

June 2002

**Monitoring domestic Electricity and
Gas suppliers' performance under
their Codes of Practice**

(Revision 1.0)

Table of contents

1. Introduction.....	1
2. Guidance Notes	2
3. Monitoring Return	14
4. Supplementary Questions	18
Appendix 1:Changes to previous guidance and reporting form.....	20
Appendix 2: Licence condition on Record of and Report on Performance	22
Appendix 3: Notice to licencees	24

1. Introduction

Purpose of this document

- 1.1 This document sets out arrangements for monitoring domestic electricity and gas suppliers' performance under their Codes of Practice. It includes monitoring returns and guidance notes to ensure that suppliers report accurately and consistently.
- 1.2 The monitoring returns included in this document have been designated by Ofgem as the standard form which suppliers should use. This document updates the previous guidance and form of reporting published in February 2001 (Ofgem doc 12/01). A summary of the revisions is included at Appendix 1. These monitoring arrangements come into operation for the Quarter 2 return due no later than 29 July 2002.

Background

- 1.3 As part of the work on the Social Action Plan, Ofgem has agreed a number of licence changes to enhance delivery of suppliers' social obligations. These include aligning so far as possible the respective conditions in electricity and gas licences concerning Codes of Practice. The Social Action Plan also included a commitment to revise and improve the arrangements for monitoring suppliers' performance under the Codes.
- 1.4 The monitoring arrangements described in this document have been subject to consultation with suppliers and consumer bodies via a working group. We have tried to focus on the information necessary to enable effective monitoring and the development of fuel poverty indicators identified in the Social Action Plan.

2. Guidance Notes for Codes of Practice Monitoring Return

2.1 These guidance notes have been prepared to assist suppliers with the completion of quarterly and annual codes of practice monitoring returns. In addition to general guidance on the submission of the returns, these notes also provide clarification in certain areas where we believe that further guidance is required to supplement the information contained in the returns. The guidance notes do not cover all aspects of the returns, because most of the information required should be self-explanatory. Ofgem will add to this guidance, if it is suggested that additional clarification is needed in other areas. Ofgem will be reviewing the information received through the monitoring returns, and may make alterations to the format if these are deemed necessary.

2.2 The following tables are included in the monitoring return:

1. Number of customers on each payment scheme
2. Domestic debt
3. Domestic debt payment arrangements (non PPM customers)
4. Domestic debt payment arrangements (PPM customers)
5. Disconnections/de-energisations for debt
6. Post disconnection (debt)
7. Disconnections/de-energisations for alleged theft (includes post disconnection)
8. Fuel direct
9. Warrants of entry
10. Security deposits
11. PPMs installed/removed and services provided
12. Priority Service Register
13. Registered services
14. Services provided on request
15. Energy efficiency advice

General Notes on Completion

2.3 Suppliers have Licence obligations to keep a record of their operation of certain Licence conditions, and to report on their performance. Suppliers are required

to submit, as soon as is reasonably practicable after the end of each calendar year, a report on their performance to Ofgem and the Gas and Electricity Consumers Council (energywatch), and to publish this, and to send a copy free of charge to any person requesting one. The report should be presented, so far as is reasonably practicable, in a standard form designated by Ofgem. Ofgem may also request additional information in writing at any time. The text of the Licence conditions (which are the same for electricity and gas) on Record of and Report on Performance is included at Appendix 2. The notice from the Authority is included at Appendix 3.

2.4 The requirement to submit accurate returns is an enforceable licence obligation. Companies that do not submit accurate returns within the timescale set out below may therefore be in breach of their licence and may be subject to appropriate action as determined by the Authority.

2.5 In addition to an annual published report, Ofgem also requests that suppliers submit returns quarterly to Ofgem and energywatch. Ofgem will provide quarterly and yearly reporting forms for this purpose. Separate forms will be provided for electricity and gas. The returns will be made available in an electronic form compatible with Access 97. Reporting requirements are as follows:

- ◆ Quarterly returns must be submitted to Ofgem and energywatch no more than 28 days after the end of each quarter (i.e. 28 January, 28 April, 28 July, and 28 September);
- ◆ The annual return to Ofgem and energywatch must also be submitted by 28 January. The return should be published by 28 February;
- ◆ There must be an accompanying note to Ofgem and energywatch with the annual return explaining what procedures have been used to verify the data as accurate, and describing arrangements being made for publication;
- ◆ Suppliers must also notify Ofgem and energywatch of a senior management level representative who is responsible for signing off the returns. Ofgem recommends these should be signed/countersigned by

someone with professional accounting/auditing qualifications in order to confirm the quality of the return;

- ◆ Returns to Ofgem and energywatch must include actual figures. Published reports, however, need not disclose market share data. Any information a supplier deems to be market sensitive may be published as a percentage or on a per 10,000 customers basis. Item 1.13 in the return need not be published.
- ◆ Ofgem will publish information quarterly and annually, on its website and in its annual review of the Social Action Plan. Neither Ofgem nor energywatch will publish figures from which market share can be determined, without prior agreement with the supplier.

2.6 The monitoring return included at section 3 in this document is the standard form designated by Ofgem for the purposes of presenting quarterly and annual reports. All items refer to **domestic** customers only. All returns must include numbers for domestic customers only for **every** item. The definition of a domestic customer under revised standard licence conditions is as follows:

- ◆ “A customer supplied or requiring to be supplied with electricity or gas at domestic premises (but excluding such customer in so far as he is supplied or requires to be supplied at premises other than domestic premises)”.

Domestic Premises are defined as:

- ◆ “Premises at which a supply is taken wholly or mainly for domestic purposes”.

2.7 For certain items separate data must be provided for customers in England, Scotland and Wales, as well as a total figure. Relevant postcodes for Scotland and Wales are listed in the table below to enable separate data to be reported consistently. The items to be provided in this form are listed below. All other items require only a total for all customers.

- ◆ Number of customers on each payment scheme (items 1.1 – 1.12)
- ◆ Total number of domestic customers (1.13)

- ◆ Number of customers on a debt payment arrangement (2.1)
- ◆ Number of customers with a PPM calibrated to recover a debt (4.1)
- ◆ Number of customers disconnected for non-payment of debt (5.1)
- ◆ Number of customers disconnected due to alleged theft (7.1 and 7.2)
- ◆ Number of customers on Priority Service Register (12.1)
- ◆ Number of customers provided with free gas safety check (14.4)
- ◆ Number of customers given energy efficiency advice (15.1)

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

2.8 Supplementary questions are included at Section 4. This form will be sent out by Ofgem for completion and return with the monitoring return annually and every quarter. It will be circulated in an electronic form compatible with Word 97.

Specific Notes on Completion

The numbers in bold below refer to the data item in the relevant section of the return. A number of items on the form have been "greyed out". These items have been deactivated and should be left blank. They may, at the discretion of Ofgem, be reactivated in future.

1. Number of customers on each payment scheme

Where a particular payment scheme is not offered please enter '0'.

1.1 refers to customers who pay by cash, cheque, debit or credit card after receiving a quarterly bill. This does not include customers who make payments in cash with a payment card or paying in book.

1.5 Do not report this item. Any such customers should be reported under **1.12**

1.7 to 1.9 refer to customers who use a payment card/book to make frequent cash payments. Companies that do not distinguish between weekly or fortnightly payment customers, because they offer a flexible payment scheme for customers to pay as frequently as they like, should put the total in 1.9 and '0' in 1.7 and 1.8.

1.12 should include any customers using a payment method not covered by 1.1 to 1.11. Please specify the nature of the payment scheme concerned on the supplementary questions return. Details on social tariffs, which may or may not be a non-standard payment scheme, are also covered separately in the supplementary questions.

1.13 should equal the sum of items 1.1 to 1.12 (in other words, there should be no double counting).

2. Domestic debt (all customers)

All items in this section should include prepayment customers who have their ppms set to collect debt (reported under 4.1) **and** non-ppm customers on a debt payment arrangement scheduled to last longer than 91 days/13 weeks. A debt payment arrangement is defined as a specific arrangement to repay outstanding arrears. Suppliers should include such 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 only be included where they have joined the scheme

specifically to repay a debt. All other direct debit customers should be excluded. All customers on payment schemes (including direct debit) should be excluded once the initial (take-on) debt has been repaid.

2.2, 2.3 & 2.4 break down into three categories the customers from section 2.1 with debts greater than £100. The amounts (£100, £300 and £600) refer to the amount of debt carried forward from the previous account to the most recent bill.

2.5 refers to the total amount owed by all the customers in 2.1 divided by the total number of customers in 2.1.

3. Domestic debt payment arrangements – non ppm customers

All items in this section refer only to debt payment arrangements extending beyond 91 days/13 weeks. The definition of a debt payment arrangement is the same as for section 2 (excluding prepayment meter customers). Although the return asks for information in terms of ‘weeks’, customers paying fortnightly or monthly should also be included. Items in this section do not include ppm customers, who are dealt with separately in section 4.

3.1 asks how many customers have entered into a debt payment arrangement during the reporting period (where the arrangement is set to last beyond 91 days)

3.2 asks for the average (mean) weekly payment towards debt agreed with customers who entered into repayment arrangement during the reporting period (3.1) The figure given should reflect only the amount per week the customer pays to reduce their debt and should exclude any amount to cover on-going usage.

3.3 asks for the average (mean) number of weeks over which customers who entered into an arrangement this reporting period (3.1) are being allowed to repay their debt.

3.4 asks for the number of arrangements in 3.1 where the customer is repaying below £3 (i.e. up to £2.99) a week towards the debt.

3.5 asks for the number of arrangements in 3.1 where the customer is repaying between £3 and £6 a week.

3.6 asks for the number of arrangements in 3.1 where the customer is repaying over £6 (£6.01 or more) a week towards the debt.

4. Domestic debt payment arrangements – PPM customers

This section refers to all prepayment meter customers who are repaying a debt through their ppm, **regardless** of the estimated length of the recovery period.

4.1 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 as near as possible to the end of the reporting period.

4.2 asks how many customers pay through a ppm that is not set to collect debt. 4.1 plus 4.2 should equal 1.10.

4.3 asks how many customers had their ppms set, within this reporting period, to collect a debt (regardless of the estimated length of the recovery period).

4.4 asks for the average (mean) weekly debt setting on the ppms of customers who have had their meters set, within this reporting period, to collect a debt (regardless of the estimated length of the recovery period). The figure given should reflect only the amount per week the customer pays to reduce their debt and should exclude any amount to cover on-going usage.

4.5 asks for the average (mean) number of weeks over which customers, who had their meters set within this reporting period to collect a debt, are being allowed to re-pay the debt.

4.6 asks for the number of arrangements in 4.3 where the customer is repaying below £3 (i.e. up to £2.99) a week towards the debt.

4.7 asks for the number of arrangements in 4.3 where the customer is repaying between £3 and £6 a week.

4.8 asks for the number of arrangements in 4.3 where the customer is repaying over £6 (£6.01 or more) a week.

5. Disconnections/de-energisations for debt

"Disconnection" is used as a general term, not specific to removal of a meter. This will, in the case of electricity, cover de-energisations. This section refers exclusively to customers who have had their supply disconnected/de-energised for the non-payment of

debt. Premises that are found to be vacated when the supplier arrived to disconnect should not be included.

5.2 refers to cases where the supplier has not spoken to the customer (either face-to-face or on the telephone) and the customer has not written to the supplier (through letter, fax or electronically). These are sometimes referred to as “no contact” cases.

5.3 refers to the number of disconnections, where the supplier knew in advance that the household was made up exclusively of people who are either disabled or chronically sick or pensioners (or any combination of these living with children under 18).

6. Post disconnection (debt)

This section refers exclusively to customers who have had their supply disconnected for non-payment of debt. For 6.1 – 6.7 and 6.9 the reconnected customer does not necessarily have to have been disconnected during the reporting quarter. The period of disconnection is defined as being from the day the supply was terminated to the day it is reinstated (inclusive).

6.2 to 6.7 are cumulative figures, i.e. customers counted in 6.2 should also be counted in 6.3 to 6.7. Therefore a customer reconnected within a week should also be counted as having been reconnected within a month and a quarter. It is expected that percentage figures should increase between 6.2 and 6.7 towards (although not necessarily reaching) 100%.

6.8 is a “snapshot” figure of all customers who have been disconnected for debt this reporting period and not had their supply reconnected by the end of reporting period. Premises that are known to have been vacated since disconnection should be excluded.

6.9 concerns the average (mean) period that customers reconnected this reporting period were without a supply. Premises that are known to have been vacated since disconnection should be discounted.

7. Disconnections/de-energisations for alleged theft (includes post disconnection)

This section is exclusively concerned with disconnection or de-energisation of supply that occurs as a result of alleged theft. Premises that are found to be vacated should be excluded.

7.4 to 7.9 the reconnected customer does not necessarily have to have been disconnected during the reporting quarter. The period of disconnection is defined as being from the day the supply was terminated to the day it is reinstated (inclusive).

8. Fuel direct

8.1 concerns the total number of customers DWP/Benefits Agency has accepted onto Fuel Direct during this reporting period.

8.2 asks how many customers the supplier has referred to DWP/Benefits Agency (by using the new standard application form) during this reporting period.

8.3 concerns the number of customers who meet the qualifying criteria and have asked to pay by Fuel Direct, but have been refused by the supplier. Qualifying criteria are defined as receipt of appropriate benefits, with a debt of the appropriate amount.

8.4 Asks how many of the referrals in 8.2 were refused by DWP/Benefits Agency (the new standard application form should enable suppliers to report this figure).

8.5 will be the number of customers, at the end of the reporting period who continue paying by Fuel Direct after repaying their original debt. This should be a cumulative figure.

9. Warrants of entry

This section refers to the use of warrants in pursuance of disconnection for non-payment of debt.

9.1 only refers to cases reported in 5.1.

9.1 & 9.2 apply whether or not the warrant was executed by forcible entry. Instances where the customer allows access when told that the officer is in possession of a warrant should be included.

9.3 only refers to cases reported in 9.1 & 9.2. Therefore 9.3 should be less than or equal to the aggregate of 9.1 & 9.2.

9.4 Do not report this item. These customers are covered under **9.3**.

11. PPMs installed/removed and services provided

11.2 asks how many customers have chosen to have a ppm installed this reporting period. For example, this includes customers who 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 prepayment meter is installed at a customer's request for reasons other than debt. Instances where a ppm is installed to recover a debt are dealt with in 11.3. 11.2 and 11.3 should equal 11.1.

11.3 includes all cases where a ppm has been installed this reporting period to recover a debt, whether or not at the customers request.

11.4 asks for the number of customers who have switched from ppm to credit terms during the reporting period.

11.5 asks for the 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.

11.6 – 11.10 Do not report these items. They are no longer required.

13 Registered services

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, **13.1 – 13.3** may reflect all customers registered for such schemes. However, **13.4 & 13.5** should only include customers who are on the Priority Services Register.

14 Services provided on request

14.4 is only applicable on gas returns. Electricity returns should leave this blank.

15. Energy efficiency advice

Companies that operate a single energy efficiency advice line for gas and electricity and/or cannot distinguish between gas or electricity customers given advice, please complete **either** the gas or electricity return, but **do not** complete both. Please send a covering note, which makes clear where combined reporting has taken place, and which returns have been left blank as a result.

15.1 to 15.6 concern specific advice given by a specialist energy efficiency advice line or by a qualified person. Provision of general information by non-qualified customer service staff is excluded.

15.2 – 15.6 refer to the advice given in 15.1, but these need not add up to 15.1. Customers may have been provided with advice on more than one item in 15.2 to 15.6.

15.2 concerns either loft or wall insulation.

15.4 might include advice on the use of heating appliances.

15.5 grants include EEC, Warm Front/Warm Deal, local authority and other grants.

15.7 asks for the total number of energy efficiency codes of practice distributed this reporting period. This should include codes distributed to advice agencies and voluntary organisations.

15.8, 15.9 & 15.10 may reflect initiatives to proactively target these groups of customers. The information may be verbal or written and/or include provision of the code of practice. The provision of general information by customer service staff responding to customer enquiries should also be included, if recorded.

15.8 For the purposes of giving energy efficiency information, a customer in debt can be defined as any customer with an amount outstanding on their account beyond 28 days. The customers do not necessarily have to be on a payment arrangement. The total may reflect energy efficiency information given through suppliers' debt advice lines or through visits to customers' homes.

15.11 asks for the number of customers specifically advised about contact details for Warm Front/Warm Deal or EEC. This is in addition to the provision of Codes of Practice.

15.12 – 15.15 Do not report these items. They are no longer required.

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

3. Codes of Practice Monitoring Return Form

Payment of bills and guidance for dealing with customers in difficulty

1	Number of customers on each payment scheme (all domestic customers)
1.1	Quarterly (cash or cheque)
1.2	Quarterly variable direct debit
1.3	Monthly direct debit
1.4	Monthly standing order
1.5	Monthly optional bills
1.6	Monthly payment scheme (cash or cheque)
1.7	Fortnightly/twice monthly payment schemes
1.8	Weekly payment scheme
1.9	Flexible payment scheme (e.g. pay-as-you-go)
1.10	Prepayment meter
1.11	Fuel direct
1.12	Other
1.13	Total number of domestic customers

2	Domestic debt (all customers)
2.1	Number of customers repaying a debt
2.2	Number of customers with debt over £100 carried forward from previous bill
2.3	Number of customers with debt over £300 carried forward from previous bill
2.4	Number of customers with debt over £600 carried forward from previous bill
2.5	Average debt per customer (total debt/numbers of customers in debt)

3	Domestic Debt payment arrangements – non PPM customers
3.1	Number of customers entering into a debt repayment arrangement (extending beyond 91 days) in this reporting period
3.2	Average weekly amount towards debt (for arrangements, extending beyond 91 days, entered into in this reporting period)
3.3	Average number of weeks to recover debt (for arrangements, extending beyond 91 days, entered into in this reporting period)
3.4	Number of arrangements entered into in this reporting period with debt repayment at below £3 a week
3.5	Number of arrangements entered into in this reporting period with debt repayment set between £3 and £6 a week
3.6	Number of arrangements entered into in this reporting period with debt repayment set above £6 a week

4	Domestic Debt payment arrangements – PPM customers
4.1	Number of customers, at end of reporting period, with PPM calibrated to recover a debt
4.2	Number of PPM customers at end of reporting period without a debt
4.3	PPMs calibrated in this reporting period to recover a debt
4.4	Average weekly amount towards debt for PPMs calibrated in this reporting period
4.5	Average number of weeks to recover debt for PPMs calibrated in this reporting period
4.6	PPM calibrated in this reporting period with debt repayment at below £3 a week
4.7	PPM calibrated in this reporting period with debt repayment set between £3 and £6 a week
4.8	PPM calibrated in this reporting period with debt repayment set above £6 a week

5	Disconnections/de-energisations for debt
5.1	Number of customers disconnected in this reporting period for non-payment of debt
5.2	Number of disconnections in this reporting period where there was no dialogue with customer during the lifecycle of the bill for which their supply has been disconnected
5.3	Number of disconnections of all known pensioner, disabled or chronically sick households in this reporting period

6	Post disconnection (debt)
6.1	Number of customers reconnected in this reporting period
6.2	Percentage reconnected within 2 days of disconnection
6.3	Percentage reconnected within 4 days of disconnection
6.4	Percentage reconnected within 7 days of disconnection
6.5	Percentage reconnected within 14 days of disconnection
6.6	Percentage reconnected within 1 month of disconnection
6.7	Percentage reconnected within 1 quarter of disconnection
6.8	Number customers disconnected for debt in this reporting period who have not had their supply reconnected by the end of the reporting period
6.9	Average period of disconnection for customers reconnected in this reporting period

7	Disconnections/de-energisations for alleged theft (includes post-disconnection)
7.1	Number of customers disconnected due to alleged theft in this reporting period (non PPM customers)
7.2	Number of customers disconnected due to alleged theft in this reporting period (PPM customers)
7.3	Number of customers disconnected for alleged theft in this reporting period, who have not had their supply reconnected by the end of the reporting period
7.4	Percentage reconnected within 2 days of disconnection
7.5	Percentage reconnected within 4 days of disconnection
7.6	Percentage reconnected within 7 days of disconnection
7.7	Percentage reconnected within 14 days of disconnection
7.8	Percentage reconnected within 1 month of disconnection
7.9	Percentage reconnected within 1 quarter of disconnection

8	Fuel direct
8.1	Number of customers joining fuel direct in this reporting period
8.2	Number of customers referred to DWP in this reporting period
8.3	Number of customers requesting to pay by fuel direct, but refused by supplier in this reporting period
8.4	Number of customers referred by supplier to DWP, who then refused to let them join fuel direct, in this reporting period
8.5	Number of customers on fuel direct who no longer have a debt

9	Warrants of entry
9.1	Number of customers disconnected on a warrant visit
9.2	Number of PPMs installed on a warrant visit
9.3	Number of warrants used, where forcible entry was necessary (to install a PPM or disconnect for non-payment of debt)
9.4	Number of warrants used, where forcible entry was necessary, to enter unoccupied property (to install a PPM or disconnect for non-payment of debt)

10	Security deposits
10.1	Number of security deposits held
10.2	Average value of security deposits held
10.3	Number of deposits held for more than 12 months at end of reporting period
10.4	Number of security deposits received from customers in this reporting period

Prepayment meter code of practice

11	PPMs installed/removed and services provided
11.1	Total number of PPMs installed in this reporting period
11.2	Number of PPMs installed in this reporting period on request as a payment option for customers without a debt
11.3	Number of PPMs installed in this reporting period to recover debt
11.4	Number of customers changing from PPM to credit terms in this reporting period
11.5	Number of requests to change from PPM to credit meter - from customers without a debt – that have been refused
11.6	Number of prepayment meter faults resulting in loss of supply
11.7	Number of responses within 3 hours (weekdays)
11.8	Number of responses within 4 hours (weekends)
11.9	Total number of PPM vending outlets
11.10	Number of outlets open seven days a week
11.11	Number of PPMs installed in this reporting period where the customer was known to live more than 2 miles from nearest vending outlet

Codes of Practice for elderly or disabled or chronically sick and blind or deaf

12	Priority Service Register
12.1	Customers on Priority Service Register at end of reporting period
12.2	Number of customers that joined the PSR in this reporting period

13	Registered services
13.1	Number registered for receiving talking bills at end of reporting period
13.2	Number registered to receive bills in Braille/large print at end of reporting period
13.3	Number registered for password schemes at end of reporting period
13.4	Number registered for third party billing/bill re-direction at end of reporting period
13.5	Number registered for quarterly reads at end of reporting period

14	Services provided on request
14.1	Number of meters repositioned or replaced at the customer's request, free of charge, in this reporting period
14.2	Number of customers provided with special controls or adapters, free of charge, in this reporting period
14.3	Number of customers that used minicom/textphone service in this reporting period
14.4	Number of customers provided with free safety check in this reporting period

Code of Practice on Energy Efficiency

15	Energy efficiency advice
15.1	Number of customers provided with energy efficiency advice in this reporting period
15.2	Number given advice about insulation in this reporting period
15.3	Number given advice about selection of new appliances in this reporting period
15.4	Number given advice about usage of appliances and/or controls in this reporting period
15.5	Number given advice about the grants available in this reporting period
15.6	Number given other advice in this reporting period
15.7	Number of energy efficiency Codes of Practice sent out in this reporting period
15.8	Number of customers in debt provided with energy efficiency information in this reporting period
15.9	Number of customers on fuel direct provided with energy efficiency information in this reporting period
15.10	Number of customers on the Priority Service Register provided with energy efficiency information in this reporting period
15.11	Number of customers referred to Warm Front/Warm Deal or EEC contacts in this reporting period
15.12	Percentage of customers acting on energy efficiency advice in this reporting period
15.13	Percentage acting on advice about insulation/selection of new appliances
15.14	Percentage acting on advice about usage of appliances and/or controls
15.15	Percentage acting on advice about grants

4. Supplementary Questions Form

Additional to Section 1

Do you operate any social tariffs? If so can you explain what they are, and how many people are on them? (additionally, please include any customers from 1.12)	
Name and explanation of tariff	Number on tariff

Which of the following outlets do you use to receive cash payments?	
Post Office (y/n)	
PayPoint (y/n)	
PayZone (y/n)	
Company Premises (how many?)	
Other (please state which, and how many)	

Which of the following outlets do you use to serve prepayment customers?	
Post Office (y/n)	
PayPoint (y/n)	
PayZone (y/n)	
Other (please explain)	

Additional to Section 11

What steps do you take to monitor self-disconnection?

Additional to Section 12

Which of the following steps have you taken to make customers aware of the Priority Services Register and free gas safety check? (in each case please give estimates of the numbers reached if possible)	
Information on bill	
Leaflet with bill	
Information given over phone	
Through codes of practice (if so, how many sent out?)	
Promotions through targeted charities (e.g. Age Concern or RNIB)	
Advertising (e.g. posters, press, radio)	
Other (please explain)	
Do you know roughly what percentage of your customers on the PSR joined it because of a disability? If so, what is it?	

Additional to Section 14

Have you refused any of the following services? If you have can you state how many, and explain why separately	
Joining the Priority Services Register	
Free gas safety check	
Replacing/repositioning a meter free of charge for an eligible customer	
Providing eligible customer with special controls/adapters free of charge	

Appendix 1 : Changes to previous guidance and reporting form

1.1 The revisions in this document to update the previous guidance and reporting form are as follows:

i. Guidance

- ◆ Welsh and Scottish postcodes have now been incorporated into the guidance – see paragraph 2.7
- ◆ References have been updated where appropriate throughout, e.g. DWP for DSS, EEC for EESoPs
- ◆ The definition of debt has been tightened to exclude direct debit balances – see section 2 of Specific Notes on Completion
- ◆ A definition of 'Registered Services' for special needs customers has been added – see section 13 of Specific Notes on Completion
- ◆ A definition has been included for the provision of energy efficiency information to customers in debt – see section 15 of Specific Notes on Completion (item 15.8)

ii. Reporting form:

A number of items have been 'de-activated' (this means they stay in place on the form, but are not reported). The items are:

- ◆ 1.5 Number of customers paying by monthly optional bills

This has been merged with the payments "other" item, 1.12

- ◆ 9.4 Number of forcible entries to unoccupied properties

For clarity, this has been merged with item 9.3

- ◆ 11.6 Number of ppm faults resulting in loss of supply

Information now collected under Guaranteed Standards

- ◆ 11.7 Number of responses within 3 hours (weekdays)

As item 11.6

- ◆ 11.8 Number of responses within 4 hours (weekends)

As item 11.6

- ◆ 11.9 Number of ppm vending outlets

Information is notified to Ofgem by Network Service Providers

- ◆ 11.10 Number of outlets open 7 days a week

As item 11.9

- ◆ 15.12 – 15.15 Percentage of customers acting on energy efficiency advice (plus breakdown)

Dealt with under separate exercise, published by Ofgem on 27 June 2002.

Appendix 2 : Licence Condition on Record of and Report on Performance

Record of and report on performance

Electricity supply licence 26

Gas suppliers licence 26

1. The licensee shall keep a record of its general operation of the arrangements mentioned in standard conditions 24, 25, 35, 36, 37, 38 and 39 of the electricity supply and gas suppliers licences and also in standard condition 37A of the gas suppliers licences and if Gas and Electricity Markets Authority so directs in writing, of its operation of any particular cases specified, or of a description specified, by the Authority.
2. The licensee shall, where a Domestic Supply Direction has been issued to the licensee, keep a statistical record of its performance in relation to the provision of electricity/gas supply services to its domestic customers.
3. The licensee shall, from time to time as required by the Authority, provide to the Authority and to the Consumer Council such of the information contained in the records prepared in accordance with paragraphs 1 and 2 as the Authority may request in writing.
4. As soon as is reasonably practicable after the end of each calendar year, the licensee shall submit to the Authority and the Consumer Council a report dealing with the matters mentioned in paragraphs 1 and 2 in relation to that year and shall:
 - (a) publish the report so submitted in such manner as will in the reasonable opinion of the licensee secure adequate publicity for it; and
 - (b) send a copy of it free of charge to any person requesting one,

except that, in performing its obligations under sub-paragraphs (a) and (b), the licensee shall exclude from the report such information as appears to it to be necessary or expedient to ensure that, save where they consent, individual customers referred to therein cannot readily be identified.

5. The report shall be presented, so far as is reasonably practicable, in a standard form designated by the Authority for the purposes of this condition generally.

Appendix 3 : Notice to Holders of Electricity Supply Licences and Gas Suppliers' Licences in England and Wales and in Scotland

THE ELECTRICITY ACT 1989

NOTICE UNDER ELECTRICITY SUPPLY LICENCES TREATED AS GRANTED UNDER SECTION 6(1)(d) OF THE ACT

THE GAS ACT 1986

NOTICE UNDER GAS SUPPLIERS' LICENCES TREATED AS GRANTED UNDER SECTIONS 7A(1)(a) AND 7A(1)(b) OF THE ACT

To all the holders of electricity supply licences and gas suppliers' licences in England and Wales and in Scotland

For the purpose of each of the licence conditions specified below ('the Conditions'), the Gas and Electricity Markets Authority ('the Authority') hereby designates the document annexed to this notice and headed 'Codes of Practice Monitoring Return Form' as the standard form to be used by licence holders for the purposes of reports prepared pursuant to paragraph 3 and 4 of the Conditions:

Electricity supply licence Standard Condition 26: Record of and report on performance

Gas suppliers' licence Standard Condition 26: Record of and report on performance

Dated.....

Signed on behalf of the Authority by

.....

duly authorised in that behalf