

Open letter to stakeholders  
Sent via email to all suppliers,  
Citizens Advice, Citizens Advice  
Scotland, Energy UK.

Email: [SORHelpdesk@ofgem.gov.uk](mailto:SORHelpdesk@ofgem.gov.uk)

Date: 11 November 2020

## **Consultation on proposal to defer the introduction of new questions for Social Obligations Reporting.**

Dear stakeholder,

On 19 August 2019 we published new guidance, following consultation, to amend the questions asked under Standard Licence Condition (SLC) 32 of the gas and electricity supply licences (see links below), referred to as Social Obligations Reporting (SOR).<sup>1</sup> The new guidance<sup>2</sup> was due to come into force in 2021 with the first reporting under that guidance due on 28 April 2021.

The changes that were due to come into effect would have had four main impacts:

- 1) Adjustment of the categories of data collected in relation to debt.
- 2) Additional questions in relation to self-disconnection.
- 3) Removal of a number of questions and reduction of the number of indicators collected quarterly.
- 4) Increase in the number of indicators which we collect for England, Scotland and Wales.

We are now consulting with stakeholders on a proposal to defer the introduction of these planned new questions and categories until 2022, with the first reporting under the revised

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<sup>1</sup> See: <https://www.ofgem.gov.uk/publications-and-updates/consultation-revisions-social-obligations-reporting>

<sup>2</sup> See: [https://www.ofgem.gov.uk/system/files/docs/2019/09/sor\\_guidance\\_decision\\_v2.pdf](https://www.ofgem.gov.uk/system/files/docs/2019/09/sor_guidance_decision_v2.pdf)

guidance due on 28 April 2022. We wish to emphasise Ofgem's commitment to the collection and use of this data, and we will look to use this more detailed information as soon as practical, therefore if any suppliers elect to provide this earlier we will welcome the information.

We are making this proposal, primarily, to reduce the burden on suppliers in light of the additional demands already placed on suppliers due to the COVID-19 outbreak.

We also acknowledge that suppliers are currently providing some of the detail that would have been required in relation to self-disconnection through their reporting on our 'Request For Information in relation to COVID-19'.

In addition we propose that suppliers who wish to would be permitted to submit a nil / zero return for any of the questions which we had planned to remove, or where we had asked for submissions with reduced frequency, from Q1 2021.

We believe this approach is proportionate in the circumstances and will be broadly welcomed by suppliers.

We will continue to review the data we need to monitor suppliers performance and will consult in advance of any further changes to the SOR, if necessary, during 2021.

We are therefore seeking stakeholders' views on the following two questions:

- 1) Do you agree with our proposal to defer the revisions to SOR to 2022?
- 2) Do you agree with our proposal to allow suppliers to submit a nil / zero return for the questions that would otherwise have been removed from the SOR question set?

If, following careful consideration of all relevant factors (including representations received), we decide to proceed with proposals to defer the revisions to SOR then we would intend to:

- 1) Revoke the direction which we previously issued in this matter dated 26 August 2019 (due to come into effect on 1 January 2021 – links in footnotes 1 & 2).
- 2) Issue a new direction which reflects updated compliance timescales (Draft at Annex 2).

- 3) Revoke the previously-issued guidance document, *Guidance on monitoring suppliers' performance in relation to domestic customers* dated 26 August 2019 (which was due to come into effect on 1 January 2021 – link in footnote 2) and issue new guidance which reflects updated compliance timescales (Draft at Annex 3).

This would have the effect of leaving existing direction and guidance<sup>3</sup> for a further year.

We want to hear from anyone with an interest in this consultation and would be grateful for responses by 5pm on 11/12/2020. Please send responses to [SORHelpdesk@ofgem.gov.uk](mailto:SORHelpdesk@ofgem.gov.uk).

We will publish the non-confidential responses we receive alongside a decision on next steps on our website at [Ofgem.gov.uk/consultations](https://www.ofgem.gov.uk/consultations). If you want your response – in whole or in part – to be considered confidential, please tell us in your response and explain why.

If the information you give in your response contains personal data under the General Data Protection Regulation 2016/379 (GDPR) and domestic legislation on data protection, the Gas and Electricity Markets Authority will be the data controller for the purposes of GDPR. Ofgem uses the information in responses in performing its statutory functions and in accordance with section 105 of the Utilities Act 2000. Please refer to our Privacy Notice on consultations<sup>4</sup>.

We intend to publish a decision as soon as possible after the close of this consultation and following careful consideration of all relevant factors, including representations received.

Yours sincerely,

Dr. Karen Mayor  
Deputy Director Retail Monitoring and Compliance

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<sup>3</sup> [https://www.ofgem.gov.uk/system/files/docs/2016/10/slc32\\_direction\\_and\\_sor\\_guidance\\_aug\\_2016.pdf](https://www.ofgem.gov.uk/system/files/docs/2016/10/slc32_direction_and_sor_guidance_aug_2016.pdf)

<sup>4</sup> <https://www.ofgem.gov.uk/privacy-policy>

## **Annex 1: Related Publications**

Consultation on Revisions to Social Obligations Reporting

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

Decision Document on Revisions to Social Obligations Reporting

<https://www.ofgem.gov.uk/publications-and-updates/decision-changes-social-obligation-reporting>

The current guidance on Social Obligations Reporting

[https://www.ofgem.gov.uk/system/files/docs/2016/10/slc32\\_direction\\_and\\_sor\\_guidance\\_aug\\_2016.pdf](https://www.ofgem.gov.uk/system/files/docs/2016/10/slc32_direction_and_sor_guidance_aug_2016.pdf)

Standard conditions of electricity supply licence

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

Standard conditions of gas supply licence

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

## **Annex 2: Draft Direction (with track changes highlighted for clarity)**

**To: All holders of a domestic electricity supply licence**

**DIRECTION ISSUED BY THE GAS AND ELECTRICITY MARKETS AUTHORITY  
PURSUANT TO PARAGRAPH 3 OF STANDARD LICENCE CONDITION 32 (REPORTING  
ON PERFORMANCE) OF THE ELECTRICITY SUPPLY LICENCE GRANTED OR TREATED  
AS GRANTED UNDER SECTION 6(1)(d) OF THE ELECTRICITY ACT 1989**

**AND**

**NOTICE OF REASONS FOR THE DECISION TO MAKE A DIRECTION UNDER SECTION  
49A OF THE ELECTRICITY ACT 1989**

**WHEREAS:**

Each company to whom this Direction is addressed ("the Licensee") holds an electricity supply licence granted or treated as granted under section 6(1)(d) of the Electricity Act 1989 in which Standard Licence Condition 32 (Reporting on Performance) ("SLC 32") has effect ("the Licence").

The Gas and Electricity Markets Authority ("the Authority") has the power pursuant to paragraph 3 of SLC 32 of the Licence to issue a direction to the Licensee to comply with paragraph 1 of SLC 32 by providing the information specified and presented in the format specified by the Authority in the "Guidance on monitoring suppliers' performance in relation to domestic customers".<sup>5</sup>

SLC 32 requires energy suppliers to provide information to Ofgem relevant to their dealings with domestic gas and electricity customers. Under SLC 32, suppliers are required to submit quarterly and annual data to the Authority on a variety of areas of their operation, 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.

The information is used to review suppliers' performance in relation to specific social obligations, including areas of operation where vulnerable customers may be affected. By monitoring these statistics, the Authority can identify areas of suppliers' policies and practices where improvement is needed. The Authority reports on this information publicly, through its website, on a quarterly and annual basis.

~~In early 2019, we consulted on changes to the data we collect from suppliers in connection with their social obligations. We proposed to update the suite of indicators we use to track performance and proposed changes to adjust the data we collect to streamline, clarify, and to remove detail that is less important to our understanding of vulnerability.~~

~~Respondents to this consultation broadly agreed with our proposals.~~

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<sup>5</sup> See here:

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

[The Authority will include relevant text here relating to respondent representations and the Authority's decision].

~~The Authority, having carefully considered the responses, has decided to revise the nature of the information to be submitted pursuant to SLC 32.~~

**NOW THEREFORE:**

[IF THE AUTHORITY DECIDES TO PROCEED WITH THE PROPOSALS] The Authority hereby directs that the Licensee must comply with the requirements specified in the Schedule to this Direction.

This Direction shall take effect from 1 January ~~2021~~ 2022 the new indicators should be submitted for the first time by 28 April ~~2021~~ 2022 referring to data in Q1 ~~2021~~ 2022 for quarterly data, and 28 January ~~2022-2023~~ for annual data. This Direction shall continue in effect until it is amended by the Authority in accordance with the provisions of paragraph 3 of SLC 32.

**To: All holders of a domestic gas supply licence**

**DIRECTION ISSUED BY THE GAS AND ELECTRICITY MARKETS AUTHORITY  
PURSUANT TO PARAGRAPH 3 OF STANDARD LICENCE CONDITION 32 (REPORTING  
ON PERFORMANCE) OF THE GAS SUPPLY LICENCE GRANTED OR TREATED AS  
GRANTED UNDER SECTION 7A OF THE GAS ACT 1986**

**AND**

**NOTICE OF REASONS FOR THE DECISION TO MAKE A DIRECTION UNDER SECTION  
38A OF THE GAS ACT 1986**

**WHEREAS:**

Each company to whom this Direction is addressed (“the **Licensee**”) holds a gas supply licence granted or treated as granted under section 7A of the Gas Act 1986 in which Standard Licence Condition 32 (Reporting on Performance) (“**SLC 32**”) has effect (“the **Licence**”).

The Gas and Electricity Markets Authority (“the **Authority**”) has the power pursuant to paragraph 3 of SLC 32 of the Licence to issue a direction to the licensee to comply with paragraph 1 of SLC 32 by providing the information specified and presented in the format specified by the Authority in the “Guidance on monitoring suppliers’ performance in relation to domestic customers”.<sup>6</sup>

SLC 32 requires energy suppliers to provide information to Ofgem relevant to their dealings with domestic gas customers. Under SLC 32, suppliers are required to submit quarterly and annual data to the Authority on a variety of areas of their operation, 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.

The information is used to review suppliers’ performance in relation to specific social obligations, including areas of operation where vulnerable customers may be affected. By monitoring these statistics, the Authority can identify areas of suppliers’ policies and practices where improvement is needed. The Authority reports on this information publicly, through its website, on a quarterly and annual basis.

~~In early 2019, we consulted on changes to the data we collect from suppliers in connection with their social obligations. We proposed to update the suite of indicators we use to track performance and proposed changes to adjust the data we collect to streamline, clarify, and to remove detail that is less important to our understanding of vulnerability.~~

~~Respondents to this consultation broadly agreed with our proposals.~~

~~The Authority, having carefully considered the responses, has decided to revise the nature of the information to be submitted pursuant to SLC 32.~~

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<sup>6</sup> See here:

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

[The Authority will include relevant text here relating to respondent representations and the Authority's decision].

**NOW THEREFORE:**

[IF THE AUTHORITY DECIDES TO PROCEED WITH THE PROPOSALS]The Authority hereby directs that the Licensee must comply with the requirements specified in the Schedule to this Direction.

This Direction shall take effect from 1 January ~~2021~~2022 the new indicators should be submitted for the first time by 28 April ~~2021~~ 2022 referring to data in Q1 ~~2021~~2022 for quarterly data, and 28 January ~~2022~~ 2023 for annual data. This Direction shall continue in effect until it is amended by the Authority in accordance with the provisions of paragraph 3 of SLC 32.



**Annex 3: Updated Draft Guidance (with changes to applicable dates)**

**Please note this is linked as a separate document.**

## Annex 4: Summary of Existing SOR Guidance highlighting elements where a zero response would be permitted (from Q1 2021)

Nil / Zero responses would be accepted for questions highlighted in red.

### Quarterly monitoring data

R – denotes a regional breakdown is required

G – denotes the field is generated automatically by the system

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

		<b>2</b>	<b>Domestic debt (all customers)</b>
	R	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) <b>Please refer to the accompanying guidance for further information on the definition</b>
		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' (ie debt that the customer took on when starting their debt repayment arrangement)
		Q2.6	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 (ie 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)
	R	Q2.7	Number of customers in arrears who are not yet on a debt repayment arrangement at the end of this reporting period <b>Please refer to the accompanying guidance for further information on the definition</b>
		Q2.8	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)

		<b>3</b>	<b>Domestic debt repayment arrangements (non PPM customers)</b>
		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 - ie 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 – ie 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 per week in this reporting period
		Q3.20	Average (mean) number of weeks customers entering into a debt repayment arrangement of >£15 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 per week in this reporting period

		<b>3</b>	<b>Domestic debt repayment arrangements (non PPM customers)</b>
			<b>For items 3.4 – 3.21, 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)</b>

		<b>4</b>	<b>Domestic debt repayment arrangements (PPM customers)</b>
	R	Q4.1	Number of PPM customers with their PPMs set to collect payments towards a debt at the end of this reporting period
	G	Q4.2	Number of PPM customers not in debt – <b>generated from 1.2 minus 4.1</b>
		Q4.3	Number of PPMs installed in this reporting period
		Q4.4	Number of PPMs installed in this reporting period to recover debt
	G	Q4.5	Number of PPMs installed in this reporting period not for debt – <b>generated from 4.3 minus 4.4</b>
		Q4.6	Average (mean) weekly amount towards debt for the PPMs installed in this reporting period
		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 (per week) in this reporting period
		Q4.19	Average (mean) number of weeks customers entering into debt repayment arrangement of >£15 per week in this quarter are being allowed to repay their debt
		Q4.20	Number of PPMs installed with a blanking disc inserted on a warrant visit in this reporting period

		<b>5</b>	<b>Debt Assignment Protocol</b> <b>A Nil / Zero response will be accepted for questions Q5.1-5.4</b>
		Q5.1	Supplier followed the point of acquisition (POA) model at the start of the reporting period (Yes/No). The data item should be reported by gaining supplier
		Q5.2	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
		Q5.3	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
		Q5.4	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

		<b>6</b>	<b>Disconnections/de-energisations for debt</b> <b>A Nil / Zero response will be accepted for questions Q6.2-Q6.6 and Q6.8</b>
	R	Q6.1	Number of customers disconnected in this reporting period for non-payment of debt
		Q6.2	Of those disconnected in this reporting period, number reconnected within 24 hours of disconnection
		Q6.3	Of those disconnected in this reporting period, number reconnected within 7 days of disconnection
		Q6.4	Of those disconnected in this reporting period, number reconnected within 1 month of disconnection
		Q6.5	Of those disconnected in this reporting period, number of customers reconnected in this reporting period (ie one quarter)
		Q6.6	Of those disconnected in this reporting period, the number of customers not reconnected in this reporting period (ie within one quarter)
		Q6.7	Of those disconnected and reconnected in this reporting period, the average period (days) of disconnection
		Q6.8	Number of customers disconnected for debt in this reporting period (as in Q6.1) contacted by telephone (attempted contact and actual contact) or letter within 2 working days of being disconnected

		<b>7</b>	<b>Disconnections/de-energisations in error</b>
		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

		<b>8</b>	<b>Smart meters</b>
		<b>Q8.1</b>	<b>Total number of smart meter customers at the end of this reporting period</b>
		Q8.2	Number of smart meter customers on prepayment at the end of this reporting period.

G		Q8.3	Number of smart meter customers on credit at the end of this reporting period – <b>generated from 8.1 minus 8.2</b>
		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

## Annual monitoring data

R – denotes a regional breakdown is required

G – denotes the field is generated automatically by the system

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

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

		<b>2</b>	<b>Domestic debt (all customers)</b>
<b>G</b>	<b>R</b>	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 <b>Please refer to the accompanying guidance for further information on the definition</b>
<b>G</b>		A2.2	Number of customers with debt over £100 carried forward from previous bill
<b>G</b>		A2.3	Number of customers with debt over £300 carried forward from previous bill
<b>G</b>		A2.4	Number of customers with debt over £600 carried forward from previous bill
G		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' (ie debt that the customer took on when starting their debt repayment arrangement)
<b>G</b>		Q2.6	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 (ie 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)
<b>G</b>	R	A2.7	Number of customers in arrears who are not yet on a debt repayment plan <b>Please refer to the accompanying guidance for further information on the definition</b>
<b>G</b>		A2.8	Average debt per customer in arrears who are not yet in a debt repayment arrangement (total amount owed by customers in 2.7/number of customers in 2.7)

		<b>3</b>	<b>Domestic debt repayment arrangements (non PPM customers)</b>
<b>G</b>		A3.1	Total number of customers entering into a debt repayment arrangement (extending beyond 91 days) in this reporting period – <b>database to add this up from quarterly returns and suppliers to check it only</b>
		A3.2	Average weekly amount towards debt (for debt repayment arrangements extending beyond 91 days entered into in this reporting period)
		A3.3	Average number of weeks to recover debt (for debt repayment arrangements extending beyond 91 days entered into in this reporting period)
G		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
G		A3.6	Number of failed arrangements on a debt repayment arrangement of £0.01 - £2.99 per week in this reporting period
G		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
G		A3.9	Number of failed arrangements on a debt repayment arrangement of £3.00 - £5.99 per week in this reporting period
G		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
G		A3.12	Number of failed arrangements on a debt repayment arrangement of £6.00 - £8.99 per week in this reporting period
G		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
G		A3.15	Number of failed arrangements on a debt repayment arrangement of £9.00 - £11.99 per week in this reporting period
G		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
G		A3.18	Number of failed arrangements on a debt repayment arrangement of £12.00 - £14.99 per week in this reporting period
G		A3.19	Number of customers entering into a debt repayment arrangement of >£15 per week in this reporting period
		A3.20	Average (mean) number of weeks customers entering into a debt repayment arrangement of >£15 per week in this reporting period are being allowed to repay their debt
G		A3.21	Number of failed arrangements on a debt repayment arrangement of >£15 per week in this reporting period
			<b>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, and A3.21, database to add these up from quarterly returns and suppliers to check it only</b>
			<b>For items 3.4 – 3.21, 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)</b>

		<b>4</b>	<b>Domestic debt repayment arrangements (PPM customers)</b>
<b>G</b>	<b>R</b>	A4.1	Number of PPM customers with their PPMs set to collect payments towards a debt at the end of this reporting period
<b>G</b>		A4.2	Number of PPM customers not in debt – <b>generated from 1.2 minus 4.1</b>
<b>G</b>		A4.3	Total number of PPMs installed in this reporting period <b>database to add this up from quarterly returns and suppliers to check it only</b>
<b>G</b>		A4.4	Total number of PPMs installed in this reporting period to recover debt - <b>database to add this up from quarterly returns and suppliers to check it only</b>
<b>G</b>		A4.5	Total number of PPMs installed in this reporting period not for debt – <b>generated from 4.3 minus 4.4</b>
		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
G		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
G		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
G		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
G		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
G	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
G	A4.18	Number of customers entering into a debt repayment arrangement of >£15 per week in this reporting period
	A4.19	Average (mean) number of weeks customers entering into a debt repayment arrangement of >£15 per week in this reporting period are being allowed to repay their debt
G	A4.20	Number of PPMs installed with a blanking disc inserted at warrant in this reporting period
	A4.21	Number of PPMs installed for non payment of debt on a warrant visit in this reporting period
<b>G</b>	A4.22	Total number of customers changing from PPM to credit terms in this reporting period
	A4.23	Total number of requests to change from PPM to credit meter - from customers without a debt - that have been refused in this reporting period
	A4.24	The percentage of meters which use tokens, smart cards, keys etc. as at the end of this reporting period. Please specify by meter type.
	A4.25	Total number of customers on IGT sites as at the end of this reporting period
	A4.26	Number of PPMs installed on IGT network sites in this reporting period
	A4.27	Number of PPMs for debt installed on IGT network sites in this reporting period (subset of A4.3)
G		<b>For items A4.1, A4.3, A4.4, A4.8, A4.10, A4.12, A4.14, A4.16, A4.20 and A4.22, database to add these up from quarterly returns and suppliers to check it only</b>

<b>5</b>		<b>Debt Assignment Protocol</b>
	A5.1	A5.1 asks whether the supplier followed the point of acquisition (POA) model at the start of this reporting period (Yes/No).
	A5.2	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
	A5.3	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
	A5.4	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

		<b>6</b>	<b>Disconnections/de-energisations for debt</b>
G	R	A6.1	Total number of customers disconnected in this reporting period (year) for non payment of debt - <b>database to add this up from quarterly returns and suppliers to check it only</b>
G		A6.2	Total number of customers reconnected within 24 hours of disconnection for debt - <b>database to add this up from quarterly returns and suppliers to check it only</b>
G		A6.3	Total number of customers reconnected within 7 days of disconnection for debt - <b>database to add this up from quarterly returns and suppliers to check it only</b>
G		A6.4	Total number of customers reconnected within 1 month of disconnection for debt - <b>database to add this up from quarterly returns and suppliers to check it only</b>
G		A6.5	Total number of customers reconnected within 1 quarter of disconnection for debt - <b>database to add this up from quarterly returns and suppliers to check it only</b>
		A6.6	Of those disconnected (for debt) in this reporting period, the number of customers not reconnected in this reporting period
		A6.7	Average period (days) of disconnection, for customers disconnected and reconnected within the same quarter, in this reporting period
		A6.8	Number of customers disconnected for debt during this reporting period who were contacted by telephone (attempted contact and actual contact) or letter within 2 working days of being disconnected
		A6.9	Number of customers disconnected for debt during this reporting period who were reconnected more than 91 calendar days after their original disconnections
		A6.10	Number of disconnections in this reporting period where there was no dialogue with the customer during the lifecycle of the bill for which their supply has been disconnected
		A6.11	Number of disconnections of all known pensioner, disabled, chronically sick or vulnerable (as defined by the Energy UK) households in this reporting period
		A6.12	Number of customers disconnected in this reporting period where it was not safe and practicable to install a PPM
		A6.13	Number of customers disconnected for non payment of debt on a warrant visit

		<b>7</b>	<b>Disconnections/de-energisations for error and where there is theft</b>
G		A7.1	Number of customers disconnected in error in this reporting period - <b>database to add this up from quarterly returns and suppliers to check it only</b>
		A7.2	Average period of time customers disconnected in error in this reporting period were without supply
		A7.3	Total amount of compensation paid to customers disconnected in error in this reporting period
		A7.4	Average amount of compensation paid to customers disconnected in error in this reporting period
		A7.5	A list of reasons for those customers disconnected in error in this reporting period
		A7.6	Number of customers disconnected for theft in this reporting period
		A7.7	Of those disconnected for theft in A7.6, number of customers reconnected (in this reporting period)

		<b>8</b>	<b>Smart meters</b>
<b>G</b>		<b>A8.1</b>	<b>Total number of smart meter customers at the end of this reporting period</b>

G		A8.2	Number of smart meter customers on prepayment at the end of this reporting period.
G		A8.3	Number of smart meter customers on credit at the end of this reporting period – <b>generated from 8.1 minus 8.2</b>
G		A8.4	Number of smart meter customers remotely switched from credit to PPM repaying a debt in this reporting period
G		A8.5	Number of smart meter customers remotely switched from credit to PPM not repaying a debt in this reporting period
G		A8.6	Number of smart meter customers remotely switched from PPM to credit in this reporting period
G		A8.7	Number of smart meter customers disconnected in this reporting period
G		A8.8	Number of customers with smart meters disconnected for non payment of debt in this reporting period (subset of A8.7)
G		A8.9	Number of customers with smart meters disconnected in error in this reporting period (subset of A8.7)
G		A8.10	Number of customers with smart meters disconnected remotely in this reporting period (subset of A8.7)
G		A8.11	Number of customers with smart meters subject to load limiting in this reporting period
G		A8.12	Number of customers with smart meters subject to credit limiting in this reporting period
		A8.13	Supplier offering emergency credit to any customers at the end of this reporting period (Yes - Fixed amount / Yes - Flexible amount / No)
		A8.14	If offered fixed emergency credit, amount offered
		A8.15	If offered flexible emergency credit, specify options or range (if any restrictions)
		A8.16	Do all customers have the same choice of emergency credit arrangements (Yes/No, if No provide rationale)
		A8.17	Supplier offering friendly credit hours at the end of this reporting period (Yes – fixed times/days, Yes – Flexible times/days / No)
		A8.18	If supplier offered fixed friendly credit hours, specify available options (tick all options that apply)
		A8.19	If supplier offered flexible friendly credit hours, specify available options
		A8.20	Do all customers have the same choice over friendly credit arrangements (Yes/No, if No provide details)
		A8.21	Supplier offering smart prepayment functionalities at the end of this reporting period (tick all options that apply)
		A8.22	If supplier offered low credit alerts, specify which channels you offered them through (tick all options that apply)
		A8.23	If supplier offered high consumption alerts, specify which channels you offered them through (tick all options that apply)
		A8.24	Select the top up channels that were offered (tick all options that apply)
		A8.25	For each top up channel offered, specify the minimum top up amount
		A8.26	For each top up channel offered, specify the maximum top up amount
		A8.27	For each top up channel offered, provide the total number of smart prepayment customers top ups received in this reporting period

		<b>9</b>	<b>Registered services, services provided on request and Fuel Direct</b>
	R	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 registered to receive bills in Braille/large print at the end of this reporting period

		A9.4	Number registered for password schemes at the end of this reporting period
		A9.5	Number registered for third party billing/bill re-direction at the end of this reporting period
		A9.6	Number registered for quarterly reads at the end of this reporting period
		A9.7	Number of prepayment meters repositioned at the customer's request, free of charge, in this reporting period
C		A9.8	The number of eligible customers refused a prepayment meter repositioning free of charge in this reporting period – provide reasons why in the commentary section
		A9.9	Number of customers that used minicom/textphone service in this reporting period
	R	A9.10	Number of eligible customers provided with a free gas safety check in this reporting period – GAS ONLY
C		A9.11	The number of eligible customers refused a free gas safety check in this reporting period – provide reasons why in the commentary section – GAS ONLY
	R	A9.12	Number of customers who have paid for and been provided with a gas safety check in this reporting period - GAS ONLY
		A9.13	Number of customers on Fuel Direct who no longer have a debt at the end of this reporting period

		<b>10</b>	<b>Energy efficiency</b> <b>A Nil / Zero response will be accepted for question A10.8</b>
	R	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	Number of customers on a debt repayment arrangement (as per definition under Section 2) who have contacted the specialist energy efficiency advice line and have been given assistance in reducing energy bills through energy efficiency advice (this should be a subset of 10.1) in this reporting period
		A10.3	Number of customers in arrears (as per definition under Section 2) who have contacted specialist energy efficiency advice line and have been given assistance in reducing energy bills through energy efficiency advice (this should be a subset of 10.1) in this reporting period
	R	<b>A10.4</b>	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
		A10.5	Number of customers repaying a debt through a debt repayment arrangement (as per definition under Section 2) 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) (should be a subset of 10.4) in this reporting period
			<i>Sub-question:</i> suppliers are asked to provide brief qualitative information on when and where in the debt path customers in debt are provided with such information (eg on first letter)
		A10.6	Number of customers in arrears who are not yet on a debt repayment arrangement (as per definition under Section 2) 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) (this should be a subset of 10.4) in this reporting period
			<i>Sub-question:</i> suppliers are asked to provide brief qualitative information on when and where in the debt path customers in debt are provided with such information (eg on first letter)
		A10.7	Number of web hits on dedicated energy efficiency webpages in this reporting period

			<i>Sub-question:</i> suppliers are asked to provide brief qualitative information on what they have on their website, (eg links to the dedicated webpages included in this reporting)
		A10.8	Number of customers referred to a government scheme or to CERT/ECO in this reporting period