

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

**Payment Methods
December 2017**

Electricity	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
Affect Energy	97.6%	0.0%	0.0%	0.0%	0.0%	2.4%	100.0%
Avid Energy	0.0%	83.0%	17.0%	0.0%	0.0%	0.0%	100.0%
Avro Energy	99.0%	0.0%	1.0%	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	95.2%	0.0%	2.0%	0.0%	0.0%	2.7%	100.0%
Bristol Energy	83.5%	1.5%	0.0%	0.0%	0.0%	15.0%	100.0%
British Gas	54.3%	19.4%	20.6%	0.1%	2.1%	3.4%	100.0%
Bulb Energy	72.3%	0.0%	0.0%	0.0%	0.0%	27.7%	100.0%
Co-operative Energy	88.4%	0.6%	10.8%	0.0%	0.0%	0.2%	100.0%
E.ON	61.9%	11.3%	23.8%	0.1%	0.7%	2.2%	100.0%
economyenergy	32.0%	67.8%	0.0%	0.0%	0.0%	0.2%	100.0%
Ecotricity	55.3%	12.5%	4.0%	0.0%	0.1%	28.0%	100.0%
EDF Energy	59.2%	14.1%	19.0%	0.1%	2.4%	5.1%	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	93.1%	0.0%	6.6%	0.0%	0.0%	0.3%	100.0%
Epower	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%
ESB Energy Ltd	95.5%	0.0%	2.2%	0.0%	0.0%	2.3%	100.0%
Eversmart Energy Ltd	56.1%	43.9%	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	91.2%	0.5%	0.0%	0.0%	0.0%	8.2%	100.0%
Flow Energy	99.9%	0.1%	0.0%	0.0%	0.0%	0.0%	100.0%
GEN4U Ltd	76.7%	23.3%	0.0%	0.0%	0.0%	0.0%	100.0%
Gnergy	89.5%	0.0%	10.5%	0.0%	0.0%	0.0%	100.0%
Good Energy	60.3%	0.8%	16.1%	0.0%	0.0%	22.7%	100.0%
Green Energy	57.4%	1.3%	0.2%	0.0%	0.0%	41.1%	100.0%
Green Network Energy	97.1%	0.0%	1.0%	0.0%	0.0%	1.8%	100.0%
Green Star Energy	72.1%	4.3%	19.4%	0.0%	0.0%	4.2%	100.0%
Iresa Ltd	99.5%	0.5%	0.0%	0.0%	0.0%	0.0%	100.0%
isupply	91.1%	1.7%	1.8%	0.0%	0.1%	5.3%	100.0%
LoCO2 Energy	88.6%	0.2%	0.0%	0.0%	0.0%	11.2%	100.0%
Nabuh Energy Ltd	7.7%	92.3%	0.0%	0.0%	0.0%	0.0%	100.0%
npower	64.2%	10.1%	19.5%	0.2%	0.7%	5.4%	100.0%
Octopus Energy Ltd	94.2%	0.0%	0.0%	0.0%	0.0%	5.8%	100.0%

OneSelect Energy	97.0%	0.0%	1.9%	0.0%	0.0%	1.2%	100.0%
Our Power	48.3%	35.4%	0.0%	0.0%	0.0%	16.3%	100.0%
Ovo Energy	71.4%	24.4%	0.0%	0.0%	0.0%	4.2%	100.0%
PFP Energy Ltd	95.7%	0.0%	0.0%	0.0%	0.0%	4.2%	100.0%
Robin Hood Energy	45.7%	16.5%	18.5%	0.0%	0.0%	19.4%	100.0%
Scottish and Southern	54.7%	13.5%	23.3%	0.1%	1.1%	7.3%	100.0%
Scottish Power	66.6%	13.8%	17.5%	0.1%	1.3%	0.8%	100.0%
So Energy Trading Limited	97.7%	0.0%	0.0%	0.0%	0.0%	2.3%	100.0%
Spark Energy	42.1%	29.8%	28.1%	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	41.6%	50.7%	5.0%	0.0%	0.0%	2.7%	100.0%
Utilita	0.2%	97.1%	0.3%	0.0%	0.0%	2.3%	100.0%
Utility Warehouse	87.1%	7.7%	0.1%	0.0%	0.0%	5.0%	100.0%
Industry	61.1%	16.0%	17.3%	0.1%	1.2%	4.4%	100.0%

Gas	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%	82.5%	17.5%	0.0%	0.0%	0.0%	100.0%
Avro Energy	99.0%	0.0%	1.0%	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	88.4%	7.1%	0.0%	0.0%	0.0%	4.5%	100.0%
Breeze Energy Supply Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Bristol Energy	84.9%	1.1%	0.0%	0.0%	0.0%	14.0%	100.0%
British Gas	51.7%	16.2%	25.7%	0.1%	2.8%	3.5%	100.0%
Bulb Energy	73.4%	0.0%	0.0%	0.0%	0.0%	26.6%	100.0%
Cardiff Energy Supply Ltd	41.2%	58.6%	0.2%	0.0%	0.0%	0.0%	100.0%
Co-operative Energy	89.7%	0.6%	9.6%	0.0%	0.0%	0.1%	100.0%
Dali Gas	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
E.ON	68.1%	11.3%	18.2%	0.1%	0.7%	1.6%	100.0%
economyenergy	33.4%	63.5%	0.0%	0.0%	0.0%	3.0%	100.0%
Ecotricity	55.5%	12.2%	0.3%	0.0%	0.1%	31.9%	100.0%
EDF Energy	67.9%	12.3%	13.2%	0.1%	2.3%	4.2%	100.0%
Effortless Energy Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
ENGIE power Limited	92.9%	0.0%	6.7%	0.0%	0.0%	0.4%	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	95.1%	0.0%	2.5%	0.0%	0.0%	2.3%	100.0%
Eversmart Energy Ltd	61.5%	38.5%	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	91.1%	0.5%	0.0%	0.0%	0.0%	8.4%	100.0%
Flow Energy	99.9%	0.1%	0.0%	0.0%	0.0%	0.0%	100.0%
GEN4U Ltd	75.6%	24.4%	0.0%	0.0%	0.0%	0.0%	100.0%
Gnergy	92.4%	0.0%	7.6%	0.0%	0.0%	0.0%	100.0%
Good Energy	65.0%	0.6%	12.5%	0.0%	0.0%	21.9%	100.0%
Green Energy	63.2%	0.0%	0.4%	0.0%	0.0%	36.3%	100.0%
Green Network Energy	97.1%	0.0%	1.0%	0.0%	0.0%	1.9%	100.0%
Green Star Energy	72.1%	4.6%	19.2%	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	94.2%	2.2%	1.8%	0.0%	0.0%	1.7%	100.0%
LoCO2 Energy	91.9%	0.0%	0.0%	0.0%	0.0%	8.1%	100.0%
Nabuh Energy Ltd	7.2%	92.8%	0.0%	0.0%	0.0%	0.0%	100.0%
npower	72.0%	9.4%	13.4%	0.2%	0.5%	4.4%	100.0%
Octopus Energy Ltd	94.9%	0.0%	0.0%	0.0%	0.0%	5.1%	100.0%
OneSelect Energy	97.0%	0.0%	1.9%	0.0%	0.0%	1.1%	100.0%

Our Power	48.3%	35.4%	0.0%	0.0%	0.0%	16.3%	100.0%
Ovo Energy	71.9%	24.3%	0.0%	0.0%	0.0%	3.9%	100.0%
PFP Energy Ltd	95.9%	0.0%	0.0%	0.0%	0.0%	4.1%	100.0%
Robin Hood Energy	46.2%	16.7%	21.1%	0.0%	0.0%	16.0%	100.0%
Scottish and Southern	61.0%	11.9%	19.7%	0.1%	1.5%	5.8%	100.0%
Scottish Power	73.8%	11.1%	13.5%	0.1%	1.0%	0.5%	100.0%
So Energy Trading Limited	97.7%	0.0%	0.0%	0.0%	0.0%	2.3%	100.0%
Spark Energy	40.8%	33.8%	25.5%	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	44.1%	49.8%	5.4%	0.0%	0.0%	0.8%	100.0%
UK national Gas Ltd	58.3%	0.0%	41.7%	0.0%	0.0%	0.0%	100.0%
Utilita	0.2%	96.5%	0.3%	0.0%	0.1%	2.9%	100.0%
Utility Warehouse	87.9%	7.3%	0.1%	0.0%	0.0%	4.6%	100.0%
Zog Energy	99.9%	0.1%	0.0%	0.0%	0.0%	0.0%	100.0%
Industry	63.3%	15.1%	16.2%	0.1%	1.4%	3.9%	100.0%

**Debt by Quarter
December 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
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
Q4 2017	0.4	0.2	6%	36%	25%	16%	23%	£642	0.6	£555

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
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
Q4 2017	0.3	0.2	7%	37%	26%	16%	21%	£623	0.5	£493

**Debt Repayment
October - December 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	£0.00	0	£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	£28.21	20	£0.00	0
British Gas	127,639	£6.56	51	£4.69	82
Bulb Energy	1	£0.00	0	£0.00	0
Co-operative Energy	1,633	£5.67	68	£15.15	84
E.ON	112,155	£4.63	116	£6.77	157
economyenergy	2,411	£3.67	85	£0.00	0
Ecotricity	842	£16.44	44	£6.12	113
EDF Energy	128,997	£6.04	74	£6.37	189
Effortless Energy Ltd	0	£0.00	0	£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	£164.50	55	£0.00	0
First Utility	11,035	£5.03	69	£5.99	395
Flow Energy	328	£13.48	63	£0.00	0
GEN4U Ltd	0	£0.00	0	£0.00	0
Gnergy	67	£12.50	19	£0.00	0
Good Energy	5,228	£303.79	52	£5.00	188
Green Energy	367	£11.17	43	£7.50	154
Green Network Energy	12	£12.76	26	£0.00	0
Green Star Energy	1,718	£13.31	42	£5.00	236
Iresa Ltd	0	£0.00	0	£0.00	0
isupply	300	£19.69	62	£6.20	346
LoCO2 Energy	77	£356.83	4	£0.00	0
Nabuh Energy Ltd	0	£0.00	0	£0.00	0
npower	76,498	£6.22	98	£5.39	167

Octopus Energy Ltd	7,047	£4.45	39	£0.00	0
OneSelect Energy	0	£0.00	0	£0.00	0
Our Power	101	£5.25	51	£0.00	0
Ovo Energy	3,990	£8.38	56	£6.19	48
PFP Energy Ltd	75	£12.14	51	£0.00	0
Robin Hood Energy	27	£28.60	24	£0.00	0
Scottish and Southern	91,535	£5.96	176	£4.71	188
Scottish Power	60,686	£4.06	56	£5.75	212
So Energy Trading Limited	10	£1.39	30	£0.00	0
Spark Energy	4,488	£11.00	66	£5.00	132
Tonik Energy	0	£0.00	0	£0.00	0
Toto Energy	11	£0.00	0	£0.00	0
Utilita	9,379	£4.06	128	£3.00	57
Utility Warehouse	4,718	£6.70	67	£5.19	157
Total	652,136	£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	£0.00	0	£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	£3.46	85	£5.00	69
Breeze Energy Supply Ltd	0	£0.00	0	£0.00	0
Bristol Energy	39	£26.85	20	£0.00	0
British Gas	161,849	£6.49	50	£5.34	101
Bulb Energy	0	£0.00	0	£0.00	0
Cardiff Energy Supply Ltd	0	£0.00	0	£0.00	0
Co-operative Energy	1,350	£4.82	73	£15.45	56
Dali Gas	85	£35.00	24	£0.00	0
E.ON	79,573	£3.95	119	£6.13	121
economyenergy	2,276	£31.53	55	£0.00	0
Ecotricity	980	£12.13	39	£5.69	81
EDF Energy	80,816	£4.77	74	£6.11	155
Effortless Energy Ltd	0	£0.00	0	£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	£172.25	60	£0.00	0
First Utility	9,187	£6.92	88	£5.99	393
Flow Energy	251	£14.02	59	£0.00	0
GEN4U Ltd	0	£0.00	0	£0.00	0
Gnergy	58	£12.50	19	£0.00	0
Good Energy	3,459	£247.35	52	£4.00	337
Green Energy	10	£12.42	70	£0.00	0
Green Network Energy	12	£12.76	26	£0.00	0
Green Star Energy	1,388	£13.17	42	£5.00	220
Iresa Ltd	0	£0.00	0	£0.00	0
isupply	24	£6.89	40	£0.00	0
LoCO2 Energy	0	£0.00	0	£0.00	0
Nabuh Energy Ltd	0	£0.00	0	£0.00	0
npower	65,628	£4.53	97	£5.25	151
Octopus Energy Ltd	5,676	£4.62	38	£0.00	0

OneSelect Energy	0	£0.00	0	£0.00	0
Our Power	72	£6.67	40	£0.00	0
Ovo Energy	3,369	£6.70	56	£5.28	48
PFP Energy Ltd	72	£11.44	50	£6.85	308
Robin Hood Energy	61	£25.02	26	£0.00	0
Scottish and Southern	67,435	£5.13	137	£4.40	132
Scottish Power	42,638	£3.18	54	£6.11	180
So Energy Trading Limited	8	£2.79	48	£0.00	0
Spark Energy	3,126	£10.71	56	£0.00	0
Tonik Energy	0	£0.00	0	£0.00	0
Toto Energy	151	£0.00	0	£0.00	0
UK national Gas Ltd	0	£0.00	0	£0.00	0
Utilita	4,729	£4.13	178	£3.29	35
Utility Warehouse	4,181	£4.72	60	£4.83	156
Zog Energy	19	£18.18	32	£0.00	0
Total	538,965	£0.00	0	£0.00	0

**Prepayment Meters
October - December 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	210	0	210
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	14,195	13,338	857
Bulb Energy	0	0	0
Co-operative Energy	74	46	28
E.ON	5,615	2,585	3,030
economyenergy	1,635	0	1,635
Ecotricity	65	33	32
EDF Energy	4,392	3,716	676
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	297	215	82
Flow Energy	0	0	0
GEN4U Ltd	0	0	0
Gnergy	0	0	0
Good Energy	7	1	6
Green Energy	2	2	0
Green Network Energy	0	0	0
Green Star Energy	72	3	69
Iresa Ltd	2	0	2
isupply	21	15	6
LoCO2 Energy	2	0	2
Nabuh Energy Ltd	0	0	0
npower	3,370	2,949	421

Octopus Energy Ltd	0	0	0
OneSelect Energy	0	0	0
Our Power	1,254	0	1,254
Ovo Energy	8,931	36	8,895
PFP Energy Ltd	5	0	5
Robin Hood Energy	738	0	738
Scottish and Southern	4,495	2,463	2,032
Scottish Power	1,669	1,497	172
So Energy Trading Limited	0	0	0
Spark Energy	156	0	156
Tonik Energy	0	0	0
Toto Energy	2,311	0	2,311
Utilita	63,397	60	63,337
Utility Warehouse	528	144	384
Total	113,443	27,103	86,340

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	172	0	172
Avro Energy	0	0	0
Axis Telecom	0	0	0
Better Energy	15	2	13
Breeze Energy Supply Ltd	0	0	0
Bristol Energy	0	0	0
British Gas	14,684	12,876	1,808
Bulb Energy	0	0	0
Cardiff Energy Supply Ltd	0	0	0
Co-operative Energy	87	62	25
Dali Gas	0	0	0
E.ON	4,035	2,856	1,179
economyenergy	1,109	0	1,109
Ecotricity	59	28	31
EDF Energy	3,326	2,134	1,192
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	243	163	80
Flow Energy	0	0	0
GEN4U Ltd	0	0	0
Gnergy	0	0	0
Good Energy	1	1	0
Green Energy	0	0	0
Green Network Energy	0	0	0
Green Star Energy	62	1	61
Iresa Ltd	1	0	1
isupply	1	0	1
LoCO2 Energy	0	0	0
Nabuh Energy Ltd	0	0	0
npower	2,395	2,033	362
Octopus Energy Ltd	0	0	0

OneSelect Energy	0	0	0
Our Power	809	0	809
Ovo Energy	8,078	29	8,049
PFP Energy Ltd	5	2	3
Robin Hood Energy	307	0	307
Scottish and Southern	3,517	2,301	1,216
Scottish Power	1,436	1,361	75
So Energy Trading Limited	0	0	0
Spark Energy	926	1	925
Tonik Energy	0	0	0
Toto Energy	2,015	0	2,015
UK national Gas Ltd	0	0	0
Utilita	39,306	34	39,272
Utility Warehouse	468	208	260
Zog Energy	0	0	0
Total	83,057	24,092	58,965

**Disconnections for Debt
October - December 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
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
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
Total	0	0	0	0

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
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
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
October - December 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%
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%
GEN4U Ltd	0%	0%	0%	0%
Genergy	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%
Total	0%	0%	0%	0%

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%
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%
Genergy	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
December 2017**

Electricity Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	14,506,770	3,622,631	4,095,565	21,662	250,143	1,057,861	23,554,632
	62%	15%	17%	0%	1%	4%	100%
Scotland	1,498,683	535,768	425,212	3,157	50,709	93,744	2,607,273
	57%	21%	16%	0%	2%	4%	100%
Wales	854,110	271,833	245,851	1,355	17,422	63,098	1,453,669
	59%	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	12,571,898	2,898,703	3,227,930	18,031	254,078	780,627	19,751,267
	64%	15%	16%	0%	1%	4%	100%
Scotland	1,242,376	350,924	296,745	3,111	55,170	58,663	2,006,989
	62%	17%	15%	0%	3%	3%	100%
Wales	702,914	217,994	177,389	1,394	19,037	43,918	1,162,646
	60%	19%	15%	0%	2%	4%	100%

**Headlines by Country (Quarterly)
December 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	558,576	204,307	0	503,862
Scotland	62,090	28,929	0	61,089
Wales	31,470	13,174	0	31,045
Great Britain	652,136	246,410	0	595,996

Gas Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt	Number of customers in arrears
England	463,323	198,080	0	387,121
Scotland	50,511	25,115	0	45,008
Wales	25,131	10,013	0	23,693
Great Britain	538,965	233,208	0	455,822