

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 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	£5.67	19	£6.56	41
Atlantic			£2.75	66
British Gas	£2.93	48	£5.07	47
ex-Enron	£3.17	29	£0.00	0
LE Group	£6.55	47	£4.36	75
npower	£3.66	27	£2.72	95
npower Northern	£5.49	40	£3.19	58
npower Yorkshire	£2.70	62	£2.70	57
Powergen	£7.48	26	£7.52	41
Scottish and Southern	£5.24	40	£5.43	35
Scottish Power	£4.15	52	£2.04	56
Seeboard	£2.80	48	£5.00	97
TXU Energi	£5.70	54	£5.86	68
Utility Link	£0.00	0	£0.00	0
Industry Average	£4.13	44	£3.70	55

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	£6.39	26	£6.00	23
Atlantic			£0.00	0
British Gas	£2.27	45	£5.29	43
Countrywide Gas	£7.08	30	£5.00	80
LE Group	£3.88	49	£5.85	71
npower	£8.28	34	£6.57	54
npower Direct	£11.64	16	£5.15	59
npower Northern	£3.73	44	£3.48	85
npower Yorkshire	£2.70	64	£2.70	37
Powergen	£6.16	26	£6.66	38
Scottish and Southern	£3.77	40	£3.58	83
Scottish Power	£3.74	52	£4.10	112
Seeboard Energy	£2.73	51	£6.00	79
Telecom Plus	£0.00	0	£0.00	0
TXU Energi	£4.10	48	£4.40	35
Industry Average	£3.02	44	£5.02	52

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

Disconnections 2002

Electricity	Number of customers disconnected for debt this year	Number of customers reconnected this year (debt)	Number of customers not yet reconnected (debt)	Average period of disconnection in days (debt)	Number of non-prepayment customers disconnected for theft this year	Number of prepayment customers disconnected for theft this year	Number of customers not yet reconnected (theft)
Amerada	13	0	9	0	0	0	0
Atlantic	0	0	0	0	0	0	0
British Gas	69	28	41	10	19	104	85
ex-Enron	0	0	0	0	0	0	0
LE Group	85	39	45	8	80	490	126
npower	0	0	0	0	6	56	42
npower Northern	7	2	5	3	13	129	97
npower Yorkshire	182	147	42	14	60	149	63
Powergen	63	32	31	27	1	144	103
Scottish and Southern	288	163	124	6	12	225	142
Scottish Power	148	195	77	43	10	250	82
Seeboard	18	9	9	6	15	100	87
TXU Energi	122	46	122	6	97	534	201
Utility Link	0	0	0	0	0	0	0
Total	995	661	505	15	313	2,181	1,028

Gas	Number of customers disconnected for debt this year	Number of customers reconnected this year (debt)	Number of customers not yet reconnected (debt)	Average period of disconnection in days (debt)	Number of non-prepayment customers disconnected for theft this year	Number of prepayment customers disconnected for theft this year	Number of customers not yet reconnected (theft)
Amerada	1,405	495	352	2	0	0	0
Atlantic	0	0	0	0	0	0	0
British Gas	15,669	9,656	7,159	90	197	280	377
Countrywide Gas	1	0	1	0	0	0	0
LE Group	654	313	94	25	0	0	0
npower	908	541	367	24	5	2	3
npower Direct	220	218	2	13	1	0	1
npower Northern	4	2	2	3	0	5	3
npower Yorkshire	333	262	102	18	3	4	5
Powergen	174	89	85	17	0	0	0
Scottish and Southern	334	117	223	12	2	1	2
Scottish Power	237	86	151	14	2	53	42
Seeboard Energy	468	329	166	4	0	0	0
Telecom Plus	0	0	0	0	0	0	0
TXU Energi	1,373	331	920	4	0	0	0
Total	21,780	12,439	9,624	68	210	345	433

Percentage of customers reconnected following disconnections for debt and theft 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	43%	61%	68%	79%	82%	100%	26%	34%	45%	45%	55%	100%
LE Group	33%	61%	69%	82%	90%	95%	81%	84%	87%	91%	93%	99%
npower							21%	37%	62%	79%	92%	100%
npower Northern	25%	25%	25%	50%	50%	50%	22%	25%	30%	35%	48%	49%
npower Yorkshire	26%	47%	70%	74%	79%	81%	46%	77%	85%	87%	96%	100%
Powergen	40%	45%	51%	77%	89%	89%	22%	30%	44%	62%	82%	100%
Scottish and Southern	66%	74%	79%	88%	95%	100%	39%	55%	67%	80%	88%	100%
Scottish Power	35%	44%	54%	63%	70%	95%	31%	35%	56%	70%	96%	99%
Seeboard	64%	64%	64%	75%	83%	83%	15%	16%	18%	29%	29%	29%
TXU Energi	28%	48%	49%	56%	81%	99%	24%	34%	35%	52%	56%	69%

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												
British Gas	8%	23%	42%	56%	67%	81%	18%	29%	57%	77%	88%	100%
Countrywide Gas	0%	0%	0%	0%	0%	0%						
LE Group	12%	26%	48%	60%	66%	71%						
npower	11%	44%	62%	71%	82%	93%	0%	25%	75%	75%	75%	100%
npower Direct	20%	58%	70%	80%	92%	100%						
npower Northern	0%	0%	13%	13%	25%	25%	0%	0%	0%	13%	38%	38%
npower Yorkshire	26%	34%	62%	72%	78%	89%	0%	50%	50%	100%	100%	100%
Powergen	31%	42%	65%	79%	87%	87%						
Scottish and Southern	26%	56%	75%	87%	91%	100%	0%	0%	0%	100%	100%	100%
Scottish Power	56%	59%	69%	71%	76%	86%	10%	12%	35%	57%	98%	98%
Seeboard Energy	72%	76%	80%	82%	84%	84%						
TXU Energi	34%	52%	69%	88%	94%	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 2002

Electricity	Number of customers on fuel direct	Number of customers joining fuel direct this year	Number of customers referred to DSS by supplier for fuel direct this year	Number of customers refused fuel direct by supplier this year	Number of customers refused fuel direct by DSS this year	Number of customers on fuel direct without a debt
Amerada	13	23	23	0	0	8
Atlantic	0	0	0	0	0	0
British Gas	2,291	1,815	2,366	0	0	169
ex-Enron	0	0	0	0	0	0
LE Group	1,245	444	394	37	5	440
npower	540	437	434	0	15	101
npower Northern	1,895	1,214	1,441	0	0	607
npower Yorkshire	1,850	779	472	5	4	379
Powergen	286	354	324	12	12	210
Scottish and Southern	2,502	1,297	888	37	31	780
Scottish Power	8,409	708	0	0	0	3,477
Seeboard	732	302	332	1	9	235
TXU Energi	1,374	631	665	0	0	116
Utility Link	0	0	0	0	0	0
Total	21,137	8,004	7,339	92	76	6,522

Gas	Number of customers on fuel direct	Number of customers joining fuel direct this year	Number of customers referred to DSS by supplier for fuel direct this year	Number of customers refused fuel direct by supplier this year	Number of customers refused fuel direct by DSS this year	Number of customers on fuel direct without a debt
Amerada	132	29	29	0	0	56
Atlantic	0	0	0	0	0	0
British Gas	21,628	9,289	10,694	0	0	5,021
Countrywide Gas	1	1	0	0	0	0
LE Group	402	179	212	0	4	25
npower	1,779	894	1,009	1	21	56
npower Direct	16	32	66	0	0	16
npower Northern	1,245	874	1,102	0	0	132
npower Yorkshire	409	409	102	1	3	4
Powergen	300	188	218	7	8	30
Scottish and Southern	1,114	850	662	26	26	214
Scottish Power	1,910	290	0	0	0	429
Seeboard Energy	295	172	165	0	2	62
Telecom Plus	0	0	0	0	0	0
TXU Energi	775	331	349	0	0	20
Total	30,006	13,538	14,608	35	64	6,065

Warrants and Security Deposits 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	Number of security deposits received from customers
Amerada	13	5	11	0	
Atlantic	0	0	0	0	
British Gas	69	4,514	1,827	1,929	1,421
ex-Enron	0	0	0	0	
LE Group	85	2,684	69	224	16
npower	0	507	257	171	26
npower Northern	7	1,220	0	0	
npower Yorkshire	177	3,072	1,193	0	
Powergen	36	245	0	108	0
Scottish and Southern	248	1,200	283	108	51
Scottish Power	43	358	218	292	5
Seaboard	18	1,276	345	5	14
TXU Energi	122	3,129	3,131	0	
Utility Link	0	0	0	0	
Total	818	18,210	7,334	2,837	1,533

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	Number of security deposits received from customers
Amerada	1,405	495	1,019	0	
Atlantic	0	0	0	0	
British Gas	15,669	11,330	14,672	9,253	4,500
Countrywide Gas	0	0	0	0	
LE Group	654	335	16	0	
npower	908	1,086	510	0	
npower Direct	220	302	413	0	
npower Northern	4	492	1	0	3
npower Yorkshire	330	896	139	0	
Powergen	147	86	0	0	
Scottish and Southern	313	228	161	4	13
Scottish Power	0	1,180	0	0	
Seaboard Energy	468	301	149	0	
Telecom Plus	0	0	0	0	
TXU Energi	1,515	1,362	1,717	0	
Total	21,633	18,093	18,797	9,257	4,516

Prepayment Meters 2002

Electricity	Number of prepayment meters installed this year	PPMs installed this year, requested by customers without a debt	Number of prepayment meters installed this year to recover debt	Number of prepayment customers changing to credit terms this year	PPM customers not in debt that had request for credit terms refused this year	PPMs installed this year where customer lives more than 2 miles from charging point
Amerada	45	0	45	10	0	0
Atlantic	12	10	2	29	0	0
British Gas	34,532	4,281	30,251	10,390	8,292	0
ex-Enron	8	8	0	32	0	0
LE Group	44,301	24,381	19,920	3,372	0	0
npower	24,753	19,241	5,512	15,233	0	0
npower Northern	21,921	13,682	8,239	3,093	0	23
npower Yorkshire	9,284	1,507	7,777	10,315	0	0
Powergen	9,502	2,656	6,846	20,069	0	0
Scottish and Southern	72,066	56,728	15,338	35,414	12	0
Scottish Power	119,497	74,597	44,900	67,600	0	0
Seeboard	21,697	16,794	4,903	6,200	0	0
TXU Energi	23,112	9,731	13,381	64,048	0	0
Utility Link	10	10	0	10	0	0
Total	380,740	223,626	157,114	235,815	8,304	23

Gas	Number of prepayment meters installed this year	PPMs installed this year, requested by customers without a debt	Number of prepayment meters installed this year to recover debt	Number of prepayment customers changing to credit terms this year	PPM customers not in debt that had request for credit terms refused this year	PPMs installed this year where customer lives more than 2 miles from charging point
Amerada	679	0	679	0	0	0
Atlantic	17	17	0	36	0	0
British Gas	105,193	25,921	79,272	26,716	5,058	0
Countrywide Gas	3	0	3	0	0	0
LE Group	3,735	2,254	1,481	3,586	4	0
npower	17,209	11,546	5,663	5,605	0	0
npower Direct	1,497	2	1,495	12	0	0
npower Northern	8,754	1,790	6,964	1,396	0	41
npower Yorkshire	7,687	1,356	6,331	1,614	0	0
Powergen	6,240	2,857	3,383	5,568	0	0
Scottish and Southern	48,434	39,867	8,567	15,860	0	0
Scottish Power	25,816	18,567	7,249	533	0	0
Seeboard Energy	3,961	2,686	1,275	2,011	0	0
Telecom Plus	0	0	0	12	0	0
TXU Energi	10,457	4,276	6,191	6,620	1,090	0
Total	239,682	111,139	128,553	69,569	6,152	41

Customers Registered for Priority Services December 2002

Electricity	Number of customers on Priority Services Register	Talking bills	Braille / large print bills	Password schemes	Third party billing / bill re direction	Quarterly reads
Amerada	317	12	17	358	0	372
Atlantic	80	1	9	16	0	0
British Gas	205,683	257	2,773	10,203	5,374	7,143
ex-Enron	14	0	0	4	0	10
LE Group	91,264	136	3,520	12,707	6,044	0
npower	11,784	55	718	4,462	364	139
npower Northern	4,919	6	157	822	195	0
npower Yorkshire	8,658	36	17	2,238	77	0
Powergen	27,507	11	312	241	4,930	230
Scottish and Southern	74,759	189	3,015	5,100	24	0
Scottish Power	34,254	15	174	2,482	28	134
Seeboard	80,560	67	703	8,554	1,273	1,220
TXU Energi	20,160	6	2,039	12,848	7,733	1,410
Utility Link	72	0	1	33	0	0
Total	560,031	791	13,455	60,068	26,042	10,658

Gas	Number of customers on Priority Services Register	Talking bills	Braille / large print bills	Password schemes	Third party billing / bill re direction	Quarterly reads
Amerada	2,457	40	6	1,512	9	2,860
Atlantic	8	0	0	1	0	2
British Gas	544,773	1,023	10,810	151,405	14,033	822
Countrywide Gas	121	0	0	22	0	0
LE Group	26,648	32	10	2,216	0	0
npower	5,446	135	362	2,238	52	3,052
npower Direct	12	0	1	8	0	12
npower Northern	3,715	2	67	204	84	0
npower Yorkshire	elec	elec	elec	elec	elec	elec
Powergen	45,690	7	137	695	283	0
Scottish and Southern	31,093	75	905	1,953	12	0
Scottish Power	15,420	8	126	775	7	38
Seeboard Energy	8,721	16	351	1,269	20	422
Telecom Plus	22	0	0	2	0	0
TXU Energi	12,469	4	417	2,978	3,968	283
Total	696,595	1,342	13,192	165,278	18,468	7,491

Priority Services 2002

Electricity	Number of customers joining the Priority Services Register this year	Meters repositioned / replaced free of charge	Special controls / adapters provided free of charge	Minicom / textphone
Amerada	228	0	0	0
Atlantic	77	0	0	0
British Gas	52,916	35	gas	gas
ex-Enron	0	0	0	0
LE Group	32,447	200	6,386	199
npower	1,927	4	60	32
npower Northern	1,308	112	11	78
npower Yorkshire	1,404	9	215	49
Powergen	18,085	31	3	42
Scottish and Southern	28,048	57	14	1,018
Scottish Power	4,906	gas	gas	gas
Seeboard	10,810	137	0	2,961
TXU Energi	1,267	gas	gas	gas
Utility Link	7	0	0	0
Total	153,430	585	6,689	4,379

Gas	Number of customers joining the Priority Services Register this year	Meters repositioned / replaced free of charge	Special controls / adapters provided free of charge	Minicom / textphone	Free gas safety checks carried out this year
Amerada	43	7	2	17	2,415
Atlantic	6	0	0	0	0
British Gas	13,578	402	2,042	514	38,219
Countrywide Gas	0	0	0	0	2
LE Group	4,087	33	0	15	245
npower	1,902	6	37	25	1,018
npower Direct	67	0	0	0	210
npower Northern	931	4	14	16	506
npower Yorkshire	elec	6	117	25	63
Powergen	22,156	0	16	24	1,476
Scottish and Southern	13,568	elec	elec	elec	1,495
Scottish Power	425	11	1	0	7,037
Seeboard Energy	1,447	41	0	68	1,214
Telecom Plus	21	0	0	0	0
TXU Energi	581	181	11	1,508	4,645
Total	58,812	691	2,240	2,212	58,545

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) 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	108	38	12	6	10	44	0	27	0	0	0
Atlantic	11	0	1	1	2	7	0	0	0	0	5
British Gas	19,514	7,368	3,871	14,844	3,126	17,790	9,123	222,462	6	214	3,159
Countrywide Gas	6	0	0	1	1	4	19	11	0	0	0
ex-Enron	42	22	6	6	12	7	10	0	0	6	1
LE Group	16,748	2,538	3,261	5,625	1,551	4,886	9,094	408	8	350	771
npower Group	13,766	793	1,056	5,789	1,563	8,061	5,885	13	29	41	923
Powergen	26,688	2,881	1,401	3,994	2,235	23,530	0	2,911	61	186	1,163
Scottish and Southern	18,737	6,783	738	4,020	2,711	5,752	1,227	163	5	1,077	2,679
Scottish Power	794	462	315	587	341	476	47	351	0	1	409
Seeboard Energy	8,198	1,570	772	1,981	1,904	2,525	3,070	89	12	70	546
Telecom Plus	42	34	9	17	9	0	3	0	0	0	1
TXU Energi	27,682	1,713	1,412	20,759	1,748	1,444	8,320	2,609	34	64	0
Utility Link	0	0	0	0	0	0	0	0	0	0	0
Total	132,336	24,202	12,854	57,630	15,213	64,526	36,798	229,044	155	2,009	9,657

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 splits on estimates. A margin of error should be allowed when interpreting figures.

Regional Headlines 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	758	300	1,937	490,330	119,011
Scotland	208,399	148,202	196	7	227	51,541	6,361
Wales	64,672	31,381	41	6	17	18,160	6,964
Great Britain	1,076,860	530,532	995	313	2,181	560,031	132,336

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	20,958	186	286	544,192	50,073
Scotland	119,369	73,773	22	20	48	80,456	4,835
Wales	67,495	52,821	800	4	11	71,947	3,637
Great Britain	1,237,488	898,131	21,780	210	345	696,595	58,545

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