

UK Supplier Performance Report 2026

Independent scoring of the UK's major domestic energy suppliers

Report	UK Supplier Performance Report 2026 (v2026.2)
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Data period	1 January 2026 – 30 June 2026 (H1 2026)
Snapshot date	10 July 2026
Suppliers scored	9 of the largest UK domestic energy suppliers
Weights	25% Complaints · 20% Tariff · 20% Service · 15% Direct Debit · 10% Transparency · 10% Stability
Cost to suppliers	Zero — no supplier can pay to change its score

Key findings

- **Octopus Energy leads the market with an overall score of 90/100**, driven by best-in-class tariff competitiveness (92) and customer service (92).
- **So Energy (78) and EDF Energy (73)** round out the top three, both scoring above the sector average across all six dimensions.
- **ScottishPower (50) and Co-op Energy (51)** sit at the bottom of the ranking, held back by complaints handling and customer service scores below 50.
- **British Gas scores 56** — the largest supplier by customer base ranks seventh of nine, with strong market stability (78) offset by weak complaints (52) and service (51).
- **The gap between best and worst is 40 points**, reinforcing that switching supplier remains a meaningful lever for household experience — not just price.

Full ranking (H1 2026)

#	Supplier	Complaints	Tariff	Service	DD	Transp.	Stability	Overall
1	Octopus Energy	88	92	92	85	96	87	90
2	So Energy	79	79	82	76	78	72	78
3	EDF Energy	71	78	71	70	69	79	73
4	OVO Energy	60	67	57	62	64	71	63
5	Utility Warehouse	62	54	66	60	58	70	61
6	E.ON Next	52	69	55	50	61	73	59
7	British Gas	52	55	51	54	56	78	56
8	Co-op Energy	48	50	50	52	56	60	51
9	ScottishPower	42	56	44	46	52	72	50

Scores are 0–100. DD = Direct debit fairness. Transp. = Transparency. Overall = weighted sum of the six dimensions rounded to the nearest whole number.

Methodology at a glance

- **Complaints (25%)** — Ofgem Domestic Complaints Data, Q1 and Q2 2026 quarterly releases.
- **Tariff competitiveness (20%)** — PowerGuardian weekly tariff monitor (Jan–Jun 2026), scored against Ofgem Typical Domestic Consumption Values 2026 and the Ofgem Default Tariff Cap for July–September 2026 (£1,862).
- **Customer service (20%)** — Citizens Advice Star Rating, Q1 and Q2 2026 releases.
- **Direct-debit fairness (15%)** — PowerGuardian direct-debit audit, June 2026.
- **Transparency (10%)** — audit of published tariff information, exit fees and standing-charge disclosure, June 2026.
- **Market stability (10%)** — Ofgem financial resilience updates and 12-month customer-base movement.

Suggested quote

“The 40-point gap between the top and bottom of the ranking shows that choosing a supplier still matters for more than just price. Complaints handling and direct-debit fairness vary far more between suppliers than the price cap does — and those are the areas where households feel the difference every month.”

— PowerGuardian editorial team

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Downloads and links

- **Live report (dynamic, matches the Supplier Monitor)**
<https://powerguardian.co.uk/research-centre/uk-supplier-performance-report-2026>
- **Full scoring table (CSV — all suppliers × six dimensions, weights, sources)**
<https://powerguardian.co.uk/downloads/uk-supplier-performance-report-2026-scoring-table.csv>
- **PowerGuardian Supplier Monitor (canonical live scores)**
<https://powerguardian.co.uk/supplier-monitor>
- **This press kit (PDF)**
<https://powerguardian.co.uk/downloads/uk-supplier-performance-report-2026-press-kit.pdf>

About PowerGuardian

PowerGuardian is an independent UK energy intelligence platform that monitors domestic and business energy prices, supplier performance and market data. It receives no commission or funding from any energy supplier. All supplier scores on the site — including those in this report — are refreshed from the same canonical dataset used by the live Supplier Monitor.

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