

## 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.

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

**Payment Methods  
September 2017**

<b>Electricity</b>	<b>Monthly direct debit</b>	<b>Prepayment meter</b>	<b>Quarterly cash / cheque</b>	<b>Fuel Direct</b>	<b>Budgeting payment schemes</b>	<b>Other</b>	<b>Total</b>
Affect Energy	97.9%	0.0%	0.0%	0.0%	0.0%	2.1%	100.0%
Avid Energy	0.0%	86.4%	13.6%	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	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Breeze Energy Supply Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Brilliant Energy	93.9%	0.0%	4.6%	0.0%	0.0%	1.4%	100.0%
Bristol Energy	83.6%	1.7%	0.0%	0.0%	0.0%	14.7%	100.0%
British Gas	55.1%	19.1%	20.4%	0.1%	2.1%	3.3%	100.0%
Bulb Energy	66.0%	0.0%	0.0%	0.0%	0.0%	34.0%	100.0%
Co-operative Energy	88.9%	0.5%	10.3%	0.0%	0.0%	0.2%	100.0%
E.ON	60.4%	11.8%	24.6%	0.1%	0.8%	2.3%	100.0%
economyenergy	33.7%	61.7%	0.0%	0.0%	0.0%	4.6%	100.0%
Ecotricity	55.5%	12.3%	4.8%	0.0%	0.1%	27.3%	100.0%
EDF Energy	59.5%	13.8%	19.1%	0.1%	2.4%	5.0%	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	93.2%	0.0%	6.8%	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	95.1%	0.0%	2.7%	0.0%	0.0%	2.2%	100.0%
Eversmart Energy Ltd	57.9%	42.1%	0.0%	0.0%	0.0%	0.0%	100.0%
Extraenergy	99.9%	0.0%	0.1%	0.0%	0.0%	0.0%	100.0%
First Utility	92.0%	0.5%	0.0%	0.0%	0.0%	7.4%	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	91.8%	8.2%	0.0%	0.0%	0.0%	0.0%	100.0%
Gnergy	92.3%	0.0%	7.7%	0.0%	0.0%	0.0%	100.0%
Good Energy	60.5%	0.7%	18.0%	0.0%	0.0%	20.7%	100.0%
Green Energy	54.5%	1.1%	0.2%	0.0%	0.0%	44.1%	100.0%
Green Network Energy	97.7%	0.0%	1.4%	0.0%	0.0%	0.9%	100.0%
Green Star Energy	73.2%	4.3%	18.4%	0.0%	0.0%	4.0%	100.0%
Iresa Ltd	99.6%	0.4%	0.0%	0.0%	0.0%	0.0%	100.0%
isupply	90.0%	2.2%	2.4%	0.0%	0.2%	5.2%	100.0%
LoCO2 Energy	90.3%	0.2%	0.0%	0.0%	0.0%	9.6%	100.0%
Nabuh Energy Ltd	10.6%	89.4%	0.0%	0.0%	0.0%	0.0%	100.0%
npower	63.8%	10.2%	19.8%	0.2%	0.7%	5.3%	100.0%

Octopus Energy Ltd	95.4%	0.0%	0.0%	0.0%	0.0%	4.6%	100.0%
OneSelect Energy	97.9%	0.0%	1.4%	0.0%	0.0%	0.7%	100.0%
Our Power	11.9%	38.5%	29.0%	0.0%	0.0%	20.6%	100.0%
Ovo Energy	69.9%	25.8%	0.0%	0.0%	0.0%	4.2%	100.0%
PFP Energy Ltd	96.3%	0.0%	0.0%	0.0%	0.0%	3.7%	100.0%
Robin Hood Energy	49.8%	18.6%	18.0%	0.0%	0.0%	13.6%	100.0%
Scottish and Southern	54.4%	13.6%	23.5%	0.1%	1.1%	7.3%	100.0%
Scottish Power	67.1%	13.8%	16.9%	0.1%	1.3%	0.8%	100.0%
So Energy Trading Limited	97.5%	0.0%	0.0%	0.0%	0.0%	2.5%	100.0%
Spark Energy	46.4%	27.5%	26.1%	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	42.8%	50.1%	4.2%	0.0%	0.0%	2.9%	100.0%
Utilita	0.2%	98.4%	0.0%	0.0%	0.0%	1.3%	100.0%
Utility Warehouse	87.1%	7.7%	0.1%	0.0%	0.0%	5.1%	100.0%
<b>Industry</b>	<b>60.9%</b>	<b>16.0%</b>	<b>17.5%</b>	<b>0.1%</b>	<b>1.2%</b>	<b>4.2%</b>	<b>100.0%</b>

<b>Gas</b>	<b>Monthly direct debit</b>	<b>Prepayment meter</b>	<b>Quarterly cash / cheque</b>	<b>Fuel Direct</b>	<b>Budgeting payment schemes</b>	<b>Other</b>	<b>Total</b>
Affect Energy	98.2%	0.0%	0.0%	0.0%	0.0%	1.8%	100.0%
Avid Energy	0.0%	95.9%	4.1%	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	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Better Energy	88.0%	7.7%	0.0%	0.0%	0.0%	4.3%	100.0%
Breeze Energy Supply Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Bristol Energy	84.6%	1.3%	0.0%	0.0%	0.0%	14.1%	100.0%
British Gas	52.4%	15.9%	25.5%	0.1%	2.8%	3.4%	100.0%
Bulb Energy	67.7%	0.0%	0.0%	0.0%	0.0%	32.3%	100.0%
Cardiff Energy Supply Ltd	44.1%	55.9%	0.0%	0.0%	0.0%	0.0%	100.0%
Co-operative Energy	90.1%	0.5%	9.3%	0.0%	0.0%	0.2%	100.0%
Dali Gas	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
E.ON	66.3%	12.0%	19.1%	0.1%	0.8%	1.6%	100.0%
economyenergy	35.8%	59.3%	0.0%	0.0%	0.0%	4.9%	100.0%
Ecotricity	55.9%	12.0%	0.3%	0.0%	0.1%	31.7%	100.0%
EDF Energy	68.3%	12.0%	13.2%	0.1%	2.3%	4.1%	100.0%
Effortless Energy Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
ENGIE power Limited	93.0%	0.0%	7.0%	0.0%	0.0%	0.0%	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	93.4%	0.0%	3.6%	0.0%	0.0%	3.0%	100.0%
Eversmart Energy Ltd	56.3%	43.7%	0.0%	0.0%	0.0%	0.0%	100.0%
Extraenergy	99.9%	0.0%	0.1%	0.0%	0.0%	0.0%	100.0%
First Utility	92.0%	0.5%	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	93.4%	6.6%	0.0%	0.0%	0.0%	0.0%	100.0%
Gnergy	93.8%	0.0%	6.2%	0.0%	0.0%	0.0%	100.0%
Good Energy	65.2%	0.7%	14.4%	0.0%	0.0%	19.8%	100.0%
Green Energy	63.0%	0.0%	0.2%	0.0%	0.0%	36.8%	100.0%
Green Network Energy	97.7%	0.0%	1.4%	0.0%	0.0%	0.9%	100.0%
Green Star Energy	73.2%	4.6%	18.2%	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%	3.0%	2.4%	0.0%	0.0%	1.5%	100.0%
LoCO2 Energy	94.0%	0.0%	0.0%	0.0%	0.0%	6.0%	100.0%
Nabuh Energy Ltd	7.0%	93.0%	0.0%	0.0%	0.0%	0.0%	100.0%
npower	71.9%	9.6%	13.5%	0.2%	0.5%	4.4%	100.0%
Octopus Energy Ltd	95.9%	0.0%	0.0%	0.0%	0.0%	4.1%	100.0%

OneSelect Energy	98.1%	0.0%	1.3%	0.0%	0.0%	0.6%	100.0%
Our Power	12.9%	35.3%	28.6%	0.0%	0.0%	23.2%	100.0%
Ovo Energy	70.2%	25.8%	0.0%	0.0%	0.0%	4.0%	100.0%
PFP Energy Ltd	96.5%	0.0%	0.0%	0.0%	0.0%	3.5%	100.0%
Robin Hood Energy	47.8%	18.3%	20.3%	0.0%	0.0%	13.6%	100.0%
Scottish and Southern	60.6%	12.0%	20.0%	0.1%	1.5%	5.8%	100.0%
Scottish Power	74.4%	11.2%	12.9%	0.1%	1.0%	0.5%	100.0%
So Energy Trading Limited	97.6%	0.0%	0.0%	0.0%	0.0%	2.4%	100.0%
Spark Energy	44.8%	31.6%	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	42.9%	51.5%	5.0%	0.0%	0.0%	0.7%	100.0%
UK national Gas Ltd	88.4%	0.0%	11.6%	0.0%	0.0%	0.0%	100.0%
Utilita	0.2%	98.3%	0.1%	0.0%	0.0%	1.4%	100.0%
Utility Warehouse	87.9%	7.3%	0.1%	0.0%	0.0%	4.7%	100.0%
Zog Energy	99.9%	0.1%	0.0%	0.0%	0.0%	0.0%	100.0%
<b>Industry</b>	<b>63.2%</b>	<b>15.1%</b>	<b>16.5%</b>	<b>0.1%</b>	<b>1.5%</b>	<b>3.7%</b>	<b>100.0%</b>

## Debt by Quarter September 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
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
Q3 2017	0.4	0.3	6%	35%	26%	16%	23%	£637	0.6	£580

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
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
Q3 2017	0.3	0.2	7%	35%	27%	17%	21%	£624	0.4	£529

**Debt Repayment  
July - September 2017**

<b>Electricity</b>	<b>Number of customers repaying a debt</b>	<b>Average weekly amount towards debt</b>	<b>Average number of weeks to recover debt (non-PPM)</b>	<b>Average weekly amount towards debt</b>	<b>Average number of weeks to recover debt (PPM)</b>
Affect Energy	3	£9.98	61	£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	£14.00	42	£0.00	0
British Gas	135,571	£6.74	51	£5.19	83
Bulb Energy	3	£13.97	22	£0.00	0
Co-operative Energy	2,241	£5.19	57	£13.00	94
E.ON	117,005	£4.83	117	£6.74	149
economyenergy	1,586	£5.38	45	£0.00	0
Ecotricity	862	£16.33	42	£5.99	109
EDF Energy	129,687	£5.79	71	£6.13	205
Effortless Energy Ltd	0	£0.00	0	£0.00	0
Electraphase LTD	0	£0.00	0	£0.00	0
ENGIE power Limited	42	£22.29	27	£0.00	0
Epower	119	£0.00	0	£0.00	0
ESB Energy Ltd	0	£0.00	0	£0.00	0
Eversmart Energy Ltd	144	£0.00	0	£0.00	0
Extraenergy	24	£30.67	58	£0.00	0
First Utility	11,603	£8.81	126	£5.99	467
Flow Energy	472	£21.46	59	£0.00	0
Future Energy Supply Ltd	0	£0.00	0	£0.00	0
GEN4U Ltd	0	£0.00	0	£0.00	0
Gnergy	59	£12.50	19	£0.00	0
Good Energy	2,874	£304.03	52	£4.35	314
Green Energy	186	£10.65	48	£7.50	112
Green Network Energy	11	£8.78	27	£0.00	0
Green Star Energy	1,485	£14.11	41	£0.00	0
Iresa Ltd	0	£0.00	0	£0.00	0
isupply	401	£5.35	52	£5.00	502
LoCO2 Energy	77	£9.11	284	£5.00	217
Nabuh Energy Ltd	181	£0.00	0	£0.00	0

npower	80,437	£5.75	103	£5.79	167
Octopus Energy Ltd	5	£11.09	43	£0.00	0
OneSelect Energy	0	£0.00	0	£0.00	0
Our Power	68	£7.70	48	£0.00	0
Ovo Energy	3,960	£6.81	54	£7.54	37
PFP Energy Ltd	22	£11.63	32	£0.00	0
Robin Hood Energy	34	£15.03	32	£0.00	0
Scottish and Southern	96,034	£5.93	155	£4.83	151
Scottish Power	65,594	£4.84	54	£5.45	184
So Energy Trading Limited	10	£30.73	28	£0.00	0
Spark Energy	4,026	£15.53	91	£7.31	226
Tonik Energy	0	£0.00	0	£0.00	0
Toto Energy	5	£0.00	0	£0.00	0
Utilita	7,638	£7.84	74	£2.91	72
Utility Warehouse	4,745	£6.41	64	£5.08	156
<b>Total</b>	<b>667,262</b>	<b>£0.00</b>	<b>0</b>	<b>£0.00</b>	<b>0</b>



<b>Gas</b>	<b>Number of customers repaying a debt</b>	<b>Average weekly amount towards debt</b>	<b>Average number of weeks to recover debt (non-PPM)</b>	<b>Average weekly amount towards debt</b>	<b>Average number of weeks to recover debt (PPM)</b>
Affect Energy	2	£11.73	74	£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	8	£0.00	0	£0.00	0
Breeze Energy Supply Ltd	0	£0.00	0	£0.00	0
Bristol Energy	40	£14.42	39	£0.00	0
British Gas	174,578	£6.66	50	£5.31	97
Bulb Energy	3	£13.97	22	£0.00	0
Cardiff Energy Supply Ltd	0	£0.00	0	£0.00	0
Co-operative Energy	1,872	£4.68	59	£13.00	94
Dali Gas	65	£201.00	24	£0.00	0
E.ON	82,880	£4.12	129	£6.33	120
economyenergy	1,216	£13.25	53	£0.00	0
Ecotricity	532	£10.49	41	£7.80	108
EDF Energy	83,065	£5.01	69	£5.96	172
Effortless Energy Ltd	0	£0.00	0	£0.00	0
ENGIE power Limited	41	£13.61	35	£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	102	£0.00	0	£0.00	0
Extraenergy	25	£29.29	46	£0.00	0
First Utility	9,068	£8.74	108	£5.99	490
Flow Energy	385	£19.82	58	£0.00	0
Future Energy Supply Ltd	0	£0.00	0	£0.00	0
GEN4U Ltd	0	£0.00	0	£0.00	0
Gnergy	59	£12.50	19	£0.00	0
Good Energy	1,889	£240.26	52	£0.00	0
Green Energy	1	£7.50	73	£0.00	0
Green Network Energy	10	£9.34	25	£0.00	0
Green Star Energy	1,324	£13.72	41	£0.00	0
Iresa Ltd	0	£0.00	0	£0.00	0
isupply	26	£2.16	44	£0.00	0
LoCO2 Energy	0	£0.00	0	£0.00	0
Nabuh Energy Ltd	51	£0.00	0	£0.00	0
npower	69,519	£4.28	103	£5.55	156

Octopus Energy Ltd	1	£5.33	48	£0.00	0
OneSelect Energy	0	£0.00	0	£0.00	0
Our Power	94	£4.51	38	£0.00	0
Ovo Energy	3,333	£5.48	54	£6.46	32
PFP Energy Ltd	17	£12.21	33	£0.00	0
Robin Hood Energy	21	£18.44	33	£0.00	0
Scottish and Southern	73,171	£5.28	140	£4.70	122
Scottish Power	45,329	£3.93	52	£5.66	151
So Energy Trading Limited	8	£22.96	27	£0.00	0
Spark Energy	2,476	£14.88	76	£7.14	225
Tonik Energy	0	£0.00	0	£0.00	0
Toto Energy	3	£0.00	0	£0.00	0
UK national Gas Ltd	20	£10.00	10	£0.00	0
Utilita	3,622	£7.04	89	£3.02	68
Utility Warehouse	4,271	£5.13	63	£4.81	141
Zog Energy	27	£5.06	56	£0.00	0
<b>Total</b>	<b>559,154</b>	<b>£0.00</b>	<b>0</b>	<b>£0.00</b>	<b>0</b>

**Prepayment Meters  
July - September 2017**

<b>Electricity</b>	<b>Number of PPMs installed this quarter</b>	<b>Number of PPMs installed this quarter to recover debt</b>	<b>PPMs installed this quarter, requested by customers without a debt</b>
Affect Energy	0	0	0
Avid Energy	116	0	116
Avro Energy	0	0	0
Axis Telecom	0	0	0
Breeze Energy Supply Ltd	0	0	0
Brilliant Energy	0	0	0
Bristol Energy	0	0	0
British Gas	16,191	15,199	992
Bulb Energy	0	0	0
Co-operative Energy	258	178	80
E.ON	5,038	2,381	2,657
economyenergy	1,516	0	1,516
Ecotricity	154	57	97
EDF Energy	4,067	3,274	793
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	210	125	85
Flow Energy	0	0	0
Future Energy Supply Ltd	0	0	0
GEN4U Ltd	2	0	2
Gnergy	0	0	0
Good Energy	4	2	2
Green Energy	2	2	0
Green Network Energy	2	0	2
Green Star Energy	2	0	2
Iresa Ltd	0	0	0
isupply	17	17	0
LoCO2 Energy	1	1	0
Nabuh Energy Ltd	0	0	0

npower	4,321	3,809	512
Octopus Energy Ltd	0	0	0
OneSelect Energy	0	0	0
Our Power	0	0	0
Ovo Energy	3,463	158	3,305
PFP Energy Ltd	1	0	1
Robin Hood Energy	790	0	790
Scottish and Southern	5,245	2,924	2,321
Scottish Power	2,224	1,946	278
So Energy Trading Limited	0	0	0
Spark Energy	218	26	192
Tonik Energy	0	0	0
Toto Energy	1,204	0	1,204
Utilita	63,965	117	63,848
Utility Warehouse	694	302	392
<b>Total</b>	<b>109,705</b>	<b>30,518</b>	<b>79,187</b>

<b>Gas</b>	<b>Number of PPMs installed this quarter</b>	<b>Number of PPMs installed this quarter to recover debt</b>	<b>PPMs installed this quarter, requested by customers without a debt</b>
Affect Energy	0	0	0
Avid Energy	96	0	96
Avro Energy	0	0	0
Axis Telecom	0	0	0
Better Energy	10	0	10
Breeze Energy Supply Ltd	0	0	0
Bristol Energy	0	0	0
British Gas	18,975	16,448	2,527
Bulb Energy	0	0	0
Cardiff Energy Supply Ltd	0	0	0
Co-operative Energy	258	178	80
Dali Gas	0	0	0
E.ON	4,508	2,941	1,567
economyenergy	1,041	0	1,041
Ecotricity	138	61	77
EDF Energy	3,642	2,580	1,062
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	175	93	82
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	0	0	0
Green Network Energy	0	0	0
Green Star Energy	2	0	2
Iresa Ltd	0	0	0
isupply	0	0	0
LoCO2 Energy	0	0	0
Nabuh Energy Ltd	0	0	0
npower	3,325	2,842	483

Octopus Energy Ltd	0	0	0
OneSelect Energy	0	0	0
Our Power	0	0	0
Ovo Energy	3,276	128	3,148
PFP Energy Ltd	1	0	1
Robin Hood Energy	474	0	474
Scottish and Southern	4,284	2,643	1,641
Scottish Power	1,840	1,746	94
So Energy Trading Limited	0	0	0
Spark Energy	758	7	751
Tonik Energy	0	0	0
Toto Energy	1,034	0	1,034
UK national Gas Ltd	0	0	0
Utilita	49,337	92	49,245
Utility Warehouse	706	385	321
Zog Energy	0	0	0
<b>Total</b>	<b>93,880</b>	<b>30,144</b>	<b>63,736</b>

**Disconnections for Debt  
July - September 2017**

<b>Electricity</b>	<b>Number of customers disconnected for debt this quarter</b>	<b>Number of customers reconnected this quarter (from those disconnected this quarter)</b>	<b>Number of customers not yet reconnected (who were disconnected this quarter)</b>	<b>Average period of disconnection in days (for those disconnected this 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	1	0	1	0
economyenergy	0	0	0	0
Ecotricity	0	0	0	0
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	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
Utilita	0	0	0	0
Utility Warehouse	0	0	0	0
<b>Total</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>



<b>Gas</b>	<b>Number of customers disconnected for debt this quarter</b>	<b>Number of customers reconnected this quarter (from those disconnected this quarter)</b>	<b>Number of customers not yet reconnected (who were disconnected this quarter)</b>	<b>Average period of disconnection in days (for those disconnected this 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	2	0	2	0
economyenergy	0	0	0	0
Ecotricity	1	0	1	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
<b>Total</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>0</b>

**Percentage of Customers Reconnected following Disconnection for Debt  
July - September 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%	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%
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	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%
Utilita	0%	0%	0%	0%
Utility Warehouse	0%	0%	0%	0%
<b>Total</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</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%
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%
<b>Total</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>

**Payment Methods by Country  
September 2017**

<b>Electricity Payment Methods</b>	<b>Monthly direct debit</b>	<b>Prepayment meter</b>	<b>Quarterly cash / cheque</b>	<b>Fuel Direct</b>	<b>Budgeting payment schemes</b>	<b>Other</b>	<b>Total</b>
England	14,508,314	3,617,680	4,173,057	22,107	257,538	1,021,120	23,599,816
	61%	15%	18%	0%	1%	4%	100%
Scotland	1,497,448	536,285	432,177	3,313	52,052	89,652	2,610,927
	57%	21%	17%	0%	2%	3%	100%
Wales	856,690	272,772	249,403	1,445	17,721	61,978	1,460,009
	59%	19%	17%	0%	1%	4%	100%

<b>Gas Payment Methods</b>	<b>Monthly direct debit</b>	<b>Prepayment meter</b>	<b>Quarterly cash / cheque</b>	<b>Fuel Direct</b>	<b>Budgeting payment schemes</b>	<b>Other</b>	<b>Total</b>
England	12,590,681	2,903,471	3,298,289	19,016	262,112	744,865	19,818,434
	64%	15%	17%	0%	1%	4%	100%
Scotland	1,242,482	350,210	304,063	3,290	56,595	54,000	2,010,640
	62%	17%	15%	0%	3%	3%	100%
Wales	705,122	218,369	180,709	1,525	19,501	42,174	1,167,400
	60%	19%	15%	0%	2%	4%	100%

**Headlines by Country (Quarterly)  
September 2017**

<b>Electricity Headlines</b>	<b>Number of customers in debt</b>	<b>Number of PPM customers in debt</b>	<b>Number of disconnections for debt</b>	<b>Number of customers in arrears</b>
England	570,663	207,836	1	468,954
Scotland	64,121	29,383	0	57,869
Wales	32,478	13,274	0	29,152
<b>Great Britain</b>	<b>667,262</b>	<b>250,493</b>	<b>1</b>	<b>555,975</b>

<b>Gas Headlines</b>	<b>Number of customers in debt</b>	<b>Number of PPM customers in debt</b>	<b>Number of disconnections for debt</b>	<b>Number of customers in arrears</b>
England	480,194	200,125	2	359,511
Scotland	52,606	25,458	0	42,394
Wales	26,354	10,069	1	22,444
<b>Great Britain</b>	<b>559,154</b>	<b>235,652</b>	<b>3</b>	<b>424,349</b>