

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.

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:

economyenergy - Electricity

economyenergy - Gas

Our Power - Electricity

Our Power - Gas

This means that the totals in this table do not reflect the whole of the market.

Debt Repayment 2018

Electricity	Number of customers entering into debt repayment arrangements	Average weekly amount towards debt (non-PPM)	Average number of weeks to recover debt (non-PPM)	Average weekly amount towards debt (PPM)	Average number of weeks to recover debt (PPM)
Affect Energy	0	£0.00	0	£0.00	0
Avid Energy	0	£0.00	0	£0.00	0
Avro Energy	610	£3.73	49	£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	1,637	£0.00	0	£0.00	0
Bristol Energy	74	£14.09	55	£10.00	246
British Gas	123,904	£7.86	53	£4.07	74
Bulb Energy	1,114	£2.36	52	£3.37	75
Co-operative Energy	1,220	£10.35	80	£7.80	91
E.ON	109,858	£4.81	122	£6.39	153
Ecotricity	989	£19.09	35	£6.19	120
EDF Energy	141,436	£5.96	76	£6.29	225
Effortless Energy Ltd	0	£0.00	0	£0.00	0
ENGIE power Limited	90	£9.92	50	£0.00	0
ENSTROGA	0	£0.00	0	£0.00	0
Epower	180	£0.00	0	£0.00	0
ESB Energy Ltd	9	£13.32	41	£0.00	0
Eversmart Energy Ltd	78	£0.00	0	£0.00	0
First Utility	11,406	£14.18	84	£5.99	188
Fischer Energy	0	£0.00	0	£0.00	0
Flow Energy	104	£15.58	63	£0.00	0
Gnergy	2,088	£0.00	0	£0.00	0
Good Energy	7,168	£9.57	51	£7.12	270
Green Energy	200	£12.22	73	£7.56	160
Green Network Energy	70	£15.33	36	£6.73	56
Green Star Energy	7,228	£14.00	47	£9.00	94
Gulf Gas & Power UK	0	£0.00	0	£0.00	0
Igloo Energy	119	£3.81	52	£0.00	0
isupply	383	£15.23	62	£5.40	285
LoCO2 Energy	71	£0.00	0	£0.00	0
Nabuh Energy Ltd	0	£0.00	0	£0.00	0
npower	68,492	£6.61	88	£5.29	175

Octopus Energy Ltd	4,871	£7.30	40	£0.00	0
Orbit Energy	0			£0.00	0
Ovo Energy	5,421	£15.79	41	£8.54	46
PFP Energy Ltd	235	£15.98	43	£7.61	124
Pure Planet	20	£11.30	47	£0.00	0
Robin Hood Energy	578	£16.64	30	£0.00	0
Scottish and Southern	86,115	£5.65	185	£4.56	178
Scottish Power	55,673	£4.65	54	£6.56	198
Simplicity Energy	8	£0.00	0	£0.00	0
So Energy Trading Limited	41	£16.08	33	£0.00	0
Spark Energy	5	£9.35	55	£3.28	77
The Peoples Energy	0	£0.00	0	£0.00	0
Together Energy	56	£0.00	0	£0.00	0
Tonik Energy	22	£9.00	89	£0.00	0
Toto Energy	1,933	£10.11	43	£7.50	35
Utilita	14,968	£5.67	229	£3.36	72
Utility Point	26	£6.81	54	£0.00	0
Utility Warehouse	9,863	£5.89	76	£4.88	157
Yorkshire Energy	0	£0.00	0	£0.00	0
Zebra Power	0	£0.00	0	£0.00	0
Total	658,363	£0.00	0	£0.00	0

Gas	Number of customers entering into debt repayment arrangements	Average weekly amount towards debt (non-PPM)	Average number of weeks to recover debt (non-PPM)	Average weekly amount towards debt (PPM)	Average number of weeks to recover debt (PPM)
Affect Energy	0	£0.00	0	£0.00	0
Avid Energy	0	£0.00	0	£0.00	0
Avro Energy	610	£3.73	49	£0.00	0
Axis Telecom	0	£0.00	0	£0.00	0
Better Energy	15	£21.00	48	£0.00	0
Breeze Energy Supply Ltd	0	£0.00	0	£0.00	0
Bristol Energy	70	£14.26	85	£5.00	194
British Gas	152,581	£7.86	53	£5.24	122
Bulb Energy	973	£2.37	52	£2.70	82
Cardiff Energy Supply Ltd	4	£0.00	0	£0.00	0
Co-operative Energy	991	£10.00	86	£8.16	112
Dali Gas	99	£20.00	24	£0.00	0
E.ON	79,061	£4.06	111	£5.92	123
Ecotricity	572	£15.42	32	£5.65	104
EDF Energy	96,377	£5.12	74	£6.08	190
Effortless Energy Ltd	0	£0.00	0	£0.00	0
ENGIE power Limited	93	£9.69	50	£0.00	0
ENSTROGA	0	£0.00	0	£0.00	0
Entice Energy Supply Limited	0	£0.00	0	£0.00	0
Epower	0	£0.00	0	£0.00	0
ESB Energy Ltd	6	£16.79	29	£0.00	0
Eversmart Energy Ltd	78	£0.00	0	£0.00	0
First Utility	9,231	£12.43	79	£0.00	0
Fischer Energy	0	£0.00	0	£0.00	0
Flow Energy	88	£16.15	60	£0.00	0
Gnergy	2,242	£0.00	0	£0.00	0
Good Energy	4,846	£9.26	51	£5.20	266
Green Energy	14	£9.83	49	£0.00	0
Green Network Energy	153	£15.29	36	£6.66	61
Green Star Energy	6,717	£14.00	47	£9.00	77
Gulf Gas & Power UK	0	£0.00	0	£0.00	0
Igloo Energy	108	£3.91	52	£0.00	0
isupply	34	£11.73	55	£0.00	0
LoCO2 Energy	56	£0.00	0	£0.00	0
Nabuh Energy Ltd	0	£0.00	0	£0.00	0
npower	58,475	£5.18	88	£5.29	160

Octopus Energy Ltd	4,173	£7.30	40	£0.00	0
Orbit Energy	0	£0.00	0	£0.00	0
Ovo Energy	4,630	£14.06	41	£7.31	43
PFP Energy Ltd	255	£15.98	43	£6.52	119
Pure Planet	13	£11.04	53	£0.00	0
Robin Hood Energy	468	£20.05	33	£0.00	0
Scottish and Southern	61,498	£4.51	155	£4.35	147
Scottish Power	37,967	£4.14	53	£6.58	156
Simplicity Energy	8	£0.00	0	£0.00	0
So Energy Trading Limited	29	£16.44	30	£0.00	0
Spark Energy	1	£7.00	216	£4.00	261
The Peoples Energy	0	£0.00	0	£0.00	0
Together Energy	56	£0.00	0	£0.00	0
Tonik Energy	19	£8.00	95	£0.00	0
Toto Energy	1,722	£10.22	43	£7.50	35
UK national Gas Ltd	16	£50.00	16	£0.00	0
Utilita	7,304	£4.83	263	£3.37	38
Utility Point	22	£3.56	60	£0.00	0
Utility Warehouse	8,547	£4.84	74	£4.77	129
Yorkshire Energy	0	£0.00	0	£0.00	0
Zebra Power	0	£0.00	0	£0.00	0
Zog Energy	24	£7.64	59	£6.76	141
Total	540,246	£0.00	0	£0.00	0

**Prepayment Meters
2018**

Electricity	Total number of PPMs installed this year	Total number of PPMs installed this year to recover debt	Total number of PPMs installed this year, requested by customers without a debt	Total number of PPM customers changing to credit terms this year	Total number of PPM customers not in debt that had their request for credit terms refused this year	Number of PPMs installed on IGT network sites	Number of PPMs installed for debt on IGT network
Affect Energy	0	0	0	0	0	0	0
Avid Energy	2,315	0	2,315	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	22	22	0	0	0	0	0
British Gas	50,243	47,071	3,172	14,323	17,815	5,852	5,445
Bulb Energy	50	3	47	103	0		
Co-operative Energy	1,289	467	822	0	0	13	0
E.ON	23,327	12,281	11,046	44,233	2,712	0	0
Ecotricity	754	271	483	3	114	0	0
EDF Energy	18,988	16,831	2,157	15,808	1	1,457	1,137
Effortless Energy Ltd	0	0	0	0	0	0	0
ENGIE power Limited	9	0	9	0	0	0	0
ENSTROGA	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	560	0	0	0
First Utility	3,187	2,075	1,112	528	0	0	0
Fischer Energy	0	0	0	0	0	0	0
Flow Energy	0	0	0	0	0	0	0
Gnergy	0	0	0	0	0	0	0
Good Energy	35	23	12	0	0	0	0
Green Energy	26	26	0	8	0	0	0
Green Network Energy	73	65	8	6	0	0	0
Green Star Energy	174	156	18	0	0	0	0
Gulf Gas & Power UK	0	0	0	0	0	0	0
Igloo Energy	0	0	0	0	0	0	0
isupply	231	173	58	0	0	0	0
LoCO2 Energy	52	0	52	0	0	0	0
Nabuh Energy Ltd	49	0	49	0	0	0	0

npower	12,475	10,958	1,517	11,075	0	0	0
Octopus Energy Ltd	68	0	68	9	0	0	0
Orbit Energy	0	0	0	0	0	0	0
Ovo Energy	26,230	240	25,990	1,643	0	7,024	7
PFP Energy Ltd	70	25	45	2	0	0	0
Pure Planet	0	0	0	0	0	0	0
Robin Hood Energy	1,689	0	1,689	464	0	15	0
Scottish and Southern	17,199	7,980	9,219	16,484	7	0	0
Scottish Power	6,928	6,284	644	4,041	1,318	0	0
Simplicity Energy	0	0	0	0	0	0	0
So Energy Trading Limited	0	0	0	0	0	0	0
Spark Energy	308	5	303	0	0	0	0
The Peoples Energy	0	0	0	0	0	0	0
Together Energy	0	0	0	0	0	0	0
Tonik Energy	0	0	0	0	0	0	0
Toto Energy	2,002	0	2,002	778	0	0	0
Utilita	193,568	104	193,464	10,055	0	0	0
Utility Point	0	0	0	0	0	0	0
Utility Warehouse	5,275	1,574	3,701	4,878	425	0	0
Yorkshire Energy	0	0	0	0	0	0	0
Zebra Power	0	0	0	0	0	0	0
Total	366,636	106,634	260,002	125,001	22,392	14,361	6,589

Gas	Total number of PPMs installed this year	Total number of PPMs installed this year to recover debt	Total number of PPMs installed this year, requested by customers without a debt	Total number of PPM customers changing to credit terms this year	Total number of PPM customers not in debt that had their request for credit terms refused this year	Number of PPMs installed on IGT network sites	Number of PPMs installed for debt on IGT network
Affect Energy	0	0	0	0	0	0	0
Avid Energy	2,010	0	2,010	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	0	39	8	6	16	0
Breeze Energy Supply Ltd	0	0	0	0	0	0	0
Bristol Energy	12	12	0	0	0	0	0
British Gas	49,282	44,698	4,584	11,757	17,996	5,852	5,445
Bulb Energy	40	4	36	101	0	2	0
Cardiff Energy Supply Ltd	2	2	0	0	0	0	0
Co-operative Energy	613	463	150	0	0	94	0
Dali Gas	0	0	0	0	0	0	0
E.ON	16,974	12,508	4,466	28,646	2,387	3,374	2,672
Ecotricity	511	188	323	23	79	18	8
EDF Energy	14,837	11,084	3,753	12,802	2	1,457	1,137
Effortless Energy Ltd	0	0	0	0	0	0	0
ENGIE power Limited	28	0	28	0	0	0	0
ENSTROGA	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	568	0	0	0
First Utility	2,312	1,302	1,010	473	0	0	0
Fischer Energy	0	0	0	0	0	0	0
Flow Energy	0	0	0	0	0	0	0
Gnergy	0	0	0	0	0	0	0
Good Energy	22	16	6	0	0	0	0
Green Energy	0	0	0	0	0	0	0
Green Network Energy	71	67	4	4	0	0	0
Green Star Energy	364	329	35	0	0	0	0
Gulf Gas & Power UK	0	0	0	0	0	0	0
Igloo Energy	0	0	0	0	0	0	0
isupply	3	0	3	0	0	0	0
LoCO2 Energy	0	0	0	0	0	0	0
Nabuh Energy Ltd	0	0	0	0	0	0	0

npower	9,501	8,193	1,308	8,679	0	595	528
Octopus Energy Ltd	18	0	18	2	0	11	0
Orbit Energy	0	0	0	0	0	0	0
Ovo Energy	21,786	199	21,587	1,553	0	8,268	8
PFP Energy Ltd	84	24	60	2	0	1	1
Pure Planet	0	0	0	0	0	0	0
Robin Hood Energy	1,615	0	1,615	264	0	15	0
Scottish and Southern	13,118	7,536	5,582	10,517	9	2,240	468
Scottish Power	5,355	5,057	298	3,106	799	914	428
Simplicity Energy	0	0	0	0	0	0	0
So Energy Trading Limited	0	0	0	0	0	0	0
Spark Energy	2,085	5	2,080	0	0	0	0
The Peoples Energy	0	0	0	0	0	0	0
Together Energy	0	0	0	0	0	0	0
Tonik Energy	0	0	0	0	0	0	0
Toto Energy	2,821	0	2,821	642	0	0	0
UK national Gas Ltd	0	0	0	0	0	0	0
Utilita	133,967	20	133,947	6,975	0	642	15
Utility Point	0	0	0	0	0	0	0
Utility Warehouse	3,957	1,430	2,527	1,757	225	319	149
Yorkshire Energy	0	0	0	0	0	0	0
Zebra Power	0	0	0	0	0	0	0
Zog Energy	17	17	0	0	0	1	1
Total	281,444	93,154	188,290	87,879	21,503	23,819	10,860

Disconnections for Debt 2018

Electricity	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	12	0
British Gas	0	0	0	0	0	9,894	0
Bulb Energy	0	0	0	0	0	0	0
Co-operative Energy	0	0	0	0	0	388	0
E.ON	1	1	0	1	1	6,149	0
Ecotricity	0	0	0	0	0	94	0
EDF Energy	0	0	0	0	0	7,519	0
Effortless Energy Ltd	0	0	0	0	0	0	0
ENGIE power Limited	0	0	0	0	0	0	0
ENSTROGA	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
First Utility	0	0	0	0	0	792	0
Fischer Energy	0	0	0	0	0	0	0
Flow Energy	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	5	4	0	10	5	0	0
Green Network Energy	0	0	0	0	0	0	0
Green Star Energy	0	0	0	0	0	0	0
Gulf Gas & Power UK	0	0	0	0	0	0	0
Igloo Energy	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	3,503	0
Octopus Energy Ltd	0	0	0	0	0	0	0

Orbit Energy	0	0	0	0	0	0	0
Ovo Energy	0	0	0	0	0	186	0
PFP Energy Ltd	0	0	0	0	0	25	0
Pure Planet	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	3,704	0
Scottish Power	0	0	0	0	0	2,715	0
Simplicity Energy	0	0	0	0	0	0	0
So Energy Trading Limited	0	0	0	0	0	0	0
Spark Energy	0	0	0	0	0	0	0
The Peoples Energy	0	0	0	0	0	0	0
Together Energy	0	0	0	0	0	0	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 Point	0	0	0	0	0	0	0
Utility Warehouse	0	0	0	0	0	905	0
Yorkshire Energy	0	0	0	0	0	0	0
Zebra Power	0	0	0	0	0	0	0
Total	6	5	0	8	6	35,886	1

Gas	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
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	11	0
British Gas	0	0	0	0	0	14,045	1,211
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	380	0
Dali Gas	0	0	0	0	0	0	0
E.ON	0	0	0	0	0	4,985	590
Ecotricity	0	0	0	0	0	63	0
EDF Energy	0	0	0	0	0	5,867	0
Effortless Energy Ltd	0	0	0	0	0	0	0
ENGIE power Limited	0	0	0	0	0	0	0
ENSTROGA	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
First Utility	0	0	0	0	0	651	0
Fischer Energy	0	0	0	0	0	0	0
Flow Energy	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	2
Green Star Energy	0	0	0	0	0	0	0
Gulf Gas & Power UK	0	0	0	0	0	0	0
Igloo Energy	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	2,808	745
Octopus Energy Ltd	0	0	0	0	0	0	0

Orbit Energy	0	0	0	0	0	0	0
Ovo Energy	0	0	0	0	0	163	28
PFP Energy Ltd	0	0	0	0	0	24	0
Pure Planet	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	2,882	56
Scottish Power	0	0	0	0	0	2,296	0
Simplicity Energy	0	0	0	0	0	0	0
So Energy Trading Limited	0	0	0	0	0	0	0
Spark Energy	0	0	0	0	0	0	1
The Peoples Energy	0	0	0	0	0	0	0
Together Energy	0	0	0	0	0	0	0
Tonik Energy	0	0	0	0	0	0	0
Toto Energy	0	0	0	0	0	0	0
UK national Gas Ltd	0	0	0	0	0	0	0
Utilita	0	0	0	0	0	0	28
Utility Point	0	0	0	0	0	0	0
Utility Warehouse	0	0	0	0	0	907	30
Yorkshire Energy	0	0	0	0	0	0	0
Zebra Power	0	0	0	0	0	0	0
Zog Energy	0	0	0	0	0	13	0
Total	0	0	0	0	0	35,095	2,691

**Percentage of Customers Reconnected following Disconnection for Debt
2018**

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	100%	100%	100%	100%
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%
ENSTROGA	0%	0%	0%	0%
Epower	0%	0%	0%	0%
ESB Energy Ltd	0%	0%	0%	0%
Eversmart Energy Ltd	0%	0%	0%	0%
First Utility	0%	0%	0%	0%
Fischer Energy	0%	0%	0%	0%
Flow Energy	0%	0%	0%	0%
Gnergy	0%	0%	0%	0%
Good Energy	0%	0%	0%	0%
Green Energy	40%	40%	80%	80%
Green Network Energy	0%	0%	0%	0%
Green Star Energy	0%	0%	0%	0%
Gulf Gas & Power UK	0%	0%	0%	0%
Igloo Energy	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%
Orbit Energy	0%	0%	0%	0%
Ovo Energy	0%	0%	0%	0%
PFP Energy Ltd	0%	0%	0%	0%
Pure Planet	0%	0%	0%	0%

Robin Hood Energy	0%	0%	0%	0%
Scottish and Southern	0%	0%	0%	0%
Scottish Power	0%	0%	0%	0%
Simplicity Energy	0%	0%	0%	0%
So Energy Trading Limited	0%	0%	0%	0%
Spark Energy	0%	0%	0%	0%
The Peoples Energy	0%	0%	0%	0%
Together Energy	0%	0%	0%	0%
Tonik Energy	0%	0%	0%	0%
Toto Energy	0%	0%	0%	0%
Utilita	0%	0%	0%	0%
Utility Point	0%	0%	0%	0%
Utility Warehouse	0%	0%	0%	0%
Yorkshire Energy	0%	0%	0%	0%
Zebra Power	0%	0%	0%	0%
Total	50%	50%	83%	83%

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%
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%
ENSTROGA	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%
First Utility	0%	0%	0%	0%
Fischer Energy	0%	0%	0%	0%
Flow Energy	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%
Gulf Gas & Power UK	0%	0%	0%	0%
Igloo Energy	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%
Orbit Energy	0%	0%	0%	0%
Ovo Energy	0%	0%	0%	0%
PFP Energy Ltd	0%	0%	0%	0%
Pure Planet	0%	0%	0%	0%

Robin Hood Energy	0%	0%	0%	0%
Scottish and Southern	0%	0%	0%	0%
Scottish Power	0%	0%	0%	0%
Simplicity Energy	0%	0%	0%	0%
So Energy Trading Limited	0%	0%	0%	0%
Spark Energy	0%	0%	0%	0%
The Peoples Energy	0%	0%	0%	0%
Together 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 Point	0%	0%	0%	0%
Utility Warehouse	0%	0%	0%	0%
Yorkshire Energy	0%	0%	0%	0%
Zebra Power	0%	0%	0%	0%
Zog Energy	0%	0%	0%	0%
Total	0%	0%	0%	0%

**Fuel Direct
2018**

Electricity	Number of customers on Fuel Direct	Number of customers on Fuel Direct without a debt
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	4,611	1,254
Bulb Energy	0	0
Co-operative Energy	12	0
E.ON	4,470	1,033
Ecotricity	32	5
EDF Energy	4,287	163
Effortless Energy Ltd	0	0
ENGIE power Limited	0	0
ENSTROGA	0	0
Epower	0	0
ESB Energy Ltd	0	0
Eversmart Energy Ltd	0	0
First Utility	12	0
Fischer Energy	0	0
Flow Energy	0	0
Gnergy	0	0
Good Energy	3	2
Green Energy	0	0
Green Network Energy	0	0
Green Star Energy	11	9
Gulf Gas & Power UK	0	0
Igloo Energy	0	0
isupply	5	0
LoCO2 Energy	0	0
Nabuh Energy Ltd	0	0
npower	5,943	1,088
Octopus Energy Ltd	0	0

Orbit Energy	0	0
Ovo Energy	74	5
PFP Energy Ltd	0	0
Pure Planet	0	0
Robin Hood Energy	6	0
Scottish and Southern	4,175	4,175
Scottish Power	2,371	1,067
Simplicity Energy	0	0
So Energy Trading Limited	0	0
Spark Energy	0	0
The Peoples Energy	0	0
Together Energy	0	0
Tonik Energy	0	0
Toto Energy	0	0
Utilita	27	0
Utility Point	0	0
Utility Warehouse	67	0
Yorkshire Energy	0	0
Zebra Power	0	0
Total	26,106	8,801

Gas	Number of customers on Fuel Direct	Number of customers on Fuel Direct without a debt
Affect Energy	0	0
Avid Energy	0	0
Avro Energy	0	0
Axis Telecom	0	0
Better Energy	1	0
Breeze Energy Supply Ltd	0	0
Bristol Energy	0	0
British Gas	6,798	2,047
Bulb Energy	0	0
Cardiff Energy Supply Ltd	0	0
Co-operative Energy	13	0
Dali Gas	0	0
E.ON	2,834	723
Ecotricity	18	1
EDF Energy	2,726	79
Effortless Energy Ltd	0	0
ENGIE power Limited	0	0
ENSTROGA	0	0
Entice Energy Supply Limited	0	0
Epower	0	0
ESB Energy Ltd	0	0
Eversmart Energy Ltd	0	0
First Utility	12	0
Fischer Energy	0	0
Flow Energy	0	0
Gnergy	0	0
Good Energy	0	0
Green Energy	0	0
Green Network Energy	0	0
Green Star Energy	0	0
Gulf Gas & Power UK	0	0
Igloo Energy	0	0
isupply	0	0
LoCO2 Energy	0	0
Nabuh Energy Ltd	0	0
npower	4,323	742
Octopus Energy Ltd	0	0

Orbit Energy	0	0
Ovo Energy	68	5
PFP Energy Ltd	0	0
Pure Planet	0	0
Robin Hood Energy	6	0
Scottish and Southern	3,623	3,623
Scottish Power	1,495	688
Simplicity Energy	0	0
So Energy Trading Limited	0	0
Spark Energy	0	0
The Peoples Energy	0	0
Together Energy	0	0
Tonik Energy	0	0
Toto Energy	0	0
UK national Gas Ltd	0	0
Utilita	21	0
Utility Point	0	0
Utility Warehouse	47	0
Yorkshire Energy	0	0
Zebra Power	0	0
Zog Energy	0	0
Total	21,985	7,908

**Priority Services
December 2018**

Electricity	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	139	0	0	0	0	0	0	0
Avid Energy	352	0	0	0	0	0	0	0
Avro Energy	466	0	0	0	0	466	0	0
Axis Telecom	0	0	0	0	0	0	0	0
Breeze Energy Supply Ltd	1,381	0	0	612	0	10	0	0
Brilliant Energy	1,009	0	15	0	43	0	0	0
Bristol Energy	20,905	5	156	0	0	0	0	0
British Gas	1,813,707	253	22,633	24,233	62,092	16,825	145	47
Bulb Energy	2,593	0	70	9	21	1,657	10	37
Co-operative Energy	51,139	11	268	90	120	1,230	0	0
E.ON	1,440,342	217	12,049	42,891	24,428	29,760	0	7
Ecotricity	3,418	2	55	781	24	724	2	33
EDF Energy	697,588	316	12,220	10,110	1,683	82,849	0	7
Effortless Energy Ltd	12	0	0	0	0	0	0	0
ENGIE power Limited	17,197	0	37	34	0	0	0	0
ENSTROGA	38	0	0	0	0	0	0	0
Epower	13,822	0	0	259	0	0	9	0
ESB Energy Ltd	6,427	0	0	0	0	0	0	0
Eversmart Energy Ltd	38	0	0	0	0	0	0	0
First Utility	20,796	24	392	2,838	0	8,770	0	0
Fischer Energy	647	0	24	67	0	0	0	0
Flow Energy	7,796	0	210	0	0	0	0	0
Gnergy	74	0	0	0	0	0	0	0
Good Energy	3,594	7	76	1,140	0	1,544	0	0
Green Energy	153	0	1	0	0	21	0	0
Green Network Energy	9,467	0	0	1	0	0	0	0
Green Star Energy	28,881	0	271	6,175	0	0	1	0
Gulf Gas & Power UK	71	0	0	0	0	0	0	0
Igloo Energy	674	0	0	0	0	0	0	2
isupply	10,866	0	0	3	0	10,741	0	0
LoCO2 Energy	676	0	0	93	0	7	0	0
Nabuh Energy Ltd	3,603	0	11	0	0	0	0	0
npower	577,510	264	7,592	6,945	7,421	161,747	4	0

Octopus Energy Ltd	49,428	0	0	12,908	0	2,650	0	0
Orbit Energy	20	0	0	0	0	0	0	0
Ovo Energy	44,976	88	1,758	6,982	208	14,188	0	0
PFP Energy Ltd	2,040	0	0	6	0	0	0	0
Pure Planet	1,492	0	0	393	0	0	0	0
Robin Hood Energy	5,601	0	22	426	0	0	4	0
Scottish and Southern	1,127,054	332	23,008	17,228	1,672	15,792	29	48
Scottish Power	510,405	90	1,459	5,026	72,448	93,816	2	0
Simplicity Energy	1,249	0	0	0	0	0	0	0
So Energy Trading Limited	643	0	0	179	0	0	0	0
Spark Energy	9,698	0	4	0	0	0	0	0
The Peoples Energy	4,276	0	0	0	0	90	0	0
Together Energy	1,366	0	1	0	0	1,366	0	0
Tonik Energy	9,310	0	0	0	0	8,801	0	0
Toto Energy	5,940	0	0	0	0	0	0	0
Utilita	113,958	0	48	5,977	0	0	0	0
Utility Point	0	0	0	0	0	0	0	0
Utility Warehouse	23,702	33	35	2,691	0	17,062	0	471
Yorkshire Energy	4,130	0	0	0	0	0	0	0
Zebra Power	64	0	0	0	0	0	0	0
Total	6,650,733	1,642	82,415	148,097	170,160	470,116	206	652

Gas	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	96	0	0	0	0	0	0	0
Avid Energy	339	0	0	0	0	0	0	0
Avro Energy	469	0	0	0	0	469	0	0
Axis Telecom	0	0	0	0	0	0	0	0
Better Energy	51	0	1	0	1	19	0	0
Breeze Energy Supply Ltd	1,381	0	0	612	0	10	0	0
Bristol Energy	17,581	5	130	0	0	0	0	0
British Gas	2,187,761	273	27,116	40,148	89,383	24,164	485	58
Bulb Energy	2,275	0	58	8	19	1,453	12	37
Cardiff Energy Supply Ltd	0	0	0	0	0	0	0	0
Co-operative Energy	42,788	6	215	77	88	935	0	0
Dali Gas	193	0	5	8	0	12	0	0
E.ON	960,826	146	7,489	28,792	12,113	19,093	0	5
Ecotricity	2,406	2	38	527	13	0	1	20
EDF Energy	437,402	184	6,755	5,072	766	45,552	0	0
Effortless Energy Ltd	12	0	0	0	0	0	0	0
ENGIE power Limited	17,021	0	27	34	0	1,043	0	0
ENSTROGA	38	0	0	0	0	0	0	0
Entice Energy Supply Limited	6	0	0	0	0	0	0	0
Epower	13,494	0	0	252	0	0	7	0
ESB Energy Ltd	5,071	0	0	0	0	0	0	0
Eversmart Energy Ltd	38	0	0	0	0	0	0	0
First Utility	19,446	24	392	2,659	0	9,444	0	0
Fischer Energy	347	0	5	22	0	0	0	0
Flow Energy	7,222	0	184	0	0	0	0	0
Gnergy	74	0	0	0	0	0	0	0
Good Energy	1,976	4	38	751	0	250	0	0
Green Energy	37	0	0	0	0	2	0	0
Green Network Energy	8,367	0	0	1	0	0	0	0
Green Star Energy	27,181	0	245	5,678	0	0	1	0
Gulf Gas & Power UK	63	0	0	0	0	0	0	0
Igloo Energy	598	0	0	0	0	0	0	2
isupply	15,122	0	0	0	0	10,516	0	0
LoCO2 Energy	227	0	0	36	0	7	0	0
Nabuh Energy Ltd	2,758	0	11	0	0	0	0	0
npower	399,563	176	4,445	4,414	5,290	97,600	22	0

Octopus Energy Ltd	43,913	0	0	11,440	0	1,700	0	0
Orbit Energy	17	0	0	0	0	0	0	0
Ovo Energy	38,972	77	1,471	6,054	172	11,963	0	0
PFP Energy Ltd	1,744	0	0	6	0	0	0	0
Pure Planet	1,344	0	0	359	0	0	0	0
Robin Hood Energy	5,601	0	26	492	0	0	4	0
Scottish and Southern	809,536	248	15,839	13,113	1,140	9,568	23	48
Scottish Power	374,275	64	880	3,433	35,566	60,324	11	0
Simplicity Energy	1,050	0	0	0	0	0	0	0
So Energy Trading Limited	563	0	0	162	0	0	0	0
Spark Energy	9,698	0	4	0	0	0	0	0
The Peoples Energy	4,276	0	0	0	0	90	0	0
Together Energy	1,111	0	0	0	0	0	0	0
Tonik Energy	8,905	0	0	0	0	8,418	0	0
Toto Energy	5,575	0	0	0	0	0	0	0
UK national Gas Ltd	0	0	0	0	0	0	0	0
Utilita	96,096	0	41	4,995	0	0	0	0
Utility Point	0	0	0	0	0	0	0	0
Utility Warehouse	19,392	27	27	2,279	3	13,719	0	471
Yorkshire Energy	2,971	0	0	0	0	0	0	0
Zebra Power	21	0	0	0	0	0	0	0
Zog Energy	1,343	0	0	0	0	2	0	0
Total	5,598,632	1,236	65,442	131,424	144,554	316,353	566	641

**Energy Efficiency (Dual Fuel)
2018**

Dual Fuel	Number of customers who have contacted the specialist energy efficiency advice line	Number of customers on a debt repayment arrangement who have contacted the specialist energy efficiency advice line	Number of customers in arrears who have contacted the specialist energy efficiency advice line	Number of customers proactively provided with information on how they can reduce their energy consumption	Number of customers repaying a debt through a debt repayment arrangement proactively provided with information on how they can reduce their energy consumption	Number of customers in arrears proactively provided with information on how they can reduce their energy consumption	Number of web hits on dedicated energy efficiency webpages	Number of customers referred to a government scheme or to CERT/ECO
Affect Energy	0	0	0	57	0	0	0	0
Avid Energy	0	0	0	0	0	0	0	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	57	0	17	71	0
Breeze Energy Supply Ltd	0	0	0	19,069	0	0	0	0
Brilliant Energy	0	0	0	0	0	0	0	0
Bristol Energy	0	0	0	5,137	5,095	42	6,104	0
British Gas	6,982	551	106	1,246,190	0	531,760	1,308,961	57,082
Bulb Energy	0	0	0	0	0	0	0	0
Cardiff Energy Supply Ltd	0	0	0	0	0	0	0	0
Co-operative Energy	1,472	0	0	323,918	0	0	1,193,581	735
Dali Gas	0	0	0	0	0	0	0	0
E.ON	116,994	18,119	8,973	1,700,997	49,910	17,167	2,092,077	58,982
Ecotricity	0	0	0	761	252	509	947	0
EDF Energy	4,647	396	67	1,683,693	85,607	71,683	145,711	4,257
Effortless Energy Ltd	0	0	0	0	0	0	0	0
ENGIE power Limited	0	0	0	77,802	725	1,600	957	0
ENSTROGA	0	0	0	0	0	0	0	0
Entice Energy Supply Limited								
Epower	0	0	0	131,842	0	0	35,547	0
ESB Energy Ltd	0	0	0	471	60	213	168	0
Eversmart Energy Ltd	0	0	0	0	0	0	0	0
First Utility	448	0	0	693,585	11,406	22,936	2,230,717	0
Fischer Energy	0	0	0	0	0	0	0	0
Flow Energy	0	0	0	2,086	104	1,982	275	0
Gnergy	0	0	0	0	0	0	0	0
Good Energy	645	290	140	0	0	0	303	0
Green Energy	0	0	0	19,722	61	1,904	0	0

Green Network Energy	0	0	0	0	0	0	0	0
Green Star Energy	0	0	0	0	0	0	10,643	0
Gulf Gas & Power UK	0	0	0	0	0	0	0	0
Igloo Energy	0	0	0	919	0	12	1,659	0
isupply	0	0	0	0	0	0	0	0
LoCO2 Energy	0	0	0	18,000	0	0	0	0
Nabuh Energy Ltd	0	0	0	0	0	0	0	0
npower	74,436	3,137	2,646	410,001	21,176	49,874	317,966	85,784
Octopus Energy Ltd	0	0	0	0	0	0	7,602	0
Orbit Energy	20	0	0	0	0	0	0	0
Ovo Energy	512	257	179	0	0	0	62,353	41
PFP Energy Ltd	0	0	0	0	0	0	0	0
Pure Planet	0	0	0	0	0	0	0	0
Robin Hood Energy	0	0	0	0	0	0	82,926	0
Scottish and Southern	16,627	414	537	772,760	112,768	659,992	38,904	3,282
Scottish Power	2,405	114	53	2,396,907	40,107	44,967	939,950	0
Simplicity Energy	0	0	0	0	0	0	0	0
So Energy Trading Limited	0	0	0	0	0	0	1,785	0
Spark Energy	755	0	0	0	0	0	0	0
The Peoples Energy	0	0	0	0	0	0	0	0
Together Energy	0	0	0	0	0	0	0	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	20	5	5	100	16	5	0	0
Utilita	4,349	99	1,307	189,574	0	0	43,401	81
Utility Point	0			0				
Utility Warehouse	216	27	4	148,648	0	0	3,073	0
Yorkshire Energy	0	0	0	0	0	0	193	0
Zebra Power	0	0	0	0	0	0	0	0
Zog Energy	0	0	0	0	0	0	127	0
Total	230,508	23,404	14,017	9,842,296	327,287	1,404,663	8,526,001	210,244

**Headlines by Country (Annual)
2018**

Electricity Headlines	Number of disconnections for debt	Number of customers on PSR	Energy efficiency advice	Number of customers in arrears
England	6	5,716,986	207,059	547,055
Scotland	0	558,335	13,301	66,412
Wales	0	375,412	10,148	32,746
Great Britain	6	6,650,733	230,508	646,213

Gas Headlines	Number of disconnections for debt	Number of customers on PSR	Number of free gas safety checks	Number of customers in arrears
England	0	4,843,783	40,694	426,658
Scotland	0	434,569	3,017	50,494
Wales	0	320,280	2,703	25,738
Great Britain	0	5,598,632	46,414	502,890