

# Ofgem indicators publication timetable January - March 2021

*Updated 17/12/2020*

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 January 2021 – 31 March 2021 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 published on 25 March and will cover 01 April 2021 – 30 June 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](mailto:chief.economist@ofgem.gov.uk).

## January 2021

Publication date	Indicator (update frequency)
07/01/2021	<b>Wholesale Market Indicators (monthly)</b> 1) <a href="#">Gas prices - day ahead contracts</a> 2) <a href="#">Electricity prices - day ahead baseload contracts</a>
28/01/2021	<b>Retail Market Indicators (monthly)</b> 1) <a href="#">Comparison of retail prices (SVT and cheapest tariff)</a> 2) <a href="#">Cheapest tariffs by payment method</a> 3) <a href="#">Number of customers switching by fuel type</a> 4) <a href="#">Prepayment price cap and prices since January 2016 (GB)</a>
28/01/2021	<b>Wholesale Market Indicators (quarterly)</b> 1) <a href="#">Electricity generation mix by quarter and fuel source (GB)</a> 2) <a href="#">Gas bid-offer spreads by contract type (GB)</a> 3) <a href="#">Electricity bid-offer spreads by contract type (GB)</a> 4) <a href="#">Gas trading volumes and monthly churn ratio by platform (GB)</a> 5) <a href="#">Electricity trading volumes and churn ratio by month and platform (GB)</a> 6) <a href="#">Spark and dark spreads (GB)</a> 7) <a href="#">Gas summer-winter spreads at the National Balancing Point (GB)</a> 8) <a href="#">Price volatility of gas and electricity by month: Day-ahead contracts (GB)</a> 9) <a href="#">Gas demand and supply source by month (GB)</a>
28/01/2021	<b>Retail Market Indicators (quarterly)</b> 1) <a href="#">Number of active suppliers by fuel type</a> 2) <a href="#">Supplier entries and exits in the domestic energy retail market (GB)</a> 3) <a href="#">Gas supply market shares</a> 4) <a href="#">Electricity supply market shares</a> 5) <a href="#">Large suppliers: Internal and external switching rate by fuel type<sup>1</sup></a> 6) <a href="#">Average SVT and cheapest tariff prices by supplier</a>
28/01/2021	<b>Retail Market Indicators (bi-annual)</b> 1) <a href="#">Number of domestic electricity customer accounts by supplier (excluding pre-payment customers): Standard variable, fixed and other tariffs (GB)</a> 2) <a href="#">Number of domestic gas customer accounts by supplier (excluding pre-payment customers): Standard variable, fixed and other tariffs (GB)</a>
28/01/2021	<b>Wholesale Market Indicators (annual)</b> 1) <a href="#">Gas long-term contract import volumes (GB)</a>

<sup>1</sup> 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)
28/01/2021	<a href="#">Retail Market Indicators (annual)</a> 1) <a href="#">Average switching time for domestic customers (GB)</a>

## February 2021

Publication date	Indicator (update frequency)
04/02/2021	<a href="#">Wholesale Market Indicators (monthly)</a> 1) <a href="#">Gas prices - day ahead contracts</a> 2) <a href="#">Electricity prices - day ahead baseload contracts</a>
25/02/2021	<a href="#">Retail Market Indicators (monthly)</a> 1) <a href="#">Comparison of retail prices (SVT and cheapest tariff)</a> 2) <a href="#">Cheapest tariffs by payment method</a> 3) <a href="#">Number of customers switching by fuel type</a> 4) <a href="#">Prepayment price cap and prices since January 2016 (GB)</a>
25/02/2021	<a href="#">Complaints (quarterly)</a> 1) <a href="#">Complaints received by all suppliers per 100,000 customer accounts (GB)</a> 2) <a href="#">Complaints received by large suppliers per 100,000 customer accounts</a> 3) <a href="#">Complaints received by medium-sized suppliers per 100,000 customer accounts</a> 4) <a href="#">Complaints received by small-sized suppliers per 10,000 customer accounts (A-E)</a> 5) <a href="#">Complaints received by small-sized suppliers per 10,000 customer accounts (F-H)</a> 6) <a href="#">Complaints received by small-sized suppliers per 10,000 customer accounts (I-R)</a> 7) <a href="#">Complaints received by small-sized suppliers per 10,000 customer accounts (S-Z)</a> 8) <a href="#">Complaints resolved by large suppliers by end of next working day (%)</a> 9) <a href="#">Complaints resolved by large suppliers within eight weeks (%)</a> 10) <a href="#">Complaints resolved by medium-sized suppliers by end of next working day (%)</a> 11) <a href="#">Complaints resolved by medium-sized suppliers within eight weeks (%)</a> 12) <a href="#">Complaints resolved by small-sized suppliers by end of next working day (%) (A-E)</a> 13) <a href="#">Complaints resolved by small-sized suppliers by end of next working day (%) (F-H)</a> 14) <a href="#">Complaints resolved by small-sized suppliers by end of next working day (%) (I-R)</a> 15) <a href="#">Complaints resolved by small-sized suppliers by end of next working day (%) (S-Z)</a> 16) <a href="#">Complaints resolved by small-sized suppliers within eight weeks (%) (A-E)</a> 17) <a href="#">Complaints resolved by small-sized suppliers within eight weeks (%) (F-H)</a>

Publication date	Indicator (update frequency)
	18) <a href="#">Complaints resolved by small-sized suppliers within eight weeks (%) (I-R)</a> 19) <a href="#">Complaints resolved by small-sized suppliers within eight weeks (%) (S-Z)</a>  <b>Customer Service Indicators (quarterly)</b> 1) <a href="#">Customer satisfaction: Overall customer service (GB)</a> 2) <a href="#">Customer satisfaction: Billing (GB)</a> 3) <a href="#">Customer satisfaction: Switching process (GB)</a> 4) <a href="#">Customer satisfaction: Ease of contacting supplier (GB)</a>

## March 2021

Publication date	Indicator (update frequency)
04/03/2021	<b>Wholesale Market Indicators (monthly)</b> 1) <a href="#">Gas prices - day ahead contracts</a> 2) <a href="#">Electricity prices - day ahead baseload contracts</a>
25/03/2021	<b>Retail Market Indicators (monthly)</b> 1) <a href="#">Comparison of retail prices (SVT and cheapest tariff)</a> 2) <a href="#">Cheapest tariffs by payment method</a> 3) <a href="#">Number of customers switching by fuel type</a> 4) <a href="#">Prepayment price cap and prices since January 2016 (GB)</a>
To be confirmed- expected by the end of March <sup>2</sup> 2021	<b>Energy Network Indicators (annual)</b> 1) <a href="#">Customer satisfaction with network owners Electricity transmission</a> 2) <a href="#">Network connections by transmission owners: Electricity transmission (RIIO-T1)</a> 3) <a href="#">Volume of energy not supplied: Electricity transmission (RIIO-T1)</a> 4) <a href="#">Sulphur Hexafluoride (SF6) emissions: Electricity transmission (RIIO-T1)</a> 5) <a href="#">Return on regulatory equity: Electricity transmission (RIIO-T1)</a> 6) <a href="#">Expenditure vs allowance: Electricity transmission (RIIO-T1)</a> 7) <a href="#">Estimated network costs per domestic customer (GB average)</a> 8) <a href="#">Customer satisfaction with network operators: Electricity distribution (RIIO-ED1)</a> 9) <a href="#">Customer interruptions and minutes lost: Electricity distribution (RIIO-ED1)</a> 10) <a href="#">Average time to connect to the network: Electricity distribution (RIIO-ED1)</a> 11) <a href="#">Undergrounding of overhead lines: Electricity distribution (RIIO-ED1)</a> 12) <a href="#">Return on regulatory equity: Electricity distribution (RIIO-ED1)</a> 13) <a href="#">Expenditure vs allowance: Electricity distribution</a> 14) <a href="#">Customer satisfaction: Gas transmission (RIIO-T1)</a>

<sup>2</sup> The publication dates for the network indicators on the data portal had not been finalised when this update timetable was produced. We apologise for any inconvenience this may cause.

Publication date	Indicator (update frequency)
	15) <a href="#">Network reliability: Gas transmission (RIIO-T1)</a> 16) <a href="#">Network connections: Gas transmission (RIIO-T1)</a> 17) <a href="#">Business carbon footprint: Gas transmission (RIIO-T1)</a> 18) <a href="#">Return on regulatory equity: Gas transmission</a> 19) <a href="#">Expenditure vs allowance: Gas transmission (RIIO-T1)</a> 20) <a href="#">Customer satisfaction with network owners: Gas distribution (RIIO-GD1)</a> 21) <a href="#">Fuel poor connections: Gas distribution (RIIO-GD1)</a> 22) <a href="#">Network availability: Gas distribution</a> 23) <a href="#">Risk removed from the network: Gas distribution (RIIO-GD1)</a> 24) <a href="#">Volume of gas lost from the distribution network</a> 25) <a href="#">Return on regulatory equity: Gas distribution (RIIO-GD1)</a> 26) <a href="#">Expenditure vs allowance: Gas distribution (RIIO-GD1)</a>