

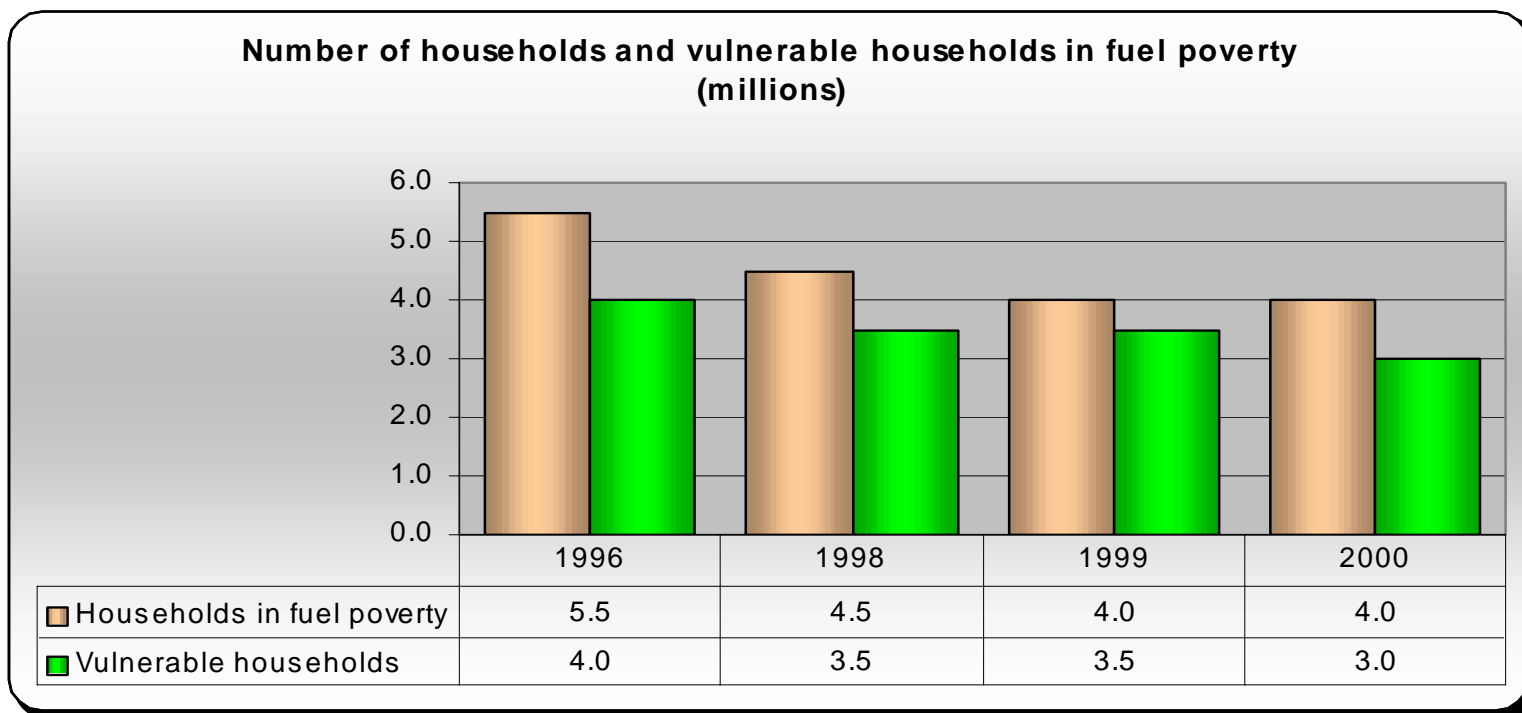
Social Action Plan Indicators

The Social Action Plan has a series of 12 indicators to monitor its progress. A number of these indicators are updated on a quarterly basis from figures provided by suppliers under their codes of practice monitoring returns. The 12 indicators which follow are:

1. Total number of households in fuel poverty
2. Number of customers using prepayment meters
3. Domestic debt
4. Tariff and payment choice
5. Disadvantaged customers and competition
6. Priority service registers
7. Disconnections
8. Self-disconnections
9. Effective energy efficiency advice
10. Warm homes initiatives
11. Customer satisfaction
12. Prices

1. Total number of households in fuel poverty

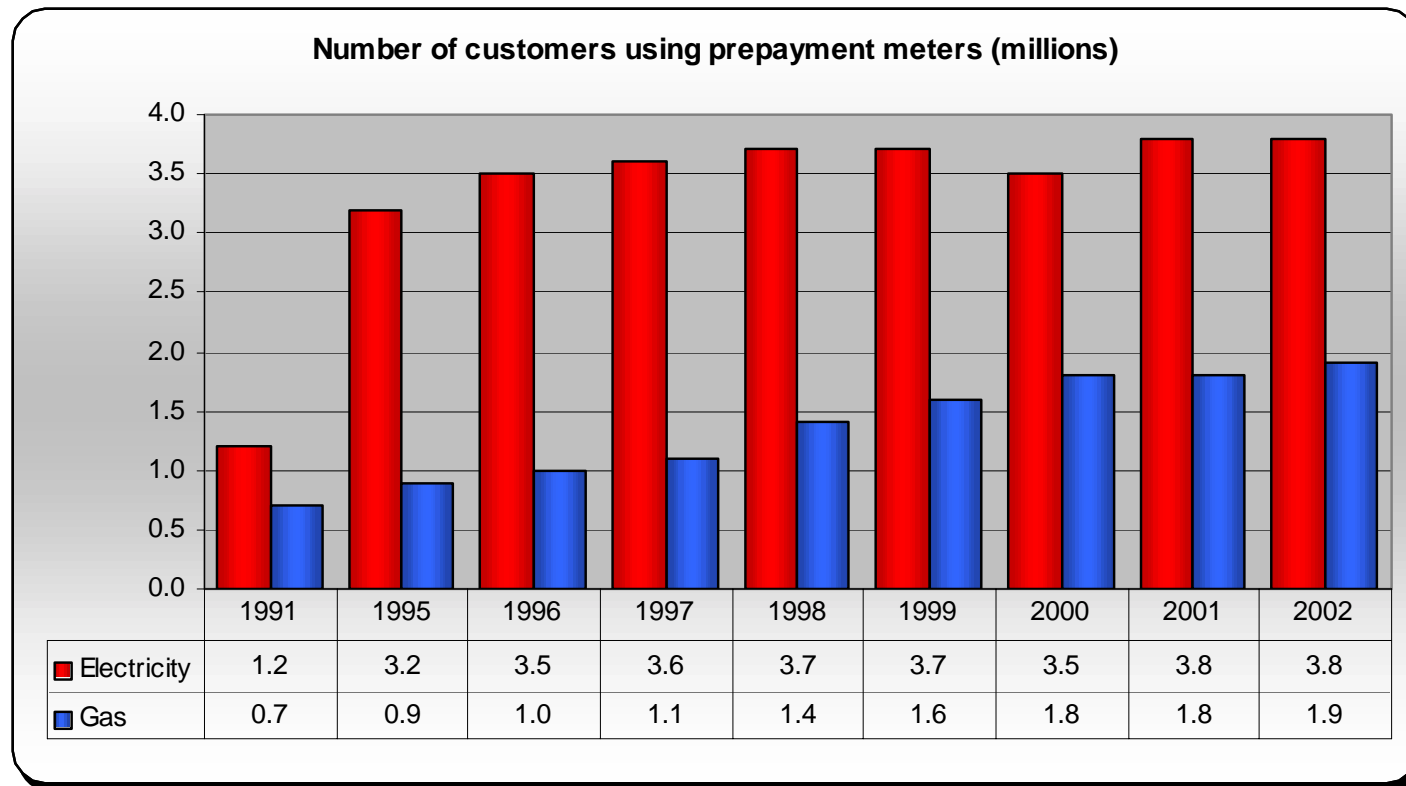
The chart below shows the latest Government estimates for the number of households in fuel poverty. The definition of a fuel poor household, on which the figures below are based, is one needing to spend more than 10% of its income (net of income tax and National Insurance and including Housing Benefit and ISMI) on household fuel use. Vulnerable households include people who are elderly, disabled and chronically sick and families with young children. More information on estimating the number of households in fuel poverty is available in the UK Fuel Poverty Strategy.



(Source: The UK Fuel Poverty Strategy, DTI, November 2001. Figures are UK estimates)

2. Number of customers using prepayment meters

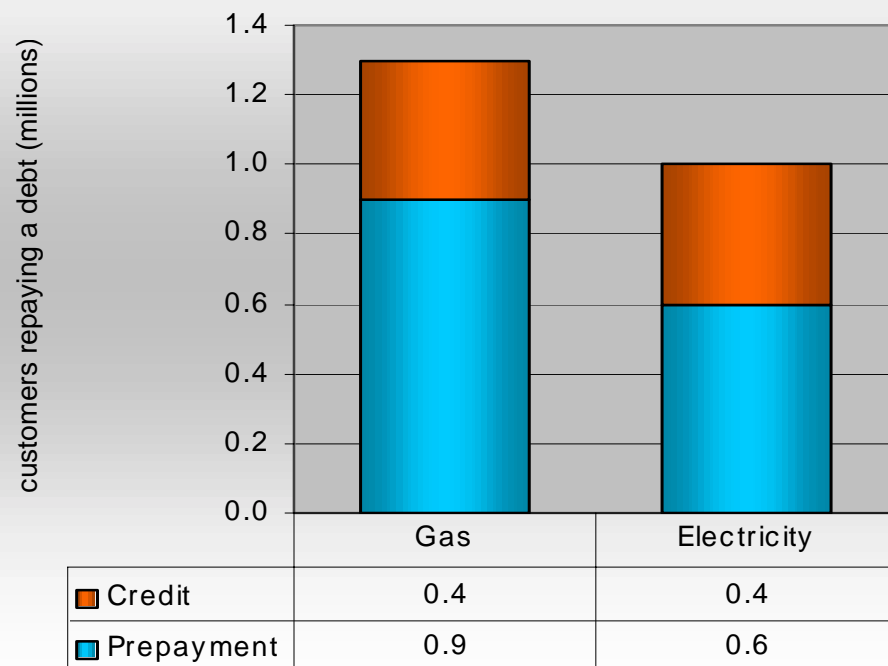
Research carried out for Ofgem by MORI suggests that most prepayment customers are generally satisfied with this method of payment. The rise in popularity of prepay mobile phones has reduced the stigma of prepayment and highlighted the advantages to many customers. However prepayment remains the most expensive method of paying for electricity and gas. Ofgem will continue to monitor both the numbers of customers using prepayment meters, and those using them to repay debts.



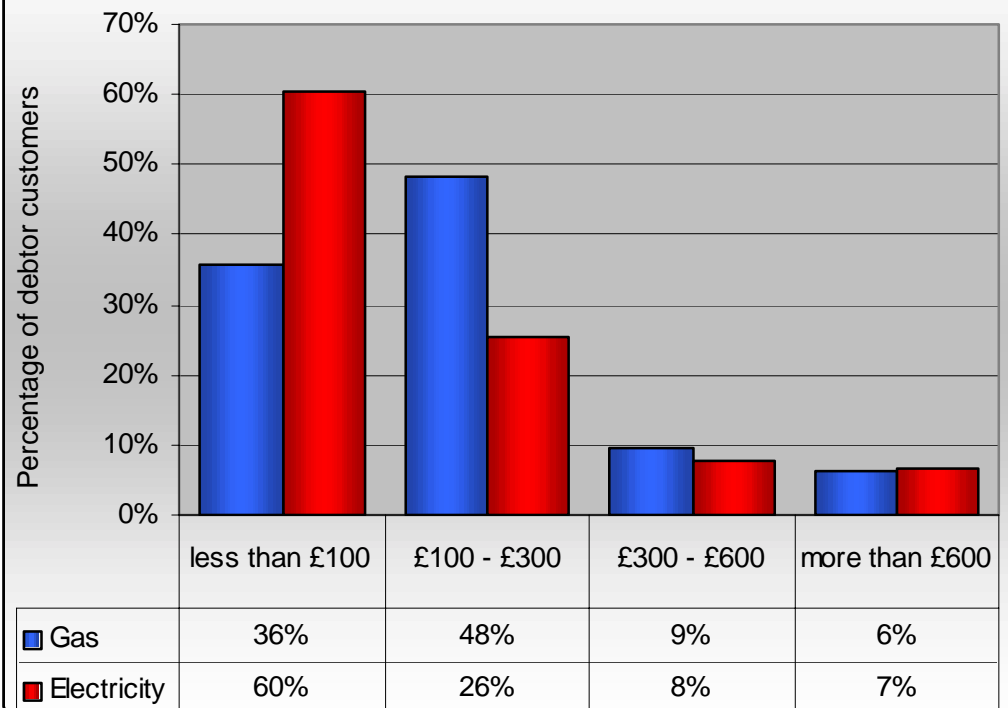
3. Levels of Debt

Ofgem began collecting detailed information on debt for both Gas and Electricity markets from 1 April 2001. The charts below set out the number of customers repaying a debt (both prepayment customers repaying through their meter and credit customers repaying through a payment arrangement); the relative size of debts for customers who are repaying a debt; the percentage of prepayment meter customers that are repaying a debt; and the average size of debt for customers in debt.

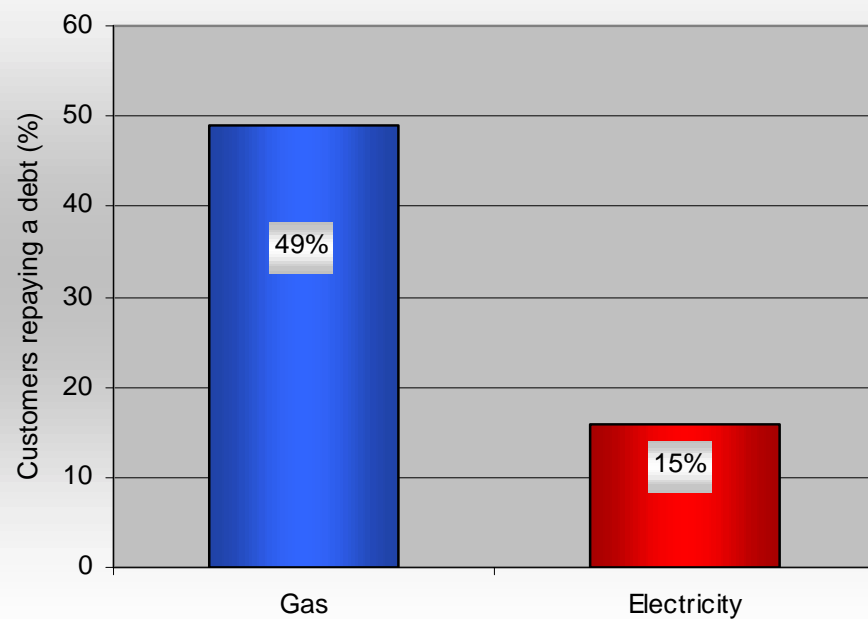
Gas and electricity customers repaying a debt (millions) by payment method (Q3, 2002)



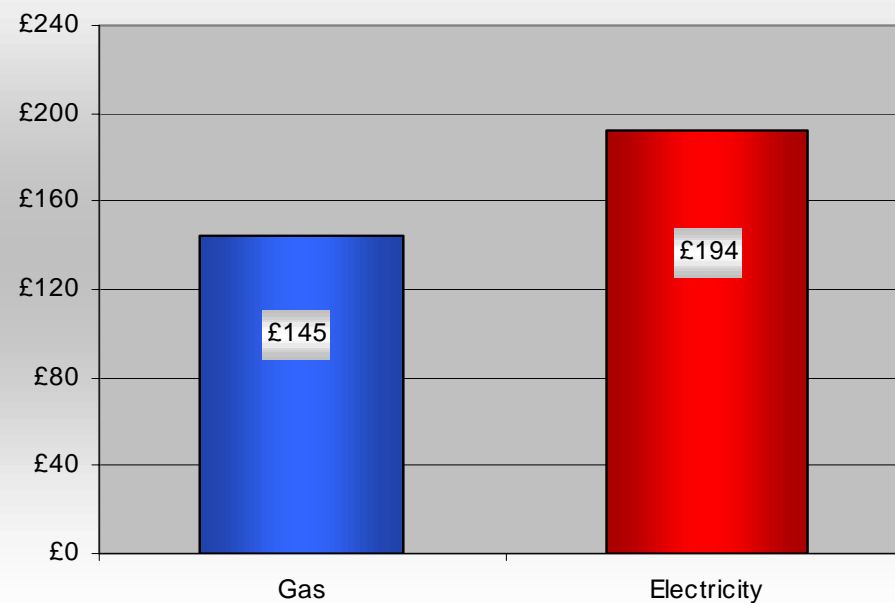
Average amounts owed by customers on a debt payment arrangement, Q3 2002



Percentage of prepayment customers repaying a debt (Q3, 2002)



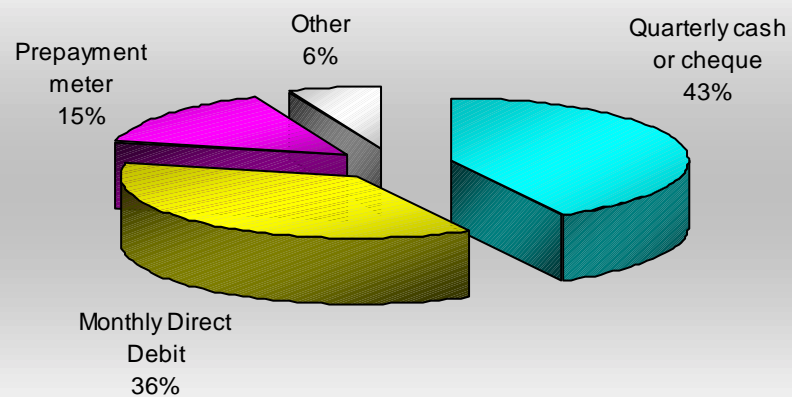
Average debt per customer (customers repaying a debt, Q3 2002)



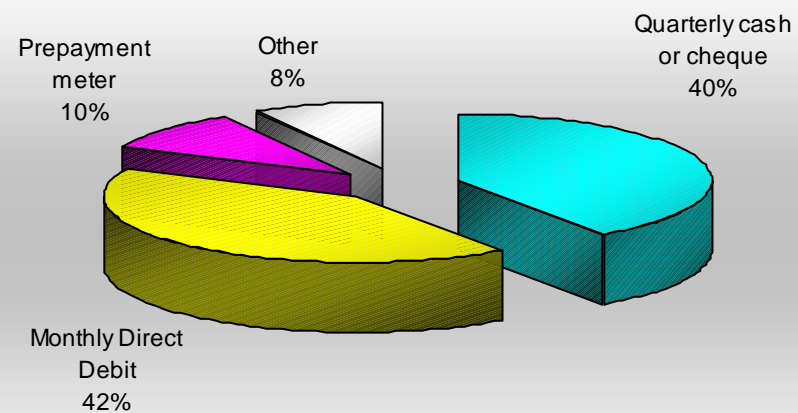
4. Tariff and Payment Choice

These charts show the percentage of customers who pay for their gas and electricity by various payment methods.

Electricity payment methods

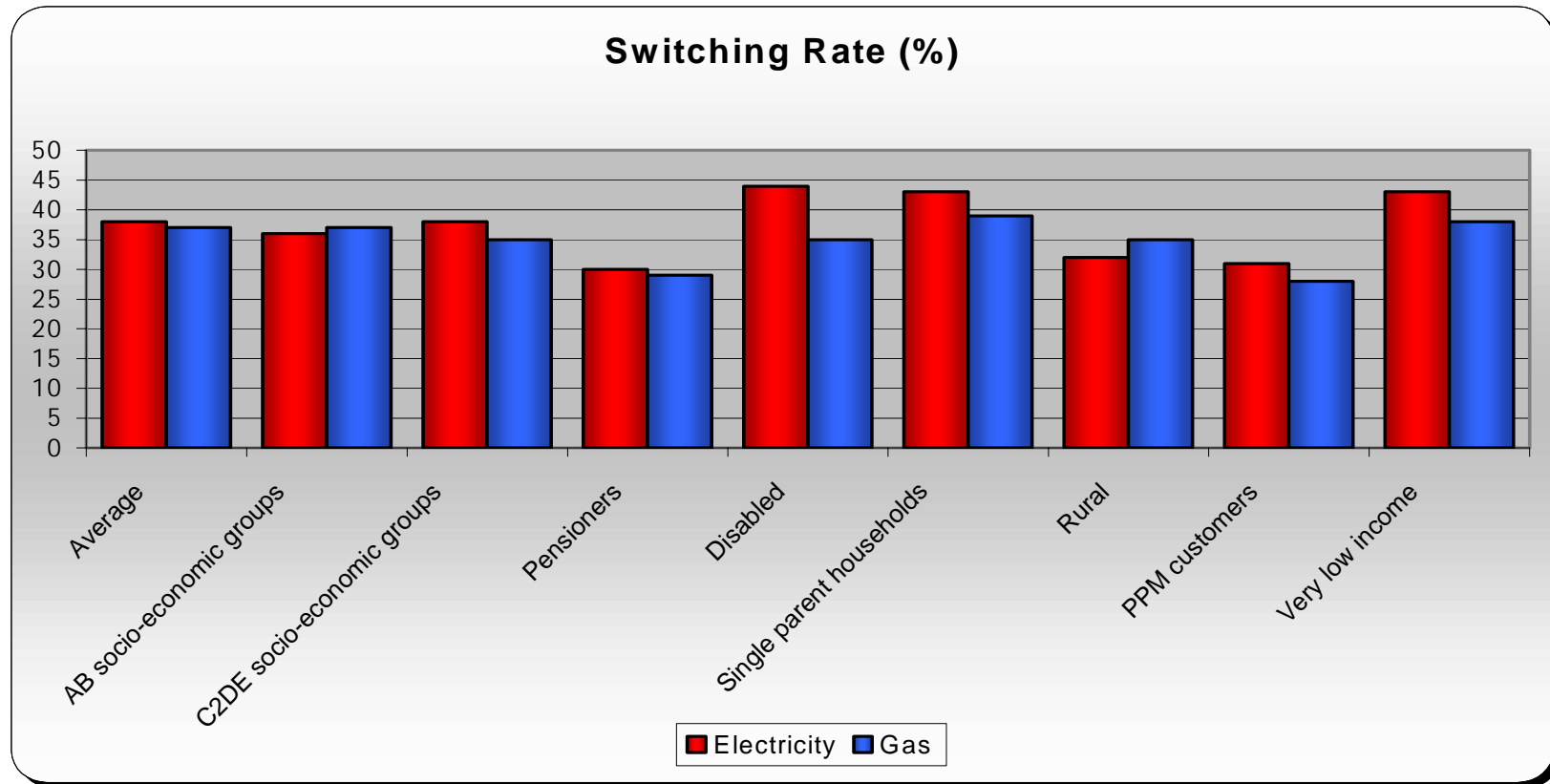


Gas payment methods



5. Disadvantaged customers and competition

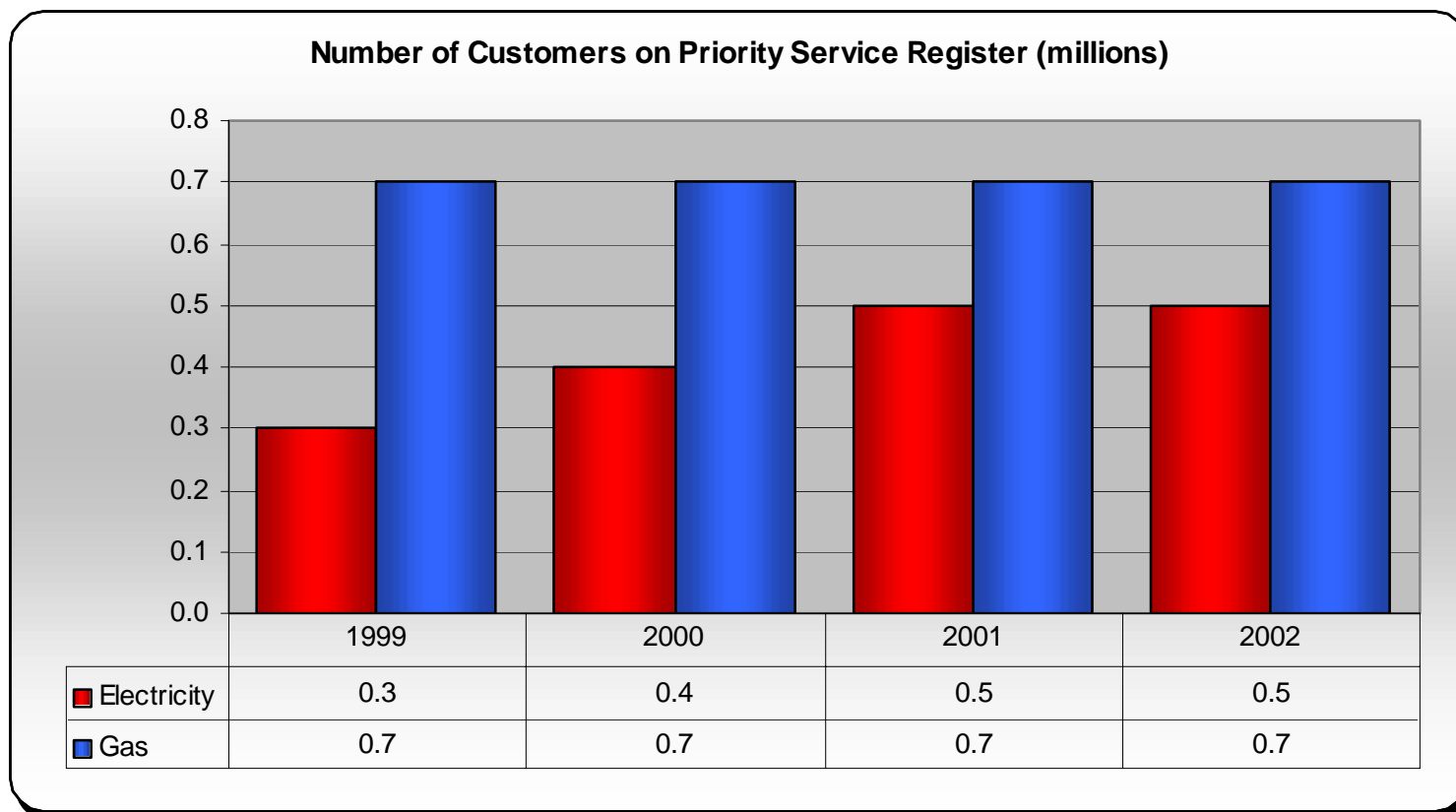
The latest MORI statistics on switching rates across various consumer groups set out below show that competition has reached most groups fairly evenly. These figures reflect the total number of transfers in the market. They include customers who have switched more than once.



(Source: MORI)

6. Priority Service Registers

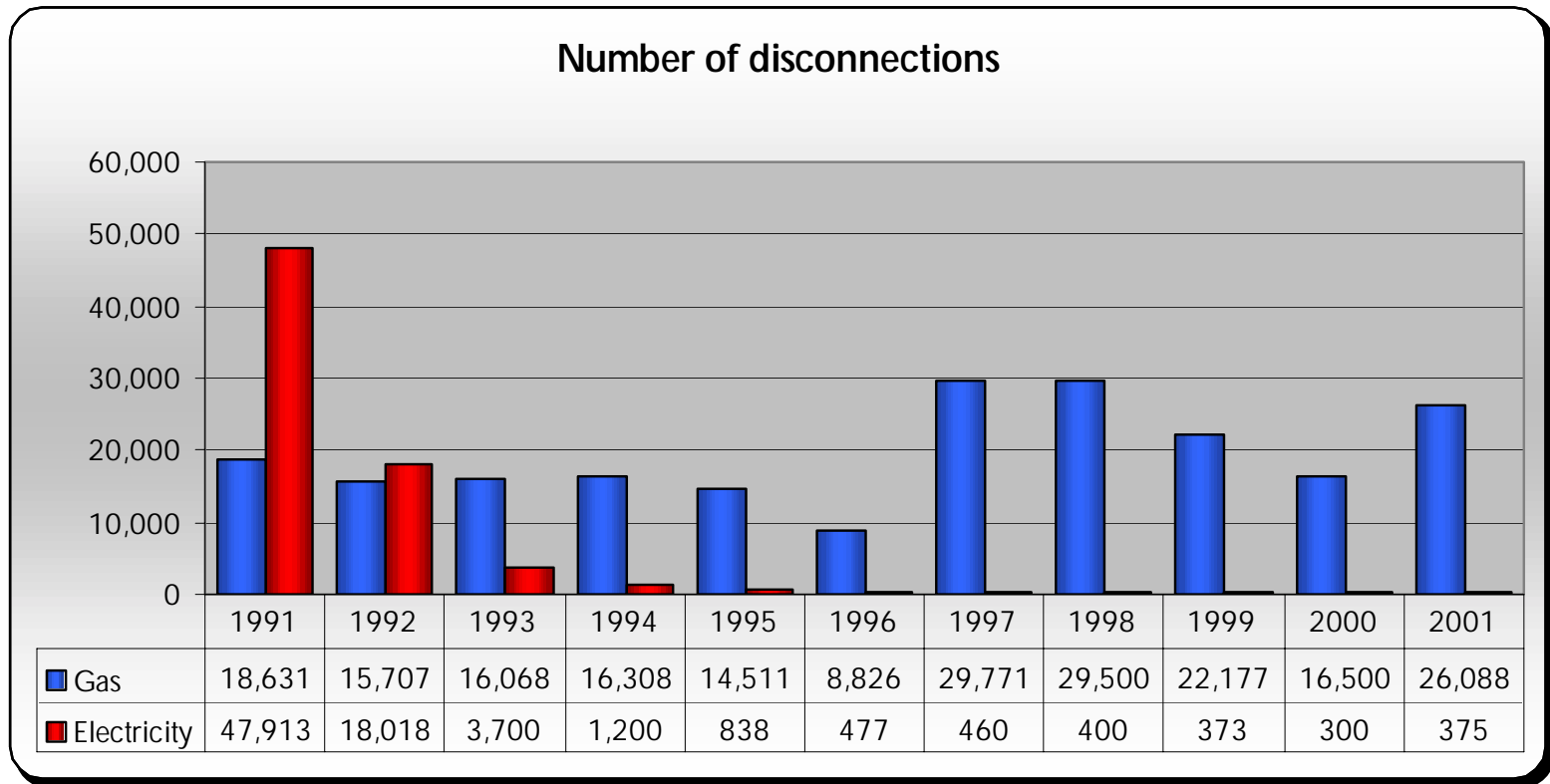
All suppliers operate registers for customers who are elderly, disabled or chronically sick. Customers on these registers may request special services free of charge. The numbers of customers on the register over the past four years are set out below.



(N.B. Gas figures for 1999 and 2000 are estimated owing to previously incorrectly reported figures by one supplier)

7. Disconnections

Set out below is a graph illustrating the number of disconnections from 1991 to 2001.



8. Self-disconnections

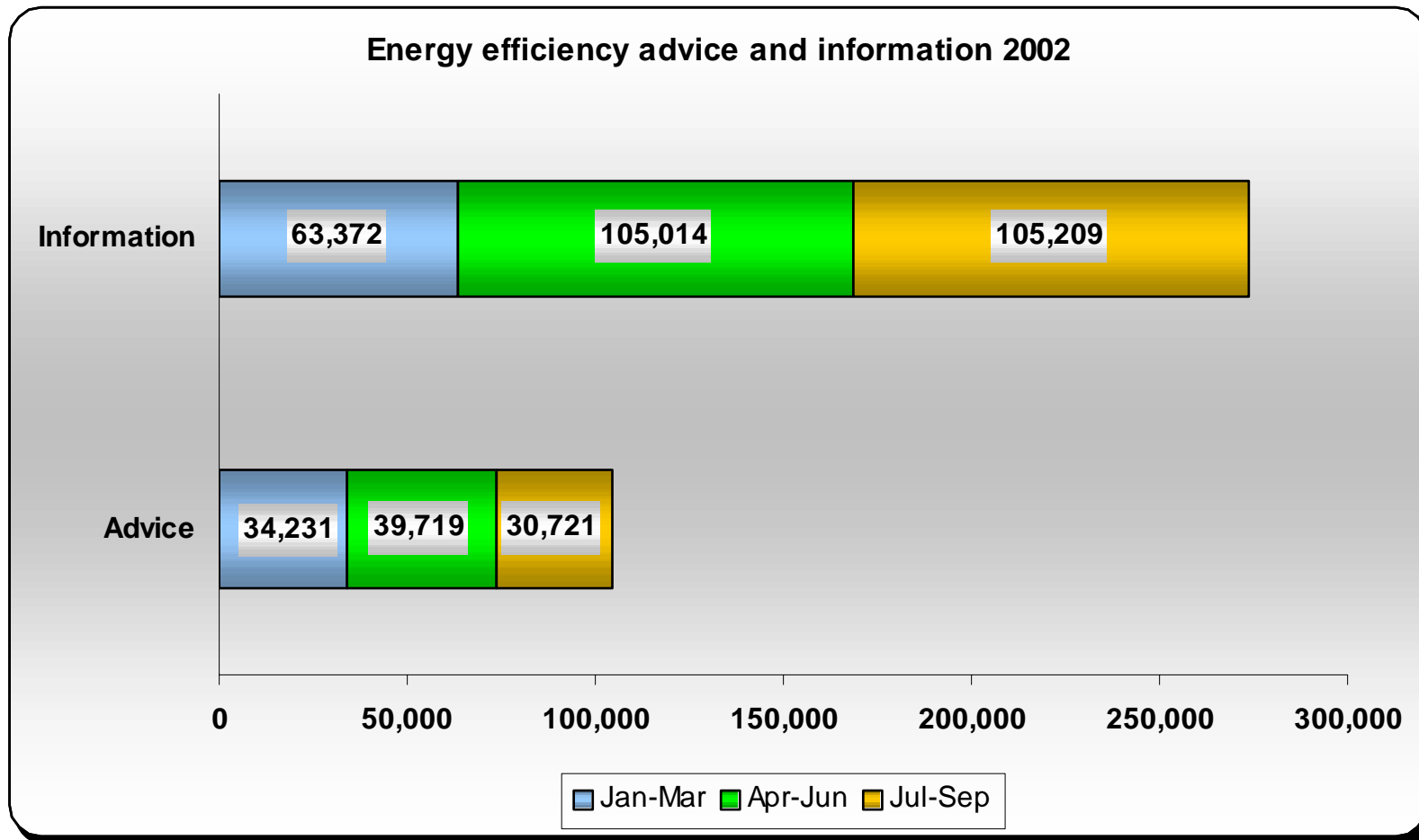
The proportion of households with prepayment meters that reported self-disconnection is set out below.

Household Categories	Disconnected from electricity	Disconnected from gas
All prepayment customers	24%	27%
Receiving benefits	24%	29%
One or more unemployed	30%	33%
In rural areas	25%	19%
Receiving state pension	11%	18%
Low income	24%	28%
Receiving disability benefits	21%	22%
With children	27%	32%

(Source: EA Fuel Poverty Task Force)

9. Effective energy efficiency advice

The graph below shows the number of customers who received specific energy efficiency advice, usually over the telephone, for the first three quarters of 2002. It also shows the number of customers receiving general information (e.g. through a code of practice or leaflet) for the same period.



10. Warm Homes Initiative

Ofgem believes it is very important that those on low incomes gain benefits from competitive energy markets in the same way as other customers, with suppliers having maximum encouragement to innovate to provide high quality services to the fuel poor as part of the competitive market place. Companies have responded with a number of major initiatives to address the needs of the fuel poor. Ofgem has encouraged these initiatives strongly, will continue to monitor them closely and continues to encourage new schemes.

Among the schemes operated by suppliers are:

Staywarm: Run by TXU, this is a tariff aimed at older people that offers a fixed price for gas and electricity, regardless of usage.

Health Through Warmth: Run by npower, this is a scheme that trains healthcare workers to identify where vulnerable people are living in homes in need of energy efficiency improvements, and then referring them to sources of help.

Here to HELP: Run by British Gas, this scheme aims to target energy efficiency and other measures, fuel discounts and advice to around half a million homes.

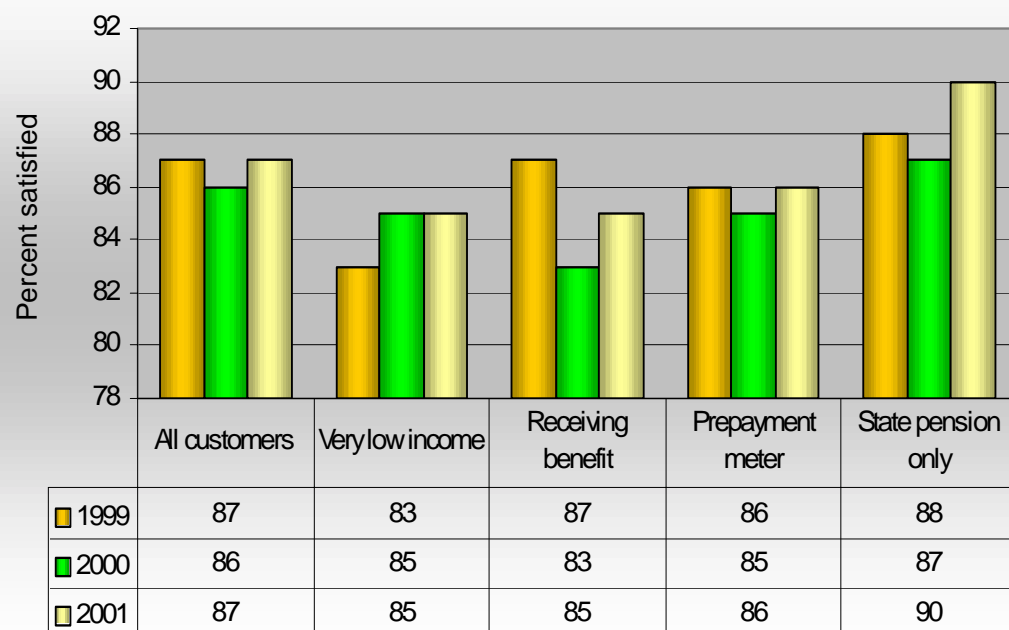
Age Concern Partnership: Run by Powergen, this is a tariff aimed at older people that offers a cold weather payment, equivalent to 2 hours free heating, on days where the temperature falls below freezing. It also targets energy efficiency measures and other help towards older people.

This list offers only a few examples of the schemes run by suppliers. For further details on these and other schemes, please contact the suppliers direct. Contact details are in the Customer Information section of the website.

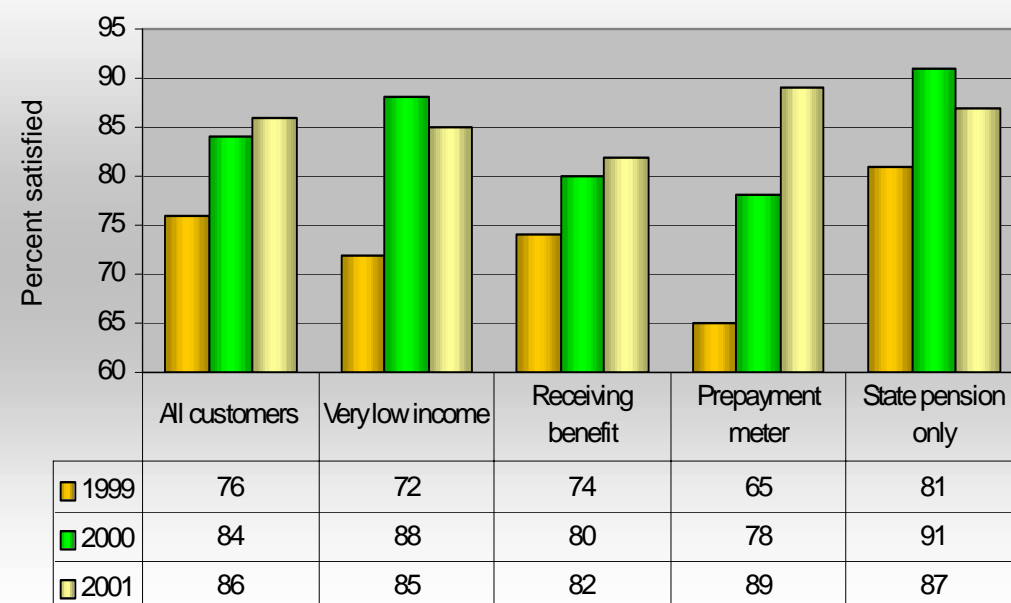
11. Customer Satisfaction

The latest research on customer satisfaction is set out below

Electricity customer satisfaction



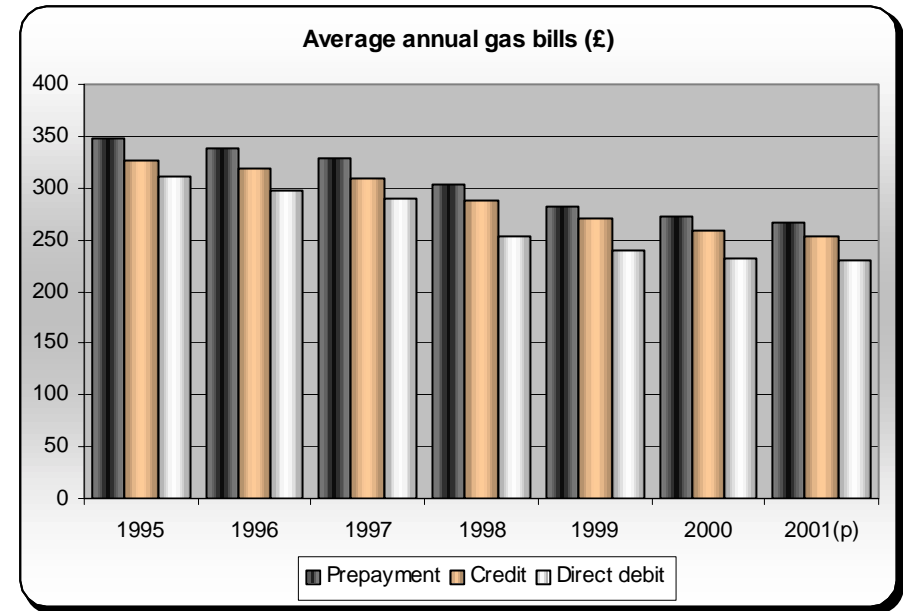
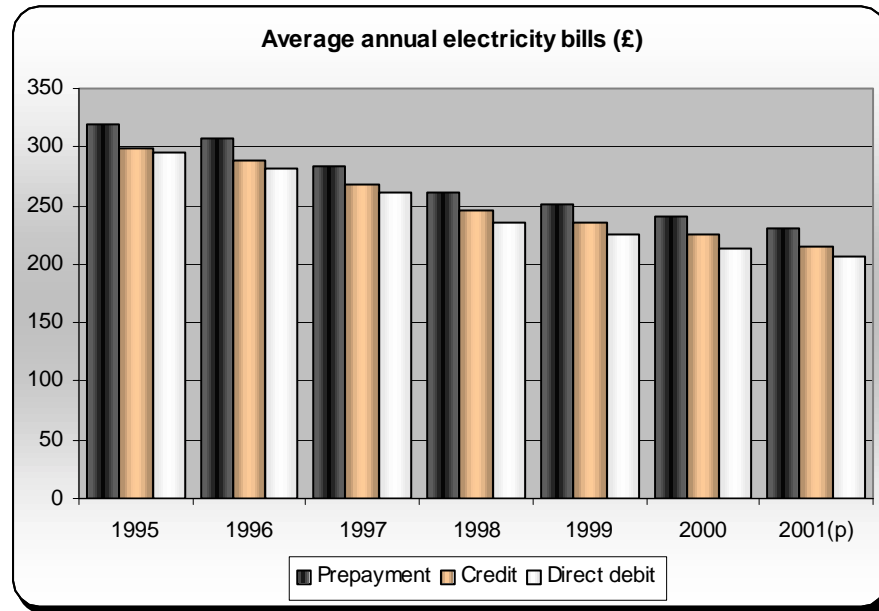
Gas customer satisfaction



(Source: MORI)

12. Prices

The graphs below show how average annual bills have changed for different customers since 1995.



(Source: The UK Fuel Poverty Strategy. Based on a quarterly survey of suppliers and assumes 3,300kWh per annum consumption for electricity customers and 18,000 kWh for gas customers. The figures are calculated in real 1995 terms, using the GDP deflator. Figures for 2001 are provisional.)

Payment Methods September 2002

Electricity	Quarterly cash/cheque	Monthly direct debit	Weekly, Fortnightly or Flexible payment scheme	Prepayment meter	Other	Total
Amerada	22.9%	70.2%	1.1%	2.3%	3.5%	100.0%
Atlantic	48.7%	45.8%	0.5%	2.7%	2.4%	100.0%
British Gas	38.9%	38.5%	2.9%	18.1%	1.7%	100.0%
ex-Enron	33.3%	52.5%	6.0%	6.0%	2.2%	100.0%
LE Group	50.2%	25.9%	2.3%	18.2%	3.4%	100.0%
npower	40.3%	38.8%	1.8%	14.5%	4.5%	100.0%
npower Northern	60.1%	17.1%	4.5%	14.5%	3.7%	100.0%
npower Yorkshire	44.9%	30.3%	4.6%	13.6%	6.6%	100.0%
Powergen	41.3%	44.0%	1.9%	10.8%	2.0%	100.0%
Scottish and Southern	40.5%	39.5%	1.5%	14.5%	4.1%	100.0%
Scottish Power	37.9%	34.7%	4.2%	18.0%	5.2%	100.0%
Seaboard	46.5%	38.5%	1.3%	8.9%	4.9%	100.0%
TXU Energi	41.8%	34.8%	3.6%	14.6%	5.2%	100.0%
Utility Link	38.7%	48.4%	0.0%	0.3%	12.6%	100.0%
Industry	42.2%	36.0%	2.7%	15.3%	3.7%	100.0%

Gas	Quarterly cash/cheque	Monthly direct debit	Weekly, Fortnightly or Flexible payment scheme	Prepayment meter	Other	Total
Amerada	36.3%	51.6%	3.2%	5.9%	3.0%	100.0%
Atlantic	48.9%	47.6%	0.0%	3.3%	0.2%	100.0%
British Gas	42.2%	37.6%	3.8%	11.2%	5.3%	100.0%
Cambridge Gas	35.9%	43.0%	6.8%	9.6%	4.7%	100.0%
Countrywide Gas	35.7%	61.5%	0.1%	0.2%	2.6%	100.0%
LE Group	47.8%	39.4%	0.8%	10.0%	2.0%	100.0%
npower	37.2%	48.0%	6.8%	6.8%	1.1%	100.0%
npower Direct	39.5%	23.3%	0.0%	27.5%	9.7%	100.0%
npower Northern	22.5%	37.7%	11.8%	19.0%	9.0%	100.0%
npower Yorkshire	35.8%	41.9%	9.6%	6.9%	5.8%	100.0%
Powergen	37.5%	51.8%	3.7%	4.6%	2.4%	100.0%
Scottish and Southern	32.3%	58.5%	2.2%	6.0%	1.0%	100.0%
Scottish Power	35.3%	52.5%	6.3%	5.0%	0.9%	100.0%
Seaboard Energy	35.0%	54.3%	3.1%	3.8%	3.9%	100.0%
Telecom Plus	0.0%	96.0%	0.0%	0.6%	3.4%	100.0%
TXU Energi	43.2%	45.6%	2.7%	5.6%	2.9%	100.0%
Industry	40.2%	41.8%	4.1%	9.6%	4.3%	100.0%

Debt repayment July-September 2002

Electricity	Average weekly amount towards debt (non PPM)	Average number of weeks to recover debt (non PPM)	Average weekly amount towards debt (PPM)	Average number of weeks to recover debt (PPM)
Amerada	£5.10	29	£7.90	56
Atlantic			£3.00	50
British Gas	£3.00	48	£5.31	47
ex-Enron	£5.26	34	£0.00	0
LE Group	£6.28	48	£4.33	75
npower	£4.07	28	£2.67	98
npower Northern	£5.49	35	£3.06	55
npower Yorkshire	£2.70	86	£2.70	70
Powergen	£6.16	26	£7.16	46
Scottish and Southern	£5.30	41	£5.36	34
Scottish Power	£4.55	52	£1.70	63
Seeboard	£3.03	48	£4.77	97
TXU Energi	£2.54	52	£5.59	52
Utility Link	£0.00	0	£0.00	0
Industry Average	£3.78	45	£3.45	57

Gas	Average weekly amount towards debt (non PPM)	Average number of weeks to recover debt (non PPM)	Average weekly amount towards debt (PPM)	Average number of weeks to recover debt (PPM)
Amerada	£6.57	36	£6.00	52
Atlantic			£0.00	0
British Gas	£2.41	45	£5.60	41
Cambridge Gas			£2.85	
Countrywide Gas	£6.56	55	£5.00	100
LE Group	£4.10	49	£5.71	64
npower	£6.38	38	£6.40	56
npower Direct	£10.65	14	£4.99	61
npower Northern	£4.97	38	£3.47	94
npower Yorkshire	£2.70	93	£2.70	34
Powergen	£7.06	26	£7.09	55
Scottish and Southern	£3.86	40	£3.79	100
Scottish Power	£4.26	52	£4.02	105
Seeboard Energy	£2.79	51	£5.40	71
Telecom Plus	£0.00	0	£0.00	0
TXU Energi	£2.63	52	£4.82	26
Industry Average	£3.33	44	£5.25	52

N.B. Greyed boxes indicate where a supplier has been unable to provide the information

Disconnections July-September 2002

Electricity	Number of customers disconnected for debt this quarter	Number of customers reconnected this quarter (debt)	Number of customers not yet reconnected (debt)	Average period of disconnection in days (debt)	Number of non-prepayment customers disconnected for theft this quarter	Number of prepayment customers disconnected for theft this quarter	Number of customers not yet reconnected (theft)
Amerada	0	0	0	0	0	0	0
Atlantic	0	0	0	0	0	0	0
British Gas	9	7	2	4	10	35	26
ex-Enron	0	0	0	0	0	0	0
LE Group	17	5	11	0	18	121	26
npower	0	0	0	0	1	22	18
npower Northern	4	1	0	11	0	34	22
npower Yorkshire	61	36	25	14	5	48	50
Powergen	9	6	4	22	0	39	30
Scottish and Southern	63	34	29	5	2	46	32
Scottish Power	58	61	0	81	0	0	0
Seaboard	5	2	3	1	2	18	10
TXU Energi	24	10	14	3	28	145	29
Utility Link	0	0	0	0	0	0	0
Total	250	162	88	25	66	508	243

Gas	Number of customers disconnected for debt this quarter	Number of customers reconnected this quarter (debt)	Number of customers not yet reconnected (debt)	Average period of disconnection in days (debt)	Number of non-prepayment customers disconnected for theft this quarter	Number of prepayment customers disconnected for theft this quarter	Number of customers not yet reconnected (theft)
Amerada	220	69	151	2	0	0	0
Atlantic	0	0	0	0	0	0	0
British Gas	3,651	2,043	2,407	86	59	102	130
Cambridge Gas							
Countrywide Gas	0	0	0	0	0	0	0
LE Group	106	55	68	3	0	0	0
npower	478	196	282	34	2	1	2
npower Direct	94	70	24	18	1	0	1
npower Northern	0	0	0	0	0	2	1
npower Yorkshire	167	85	82	14	1	0	0
Powergen	35	22	14	18	0	0	0
Scottish and Southern	78	38	40	8	1	0	0
Scottish Power	95	11	84	26	0	0	0
Seaboard Energy	101	69	32	5	0	0	0
Telecom Plus	0	0	0	0	0	0	0
TXU Energi	364	71	293	3	0	0	0
Total	5,389	2,729	3,477	63	64	105	134

N.B. Grey boxes indicate where a supplier has been unable to provide the information

Percentage of customers reconnected following disconnections for debt and theft July-September 2002

Electricity	2 days	4 days	7 days	14 days	1 month	1 quarter	2 days	4 days	7 days	14 days	1 month	1 quarter
British Gas	86%	86%	86%	100%	100%	100%	31%	47%	63%	63%	73%	100%
LE Group	40%	40%	40%	60%	60%	60%	82%	85%	87%	90%	93%	99%
npower							9%	9%	13%	13%	13%	22%
npower Northern	0%	0%	0%	100%	100%	100%	6%	18%	18%	26%	32%	35%
npower Yorkshire	25%	44%	61%	69%	91%	100%	0%	0%	0%	2%	2%	6%
Powergen	33%	33%	33%	66%	83%	100%	11%	11%	44%	66%	66%	100%
Scottish and Southern	62%	65%	71%	88%	97%	100%	13%	31%	63%	81%	94%	100%
Scottish Power	21%	31%	49%	60%	72%	100%						
Seeboard	50%	50%	50%	50%	50%	50%	25%	30%	30%	30%	30%	30%
TXU Energi	34%	50%	50%	50%	100%	100%	17%	19%	19%	46%	47%	83%

Gas	2 days	4 days	7 days	14 days	1 month	1 quarter	2 days	4 days	7 days	14 days	1 month	1 quarter
Amerada	30%	31%	31%	31%	31%	31%						
British Gas	14%	29%	46%	59%	71%	85%	33%	42%	52%	61%	88%	100%
LE Group	13%	36%	53%	78%	87%	96%						
npower	0%	65%	75%	81%	86%	89%	0%	0%	33%	33%	33%	33%
npower Direct	16%	40%	51%	68%	83%	100%						
npower Northern							0%	0%	0%	50%	50%	50%
npower Yorkshire	18%	34%	53%	67%	87%	100%	0%	0%	0%	100%	100%	100%
Powergen	36%	50%	64%	73%	77%	91%						
Scottish and Southern	24%	68%	76%	87%	92%	100%	0%	0%	0%	100%	100%	100%
Scottish Power	0%	0%	0%	10%	18%	55%						
Seeboard Energy	63%	65%	68%	68%	70%	70%						
TXU Energi	40%	50%	70%	100%	100%	100%						

N.B. Shaded areas show percentage of customers reconnected after disconnection for alleged theft

N.B. Suppliers not shown did not carry out any disconnections for either debt or theft.

N.B. Empty boxes indicate that a supplier did not carry out disconnections.

Fuel Direct July-September 2002

Electricity	Number of customers on fuel direct	Number of customers joining fuel direct this quarter	Number of customers referred to DSS by supplier for fuel direct this quarter	Number of customers refused fuel direct by supplier this quarter	Number of customers refused fuel direct by DSS this quarter	Number of customers on fuel direct without a debt
Amerada	8	2	2	0	0	1
Atlantic	0	0	0	0	0	0
British Gas	2,148	398	505	0	0	106
ex-Enron	10	10	0	0	0	0
LE Group	1,212	50	151	0	0	441
npower	533	112	95	0	3	109
npower Northern	1,940	302	397	0	0	592
npower Yorkshire	2,093	161	7	5	3	446
Powergen	525	87	80	5	2	205
Scottish and Southern	2,408	341	201	4	10	691
Scottish Power	8,680	0	0	0	0	746
Seeboard	724	82	93	0	0	165
TXU Energi	1,268	185	201	0	0	23
Utility Link	0	0	0	0	0	0
Total	21,549	1,730	1,732	14	18	3,525

Gas	Number of customers on fuel direct	Number of customers joining fuel direct this quarter	Number of customers referred to DSS by supplier for fuel direct this quarter	Number of customers refused fuel direct by supplier this quarter	Number of customers refused fuel direct by DSS this quarter	Number of customers on fuel direct without a debt
Amerada	310	7	7	0	0	23
Atlantic	0	0	0	0	0	0
British Gas	23,021	2,230	3,070	0	0	5,067
Cambridge Gas	14	0	0	0	0	0
Countrywide Gas	0	0	0	0	0	0
LE Group	409	40	68	0	2	29
npower	1,669	229	250	0	5	59
npower Direct	151	12	15	0	0	34
npower Northern	1,232	200	292	0	0	97
npower Yorkshire	422	77	1	1	1	37
Powergen	201	42	40	2	1	20
Scottish and Southern	1,079	208	149	5	1	190
Scottish Power	1,869	0	0	0	0	157
Seeboard Energy	280	56	43	0	0	51
Telecom Plus	0	0	0	0	0	0
TXU Energi	624	77	81	0	0	88
Total	31,281	3,178	4,016	8	10	5,852

Warrants and Security Deposits July-September 2002

Electricity	Number of customers disconnected on a warrant visit	Number of prepayment meters installed on a warrant visit	Number of forcible entries	Number of security deposits held	Average value of security deposits held	Security deposits held for more than 12 months	Number of security deposits received from customers
Amerada	0	0	0	0			
Atlantic	0	0	0	0			
British Gas	9	854	257	1,516	£106.76	272	387
ex-Enron	0	0	0	0			
LE Group	17	627	1	275	£122.81	227	6
npower	0	354	236	169	£121.00	0	3
npower Northern	4	325	0	0			
npower Yorkshire	61	307	0	0			
Powergen	5	36	0	114	£120.00	112	0
Scottish and Southern	63	318	67	109	£126.00	87	9
Scottish Power	0	0	0	195	£100.00	0	0
Seeboard	5	206	71	7	£161.00	2	3
TXU Energi	24	878	901	0			
Utility Link	0	0	0	0			
Total	188	3,905	1,533	2,385	£110.74	700	408

Gas	Number of customers disconnected on a warrant visit	Number of prepayment meters installed on a warrant visit	Number of forcible entries	Number of security deposits held	Average value of security deposits held	Security deposits held for more than 12 months	Number of security deposits received from customers
Amerada	220	99	187	0			
Atlantic	0	0	0	0			
British Gas	3,651	2,612	3,363	8,823	£181.73	3,988	1,042
Cambridge Gas				0			
Countrywide Gas	0	0	0	0			
LE Group	106	43	0	0			
npower	478	690	142	0			
npower Direct	94	80	174	0			
npower Northern	0	136	0	13	£106.00	7	0
npower Yorkshire	167	575	0	0			
Powergen	34	39	0	0			
Scottish and Southern	78	53	64	3	£125.00	1	0
Scottish Power	0	0	0	2	£100.00	0	0
Seeboard Energy	101	72	26	0			
Telecom Plus	0	0	0	0			
TXU Energi	364	155	422	0			
Total	5,293	4,554	4,378	8,841	£181.58	3,996	1,042

N.B. grey boxes indicate where a supplier has been unable to provide the information

Prepayment meters July-September 2002

Electricity	Number of prepayment meters installed this quarter	PPMs installed this quarter, requested by customers without a debt	Number of prepayment meters installed this quarter to recover debt	Number of prepayment customers changing to credit terms this quarter	PPM customers not in debt that had request for credit terms refused this quarter	PPMs installed this quarter where customer lives more than 2 miles from charging point
Amerada	10	0	10	0	0	0
Atlantic	34	32	2	56	0	0
British Gas	8,719	717	8,002	2,482	1,561	0
ex-Enron	12	12	0	45	0	0
LE Group	10,568	5,261	5,307	663	0	0
npower	6,007	4,843	1,164	3,704	0	0
npower Northern	6,338	4,081	2,257	651	0	3
npower Yorkshire	2,531	477	2,054	2,402	0	0
Powergen	2,875	686	2,189	4,661	0	0
Scottish and Southern	16,989	12,550	4,439	8,903	0	0
Scottish Power	29,435	15,606	13,829	36,054	0	0
Seeboard	5,122	3,947	1,175	1,379	0	0
TXU Energi	5,069	2,448	2,621	15,949	0	0
Utility Link	0	0	0	3	0	0
Total	93,709	50,660	43,049	76,952	1,561	3

Gas	Number of prepayment meters installed this quarter	PPMs installed this quarter, requested by customers without a debt	Number of prepayment meters installed this quarter to recover debt	Number of prepayment customers changing to credit terms this quarter	PPM customers not in debt that had request for credit terms refused this quarter	PPMs installed this quarter where customer lives more than 2 miles from charging point
Amerada	141	0	141	0	0	0
Atlantic	7	7	0	17	0	0
British Gas	27,851	6,597	21,254	6,100	1,548	0
Cambridge Gas	83	0	83	24	1	0
Countrywide Gas	2	0	2	0	0	0
LE Group	843	469	374	879	0	0
npower	4,689	3,181	1,508	990	0	0
npower Direct	302	0	302	8	0	0
npower Northern	2,523	458	2,065	240	0	10
npower Yorkshire	1,497	348	1,149	259	0	0
Powergen	2,247	1,456	791	1,485	0	0
Scottish and Southern	11,740	9,538	2,202	3,857	0	0
Scottish Power	6,077	3,715	2,362	225	0	0
Seeboard Energy	773	207	566	595	0	0
Telecom Plus	0	0	0	4	0	0
TXU Energi	2,208	608	1,600	706	0	0
Total	60,983	26,584	34,399	15,389	1,549	10

Priority Service Register July-September 2002

	Number of customers on Priority Services Register (GAS)	Number of customers joining the Priority Services Register this quarter (GAS)	Free gas safety checks carried out this quarter	Number of customers on Priority Services Register (ELEC)	Number of customers joining the Priority Services Register this quarter (ELEC)
Amerada	3,935	81	656	702	0
Atlantic	2	0	0	62	39
British Gas	553,716	2,893	5,263	198,145	12,308
Cambridge Gas	565	138	0	n/a	n/a
Countrywide Gas	149	0	0	n/a	n/a
ex-Enron	n/a	n/a	n/a	751	0
LE Group	26,648	1,364	68	86,397	12,111
npower	5,229	315	215	11,556	487
npower Direct	214	18	22	n/a	n/a
npower Northern	3,788	161	176	5,022	327
npower Yorkshire	elec	elec	119	8,544	105
Powergen	45,106	215	330	26,463	6,558
Scottish and Southern	29,310	3,232	360	71,483	6,294
Scottish Power	15,290	0	58	34,576	0
Seaboard Energy	8,736	153	284	79,830	2,118
Telecom Plus	25	0	0	n/a	n/a
TXU Energi	11,712	194	2,250	19,149	423
Utility Link	n/a	n/a	n/a	67	2
Total	704,425	8,764	9,801	542,747	40,772

Uptake of priority services July-September 2002

Electricity	Talking bills	Braille / large print bills	Password schemes	Third party billing/bill re-direction	Quarterly reads	Meters repositioned / replaced free of charge	Special controls / adapters provided free of charge	Minicom / textphone
Amerada	2	5	329	0	366	0	0	1
Atlantic	1	8	14	0	0	0	0	2
British Gas	251	2,625	8,742	5,151	7,066	6	gas	gas
ex-Enron	0	0	121	0	734	0	0	0
LE Group	134	3,500	12,212	5,945	0	108	758	22
npower	61	714	4,534	362	1,685	3	29	7
npower Northern	6	148	781	195	0	0	0	19
npower Yorkshire	35	17	3,894	77	0	2	14	4
Powergen	36	709	227	4,406	232	2	3	10
Scottish and Southern	183	2,921	4,826	27	0	17	3	252
Scottish Power	0	0	0	0	0	0	0	0
Seeboard	52	629	8,209	1,271	1,088	7	0	1,455
TXU Energi	49	2,004	14,822	7,369	1,469	0	0	0
Utility Link	0	1	32	0	0	0	0	0
Total	810	13,281	58,743	24,803	12,640	145	807	1,772

Gas	Talking bills	Braille / large print bills	Password schemes	Third party billing/bill re-direction	Quarterly reads	Meters repositioned / replaced free of charge	Special controls / adapters provided free of charge	Minicom / textphone
Amerada	37	5	1,498	7	2,626	1	0	3
Atlantic	0	0	1	0	0	0	0	0
British Gas	1,017	10,500	149,886	14,488	757	86	449	129
Cambridge Gas	0	3	1,345	0	470	0	0	0
Countrywide Gas	0	0	25	0	0	0	0	0
LE Group	0	2,122	4,160	36	107	6	0	1
npower	85	328	2,464	51	2,982	3	8	6
npower Direct	0	0	54	11	214	0	0	0
npower Northern	1,188	58	202	89	0	0	1	4
npower Yorkshire	elec	elec	elec	elec	elec	elec	elec	elec
Powergen	4	77	695	267	0	0	0	4
Scottish and Southern	73	847	1,732	12	0	elec	elec	elec
Scottish Power	0	0	0	0	0	2	0	0
Seeboard Energy	18	210	1,251	20	111	15	0	16
Telecom Plus	0	0	2	0	0	0	0	0
TXU Energi	10	462	3,698	3,796	207	96	5	414
Total	2,432	14,612	167,013	18,777	7,474	209	463	577

N.B. "gas" indicates combined figures reported in that company's gas report

N.B. "elec" indicates combined figures reported in that companies electricity report

Energy efficiency advice (dual fuel)
July-September 2002

Quarter 3, 2002	Customers provided with energy efficiency advice	Advice about insulation	Advice about new appliances	Advice about usage	Advice about grants	Other advice	Energy efficiency codes of practice distributed	Number of customers in debt provided with energy efficiency information	Number of fuel direct customers provided with energy efficiency information	Number of PSR customers provided with energy efficiency information	Referrals to Warm Front and EEC contacts
Amerada	19	6	2	1	1	9	48	0	0	0	0
Atlantic	1	0	0	0	1	0	0	0	0	0	0
British Gas	2,951	833	562	2,289	438	2,186	1,075	92,652	2	26	356
Cambridge Gas	0	0	0	0	0	0	0	0	0	0	0
Countrywide Gas	1	0	0	1	0	0	9	4	0	0	0
ex-Enron	4	4	1	0	0	0	0	0	0	0	0
LE Group	3,384	389	591	1,298	98	1,008	2,959	112	3	85	120
npower Group	3,635	54	133	1,287	348	2,135	1,616	5	1	758	8
Powergen	6,632	363	281	692	436	5,710	2,036	871	20	31	241
Scottish and Southern	4,127	1,471	211	681	326	1,438	162	32	3	410	943
Scottish Power	204	204	204	204	204	204	0	0	0	0	2
Seaboard Energy	1,382	434	193	210	454	338	588	56	6	8	7
Telecom Plus	15	15	3	3	3	0	3	0	0	0	0
TXU Energi	8,366	388	428	6,986	320	244	600	996	16	16	0
Utility Link	0	0	0	0	0	0	0	0	0	0	0
Total	30,721	4,161	2,609	13,652	2,629	13,272	9,096	94,728	51	1,334	1,677

Regional payment methods September 2002

Electricity Payment Methods	Quarterly cash/cheque	Monthly direct debit	Weekly, Fortnightly or Flexible payment scheme	Prepayment meter	Fuel Direct	Other	Total
England	9,023,721	7,658,505	505,706	3,025,168	11,903	752,924	20,977,927
	43%	37%	2%	14%	0%	4%	100%
Scotland	845,641	761,340	128,442	495,447	8,756	125,338	2,364,964
	38%	30%	5%	21%	0%	6%	100%
Wales	535,018	443,719	37,627	251,302	891	23,460	1,292,017
	44%	32%	4%	19%	0%	1%	100%

Gas Payment Methods	Quarterly cash/cheque	Monthly direct debit	Weekly, Fortnightly or Flexible payment scheme	Prepayment meter	Fuel Direct	Other	Total
England	7,167,172	7,351,378	622,180	1,671,922	23,495	733,666	17,569,813
	41%	42%	4%	10%	0%	4%	100%
Scotland	575,906	696,909	157,194	151,134	6,135	65,263	1,652,541
	35%	42%	10%	9%	0%	4%	100%
Wales	390,788	399,145	42,190	126,935	1,651	35,137	995,846
	41%	38%	5%	12%	0%	4%	100%

N.B. Some companies base regional figures on estimates. A margin of error should be allowed when interpreting figures

Regional headline figures July-September 2002

Electricity Headlines	Number of customers in debt	Number of ppm customers in debt	Number of disconnections for debt	Number of disconnections for theft (non-ppm)	Number of disconnections for theft (ppm)	Number of customers on PSR	Energy efficiency advice*
England	764,918	423,680	199	64	470	474,966	28,836
Scotland	170,264	124,463	42	0	33	50,411	928
Wales	51,478	33,359	9	2	5	17,370	957
Great Britain	986,660	581,502	250	66	508	542,747	30,721

Gas Headlines	Number of customers in debt	Number of ppm customers in debt	Number of disconnections for debt	Number of disconnections for theft (non-ppm)	Number of disconnections for theft (ppm)	Number of customers on PSR	Number of free gas safety checks
England	1,127,088	806,036	5,172	54	95	548,626	8,558
Scotland	118,757	77,505	6	9	8	81,851	538
Wales	65,438	65,410	211	1	2	73,948	705
Great Britain	1,311,283	948,951	5,389	64	105	704,425	9,801

N.B. Some companies base regional splits on estimates. A margin of error should be allowed when interpreting figures

* Energy efficiency figures are dual fuel