	0	£0.00	0
Utilita	9,379	£4.90	183	£3.19	323
Utility Warehouse	4,718	£6.51	65	£5.34	150
<b>Total</b>	<b>652,136</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	2	£18.15	43	£0.00	0
Avid Energy	0	£0.00	0	£0.00	0
Avro Energy	0	£0.00	0	£0.00	0
Axis Telecom	0	£0.00	0	£0.00	0
Better Energy	11	£7.82	75	£5.00	106
Breeze Energy Supply Ltd	0	£0.00	0	£0.00	0
Bristol Energy	39	£17.79	40	£0.00	0
British Gas	161,849	£6.69	47	£5.38	102
Bulb Energy	0	£10.59	49	£0.00	0
Cardiff Energy Supply Ltd	0	£0.00	0	£0.00	0
Co-operative Energy	1,350	£4.20	62	£7.13	48
Dali Gas	85	£16.00	36	£0.00	0
E.ON	79,573	£4.18	123	£6.32	120
economyenergy	2,276	£31.53	55	£0.00	0
Ecotricity	980	£10.61	41	£7.18	108
EDF Energy	80,816	£5.02	79	£5.91	169
Effortless Energy Ltd	0	£5.00	100	£0.00	0
ENGIE power Limited	14	£9.96	32	£0.00	0
Entice Energy Supply Limited	0	£0.00	0	£0.00	0
Epower	0	£0.00	0	£0.00	0
ESB Energy Ltd	0	£0.00	0	£0.00	0
Eversmart Energy Ltd	156	£0.00	0	£0.00	0
Extraenergy	260	£87.46	14	£0.00	0
First Utility	9,187	£6.65	99	£5.99	181
Flow Energy	251	£13.10	58	£0.00	0
GEN4U Ltd	0	£0.00	0	£0.00	0
Gnergy	58	£12.50	19	£0.00	0
Good Energy	3,459	£257.25	52	£4.50	270
Green Energy	10	£12.42	70	£0.00	0
Green Network Energy	12	£11.09	26	£0.00	0
Green Star Energy	1,388	£14.66	37	£5.00	220
Iresa Ltd	0	£0.00	0	£0.00	0
isupply	24	£7.87	38	£0.00	0
LoCO2 Energy	0	£90.00	10	£0.00	0
Nabuh Energy Ltd	0	£0.00	0	£0.00	0
npower	65,628	£4.51	106	£5.71	158

Octopus Energy Ltd	5,676	£4.62	38	£0.00	0
OneSelect Energy	0	£0.00	0	£0.00	0
Our Power	72	£1.13	39	£0.72	49
Ovo Energy	3,369	£14.96	50	£6.48	32
PFP Energy Ltd	72	£0.00	0	£0.00	0
Robin Hood Energy	61	£20.28	34	£6.50	9
Scottish and Southern	67,435	£4.74	155	£4.65	135
Scottish Power	42,638	£4.08	53	£6.08	147
So Energy Trading Limited	8	£19.57	28	£0.00	0
Spark Energy	3,126	£13.70	62	£7.19	104
Tonik Energy	0	£0.00	0	£0.00	0
Toto Energy	151	£0.00	0	£0.00	0
UK national Gas Ltd	0	£10.00	10	£0.00	0
Utilita	4,729	£5.10	84	£3.20	51
Utility Warehouse	4,181	£5.58	62	£4.91	147
Zog Energy	19	£13.74	47	£3.91	98
<b>Total</b>	<b>538,965</b>	<b>£0.00</b>	<b>0</b>	<b>£0.00</b>	<b>0</b>

**Prepayment Meters  
2017**

<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
Avid Energy	326	0	326	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
Brilliant Energy	0	0	0	0	0	0	0
Bristol Energy	1	1	0	0	0	0	0
British Gas	57,848	54,132	3,716	25,406	23,595	0	0
Bulb Energy	0	0	0	0	0	0	0
Co-operative Energy	655	480	175	0	0	7	3
E.ON	20,534	9,829	10,705	40,078	2,800	0	0
economyenergy	17,288	0	17,288	0	0	0	0
Ecotricity	384	161	223	275	59	0	0
EDF Energy	14,880	12,254	2,626	18,134	7	0	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
ESB Energy Ltd	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	1,158	817	341	1,274	0	27	0
Flow Energy	0	0	0	0	0	0	0
GEN4U Ltd	2	0	2	0	0	0	0
Gnergy	0	0	0	0	0	0	0
Good Energy	26	4	22	0	0	0	0
Green Energy	23	22	1	2	1	0	0
Green Network Energy	2	0	2	0	0	0	0
Green Star Energy	74	3	71	251	0	0	0
Iresa Ltd	2	0	2	4	9	0	0
isupply	38	32	6	0	0	0	0
LoCO2 Energy	7	4	3	6	0	0	0

Nabuh Energy Ltd	3	0	3	0	0	0	0
npower	16,570	14,536	2,034	14,106	0	0	0
Octopus Energy Ltd	0	0	0	0	0	0	0
OneSelect Energy	0	0	0	0	0	0	0
Our Power	1,397	0	1,397	101	0	0	0
Ovo Energy	36,144	1,112	35,032	2,457	0	5,447	320
PFP Energy Ltd	6	0	6	0	0	0	0
Robin Hood Energy	2,252	1	2,251	231	0	0	0
Scottish and Southern	20,349	11,552	8,797	14,443	15		
Scottish Power	7,697	6,890	807	4,439	2,072	0	0
So Energy Trading Limited	0	0	0	0	0	0	0
Spark Energy	1,098	96	1,002	471	0	815	26
Tonik Energy	0	0	0	0	0	0	0
Toto Energy	3,538	0	3,538	2,294	0	0	0
Utilita	250,715	1,383	249,332	3,102	0	0	0
Utility Warehouse	2,077	993	1,084	4,573	304	0	0
<b>Total</b>	<b>455,094</b>	<b>114,302</b>	<b>340,792</b>	<b>131,647</b>	<b>28,862</b>	<b>6,296</b>	<b>349</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
Avid Energy	268	0	268	0	0	0	0
Avro Energy	0	0	0	0	0	0	0
Axis Telecom	0	0	0	0	0	0	0
Better Energy	39	3	36	7	6	15	0
Breeze Energy Supply Ltd	0	0	0	0	0	0	0
Bristol Energy	0	0	0	0	0	0	0
British Gas	65,748	58,013	7,735	24,273	23,846	6,895	6,397
Bulb Energy	0	0	0	0	0	0	0
Cardiff Energy Supply Ltd	0	0	0	0	0	0	0
Co-operative Energy	596	439	157	0	0	7	3
Dali Gas	0	0	0	0	0	0	0
E.ON	17,435	11,474	5,961	25,479	2,492	4,615	2,560
economyenergy	15,939	0	15,939	0	0	0	0
Ecotricity	380	186	194	191	39	36	18
EDF Energy	13,155	9,136	4,019	14,616	8	1,054	835
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
ESB Energy Ltd	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	909	610	299	1,274	0	27	0
Flow Energy	0	0	0	0	0	0	0
GEN4U Ltd	4	0	4	0	0	0	0
Gnergy	0	0	0	0	0	0	0
Good Energy	2	2	0	0	0	0	0
Green Energy	0	0	0	0	0	0	0
Green Network Energy	0	0	0	0	0	0	0
Green Star Energy	64	1	63	212	0	0	0
Iresa Ltd	1	0	1	2	1	0	0
isupply	1	0	1	0	0	0	0
LoCO2 Energy	0	0	0	0	0	0	0
Nabuh Energy Ltd	6	0	6	0	0	0	0



npower	12,326	10,632	1,694	11,168	0	534	482
Octopus Energy Ltd	0	0	0	0	0	0	0
OneSelect Energy	0	0	0	0	0	0	0
Our Power	931	0	931	78	0	90	0
Ovo Energy	32,397	934	31,463	1,871	0	6,308	372
PFP Energy Ltd	7	2	5	0	0	0	0
Robin Hood Energy	1,311	1	1,310	136	0	0	0
Scottish and Southern	15,337	10,035	5,302	20,405	40	380	138
Scottish Power	7,181	6,702	479	2,574	1,399	914	448
So Energy Trading Limited	0	0	0	0	0	0	0
Spark Energy	3,402	25	3,377	471	0	815	25
Tonik Energy	0	0	0	0	0	0	0
Toto Energy	3,086	0	3,086	1,766	0	0	0
UK national Gas Ltd	0	0	0	0	0	0	0
Utilita	185,579	1,431	184,148	2,565	0	4,266	53
Utility Warehouse	2,392	1,362	1,030	1,393	188	231	120
Zog Energy	2	2	0	0	0	0	0
<b>Total</b>	<b>378,498</b>	<b>110,990</b>	<b>267,508</b>	<b>108,481</b>	<b>28,019</b>	<b>26,187</b>	<b>11,451</b>

## Disconnections for Debt 2017

<b>Electricity</b>	Number of customers disconnected for debt this year	Total number of customers reconnected within a quarter	Number of customers disconnected but not reconnected within this reporting year	Average period of disconnection in days	Number of customers disconnected on a warrant visit	Number of PPMs installed on a warrant visit	Number of PPMs installed with a blanking disc inserted at warrant
Affect Energy	0	0	0	0	0	0	0
Avid 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
Brilliant Energy	0	0	0	0	0	0	0
Bristol Energy	0	0	0	0	0	0	0
British Gas	0	0	0	0	0	17,970	0
Bulb Energy	0	0	0	0	0	0	0
Co-operative Energy	0	0	0	0	0	419	0
E.ON	3	1	2	3	3	3,214	0
economyenergy	0	0	0	0	0	0	0
Ecotricity	1	1	0	3	1	147	0
EDF Energy	0	0	0	0	0	5,646	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
ESB Energy Ltd	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	491	0
Flow Energy	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	1	0	0	3	1	15	0
Green Network Energy	0	0	0	0	0	0	0
Green Star Energy	0	0	0	0	0	3	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	4	0
Nabuh Energy Ltd	0	0	0	0	0	0	0
npower	0	0	0	0	0	4,973	0

Octopus Energy Ltd	0	0	0	0	0	0	0
OneSelect Energy	0	0	0	0	0	0	0
Our Power	0	0	0	0	0	0	0
Ovo Energy	0	0	0	0	0	740	0
PFP Energy Ltd	0	0	0	0	0	0	0
Robin Hood Energy	0	0	0	0	0	0	0
Scottish and Southern	9	8	0	4	9	4,633	0
Scottish Power	0	0	0	0	0	2,934	0
So Energy Trading Limited	0	0	0	0	0	0	0
Spark Energy	0	0	0	0	0	96	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	1
Utility Warehouse	0	0	0	0	0	752	0
<b>Total</b>	<b>14</b>	<b>10</b>	<b>2</b>	<b>4</b>	<b>14</b>	<b>42,037</b>	<b>1</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
Avid 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	23,644	2,028
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	0	0
Dali Gas	0	0	0	0	0	0	0
E.ON	2	0	2	0	1	3,226	283
economyenergy	0	0	0	0	0	0	0
Ecotricity	1	0	1	0	1	100	4
EDF Energy	0	0	0	0	0	3,781	2
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
ESB Energy Ltd	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	397	0
Flow Energy	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	0	0
Green Network Energy	0	0	0	0	0	0	0
Green Star Energy	0	0	0	0	0	1	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
Nabuh Energy Ltd	0	0	0	0	0	0	0
npower	0	0	0	0	0	3,896	824
Octopus Energy Ltd	0	0	0	0	0	0	0

OneSelect Energy	0	0	0	0	0	0	0
Our Power	0	0	0	0	0	0	0
Ovo Energy	0	0	0	0	0	619	114
PFP Energy Ltd	0	0	0	0	0	0	0
Robin Hood Energy	0	0	0	0	0	0	0
Scottish and Southern	0	0	0	0	0	3,117	61
Scottish Power	0	0	0	0	0	2,558	0
So Energy Trading Limited	0	0	0	0	0	0	0
Spark Energy	0	0	0	0	0	25	26
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	10
Utility Warehouse	0	0	0	0	0	919	75
Zog Energy	0	0	0	0	0	0	0
<b>Total</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>42,283</b>	<b>3,427</b>

**Percentage of Customers Reconnected following Disconnection for Debt  
2017**

<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%
Avid 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%
Brilliant Energy	0%	0%	0%	0%
Bristol Energy	0%	0%	0%	0%
British Gas	0%	0%	0%	0%
Bulb Energy	0%	0%	0%	0%
Co-operative Energy	0%	0%	0%	0%
E.ON	0%	33%	33%	33%
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%
ESB Energy Ltd	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%
GEN4U Ltd	0%	0%	0%	0%
Gnergy	0%	0%	0%	0%
Good Energy	0%	0%	0%	0%
Green Energy	0%	0%	0%	0%
Green Network Energy	0%	0%	0%	0%
Green Star Energy	0%	0%	0%	0%
Iresa Ltd	0%	0%	0%	0%
isupply	0%	0%	0%	0%
LoCO2 Energy	0%	0%	0%	0%
Nabuh Energy Ltd	0%	0%	0%	0%
npower	0%	0%	0%	0%
Octopus Energy Ltd	0%	0%	0%	0%
OneSelect Energy	0%	0%	0%	0%
Our Power	0%	0%	0%	0%
Ovo Energy	0%	0%	0%	0%

PFP Energy Ltd	0%	0%	0%	0%
Robin Hood Energy	0%	0%	0%	0%
Scottish and Southern	44%	78%	89%	89%
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>29%</b>	<b>64%</b>	<b>71%</b>	<b>71%</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%
Avid 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%
Dali Gas	0%	0%	0%	0%
E.ON	0%	0%	0%	0%
economyenergy	0%	0%	0%	0%
Ecotricity	0%	0%	0%	0%
EDF Energy	0%	0%	0%	0%
Effortless Energy Ltd	0%	0%	0%	0%
ENGIE power Limited	0%	0%	0%	0%
Entice Energy Supply Limited	0%	0%	0%	0%
Epower	0%	0%	0%	0%
ESB Energy Ltd	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%
GEN4U Ltd	0%	0%	0%	0%
Genrgy	0%	0%	0%	0%
Good Energy	0%	0%	0%	0%
Green Energy	0%	0%	0%	0%
Green Network Energy	0%	0%	0%	0%
Green Star Energy	0%	0%	0%	0%
Iresa Ltd	0%	0%	0%	0%
isupply	0%	0%	0%	0%
LoCO2 Energy	0%	0%	0%	0%
Nabuh Energy Ltd	0%	0%	0%	0%
npower	0%	0%	0%	0%
Octopus Energy Ltd	0%	0%	0%	0%
OneSelect Energy	0%	0%	0%	0%
Our Power	0%	0%	0%	0%
Ovo Energy	0%	0%	0%	0%
PFP Energy Ltd	0%	0%	0%	0%



Robin Hood Energy	0%	0%	0%	0%
Scottish and Southern	0%	0%	0%	0%
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	0%	0%	0%	0%
Zog Energy	0%	0%	0%	0%
<b>Total</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>

**Fuel Direct  
2017**

<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
Avid Energy	0	0
Avro Energy	0	0
Axis Telecom	0	0
Breeze Energy Supply Ltd	0	0
Brilliant Energy	0	0
Bristol Energy	0	0
British Gas	5,153	1,442
Bulb Energy	0	0
Co-operative Energy	11	0
E.ON	4,644	1,367
economyenergy	0	0
Ecotricity	26	5
EDF Energy	4,371	677
Effortless Energy Ltd	0	0
Electraphase LTD	0	0
ENGIE power Limited	0	0
Epower	0	0
ESB Energy Ltd	0	0
Eversmart Energy Ltd	0	0
Extraenergy	0	0
First Utility	0	0
Flow Energy	0	0
GEN4U Ltd	0	0
Gnergy	0	0
Good Energy	3	2
Green Energy	1	0
Green Network Energy	0	0
Green Star Energy	0	0
Iresa Ltd	0	0
isupply	0	0
LoCO2 Energy	0	0
Nabuh Energy Ltd	0	0
npower	5,628	944

Octopus Energy Ltd	0	0
OneSelect Energy	0	0
Our Power	0	0
Ovo Energy	32	7
PFP Energy Ltd	0	0
Robin Hood Energy	0	0
Scottish and Southern	3,782	3,782
Scottish Power	2,445	1,199
So Energy Trading Limited	0	0
Spark Energy	0	0
Tonik Energy	0	0
Toto Energy	0	0
Utilita	3	0
Utility Warehouse	75	0
<b>Total</b>	<b>26,174</b>	<b>9,425</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
Avid 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	7,948	2,602
Bulb Energy	0	0
Cardiff Energy Supply Ltd	0	0
Co-operative Energy	10	0
Dali Gas	0	0
E.ON	2,870	867
economyenergy	0	0
Ecotricity	13	3
EDF Energy	2,798	310
Effortless Energy Ltd	0	0
ENGIE power Limited	0	0
Entice Energy Supply Limited	0	0
Epower	0	0
ESB Energy Ltd	0	0
Eversmart Energy Ltd	0	0
Extraenergy	0	0
First Utility	0	0
Flow Energy	0	0
GEN4U Ltd	0	0
Gnergy	0	0
Good Energy	0	0
Green Energy	0	0
Green Network Energy	0	0
Green Star Energy	0	0
Iresa Ltd	0	0
isupply	0	0
LoCO2 Energy	0	0
Nabuh Energy Ltd	0	0
npower	4,122	662
Octopus Energy Ltd	0	0

OneSelect Energy	0	0
Our Power	0	0
Ovo Energy	28	5
PFP Energy Ltd	0	0
Robin Hood Energy	0	0
Scottish and Southern	3,218	3,218
Scottish Power	1,466	747
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	5	0
Utility Warehouse	58	0
Zog Energy	0	0
<b>Total</b>	<b>22,536</b>	<b>8,414</b>

**Priority Services  
December 2017**

<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	85	0	0	0	0	0	0	0
Avid Energy	47	0	0	0	0	0	0	0
Avro Energy	162	0	0	0	0	156	0	0
Axis Telecom	0	0	0	0	0	0	0	0
Breeze Energy Supply Ltd	141	0	0	1	0	0	0	0
Brilliant Energy	588	0	0	0	0	0	0	0
Bristol Energy	14,295	6	65	140	0	1,598	0	0
British Gas	1,638,779	275	25,795	27,205	89,300	24,079	235	27
Bulb Energy	294	0	0	0	0	0	0	0
Co-operative Energy	54,689	3	195	93	145	1,574	0	0
E.ON	1,413,580	170	11,292	40,157	23,923	27,831	2	61
economyenergy	53,020	0	0	0	0	0	0	0
Ecotricity	2,712	6	137	340	10	773	3	20
EDF Energy	675,474	307	12,099	11,229	1,798	85,281	1	0
Effortless Energy Ltd	31	0	0	0	0	0	0	0
Electraphase LTD	0	0	0	0	0	0	0	0
ENGIE power Limited	9,928	0	28	24	0	38	0	0
Epower	5,254	0	0	191	0	0	3	0
ESB Energy Ltd	93	0	0	0	0	0	0	0
Eversmart Energy Ltd	40	0	0	0	0	0	0	0
Extraenergy	15,005	0	1	2,330	0	65	0	0
First Utility	15,395	10	219	1,445	0	7,960	0	0
Flow Energy	8,703	0	45	0	0	0	0	0
GEN4U Ltd	0	0	0	0	0	0	0	0
Gnergy	76	0	0	0	0	0	0	0
Good Energy	3,951	12	174	768	0	2,142	0	0
Green Energy	85	0	8	1	0	32	0	0
Green Network Energy	7,755	0	0	1	0	0	0	0
Green Star Energy	7,215	0	10	1,353	0	0	0	0
Iresa Ltd	0	0	0	0	0	0	0	0
isupply	20,644	0	0	0	0	307	0	0
LoCO2 Energy	421	0	0	32	10	53	0	0
Nabuh Energy Ltd	829	0	0	0	0	0	0	0

npower	481,491	292	8,438	7,307	7,911	159,163	4	0
Octopus Energy Ltd	9,004	0	0	48	0	3,182	0	0
OneSelect Energy	864	0	0	1	0	0	0	0
Our Power	153	0	0	0	0	0	0	12
Ovo Energy	38,995	166	2,708	10,405	436	14,946	0	0
PFP Energy Ltd	877	0	0	0	0	0	0	0
Robin Hood Energy	2,335	0	42	265	0	0	2	0
Scottish and Southern	910,571	328	18,494	16,491	1,398	15,562	30	73
Scottish Power	481,711	83	1,474	3,332	37,557	49,459	1	0
So Energy Trading Limited	105	0	0	39	0	0	0	0
Spark Energy	9,069	0	10	0	0	0	0	0
Tonik Energy	5,285	0	0	0	0	0	0	0
Toto Energy	1,431	0	0	0	0	0	0	0
Utilita	65,103	0	59	31,380	0	0	0	0
Utility Warehouse	13,247	26	33	2,540	0	7,671	0	271
<b>Total</b>	<b>5,969,532</b>	<b>1,684</b>	<b>81,326</b>	<b>157,118</b>	<b>162,488</b>	<b>401,872</b>	<b>281</b>	<b>464</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	85	0	0	0	0	0	0	0
Avid Energy	45	0	0	0	0	0	0	0
Avro Energy	156	0	0	0	0	156	0	0
Axis Telecom	0	0	0	0	0	0	0	0
Better Energy	36	0	1	0	1	19	0	0
Breeze Energy Supply Ltd	141	0	0	1	0	0	0	0
Bristol Energy	12,193	6	56	134	0	343	0	0
British Gas	1,954,075	315	30,433	45,551	122,215	31,283	805	44
Bulb Energy	273	0	0	0	0	0	0	0
Cardiff Energy Supply Ltd	2	0	0	0	0	0	0	0
Co-operative Energy	48,852	1	152	93	113	1,205	0	0
Dali Gas	85	0	0	15	0	0	0	0
E.ON	717,196	110	6,980	25,842	9,643	17,659	4	30
economyenergy	48,114	0	0	0	0	0	0	0
Ecotricity	1,919	4	95	239	5	7	1	11
EDF Energy	412,541	172	6,523	5,608	792	45,977	0	0
Effortless Energy Ltd	31	0	1	0	0	0	0	0
ENGIE power Limited	9,971	0	29	24	0	36	0	0
Entice Energy Supply Limited	45	0	0	0	0	0	0	0
Epower	5,139	0	0	152	0	0	7	0
ESB Energy Ltd	77	0	0	0	0	0	0	0
Eversmart Energy Ltd	40	0	0	0	0	0	0	0
Extraenergy	15,005	0	1	2,330	0	65	0	0
First Utility	15,395	10	219	1,445	0	7,960	0	0
Flow Energy	8,703	0	45	0	0	0	0	0
GEN4U Ltd	0	0	0	0	0	0	0	0
Gnergy	76	0	0	0	0	0	0	0
Good Energy	2,708	5	107	599	0	914	0	0
Green Energy	17	0	2	0	0	17	0	0
Green Network Energy	7,305	0	0	1	0	0	0	0
Green Star Energy	12,965	0	11	1,225	0	0	0	0
Iresa Ltd	0	0	0	0	0	0	0	0
isupply	0	0	0	0	0	0	0	0
LoCO2 Energy	9	0	0	0	0	0	0	0
Nabuh Energy Ltd	639	0	0	0	0	0	0	0
npower	322,890	198	4,968	4,641	5,776	96,982	9	0



Octopus Energy Ltd	7,779	0	0	38	0	2,808	0	0
OneSelect Energy	718	0	0	1	0	0	0	0
Our Power	126	0	0	0	0	0	0	0
Ovo Energy	34,016	131	2,286	9,086	369	12,162	0	0
PFP Energy Ltd	735	0	0	0	0	0	0	0
Robin Hood Energy	1,994	0	42	302	0	0	2	0
Scottish and Southern	676,815	246	12,969	12,677	984	9,970	36	73
Scottish Power	351,274	58	852	2,359	21,152	27,064	7	0
So Energy Trading Limited	90	0	0	35	0	0	0	0
Spark Energy	9,070	0	10	0	0	0	0	0
Tonik Energy	5,285	0	0	0	0	0	0	0
Toto Energy	1,274	0	0	0	0	0	0	0
UK national Gas Ltd	0	0	0	0	0	0	0	0
Utilita	60,497	0	59	27,730	0	0	0	0
Utility Warehouse	10,986	24	25	2,179	1	6,239	2	271
Zog Energy	1,137	0	0	1	0	0	0	0
<b>Total</b>	<b>4,758,524</b>	<b>1,280</b>	<b>65,866</b>	<b>142,308</b>	<b>161,051</b>	<b>260,866</b>	<b>873</b>	<b>429</b>

**Energy Efficiency (Dual Fuel)  
2017**

<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
Avid Energy	0	0	0	5	0	0	238	0
Avro Energy	0	0	0	0	0	0	0	0
Axis Telecom	0	0	0	0	0	0	0	0
Better Energy	0	0	0	3	0	0	108	0
Breeze Energy Supply Ltd	0	0	0	5,105	0	0	0	5,105
Brilliant Energy	1	0	0	1	0	0	850	0
Bristol Energy	3,359	44	153	0	0	0	6,853	0
British Gas	14,207	5,049	331	1,452,047	0	504,133	1,612,203	53,153
Bulb Energy	0	0	0	0	0	0	0	0
Cardiff Energy Supply Ltd	0	0	0	626	0	32	3,261	0
Co-operative Energy	575			232,433			1,482,917	83
Dali Gas	17	7	5	52	0	5	15	0
E.ON	26,255	3,188	1,465	2,923,646	112,876	59,478	1,540,500	37,425
economyenergy	0	0	0	0	0	0	0	0
Ecotricity	0	0	0	1,317	365	313	2,853	2
EDF Energy	1,800	148	60	1,491,493	64,160	68,742	622,626	2,021
Effortless Energy Ltd	0	0	0	0	0	0	0	0
Electraphase LTD	0	0	0	0	0	0	0	0
ENGIE power Limited	0	0	0	48,307	15	151	36	0
Entice Energy Supply Limited	0	0	0	0	0	0	478	0
Epower	0	0	0	118,842	0	0	32,547	0
ESB Energy Ltd	0	0	0	0	0	0	0	0
Eversmart Energy Ltd	0	0	0	1,932	0	0	0	0
Extraenergy	0	0	0	224,408	0	0	9,697	0
First Utility	675	0	0	808,359	11,035	24,154	328,630	0
Flow Energy	0	0	0	745	251	365	346	0
GEN4U Ltd	0	0	0	0	0	0	0	0
Gnergy	0	0	0	0	0	0	0	0

Good Energy	4,552	795	115	0	0	0	580	4,550
Green Energy	0	0	0	19,722	10	97	0	0
Green Network Energy	0	0	0	0	0	0	0	0
Green Star Energy	0	0	0	0	0	0	4,816	0
Iresa Ltd	0	0	0	0	0	0	0	0
isupply	0	0	0	0	0	0	49	0
LoCO2 Energy	0	0	0	0	0	0	21	0
Nabuh Energy Ltd	0	0	0	0	0	0	548	0
npower	96,688	3,984	1,901	457,342	28,314	48,330	615,032	364,113
Octopus Energy Ltd	0	0	0	0	0	0	2,172	0
OneSelect Energy	0	0	0	0	0	0	0	0
Our Power	0	0	0	0	0	0	0	0
Ovo Energy	539	103	104	0	0	0	48,057	93
PFP Energy Ltd	0	0	0	0	0	0	0	0
Robin Hood Energy	0	0	0	0	0	0	5,694	0
Scottish and Southern	5,121	126	152	325,707	22,642	303,065	11,008	4,352
Scottish Power	2,788	107	60	2,687,546	43,170	39,138	1,512,497	0
So Energy Trading Limited	0	0	0	0	0	0	0	0
Spark Energy	0	0	0	0	0	0	10,542	0
Tonik Energy	0	0	0	0	0	0	0	0
Toto Energy	0	0	0	0	0	0	0	0
UK national Gas Ltd	96	5	5	96	0	96	0	96
Utilita	11,928	21	0	65,395	0	0	26,753	11
Utility Warehouse	202	5	4	166,612	0	0	2,958	0
Zog Energy	0	0	0	0	0	0	0	0
<b>Total</b>	<b>168,803</b>	<b>13,582</b>	<b>4,355</b>	<b>11,031,741</b>	<b>282,838</b>	<b>1,048,099</b>	<b>7,884,885</b>	<b>471,004</b>

**Headlines by Country (Annual)  
2017**

<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	11	5,153,611	151,465	503,862
Scotland	0	485,582	10,347	61,089
Wales	3	330,339	6,878	31,045
<b>Great Britain</b>	<b>14</b>	<b>5,969,532</b>	<b>168,690</b>	<b>595,996</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	2	4,105,391	7,849	387,121
Scotland	0	374,629	987	45,008
Wales	1	278,504	1,115	23,693
<b>Great Britain</b>	<b>3</b>	<b>4,758,524</b>	<b>9,951</b>	<b>455,822</b>