

Monitoring company performance – quarterly reporting

Ofgem monitors the performance of domestic suppliers in relation to debt, disconnection, prepayment meters and help for customers in vulnerable positions. Information is collected from suppliers on a quarterly and annual basis and the data received is set out in the tables that follow and published on the Ofgem website.

The published data should be read in conjunction with the accompanying guidance notes which contains definitions on the data collected. The guidance is available on the Ofgem website at the link below:

[Social Obligations Reporting Guidance Notes](#)

You may notice that a data field is left blank. This indicates that the supplier was unable to provide the required data for that specific reporting period.

For the reconnections table, suppliers will only be shown if they have disconnected customers in the relevant reporting period.

**Payment Methods
September 2018**

Electricity	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
Affect Energy	96.1%	0.0%	0.0%	0.0%	0.0%	3.9%	100.0%
Avid Energy	0.0%	98.3%	1.7%	0.0%	0.0%	0.0%	100.0%
Avro Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Axis Telecom	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Breeze Energy Supply Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Brilliant Energy	87.9%	0.0%	6.7%	0.0%	0.0%	5.4%	100.0%
Bristol Energy	81.7%	1.6%	0.1%	0.0%	0.0%	16.6%	100.0%
British Gas	53.8%	19.8%	20.4%	0.1%	2.1%	3.8%	100.0%
Bulb Energy	92.9%	0.7%	0.0%	0.0%	0.0%	6.4%	100.0%
Co-operative Energy	87.2%	1.5%	11.2%	0.0%	0.0%	0.1%	100.0%
E.ON	63.6%	10.5%	23.0%	0.1%	0.7%	2.1%	100.0%
economyenergy	27.5%	72.5%	0.0%	0.0%	0.0%	0.0%	100.0%
Ecotricity	56.1%	13.1%	0.2%	0.0%	0.1%	30.4%	100.0%
EDF Energy	59.5%	14.4%	17.3%	0.1%	2.3%	6.3%	100.0%
Effortless Energy Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
ENGIE power Limited	92.3%	0.0%	7.2%	0.0%	0.0%	0.5%	100.0%
ENSTROGA	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Epower	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%
ESB Energy Ltd	91.0%	0.0%	2.9%	0.0%	0.0%	6.1%	100.0%
Eversmart Energy Ltd	76.1%	23.9%	0.0%	0.0%	0.0%	0.0%	100.0%
Extraenergy	90.9%	0.0%	9.1%	0.0%	0.0%	0.0%	100.0%
First Utility	91.0%	0.7%	0.0%	0.0%	0.0%	8.3%	100.0%
Fischer Energy	98.0%	0.0%	2.0%	0.0%	0.0%	0.0%	100.0%
Flow Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Gnergy	83.4%	0.0%	16.6%	0.0%	0.0%	0.0%	100.0%
Good Energy	63.2%	0.9%	26.0%	0.0%	0.0%	9.8%	100.0%
Green Energy	55.4%	1.5%	0.1%	0.0%	0.0%	43.1%	100.0%
Green Network Energy	96.4%	0.1%	0.6%	0.0%	0.0%	3.0%	100.0%
Green Star Energy	64.5%	6.3%	22.2%	0.0%	0.2%	6.8%	100.0%
Gulf Gas & Power UK	99.4%	0.0%	0.0%	0.0%	0.0%	0.6%	100.0%
Igloo Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
isupply	90.5%	1.4%	2.0%	0.0%	0.1%	6.1%	100.0%
LoCO2 Energy	96.4%	0.3%	0.0%	0.0%	0.0%	3.3%	100.0%
Nabuh Energy Ltd	14.1%	85.9%	0.0%	0.0%	0.0%	0.0%	100.0%
npower	62.8%	10.5%	20.2%	0.2%	0.7%	5.6%	100.0%

Octopus Energy Ltd	93.6%	0.4%	0.0%	0.0%	0.0%	6.1%	100.0%
OneSelect Energy	93.1%	0.0%	0.5%	0.0%	0.0%	6.4%	100.0%
Orbit Energy	93.7%	0.0%	2.8%	0.0%	0.0%	3.4%	100.0%
Our Power	42.8%	28.5%	0.0%	0.0%	0.0%	28.6%	100.0%
Ovo Energy	71.5%	24.3%	0.0%	0.0%	0.0%	4.2%	100.0%
PFP Energy Ltd	92.9%	0.5%	0.0%	0.0%	0.0%	6.6%	100.0%
Pure Planet	97.3%	0.0%	0.0%	0.0%	0.0%	2.7%	100.0%
Robin Hood Energy	48.4%	13.9%	21.0%	0.0%	0.2%	16.5%	100.0%
Scottish and Southern	54.0%	14.0%	23.6%	0.1%	1.1%	7.3%	100.0%
Scottish Power	65.1%	14.1%	18.1%	0.1%	0.9%	1.8%	100.0%
Simplicity Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
So Energy Trading Limited	97.6%	0.0%	0.0%	0.0%	0.0%	2.4%	100.0%
Spark Energy	46.2%	25.9%	27.9%	0.0%	0.0%	0.0%	100.0%
The Peoples Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Together Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Tonik Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Toto Energy	55.8%	35.0%	0.0%	0.0%	0.0%	9.2%	100.0%
Utilita	1.3%	94.6%	2.2%	0.0%	0.1%	1.7%	100.0%
Utility Point	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Utility Warehouse	86.8%	7.8%	0.1%	0.0%	0.0%	5.2%	100.0%
Yorkshire Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Zebra Power	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Industry	62.3%	15.8%	16.3%	0.1%	1.0%	4.5%	100.0%

Gas	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
Affect Energy	96.7%	0.0%	0.0%	0.0%	0.0%	3.3%	100.0%
Avid Energy	0.0%	98.2%	1.8%	0.0%	0.0%	0.0%	100.0%
Avro Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Axis Telecom	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Better Energy	87.7%	6.9%	0.0%	0.0%	0.0%	5.4%	100.0%
Breeze Energy Supply Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Bristol Energy	83.0%	1.1%	0.1%	0.0%	0.0%	15.8%	100.0%
British Gas	51.6%	16.6%	25.2%	0.1%	2.8%	3.8%	100.0%
Bulb Energy	92.9%	0.6%	0.0%	0.0%	0.0%	6.5%	100.0%
Cardiff Energy Supply Ltd	47.7%	51.0%	1.3%	0.0%	0.0%	0.0%	100.0%
Co-operative Energy	88.4%	1.5%	10.0%	0.0%	0.0%	0.1%	100.0%
Dali Gas	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
E.ON	69.8%	10.4%	17.5%	0.1%	0.7%	1.5%	100.0%
economyenergy	30.4%	69.6%	0.0%	0.0%	0.0%	0.0%	100.0%
Ecotricity	57.7%	13.4%	0.2%	0.0%	0.1%	28.5%	100.0%
EDF Energy	68.2%	12.4%	11.7%	0.1%	2.2%	5.4%	100.0%
Effortless Energy Ltd	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
ENGIE power Limited	92.0%	0.0%	7.4%	0.0%	0.0%	0.6%	100.0%
ENSTROGA	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Entice Energy Supply Limited	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Epower	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%
ESB Energy Ltd	90.8%	0.0%	3.0%	0.0%	0.0%	6.2%	100.0%
Eversmart Energy Ltd	76.0%	24.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Extraenergy	93.7%	0.0%	6.2%	0.0%	0.0%	0.0%	100.0%
First Utility	91.6%	0.6%	0.0%	0.0%	0.0%	7.8%	100.0%
Fischer Energy	98.0%	0.0%	2.0%	0.0%	0.0%	0.0%	100.0%
Flow Energy	99.9%	0.1%	0.0%	0.0%	0.0%	0.0%	100.0%
Gnergy	86.1%	0.0%	13.9%	0.0%	0.0%	0.0%	100.0%
Good Energy	68.1%	1.0%	22.7%	0.0%	0.0%	8.2%	100.0%
Green Energy	67.4%	0.0%	0.0%	0.0%	0.0%	32.5%	100.0%
Green Network Energy	96.4%	0.1%	0.6%	0.0%	0.0%	2.9%	100.0%
Green Star Energy	64.2%	6.6%	22.1%	0.0%	0.2%	6.8%	100.0%
Gulf Gas & Power UK	99.5%	0.0%	0.0%	0.0%	0.0%	0.5%	100.0%
Igloo Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
isupply	93.8%	1.5%	1.9%	0.0%	0.0%	2.8%	100.0%
LoCO2 Energy	97.5%	0.0%	0.0%	0.0%	0.0%	2.5%	100.0%
Nabuh Energy Ltd	16.1%	83.9%	0.0%	0.0%	0.0%	0.0%	100.0%
npower	70.6%	9.9%	14.1%	0.2%	0.5%	4.7%	100.0%

Octopus Energy Ltd	94.5%	0.1%	0.0%	0.0%	0.0%	5.4%	100.0%
OneSelect Energy	93.2%	0.0%	0.5%	0.0%	0.0%	6.2%	100.0%
Orbit Energy	93.5%	0.0%	3.2%	0.0%	0.0%	3.3%	100.0%
Our Power	47.3%	24.9%	0.0%	0.0%	0.0%	27.8%	100.0%
Ovo Energy	72.1%	24.0%	0.0%	0.0%	0.0%	3.9%	100.0%
PFP Energy Ltd	93.2%	0.6%	0.0%	0.0%	0.0%	6.2%	100.0%
Pure Planet	97.4%	0.0%	0.0%	0.0%	0.0%	2.6%	100.0%
Robin Hood Energy	47.3%	13.9%	22.3%	0.0%	0.2%	16.3%	100.0%
Scottish and Southern	60.0%	12.3%	20.3%	0.1%	1.5%	5.8%	100.0%
Scottish Power	72.3%	11.4%	14.1%	0.1%	0.6%	1.5%	100.0%
Simplicity Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
So Energy Trading Limited	97.7%	0.0%	0.0%	0.0%	0.0%	2.3%	100.0%
Spark Energy	45.5%	29.1%	25.4%	0.0%	0.0%	0.0%	100.0%
The Peoples Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Together Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Tonik Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Toto Energy	55.1%	36.3%	0.0%	0.0%	0.0%	8.7%	100.0%
UK national Gas Ltd	32.6%	0.0%	67.4%	0.0%	0.0%	0.0%	100.0%
Utilita	1.4%	94.4%	2.0%	0.0%	0.1%	2.1%	100.0%
Utility Point	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Utility Warehouse	87.6%	7.4%	0.1%	0.0%	0.0%	4.9%	100.0%
Yorkshire Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Zebra Power	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Zog Energy	99.9%	0.1%	0.0%	0.0%	0.0%	0.0%	100.0%
Industry	64.5%	15.0%	15.2%	0.1%	1.3%	3.9%	100.0%

Debt by Quarter September 2018

Electricity	Number of credit customers repaying a debt (millions)	Number of PPM customers repaying a debt (millions)	Percentage of PPM customers in debt	Percentage of customers repaying a debt who owe under £100	Percentage of customers repaying a debt who owe between £100- £300	Percentage of customers repaying a debt who owe between £300- £600	Percentage of customers repaying a debt who owe over £600	Average debt per customer repaying a debt	Number of customers in arrears (millions)	Average debt per customer in arrears
Q3 2017	0.4	0.3	6%	35%	26%	16%	23%	£636	0.6	£580
Q4 2017	0.4	0.2	6%	36%	25%	16%	23%	£641	0.6	£555
Q1 2018	0.4	0.2	6%	36%	25%	16%	23%	£638	0.6	£571
Q2 2018	0.4	0.2	6%	35%	26%	17%	23%	£644	0.7	£571
Q3 2018	0.4	0.2	5%	34%	26%	16%	24%	£652	0.6	£598

Gas	Number of credit customers repaying a debt (millions)	Number of PPM customers repaying a debt (millions)	Percentage of PPM customers in debt	Percentage of customers repaying a debt who owe under £100	Percentage of customers repaying a debt who owe between £100- £300	Percentage of customers repaying a debt who owe between £300- £600	Percentage of customers repaying a debt who owe over £600	Average debt per customer repaying a debt	Number of customers in arrears (millions)	Average debt per customer in arrears
Q3 2017	0.3	0.2	7%	35%	27%	17%	21%	£622	0.4	£529
Q4 2017	0.3	0.2	7%	37%	26%	16%	21%	£622	0.5	£493
Q1 2018	0.3	0.2	7%	36%	27%	17%	21%	£617	0.4	£487
Q2 2018	0.4	0.2	6%	33%	28%	18%	21%	£616	0.5	£505
Q3 2018	0.3	0.2	6%	34%	28%	17%	21%	£621	0.5	£508

**Debt Repayment
July - September 2018**

Electricity	Number of customers repaying a debt	Average weekly amount towards debt	Average number of weeks to recover debt (non-PPM)	Average weekly amount towards debt	Average number of weeks to recover debt (PPM)
Affect Energy	1	£0.00	0	£0.00	0
Avid Energy	0	£0.00	0	£0.00	0
Avro Energy	200	£4.61	47	£0.00	0
Axis Telecom	0	£0.00	0	£0.00	0
Breeze Energy Supply Ltd	0	£0.00	0	£0.00	0
Brilliant Energy	1,480	£0.00	0	£0.00	0
Bristol Energy	105	£15.74	47	£5.00	170
British Gas	132,464	£7.34	57	£4.37	79
Bulb Energy	697	£3.92	52	£0.00	0
Co-operative Energy	1,218	£11.00	82	£7.00	71
E.ON	114,638	£4.67	113	£6.40	142
economyenergy	2,976	£612.00	37	£0.00	0
Ecotricity	955	£21.60	32	£6.46	105
EDF Energy	138,676	£5.99	74	£6.18	231
Effortless Energy Ltd	0	£0.00	0	£0.00	0
ENGIE power Limited	77	£10.79	58	£0.00	0
ENSTROGA	0			£0.00	0
Epower	120	£0.00	0	£0.00	0
ESB Energy Ltd	7	£16.34	27	£0.00	0
Eversmart Energy Ltd	305	£0.00	0	£0.00	0
Extraenergy	1,103	£24.44	108	£0.00	0
First Utility	13,819	£18.38	76	£0.00	190
Fischer Energy	0	£0.00	0	£0.00	0
Flow Energy	235	£16.77	73	£0.00	0
Gnergy	1,604	£0.00	0	£0.00	0
Good Energy	7,546	£8.75	52	£7.85	266
Green Energy	194	£14.88	79	£7.25	139
Green Network Energy	90	£12.94	33	£7.62	53
Green Star Energy	3,798	£16.11	49	£10.00	45
Gulf Gas & Power UK	0	£0.00	0	£0.00	0
Igloo Energy	34	£3.66	52	£0.00	0
isupply	365	£21.93	59	£5.60	276
LoCO2 Energy	60	£44.96	29	£4.00	0
Nabuh Energy Ltd	0	£0.00	0	£0.00	0

npower	73,527	£6.39	92	£5.52	166
Octopus Energy Ltd	4,007	£5.92	38	£13.00	340
OneSelect Energy	29	£14.37	56	£0.00	0
Orbit Energy	0	£0.00	0	£0.00	0
Our Power	254	£5.01	48	£0.00	0
Ovo Energy	5,330	£10.77	45	£8.75	43
PFP Energy Ltd	197	£15.99	41	£0.00	0
Pure Planet	15	£11.21	60	£0.00	0
Robin Hood Energy	326	£16.85	30	£0.00	0
Scottish and Southern	86,993	£6.50	165	£4.47	182
Scottish Power	55,660	£4.89	54	£6.31	207
Simplicity Energy	5	£0.00	0	£0.00	0
So Energy Trading Limited	44	£15.82	33	£0.00	0
Spark Energy	3,601	£13.38	93	£4.38	122
The Peoples Energy	0	£0.00	0	£0.00	0
Together Energy	224	£10.52	29	£0.00	0
Tonik Energy	1,111	£5.70	34	£0.00	0
Toto Energy	2,916	£11.26	44	£0.00	0
Utilita	13,416	£5.38	90	£3.00	926
Utility Point	0			£0.00	0
Utility Warehouse	9,726	£6.28	74	£4.81	149
Yorkshire Energy	0	£0.00	0	£0.00	0
Zebra Power	0	£0.00	0	£0.00	0
Total	680,148	£0.00	0	£0.00	0

Gas	Number of customers repaying a debt	Average weekly amount towards debt	Average number of weeks to recover debt (non-PPM)	Average weekly amount towards debt	Average number of weeks to recover debt (PPM)
Affect Energy	1	£0.00	0	£0.00	0
Avid Energy	0	£0.00	0	£0.00	0
Avro Energy	200	£4.61	47	£0.00	0
Axis Telecom	0	£0.00	0	£0.00	0
Better Energy	12	£18.23	58	£0.00	0
Breeze Energy Supply Ltd	0	£0.00	0	£0.00	0
Bristol Energy	93	£16.06	31	£7.50	230
British Gas	164,738	£7.18	56	£5.31	117
Bulb Energy	542	£3.69	52	£0.00	0
Cardiff Energy Supply Ltd	2	£0.00	0	£3.60	722
Co-operative Energy	1,006	£10.00	89	£7.15	69
Dali Gas	98	£22.00	22	£0.00	0
E.ON	81,782	£3.88	113	£6.10	116
economyenergy	3,294	£5.77	43	£0.00	0
Ecotricity	571	£15.08	27	£5.74	102
EDF Energy	93,643	£4.84	71	£6.00	181
Effortless Energy Ltd	0	£0.00	0	£0.00	0
ENGIE power Limited	87	£10.77	56	£0.00	0
ENSTROGA	0	£0.00	0	£0.00	0
Entice Energy Supply Limited	0	£0.00	0	£0.00	0
Epower	0	£0.00	0	£0.00	0
ESB Energy Ltd	6	£18.16	29	£0.00	0
Eversmart Energy Ltd	213	£0.00	0	£0.00	0
Extraenergy	902	£24.44	108	£0.00	0
First Utility	11,626	£15.09	71	£5.99	123
Fischer Energy	0	£0.00	0	£0.00	0
Flow Energy	194	£18.23	67	£0.00	0
Gnergy	1,485	£0.00	0	£0.00	0
Good Energy	5,250	£8.13	52	£6.00	191
Green Energy	22	£12.01	64	£0.00	0
Green Network Energy	104	£13.32	33	£7.28	51
Green Star Energy	4,957	£15.73	49	£0.00	0
Gulf Gas & Power UK	0	£0.00	0	£0.00	0
Igloo Energy	30	£3.84	52	£0.00	0
isupply	37	£8.24	54	£0.00	0
LoCO2 Energy	45	£0.00	0	£0.00	0
Nabuh Energy Ltd	0	£0.00	0	£0.00	0

npower	63,373	£4.79	92	£5.51	151
Octopus Energy Ltd	3,235	£7.94	40	£0.00	0
OneSelect Energy	22	£15.91	55	£0.00	0
Orbit Energy	0	£0.00	0	£0.00	0
Our Power	200	£3.97	41	£0.00	0
Ovo Energy	4,528	£9.22	45	£7.51	39
PFP Energy Ltd	181	£16.71	41	£0.00	0
Pure Planet	9	£11.29	67	£0.00	0
Robin Hood Energy	304	£16.46	29	£0.00	0
Scottish and Southern	65,982	£5.50	140	£4.26	128
Scottish Power	37,915	£4.19	53	£6.73	152
Simplicity Energy	5	£0.00	0	£0.00	0
So Energy Trading Limited	34	£16.96	29	£0.00	0
Spark Energy	2,768	£14.41	97	£7.50	410
The Peoples Energy	0	£0.00	0	£0.00	0
Together Energy	139	£11.46	30	£0.00	0
Tonik Energy	842	£5.70	34	£0.00	0
Toto Energy	747	£11.31	44	£0.00	0
UK national Gas Ltd	15	£0.00	0	£0.00	0
Utilita	4,404	£5.50	60	£3.17	117
Utility Point	0			£0.00	0
Utility Warehouse	8,505	£4.82	72	£4.73	127
Yorkshire Energy	0	£0.00	0	£0.00	0
Zebra Power	0	£0.00	0	£0.00	0
Zog Energy	13	£10.62	40	£6.67	180
Total	564,161	£0.00	0	£0.00	0

**Prepayment Meters
July - September 2018**

Electricity	Number of PPMs installed this quarter	Number of PPMs installed this quarter to recover debt	PPMs installed this quarter, requested by customers without a debt
Affect Energy	0	0	0
Avid Energy	1,496	0	1,496
Avro Energy	0	0	0
Axis Telecom	0	0	0
Breeze Energy Supply Ltd	0	0	0
Brilliant Energy	0	0	0
Bristol Energy	0	0	0
British Gas	14,455	13,602	853
Bulb Energy	3	1	2
Co-operative Energy	158	140	18
E.ON	5,794	3,085	2,709
economyenergy	542	0	542
Ecotricity	295	124	171
EDF Energy	5,213	4,809	404
Effortless Energy Ltd	0	0	0
ENGIE power Limited	4	0	4
ENSTROGA	0	0	0
Epower	0	0	0
ESB Energy Ltd	0	0	0
Eversmart Energy Ltd	0	0	0
Extraenergy	0	0	0
First Utility	437	387	50
Fischer Energy	0	0	0
Flow Energy	0	0	0
Gnergy	0	0	0
Good Energy	15	11	4
Green Energy	10	10	0
Green Network Energy	24	21	3
Green Star Energy	72	65	7
Gulf Gas & Power UK	0	0	0
Igloo Energy	0	0	0
isupply	85	70	15
LoCO2 Energy	32	0	32
Nabuh Energy Ltd	0	0	0

npower	2,928	2,565	363
Octopus Energy Ltd	0	0	0
OneSelect Energy	0	0	0
Orbit Energy	0	0	0
Our Power	458	0	458
Ovo Energy	1,354	64	1,290
PFP Energy Ltd	10	0	10
Pure Planet	0	0	0
Robin Hood Energy	253	0	253
Scottish and Southern	4,455	2,239	2,216
Scottish Power	1,635	1,551	84
Simplicity Energy	0	0	0
So Energy Trading Limited	0	0	0
Spark Energy	96	2	94
The Peoples Energy	0	0	0
Together Energy	0	0	0
Tonik Energy	0	0	0
Toto Energy	93	0	93
Utilita	42,177	40	42,137
Utility Point	0	0	0
Utility Warehouse	1,418	502	916
Yorkshire Energy	0	0	0
Zebra Power	0	0	0
Total	83,512	29,288	54,224

Gas	Number of PPMs installed this quarter	Number of PPMs installed this quarter to recover debt	PPMs installed this quarter, requested by customers without a debt
Affect Energy	0	0	0
Avid Energy	1,294	0	1,294
Avro Energy	0	0	0
Axis Telecom	0	0	0
Better Energy	11	0	11
Breeze Energy Supply Ltd	0	0	0
Bristol Energy	0	0	0
British Gas	14,150	12,477	1,673
Bulb Energy	8	3	5
Cardiff Energy Supply Ltd	0	0	0
Co-operative Energy	159	140	19
Dali Gas	0	0	0
E.ON	4,129	3,042	1,087
economyenergy	916	0	916
Ecotricity	212	93	119
EDF Energy	4,176	3,189	987
Effortless Energy Ltd	0	0	0
ENGIE power Limited	15	0	15
ENSTROGA	0	0	0
Entice Energy Supply Limited	0	0	0
Epower	0	0	0
ESB Energy Ltd	0	0	0
Eversmart Energy Ltd	0	0	0
Extraenergy	0	0	0
First Utility	316	268	48
Fischer Energy	0	0	0
Flow Energy	0	0	0
Gnergy	0	0	0
Good Energy	12	7	5
Green Energy	0	0	0
Green Network Energy	22	21	1
Green Star Energy	234	211	23
Gulf Gas & Power UK	0	0	0
Igloo Energy	0	0	0
isupply	0	0	0
LoCO2 Energy	0	0	0
Nabuh Energy Ltd	0	0	0

npower	2,294	1,928	366
Octopus Energy Ltd	3	0	3
OneSelect Energy	0	0	0
Orbit Energy	0	0	0
Our Power	339	0	339
Ovo Energy	422	55	367
PFP Energy Ltd	34	0	34
Pure Planet	0	0	0
Robin Hood Energy	151	0	151
Scottish and Southern	3,071	1,763	1,308
Scottish Power	1,239	1,163	76
Simplicity Energy	0	0	0
So Energy Trading Limited	0	0	0
Spark Energy	492	2	490
The Peoples Energy	0	0	0
Together Energy	0	0	0
Tonik Energy	0	0	0
Toto Energy	494	0	494
UK national Gas Ltd	0	0	0
Utilita	32,026	12	32,014
Utility Point	0	0	0
Utility Warehouse	1,072	441	631
Yorkshire Energy	0	0	0
Zebra Power	0	0	0
Zog Energy	4	4	0
Total	67,295	24,819	42,476

**Disconnections for Debt
July - September 2018**

Electricity	Number of customers disconnected for debt this quarter	Number of customers reconnected this quarter (from those disconnected this quarter)	Number of customers not yet reconnected (who were disconnected this quarter)	Average period of disconnection in days (for those disconnected this quarter)
Affect Energy	0	0	0	0
Avid Energy	0	0	0	0
Avro Energy	0	0	0	0
Axis Telecom	0	0	0	0
Breeze Energy Supply Ltd	0	0	0	0
Brilliant Energy	0	0	0	0
Bristol Energy	0	0	0	0
British Gas	0	0	0	0
Bulb Energy	0	0	0	0
Co-operative Energy	0	0	0	0
E.ON	0	0	0	0
economyenergy	0	0	0	0
Ecotricity	0	0	0	0
EDF Energy	0	0	0	0
Effortless Energy Ltd	0	0	0	0
ENGIE power Limited	0	0	0	0
ENSTROGA	0	0	0	0
Epower	0	0	0	0
ESB Energy Ltd	0	0	0	0
Eversmart Energy Ltd	0	0	0	0
Extraenergy	0	0	0	0
First Utility	0	0	0	0
Fischer Energy	0	0	0	0
Flow Energy	0	0	0	0
Gnergy	0	0	0	0
Good Energy	0	0	0	0
Green Energy	4	4	0	10
Green Network Energy	0	0	0	0
Green Star Energy	0	0	0	0
Gulf Gas & Power UK	0	0	0	0
Igloo Energy	0	0	0	0
isupply	0	0	0	0
LoCO2 Energy	0	0	0	0
Nabuh Energy Ltd	0	0	0	0

npower	0	0	0	0
Octopus Energy Ltd	0	0	0	0
OneSelect Energy	0	0	0	0
Orbit Energy	0	0	0	0
Our Power	0	0	0	0
Ovo Energy	0	0	0	0
PFP Energy Ltd	0	0	0	0
Pure Planet	0	0	0	0
Robin Hood Energy	0	0	0	0
Scottish and Southern	0	0	0	0
Scottish Power	0	0	0	0
Simplicity Energy	0	0	0	0
So Energy Trading Limited	0	0	0	0
Spark Energy	0	0	0	0
The Peoples Energy	0	0	0	0
Together Energy	0	0	0	0
Tonik Energy	0	0	0	0
Toto Energy	0	0	0	0
Utilita	0	0	0	0
Utility Point	0	0	0	0
Utility Warehouse	0	0	0	0
Yorkshire Energy	0	0	0	0
Zebra Power	0	0	0	0
Total	4	4	0	10

Gas	Number of customers disconnected for debt this quarter	Number of customers reconnected this quarter (from those disconnected this quarter)	Number of customers not yet reconnected (who were disconnected this quarter)	Average period of disconnection in days (for those disconnected this quarter)
Affect Energy	0	0	0	0
Avid Energy	0	0	0	0
Avro Energy	0	0	0	0
Axis Telecom	0	0	0	0
Better Energy	0	0	0	0
Breeze Energy Supply Ltd	0	0	0	0
Bristol Energy	0	0	0	0
British Gas	0	0	0	0
Bulb Energy	0	0	0	0
Cardiff Energy Supply Ltd	0	0	0	0
Co-operative Energy	0	0	0	0
Dali Gas	0	0	0	0
E.ON	0	0	0	0
economyenergy	0	0	0	0
Ecotricity	0	0	0	0
EDF Energy	0	0	0	0
Effortless Energy Ltd	0	0	0	0
ENGIE power Limited	0	0	0	0
ENSTROGA	0	0	0	0
Entice Energy Supply Limited	0	0	0	0
Epower	0	0	0	0
ESB Energy Ltd	0	0	0	0
Eversmart Energy Ltd	0	0	0	0
Extraenergy	0	0	0	0
First Utility	0	0	0	0
Fischer Energy	0	0	0	0
Flow Energy	0	0	0	0
Gnergy	0	0	0	0
Good Energy	0	0	0	0
Green Energy	0	0	0	0
Green Network Energy	0	0	0	0
Green Star Energy	0	0	0	0
Gulf Gas & Power UK	0	0	0	0
Igloo Energy	0	0	0	0
isupply	0	0	0	0
LoCO2 Energy	0	0	0	0
Nabuh Energy Ltd	0	0	0	0

npower	0	0	0	0
Octopus Energy Ltd	0	0	0	0
OneSelect Energy	0	0	0	0
Orbit Energy	0	0	0	0
Our Power	0	0	0	0
Ovo Energy	0	0	0	0
PFP Energy Ltd	0	0	0	0
Pure Planet	0	0	0	0
Robin Hood Energy	0	0	0	0
Scottish and Southern	0	0	0	0
Scottish Power	0	0	0	0
Simplicity Energy	0	0	0	0
So Energy Trading Limited	0	0	0	0
Spark Energy	0	0	0	0
The Peoples Energy	0	0	0	0
Together Energy	0	0	0	0
Tonik Energy	0	0	0	0
Toto Energy	0	0	0	0
UK national Gas Ltd	0	0	0	0
Utilita	0	0	0	0
Utility Point	0	0	0	0
Utility Warehouse	0	0	0	0
Yorkshire Energy	0	0	0	0
Zebra Power	0	0	0	0
Zog Energy	0	0	0	0
Total	0	0	0	0

**Percentage of Customers Reconnected following Disconnection for Debt
July - September 2018**

Electricity	24 hours	7 days	1 month	1 quarter
Affect Energy	0%	0%	0%	0%
Avid Energy	0%	0%	0%	0%
Avro Energy	0%	0%	0%	0%
Axis Telecom	0%	0%	0%	0%
Breeze Energy Supply Ltd	0%	0%	0%	0%
Brilliant Energy	0%	0%	0%	0%
Bristol Energy	0%	0%	0%	0%
British Gas	0%	0%	0%	0%
Bulb Energy	0%	0%	0%	0%
Co-operative Energy	0%	0%	0%	0%
E.ON	0%	0%	0%	0%
economyenergy	0%	0%	0%	0%
Ecotricity	0%	0%	0%	0%
EDF Energy	0%	0%	0%	0%
Effortless Energy Ltd	0%	0%	0%	0%
ENGIE power Limited	0%	0%	0%	0%
ENSTROGA	0%	0%	0%	0%
Epower	0%	0%	0%	0%
ESB Energy Ltd	0%	0%	0%	0%
Eversmart Energy Ltd	0%	0%	0%	0%
Extraenergy	0%	0%	0%	0%
First Utility	0%	0%	0%	0%
Fischer Energy	0%	0%	0%	0%
Flow Energy	0%	0%	0%	0%
Genergy	0%	0%	0%	0%
Good Energy	0%	0%	0%	0%
Green Energy	50%	50%	100%	100%
Green Network Energy	0%	0%	0%	0%
Green Star Energy	0%	0%	0%	0%
Gulf Gas & Power UK	0%	0%	0%	0%
Igloo Energy	0%	0%	0%	0%
isupply	0%	0%	0%	0%
LoCO2 Energy	0%	0%	0%	0%
Nabuh Energy Ltd	0%	0%	0%	0%
npower	0%	0%	0%	0%
Octopus Energy Ltd	0%	0%	0%	0%
OneSelect Energy	0%	0%	0%	0%

Orbit Energy	0%	0%	0%	0%
Our Power	0%	0%	0%	0%
Ovo Energy	0%	0%	0%	0%
PFP Energy Ltd	0%	0%	0%	0%
Pure Planet	0%	0%	0%	0%
Robin Hood Energy	0%	0%	0%	0%
Scottish and Southern	0%	0%	0%	0%
Scottish Power	0%	0%	0%	0%
Simplicity Energy	0%	0%	0%	0%
So Energy Trading Limited	0%	0%	0%	0%
Spark Energy	0%	0%	0%	0%
The Peoples Energy	0%	0%	0%	0%
Together Energy	0%	0%	0%	0%
Tonik Energy	0%	0%	0%	0%
Toto Energy	0%	0%	0%	0%
Utilita	0%	0%	0%	0%
Utility Point	0%	0%	0%	0%
Utility Warehouse	0%	0%	0%	0%
Yorkshire Energy	0%	0%	0%	0%
Zebra Power	0%	0%	0%	0%
Total	50%	50%	100%	100%

Gas	24 hours	7 days	1 month	1 quarter
Affect Energy	0%	0%	0%	0%
Avid Energy	0%	0%	0%	0%
Avro Energy	0%	0%	0%	0%
Axis Telecom	0%	0%	0%	0%
Better Energy	0%	0%	0%	0%
Breeze Energy Supply Ltd	0%	0%	0%	0%
Bristol Energy	0%	0%	0%	0%
British Gas	0%	0%	0%	0%
Bulb Energy	0%	0%	0%	0%
Cardiff Energy Supply Ltd	0%	0%	0%	0%
Co-operative Energy	0%	0%	0%	0%
Dali Gas	0%	0%	0%	0%
E.ON	0%	0%	0%	0%
economyenergy	0%	0%	0%	0%
Ecotricity	0%	0%	0%	0%
EDF Energy	0%	0%	0%	0%
Effortless Energy Ltd	0%	0%	0%	0%
ENGIE power Limited	0%	0%	0%	0%
ENSTROGA	0%	0%	0%	0%
Entice Energy Supply Limited	0%	0%	0%	0%
Epower	0%	0%	0%	0%
ESB Energy Ltd	0%	0%	0%	0%
Eversmart Energy Ltd	0%	0%	0%	0%
Extraenergy	0%	0%	0%	0%
First Utility	0%	0%	0%	0%
Fischer Energy	0%	0%	0%	0%
Flow Energy	0%	0%	0%	0%
Gnergy	0%	0%	0%	0%
Good Energy	0%	0%	0%	0%
Green Energy	0%	0%	0%	0%
Green Network Energy	0%	0%	0%	0%
Green Star Energy	0%	0%	0%	0%
Gulf Gas & Power UK	0%	0%	0%	0%
Igloo Energy	0%	0%	0%	0%
isupply	0%	0%	0%	0%
LoCO2 Energy	0%	0%	0%	0%
Nabuh Energy Ltd	0%	0%	0%	0%
npower	0%	0%	0%	0%
Octopus Energy Ltd	0%	0%	0%	0%
OneSelect Energy	0%	0%	0%	0%
Orbit Energy	0%	0%	0%	0%

Our Power	0%	0%	0%	0%
Ovo Energy	0%	0%	0%	0%
PFP Energy Ltd	0%	0%	0%	0%
Pure Planet	0%	0%	0%	0%
Robin Hood Energy	0%	0%	0%	0%
Scottish and Southern	0%	0%	0%	0%
Scottish Power	0%	0%	0%	0%
Simplicity Energy	0%	0%	0%	0%
So Energy Trading Limited	0%	0%	0%	0%
Spark Energy	0%	0%	0%	0%
The Peoples Energy	0%	0%	0%	0%
Together Energy	0%	0%	0%	0%
Tonik Energy	0%	0%	0%	0%
Toto Energy	0%	0%	0%	0%
UK national Gas Ltd	0%	0%	0%	0%
Utilita	0%	0%	0%	0%
Utility Point	0%	0%	0%	0%
Utility Warehouse	0%	0%	0%	0%
Yorkshire Energy	0%	0%	0%	0%
Zebra Power	0%	0%	0%	0%
Zog Energy	0%	0%	0%	0%
Total	0%	0%	0%	0%

**Payment Methods by Country
September 2018**

Electricity Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	14,937,019	3,602,141	3,882,462	21,036	230,308	1,088,262	23,761,228
	63%	15%	16%	0%	1%	5%	100%
Scotland	1,536,912	529,114	407,143	3,078	43,931	106,320	2,626,498
	59%	20%	16%	0%	2%	4%	100%
Wales	866,486	268,232	234,459	1,408	16,048	63,882	1,450,515
	60%	18%	16%	0%	1%	4%	100%

Gas Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	12,953,230	2,899,266	3,060,430	17,374	236,288	798,816	19,965,404
	65%	15%	15%	0%	1%	4%	100%
Scotland	1,276,473	350,553	285,683	2,944	49,418	67,135	2,032,206
	63%	17%	14%	0%	2%	3%	100%
Wales	713,431	216,597	169,675	1,392	17,992	43,887	1,162,974
	61%	19%	15%	0%	2%	4%	100%

**Headlines by Country (Quarterly)
September 2018**

Electricity Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt	Number of customers in arrears
England	584,428	200,034	4	547,490
Scotland	62,825	26,664	0	66,281
Wales	32,895	12,582	0	34,123
Great Britain	680,148	239,280	4	647,894

Gas Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt	Number of customers in arrears
England	486,122	183,872	0	440,059
Scotland	51,770	22,318	0	50,878
Wales	26,269	8,903	0	26,715
Great Britain	564,161	215,093	0	517,652