

Monitoring company performance – quarterly reporting

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

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

[Social Obligations Reporting Guidance Notes](#)

You may notice that a data field is left blank. This indicates that the supplier was unable to provide the required data for that specific reporting period.

For the reconnections table, suppliers will only be shown if they have disconnected customers in the relevant reporting period.

**Payment Methods
June 2017**

Electricity	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
Affect Energy	98.1%	0.0%	0.0%	0.0%	0.0%	1.9%	100.0%
Avid Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Avro Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Axis Telecom	92.4%	0.0%	0.0%	0.0%	0.0%	7.6%	100.0%
Breeze Energy Supply Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Brilliant Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Bristol Energy	83.5%	1.6%	0.0%	0.0%	0.0%	14.9%	100.0%
British Gas	56.3%	18.6%	19.9%	0.1%	2.0%	3.1%	100.0%
Bulb Energy	66.9%	0.0%	0.0%	0.0%	0.0%	33.1%	100.0%
Co-operative Energy	88.7%	0.6%	10.6%	0.0%	0.1%	0.0%	100.0%
Corona Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
E.ON	59.6%	12.3%	24.9%	0.1%	0.8%	2.4%	100.0%
economyenergy	24.4%	73.5%	0.0%	0.0%	0.0%	2.1%	100.0%
Ecotricity	55.3%	12.5%	3.6%	0.0%	0.1%	28.4%	100.0%
EDF Energy	58.6%	14.1%	19.9%	0.1%	2.5%	4.8%	100.0%
Effortless Energy Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Electraphase LTD	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
ENGIE power Limited	86.6%	0.0%	8.1%	0.0%	0.0%	5.3%	100.0%
Epower	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%
ESB Energy Ltd	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Eversmart Energy Ltd	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Extraenergy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
First Utility	91.8%	0.6%	0.0%	0.0%	0.0%	7.5%	100.0%
Flow Energy	99.9%	0.1%	0.0%	0.0%	0.0%	0.0%	100.0%
Future Energy Supply Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
GEN4U Ltd	93.3%	6.7%	0.0%	0.0%	0.0%	0.0%	100.0%
Gnergy	97.3%	0.0%	2.7%	0.0%	0.0%	0.0%	100.0%
Good Energy	60.7%	0.7%	20.7%	0.0%	0.0%	17.9%	100.0%
Green Energy	55.3%	1.6%	0.4%	0.0%	0.0%	42.7%	100.0%
Green Network Energy	97.5%	0.0%	1.8%	0.0%	0.0%	0.7%	100.0%
Green Star Energy	73.0%	5.0%	17.9%	0.0%	0.0%	4.1%	100.0%
Iresa Ltd	99.6%	0.4%	0.0%	0.0%	0.0%	0.0%	100.0%
isupply	90.7%	2.4%	2.3%	0.0%	0.2%	4.4%	100.0%
LoCO2 Energy	88.6%	0.3%	0.0%	0.0%	0.0%	11.2%	100.0%
Nabuh Energy Ltd	36.0%	64.0%	0.0%	0.0%	0.0%	0.0%	100.0%

npower	62.9%	10.5%	20.4%	0.2%	0.7%	5.3%	100.0%
Octopus Energy Ltd	97.5%	0.0%	0.0%	0.0%	0.0%	2.5%	100.0%
OneSelect Energy	97.5%	0.0%	1.4%	0.0%	0.0%	1.1%	100.0%
Our Power	13.9%	24.0%	35.5%	0.0%	0.0%	26.7%	100.0%
Ovo Energy	69.3%	26.3%	0.0%	0.0%	0.0%	4.4%	100.0%
PFP Energy Ltd	97.0%	0.0%	0.0%	0.0%	0.0%	3.0%	100.0%
Robin Hood Energy	52.3%	20.8%	14.9%	0.0%	0.0%	12.0%	100.0%
Scottish and Southern	54.2%	13.8%	23.6%	0.1%	1.1%	7.2%	100.0%
Scottish Power	67.1%	14.0%	16.7%	0.1%	1.4%	0.8%	100.0%
So Energy Trading Limited	98.2%	0.0%	0.0%	0.0%	0.0%	1.8%	100.0%
Spark Energy	48.4%	26.0%	25.6%	0.0%	0.0%	0.0%	100.0%
Tonik Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Toto Energy	39.0%	48.8%	9.0%	0.0%	0.0%	3.3%	100.0%
Utilita	0.9%	97.5%	0.1%	0.0%	0.0%	1.5%	100.0%
Utility Warehouse	87.2%	7.7%	0.1%	0.0%	0.0%	4.9%	100.0%
Industry	60.6%	16.1%	17.8%	0.1%	1.2%	4.1%	100.0%

Gas	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
Affect Energy	98.2%	0.0%	0.0%	0.0%	0.0%	1.8%	100.0%
Avid Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Avro Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Axis Telecom	92.4%	0.0%	0.0%	0.0%	0.0%	7.6%	100.0%
Better Energy	88.2%	7.6%	0.0%	0.0%	0.0%	4.1%	100.0%
Breeze Energy Supply Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Bristol Energy	84.2%	1.4%	0.0%	0.0%	0.0%	14.4%	100.0%
British Gas	53.4%	15.5%	24.9%	0.1%	2.8%	3.3%	100.0%
Bulb Energy	68.7%	0.0%	0.0%	0.0%	0.0%	31.3%	100.0%
Cardiff Energy Supply Ltd	43.7%	56.3%	0.0%	0.0%	0.0%	0.0%	100.0%
Co-operative Energy	90.0%	0.6%	9.4%	0.0%	0.1%	0.0%	100.0%
Corona Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Dali Gas	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
E.ON	65.4%	12.5%	19.3%	0.1%	0.8%	1.8%	100.0%
economyenergy	26.9%	70.7%	0.0%	0.0%	0.0%	2.4%	100.0%
Ecotricity	56.1%	12.3%	1.7%	0.0%	0.1%	29.8%	100.0%
EDF Energy	67.2%	12.3%	14.0%	0.1%	2.4%	3.9%	100.0%
Effortless Energy Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
ENGIE power Limited	85.8%	0.0%	8.6%	0.0%	0.0%	5.7%	100.0%
Entice Energy Supply Limited	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Epower	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%
ESB Energy Ltd	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Eversmart Energy Ltd	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Extraenergy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
First Utility	92.4%	0.4%	0.0%	0.0%	0.0%	7.2%	100.0%
Flow Energy	99.9%	0.1%	0.0%	0.0%	0.0%	0.0%	100.0%
Future Energy Supply Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
GEN4U Ltd	95.3%	4.7%	0.0%	0.0%	0.0%	0.0%	100.0%
Gnergy	87.3%	0.0%	12.7%	0.0%	0.0%	0.0%	100.0%
Good Energy	64.7%	0.6%	16.8%	0.0%	0.0%	17.9%	100.0%
Green Energy	60.9%	0.0%	0.1%	0.0%	0.0%	39.1%	100.0%
Green Network Energy	97.5%	0.0%	1.9%	0.0%	0.0%	0.7%	100.0%
Green Star Energy	73.0%	5.2%	17.8%	0.0%	0.0%	4.0%	100.0%
Iresa Ltd	99.7%	0.3%	0.0%	0.0%	0.0%	0.0%	100.0%
isupply	93.0%	3.4%	2.6%	0.0%	0.0%	1.1%	100.0%
LoCO2 Energy	93.8%	0.0%	0.0%	0.0%	0.0%	6.2%	100.0%
Nabuh Energy Ltd	41.1%	58.9%	0.0%	0.0%	0.0%	0.0%	100.0%
npower	71.2%	9.9%	13.8%	0.2%	0.5%	4.3%	100.0%

Octopus Energy Ltd	97.7%	0.0%	0.0%	0.0%	0.0%	2.3%	100.0%
OneSelect Energy	97.5%	0.0%	1.7%	0.0%	0.0%	0.8%	100.0%
Our Power	12.0%	25.2%	33.7%	0.0%	0.0%	29.1%	100.0%
Ovo Energy	69.5%	26.3%	0.0%	0.0%	0.0%	4.2%	100.0%
PFP Energy Ltd	97.3%	0.0%	0.0%	0.0%	0.0%	2.7%	100.0%
Robin Hood Energy	49.9%	21.0%	17.0%	0.0%	0.0%	12.2%	100.0%
Scottish and Southern	60.3%	12.2%	20.1%	0.1%	1.5%	5.8%	100.0%
Scottish Power	74.4%	11.4%	12.6%	0.1%	1.1%	0.5%	100.0%
So Energy Trading Limited	98.3%	0.0%	0.0%	0.0%	0.0%	1.7%	100.0%
Spark Energy	47.5%	28.9%	23.7%	0.0%	0.0%	0.0%	100.0%
Tonik Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Toto Energy	40.3%	49.3%	9.9%	0.0%	0.0%	0.5%	100.0%
UK national Gas Ltd	86.5%	0.0%	13.5%	0.0%	0.0%	0.0%	100.0%
Utilita	0.8%	96.9%	0.2%	0.0%	0.0%	2.1%	100.0%
Utility Warehouse	88.1%	7.2%	0.1%	0.0%	0.0%	4.5%	100.0%
Zog Energy	99.9%	0.1%	0.0%	0.0%	0.0%	0.0%	100.0%
Industry	63.0%	15.2%	16.7%	0.1%	1.5%	3.5%	100.0%

**Debt by Quarter
June 2017**

Electricity	Number of credit customers repaying a debt (millions)	Number of PPM customers repaying a debt (millions)	Percentage of PPM customers in debt	Percentage of customers repaying a debt who owe under £100	Percentage of customers repaying a debt who owe between £100- £300	Percentage of customers repaying a debt who owe between £300- £600	Percentage of customers repaying a debt who owe over £600	Average debt per customer repaying a debt	Number of customers in arrears (millions)	Average debt per customer in arrears
Q2 2016	0.4	0.3	6%	33%	27%	17%	22%	£611	0.5	£579
Q3 2016	0.4	0.3	6%	36%	26%	16%	22%	£618	0.5	£562
Q4 2016	0.4	0.3	6%	37%	25%	16%	22%	£630	0.5	£566
Q1 2017	0.4	0.3	6%	36%	26%	16%	22%	£629	0.5	£588
Q2 2017	0.4	0.3	6%	35%	26%	16%	23%	£633	0.5	£596

Gas	Number of credit customers repaying a debt (millions)	Number of PPM customers repaying a debt (millions)	Percentage of PPM customers in debt	Percentage of customers repaying a debt who owe under £100	Percentage of customers repaying a debt who owe between £100- £300	Percentage of customers repaying a debt who owe between £300- £600	Percentage of customers repaying a debt who owe over £600	Average debt per customer repaying a debt	Number of customers in arrears (millions)	Average debt per customer in arrears
Q2 2016	0.4	0.3	8%	31%	29%	18%	21%	£603	0.4	£555
Q3 2016	0.4	0.3	8%	34%	28%	17%	21%	£609	0.4	£529
Q4 2016	0.3	0.2	7%	36%	26%	16%	22%	£623	0.4	£506
Q1 2017	0.3	0.2	7%	35%	27%	17%	21%	£625	0.4	£546
Q2 2017	0.3	0.2	7%	34%	28%	17%	21%	£628	0.4	£547

**Debt Repayment
April - June 2017**

Electricity	Number of customers repaying a debt	Average weekly amount towards debt	Average number of weeks to recover debt (non-PPM)	Average weekly amount towards debt	Average number of weeks to recover debt (PPM)
Affect Energy	3	£24.00	30	£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	20	£7.99	161	£5.00	61
British Gas	140,221	£7.42	45	£5.44	84
Bulb Energy	0	£0.00	0	£0.00	0
Co-operative Energy	1,843	£5.60	72	£13.00	100
Corona Energy	0	£0.00	0	£0.00	0
E.ON	119,518	£4.77	110	£7.00	127
economyenergy	684	£9.58	20	£0.00	0
Ecotricity	810	£14.34	45	£7.89	93
EDF Energy	131,578	£5.41	88	£6.13	218
Effortless Energy Ltd	1	£5.00	100	£0.00	0
Electraphase LTD	0	£0.00	0	£0.00	0
ENGIE power Limited	3	£4.38	35	£0.00	0
Epower	117	£0.00	0	£0.00	0
ESB Energy Ltd	0	£0.00	0	£0.00	0
Eversmart Energy Ltd	21	£0.00	0	£0.00	0
Extraenergy	47	£11.96	36	£0.00	0
First Utility	3,588	£10.23	147	£5.99	240
Flow Energy	208	£10.54	57	£0.00	0
Future Energy Supply Ltd	7	£0.00	0	£0.00	0
GEN4U Ltd	0	£0.00	0	£0.00	0
Gnergy	38	£13.00	19	£0.00	0
Good Energy	1,739	£307.21	52	£0.00	0
Green Energy	168	£33.35	60	£7.50	98
Green Network Energy	0	£0.00	0	£0.00	0
Green Star Energy	1,244	£17.59	34	£0.00	0
Iresa Ltd	0	£0.00	0	£0.00	0
isupply	599	£49.16	55	£0.00	0
LoCO2 Energy	77	£15.38	318	£5.00	261

Nabuh Energy Ltd	0	£0.00	0	£0.00	0
npower	84,209	£4.89	109	£6.20	176
Octopus Energy Ltd	1	£8.32	48	£0.00	0
OneSelect Energy	0	£0.00	0	£0.00	0
Our Power	9	£6.16	47	£0.00	0
Ovo Energy	4,000	£6.80	49	£6.87	37
PFP Energy Ltd	8	£12.05	34	£0.00	0
Robin Hood Energy	45	£23.15	34	£7.00	9
Scottish and Southern	100,195	£6.15	162	£4.96	157
Scottish Power	66,035	£5.08	54	£5.42	170
So Energy Trading Limited	5	£22.76	26	£0.00	0
Spark Energy	4,365	£15.56	79	£6.61	264
Tonik Energy	0	£0.00	0	£0.00	0
Toto Energy	0	£0.00	0	£0.00	0
Utilita	6,926	£7.54	89	£3.00	65
Utility Warehouse	4,660	£6.25	67	£5.29	157
Total	672,992	£0.00	0	£0.00	0

Gas	Number of customers repaying a debt	Average weekly amount towards debt	Average number of weeks to recover debt (non-PPM)	Average weekly amount towards debt	Average number of weeks to recover debt (PPM)
Affect Energy	2	£31.00	33	£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	9	£10.00	36	£0.00	0
Breeze Energy Supply Ltd	0	£0.00	0	£0.00	0
Bristol Energy	17	£7.91	94	£0.00	0
British Gas	179,692	£7.20	44	£5.46	106
Bulb Energy	0	£0.00	0	£0.00	0
Cardiff Energy Supply Ltd	0	£0.00	0	£0.00	0
Co-operative Energy	1,591	£5.20	77	£14.00	94
Corona Energy	0	£0.00	0	£0.00	0
Dali Gas	180	£39.00	24	£0.00	0
E.ON	84,697	£4.24	129	£6.47	116
economyenergy	504	£31.00	14	£0.00	0
Ecotricity	451	£9.22	44	£7.46	104
EDF Energy	85,981	£5.20	86	£6.32	155
Effortless Energy Ltd	1	£5.00	100	£0.00	0
ENGIE power Limited	3	£6.78	30	£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	83	£0.00	0	£0.00	0
Extraenergy	44	£20.11	35	£0.00	0
First Utility	2,428	£8.96	123	£5.99	311
Flow Energy	173	£10.13	57	£0.00	0
Future Energy Supply Ltd	4	£0.00	0	£0.00	0
GEN4U Ltd	0	£0.00	0	£0.00	0
Gnergy	38	£13.00	19	£0.00	0
Good Energy	1,137	£260.23	52	£0.00	0
Green Energy	2	£7.22	78	£0.00	0
Green Network Energy	0	£0.00	0	£0.00	0
Green Star Energy	1,170	£17.74	33	£0.00	0
Iresa Ltd	0	£0.00	0	£0.00	0
isupply	23	£21.39	40	£0.00	0
LoCO2 Energy	3	£10.21	90	£0.00	0
Nabuh Energy Ltd	0	£0.00	0	£0.00	0

npower	74,013	£4.58	108	£5.97	161
Octopus Energy Ltd	1	£8.32	48	£0.00	0
OneSelect Energy	0	£0.00	0	£0.00	0
Our Power	4	£3.42	56	£0.00	0
Ovo Energy	3,276	£5.99	49	£6.11	34
PFP Energy Ltd	5	£12.31	35	£0.00	0
Robin Hood Energy	65	£21.75	34	£7.00	9
Scottish and Southern	75,950	£5.70	144	£4.82	120
Scottish Power	48,035	£4.56	53	£5.94	137
So Energy Trading Limited	1	£16.04	35	£0.00	0
Spark Energy	2,974	£16.65	63	£7.00	116
Tonik Energy	0	£0.00	0	£0.00	0
Toto Energy	8	£0.00	0	£0.00	0
UK national Gas Ltd	15	£10.00	15	£0.00	0
Utilita	3,071	£8.16	59	£3.04	41
Utility Warehouse	4,069	£6.04	66	£4.88	142
Zog Energy	7	£0.00	0	£5.51	95
Total	569,727	£0.00	0	£0.00	0

**Prepayment Meters
April - June 2017**

Electricity	Number of PPMs installed this quarter	Number of PPMs installed this quarter to recover debt	PPMs installed this quarter, requested by customers without a debt
Affect Energy	0	0	0
Avid Energy	0	0	0
Avro Energy	0	0	0
Axis Telecom	0	0	0
Breeze Energy Supply Ltd	0	0	0
Brilliant Energy	0	0	0
Bristol Energy	1	1	0
British Gas	14,897	14,040	857
Bulb Energy	0	0	0
Co-operative Energy	144	118	26
Corona Energy	0	0	0
E.ON	4,970	2,393	2,577
economyenergy	9,558	0	9,558
Ecotricity	84	36	48
EDF Energy	3,505	2,841	664
Effortless Energy Ltd	0	0	0
Electraphase LTD	0	0	0
ENGIE power Limited	0	0	0
Epower	0	0	0
ESB Energy Ltd	0	0	0
Eversmart Energy Ltd	0	0	0
Extraenergy	0	0	0
First Utility	237	164	73
Flow Energy	0	0	0
Future Energy Supply Ltd	0	0	0
GEN4U Ltd	0	0	0
Gnergy	0	0	0
Good Energy	0	0	0
Green Energy	10	10	0
Green Network Energy	0	0	0
Green Star Energy	0	0	0
Iresa Ltd	0	0	0
isupply	0	0	0
LoCO2 Energy	1	0	1

Nabuh Energy Ltd	3	0	3
npower	4,609	4,033	576
Octopus Energy Ltd	0	0	0
OneSelect Energy	0	0	0
Our Power	143	0	143
Ovo Energy	13,798	317	13,481
PFP Energy Ltd	0	0	0
Robin Hood Energy	476	1	475
Scottish and Southern	5,383	3,092	2,291
Scottish Power	2,038	1,849	189
So Energy Trading Limited	0	0	0
Spark Energy	270	28	242
Tonik Energy	0	0	0
Toto Energy	23	0	23
Utilita	62,741	641	62,100
Utility Warehouse	371	228	143
Total	123,262	29,792	93,470

Gas	Number of PPMs installed this quarter	Number of PPMs installed this quarter to recover debt	PPMs installed this quarter, requested by customers without a debt
Affect Energy	0	0	0
Avid Energy	0	0	0
Avro Energy	0	0	0
Axis Telecom	0	0	0
Better Energy	0	0	0
Breeze Energy Supply Ltd	0	0	0
Bristol Energy	0	0	0
British Gas	17,309	15,457	1,852
Bulb Energy	0	0	0
Cardiff Energy Supply Ltd	0	0	0
Co-operative Energy	121	100	21
Corona Energy	0	0	0
Dali Gas	0	0	0
E.ON	4,685	2,864	1,821
economyenergy	9,314	0	9,314
Ecotricity	86	43	43
EDF Energy	3,326	2,343	983
Effortless Energy Ltd	0	0	0
ENGIE power Limited	0	0	0
Entice Energy Supply Limited	0	0	0
Epower	0	0	0
ESB Energy Ltd	0	0	0
Eversmart Energy Ltd	0	0	0
Extraenergy	0	0	0
First Utility	179	120	59
Flow Energy	0	0	0
Future Energy Supply Ltd	0	0	0
GEN4U Ltd	4	0	4
Gnergy	0	0	0
Good Energy	0	0	0
Green Energy	0	0	0
Green Network Energy	0	0	0
Green Star Energy	0	0	0
Iresa Ltd	0	0	0
isupply	0	0	0
LoCO2 Energy	0	0	0
Nabuh Energy Ltd	6	0	6

npower	3,385	2,959	426
Octopus Energy Ltd	0	0	0
OneSelect Energy	0	0	0
Our Power	122	0	122
Ovo Energy	11,938	265	11,673
PFP Energy Ltd	1	0	1
Robin Hood Energy	376	1	375
Scottish and Southern	3,589	2,262	1,327
Scottish Power	2,187	2,020	167
So Energy Trading Limited	0	0	0
Spark Energy	591	4	587
Tonik Energy	0	0	0
Toto Energy	37	0	37
UK national Gas Ltd	0	0	0
Utilita	48,401	681	47,720
Utility Warehouse	555	324	231
Zog Energy	1	1	0
Total	106,213	29,444	76,769

**Disconnections for Debt
April - June 2017**

Electricity	Number of customers disconnected for debt this quarter	Number of customers reconnected this quarter (from those disconnected this quarter)	Number of customers not yet reconnected (who were disconnected this quarter)	Average period of disconnection in days (for those disconnected this quarter)
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
Corona Energy	0	0	0	0
E.ON	2	1	1	3
economyenergy	0	0	0	0
Ecotricity	1	1	0	3
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
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	1	0	1	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	9	8	1	4
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
Total	13	10	3	4

Gas	Number of customers disconnected for debt this quarter	Number of customers reconnected this quarter (from those disconnected this quarter)	Number of customers not yet reconnected (who were disconnected this quarter)	Average period of disconnection in days (for those disconnected this quarter)
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
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	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
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
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
Total	0	0	0	0

**Percentage of Customers Reconnected following Disconnection for Debt
April - June 2017**

Electricity	24 hours	7 days	1 month	1 quarter
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%
Corona Energy	0%	0%	0%	0%
E.ON	0%	50%	50%	50%
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%
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%
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%
Total	31%	69%	77%	77%

Gas	24 hours	7 days	1 month	1 quarter
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%
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%	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%
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%
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%
Total	0%	0%	0%	0%

**Payment Methods by Country
June 2017**

Electricity Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	14,347,486	3,624,367	4,216,894	22,144	264,964	978,312	23,454,167
	61%	15%	18%	0%	1%	4%	100%
Scotland	1,478,519	537,493	435,066	3,346	53,972	84,738	2,593,134
	57%	21%	17%	0%	2%	3%	100%
Wales	846,822	273,516	252,264	1,483	18,022	60,305	1,452,412
	58%	19%	17%	0%	1%	4%	100%

Gas Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	12,485,492	2,900,257	3,326,636	19,190	271,156	707,502	19,710,233
	63%	15%	17%	0%	1%	4%	100%
Scotland	1,228,681	348,433	304,985	3,396	58,556	50,077	1,994,128
	62%	17%	15%	0%	3%	3%	100%
Wales	700,834	218,096	184,342	1,557	19,974	41,201	1,166,004
	60%	19%	16%	0%	2%	4%	100%

Headlines by Country (Quarterly)
June 2017

Electricity Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt	Number of customers in arrears
England	575,539	215,913	10	460,533
Scotland	65,064	29,471	0	57,899
Wales	32,389	13,739	3	29,374
Great Britain	672,992	259,123	13	547,806

Gas Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt	Number of customers in arrears
England	489,017	201,739	0	355,331
Scotland	54,233	25,728	0	42,347
Wales	26,477	10,128	0	22,495
Great Britain	569,727	237,595	0	420,173