

Decision

Guidance on monitoring suppliers' performance in relation to domestic customers

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This is a guidance document for domestic electricity and gas suppliers explaining how they should submit information to us to monitor their performance, as required under Standard Licence Condition (SLC) 32.

It is an overview of the data that must be provided to Ofgem, how to submit this data and guidance notes to ensure that all suppliers report accurately and consistently. With effect from 1 January 2021 this document replaces all previous guidance on suppliers' monitoring under SLC 32.

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Executive summary

This document provides guidance to energy suppliers on how to submit information on their dealings with domestic gas and electricity customers, as required under Standard Licence Condition (SLC) 32. They must submit this data quarterly and annually on a variety of areas, including debt levels, disconnection rates, prepayment meters, smart meters, payment methods used by customers and help for vulnerable customers. We refer to this information as the social obligations monitoring.

We have revised our reporting arrangements for monitoring domestic gas and electricity suppliers' performance under SLC 32. This document replaces all previous guidance and directions in relation to suppliers' social obligations monitoring.

In early 2019, we consulted on changes to the data we collect and the tools we use to collect such data. We proposed new areas of reporting to better understand the market and how suppliers support vulnerable customers. We proposed changes to adjust the data we collect to streamline, clarify and to remove detail that is less important to our understanding of vulnerability, based on learning from past data collection and policy developments in recent years.

In relation to the proposed change on self-disconnection we made a proposal which we believe would help us to understand the extent of self-disconnection, whilst noting limitations to the data in this area. We were interested in any alternatives which respondents thought would be more effective, and have been guided by the suggestions received in response to our proposal.

In addition, we proposed to: reduce the number of indicators we collect quarterly, and to increase the number of indicators which we collect for England, Scotland and Wales, rather than collecting only the GB figure. These new indicators will enable us to understand the national differences we see in the number of pre-payment meters (PPM) and customers on the Priority Services Register (PSR).

The new monitoring arrangements will be in effect in time for the submission of the first quarterly return (January - March 2021, due by 28 April 2021) and the 2021 annual return, due by **28 January 2022**.

The monitoring arrangements described in this document have been subject to public consultation including with suppliers, Citizens Advice/Citizens Advice Scotland, and Energy UK (EUK).

Context

Ofgem’s key priority is to protect the interests of consumers present and future. We do this by promoting effective competition, wherever appropriate. We also have a requirement to protect the interests of customers who are disabled, chronically sick, of pensionable age or on low incomes. Domestic suppliers have specific licence conditions relating to these customers.

Monitoring and reporting form a key part of Ofgem’s work to protect the interests of vulnerable customers. Under Standard Licence Condition (SLC) 32, energy suppliers are required to submit quarterly and annual data to Ofgem on a variety of areas of their operation, and we report on this information publicly through our website. The information is used to review suppliers’ performance in relation to specific social obligations, including areas where vulnerable customers may be affected. By monitoring this information, Ofgem can identify areas of suppliers’ policies and practices where improvements are needed.

Associated Documents

Consultation on Revisions to Social Obligations Reporting

<https://www.ofgem.gov.uk/publications-and-updates/consultation-revisions-social-obligations-reporting>

Standard conditions of electricity supply licence – consolidated 03/07/2019

<https://epr.ofgem.gov.uk//Content/Documents/Electricity%20Supply%20Standard%20Licence%20Conditions%20Consolidated%20-%20Current%20Version.pdf>

Standard conditions of gas supply licence – consolidated 01/07/2019

<https://epr.ofgem.gov.uk//Content/Documents/Gas%20supply%20standard%20licence%20conditions%20consolidated%20-%20Current%20Version.pdf>

1. General guidance on monitoring returns

Section Summary

This chapter provides an overview of the background to the social obligations monitoring, including the licence obligations placed on suppliers to provide this information and the process for submitting returns.

Why we monitor

1.1. Monitoring and reporting form a key part of Ofgem’s work to protect the interests of vulnerable customers. A focus in this area is monitoring how suppliers are performing in meeting their social obligations – how well they are doing in providing help and services to vulnerable customers.

1.2. Under SLC 32, energy suppliers are required to submit quarterly and annual data to Ofgem on a variety of areas of their operation, and we report on this information publicly through our website. The information is used to review suppliers’ performance in specific social obligations, including areas where vulnerable customers may be affected. By monitoring this information, we can identify which areas of policies and practices suppliers need to improve in.

1.3. As well as collecting this data to ensure domestic customers are protected, it also helps us to:

- See if suppliers are complying with their licence conditions.
- Identify and assess any systemic issues with supplier performance overall.
- Identify areas for future policy work.

Review of the data collection method

1.4. In our recent consultation we sought views on the method of data collection. Following stakeholder response, we now propose to switch data collection from the existing dedicated portal to data collection through Ofgem’s in-house data services.

Review of the data collected

1.5. In our recent consultation we sought views on possible changes to the data we collect. We proposed new areas of reporting to better understand the market and how suppliers support vulnerable customers. We proposed changes to adjust the data we collect to streamline, clarify and to remove detail that is less important to our understanding of vulnerability, based on learning from past data collection and policy developments in recent years.

1.6. In relation to the change on self-disconnection we made a proposal which we believe would help us to understand the extent of self-disconnection, whilst noting limitations to the data in this area. We were interested in any alternatives which respondents thought would be more effective. In response to comments we will collect this information annually.

1.7. In addition, we proposed to: reduce the number of indicators we collect quarterly, and increase the number of indicators which we collect for England, Scotland and Wales, rather than collecting only the GB figure. These new indicators will enable us to understand the national differences we see in the number of pre-payment meters (PPM) meters and customers on the Priority Services Register (PSR). We now propose to incorporate those changes into this revised guidance on Social Obligations Reporting.

1.8. Having considered consultation responses, this document now sets out the revised guidance to be followed from the submission for Q1 of 2021.

This guidance

1.9. This guidance is to help suppliers complete and submit the quarterly and annual monitoring returns of the social obligations reporting. It gives general guidance on submitting returns, and clarifies specific areas to supplement the information that will be provided within the “Data Dictionary” for collection of SOR Data.

1.10. Where extra clarification is not provided it is because the information required should be self-explanatory. If you need more information on any aspect of it, contact us at SORHelpdesk@ofgem.gov.uk.

1.11. We regularly review the information received through the monitoring returns and may alter the format from time to time if necessary.

Reporting Requirements

1.12. Under SLC 32 suppliers must send us (and Citizens Advice via us) information about their dealings with domestic customers. The text of SLC 32 (which is the same for both gas and electricity) is in Appendix 1.

1.13. Suppliers are required to report on performance as part of their enforceable licence obligations. **We take the accurate and timely provision of data extremely seriously. Suppliers that do not submit accurate and timely information may be in breach of their licence, which could lead to enforcement action.** We spot-check the data provided through the social obligations monitoring, but it is the **suppliers’ responsibility to ensure that the data they provide is accurate.**

1.14. The reporting takes the form of submission of quarterly and annual monitoring returns to Ofgem. Data on electricity and gas customers are submitted separately. The quarterly and annual reporting data questions are in Appendix 2 and 3. We will provide a data dictionary for suppliers to format their returns. The returns should be submitted by suppliers via the Huddle Workspace or the Ofgem data portal as directed. Reporting requirements are as follows:

- Quarterly returns must be submitted to us up to 28 days after the end of each quarter (i.e. by no later than 28 January, 28 April, 28 July, and 28 October).
- The annual return must also be submitted to us by 28 January.
- Suppliers should give us the name of a senior management-level representative who is responsible for signing off the returns. We recommend these should be signed or countersigned by someone with professional accounting or auditing qualifications. This will confirm the quality of the return. It is the supplier’s responsibility to ensure that the data is checked for accuracy and validity.

- Returns must include actual figures, not estimated figures.
- We will publish information quarterly and annually on our website and in an annual review. We will not publish market information which identifies an individual supplier unless that supplier has agreed.

1.15. The monitoring return questions detailed in Appendix 2 and 3 are the standard form data items for presenting quarterly and annual reports to us. All items refer to domestic customers only. All returns must include numbers for domestic customers for every item.

1.16. A 'domestic customer' is defined as:

"a customer supplied or requiring to be supplied with gas or electricity at domestic premises but excludes such customer in so far as he is supplied or requires to be supplied at premises other than domestic premises."

1.17. 'Domestic premises' are defined as:

"a premises at which a supply of gas or electricity is taken wholly or mainly for a domestic purpose except where that premises is a non-domestic premises."

1.18. For certain items, listed below, suppliers must provide separate data for customers in England, Scotland and Wales, together with a total figure. Appendix 4 has relevant postcodes for England, Scotland and Wales so that separate data can be reported consistently. All other items require only a total national (Great Britain) figure for all customers.

- Number of customers on each payment scheme (data items **Q1.1 – Q1.6**)
- Total number of domestic customers (data item **Q1.7**)
- Number of customers repaying a debt on a debt repayment arrangement (data item **Q2.1**)
- Average weekly amount of debt repayment (data item **Q2.8**)
- Number of customers in arrears who are not yet on a debt repayment arrangement (data item **Q2.9**)
- Number of prepayment meter (PPM) customers with their PPMs set to collect payment towards a debt at the end of this reporting period (data item **Q4.1**)
- Average weekly amount of debt repayment for PPM customers (data items **Q4.6** and **Q4.7**)
- Number of PPMs installed with a blanking disc inserted on a warrant visit in this reporting period (data item **Q4.24**)
- Number of customers disconnected in this reporting period for non-payment of debt (data item **Q6.1**)
- Numbers of customers smart meter customers, number on prepayment and number on credit at the end of the period (data items **Q8.1 to Q8.3**)
- The number of smart meter customers who self-disconnected at least once during the reporting period, and where the longest period of self-disconnection was less than an hour; up to 3 hours; up to 7 hours; up to 12 hours; up to one day (24 Hours); More than one day, but under 3 days; more than three days, but under seven days; more than seven days, but under 28 days; or 28 days or longer. (data item **A6.3**)

- Number of customers on Priority Service Register at the end of this reporting period (data item **A9.1**)
- Number of eligible customers provided with a free gas safety check in this reporting period (gas only) (data item **A9.12**)
- Number of customers who have paid for and been provided with a gas safety check in this reporting period (gas only) (data item **A9.14**)
- Number of customers (all) who have contacted the specialist energy efficiency advice line and been given specialist advice on how to reduce bills through energy efficiency in this reporting period (data item **A10.1**)
- Number of customers (all) proactively given information on how they can reduce their energy consumption in this reporting period (**A10.3**)

Notes on completion

1.19. The following sections are included in the monitoring return:

Quarterly and annually:

- Number of customers on each payment scheme (all domestic customers)
- Domestic debt (all customers)
- Domestic debt repayment arrangements (non PPM customers)
- Domestic debt repayment arrangements (PPM customers)
- Debt Assignment Protocol (DAP) (no longer collected quarterly retained to preserve numbering)
- Disconnections/de-energisations for debt
- Disconnections/de-energisations in error (and disconnections where there is theft in annual return)
- Smart meters

Annually only:

- Debt Assignment Protocol (DAP)
- Registered services, services provided on request and Fuel Direct
- Energy efficiency

1.20. Before sending their first return, a supplier should contact us on SORHelpdesk@ofgem.gov.uk for a user manual for the reporting methodology and to be given access to the Huddle Workspace (Huddle is a secure means by which all suppliers must upload their data in order to share it with Ofgem)

1.21. Returns should then be sent to Ofgem via a designated Huddle Workspace or the Ofgem data portal as directed.

1.22. To complete a return, suppliers should follow the guidance in this document. Specifics for individual data items will also be provided in the Data Dictionary that will be provided within the Huddle Workspace.

1.23. If a supplier has no customers to report for a particular data item e.g. they have no customers using a particular payment method or no customers in debt, they should enter 0.

1.24. When a supplier can't give a customer number for a particular item, they should leave the field blank and must give an explanation for the nil return in the commentary box provided for each data item.

1.25. The supplier can give a commentary against an individual data item or against an overall section. If at any point in the return a supplier wishes to provide extra commentary on a particular data item, they can do so in the data item commentary box. If they want to provide commentary on the overall section, they can comment in the section commentary box.

1.26. For some data items, commentary will be mandatory. For example, if an item is left blank then there must be a comment to explain why (as per paragraph 1.24).

2. Guidance on completing quarterly returns

This guidance in the whole of this document applies to active customer accounts only. Suppliers should not include in their figures closed accounts or customers who have left them (e.g. through a change of supplier), even if the customer has an outstanding balance.

2.1. All data provided by suppliers should relate only to their own customers or services offered to their own customers. Figures should not include instances where information or services have been provided to other suppliers' customers.

2.2. Where we ask for a 'snapshot' figure, this should be reported as figure or value at the last calendar day of the reporting period unless specified otherwise.

2.3. If suppliers need further clarification, they should contact us at SORHelpdesk@ofgem.gov.uk.

Section 1: Number of customers on each payment scheme

2.4. **Data item Q1.1:** 'Monthly direct debit' refers to customers who pay by direct debit each month. This should include both monthly fixed and monthly variable direct debit.

2.5. **Data item Q1.2:** 'Prepayment meter (PPM)' refers to customers who pay for their energy as they go by prepayment meter.¹

2.6. **Data item Q1.3: 'Quarterly cash or cheque'** refers to customers who pay by cash, cheque, debit or credit card after receiving a quarterly bill. This does not include customers who pay in cash with a payment card or paying-in book.

2.7. **Data item Q1.4: 'Fuel Direct'** refers to the total number of customers that are on Fuel Direct, a scheme administered by the Department of Work and Pensions to allow for payments to gas and electricity suppliers from sums deducted from social security benefit.

2.8. **Data item Q1.5: 'Budgeting payment schemes'** refers to customers who pay by weekly/fortnightly/twice monthly payment schemes, and flexible payment methods such as using a payment card/book to make frequent cash payments.

2.9. **Data item Q1.6: 'Other'** should include any customers using a payment method not covered by **Q1.1 to Q1.5** such as monthly standing order, monthly payment schemes (cash or cheque) and quarterly variable direct debt. Details on social tariffs, which may or may not be a non-standard payment scheme, can be put here. Commentary can be provided for this section to give further details on any of the payment schemes here.

¹ A prepayment meter uses electronic tokens, keys or cards to enable an amount of energy to be bought by the consumer to be used. The customer needs to be provided with a network of outlets where tokens can be purchased, or cards and keys can be charged up. This network of outlets needs to be linked to a payment settlement system for suppliers.

2.10. **Data item Q1.7:** This should equal the sum of items **Q1.1 to Q1.6**.

Section 2: Domestic debt- all customers

Qs 2.1 – 2.5

2.11. For this guidance, there is no minimum threshold for the amount of debt a customer owes. All customers who owe a debt of 1p or more should be captured in the reporting.

2.12. **All items in Q2.1 – Q2.6** should include all PPM customers who have their PPMs set to collect debt (as reported under **Q4.1**) **and** non-PPM customers on a debt repayment arrangement longer than 91 days or 13 weeks.

2.13. **Data item 2.1** refers to the number of customers repaying a debt through a debt repayment arrangement. This will be a 'snapshot figure' and should be recorded on the last calendar day of the reporting period.

2.14. A debt repayment arrangement is a specific formal arrangement between a supplier and a customer to repay outstanding arrears. Suppliers should include customers who repay monthly, fortnightly, weekly or at any other regular interval, and who repay via cash, cheque, payment card or Fuel Direct. Direct debit customers should be included if they have joined the scheme specifically to repay a debt or where they have fallen into debt while on direct debit by defaulting on one or more payments. Direct debit customers should otherwise be excluded, including those with a debit at the end of a payment scheme that will be rolled into a new scheme and those who have had their payments increased because previous payments were set too low. All customers on payment schemes (including direct debit) should be excluded once the initial (take-on) debt has been repaid.

2.15. **For credit customers, all items in Q2.1 – Q2.6** should include customers who have begun to move on to a formal debt repayment arrangement (i.e. they have agreed a debt payment plan), regardless of whether or not the repayment arrangement has started yet, and of whether the customer has made their first payment. For PPM customers, these figures must only include debts that have been sent to the meter.

2.16. **Data items Q2.2, Q2.3 & Q2.4** break down into categories the customers from section **Q2.1** with debts greater than £100. The amounts (greater than £100, £300 and £600) refer to a 'snapshot' figure of current debt, i.e. the amount of debt that the customer remains owing on their debt repayment arrangement carried forward from the previous account to the most recent bill. **Q2.2, Q2.3** and **Q2.4** are cumulative, e.g. those customers included in **Q2.2** who have a debt of £350 should also be counted in **Q2.3**. (Those owing less than £100 should be the difference between the figure reported in data item **Q2.1** and those reported in **Q2.2**).

Qs 2.5 – Q2.8

2.17. **Data items Q2.5 and Q2.6** refer to the total amount owed by all customers in **Q2.1** divided by the total number of customers in **Q2.1**.

2.18. **Data item Q2.5** refers to the total amount owed by all customers in **Q2.1** – it should be measured and reported using initial (take-on) debt, i.e. the debt that the customer took on when going onto the debt repayment arrangement.

2.19. **Data item Q2.6** refers to the total number of customers in arrears and their current debt levels of customers as defined in Q2.10. This is banded into the categories of current debt levels of below £100; £100 and over, but below £300; £300 and over, but below £600; £600 and over, but below £900; and over £900.

2.20. **Data item Q2.7** refers to the total amount owed by all customers in **Q2.1**. It should be measured and reported as a 'snapshot' figure of current debt on the last calendar day of the reporting period, i.e. the debt that the customer remains owing on their debt repayment arrangement at the end of that reporting period. This should only be the outstanding amount of the debt repayment plan and should not include any debt incurred for consumption since the start of the **repayment plan**.

2.21. **Data item Q2.8** refers to the average weekly debt repayment for all customers repaying a debt via a credit payment method.

Qs 2.9 - 2.10

2.22. **Data item Q2.9** refers to the number of customers with arrears but for whom a debt repayment arrangement is not yet in place.

2.23. **Data item Q2.10** refers to the total amount of arrears owed by all the customers in Q2.9 divided by the total number of customers in **Q2.9**. This should include only the portion of arrears that remains unpaid (as at 91 days after the last bill) and should exclude costs for subsequent consumption.

2.24. Customers in 'arrears' are customers who have bills which remain outstanding for longer than 91 days or 13 weeks after they are issued, and who have not yet set up a debt repayment arrangement. This will include customers who are billed in arrears for ongoing consumption, and direct debit customers who have fallen into debt by defaulting on one or more payments. It will exclude customers on payment methods that involve some method of regular payment towards a debt, such as direct debit (see paragraph 2.15), PPM or Fuel Direct customers. It should exclude customers who have begun the transition to a formal debt repayment arrangement, but have not yet started repaying their debt. As described in paragraph 2.16, these will be reported under data items **Q2.1 – 2.5**.

2.25. **Data item Q2.10 should not include any of the same customers reported in data item Q2.1.**

Section 3: Domestic debt repayment arrangements – non-PPM customers

2.26. **All** items in this section refer only to debt repayment arrangements extending beyond 91 days or 13 weeks. The definition of a debt repayment arrangement is the same as for Section 2 but excluding prepayment meter customers. Although the return asks for information in 'weeks,' customers paying fortnightly or monthly should also be included and calculated accordingly. Items in this section do not include PPM customers, who are dealt with separately in Section 4.

2.27. **Data item Q3.1** asks how many customers have entered into a debt repayment arrangement during the reporting period (where the arrangement is set to last beyond 91 days).

2.28. **Data item Q3.2** asks for the average (mean) weekly payment towards debt agreed with customers who entered into a debt repayment arrangement during the reporting period (Q3.1). The figure given should reflect only the amount per week the customer pays to reduce their debt and should exclude any amount covering ongoing usage.

2.29. **Data item Q3.3** asks for the average (mean) number of weeks over which customers who entered into a debt repayment arrangement in this reporting period (**Q3.1**) are being allowed to repay their debt.

2.30. For data items **Q3.4 – 3.27**, suppliers should provide data separately for each of the following payment methods: direct debit, Fuel Direct, budgeting payment schemes and 'other' (all as per the definitions found in Section 1).

For data items Q3.6, 3.9, 3.12, 3.15, 3.18, 3.21, 3.24, and 3.27

2.31. A 'failed arrangement' is when the customer fails to make payment of an amount agreed under the debt repayment arrangement without the supplier's prior agreement. It is where full payment has not been received by the supplier within 10 working days after the agreed payment date, regardless of payment method. This includes part payment. It should exclude those cases where a customer has actively terminated the arrangement, for example by instructing the supplier or payment provider to cancel the debt agreement or instruction to pay, or where a customer ends the agreement by paying the agreement in full. It should exclude those direct debit customers who did not go on to a debt repayment arrangement but who have currently stopped paying.

2.32. Customers who have failed the arrangement more than once in the reporting period should only be counted once.

2.33. These apply to all failed arrangements (as defined in paragraph 2.32) in that reporting period, regardless of when the customer was set up on a repayment arrangement (i.e. whether or not they were set up on an arrangement within that quarter).

Section 4: Domestic debt repayment arrangements – PPM customers

2.34. This section refers to all PPM customers who are repaying a debt through their PPM, regardless of the estimated length of the recovery period. This refers to PPM customers making a regular debt repayment through their PPM, it does not include customers for whom credit has been added at installation of the PPM to allow the customer time to purchase credit.

2.35. **Data item Q4.1** asks for the total number of PPM customers who have their PPMs set to collect payments towards a debt. This will be a 'snapshot' figure and should be recorded on the last calendar day of the reporting period.

2.36. Initial credit added to a customer's prepayment meter when it is installed to allow the customer time to purchase credit is not considered a 'debt' in our guidance and should not be included in this section.

2.37. **Data item Q4.2** (PPM customers not in debt) This should be calculated by subtracting **Q4.1** from **Q1.2**.

2.38. **Data item Q4.4** asks how many customers from **Q4.3** (number of PPMs installed this reporting period) had their PPMs installed, within this reporting period, to collect a debt (regardless of the estimated length of the recovery period). This includes all cases where a PPM has been installed this reporting period to recover a debt, whether or not at the customer's request.

2.39. **Data item Q4.5:** please calculate this figure by subtracting **Q4.4** from **Q4.3**. This item should cover the number of customers who had chosen to have a PPM installed in this reporting period but not for debt. For example, this includes customers who had a PPM installed following a request to move from credit to PPM, new connections where a PPM is requested, customers who ask for a PPM to be installed after changing supplier or moving house or any other case where a PPM is installed for reasons other than debt. Instances where a PPM is installed to recover a debt are dealt with in **Q4.4** and should not be included.

2.40. **Data item Q4.6** asks for the average (mean) weekly amount to be recovered for debt for the customers who had their PPMs installed, within this reporting period, to collect a debt (regardless of the estimated length of the recovery period).

2.41. **Data item Q4.7** asks for the average (mean) number of weeks over which customers, who had their PPMs installed within this reporting period to collect a debt, are being allowed to repay the debt.

2.42. **Data items Q4.8, 4.10, 4.12, 4.14, 4.16, 4.18, 4.20, and 4.22 should add up to Q4.4.**

2.43. **Data item Q4.24** asks for the number of PPMs installed with a blanking disc inserted at warrant. This refers to those cases where a customer is not present at a property and a gas PPM cannot be installed because of the inability to purge and relight. In these instances, it is possible to insert a blanking disc (a special brass disc) in one of the unions of the gas meter. The meter installation looks normal but it prevents gas from getting into the internal supply.

Section 5: Debt Assignment Protocol (DAP) – Switching for Indebted PPM Consumers

2.44. We no longer collect data on DAP on a quarterly basis. This section is retained to preserve numbering for consistency between quarterly and annual returns.

Section 6: Disconnections/de-energisations for debt

2.45. All data items in Section 6 should report only customers on a 'dumb meter' – a traditional meter which can be read manually but has no 'smart' functionality. Figures reporting customers with smart meters should be reported in Section 8. All data items in Section 6 refer to manual disconnection. Remote disconnection instances should be recorded under Section 8: Smart Metering.

2.46. "Disconnection" is used as a general term, not specific to the removal of a meter. This will, in the case of electricity, cover de-energisations.

2.47. This section refers exclusively to customers who have had their supply disconnected/de-energised for the non-payment of debt. Premises that are found empty when the supplier arrived to disconnect should not be included.

2.48. For **data item Q6.2**, the reconnected customer must have been disconnected during the quarter being reported on.

2.49. The period of disconnection is defined as being from the day the supply was terminated to the day it is reinstated (inclusive).

Section 7: Disconnections/de-energisations in error

2.50. All data items in Section 7 should report only customers on a 'dumb meter'. Figures reporting customers with Smart Meters should be reported in Section 8. All data items in Section 7 refer to manual disconnection. Remote disconnection instances should be recorded under Section 8: Smart Metering.

2.51. "Disconnection" is used as a general term, not specific to the removal of a meter. This will, in the case of electricity, cover de-energisations.

2.52. The following questions in section 7 refer exclusively to customers who have had **their supply disconnected/de-energised in error: For data items Q7.1 - Q7.5, 'disconnection in error'² includes those** situations where a supply other than the one intended for disconnection is disconnected. For example, where the wrong property or wrong meter has been disconnected because of human error, a meter mix-up, incorrect meter details being attributed to the account, or the wrong premises details being given. It excludes: unknown change of tenancy, e.g. where the supplier is unaware that a new tenant has moved in to the property. Where a supplier believes a property to be vacant and subsequently discovers that it is occupied and reconnects it.

2.53. However, suppliers should take all reasonable steps to ascertain who the resident is (i.e. whether the disconnection is a sanction on the "correct" individual and whether the individual is vulnerable) and whether there is a resident in the property.

2.54. The period of disconnection is defined as being from the day the supply was terminated to the day it is reinstated (inclusive).

2.55. **Data item Q7.2** concerns the average (mean) period in days that customers were without a supply from those customers disconnected in error and then reconnected in this reporting period.

Section 8: Smart meters

2.56. All data items in Section 8 should report only those customers on Smart Meters.

² This is the current definition for 'disconnection in error'. It may be altered in future to mirror developments in licence conditions.

2.57. 'Smart Meters' is taken to mean an 'Advanced Domestic Meter'³, which is a meter installed in a domestic premise that:

- provides gas or electricity consumption data for multiple time periods; and
- is able to provide the supplier with remote access to such data.

2.58. 'Smart' or 'Advanced Domestic Meter' refers only to those Advanced Domestic Meters which are actually operating in smart mode. Meters which are being managed and supported as traditional 'dumb' assets should be excluded from this section.

2.59. **Data item Q8.1** is a 'snapshot' figure and should indicate the number of customers with smart meters as at the end of the reporting period.

2.60. **Data item Q8.2** asks for the number of smart meter customers on prepayment at the end of this reporting period.

2.61. **Data item Q8.3** asks for the number of smart meter customers on credit at the end of this reporting period. You should calculate this by subtracting the new data point **Q8.2** from the existing data point **Q8.1**.

2.62. For **data items Q8.4 – Q8.6**, remote switching is defined as where a supplier switches a customer from credit to prepayment mode (or vice versa) remotely, without physically visiting the premises or changing the meter.

2.63. For **data item Q8.7 – Q8.9**, suppliers should include smart meter disconnections where disconnection has been carried out both on-site, at the meter, and remotely. For **data item Q8.9**, 'disconnection in error'⁴ includes those situations where a supply other than the one intended for disconnection is disconnected. For example, this could include where the wrong property or wrong meter has been disconnected because of human error, a meter mix-up, incorrect meter details being attributed to the account, or the wrong premises details being given. It excludes:

- Unknown change of tenancy, e.g. where the supplier is unaware that a new tenant has moved into the property
- Where a supplier believes a property to be vacant and subsequently discovers that it is occupied and reconnects it.

However, suppliers should take all reasonable steps to ascertain who the resident is (i.e. whether the disconnection is a sanction on the right person and whether they are vulnerable) and whether there is a resident in the property.

2.64. For **data item Q8.10**, suppliers should include smart meter disconnections only where this has been carried out remotely. Remote disconnection is defined as where a supplier disconnects the electricity or gas supply remotely, without physically visiting the premises.

2.65. **Data items Q8.8, Q8.9, and Q8.10** should be a subset of data item **Q8.7**.

³ This is the current definition for 'Advanced Domestic Meter'. Definitions for 'Advanced Domestic Meter' or 'Smart Meter' may be reviewed and altered in this guidance at a later date, following developments in smart metering and the licence conditions.

⁴ This is the current definition for 'disconnection in error'. It may be altered in future to mirror developments in licence conditions and smart metering.

2.66. **Data item Q8.11** asks for the number of customers with smart meter's subject to load limiting in this reporting period. Load limiting is also known as 'trickle disconnection' and is defined as where customers are limited to a minimal flow of electricity.

2.67. **Data item Q8.12** asks for the number of customers with smart meter's subject to credit limiting in this reporting period. Credit limiting is also known as 'managed credit' and is defined as where customers are automatically cut off if they owe more than a predetermined amount.

3. Guidance on Completing Annual Returns

3.1. Unless specified, the summaries and overall definitions are the same as those used in Chapter 2: Guidance on completing quarterly returns.

Section 1: Number of customers on each payment scheme

3.2. The data items in this section are annual totals and should be a sum of the values entered in quarterly returns.

Section 2: Domestic debt – all customers

3.3. The data items in this section are annual totals and should be a sum of the values entered in quarterly returns.

Section 3: Domestic debt payment arrangements – non-PPM customers

3.4. The data items in this section are annual totals and should be a sum of the values entered in quarterly returns.

Section 4: Domestic debt repayment arrangements – PPM customers

3.5. **Data items A4.1 – A4.25**, these data items are annual totals and should be a sum of the values entered in quarterly returns.

3.6. **Data items A4.26 – A4.29**, refer to suppliers using warrants to disconnect customers for non-payment of debt. They apply whether or not the warrant was executed by forcible entry. Include instances where the customer allows access when told that the officer has a warrant.

3.7. **Data item A4.28** asks for the total number of customers who have switched from PPM to credit terms during the reporting period.

3.8. **Data item A4.29** asks for the total number of customers, not repaying a debt through their PPM, who have had their request to change to credit terms refused during the reporting period. 'Refused' includes a failure to proceed with a change from PPM to a credit meter because the customer has either failed, refused, or is unable to comply with a condition (or conditions) imposed by the supplier, and the supplier required the customer to meet this condition (or conditions) before proceeding with the change to a credit meter.

3.9. **Data item A4.30** asks for an approximate breakdown of the types of PPM used by a supplier. Please specify the meter type (e.g. token, smart card or key meter) and percentage used. There are two return fields. One allows different meter types to be entered and the other allows the corresponding percentage to be entered.

3.10. **Data items A4.31 – A2.33** refer to customers on Independent Gas Transporters (IGT) sites. IGTs own and operate gas distribution systems providing energy to domestic, commercial and industrial premises. Gas consumers in Great Britain are connected either to one of the five regional gas Distribution Networks (DNs) or one of the local networks owned, operated and maintained by an Independent Gas Transporter (IGT).

Section 5: Debt Assignment Protocol (DAP) – Switching for indebted PPM consumers

3.11. Under the rules of the DAP, customers with a PPM and with a debt of less than £500 may be able to switch to another supplier and transfer their debt.

3.12. **Data items A5.1 – A5.3** use the definitions set out in the MRA 'Agreed Procedure for the Assignment of Debt in Relation to Prepayment Meters. MAP 13' and Supply Point Administration Agreement (SPAA) Schedule 9. Suppliers should use this guidance alongside the procedure document and SPAA Schedule 9 document accordingly. These are at: <http://www.mrasco.com/mra-products/mra-agreed-procedures> and <http://www.spaa.co.uk/documents/spaa/current-version>.

Section 6: Disconnections/de-energisations for debt

3.13. **Data item A6.1** is an annual total and should be a sum of the values entered in quarterly returns.

3.14. **Data item A6.2** refers to the number of smart meter customers in PPM mode who lost supply following a failed top up. This is where the customer attempted to top up using established channel, including on line or other channels but were nevertheless disconnected.

3.15. **Data item A6.3** refers to the number of smart meter customers who, for whatever reason, failed to top up and their supply was disconnected. Customers should only be reported once and the longest period of disconnection should be recorded.

Section 7: Disconnections/de-energisations in error and where there is theft

3.16. For **data items A7.1 and A7.2** should be the sum of the figures provided in the quarterly return.

3.17. For **data item A7.2**, 'disconnection on the grounds of theft' refers to the number of customers disconnected on the basis of a supplier's statutory powers (or contractual terms which reflect those powers) for damage/injury to, or the interference with meters under:

- paragraph 6(3) of Schedule 6 to the Electricity Act 1989
- paragraph 11(3) of Schedule 7 to the Electricity Act 1989
- paragraph 10(2) of Schedule 2B to the Gas Act 1986

Section 8: Smart meters

3.18. **Data item A8.1** refers to the total number of smart meter customers by the end of the reporting period.

3.19. **Data item A8.2** asks for the number of smart meter customers on prepayment at the end of this reporting period.

3.20. **Data item A8.3** asks for the number of smart meter customers on credit at the end of this reporting period. This is calculated, by subtracting data point **A8.2** from data point **A8.1**.

3.21. **Data items A8.1 – 8.6** should be the sum of the figures reported for the four quarters in the annual reporting period.

3.22. **Data item A8.7** asks for the number of smart meter customers in PPM mode where the top-up of the meter failed.

3.23. **Data item A8.9** asks for the value fixed emergency credit at the end of this reporting period, if offered, please enter the amount.

3.24. **Data item A8.10** asks for the value fixed emergency credit at the end of this reporting period, if offered, please specify options or range (if any restrictions) (e.g. choice of £0, £5, £10, £15; or, any other amount).

3.25. **Data item A8.11:** This is a text field asking if all customers have the same choice of emergency credit arrangements? If not, please explain any differences and the rationale for these.

3.26. **Data item A8.12** asks if you offered friendly credit hours to any customers at the end of this reporting period. If you are offering friendly credit, please specify whether you offer flexible times/days or fixed times/days.

3.27. **Data item A8.13** asks if fixed friendly credit hours is offered at the end of this reporting period, please specify available options. Please select all options that apply from: evenings/nights, weekends, Bank Holidays, and specify if other options are provided.

3.28. **Data item A8.14** asks if flexible friendly credit hours is offered at the end of this reporting period, please specify available options (e.g. choice of evenings/ nights, weekends, Bank Holidays).

3.29. **Data item A8.15** asks if all customers have the same choice over friendly credit arrangements. If not, please explain any differences and the rationale for these.

3.30. **Data item A8.16** asks if you offering smart prepayment functionalities to any customers at the end of this reporting period. Please select all options that are available from: fixed low credit alerts, fixed high consumption alerts, flexible low credit alerts or flexible high consumption alerts.

3.31. **Data item A8.17** asks if low credit alerts are offered at the end of this reporting period, please specify which channels you offered them through. Please select all options that apply from: email alerts, text alerts, IHD/PPMID alerts, and provide details if you offer any other channels.

3.32. **Data item A8.18** asks if high consumption alerts are offered at the end of this reporting period, please specify which channels you offered them through. Please select all options that apply from: email alerts, text alerts, IHD/PPMID alerts, and provide details if you offer any other channels.

3.33. **Data item A8.19:** asks if, at the end of this reporting period, you offer any of the following top up channels. Please select all options that apply from: cash payment outlet, online, mobile app, telephone (including automated telephone line), text, and provide details if you offer any other channels.

3.34. **Data item A8.20:** For the top-up channels you offered at the end of this reporting period, please enter the minimum amount that the customer needed to top-up by. Please provide the minimum payment for each channel: cash payment outlet, online, mobile app, telephone (including automated telephone line), text, and provide details if you offer any other channels.

3.35. **Data item A8.21:** For the top up channels you offered at the end of this reporting period, please enter the maximum amount that the customer could top-up by. Please provide the maximum payment for each channel offered: cash payment outlet, online, mobile app, telephone (including automated telephone line), text, and provide details if you offer any other channels.

3.36. **Data item A8.22:** For each top-up channel that you offer, please provide the total number of smart prepayment customer top-ups that you have received in this reporting period.

Section 9: Registered services, services provided on request and Fuel Direct

3.37. Suppliers are required under **Standard Licence Condition (SLC) 26** to establish and maintain a list (the Priority Services Register) of those domestic customers who are either pensioners, disabled or chronically sick, and require information and advice on services specified under that condition.

3.38. Customers do not necessarily have to be on the Priority Services Register to receive registered services. However, this section seeks to capture only those customers who require services due to a special need. Therefore, **A9.4 – A9.8** should only include customers who are on the Priority Services Register.

3.39. **Data items A9.12 – A9.14** are only applicable on gas returns.

3.40. **Data item 9.14:** Refers to the total number of customers who have paid for and been provided with a gas safety check. This refers to those customers who are not eligible for a free gas safety check, who are included under data item **A9.12**.

3.41. **Data item A9.15:** Will be the number of customers at the end of the reporting period who continue paying by Fuel Direct after repaying their original debt.

Section 10: Energy efficiency

3.42. Please note that this applies only to energy efficiency information provided to a supplier's own customers. Figures reported should not include where information has been provided to those whom the supplier does not supply or other suppliers' customers.

3.43. Please provide these figures as combined figures if you supply both gas and electricity.

3.44. **Data item A10.1** asks for the number of customers (all) who have contacted a specialist energy efficiency advice line and have been given specialist energy efficiency advice on reducing energy bills. Energy efficiency advice given is defined as that provided by a qualified person or team through a specialist energy efficiency advice line. This should include only advice provided by an agent who has been specifically trained for that purpose, e.g. to City and Guilds standard or equivalent. It excludes provision of general energy efficiency information by non-qualified customer service staff.

3.45. **Data items A10.2 and A10.3** should be a subset of **A10.1**.

3.46. For **data items A10.1 – A10.3:** These items should not include multiple communications with a single customer, i.e. numbers reported should represent the number of individual customers who have contacted the specific energy efficiency advice line and been given specialist energy efficiency advice, not the number of calls received.

3.47. **Data item A10.3** asks for the number of customers proactively given information on how they can reduce their energy consumption. This should exclude signposting to material available elsewhere.

3.48. **Data item A10.4** asks for the number of customers repaying a debt through a debt repayment arrangement (as defined and reported under **A2.1**) proactively provided with information on how they can reduce their energy consumption.

3.49. **Data item A10.6** asks for the number of customers in arrears who are not yet on a debt repayment arrangement (as defined and reported under **A2.6**) proactively provided with information on how they can reduce their energy consumption.

For data items A10.3 – 10.6

3.50. The information may be verbal or written and should include letters, text messages and emails sent, as well as outbound calls. It should exclude calls received.

3.51. Suppliers are also asked to provide brief qualitative information on when and where in the debt path customers in debt are provided with such information (e.g. on first letter).

3.52. Suppliers should not include multiple communications with a single customer, i.e. numbers reported should represent the number of individual customers who have proactively been provided with information on how to reduce their energy consumption. If a customer has had this on more than one occasion in the reporting period, this should be counted only

once. If a customer has been proactively provided with information for both an electricity and gas supply, this should only be counted once.

3.53. **Data items A10.4 and A10.6** should be a subset of **A10.3**.

3.54. **Data item A10.5** refers to the number of web hits/unique page views.

3.55. Ofgem may also use qualitative techniques to monitor the quality of energy efficiency advice provided, in particular for vulnerable customers.

4. Appendices

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2	Quarterly monitoring data
3	Annual monitoring data
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Appendix 1

Standard Licence Condition (SLC) 32- Reporting on Performance

Condition 32: Reporting on performance (*applicable to both electricity and gas*)

- 32.1 The licensee must provide the Authority and Citizens Advice and Citizens Advice Scotland with information specified by the Authority relating to matters that it reasonably considers are relevant to the licensee's dealings with its Domestic Customers.
- 32.2 The information referred to in paragraph 32.1 may, in particular, include information about:
- (a) the number of the licensee's Domestic Customers using each method of payment for Charges for the Supply of Electricity;
 - (b) failures by the licensee's Domestic Customers to pay Charges for the Supply of Electricity by the date on which the payment was due;
 - (c) Disconnections carried out by the licensee;
 - (d) the provision by the licensee of energy efficiency information; and
 - (e) the services offered by the licensee to Domestic Customers on its Priority Services Register and the number of Domestic Customers who are listed on that register.
- 32.3 The information provided by the licensee under paragraph 32.1 must be in the form of a statistical record having such content and being presented in such a format and at such intervals of time as the Authority may from time to time direct following consultation with the licensee and Citizens Advice and Citizens Advice Scotland.

Appendix 2

Quarterly monitoring data

N – denotes a National breakdown is required

S – denotes the field that should be a calculation based on previously submitted figures.

		1	Number of customers on each payment scheme (all domestic customers)
	N	Q1.1	Monthly direct debit.
	N	Q1.2	Prepayment meter (PPM).
	N	Q1.3	Standard credit – Quarterly (cash or cheque).
	N	Q1.4	Fuel Direct.
	N	Q1.5	Budgeting payment schemes (for example: weekly/fortnightly/twice monthly payment schemes and flexible payment schemes).
	N	Q1.6	Other (for example: monthly standing order/ monthly payment scheme (cash or cheque)/quarterly variable or fixed direct debit or social tariffs).
S	N	Q1.7	Total number of domestic customers this should be the sum of Q1.1-Q1.6 .

		2	Domestic debt (all customers)
	N	Q2.1	Number of customers repaying a debt on a debt repayment arrangement at the end of this reporting period. (This includes non PPM customers on payment arrangements extending beyond 91 days/13 weeks and all PPM customers with a debt). Please refer to the accompanying guidance for further information on the definition.
		Q2.2	Number of customers with debt over £100 carried forward from previous bill, at the end of this reporting period.
		Q2.3	Number of customers with debt over £300 carried forward from previous bill, at the end of this reporting period.
		Q2.4	Number of customers with debt over £600 carried forward from previous bill, at the end of this reporting period.
		Q2.5	Average debt per customer repaying a debt through a debt repayment arrangement (total amount owed by customers in 2.1/number of customers in 2.1) - using 'take-on debt' (i.e. debt that the customer took on when starting their debt repayment arrangement).
		Q2.6	The number of customers in arrears who have a debt of: below £100; £100 and over, but below £300; £300 and over, but below £600; £600 and over, but below £900; and over £900.
		Q2.7	Average debt per customer repaying a debt through a debt repayment arrangement (total amount owed by customers in 2.1/number of customers in 2.1) - using 'snapshot' of debt as at the end of the reporting period (i.e. outstanding debt that the customer remains owing on their debt repayment arrangement, excluding debt incurred for subsequent consumption since the start of the payment plan).
		Q2.8	Average weekly debt repayment for all customers currently repaying a debt via a credit payment method.
	N	Q2.9	Number of customers in arrears who are not yet on a debt repayment arrangement at the end of this reporting period. Please refer to the accompanying guidance for further information on the definition.

	Q2.10	Average debt per customer in arrears who are not yet on a debt repayment arrangement (total amount owed by customers in Q2.10 /number of customers in Q2.10).
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	3	Domestic debt repayment arrangements (non PPM customers)
	Q3.1	Number of customers entering into a debt repayment arrangement (extending beyond 91 days) in this reporting period.
	Q3.2	Average (mean) weekly amount towards debt (for debt repayment arrangements, extending beyond 91 days, entered into in this reporting period - i.e. those customers in Q3.1).
	Q3.3	Average (mean) number of weeks to recover debt, for debt repayment arrangements extending beyond 91 days, entered into in this reporting period – i.e. those customers in Q3.1 .
	Q3.4	Number of customers entering into a debt repayment arrangement of £0.01 - £2.99 per week in this reporting period.
	Q3.5	Average (mean) number of weeks customers entering into a debt repayment arrangement of £0.01 - £2.99 per week in this reporting period are being allowed to repay their debt.
	Q3.6	Number of failed arrangements on a debt repayment arrangement of £0.01 - £2.99 per week in this reporting period.
	Q3.7	Number of customers entering into a debt repayment arrangement £3.00 - £5.99 per week in this reporting period.
	Q3.8	Average (mean) number of weeks customers entering into a debt repayment arrangement of £3.00 - £5.99 per week in this reporting period are being allowed to repay their debt.
	Q3.9	Number of failed arrangements on a debt repayment arrangement of £3.00 - £5.99 per week in this reporting period.
	Q3.10	Number of customers entering into a debt repayment arrangement of £6.00 - £8.99 per week in this reporting period.
	Q3.11	Average (mean) number of weeks customers entering into a debt repayment arrangement of £6.00 - £8.99 per week in this reporting period are being allowed to repay their debt.
	Q3.12	Number of failed arrangements on a debt repayment arrangement of £6.00 - £8.99 per week in this reporting period.
	Q3.13	Number of customers entering into a debt repayment arrangement of £9.00 - £11.99 per week in this reporting period.
	Q3.14	Average (mean) number of weeks customers entering into a debt repayment arrangement of £9.00 - £11.99 per week in this reporting period are being allowed to repay their debt.
	Q3.15	Number of failed arrangements on a debt repayment arrangement of £9.00 - £11.99 per week in this reporting period.
	Q3.16	Number of customers entering into a debt repayment arrangement of £12.00 - £14.99 per week in this reporting period.
	Q3.17	Average (mean) number of weeks customers entering into a debt repayment arrangement of £12.00 - £14.99 per week in this reporting period are being allowed to repay their debt.
	Q3.18	Number of failed arrangements on a debt repayment arrangement of £12.00 - £14.99 per week in this reporting period.
	Q3.19	Number of customers entering into a debt repayment arrangement of £15-£17.99 per week in this reporting period.
	Q3.20	Average (mean) number of weeks customers entering into a debt repayment arrangement of £15-£17.99 per week in this reporting period are being allowed to repay their debt.
	Q3.21	Number of failed arrangements on a debt repayment arrangement of £15-17.99 per week in this reporting period.

		3	Domestic debt repayment arrangements (non PPM customers)
		Q3.22	Number of customers entering into a debt repayment arrangement of £18.00 - £20.99 per week in this reporting period.
		Q3.23	Average (mean) number of weeks customers entering into a debt repayment arrangement of £18.00 - £20.99 per week in this reporting period are being allowed to repay their debt.
		Q3.24	Number of failed arrangements on a debt repayment arrangement of £18.00 - £20.99 per week in this reporting period.
		Q3.25	Number of customers entering into a debt repayment arrangement of >£21 per week in this reporting period.
		Q3.26	Average (mean) number of weeks customers entering into a debt repayment arrangement of >£21 per week in this reporting period are being allowed to repay their debt.
		Q3.27	Number of failed arrangements on a debt repayment arrangement of >£21 per week in this reporting period.
			For items 3.4 – 3.27 , suppliers should provide data separately for each of the following payment methods: direct debit, budget payment schemes, Fuel Direct and 'other'(as per the definitions in Section 1).

		4	Domestic debt repayment arrangements (PPM customers)
	N	Q4.1	Number of PPM customers with their PPMs set to collect payments towards a debt at the end of this reporting period.
	S	Q4.2	Number of PPM customers not in debt – this should equal Q1.2 minus Q4.1.
		Q4.3	Number of PPMs installed in this reporting period.
		Q4.4	Number of PPMs installed in this reporting period to recover debt.
	S	Q4.5	Number of PPMs installed in this reporting period not for debt – this should be calculated as Q4.3 minus Q4.4
	N	Q4.6	Average (mean) weekly amount towards debt for the PPMs installed in this reporting period.
	N	Q4.7	Average (mean) number of weeks to recover debt for the PPMs installed in this reporting period.
		Q4.8	Number of customers entering into a debt repayment arrangement of £0.01 - £2.99 per week in this reporting period.
		Q4.9	Average (mean) number of weeks customers entering into a weekly payment agreement of £0.01 - £2.99 per week in this quarter are being allowed to repay their debt.
		Q4.10	Number of customers entering into debt repayment arrangement of £3.00 - £5.99 in this reporting period.
		Q4.11	Average (mean) number of weeks customers entering into debt repayment arrangement of £3.00 - £5.99 per week in this quarter are being allowed to repay their debt.
		Q4.12	Number of customers entering into debt repayment arrangement of £6.00 - £8.99 in this reporting period.
		Q4.13	Average (mean) number of weeks customers entering into debt repayment arrangement of £6.00 - £8.99 per week in this quarter are being allowed to repay their debt.
		Q4.14	Number of customers entering into debt repayment arrangement of £9.00 - £11.99 in this reporting period.
		Q4.15	Average (mean) number of weeks customers entering into debt repayment arrangement of £9.00 - £11.99 per week in this quarter are being allowed to repay their debt.
		Q4.16	Number of customers entering into debt repayment arrangement of £12.00 - £14.99 per week in this reporting period.
		Q4.17	Average (mean) number of weeks customers entering into debt repayment arrangement of £12.00 - £14.99 per week in this quarter are being allowed to repay their debt.

		Q4.18	Number of customers entering into debt repayment arrangement of £15-17.99 (per week) in this reporting period.
		Q4.19	Average (mean) number of weeks customers entering into debt repayment arrangement of £15-17.99 per week in this quarter are being allowed to repay their debt.
		Q4.20	Number of customers entering into debt repayment arrangement of £18-20.99 (per week) in this reporting period.
		Q4.21	Average (mean) number of weeks customers entering into debt repayment arrangement of £18-20.99 per week in this quarter are being allowed to repay their debt.
		Q4.22	Number of customers entering into debt repayment arrangement of >£21 (per week) in this reporting period.
		Q4.23	Average (mean) number of weeks customers entering into debt repayment arrangement of >£21 per week in this quarter are being allowed to repay their debt.
	N	Q4.24	Number of PPMs installed with a blanking disc inserted on a warrant visit in this reporting period.

		5	Debt Assignment Protocol
			We will no longer collect data on the DAP on a quarterly basis. This section is retained to preserve numbering.

		6	Disconnections/de-energisations for debt
	N	Q6.1	Number of customers disconnected in this reporting period for non-payment of debt.
		Q6.2	Of those disconnected and reconnected in this reporting period, the average period (days) of disconnection.

		7	Disconnections/de-energisations in error
		Q7.1	Number of customers disconnected in error in this reporting period.
		Q7.2	Average period of time customers disconnected in error in this reporting period were without supply.
		Q7.3	Total amount of compensation paid to customers disconnected in error (those reported in 5.11) in this reporting period.
		Q7.4	Average amount of compensation paid to customers disconnected in error in this reporting period.
		Q7.5	A list of reasons for those customers disconnected in error in this reporting period.

		8	Smart meters
	N	Q8.1	Total number of smart meter customers at the end of this reporting period.
	N	Q8.2	Number of smart meter customers on prepayment at the end of this reporting period.
	N	Q8.3	Number of smart meter customers on credit at the end of this reporting period.
		Q8.4	Number of smart meter customers remotely switched from credit to PPM repaying a debt in this reporting period.
		Q8.5	Number of smart meter customers remotely switched from credit to PPM not repaying a debt, in this reporting period.
		Q8.6	Number of smart meter customers remotely switched from PPM to credit in this reporting period.
		Q8.7	Number of customers with smart meters disconnected in this reporting period.
		Q8.8	Number of customers with smart meters disconnected for non-payment of debt in this reporting period (subset of Q8.7).
		Q8.9	Number of customers with smart meters disconnected in error in this reporting period (subset of Q8.7).
		Q8.10	Number of customers with smart meters disconnected remotely in this reporting period (subset of Q8.7).

		Q8.11	Number of customers with smart meters subject to load limiting in this reporting period.
		Q8.12	Number of customers with smart meters subject to credit limiting in this reporting period.

Appendix 3

Annual monitoring data

N – denotes a National breakdown is required

S – denotes the field that should be a calculation based on previously submitted figures.

C – denotes commentary is required if the data field contains a number where the value is 1 or more

		1	Number of customers on each payment scheme (all domestic customers)
S	N	A1.1	Monthly direct debit - sum of quarterly returns.
S	N	A1.2	Prepayment meter (PPM) - sum of quarterly returns.
S	N	A1.3	Standard credit – Quarterly (cash or cheque) - sum of quarterly returns.
S	N	A1.4	Fuel Direct - sum of quarterly returns.
S	N	A1.5	Budgeting payment schemes (For example: weekly/fortnightly/twice monthly payment schemes and flexible payment schemes) - sum of quarterly returns.
S	N	A1.6	Other (for example: monthly standing order/monthly payment scheme (cash or cheque)/quarterly variable or fixed direct debit and social tariffs) - sum of quarterly returns.
S	N	A1.7	Total number of domestic customers - sum of quarterly returns.

		2	Domestic debt (all customers)
S	N	A2.1	Number of customers repaying a debt on a debt repayment arrangement (includes non PPM customers on payment arrangements extending beyond 91 days/13 weeks and all PPM customers with a debt) at the end of this reporting period - sum of quarterly returns. Please refer to the accompanying guidance for further information on the definition.
S		A2.2	Average debt per customer repaying a debt through a debt repayment arrangement (total amount owed by customers in 2.1/number of customers in 2.1) - using 'take-on debt' (i.e. debt that the customer took on when starting their debt repayment arrangement).
S		A2.3	The number of customers in arrears who have a debt of: below £100; £100 and over, but below £300; £300 and over, but below £600; £600 and over, but below £900; and over £900.
S		A2.4	Average debt per customer repaying a debt through a debt repayment arrangement (total amount owed by customers in 2.1/number of customers in 2.1) - using 'snapshot' of debt as at the end of the reporting period (i.e. outstanding debt that the customer remains owing on their debt repayment arrangement, excluding debt incurred for subsequent consumption since the start of the payment plan).
S		A2.5	Average weekly debt repayment for all customers currently repaying a debt via a credit payment method.
	N	A2.6	Number of customers in arrears who are not yet on a debt repayment arrangement at the end of this reporting period. Please refer to the accompanying guidance for further information on the definition.
		A2.7	Average debt per customer in arrears who are not yet on a debt repayment arrangement (total amount owed by customers in 2.6/number of customers in 2.6).

		3	Domestic debt repayment arrangements (non PPM customers)
S	N	A3.1	Total number of customers entering into a debt repayment arrangement (extending beyond 91 days) in this reporting period sum of quarterly returns.

	N	A3.2	Average weekly amount towards debt (for debt repayment arrangements extending beyond 91 days entered into in this reporting period).
	N	A3.3	Average number of weeks to recover debt (for debt repayment arrangements extending beyond 91 days entered into in this reporting period).
		A3.4	Number of customers entering into a debt repayment arrangement of £0.01 - £2.99 per week in this reporting period.
		A3.5	Average (mean) number of weeks customers entering into a debt repayment arrangement of £0.01 - £2.99 per week in this reporting period are being allowed to repay their debt.
		A3.6	Number of failed arrangements on a debt repayment arrangement of £0.01 - £2.99 per week in this reporting period.
		A3.7	Number of customers entering into a debt repayment arrangement of £3.00 - £5.99 per week in this reporting period.
		A3.8	Average (mean) number of weeks customers entering into a debt repayment arrangement of £3.00 - £5.99 per week in this reporting period are being allowed to repay their debt.
		A3.9	Number of failed arrangements on a debt repayment arrangement of £3.00 - £5.99 per week in this reporting period.
		A3.10	Number of customers entering into a debt repayment arrangement of £6.00 - £8.99 per week in this reporting period.
		A3.11	Average (mean) number of weeks customers entering into a debt repayment arrangement of £6.00 - £8.99 per week in this reporting period are being allowed to repay their debt.
		A3.12	Number of failed arrangements on a debt repayment arrangement of £6.00 - £8.99 per week in this reporting period.
		A3.13	Number of customers entering into a debt repayment arrangement of £9.00 - £11.99 per week in this reporting period.
		A3.14	Average (mean) number of weeks customers entering into a debt repayment arrangement of £9.00 - £11.99 per week in this reporting period are being allowed to repay their debt.
		A3.15	Number of failed arrangements on a debt repayment arrangement of £9.00 - £11.99 per week in this reporting period.
		A3.16	Number of customers entering into a debt repayment arrangement of £12.00 - £14.99 per week in this reporting period.
		A3.17	Average (mean) number of weeks customers entering into a debt repayment arrangement of £12.00 - £14.99 per week in this reporting period are being allowed to repay their debt.
		A3.18	Number of failed arrangements on a debt repayment arrangement of £12.00 - £14.99 per week in this reporting period.
		A3.19	Number of customers entering into a debt repayment arrangement of £15 - £17.99 per week in this reporting period.
		A3.20	Average (mean) number of weeks customers entering into a debt repayment arrangement of £15 - £17.99 per week in this reporting period are being allowed to repay their debt.
		A3.21	Number of failed arrangements on a debt repayment arrangement of £15 - £17.99 per week in this reporting period.
		A3.22	Number of customers entering into a debt repayment arrangement of £18 - £20.99 per week in this reporting period.
		A3.23	Average (mean) number of weeks customers entering into a debt repayment arrangement of £18 - £20.99 per week in this reporting period are being allowed to repay their debt.
		A3.24	Number of failed arrangements on a debt repayment arrangement of £18 - £20.99 per week in this reporting period.
		A3.25	Number of customers entering into a debt repayment arrangement of >£21 per week in this reporting period.

		A3.26	Average (mean) number of weeks customers entering into a debt repayment arrangement of >£21 per week in this reporting period are being allowed to repay their debt.
		A3.27	Number of failed arrangements on a debt repayment arrangement of >£21per week in this reporting period.
			For items A3.1, A3.4, A3.6, A3.7, A3.9, A3.10, A3.12, A3.13, A3.15, A3.16, A3.18, A3.19, A3.21, A3.22, A3.24, A3.25 and A3.27 these should be the sum of quarterly returns.
			For items 3.4 – 3.27, suppliers should provide data separately for each of the following payment methods: direct debit, budget payment schemes, Fuel Direct and 'other' (as per the definitions in Section 1).

		4	Domestic debt repayment arrangements (PPM customers)
S	N	A4.1	Number of PPM customers with their PPMs set to collect payments towards a debt at the end of this reporting period (sum of quarterly return).
S		A4.2	Number of PPM customers not in debt – this should be equal to A1.2 minus A4.1.
S		A4.3	Total number of PPMs installed in this reporting period sum of quarterly returns.
S		A4.4	Total number of PPMs installed in this reporting period to recover debt - sum of quarterly returns.
S		A4.5	Total number of PPMs installed in this reporting period not for debt – calculated from A4.3 minus A4.4.
		A4.6	Average weekly amount towards debt for PPMs installed in this reporting period (subset of A4.4).
		A4.7	Average number of weeks to recover debt for PPMs installed in this reporting period.
		A4.8	Number of customers entering into a debt repayment arrangement of £0.01 - £2.99 per week in this reporting period.
		A4.9	Average (mean) number of weeks customers entering into a debt repayment arrangement of £0.01 - £2.99 per week in this reporting period are being allowed to repay their debt.
		A4.10	Number of customers entering into a debt repayment arrangement of £3.00 - £5.99 per week in this reporting period.
		A4.11	Average (mean) number of weeks customers entering into a debt repayment arrangement of £3.00 - £5.99 per week in this reporting period are being allowed to repay their debt.
		A4.12	Number of customers entering into a debt repayment arrangement of £6.00 - £8.99 per week in this reporting period.
		A4.13	Average (mean) number of weeks customers entering into a debt repayment arrangement of £6.00 - £8.99 per week in this reporting period are being allowed to repay their debt.
		A4.14	Number of customers entering into a debt repayment arrangement of £9.00 - £11.99 per week in this reporting period.
		A4.15	Average (mean) number of weeks customers entering into a debt repayment arrangement of £9.00 - £11.99 per week in this reporting period are being allowed to repay their debt.
		A4.16	Number of customers entering into a weekly payment agreement of £12.00 - £14.99 per week in this reporting period.
		A4.17	Average (mean) number of weeks customers entering into a debt repayment arrangement of £12.00 - £14.99 per week in this reporting period are being allowed to repay their debt.
		A4.18	Number of customers entering into a debt repayment arrangement of £15-£17.99 per week in this reporting period.

		A4.19	Average (mean) number of weeks customers entering into a debt repayment arrangement of £15-17.99 per week in this reporting period are being allowed to repay their debt.
		A4.20	Number of customers entering into a debt repayment arrangement of £18-£20.99 per week in this reporting period.
		A4.21	Average (mean) number of weeks customers entering into a debt repayment arrangement of £18-20.99 per week in this reporting period are being allowed to repay their debt.
		A4.22	Number of customers entering into a debt repayment arrangement of >£21 per week in this reporting period.
		A4.23	Average (mean) number of weeks customers entering into a debt repayment arrangement of >£21 per week in this reporting period are being allowed to repay their debt.
	N	A4.24	Number of PPMs installed with a blanking disc inserted at warrant in this reporting period.
		A4.25	Average length of time between installing a PPM under warrant with a blanking disc and removing the blanking disc.
	N	A4.26	Number of PPMs installed for non-payment of debt on a warrant visit in this reporting period.
	N	A4.27	Average debt held at beginning of warrant process, for those who have a PPM installed under warrant.
	N	A4.28	Total number of customers changing from PPM to credit terms in this reporting period.
	N	A4.29	Total number of requests to change from PPM to credit meter - from customers without a debt – that have been refused in this reporting period.
		A4.30	The percentage of meters which use tokens, smart cards, keys etc. as at the end of this reporting period. Please specify by meter type.
		A4.31	Total number of customers on IGT sites as at the end of this reporting period.
		A4.32	Number of PPMs installed on IGT network sites in this reporting period.
		A4.33	Number of PPMs for debt installed on IGT network sites in this reporting period (subset of A4.3).

		5	Debt Assignment Protocol
		A5.1	Number of unique Supply Point Objections (SPOs)/Notices of Objection (NOOs) issued against indebted PPM accounts in this reporting period, according to debt level bandings (\leq £500, $>$ £500, and Total). The data item should be reported by losing supplier. The number of unique SPOs/NOOs should be derived from the total number of SPOs/NOOs issued against indebted PPM accounts during the reporting period minus the number of accounts against which a SPO/NOO has already been issued during the reporting period.
		A5.2	Number of G/D0307 records sent in this reporting period, where debt level is \leq £500. The data should be broken down into the following categories: "Complex Debt", "Not Complex Debt" and "Total", using the Complex Debt indicator available in the G/D0307 flow. The data item should be reported by losing supplier.
		A5.3	Total number of G/D0309 records sent in this reporting period, where debt level is \leq £500. The data item should be reported by losing supplier.
		A5.4	The number of customers who started the DAP process, but successfully switched supplier outside of the DAP process.

		6	Disconnections/de-energisations for debt
S	N	A6.1	Total number of customers disconnected in this reporting period (year) for non-payment of debt - sum of quarterly returns .
		A6.2	The number of smart meter customers in PPM mode where the customer lost supply following a failed top-up of their meter.
	N	A6.3	The number of smart meter customers who self-disconnected at least once during the reporting period, and where the longest period of self-disconnection was less

		6	Disconnections/de-energisations for debt
			than an hour; up to 3 hours; up to 7 hours; up to 12 hours; up to one day (24 Hours); More than one day, but under 3 days; more than three days, but under seven days; more than seven days, but under 28 days; or 28 days or longer.

		7	Disconnections/de-energisations for error and where there is theft
		A7.1	Number of customers disconnected in error in this reporting period.
		A7.2	Number of customers disconnected for theft in this reporting period.

		8	Smart meters
S	N	A8.1	Total number of smart meter customers at the end of this reporting period.
S	N	A8.2	Number of smart meter customers on prepayment at the end of this reporting period.
S	N	A8.3	Number of smart meter customers on credit at the end of this reporting period.
S		A8.4	Number of smart meter customers remotely switched from credit to PPM repaying a debt in this reporting period.
S		A8.5	Number of smart meter customers remotely switched from credit to PPM not repaying a debt in this reporting period.
S		A8.6	Number of smart meter customers remotely switched from PPM to credit in this reporting period.
		A8.7	The number of smart meter customers in PPM mode where the top-up of the meter failed.
		A8.8	Supplier offering emergency credit to any customers at the end of this reporting period (Yes - Fixed amount / Yes - Flexible amount / No).
		A8.9	If offered fixed emergency credit, amount offered.
		A8.10	If offered flexible emergency credit, specify options or range (if any restrictions).
C		A8.11	Do all customers have the same choice of emergency credit arrangements (Yes/No, if No provide rationale).
C		A8.12	Supplier offering friendly credit hours at the end of this reporting period (Yes – fixed times/days, Yes – Flexible times/days / No).
		A8.13	If supplier offered fixed friendly credit hours, specify available options (tick all options that apply).
C		A8.14	If supplier offered flexible friendly credit hours, specify available options.
C		A8.15	Do all customers have the same choice over friendly credit arrangements (Yes/No, if No provide details).
		A8.16	Supplier offering smart prepayment functionalities at the end of this reporting period (tick all options that apply).
		A8.17	If supplier offered low credit alerts, specify which channels you offered them through (tick all options that apply).
		A8.18	If supplier offered high consumption alerts, specify which channels you offered them through (tick all options that apply).
		A8.19	Select the top up channels that were offered (tick all options that apply).
		A8.20	For each top up channel offered, specify the minimum top up amount.
		A8.21	For each top up channel offered, specify the maximum top up amount.
		A8.22	For each top up channel offered, provide the total number of smart prepayment customers top ups received in this reporting period.

		9	Registered services, services provided on request and Fuel Direct
	N	A9.1	Number of customers on Priority Services Register at the end of this reporting period.
		A9.2	Number registered for receiving talking bills at the end of this reporting period.
		A9.3	Number of customers for whom 'Minimum Details' have been shared through the 'Relevant Industry Mechanisms' in this reporting period.
		A9.4	Number of customers refusing to have this data shared in this reporting period.

		A9.5	Number registered to receive bills in Braille/large print at the end of this reporting period.
		A9.6	Number registered for password schemes at the end of this reporting period.
		A9.7	Number registered for third party billing/bill re-direction at the end of this reporting period.
		A9.8	Number registered for quarterly reads at the end of this reporting period.
		A9.9	Number of prepayment meters repositioned at the customer's request, free of charge, in this reporting period.
C		A9.10	The number of eligible customers refused a prepayment meter repositioning free of charge in this reporting period – provide reasons why in the commentary section.
		A9.11	Number of customers that used minicom/textphone service in this reporting period.
	N	A9.12	Number of eligible customers provided with a free gas safety check in this reporting period – GAS ONLY.
C		A9.13	The number of eligible customers refused a free gas safety check in this reporting period – provide reasons why in the commentary section – GAS ONLY.
	N	A9.14	Number of customers who have paid for and been provided with a gas safety check in this reporting period - GAS ONLY.
		A9.15	Number of customers on Fuel Direct who no longer have a debt at the end of this reporting period.

		10	Energy efficiency
	N	A10.1	Number of customers (all) who have contacted the specialist energy efficiency advice line and been given specialist energy efficiency advice in reducing energy bills through energy efficiency in this reporting period.
		A10.2	The number of customers who contacted a specialist energy efficiency advice line who were repaying a debt or in arrears to their supplier.
	N	A10.3	Number of customers (all) proactively provided with information on how they can reduce their energy consumption (including letters, text message and emails sent, as well as outbound calls but excluding calls taken) in this reporting period.
		A10.4	The number of customers who are in arrears or repaying a debt at the end of the reporting period, who were proactively provided with information on how they can reduce their energy consumption during the period that they were in arrears or repaying a debt.
		A10.5	Number of web hits on dedicated energy efficiency webpages in this reporting period.
C			<i>Sub-question:</i> suppliers are asked to provide brief qualitative information on what they have on their website, (e.g. links to the dedicated webpages included in this reporting).
		A10.6	Number of customers in arrears who are not yet on a debt repayment arrangement (as defined and reported under A2.6) proactively provided with information on how they can reduce their energy consumption.

Appendix 4

Postcode Areas

1.1. List of relevant postcodes for Scotland and Wales.

WALES	
Area	Area name
CF	Cardiff
CH4 0, 8 & 9, CH5, CH6, CH7, CH8	Chester
LD	Llandrindod Wells
LL	Llandudno
NP	Newport
SA	Swansea
SY10, SY15 to SY25	Shrewsbury
SCOTLAND	
Area	Area name
AB	Aberdeen
DD	Dundee
DG	Dumfries
EH	Edinburgh
FK	Falkirk
G	Glasgow
HS	Outer Hebrides
IV	Inverness
KA	Kilmarnock
KW	Kirkwall
KY	Kirkcaldy
ML	Motherwell
PA	Paisley
PH	Perth
TD (all except TD15 1 & TD15 2)	Galashiels
ZE	Lerwick