

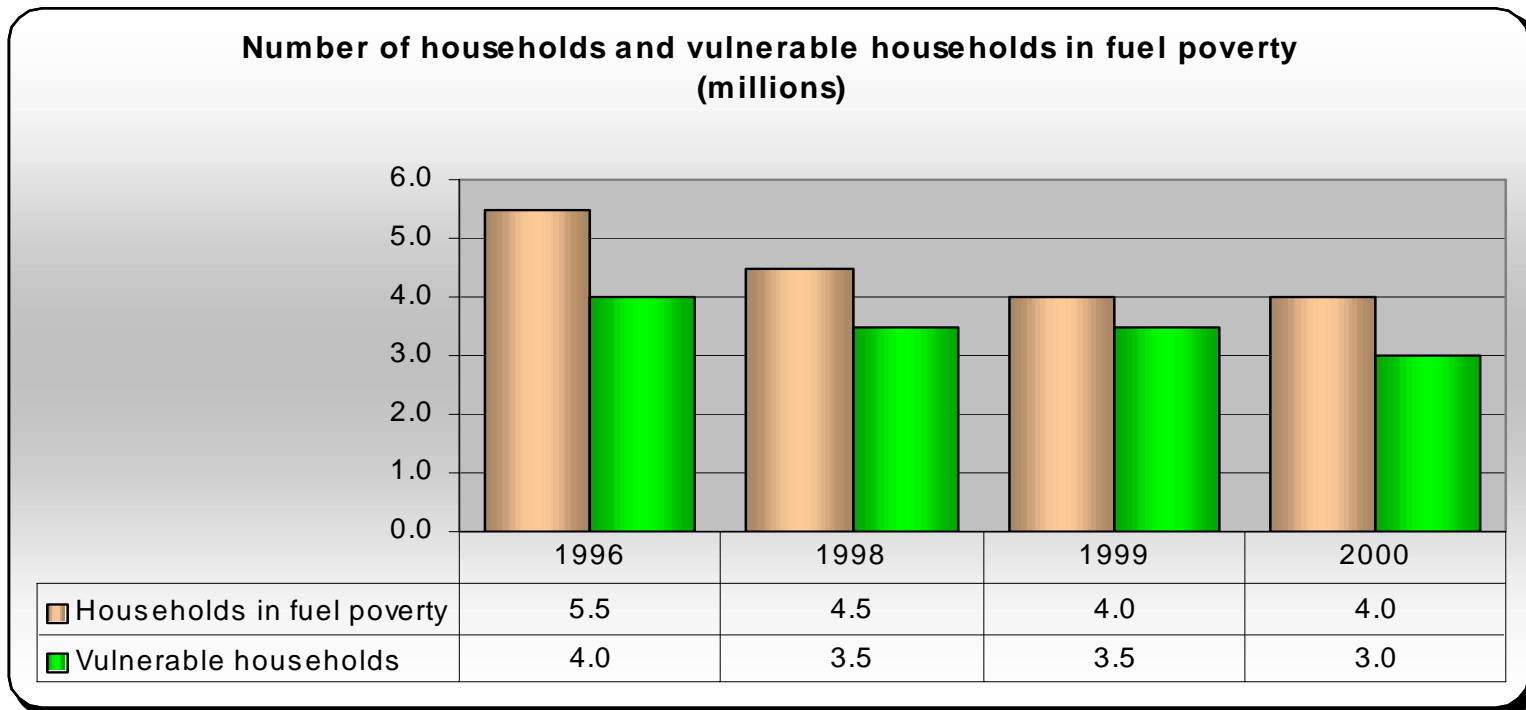
Social Action Plan Indicators

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

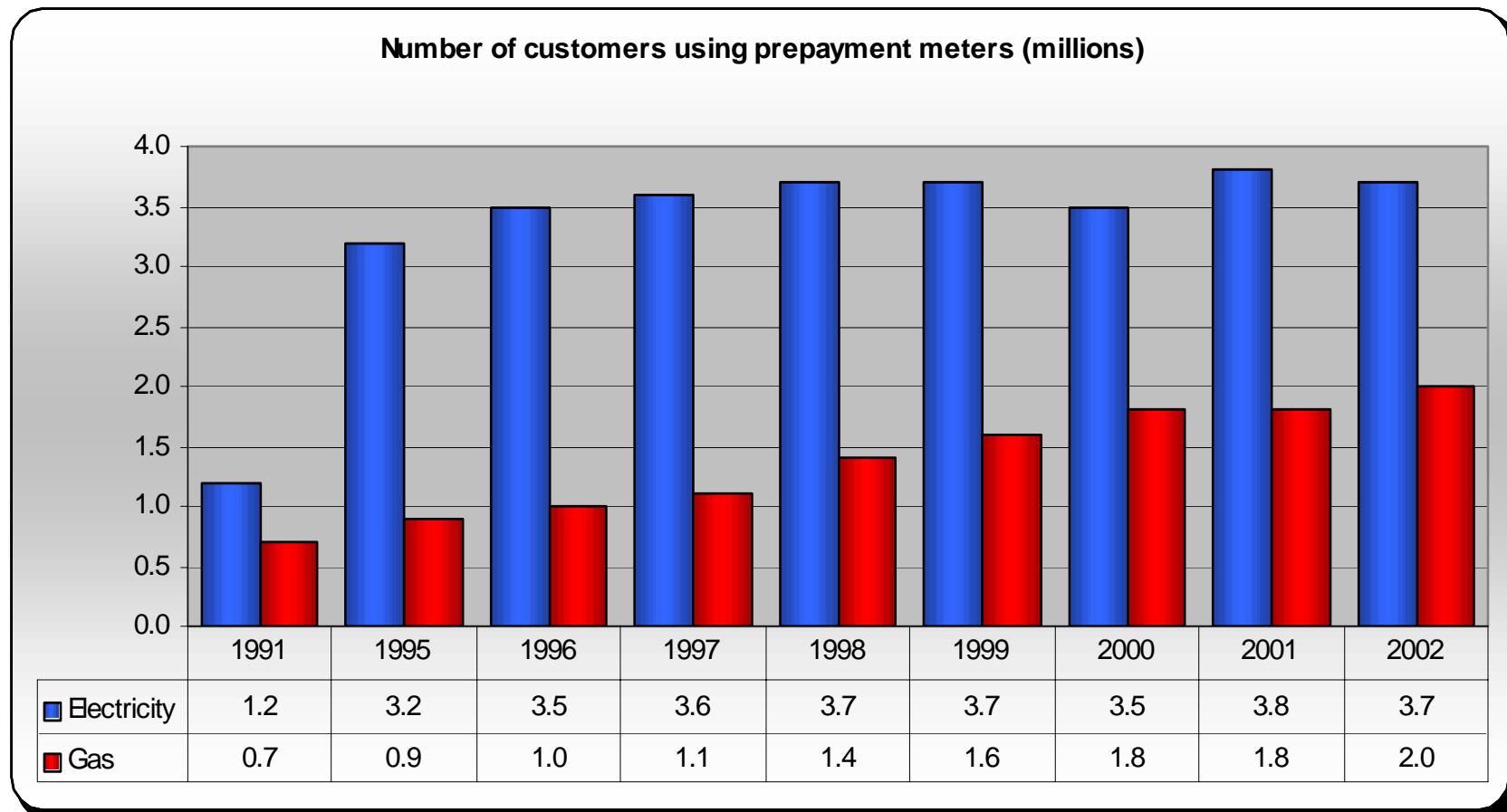
The chart below shows the latest Government estimates for the number of households in fuel poverty. The definition of a fuel poor household, on which the figures below are based, is one needing to spend more than 10% of its income (net of income tax and National Insurance and including Housing Benefit 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)

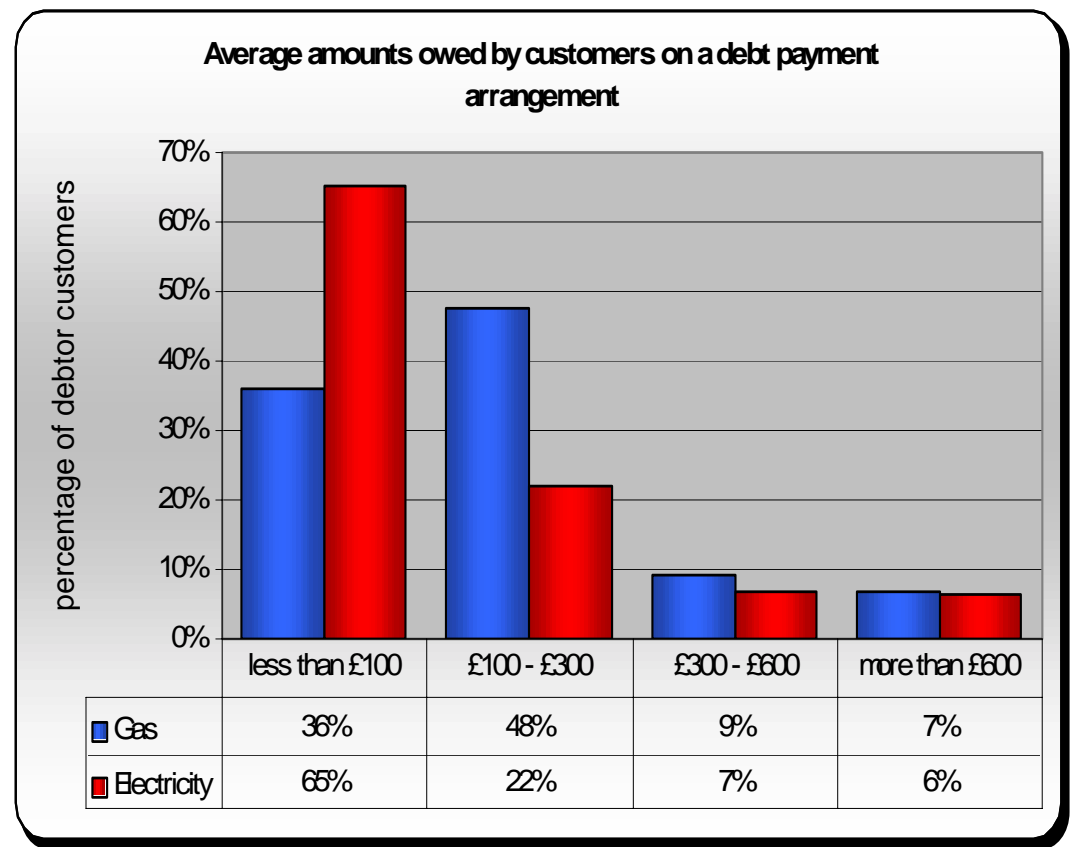
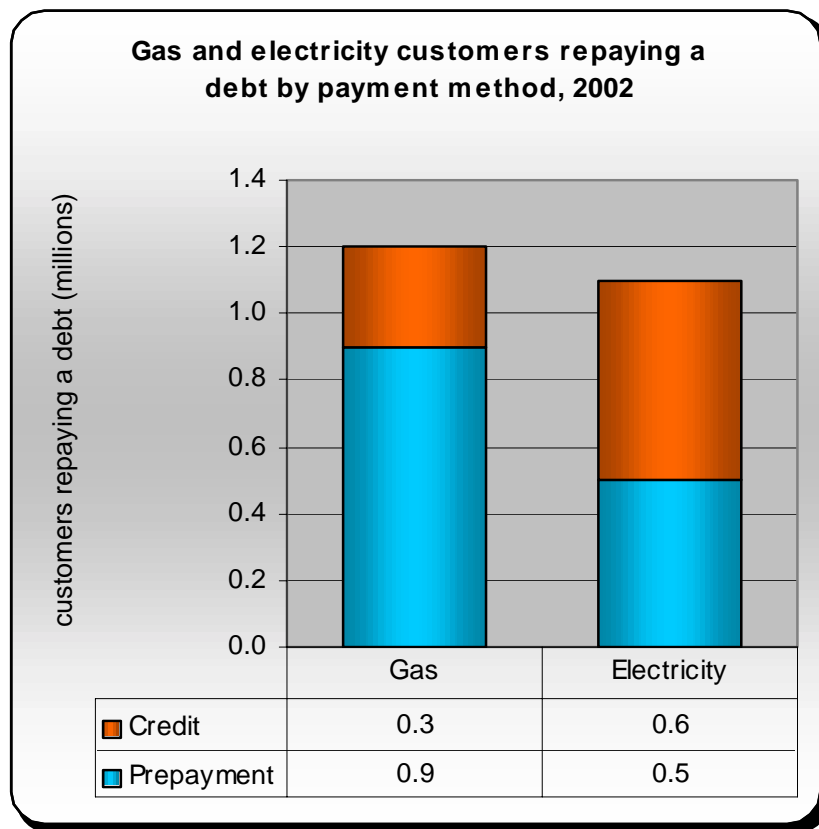
2. Number of customers using prepayment meters

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.

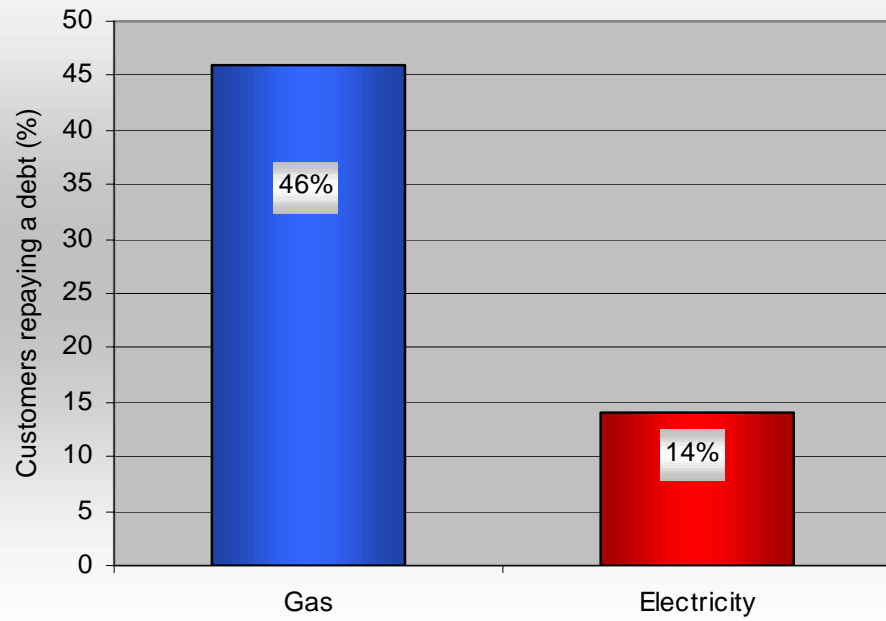


3. Levels of Debt

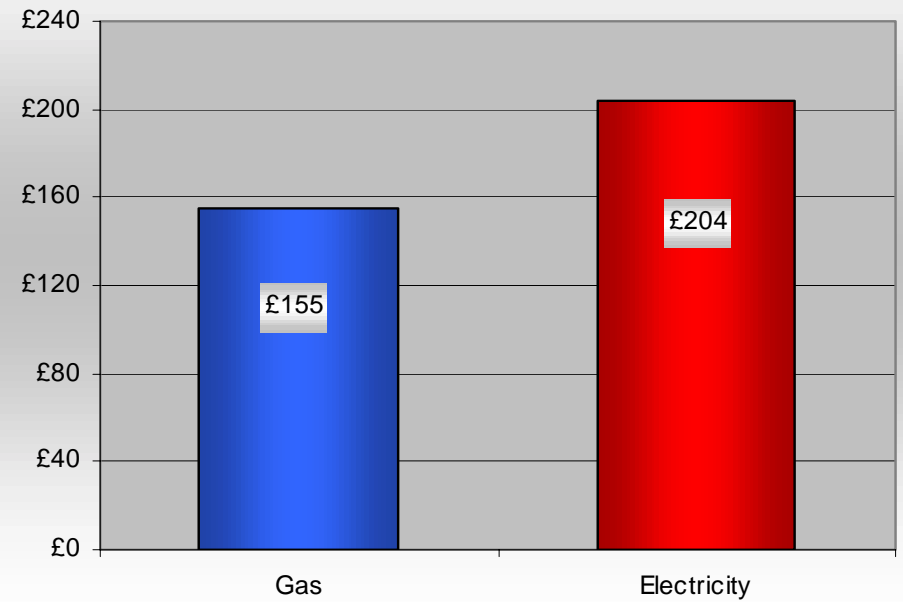
Ofgem began collecting detailed information on debt for both Gas and Electricity markets from 1 April 2001. The charts below set out the number of customers repaying a debt (both prepayment customers repaying through their meter and credit customers repaying through a payment arrangement); the relative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



Percentage of prepayment customers in debt, 2002

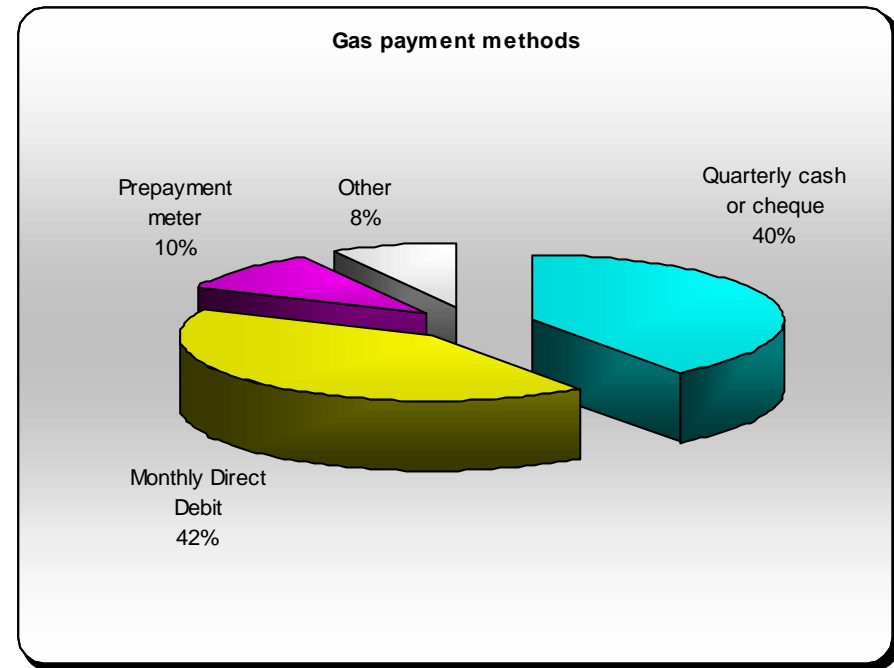
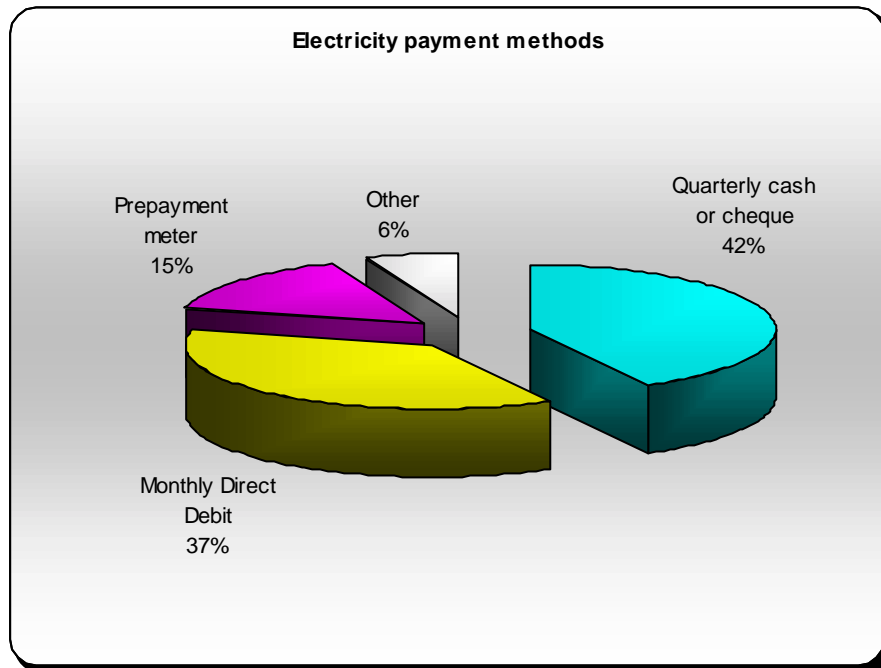


Average debt per customer (for customers in debt, 2002)



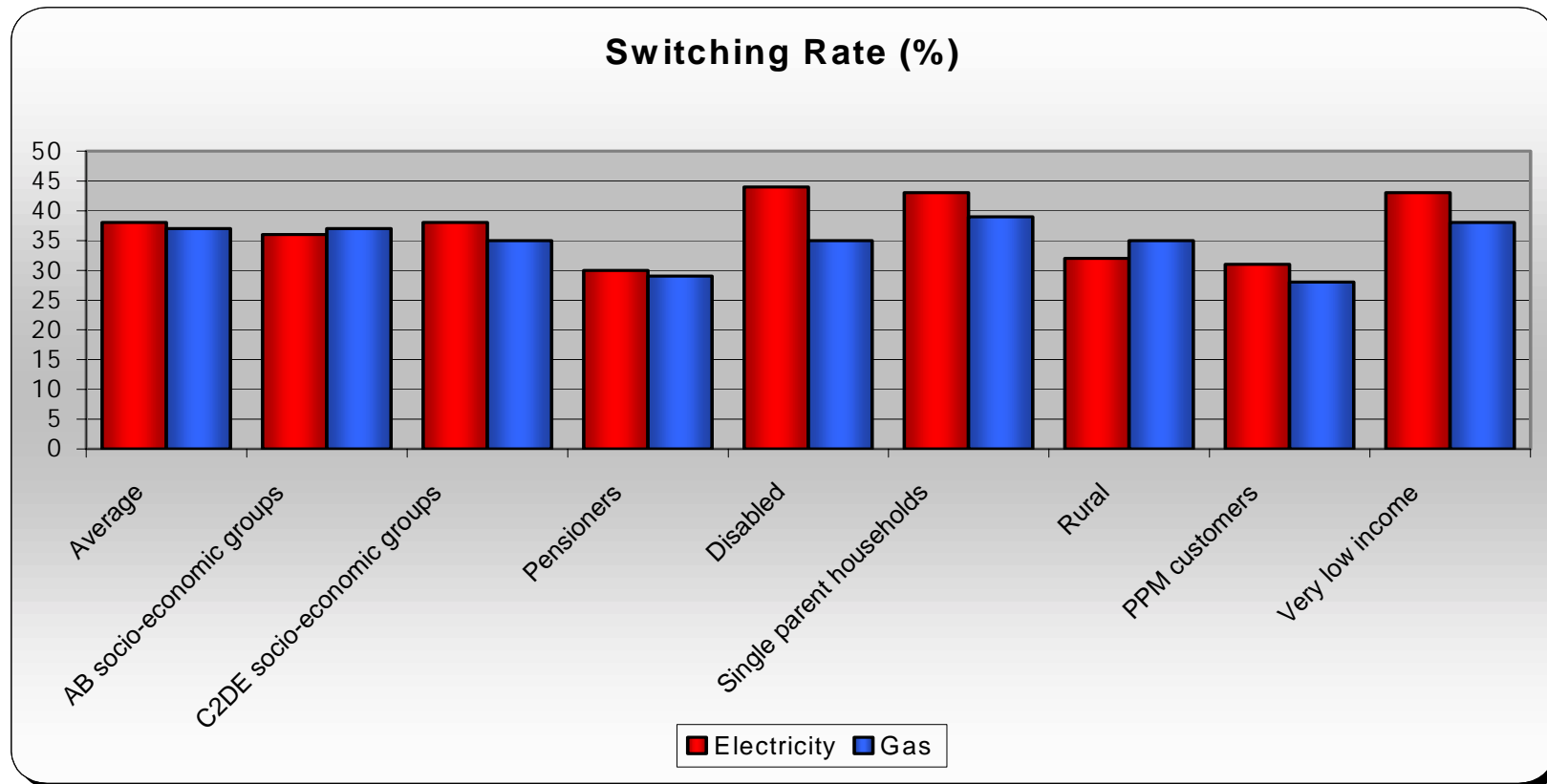
4. Tariff and Payment Choice

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



5. Disadvantaged customers and competition

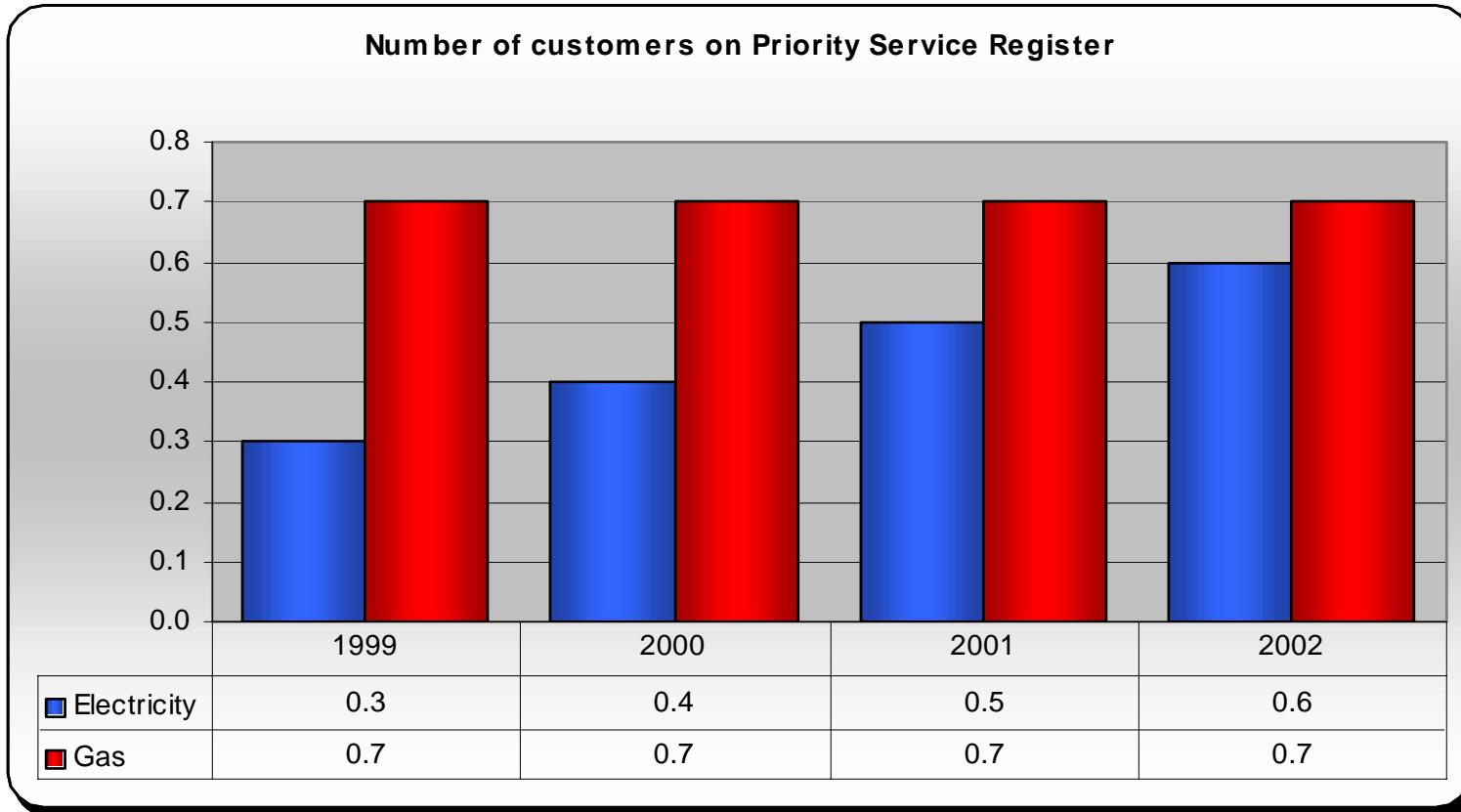
The latest MORI statistics on switching rates across various consumer groups set out below show that competition has reached most groups fairly evenly. These figures reflect the total number of transfers in the market. They include customers who have switched more than once.



(Source: MORI)

6. Priority Service Registers

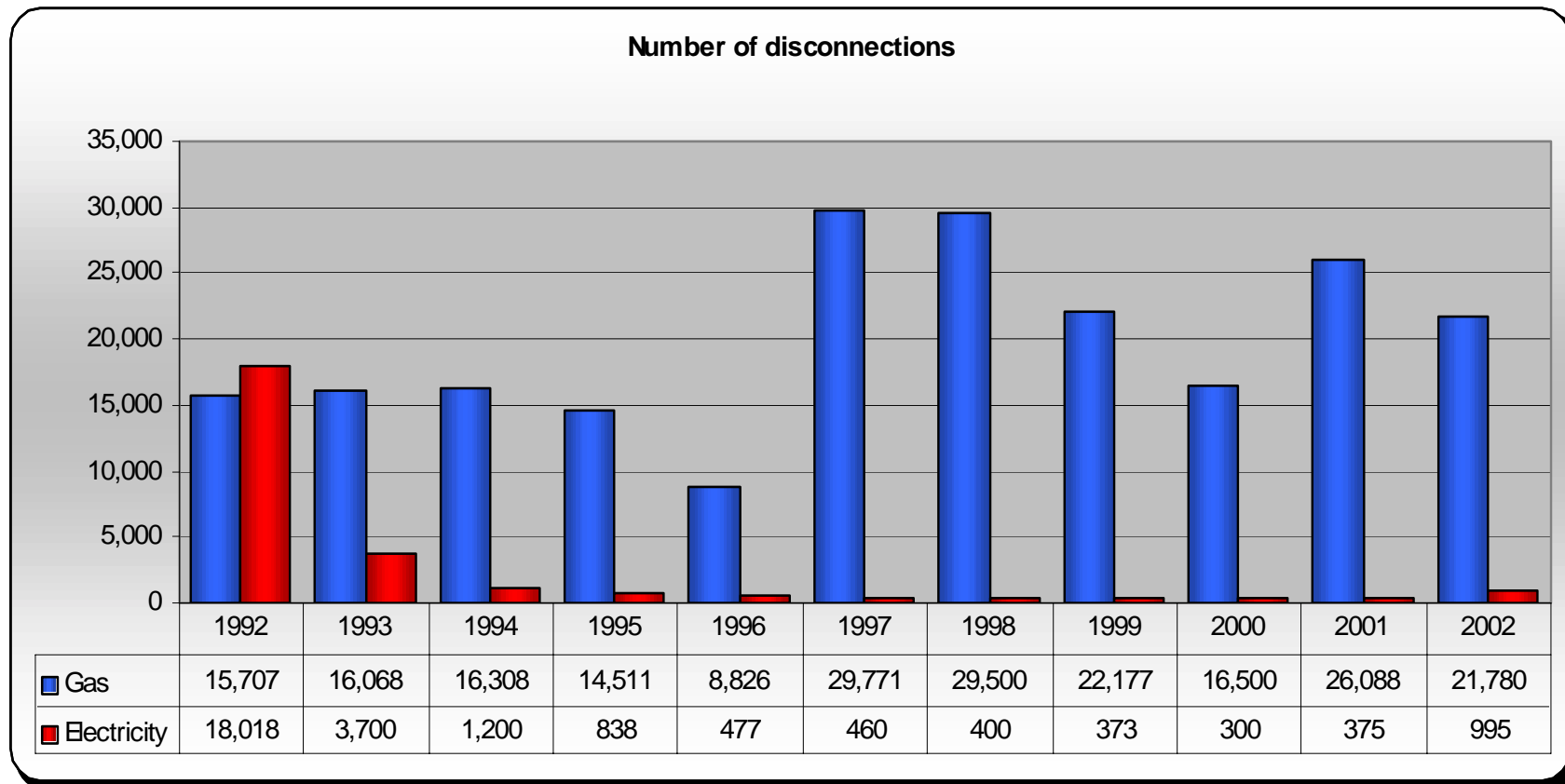
All suppliers operate registers for customers who are elderly, disabled or chronically sick. Customers on these registers may request special services free of charge. The numbers of customers on the register over the past four years are set out below.



(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 1992 to 2002.



8. Self-disconnections

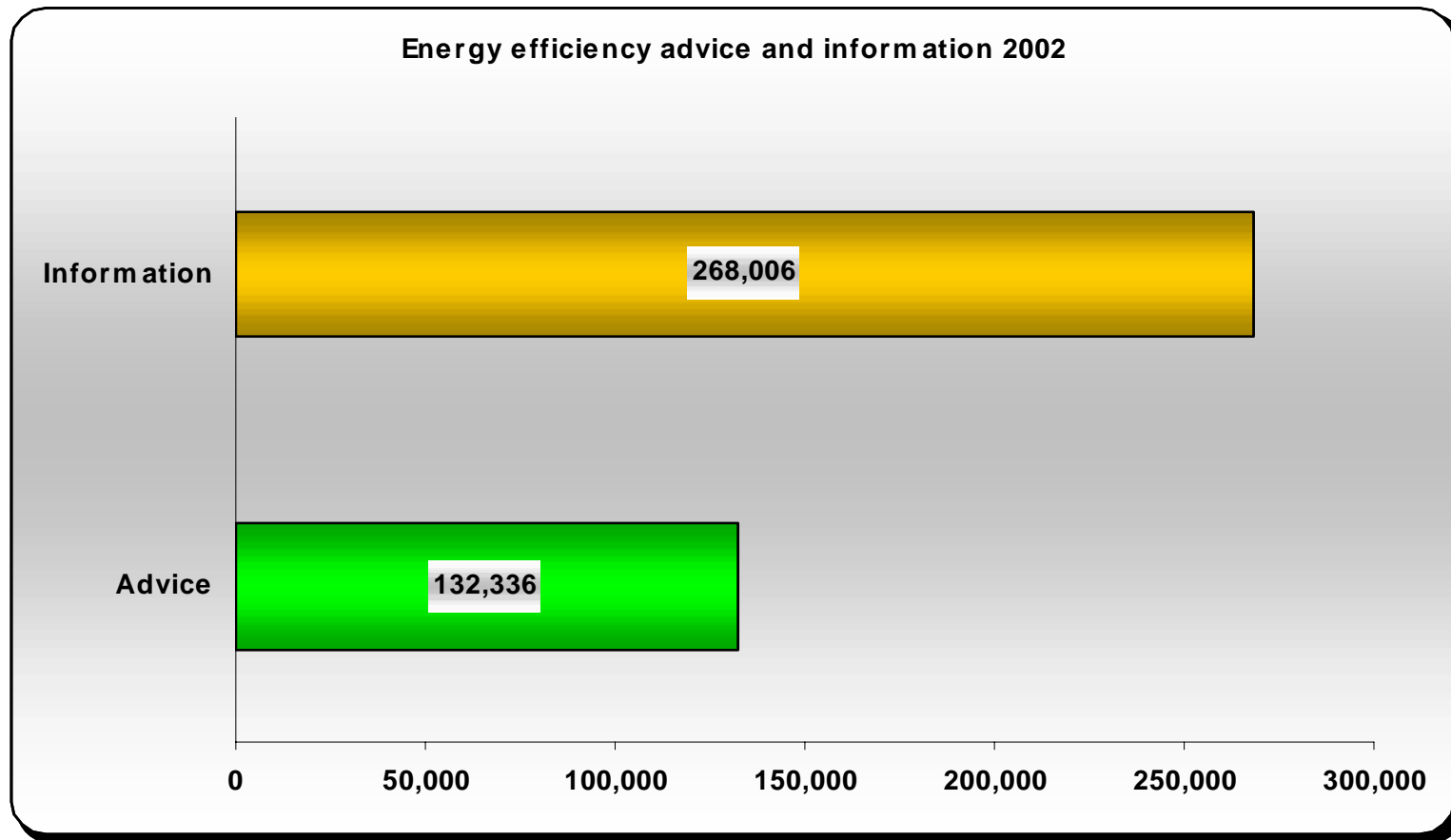
The proportion of households with prepayment meters that reported self-disconnection is set out below.

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, during 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.

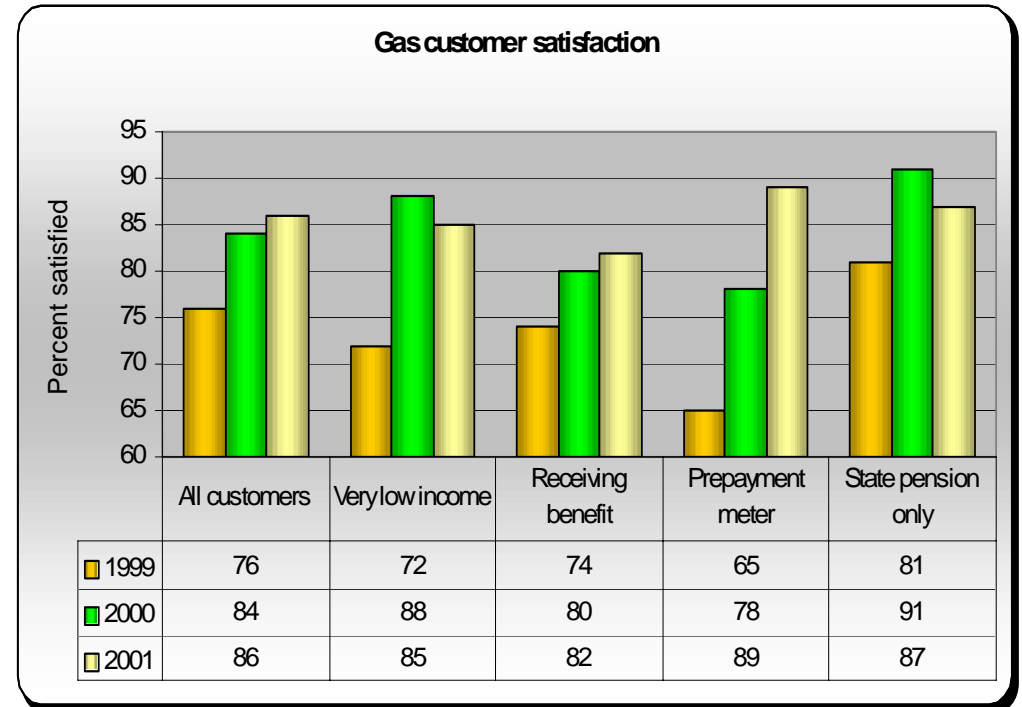
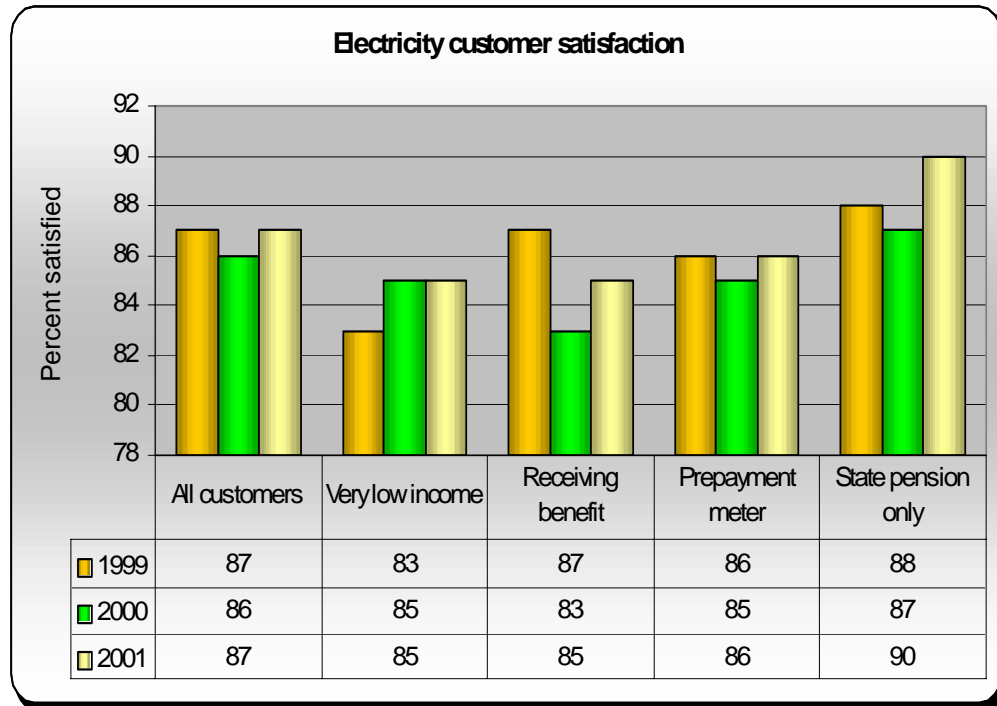
Here to HELP: Run by British Gas, this scheme aims to target energy efficiency and other measures, fuel discounts and advice to around half a million homes.

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

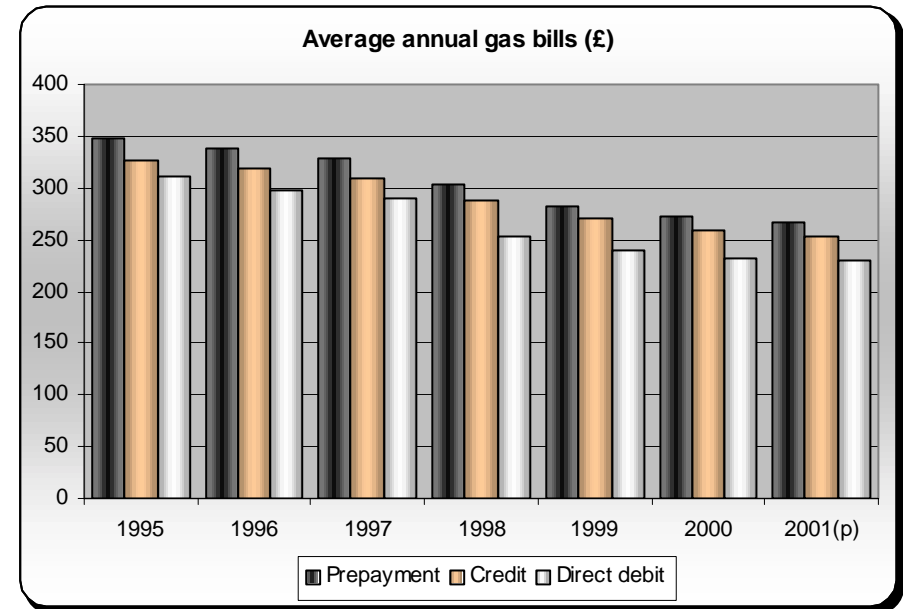
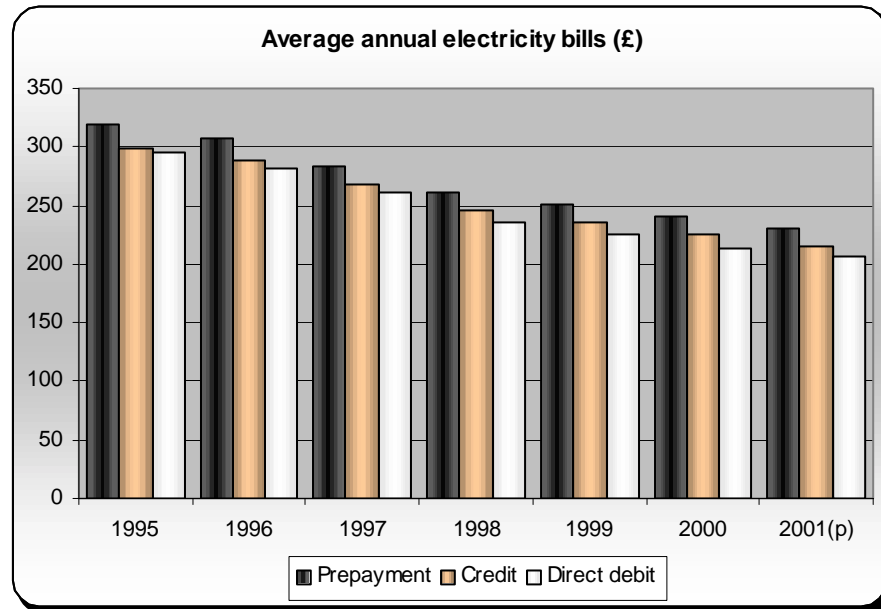
The latest research on customer satisfaction is set out below



(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 December 2002

Electricity	Quarterly cash/cheque	Monthly direct debit	Weekly, Fortnightly or Flexible payment scheme	Prepayment meter	Other	Total
Amerada	21.8%	70.8%	1.0%	2.6%	3.8%	100.0%
Atlantic	46.1%	45.2%	0.4%	6.2%	2.1%	100.0%
British Gas	37.9%	39.0%	2.8%	18.6%	1.7%	100.0%
ex-Enron	0.0%	99.8%	0.0%	0.2%	0.0%	100.0%
LE Group	49.3%	26.5%	2.4%	18.3%	3.5%	100.0%
npower	39.8%	40.0%	1.8%	13.7%	4.7%	100.0%
npower Northern	59.1%	17.5%	4.9%	14.5%	3.9%	100.0%
npower Yorkshire	45.2%	30.3%	4.6%	13.4%	6.4%	100.0%
Powergen	40.6%	44.0%	2.0%	11.6%	1.8%	100.0%
Scottish and Southern	40.2%	39.6%	1.4%	14.8%	4.0%	100.0%
Scottish Power	37.4%	35.7%	4.2%	17.8%	5.0%	100.0%
Seeboard	46.4%	38.9%	1.1%	8.7%	4.9%	100.0%
TXU Energi	44.8%	35.0%	3.5%	11.6%	5.1%	100.0%
Utility Link	26.2%	61.6%	0.0%	0.2%	12.0%	100.0%
Industry	42.0%	36.5%	2.7%	15.1%	3.7%	100.0%

Gas	Quarterly cash/cheque	Monthly direct debit	Weekly, Fortnightly or Flexible payment scheme	Prepayment meter	Other	Total
Amerada	32.4%	55.4%	3.0%	5.9%	3.4%	100.0%
Atlantic	51.4%	44.2%	0.0%	4.3%	0.1%	100.0%
British Gas	42.2%	37.7%	3.7%	11.3%	5.1%	100.0%
Countrywide Gas	37.1%	60.2%	0.1%	0.1%	2.5%	100.0%
LE Group	48.2%	41.6%	0.1%	8.5%	1.5%	100.0%
npower	37.2%	47.4%	6.4%	7.5%	1.5%	100.0%
npower Direct	61.1%	13.5%	0.0%	20.8%	4.5%	100.0%
npower Northern	20.3%	38.4%	12.7%	19.1%	9.4%	100.0%
npower Yorkshire	36.2%	41.9%	9.7%	7.3%	4.9%	100.0%
Powergen	37.3%	51.6%	3.6%	5.2%	2.3%	100.0%
Scottish and Southern	33.8%	56.4%	2.1%	6.6%	1.1%	100.0%
Scottish Power	34.4%	53.3%	6.0%	5.5%	0.9%	100.0%
Seeboard Energy	33.1%	55.1%	4.1%	3.8%	4.0%	100.0%
Telecom Plus	0.0%	98.7%	0.0%	0.5%	0.8%	100.0%
TXU Energi	42.9%	45.6%	2.7%	5.9%	2.9%	100.0%
Industry	40.1%	42.0%	4.0%	9.7%	4.2%	100.0%

Debt Repayment Oct-Dec 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	£5.00	20	£5.25	57
Atlantic			£2.00	94
British Gas	£2.89	48	£5.05	46
ex-Enron	£3.02	28	£0.00	0
LE Group	£6.55	47	£4.50	82
npower	£3.74	28	£2.94	92
npower Northern	£5.48	35	£2.99	55
npower Yorkshire	£2.70	68	£2.70	85
Powergen	£7.48	26	£7.52	41
Scottish and Southern	£5.02	41	£5.34	32
Scottish Power	£3.99	52	£1.52	54
Seeboard	£2.85	48	£4.78	97
TXU Energi	£2.63	52	£5.91	52
Utility Link	£0.00	0	£0.00	0
Industry Average	£3.77	45	£3.22	54

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	£7.00	39	£6.00	38
Atlantic			£0.00	0
British Gas	£2.07	45	£5.42	42
Countrywide Gas	£7.60	30	£5.00	61
LE Group	£6.76	51	£6.45	69
npower	£6.23	31	£6.75	52
npower Direct	£9.50	14	£5.00	65
npower Northern	£4.98	44	£3.53	91
npower Yorkshire	£2.70	64	£2.70	36
Powergen	£6.16	26	£6.66	38
Scottish and Southern	£3.38	41	£3.38	74
Scottish Power	£3.43	52	£3.99	106
Seeboard Energy	£2.43	50	£6.08	84
Telecom Plus	£0.00	0	£0.00	0
TXU Energi	£2.77	52	£4.82	26
Industry Average	£3.03	43	£5.05	56

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

Disconnections Oct-Dec 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	7	0	7	0	0	0	0
Atlantic	0	0	0	0	0	0	0
British Gas	55	19	36	11	2	31	20
ex-Enron	0	0	0	0	0	0	0
LE Group	65	33	32	9	25	94	39
npower	0	0	0	0	0	0	0
npower Northern	2	0	2	0	0	20	14
npower Yorkshire	12	15	4	69	0	36	13
Powergen	19	6	13	68	1	33	25
Scottish and Southern	91	51	40	7	6	93	32
Scottish Power	68	83	77	4	9	106	82
Seeboard	10	6	4	8	8	33	34
TXU Energi	58	15	75	3	6	91	69
Utility Link	0	0	0	0	0	0	0
Total	387	228	290	12	57	537	328

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	303	102	201	4	0	0	0
Atlantic	0	0	0	0	0	0	0
British Gas	4,264	2,702	2,424	82	51	93	117
Countrywide Gas	0	0	0	0	0	0	0
LE Group	135	109	27	6	0	0	0
npower	0	35	0	45	3	1	1
npower Direct	5	4	1	3	0	0	0
npower Northern	1	0	1	0	0	0	0
npower Yorkshire	3	36	3	81	2	4	5
Powergen	38	19	19	36	0	0	0
Scottish and Southern	188	67	127	8	1	0	1
Scottish Power	85	74	64	4	2	53	42
Seeboard Energy	138	112	36	4	0	0	0
Telecom Plus	0	0	0	0	0	0	0
TXU Energi	433	98	335	5	0	0	0
Total	5,593	3,358	3,238	64	59	151	166

Percentage of customers reconnected following disconnections for debt and theft Oct-Dec 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
Amerada	0%	0%	0%	0%	0%	0%						
British Gas	32%	58%	68%	79%	84%	100%	23%	23%	23%	23%	23%	100%
LE Group	36%	64%	72%	85%	94%	100%	79%	82%	86%	89%	92%	100%
npower Northern	0%	0%	0%	0%	0%	0%	43%	43%	57%	57%	100%	100%
npower Yorkshire	20%	20%	26%	32%	45%	98%	7%	7%	23%	31%	85%	100%
Powergen	33%	33%	50%	67%	83%	83%	38%	50%	50%	50%	75%	100%
Scottish and Southern	71%	78%	82%	86%	92%	100%	55%	64%	77%	82%	91%	100%
Scottish Power	53%	60%	69%	76%	81%	90%	31%	35%	56%	70%	96%	99%
Seeboard	71%	71%	71%	88%	100%	100%	18%	18%	18%	41%	41%	41%
TXU Energi	7%	18%	23%	37%	61%	94%	13%	18%	22%	29%	36%	87%

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	32%	33%	34%	34%	34%	34%						
British Gas	17%	30%	48%	61%	71%	84%	13%	28%	50%	75%	81%	100%
LE Group	11%	27%	60%	75%	84%	86%						
npower	9%	9%	29%	34%	57%	94%	25%	25%	25%	25%	25%	100%
npower Direct	25%	100%	100%	100%	100%	100%						
npower Northern	0%	0%	0%	0%	0%	0%						
npower Yorkshire	0%	3%	3%	3%	22%	69%	0%	100%	100%	100%	100%	100%
Powergen	21%	26%	53%	68%	79%	89%						
Scottish and Southern	27%	51%	76%	90%	97%	100%	0%	0%	0%	0%	0%	0%
Scottish Power	65%	69%	78%	80%	84%	91%	10%	12%	35%	57%	98%	98%
Seeboard Energy	83%	88%	93%	96%	99%	100%						
TXU Energi	35%	50%	62%	66%	81%	98%						

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 Oct-Dec 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	13	13	13	0	0	8
Atlantic	0	0	0	0	0	0
British Gas	2,291	478	600	0	0	169
ex-Enron	0	0	0	0	0	0
LE Group	1,245	126	140	0	0	440
npower	540	99	128	0	3	101
npower Northern	1,895	258	331	0	0	607
npower Yorkshire	1,850	271	245	0	1	214
Powergen	286	84	91	4	5	210
Scottish and Southern	2,502	372	294	13	7	780
Scottish Power	8,409	708	0	0	0	3,477
Seeboard	732	100	91	1	0	235
TXU Energi	1,374	107	70	0	0	116
Utility Link	0	0	0	0	0	0
Total	21,137	2,616	2,003	18	16	6,357

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	132	6	6	0	0	56
Atlantic	0	0	0	0	0	0
British Gas	21,628	1,796	2,060	0	0	5,021
Countrywide Gas	1	1	0	0	0	0
LE Group	402	50	79	0	1	25
npower	1,779	162	134	0	0	56
npower Direct	16	0	2	0	0	16
npower Northern	1,245	169	240	0	0	132
npower Yorkshire	409	75	74	0	1	4
Powergen	300	47	55	2	3	30
Scottish and Southern	1,114	229	269	10	12	214
Scottish Power	1,910	290	0	0	0	429
Seeboard Energy	295	45	41	0	0	62
Telecom Plus	0	0	0	0	0	0
TXU Energi	775	72	70	0	0	20
Total	30,006	2,942	3,030	12	17	6,065

Warrants and Security Deposits Oct-Dec 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	7	5	5	0			
Atlantic	0	0	0	0			
British Gas	55	2,023	920	1,929	£105.86	280	522
ex-Enron	0	0	0	0			
LE Group	65	880	5	224	£109.42	215	3
npower	0	0	0	171	£119.00	0	9
npower Northern	2	317	0	0			
npower Yorkshire	0	0	0	0			
Powergen	16	124	0	108	£120.00	107	0
Scottish and Southern	57	354	59	108	£121.00	90	4
Scottish Power	0	1	0	292	£186.00	287	0
Seeboard	10	347	148	5	£145.00	2	2
TXU Energi	58	322	379	0			
Utility Link	0	0	0	0			
Total	270	4,373	1,516	2,837	£116.37	981	540

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	303	86	228	0			
Atlantic	0	0	0	0			
British Gas	4,264	2,901	4,039	9,253	£183.07	4,145	1,161
Countrywide Gas	0	0	0	0			
LE Group	135	114	0	0			
npower	0	0	0	0			
npower Direct	5	7	2	0			
npower Northern	1	226	0	0			
npower Yorkshire	0	0	0	0			
Powergen	38	46	0	0			
Scottish and Southern	188	114	54	4	£87.00	1	2
Scottish Power	0	300	0	0			
Seeboard Energy	138	95	41	0			
Telecom Plus	0	0	0	0			
TXU Energi	433	540	495	0			
Total	5,505	4,429	4,859	9,257	£183.03	4,146	1,163

Prepayment Meters Oct-Dec 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	35	0	35	10	0	0
Atlantic	12	10	2	29	0	0
British Gas	8,489	927	7,562	2,597	2,075	0
ex-Enron	6	6	0	12	0	0
LE Group	12,434	7,726	4,708	879	0	0
npower	4,969	3,430	1,539	4,250	0	0
npower Northern	2,675	1,408	1,267	493	0	0
npower Yorkshire	1,839	272	1,567	2,265	0	0
Powergen	2,581	0	2,581	4,347	0	0
Scottish and Southern	18,189	14,034	4,155	9,581	2	0
Scottish Power	63,347	50,632	12,715	31,546	0	0
Seeboard	4,508	3,286	1,222	1,336	0	0
TXU Energi	5,490	2,414	3,076	9,036	0	0
Utility Link	10	10	0	10	0	0
Total	124,584	84,155	40,429	66,391	2,077	0

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	228	0	228	0	0	0
Atlantic	17	17	0	36	0	0
British Gas	18,741	4,637	14,104	6,098	1,327	0
Countrywide Gas	1	0	1	0	0	0
LE Group	1,034	547	487	651	0	0
npower	4,260	3,649	611	1,472	0	0
npower Direct	5	0	5	1	0	0
npower Northern	1,812	388	1,424	431	0	5
npower Yorkshire	908	51	857	263	0	0
Powergen	2,239	406	1,833	1,739	0	0
Scottish and Southern	14,505	12,085	2,420	4,831	0	0
Scottish Power	15,354	12,234	3,120	254	0	0
Seeboard Energy	760	226	534	536	0	0
Telecom Plus	0	0	0	0	0	0
TXU Energi	2,878	1,728	1,150	3,209	1,003	0
Total	62,742	35,968	26,774	19,521	2,330	5

Priority Services Oct-Dec 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	2,457	27	699	317	200
Atlantic	8	6	0	80	18
British Gas	544,773	3,620	10,504	205,683	11,788
Countrywide Gas	121	0	0	n/a	n/a
ex-Enron	n/a	n/a	n/a	14	0
LE Group	26,648	0	76	91,264	11,590
npower	5,446	349	123	11,784	196
npower Direct	12	1	3	n/a	n/a
npower Northern	3,715	163	245	4,919	231
npower Yorkshire	elec	elec	63	8,658	114
Powergen	45,690	584	482	27,507	1,044
Scottish and Southern	31,093	3,656	553	74,759	6,581
Scottish Power	15,420	425	2,058	34,254	698
Seaboard Energy	8,721	198	370	80,560	2,245
Telecom Plus	22	0	0	n/a	n/a
TXU Energi	12,469	128	127	20,160	163
Utility Link	n/a	n/a	n/a	72	5
Total	696,595	9,157	15,303	560,031	34,873

Uptake of Priority Services Oct-Dec 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	12	17	358	0	372	0	0	1
Atlantic	1	9	16	0	0	0	0	0
British Gas	257	2,773	10,203	5,374	7,143	12	gas	gas
ex-Enron	0	0	4	0	10	0	0	0
LE Group	136	3,520	12,707	6,044	0	26	2,670	59
npower	55	718	4,462	364	139	1	3	3
npower Northern	6	157	822	195	0	44	8	24
npower Yorkshire	36	17	2,238	77	0	4	97	4
Powergen	11	312	241	4,930	230	8	0	15
Scottish and Southern	189	3,015	5,100	24	0	15	4	313
Scottish Power	15	174	2,482	28	134	gas	gas	gas
Seaboard	67	703	8,554	1,273	1,220	12	0	1,344
TXU Energi	6	2,039	12,848	7,733	1,410	gas	gas	gas
Utility Link	0	1	33	0	0	0	0	0
Total	791	13,455	60,068	26,042	10,658	122	2,782	1,763

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	40	6	1,512	9	2,860	4	2	10
Atlantic	0	0	1	0	2	0	0	0
British Gas	1,023	10,810	151,405	14,033	822	86	539	115
Countrywide Gas	0	0	22	0	0	0	0	0
LE Group	32	10	2,216	0	0	9	0	1
npower	135	362	2,238	52	3,052	0	5	2
npower Direct	0	1	8	0	12	0	0	0
npower Northern	2	67	204	84	0	1	8	6
npower Yorkshire	elec	elec	elec	elec	elec	4	97	4
Powergen	7	137	695	283	0	0	7	7
Scottish and Southern	75	905	1,953	12	0	elec	elec	elec
Scottish Power	8	126	775	7	38	9	1	0
Seaboard Energy	16	351	1,269	20	422	7	0	52
Telecom Plus	0	0	2	0	0	0	0	0
TXU Energi	4	417	2,978	3,968	283	1	2	385
Total	1,342	13,192	165,278	18,468	7,491	121	661	582

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) Oct-Dec 2002

Dual Fuel	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	27	8	8	1	5	7	0	28	0	0	0
Atlantic	10	0	1	1	1	7	0	0	0	0	5
British Gas	4,587	1,712	682	3,293	974	5,894	4,035	46,885	2	65	921
Countrywide Gas	1	0	0	0	1	0	4	2	0	0	0
ex-Enron	20	15	2	5	6	4	0	0	0	0	0
LE Group	5,302	569	644	1,755	373	1,544	1,639	67	0	34	417
mpower Group	2,623	66	82	1,493	384	1,465	1,227	2	15	6	31
Powergen	5,473	547	242	715	259	4,902	1,976	535	2	34	131
Scottish and Southern	5,487	1,603	226	1,153	312	2,193	467	40	0	159	75
Scottish Power	590	238	90	358	104	81	26	350	0	0	404
Seeboard Energy	3,597	581	370	948	881	817	4,015	29	6	56	34
Telecom Plus	13	13	0	13	0	0	0	0	0	0	0
TXU Energi	5,482	386	251	4,300	318	227	3,298	302	14	18	0
Utility Link	0	0	0	0	0	0	0	0	0	0	0
Total	33,212	5,738	2,598	14,035	3,618	17,141	16,687	48,240	39	372	2,018

**Regional payment methods
December 2002**

Electricity Payment Methods	Quarterly cash/cheque	Monthly direct debit	Weekly, Fortnightly or Flexible payment scheme	Prepayment meter	Fuel Direct	Other	Total
England	8,999,557	7,767,572	503,520	2,966,076	11,623	741,607	20,989,955
	43%	37%	2%	14%	0%	4%	100%
Scotland	833,275	779,835	128,699	497,455	8,561	121,502	2,369,327
	38%	30%	5%	21%	0%	6%	100%
Wales	527,129	457,462	34,983	255,705	953	26,105	1,302,337
	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	7,145,941	7,391,143	614,136	1,680,985	22,440	710,991	17,565,636
	41%	42%	3%	10%	0%	4%	100%
Scotland	581,471	708,977	156,224	153,322	5,974	64,182	1,670,150
	35%	42%	9%	9%	0%	4%	100%
Wales	387,075	402,039	41,405	127,160	1,592	35,002	994,273
	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 Headlines Oct-Dec 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	803,789	350,949	318	51	436	490,330	29,016
Scotland	208,399	148,202	45	4	94	51,541	2,291
Wales	64,672	31,381	24	2	7	18,160	1,905
Great Britain	1,076,860	530,532	387	57	537	560,031	33,212

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	1,050,624	771,537	5,347	55	114	544,192	11,157
Scotland	119,369	73,773	25	4	35	80,456	2,987
Wales	67,495	52,821	221	0	2	71,947	1,159
Great Britain	1,237,488	898,131	5,593	59	151	696,595	15,303

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