

# Ofgem indicators publication timetable

## October - December 2024

*Updated 26/09/2024*

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

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

Ofgem's energy indicators publication timetable for 01 October 2024 – 31 December 2024 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 by the 20th of December and will cover 01 January 2025 – 31 March 2025.
- 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).

## October 2024

Publication date	Indicator (update frequency)
04/10/2024	<p><b>Wholesale Market Indicators (monthly)</b></p> <ol style="list-style-type: none"> <li>1) <a href="#">Gas prices: forward delivery contracts-weekly average (GB)</a></li> <li>2) <a href="#">Electricity prices: forward delivery contracts-weekly average (GB)</a></li> <li>3) <a href="#">Gas prices: day ahead baseload contracts-monthly average (GB)</a></li> <li>4) <a href="#">Electricity prices: day ahead baseload contracts-monthly average (GB)</a></li> </ol>

## November 2024

Publication date	Indicator (update frequency)
01/11/2024	<p><b>Retail Market Indicators (monthly)</b></p> <ol style="list-style-type: none"> <li>1) <a href="#">Comparison of retail prices (SVT and cheapest tariff)</a></li> <li>2) <a href="#">Cheapest tariffs by payment method</a></li> <li>3) <a href="#">Number of customers switching by fuel type</a></li> <li>4) <a href="#">Prepayment price cap and prices since January 2016 (GB)</a></li> </ol>
01/11/2024	<p><b>Retail Market Indicators (quarterly)</b></p> <ol style="list-style-type: none"> <li>1) <a href="#">Number of active suppliers by fuel type</a></li> <li>2) <a href="#">Supplier entries and exits in the domestic energy retail market (GB)</a></li> <li>3) <a href="#">Gas supply market shares</a></li> <li>4) <a href="#">Electricity supply market shares</a></li> <li>5) <a href="#">Average SVT and cheapest tariff prices by supplier</a></li> </ol>
By 01/11/2024	<p><b>Customer Service Indicators (quarterly)</b></p> <ol style="list-style-type: none"> <li>1) <a href="#">Customer satisfaction: Overall customer service (GB)</a></li> <li>2) <a href="#">Customer satisfaction: Billing (GB)</a></li> <li>3) <a href="#">Customer satisfaction: Switching process (GB)</a></li> <li>4) <a href="#">Customer satisfaction: Ease of contacting supplier (GB)</a></li> </ol>
08/11/2024	<p><b>Wholesale Market Indicators (monthly)</b></p> <ol style="list-style-type: none"> <li>1) <a href="#">Gas prices: forward delivery contracts-weekly average (GB)</a></li> <li>2) <a href="#">Electricity prices: forward delivery contracts-weekly average (GB)</a></li> <li>3) <a href="#">Gas prices: day ahead baseload contracts-monthly average (GB)</a></li> <li>4) <a href="#">Electricity prices: day ahead baseload contracts-monthly average (GB)</a></li> </ol>

Publication date	Indicator (update frequency)
08/11/2024	<p><b>Wholesale Market Indicators (quarterly)</b></p> <ol style="list-style-type: none"> <li>1) <a href="#">Electricity generation mix by quarter and fuel source (GB)-</a></li> <li>2) <a href="#">Gas bid-offer spreads by contract type (GB)-</a></li> <li>3) <a href="#">Electricity bid-offer spreads by contract type (GB)-</a></li> <li>4) <a href="#">Gas trading volumes and monthly churn ratio by platform (GB)-</a></li> <li>5) <a href="#">Electricity trading volumes and churn ratio by month and platform (GB)-</a></li> <li>6) <a href="#">Spark and dark spreads (GB)-</a></li> <li>7) <a href="#">Gas summer-winter spreads at the National Balancing Point (GB)-</a></li> <li>8) <a href="#">Price volatility of gas and electricity by month: Day-ahead contracts (GB)-</a></li> <li>9) <a href="#">Gas demand and supply source by month (GB)-</a></li> </ol>
By 25/11/2024	<p><b>Retail Market Indicators (quarterly)</b></p> <ol style="list-style-type: none"> <li>1) <a href="#">Breakdown of the default tariff price cap (GBP £, prepayment)</a></li> <li>2) <a href="#">Breakdown of the default tariff price cap (GBP £, direct debit)</a></li> <li>3) <a href="#">Breakdown of the default tariff price cap (GBP £, standard credit)</a></li> </ol>
29/11/2024	<p><b>Retail Market Indicators (monthly)</b></p> <ol style="list-style-type: none"> <li>1) <a href="#">Comparison of retail prices (SVT and cheapest tariff)</a></li> <li>2) <a href="#">Cheapest tariffs by payment method</a></li> <li>3) <a href="#">Number of customers switching by fuel type</a></li> <li>4) <a href="#">Prepayment price cap and prices since January 2016 (GB)</a></li> </ol>
29/11/2024	<p><b>Complaints (quarterly)</b></p> <ol style="list-style-type: none"> <li>1) <a href="#">Complaints received by all suppliers per 100,000 customer accounts (GB)</a></li> <li>2) <a href="#">Complaints received by large suppliers per 100,000 customer accounts</a></li> <li>3) <a href="#">Complaints received by medium-sized suppliers per 100,000 customer accounts</a></li> <li>4) <a href="#">Complaints received by a selection of small-sized suppliers per 10,000 customer accounts</a></li> <li>5) <a href="#">Complaints resolved by large suppliers by end of next working day (%)</a></li> <li>6) <a href="#">Complaints resolved by large suppliers within eight weeks (%)</a></li> <li>7) <a href="#">Complaints resolved by medium-sized suppliers by end of next working day (%)</a></li> <li>8) <a href="#">Complaints resolved by medium-sized suppliers within eight weeks (%)</a></li> <li>9) <a href="#">Complaints resolved by a selection of small-sized suppliers by end of next working day (%)</a></li> <li>10) <a href="#">Complaints resolved by a selection of small-sized suppliers within eight weeks (%)</a></li> </ol>

## December 2024<sup>1</sup>

Publication date	Indicator (update frequency)
06/12/2024	<p><a href="#">Wholesale Market Indicators (monthly)</a></p> <ol style="list-style-type: none"> <li>1) <a href="#">Gas prices: forward delivery contracts-weekly average (GB)</a></li> <li>2) <a href="#">Electricity prices: forward delivery contracts-weekly average (GB)</a></li> <li>3) <a href="#">Gas prices: day ahead baseload contracts-monthly average (GB)</a></li> <li>4) <a href="#">Electricity prices: day ahead baseload contracts-monthly average (GB)</a></li> </ol>
11/12/2024	<p><a href="#">Social Obligations Reporting (quarterly)</a></p> <ol style="list-style-type: none"> <li>1) <a href="#">Average debt level where there is no arrangement to repay the debt (arrears)</a></li> <li>2) <a href="#">Average level of debt remaining where there is an arrangement to repay the debt</a></li> <li>3) <a href="#">The proportion of customers repaying a debt to their supplier using a PPM (%)</a></li> <li>4) <a href="#">Number of disconnections for non-payment of debt</a></li> <li>5) <a href="#">Number of accounts with a consumer repaying an energy debt</a></li> <li>6) <a href="#">Number of accounts in arrears where there is no arrangement to repay the debt</a></li> <li>7) <a href="#">Number of domestic smart prepayment meter (smart-PPM) customers self-disconnecting at least once</a></li> <li>8) <a href="#">Total number of domestic smart prepayment meter customer self-disconnections</a></li> <li>9) <a href="#">Total financial value of domestic customer debt and arrears (existing for &gt;91 days)</a></li> </ol>

<sup>1</sup> The monthly retail indicators for December will instead be published in early January.