

Ofgem indicators publication timetable

October - December 2020

Updated 24/09/2020

Ofgem is a leading provider of independent, impartial and authoritative data on the energy market and its performance for consumers.

We regularly publish and update data on how the retail and wholesale markets are working on our [Data Portal](#).

Ofgem's energy indicators publication timetable for 01 October 2020 – 31 December 2020 is provided below.

- Going forward, the timetable will be updated quarterly, or more frequently if publication dates need to be revised.
- The next scheduled timetable update will be by 17 December and will cover 01 January 2021 – 31 March 2021.
- The timetable may be amended to include new charts or remove those that are no longer being produced.

All indicators will be published on the [Data Portal](#) on the Ofgem website by 10:30am on the day of the release.

For further enquiries please email chief.economist@ofgem.gov.uk.

October 2020

Publication date	Indicator (update frequency)
01/10/2020	Wholesale Market Indicators (monthly) 1) Gas prices - day ahead contracts 2) Electricity prices - day ahead baseload contracts
01/10/2020	Retail Market Indicators (bi-annual) 1) Breakdown of the prepayment price cap (GBP £) 2) Breakdown of the default tariff price cap (GBP £)
29/10/2020	Retail Market Indicators (monthly) 1) Comparison of retail prices (SVT and cheapest tariff) 2) Cheapest tariffs by payment method 3) Number of customers switching by fuel type 4) Prepayment price cap and prices since January 2016 (GB)
29/10/2020	Retail Market Indicators (quarterly) 1) Number of active suppliers by fuel type 2) Supplier entries and exits in the domestic energy retail market (GB) 3) Gas supply market shares 4) Electricity supply market shares 5) Large suppliers: Internal and external switching rate by fuel type¹ 6) Average SVT and cheapest tariff prices by supplier
29/10/2020	Wholesale Market Indicators (quarterly) 1) Electricity generation mix by quarter and fuel source (GB) 2) Gas bid-offer spreads by contract type (GB) 3) Electricity bid-offer spreads by contract type (GB) 4) Gas trading volumes and monthly churn ratio by platform (GB) 5) Electricity trading volumes and churn ratio by month and platform (GB) 6) Spark and dark spreads (GB) 7) Gas summer-winter spreads at the National Balancing Point (GB) 8) Price volatility of gas and electricity by month: Day-ahead contracts (GB) 9) Gas demand and supply source by month (GB)

November 2020

Publication date	Indicator (update frequency)
05/11/2020	Wholesale Market Indicators (monthly) 1) Gas prices - day ahead contracts 2) Electricity prices - day ahead baseload contracts

¹ Due to the current lack of available data on internal switching, we have paused the publication of this indicator. We intend to resume it as soon as possible and apologise for any inconvenience this may cause.

Publication date	Indicator (update frequency)
26/11/2020	<p><u>Retail Market Indicators (monthly)</u></p> <ol style="list-style-type: none"> 1) Comparison of retail prices (SVT and cheapest tariff) 2) Cheapest tariffs by payment method 3) Number of customers switching by fuel type 4) Prepayment price cap and prices since January 2016 (GB)
26/11/2020	<p><u>Complaints (quarterly)</u></p> <ol style="list-style-type: none"> 1) Complaints received by all suppliers per 100,000 customer accounts (GB) 2) Complaints received by the six large suppliers per 100,000 customer accounts 3) Complaints received by medium-sized suppliers per 100,000 customer accounts 4) Complaints received by small-sized suppliers per 10,000 customer accounts (A-E) 5) Complaints received by small-sized suppliers per 10,000 customer accounts (F-H) 6) Complaints received by small-sized suppliers per 10,000 customer accounts (I-R) 7) Complaints received by small-sized suppliers per 10,000 customer accounts (S-Z) 8) Complaints resolved by the six large suppliers by end of next working day (%) 9) Complaints resolved by the six large suppliers within eight weeks (%) 10) Complaints resolved by medium-sized suppliers by end of next working day (%) 11) Complaints resolved by medium-sized suppliers within eight weeks (%) 12) Complaints resolved by small-sized suppliers by end of next working day (%) (A-E) 13) Complaints resolved by small-sized suppliers by end of next working day (%) (F-H) 14) Complaints resolved by small-sized suppliers by end of next working day (%) (I-R) 15) Complaints resolved by small-sized suppliers by end of next working day (%) (S-Z) 16) Complaints resolved by small-sized suppliers within eight weeks (%) (A-E) 17) Complaints resolved by small-sized suppliers within eight weeks (%) (F-H) 18) Complaints resolved by small-sized suppliers within eight weeks (%) (I-R) 19) Complaints resolved by small-sized suppliers within eight weeks (%) (S-Z) <p><u>Customer Service Indicators (quarterly)</u></p> <ol style="list-style-type: none"> 1) Customer satisfaction: Overall customer service (GB)

Publication date	Indicator (update frequency)
	2) Customer satisfaction: Billing (GB) 3) Customer satisfaction: Switching process (GB) 4) Customer satisfaction: Ease of contacting supplier (GB)

December 2020

Publication date	Indicator (update frequency)
03/12/2020	Wholesale Market Indicators (monthly) 1) Gas prices - day ahead contracts 2) Electricity prices - day ahead baseload contracts
By 17/12/2020	Retail Market Indicators (monthly) 1) Comparison of retail prices (SVT and cheapest tariff) 2) Cheapest tariffs by payment method 3) Number of customers switching by fuel type 4) Prepayment price cap and prices since January 2016 (GB)