

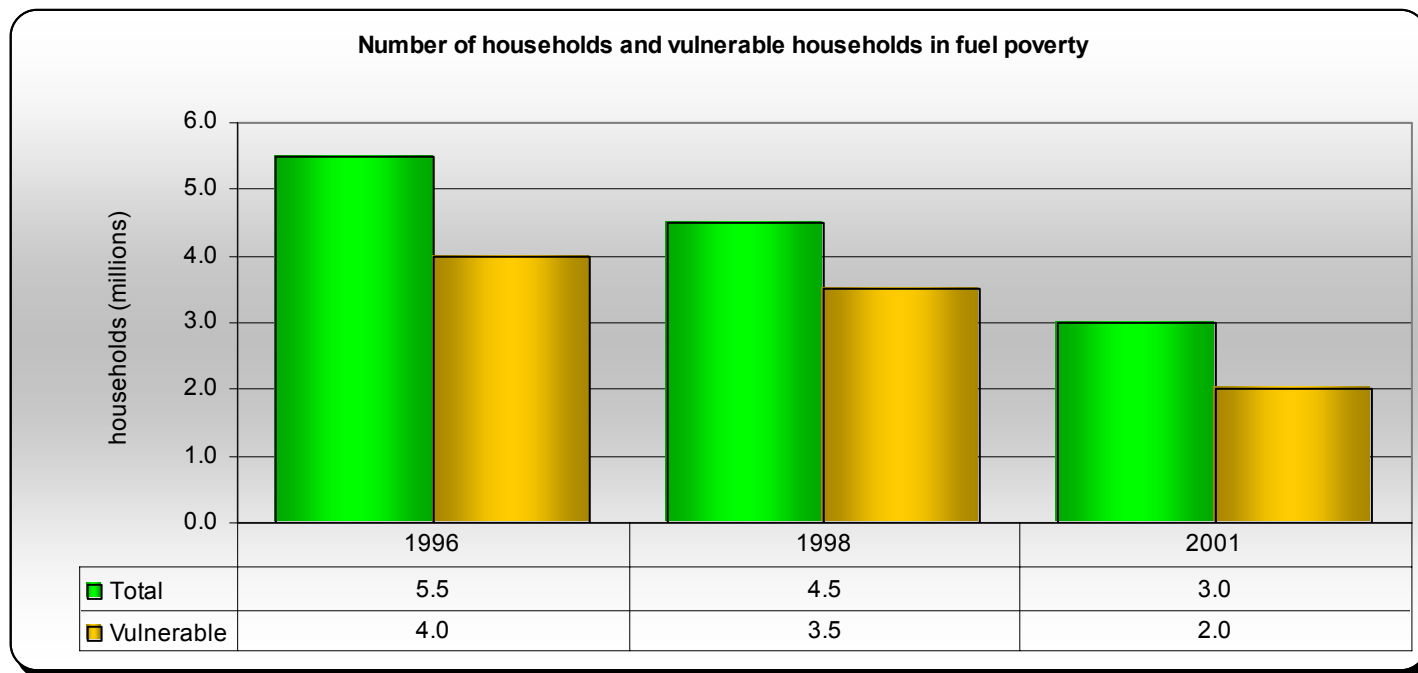
## **Social Action Plan Indicators**

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

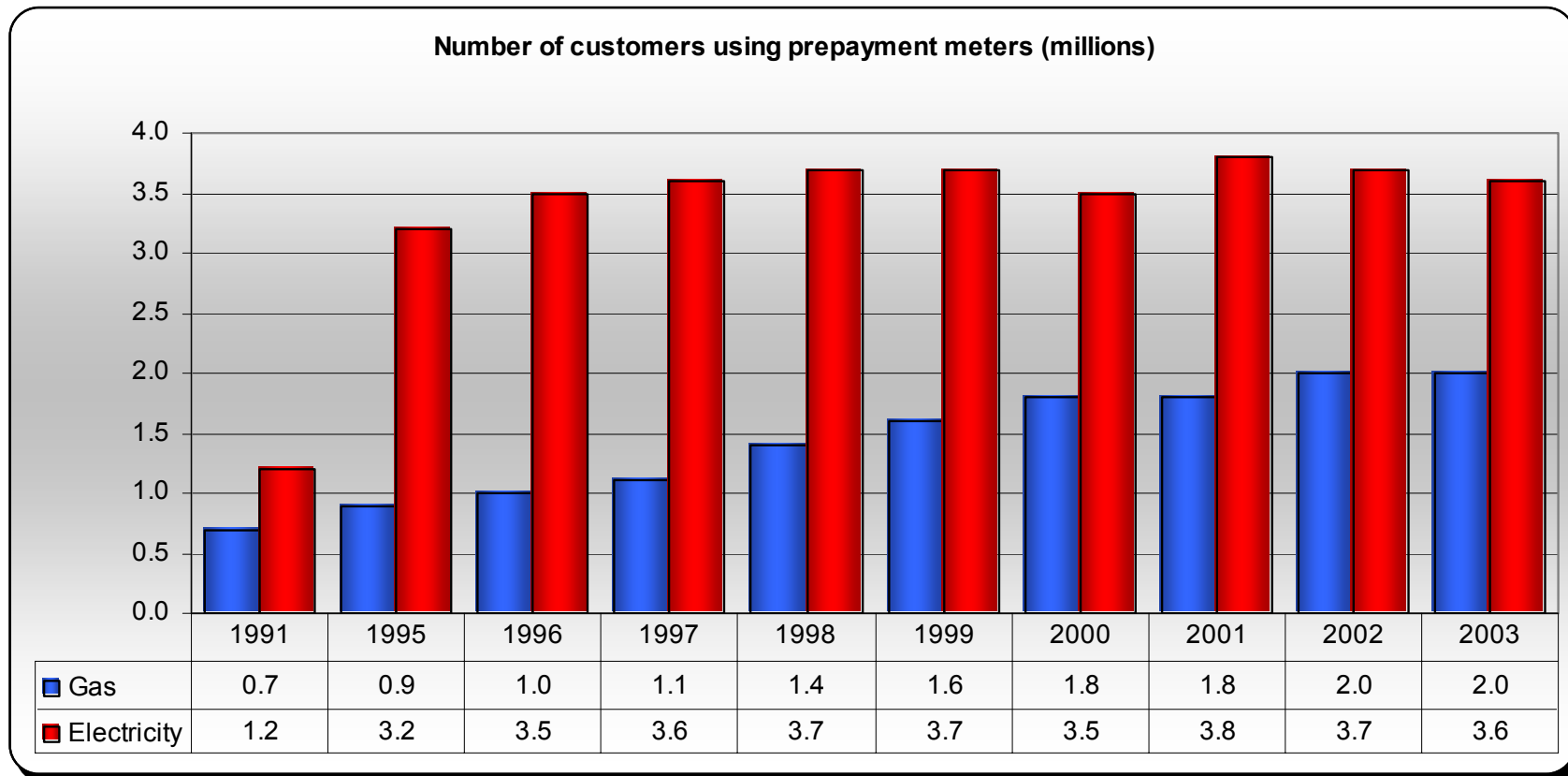
The chart below shows the latest Government estimates for the number of households in fuel poverty. The definition of a fuel poor household, on which the figures below are based, is one needing to spend more than 10% of its income (net of income tax and National Insurance and including Housing Benefit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

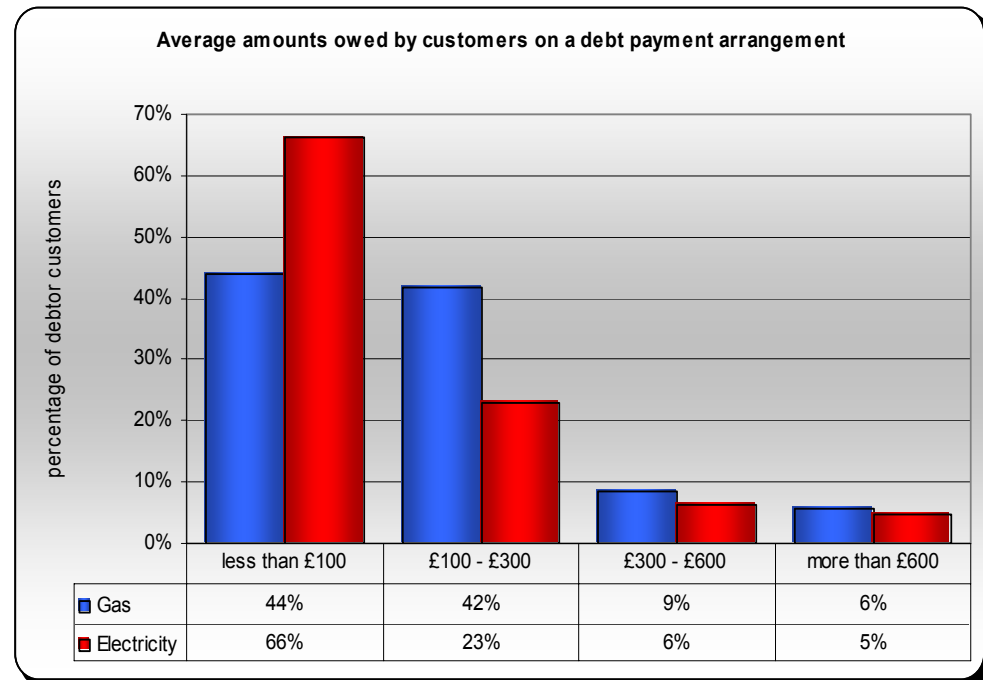
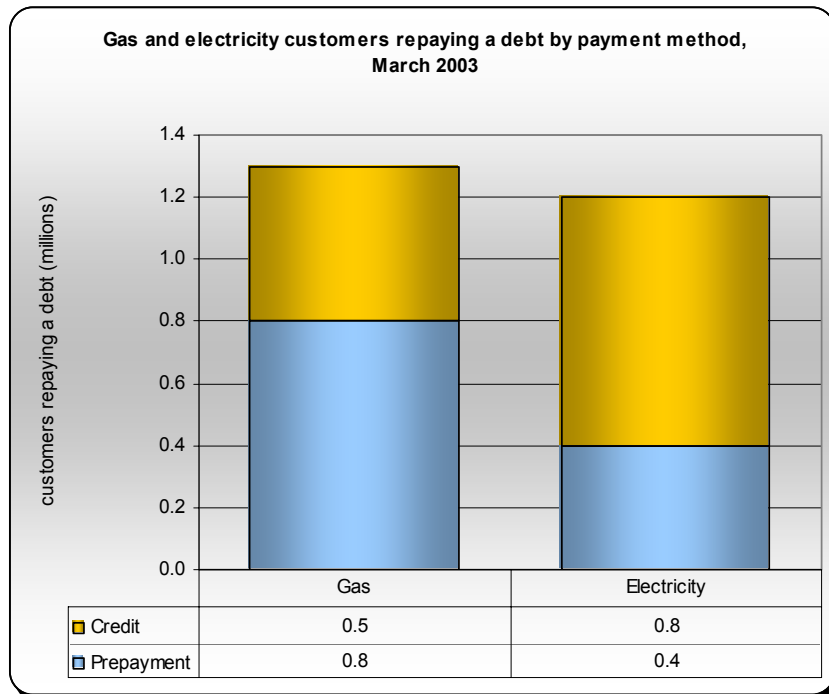
## 2. Number of customers using prepayment meters

Research carried out for Ofgem by MORI suggests that most prepayment customers are generally satisfied with this method of payment. 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.

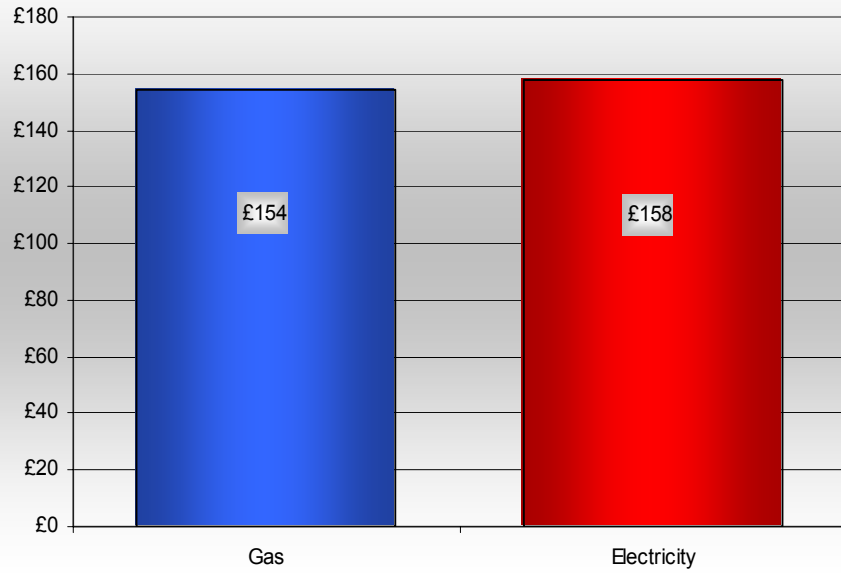


### 3. Levels of Debt

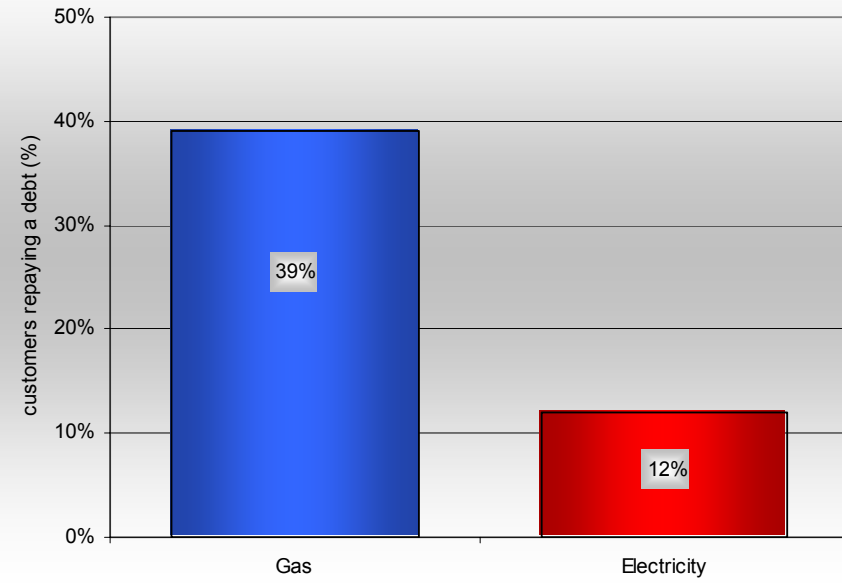
The charts below set out the number of customers repaying a debt (both prepayment customers repaying through their meter and credit customers repaying through a payment arrangement); the relative size of debts for customers who are repaying a debt; the percentage of prepayment meter customers that are repaying a debt; and the average size of debt for customers in debt.



Average debt per customer (for customers in debt, March 2003)

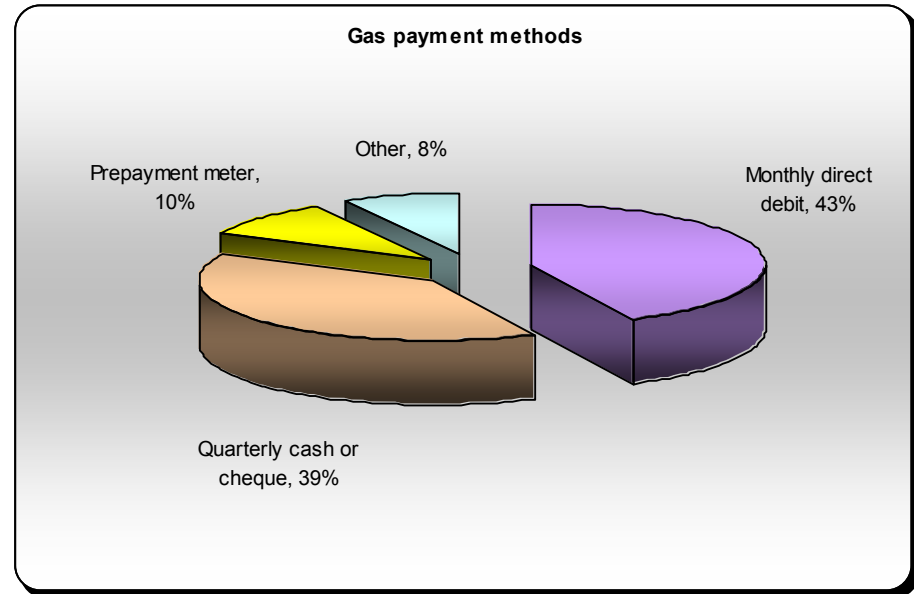
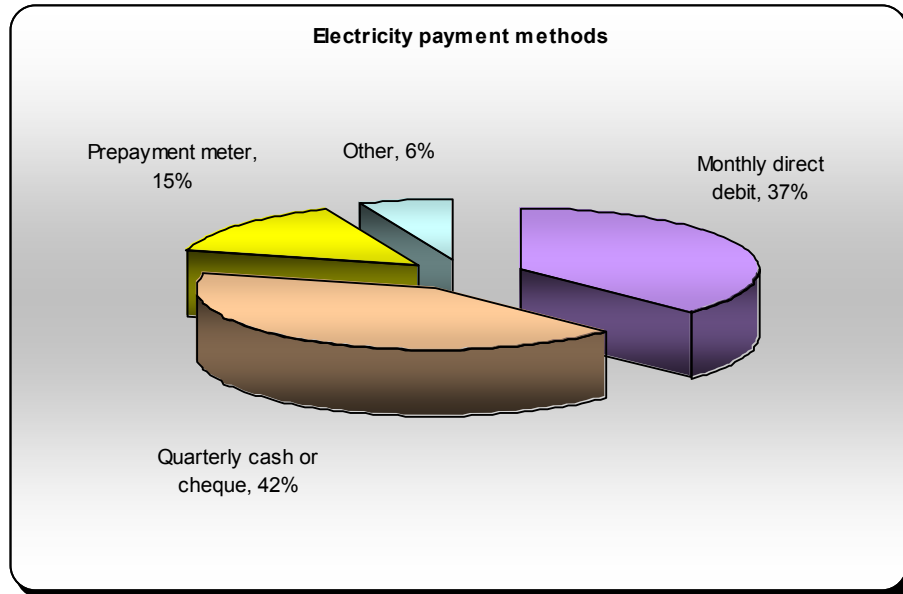


Percentage of prepayment customers in debt, March 2003



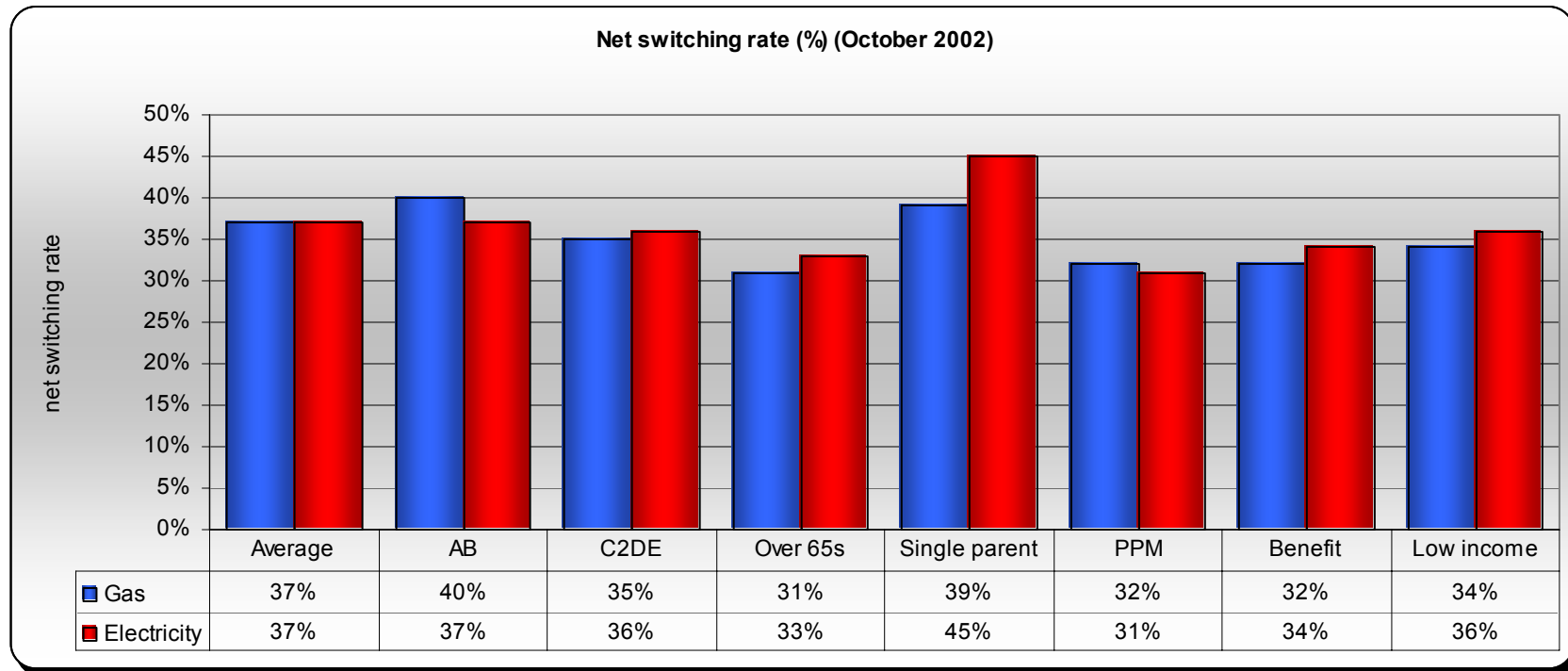
## 4. Tariff and Payment Choice

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



## 5. Disadvantaged customers and competition

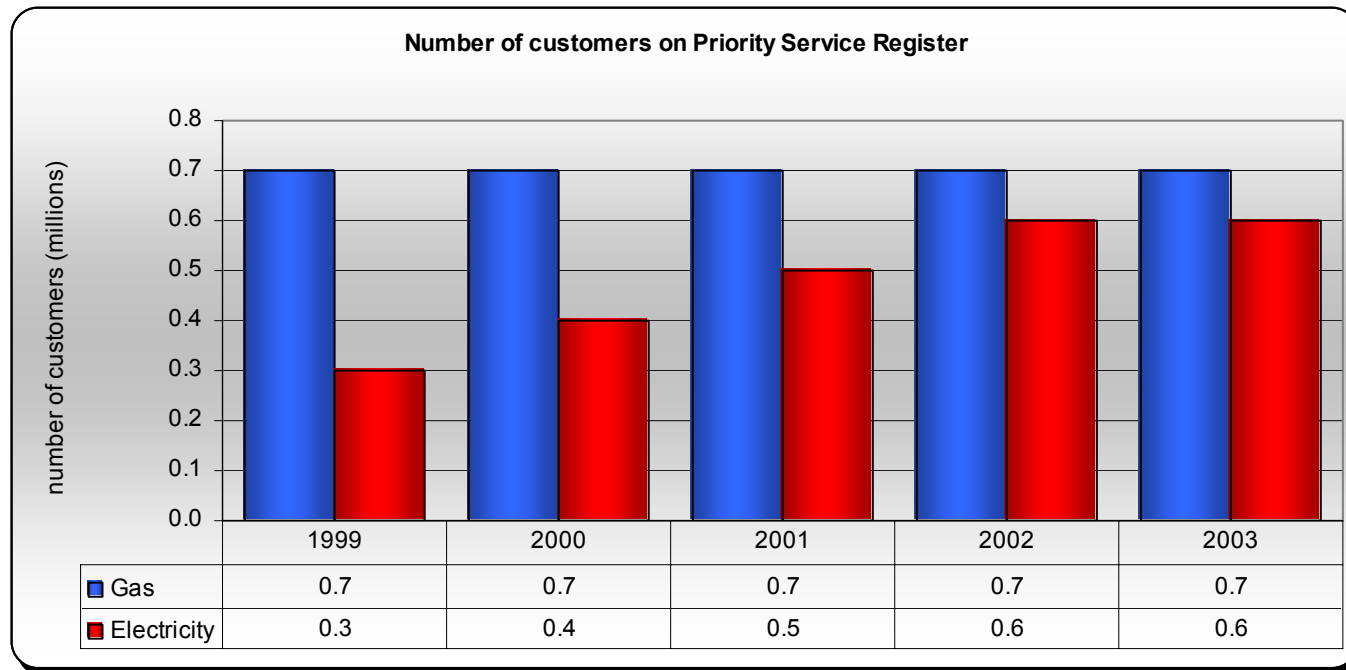
The latest statistics from an Electricity Association survey on switching rates across various consumer groups (set out below) show that competition has reached most groups fairly evenly. These figures reflect the number of customers who are no longer with their incumbent supplier.



(Source: EA)

## 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.

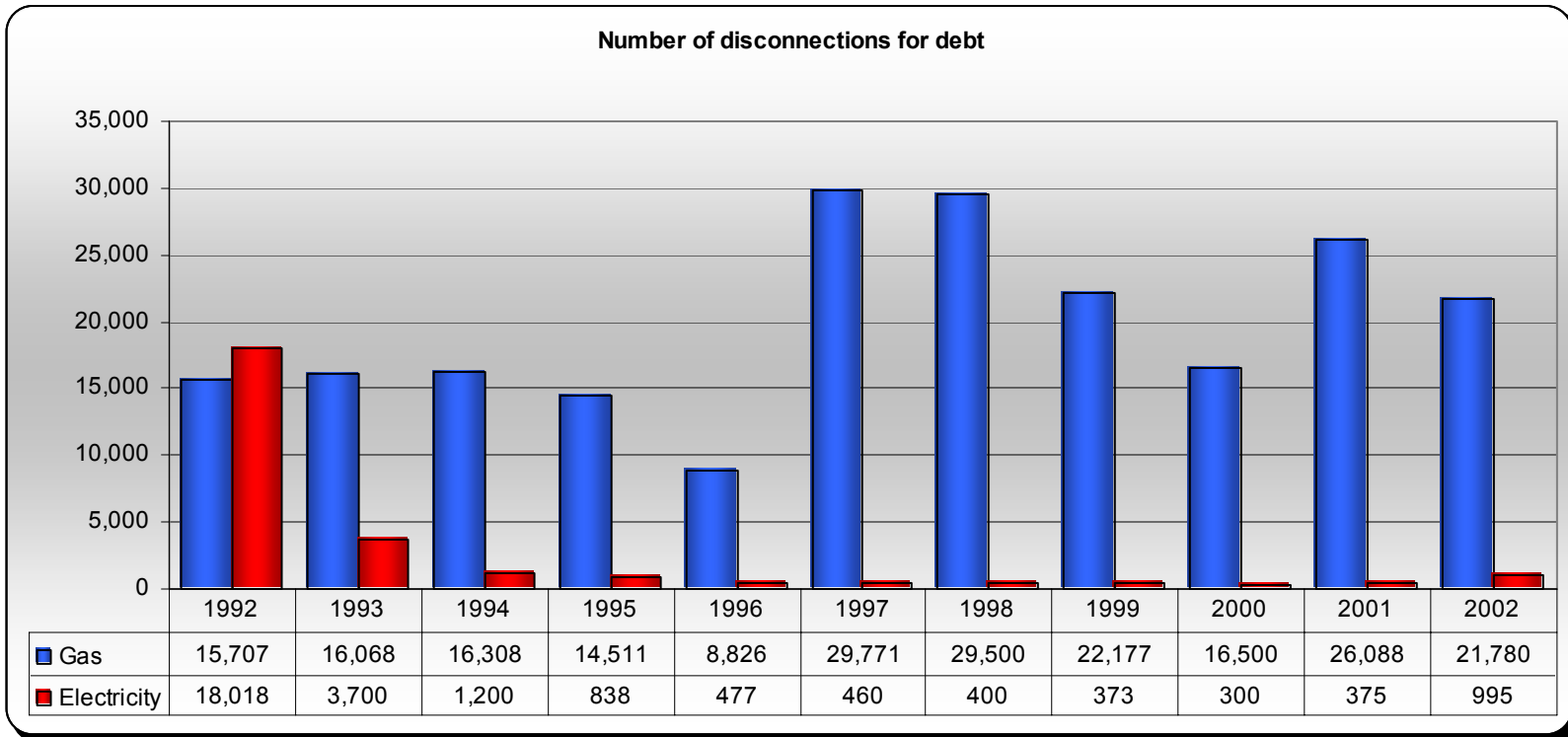


(N.B. Gas figures for 1999 and 2000 are estimated owing to previously incorrectly reported figures by one supplier)



## 7. Disconnections

Set out below is a graph illustrating the number of disconnections for debt from 1992 to 2002.



## 8. Self-disconnections

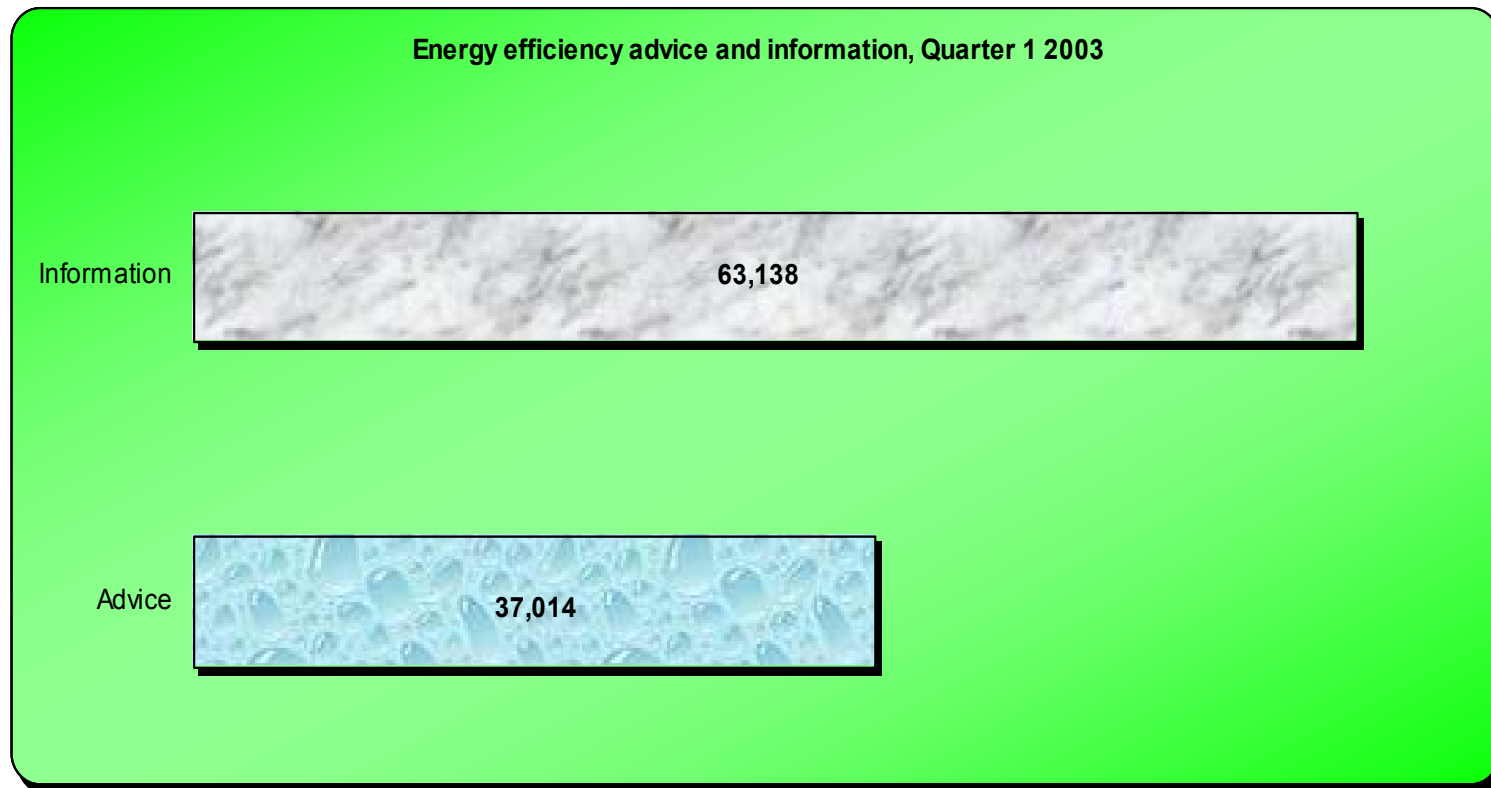
The proportion of households with prepayment meters that reported self-disconnection is set out below.

<b>Household Categories</b>	<b>Disconnected from electricity</b>	<b>Disconnected from gas</b>
<b>All prepayment customers</b>	<b>24%</b>	<b>27%</b>
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 quarter of 2003. 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/PowerGen, 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.

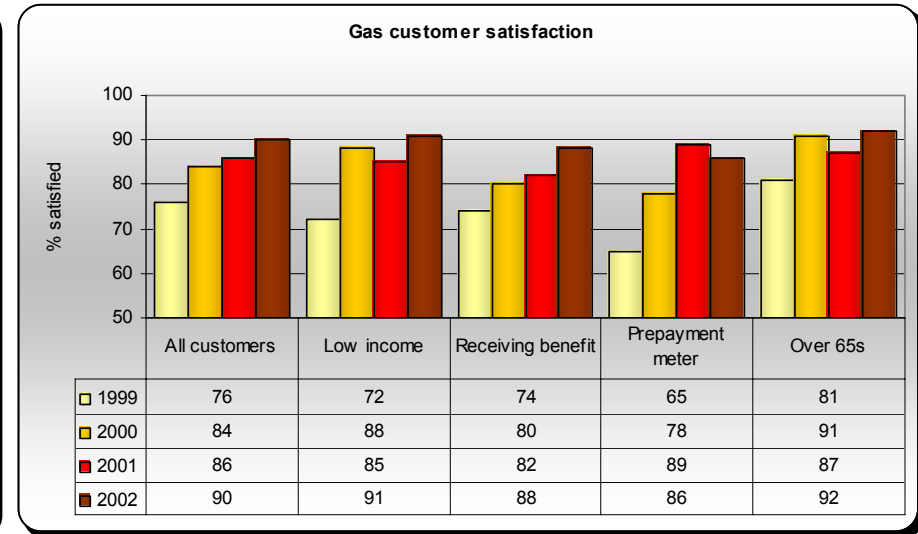
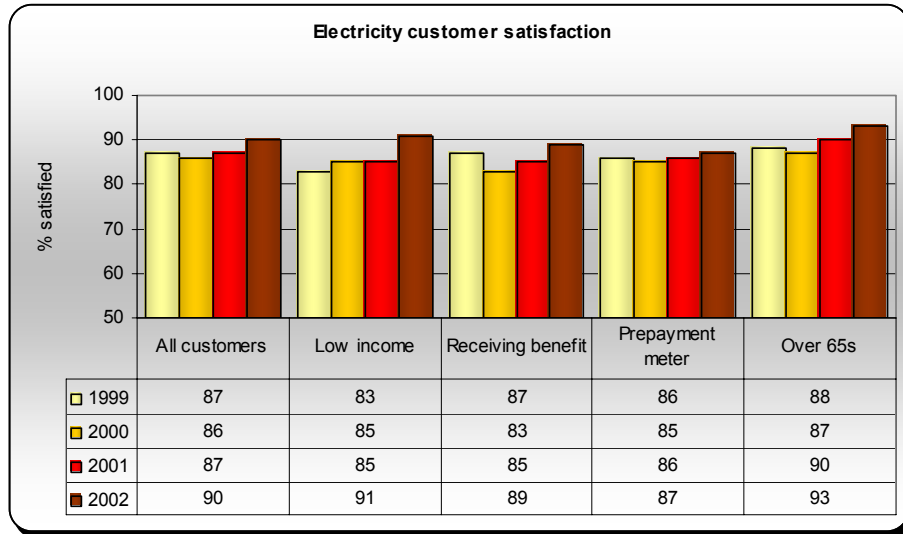
**Here to HELP:** Run by British Gas, this scheme aims to target energy efficiency and other measures, fuel discounts and advice to around half a million homes.

**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

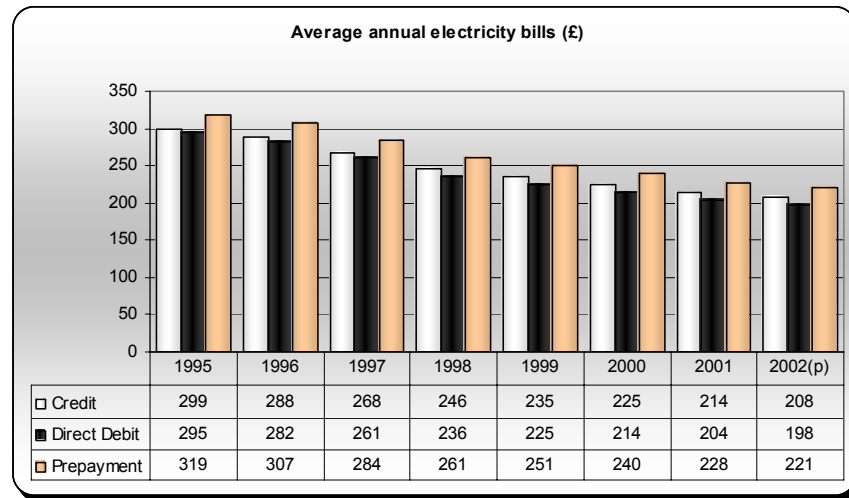
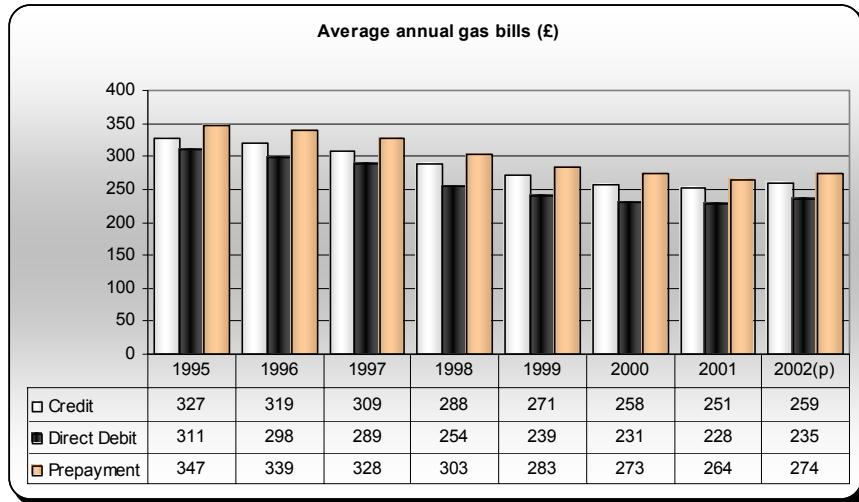
The latest research on customer satisfaction is set out below



(Source: MORI 1999 - 2001 and EA 2002)

## 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 2002 are provisional.)

## Payment Methods March 2003

<b>Electricity</b>	<b>Quarterly cash/cheque</b>	<b>Monthly direct debit</b>	<b>Weekly, Fortnightly or Flexible payment scheme</b>	<b>Prepayment meter</b>	<b>Other</b>	<b>Total</b>
Amerada	18.1%	74.4%	0.0%	2.0%	5.5%	100.0%
Atlantic	45.1%	46.2%	0.5%	6.7%	1.5%	100.0%
British Gas	38.1%	40.7%	4.6%	16.4%	0.2%	100.0%
LE Group	48.3%	27.1%	2.5%	18.5%	3.6%	100.0%
npower	39.3%	41.2%	1.8%	12.8%	4.9%	100.0%
npower Northern	61.0%	18.0%	3.4%	14.3%	3.3%	100.0%
npower Yorkshire	45.0%	30.8%	4.6%	13.3%	6.3%	100.0%
Powergen	40.0%	44.3%	1.9%	11.7%	2.1%	100.0%
Scottish and Southern	39.4%	40.2%	1.3%	15.0%	4.1%	100.0%
Scottish Power	36.4%	36.6%	4.8%	18.1%	4.1%	100.0%
Seeboard	45.5%	39.3%	1.5%	8.7%	5.0%	100.0%
Telecom Plus	0.0%	81.5%	0.0%	0.5%	18.0%	100.0%
TXU Energi	45.4%	34.9%	3.5%	11.3%	4.9%	100.0%
Utility Link	35.4%	53.1%	0.0%	0.3%	11.2%	100.0%
<b>Industry</b>	<b>41.7%</b>	<b>37.4%</b>	<b>2.8%</b>	<b>14.5%</b>	<b>3.6%</b>	<b>100.0%</b>

<b>Gas</b>	<b>Quarterly cash/cheque</b>	<b>Monthly direct debit</b>	<b>Weekly, Fortnightly or Flexible payment scheme</b>	<b>Prepayment meter</b>	<b>Other</b>	<b>Total</b>
Amerada	32.1%	57.4%	0.0%	3.4%	7.1%	100.0%
Atlantic	49.6%	45.3%	0.0%	5.0%	0.1%	100.0%
British Gas	41.5%	38.3%	3.7%	11.3%	5.2%	100.0%
Countrywide Gas	37.1%	60.2%	0.0%	0.3%	2.4%	100.0%
LE Group	46.6%	42.5%	1.1%	8.0%	1.8%	100.0%
npower	35.7%	48.2%	6.8%	7.4%	1.9%	100.0%
npower Northern	25.8%	39.1%	8.5%	18.9%	7.7%	100.0%
npower Yorkshire	37.2%	41.2%	9.6%	7.4%	4.6%	100.0%
Powergen	36.3%	52.4%	3.5%	5.4%	2.4%	100.0%
Scottish and Southern	32.2%	57.3%	2.2%	6.9%	1.4%	100.0%
Scottish Power	32.5%	54.6%	6.0%	6.2%	0.7%	100.0%
Seeboard Energy	31.5%	56.1%	4.5%	3.8%	4.1%	100.0%
Telecom Plus	0.0%	98.6%	0.0%	0.5%	0.9%	100.0%
TXU Energi	42.2%	46.4%	3.0%	6.1%	2.3%	100.0%
<b>Industry</b>	<b>39.3%</b>	<b>42.8%</b>	<b>4.0%</b>	<b>9.8%</b>	<b>4.1%</b>	<b>100.0%</b>

N.B. Throughout the document, greyed boxes indicate that a supplier is unable to provide the information

## Debt Repayment Jan-Mar 2003

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				
Atlantic			£3.00	26
British Gas	£3.10	49	£5.16	48
LE Group	£7.48	47	£4.36	75
npower	£3.76	26	£2.94	96
npower Northern	£5.29	40	£4.29	54
npower Yorkshire	£2.70	56	£2.70	37
Powergen	£6.93	26	£7.42	40
Scottish and Southern	£4.88	41	£5.54	39
Scottish Power	£2.27	75	£1.45	91
Seeboard	£2.61	49	£4.73	100
Telecom Plus	£0.00	0	£0.00	0
TXU Energi	£2.55	52	£5.58	52
Utility Link	£0.00	0	£0.00	0
<b>Total</b>	<b>£2.84</b>	<b>63</b>	<b>£3.84</b>	<b>65</b>

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				
Atlantic			£2.00	26
British Gas	£2.33	45	£5.30	41
Countrywide Gas	£18.00	45	£5.00	58
LE Group	£7.46	48	£9.75	81
npower	£5.87	29	£6.21	44
npower Northern	£4.82	43	£2.32	110
npower Yorkshire	£2.70	59	£2.70	50
Powergen	£6.08	26	£8.50	35
Scottish and Southern	£4.34	41	£4.61	77
Scottish Power	£2.19	75	£3.93	108
Seeboard Energy	£2.70	50	£6.00	70
Telecom Plus	£0.00	0	£0.00	0
TXU Energi	£2.79	52	£5.01	26
<b>Total</b>	<b>£2.72</b>	<b>54</b>	<b>£5.01</b>	<b>55</b>



## Disconnections Jan-Mar 2003

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							
Atlantic	0	0	0	0	0	0	0
British Gas	65	33	67	40	2	6	4
LE Group	88	47	41	6	39	66	56
npower	0	0	0	0	0	1	1
npower Northern	2	2	0	2	1	25	18
npower Yorkshire	0	7	0	158	2	13	10
Powergen	43	14	12	16	1	28	24
Scottish and Southern	65	45	20	4	8	112	33
Scottish Power	147	51	97	3	5	133	128
Seeboard	19	12	7	6	2	40	33
Telecom Plus	0	0	0	0	0	0	0
TXU Energi	96	146	4	3	7	97	59
Utility Link	0	0	0	0	0	0	0
<b>Total</b>	<b>525</b>	<b>357</b>	<b>248</b>	<b>11</b>	<b>67</b>	<b>521</b>	<b>366</b>

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							
Atlantic	0	0	0	0	0	0	0
British Gas	3,784	1,856	2,077	63	45	80	90
Countrywide Gas	0	0	0	0	0	0	0
LE Group	165	141	27	4	0	0	0
npower	0	11	0	139	1	0	0
npower Northern	2	1	1	2	0	4	2
npower Yorkshire	0	18	0	186	0	0	0
Powergen	36	18	11	21	0	0	0
Scottish and Southern	74	60	16	29	2	0	1
Scottish Power	121	47	73	2	0	0	0
Seeboard Energy	204	163	41	2	0	0	0
Telecom Plus	0	0	0	0	0	0	0
TXU Energi	708	603	294	3	0	2	2
<b>Total</b>	<b>5,094</b>	<b>2,918</b>	<b>2,540</b>	<b>43</b>	<b>48</b>	<b>86</b>	<b>95</b>

## Percentage of customers reconnected following disconnections for debt and theft Jan-Mar 2003

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	33%	46%	64%	70%	79%	91%	25%	25%	25%	50%	75%	100%
LE Group	49%	60%	73%	92%	100%	100%	77%	78%	84%	87%	88%	100%
npower Northern	100%	100%	100%	100%	100%	100%	11%	56%	67%	67%	89%	100%
npower Yorkshire	0%	0%	0%	0%	0%	0%	0%	0%	0%	13%	20%	20%
Powergen	21%	21%	58%	58%	78%	100%	40%	40%	80%	80%	80%	100%
Scottish and Southern	62%	80%	89%	93%	100%	100%	33%	33%	52%	63%	81%	100%
Scottish Power	89%	89%	94%	95%	99%	100%	33%	56%	56%	56%	67%	83%
Seeboard	32%	42%	47%	58%	63%	63%	5%	7%	17%	19%	24%	24%
TXU Energi	6%	20%	24%	41%	87%	96%	12%	20%	24%	36%	47%	91%

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
British Gas	18%	32%	47%	59%	70%	84%	43%	55%	70%	80%	83%	100%
LE Group	27%	55%	71%	76%	88%	100%						
npower	0%	0%	0%	0%	0%	0%	100%	100%	100%	100%	100%	100%
npower Northern	100%	100%	100%	100%	100%	100%	0%	0%	50%	50%	50%	100%
npower Yorkshire	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Powergen	16%	16%	16%	16%	16%	34%						
Scottish and Southern	40%	62%	82%	93%	95%	95%	0%	0%	0%	0%	100%	100%
Scottish Power	94%	96%	98%	98%	100%	100%						
Seeboard Energy	70%	71%	75%	80%	80%	80%						
TXU Energi	24%	47%	59%	64%	83%	98%	0%	0%	0%	0%	0%	0%

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 Jan-Mar 2003

Electricity	Number of customers on fuel direct	Number of customers joining fuel direct this quarter	Number of customers referred to DWP by supplier for fuel direct this quarter	Number of customers refused fuel direct by supplier this quarter	Number of customers refused fuel direct by DWP this quarter	Number of customers on fuel direct without a debt
Amerada	0	0	0	0	0	0
Atlantic	0	0	0	0	0	0
British Gas	2,571	692	881	0	0	230
LE Group	1,316	199	210	0	0	412
npower	572	117	145	0	4	97
npower Northern	621	251	331	0	0	559
npower Yorkshire	1,844	257	289	0	5	216
Powergen	429	122	140	6	5	111
Scottish and Southern	2,504	351	275	24	3	655
Scottish Power	7,855	595	0	0	0	3,256
Seaboard	717	100	105	0	3	197
Telecom Plus	0	0	0	0	0	0
TXU Energi	1,077	125	107	0	0	122
Utility Link	0	0	0	0	0	0
<b>Total</b>	<b>19,506</b>	<b>2,809</b>	<b>2,483</b>	<b>30</b>	<b>20</b>	<b>5,855</b>

Gas	Number of customers on fuel direct	Number of customers joining fuel direct this quarter	Number of customers referred to DWP by supplier for fuel direct this quarter	Number of customers refused fuel direct by supplier this quarter	Number of customers refused fuel direct by DWP this quarter	Number of customers on fuel direct without a debt
Amerada	0	0	0	0	0	0
Atlantic	0	0	0	0	0	0
British Gas	21,690	2,131	2,885	0	0	4,841
Countrywide Gas	0	0	0	0	0	0
LE Group	740	68	119	0	0	20
npower	1,841	217	89	0	1	53
npower Northern	1,264	170	244	0	0	109
npower Yorkshire	430	81	110	0	2	7
Powergen	377	65	70	4	1	95
Scottish and Southern	1,185	224	222	27	2	190
Scottish Power	1,844	242	0	0	0	368
Seaboard Energy	290	40	41	0	4	52
Telecom Plus	0	0	0	0	0	0
TXU Energi	733	68	86	0	0	18
<b>Total</b>	<b>30,394</b>	<b>3,306</b>	<b>3,866</b>	<b>31</b>	<b>10</b>	<b>5,753</b>

## Warrants and Security Deposits Jan-Mar 2003

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							
Atlantic	0	0	0	0			
British Gas	65	1,693	799	2,250	£107.56	292	511
LE Group	88	553	1	213	£108.17	199	5
npower	0	0	0	170	£119.00	0	7
npower Northern	2	272	1	0			
npower Yorkshire	0	0	0	0			
Powergen	43	189	169	103	£118.00	103	0
Scottish and Southern	65	402	86	112	£115.00	90	14
Scottish Power	115	263	102	277	£194.00	273	0
Seaboard	19	316	110	4	£131.25	0	1
Telecom Plus	0	0	0	0			
TXU Energi	96	966	1,062	0			
Utility Link	0	0	0	0			
<b>Total</b>	<b>493</b>	<b>4,654</b>	<b>2,330</b>	<b>3,129</b>	<b>£116.52</b>	<b>957</b>	<b>538</b>

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							
Atlantic	0	0	0	0			
British Gas	3,784	2,653	3,577	10,279	£183.26	4,172	1,767
Countrywide Gas	0	0	0	0			
LE Group	165	121	5	0			
npower	0	0	0	0			
npower Northern	2	183	0	0			
npower Yorkshire	0	0	0	0			
Powergen	36	76	67	0			
Scottish and Southern	74	137	103	3	£74.00	1	1
Scottish Power	81	114	14	0			
Seaboard Energy	204	141	61	0			
Telecom Plus	0	0	0	0			
TXU Energi	708	484	1,192	0			
<b>Total</b>	<b>5,054</b>	<b>3,909</b>	<b>5,019</b>	<b>10,282</b>	<b>£183.23</b>	<b>4,173</b>	<b>1,768</b>

## Warrants and Security Deposits Jan-Mar 2003

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Amerada							
Atlantic	0	0	0	0			
British Gas	65	1,693	799	2,250	£107.56	292	511
LE Group	88	553	1	213	£108.17	199	5
npower	0	0	0	170	£119.00	0	7
npower Northern	2	272	1	0			
npower Yorkshire	0	0	0	0			
Powergen	43	189	169	103	£118.00	103	0
Scottish and Southern	65	402	86	112	£115.00	90	14
Scottish Power	115	263	102	277	£194.00	273	0
Seaboard	19	316	110	4	£131.25	0	1
Telecom Plus	0	0	0	0			
TXU Energi	96	966	1,062	0			
Utility Link	0	0	0	0			
<b>Total</b>	<b>493</b>	<b>4,654</b>	<b>2,330</b>	<b>3,129</b>	<b>£116.52</b>	<b>957</b>	<b>538</b>

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							
Atlantic	0	0	0	0			
British Gas	3,784	2,653	3,577	10,279	£183.26	4,172	1,767
Countrywide Gas	0	0	0	0			
LE Group	165	121	5	0			
npower	0	0	0	0			
npower Northern	2	183	0	0			
npower Yorkshire	0	0	0	0			
Powergen	36	76	67	0			
Scottish and Southern	74	137	103	3	£74.00	1	1
Scottish Power	81	114	14	0			
Seaboard Energy	204	141	61	0			
Telecom Plus	0	0	0	0			
TXU Energi	708	484	1,192	0			
<b>Total</b>	<b>5,054</b>	<b>3,909</b>	<b>5,019</b>	<b>10,282</b>	<b>£183.23</b>	<b>4,173</b>	<b>1,768</b>

## Prepayment Meters Jan-Mar 2003

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						
Atlantic	52	40	12	19	0	0
British Gas	8,124	900	7,224	2,533	1,961	0
LE Group	16,917	12,394	4,523	1,104	0	0
npower	4,220	3,467	753	6,822	0	0
npower Northern	5,255	2,980	2,275	1,066	0	4
npower Yorkshire	2,228	565	1,663	3,103	0	0
Powergen	2,553	1,485	1,068	4,214	0	0
Scottish and Southern	20,445	16,409	4,036	10,753	0	0
Scottish Power	55,897	40,295	15,602	32,884	0	0
Seeboard	5,119	3,654	1,465	1,543	0	0
Telecom Plus	0	0	0	0	0	0
TXU Energi	4,001	1,788	2,213	8,042	0	0
Utility Link	0	0	0	0	0	0
<b>Total</b>	<b>124,811</b>	<b>83,977</b>	<b>40,834</b>	<b>72,083</b>	<b>1,961</b>	<b>4</b>

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						
Atlantic	22	19	3	7	0	0
British Gas	22,742	5,467	17,275	8,687	3,940	0
Countrywide Gas	1	0	1	0	0	0
LE Group	756	466	290	411	0	0
npower	5,401	4,584	817	2,237	0	0
npower Northern	1,820	403	1,417	678	0	6
npower Yorkshire	1,282	526	756	922	0	0
Powergen	2,977	854	2,123	1,838	0	0
Scottish and Southern	11,846	9,713	2,133	5,923	0	0
Scottish Power	11,058	9,535	1,523	173	0	0
Seeboard Energy	1,427	0	1,427	699	0	0
Telecom Plus	0	0	0	0	0	0
TXU Energi	734	34	700	1,540	0	0
<b>Total</b>	<b>60,066</b>	<b>31,601</b>	<b>28,465</b>	<b>23,115</b>	<b>3,940</b>	<b>6</b>

## Priority Services Jan-Mar 2003

	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					
Atlantic	17	9	0	92	12
British Gas	535,086	2,293	8,525	217,083	12,422
Countrywide Gas	119	0	0	n/a	n/a
LE Group	9,768	1,079	51	93,072	5,462
npower	5,659	291	96	11,111	411
npower Northern	3,704	163	110	4,915	221
npower Yorkshire	elec	elec	126	8,733	75
Powergen	45,688	0	444	27,926	419
Scottish and Southern	33,508	4,549	347	78,615	7,566
Scottish Power	15,622	0	2,202	34,636	0
Seaboard Energy	8,721	130	376	81,036	1,940
Telecom Plus	22	0	0	0	0
TXU Energi	17,870	122	272	19,167	171
Utility Link	n/a	n/a	n/a	71	0
<b>Total</b>	<b>675,784</b>	<b>8,636</b>	<b>12,549</b>	<b>576,457</b>	<b>28,699</b>

## Uptake of Priority Services Jan-Mar 2003

<b>Electricity</b>	<b>Talking bills</b>	<b>Braille / large print bills</b>	<b>Password schemes</b>	<b>Third party billing/bill re-direction</b>	<b>Quarterly reads</b>	<b>Meters repositioned / replaced free of charge</b>	<b>Special controls / adapters provided free of charge</b>	<b>Minicom / textphone</b>
Amerada								
Atlantic	0	2	3	0	0	1	0	0
British Gas	254	2,964	11,368	5,425	7,134	15	gas	gas
LE Group	134	3,493	12,704	5,966	0	26	1,397	22
npower	53	743	4,443	375	276	7	22	8
npower Northern	6	162	865	198	0	21	5	24
npower Yorkshire	36	22	2,792	77	0	4	105	4
Powergen	32	618	219	4,673	229	0	0	11
Scottish and Southern	191	3,107	5,161	25	0	11	6	218
Scottish Power	19	29	2,501	28	141	16	0	0
Seeboard	71	813	8,834	1,274	1,505	26	22	1,267
Telecom Plus	0	0	0	0	0	0	0	0
TXU Energi	0	0	11,898	7,813	1,480	10	0	0
Utility Link	1	0	33	0	0	0	0	0
<b>Total</b>	<b>797</b>	<b>11,953</b>	<b>60,821</b>	<b>25,854</b>	<b>10,765</b>	<b>137</b>	<b>1,557</b>	<b>1,554</b>

<b>Gas</b>	<b>Talking bills</b>	<b>Braille / large print bills</b>	<b>Password schemes</b>	<b>Third party billing/bill re-direction</b>	<b>Quarterly reads</b>	<b>Meters repositioned / replaced free of charge</b>	<b>Special controls / adapters provided free of charge</b>	<b>Minicom / textphone</b>
Amerada								
Atlantic	0	2	3	0	0	1	0	0
British Gas	997	11,293	152,484	13,585	848	89	450	77
Countrywide Gas	0	0	22	0	0	0	0	0
LE Group	30	83	2,192	0	0	0	0	0
npower	0	17	2,541	50	56	4	97	4
npower Northern	2	72	210	93	0	1	5	6
npower Yorkshire	elec	elec	elec	elec	elec	elec	elec	elec
Powergen	6	82	691	372	0	0	8	6
Scottish and Southern	80	1,001	2,029	13	0	elec	elec	elec
Scottish Power	9	15	792	7	43	4	0	0
Seeboard Energy	13	409	1,297	20	169	9	0	22
Telecom Plus	0	0	2	0	0	0	0	0
TXU Energi	8	4	2,999	3,975	296	3	5	3
<b>Total</b>	<b>1,145</b>	<b>12,978</b>	<b>165,262</b>	<b>18,115</b>	<b>1,412</b>	<b>111</b>	<b>565</b>	<b>118</b>

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) Jan-Mar 2003

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											
Atlantic	49	1	1	4	1	42	19	0	0	0	1
British Gas	7,443	2,914	961	5,720	1,530	1,452	6,682	44,826	4	120	1,208
Countrywide Gas	4	0	0	0	0	4	4	4	0	0	0
LE Group	6,337	606	885	2,503	447	1,482	910	30	0	12	414
npower Group	3,253	218	376	1,501	252	3,250	880	21	14	23	54
Powergen	4,895	1,416	326	1,303	669	4,689	1,545	172	2	32	130
Scottish and Southern	4,538	1,260	242	1,175	116	1,745	215	49	0	113	91
Scottish Power	1,644	1,018	695	0	667	446	932	0	0	290	247
Seeboard Energy	5,155	1,267	265	1,023	1,387	1,213	3,967	42	52	128	12
Telecom Plus	1	1	0	1	0	1	0	0	0	0	0
TXU Energi	3,695	153	130	399	192	3,091	1,000	1,046	2	2	559
Utility Link	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>37,014</b>	<b>8,854</b>	<b>3,881</b>	<b>13,629</b>	<b>5,261</b>	<b>17,415</b>	<b>16,154</b>	<b>46,190</b>	<b>74</b>	<b>720</b>	<b>2,716</b>

## Regional payment methods March 2003

Electricity Payment Methods	Quarterly cash/cheque	Monthly direct debit	Weekly, Fortnightly or Flexible payment scheme	Prepayment meter	Fuel Direct	Other	Total
England	8,940,248	7,962,694	510,290	2,863,967	10,460	742,102	21,029,761
	43%	38%	2%	14%	0%	4%	100%
Scotland	822,105	799,978	139,355	477,780	8,151	107,549	2,354,918
	35%	34%	6%	20%	0%	5%	100%
Wales	519,789	452,926	36,381	239,228	895	25,345	1,274,564
	41%	36%	3%	19%	0%	2%	100%

Gas Payment Methods	Quarterly cash/cheque	Monthly direct debit	Weekly, Fortnightly or Flexible payment scheme	Prepayment meter	Fuel Direct	Other	Total
England	7,035,014	7,556,136	611,007	1,696,106	23,067	713,469	17,634,799
	40%	43%	3%	10%	0%	4%	100%
Scotland	562,837	717,728	155,418	154,942	5,795	63,193	1,659,913
	34%	43%	9%	9%	0%	4%	100%
Wales	374,453	399,923	41,084	126,891	1,532	36,058	979,941
	38%	41%	4%	13%	0%	4%	100%

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

## Regional Headlines Jan-Mar 2003

<b>Electricity Headlines</b>	<b>Number of customers in debt</b>	<b>Number of ppm customers in debt</b>	<b>Number of disconnections for debt</b>	<b>Number of disconnections for theft (non-ppm)</b>	<b>Number of disconnections for theft (ppm)</b>	<b>Number of customers on PSR</b>	<b>Energy efficiency advice*</b>
England	816,547	321,425	371	57	364	503,939	33,082
Scotland	308,204	80,568	120	5	83	53,497	1,579
Wales	73,816	20,178	34	5	74	19,021	2,353
<b>Great Britain</b>	<b>1,198,567</b>	<b>422,171</b>	<b>525</b>	<b>67</b>	<b>521</b>	<b>576,457</b>	<b>37,014</b>

<b>Gas Headlines</b>	<b>Number of customers in debt</b>	<b>Number of ppm customers in debt</b>	<b>Number of disconnections for debt</b>	<b>Number of disconnections for theft (non-ppm)</b>	<b>Number of disconnections for theft (ppm)</b>	<b>Number of customers on PSR</b>	<b>Number of free gas safety checks</b>
England	1,054,556	672,721	4,801	46	80	524,468	8,975
Scotland	168,734	61,352	45	2	4	79,892	2,333
Wales	65,587	46,797	248	0	2	71,424	1,241
<b>Great Britain</b>	<b>1,288,877</b>	<b>780,870</b>	<b>5,094</b>	<b>48</b>	<b>86</b>	<b>675,784</b>	<b>12,549</b>

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