

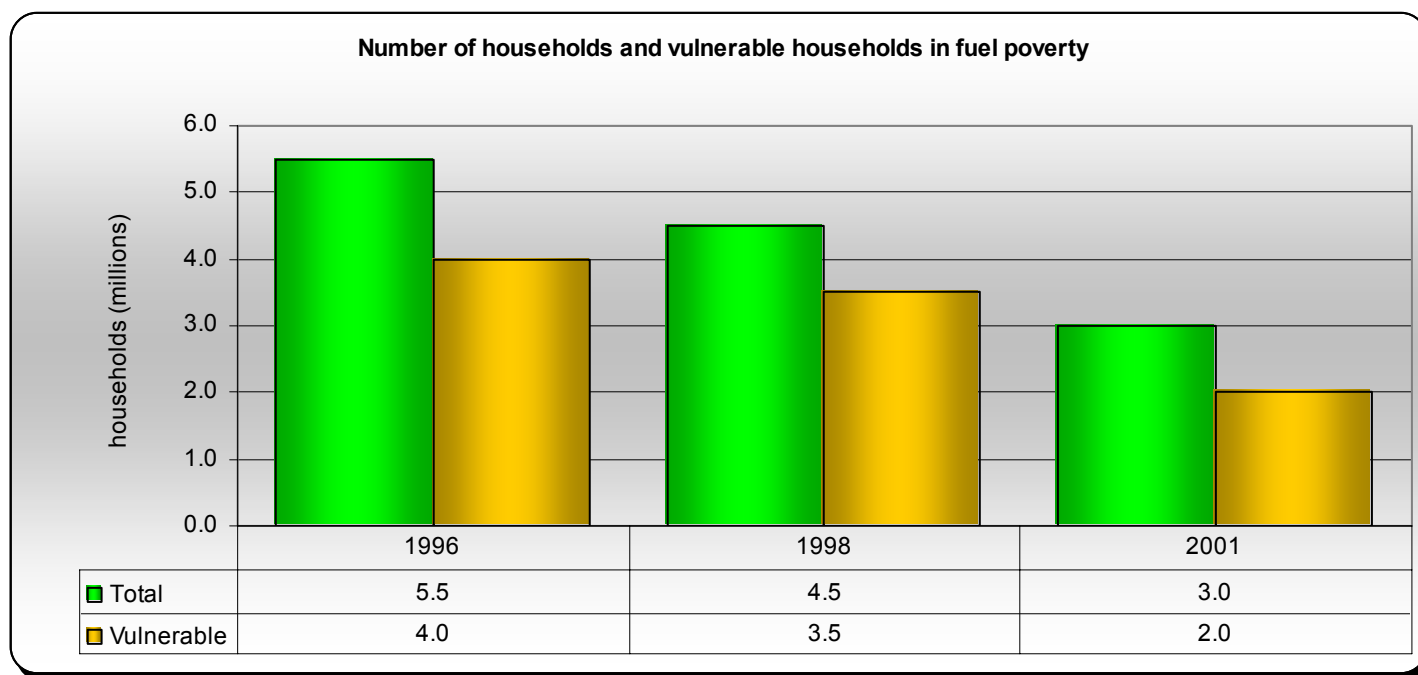
Social Action Plan Indicators

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

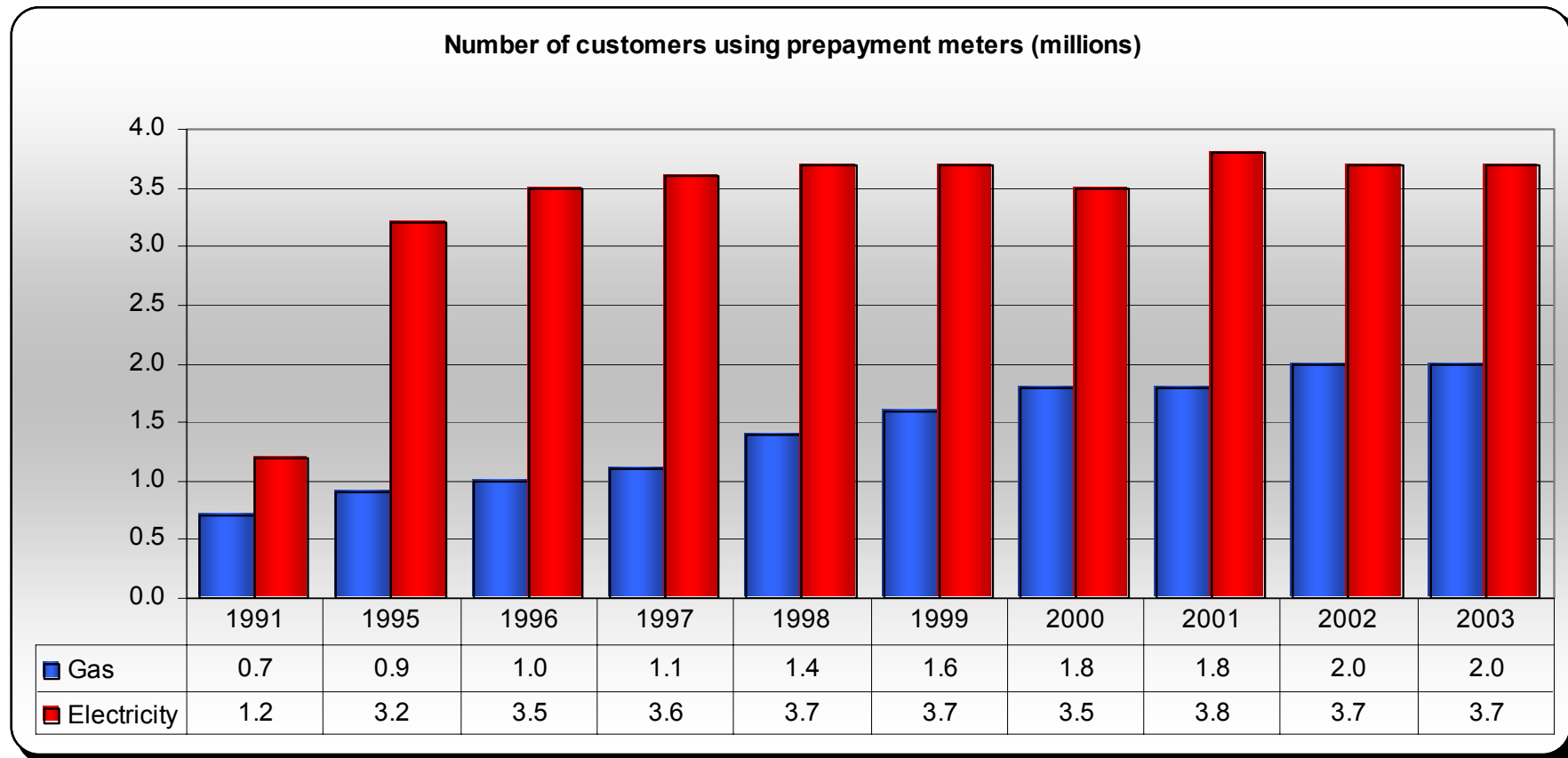
The chart below shows the latest Government estimates for the number of households in fuel poverty. The definition of a fuel poor household, on which the figures below are based, is one needing to spend more than 10% of its income (net of income tax and National Insurance and including Housing Benefit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

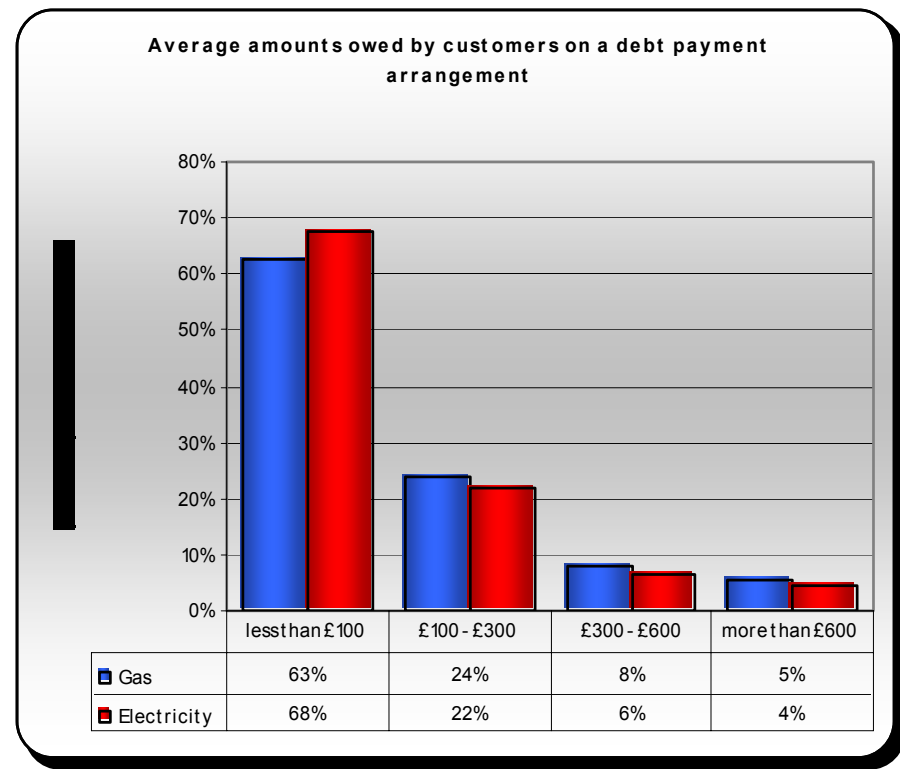
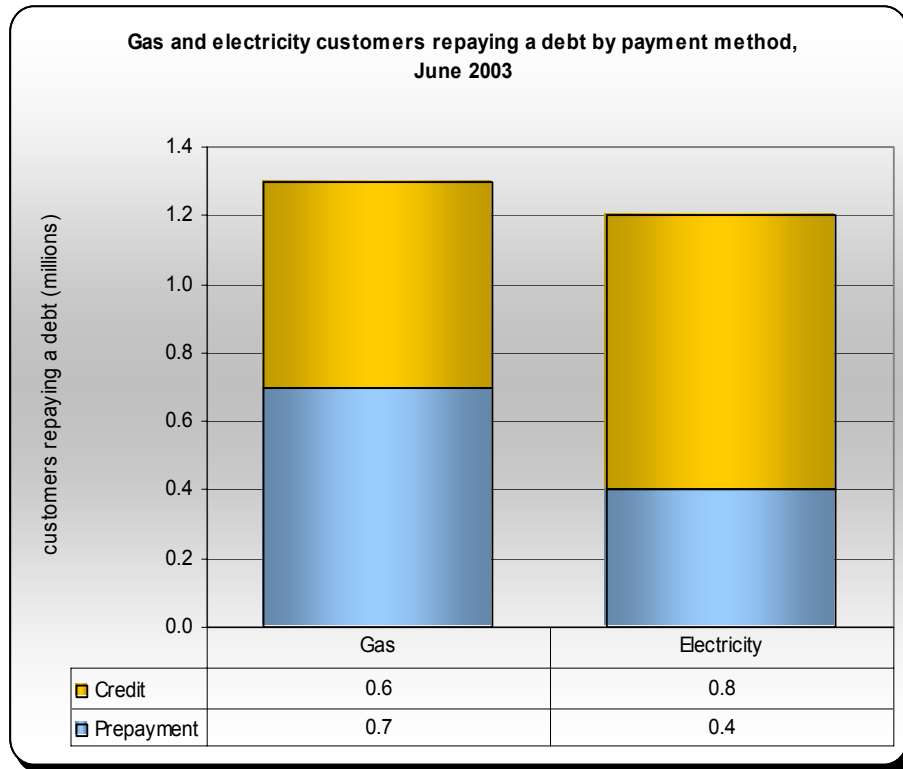
2. Number of customers using prepayment meters

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.

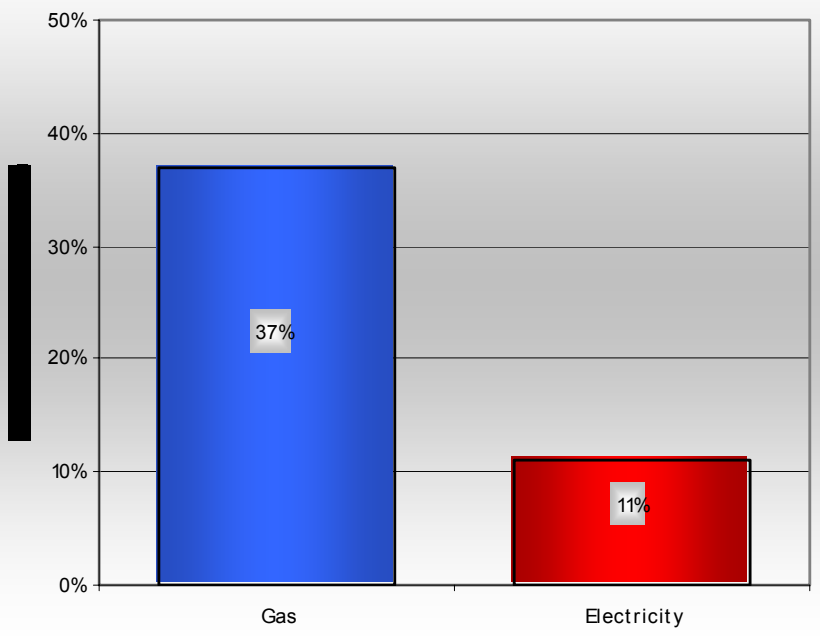


3. Levels of Debt

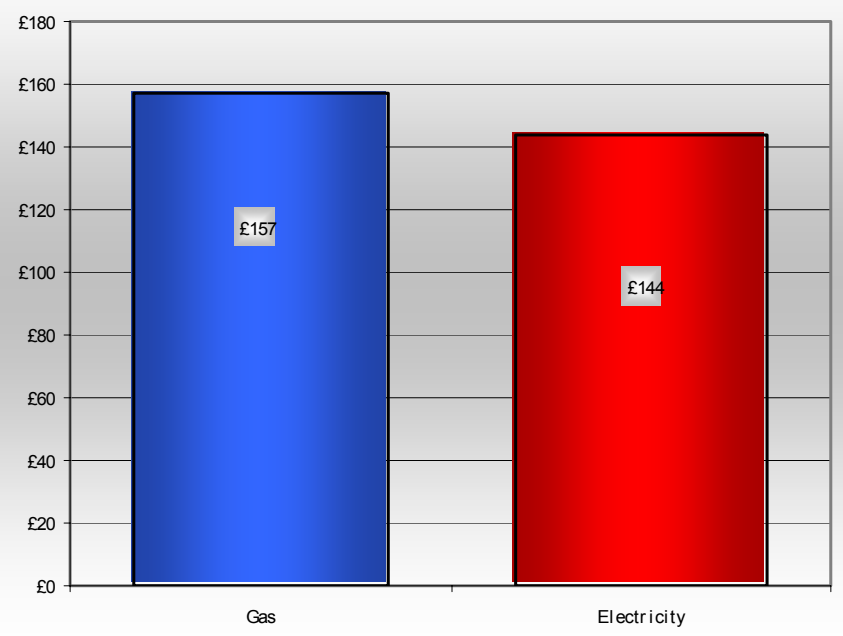
The charts below set out the number of customers repaying a debt (both prepayment customers repaying through their meter and credit customers repaying through a payment arrangement); the relative size of debts for customers who are repaying a debt; the percentage of prepayment meter customers that are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



Percentage of prepayment customers in debt, June 2003

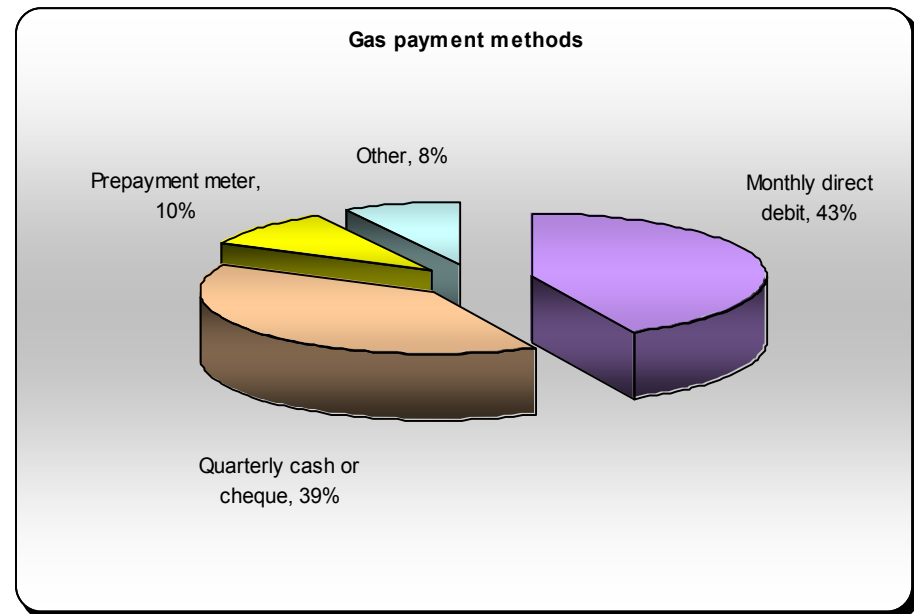
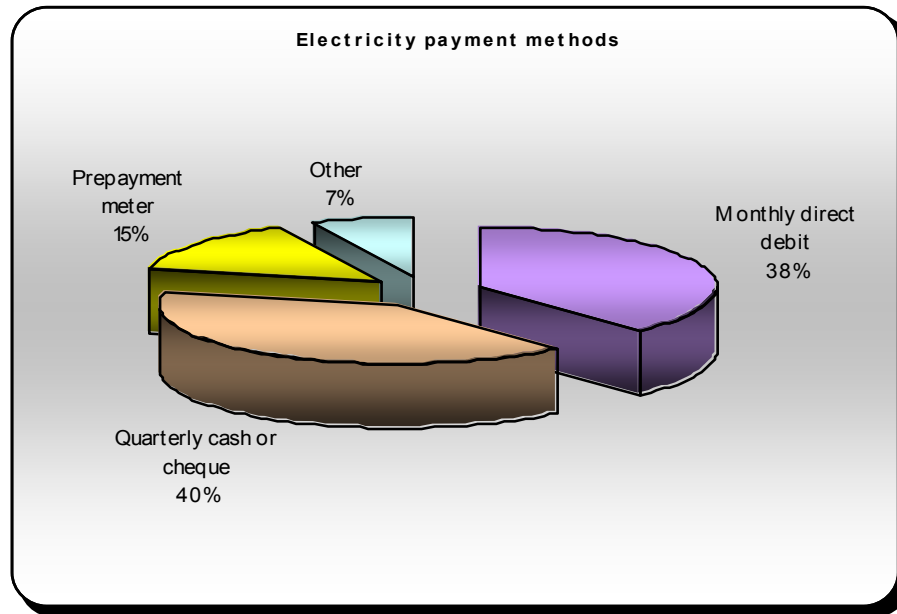


Average debt per customer (for customers in debt, June 2003)



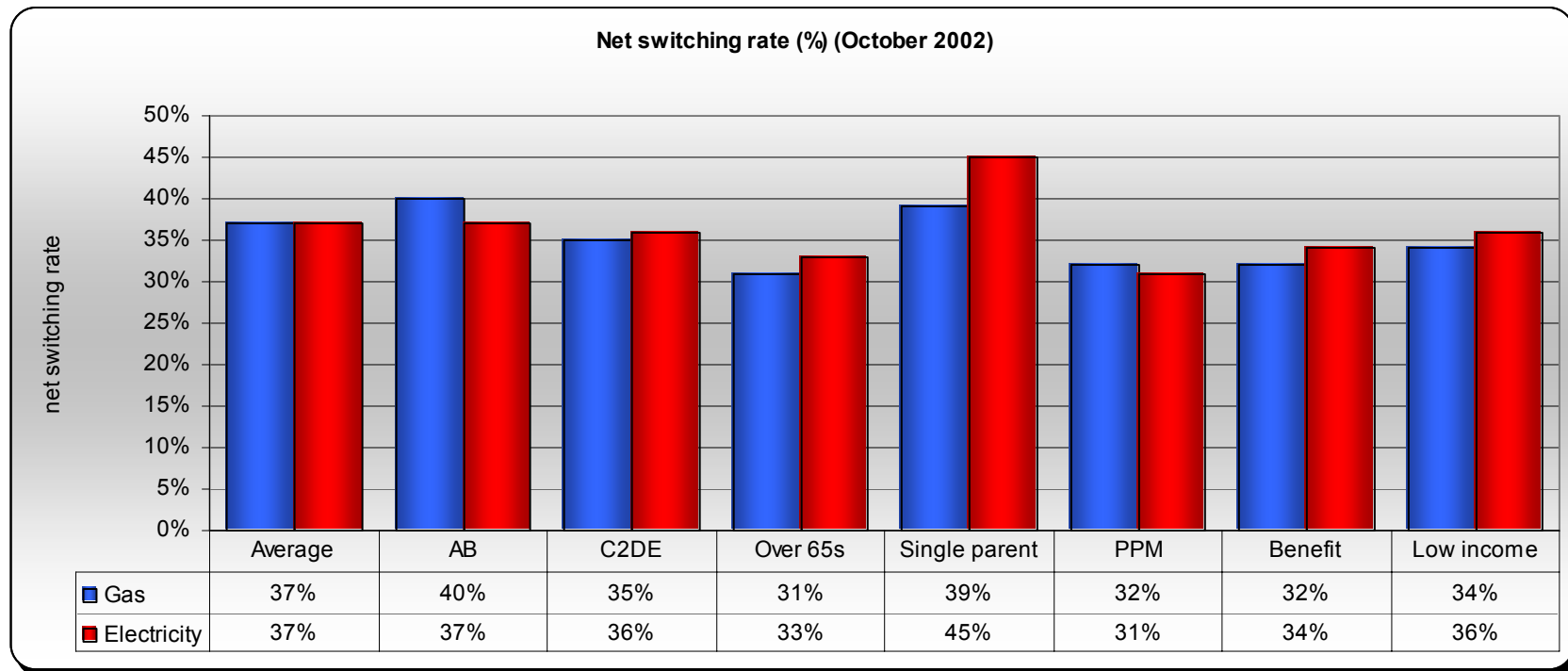
4. Tariff and Payment Choice

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



5. Disadvantaged customers and competition

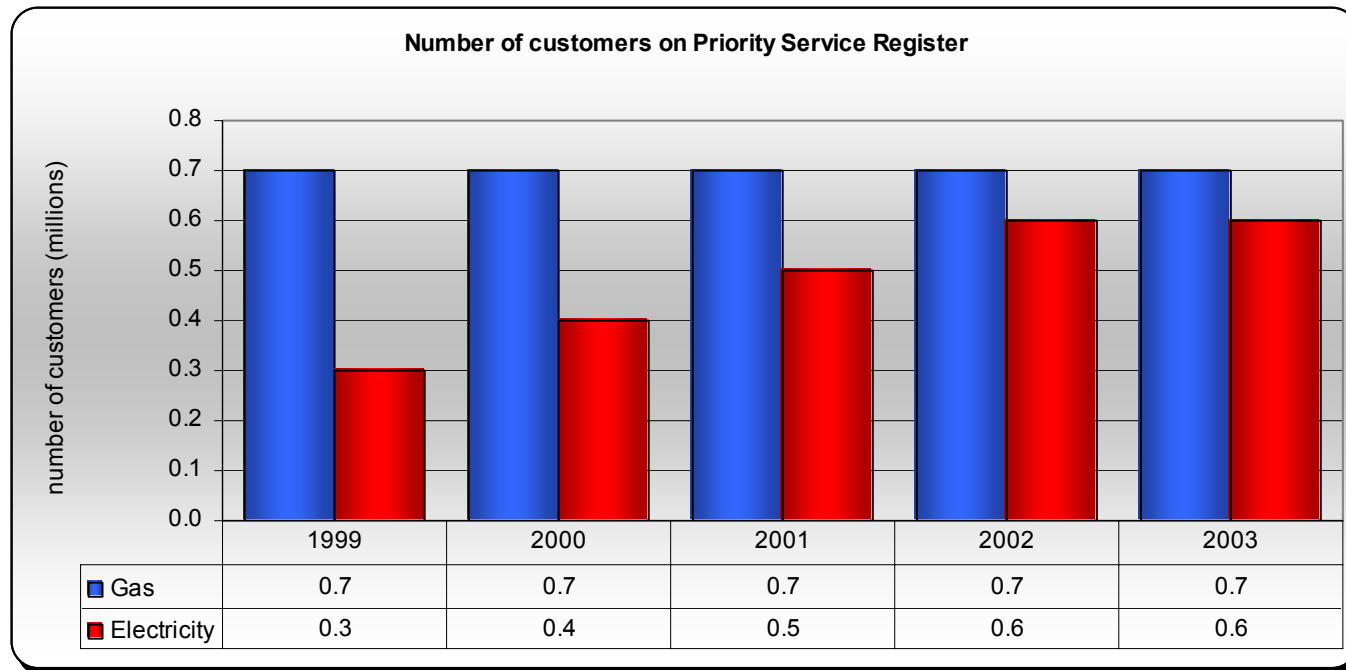
The latest statistics from an Electricity Association survey on switching rates across various consumer groups (set out below) show that competition has reached most groups fairly evenly. These figures reflect the number of customers who are no longer with their incumbent supplier.



(Source: EA)

6. Priority Service Registers

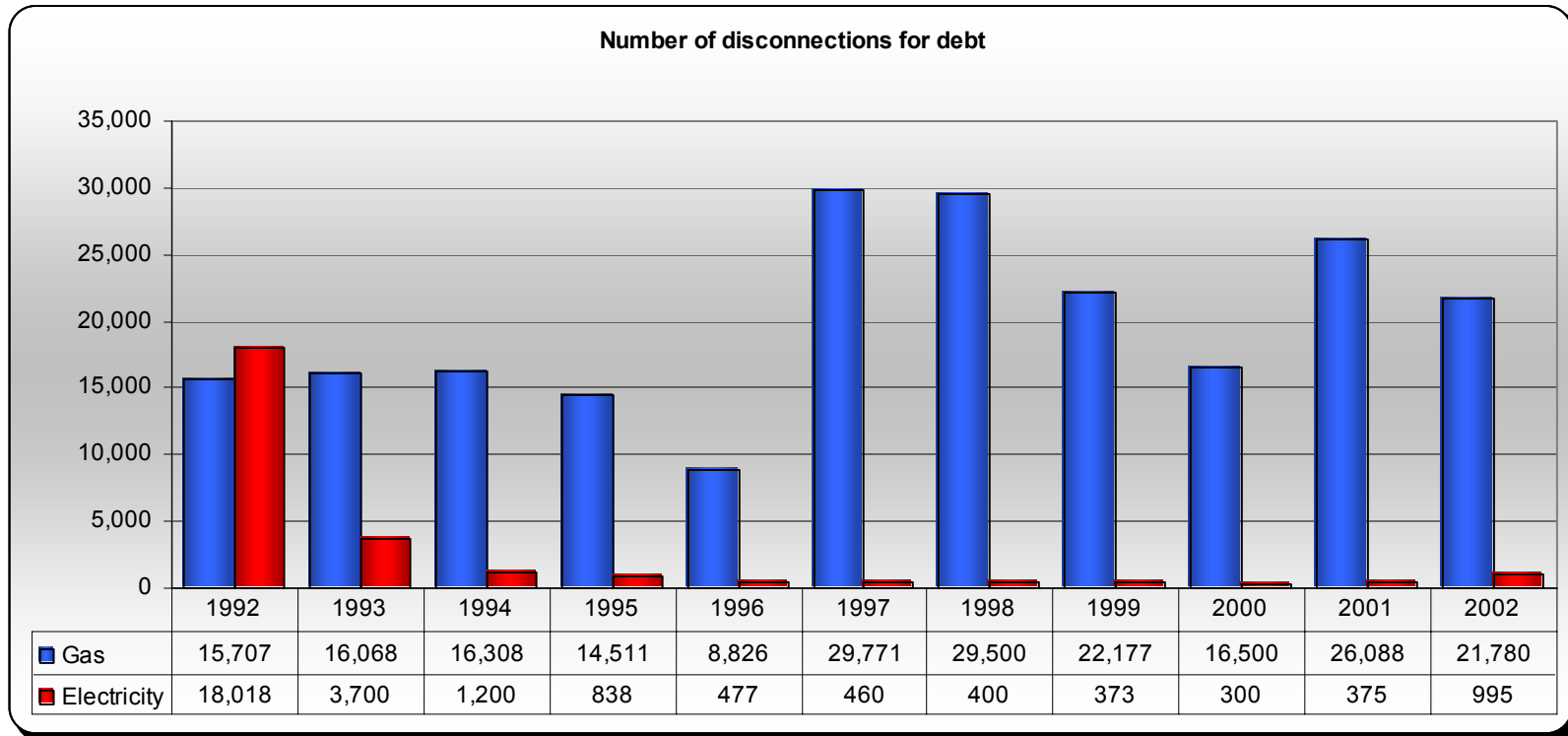
All suppliers operate registers for customers who are elderly, disabled or chronically sick. Customers on these registers may request special services free of charge. The numbers of customers on the register over the past four years are set out below.



(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

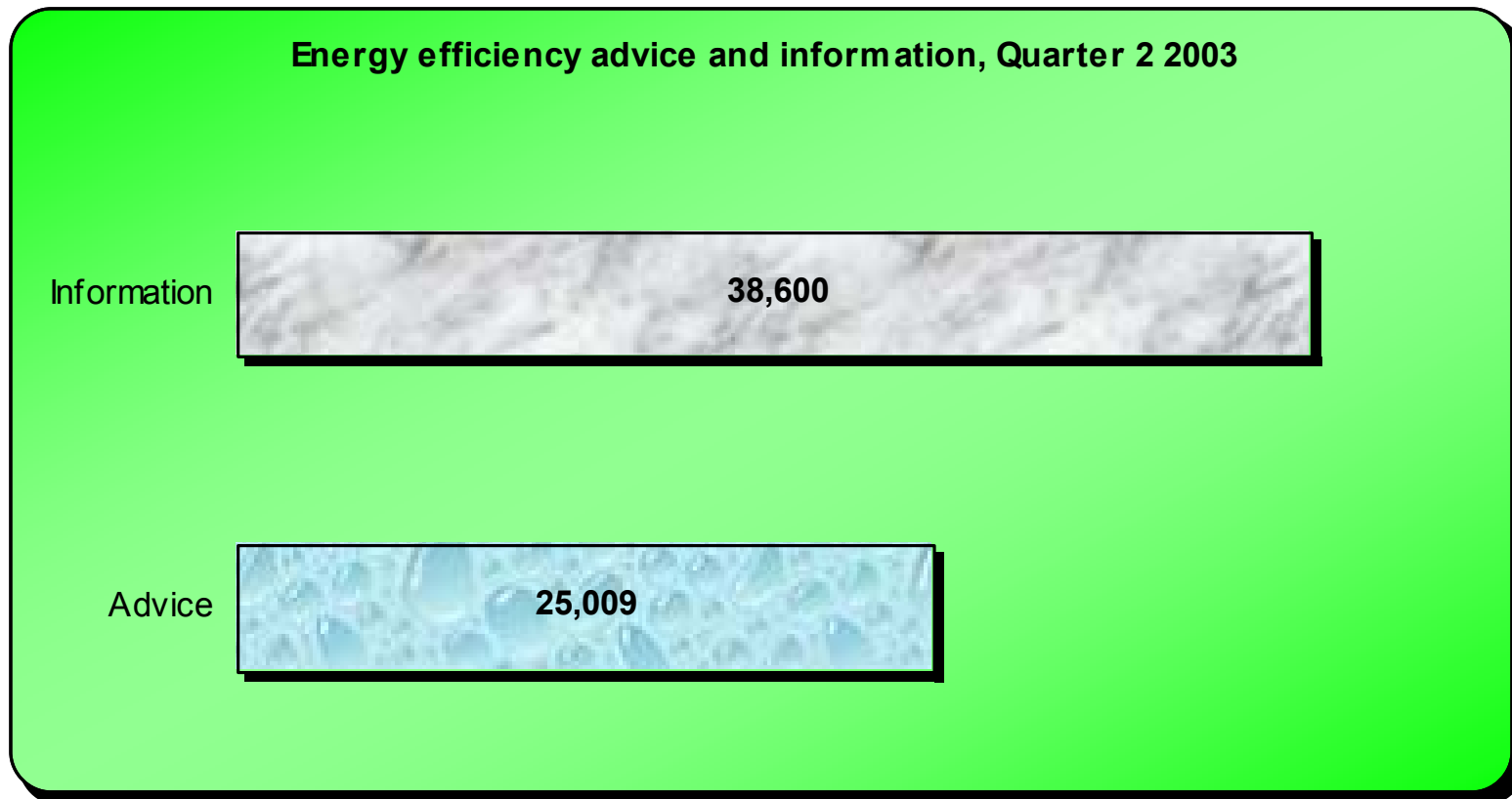
The proportion of households with prepayment meters that reported self-disconnection is set out below.

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 second 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 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.

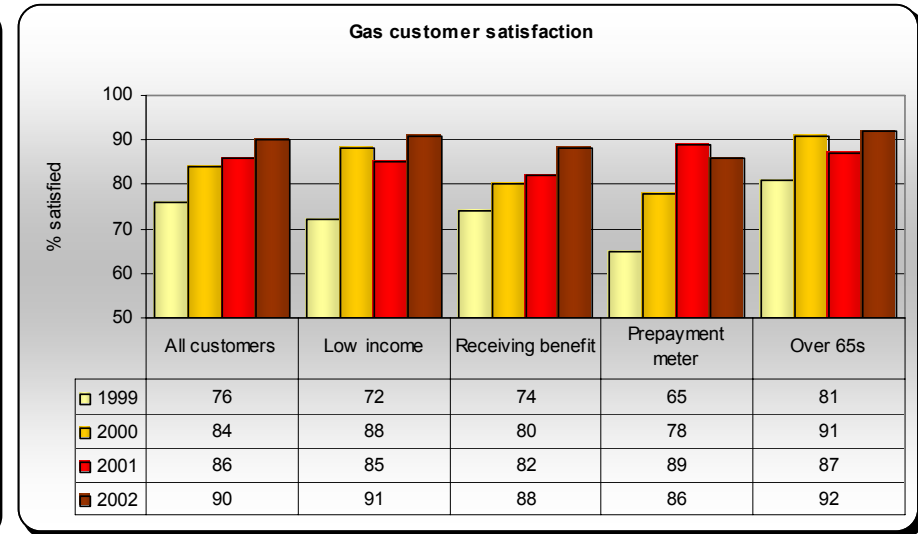
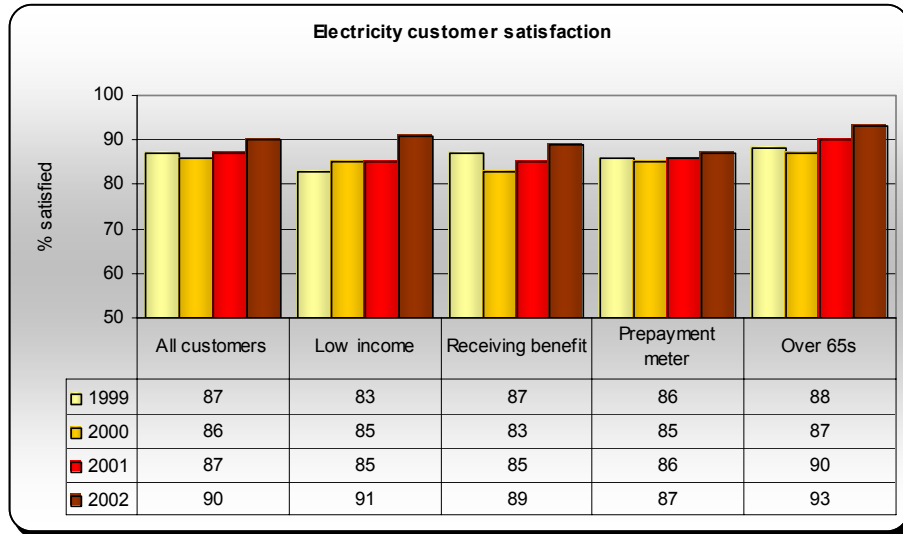
Here to HELP: Run by British Gas, this scheme aims to target energy efficiency and other measures, fuel discounts and advice to around half a million homes.

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

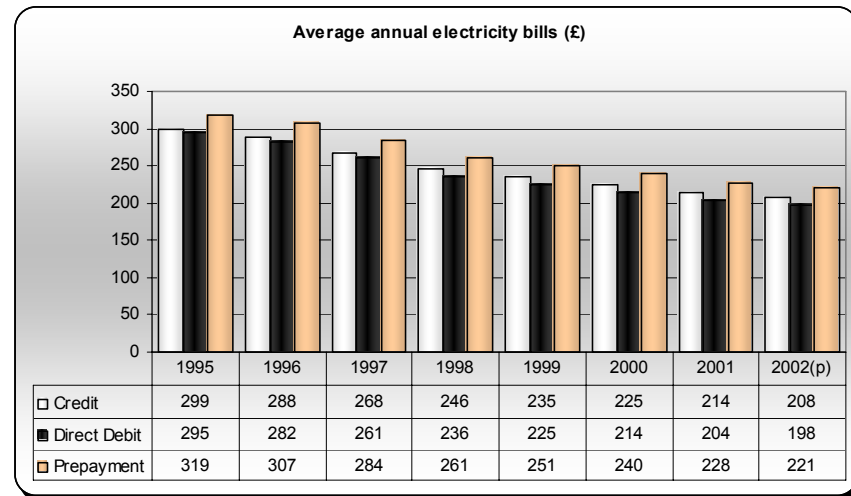
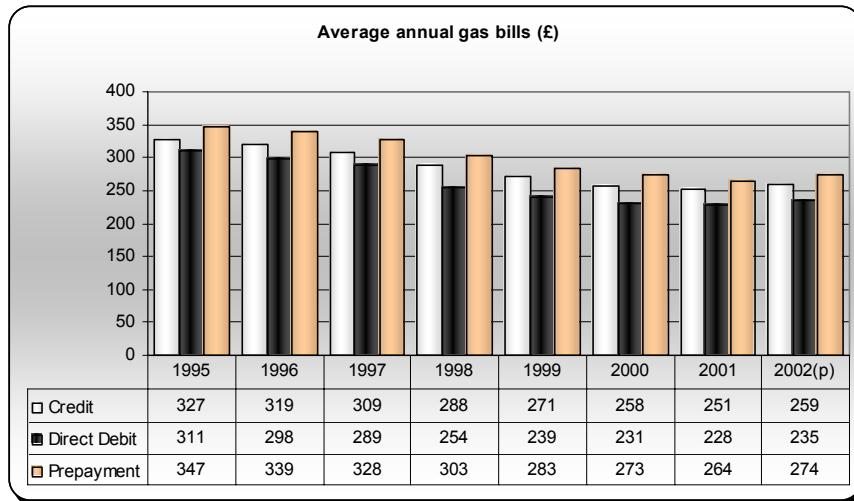
The latest research on customer satisfaction is set out below



(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 June 2003

Electricity	Quarterly cash/cheque	Monthly direct debit	Weekly, Fortnightly or Flexible payment scheme	Prepayment meter	Other	Total
Atlantic	42.4%	50.0%	0.2%	6.0%	1.4%	100.0%
British Gas	37.1%	41.3%	3.1%	16.6%	1.8%	100.0%
London Energy	44.0%	30.4%	2.6%	18.6%	4.4%	100.0%
npower	39.0%	42.0%	1.7%	12.5%	4.8%	100.0%
npower Northern	60.0%	18.8%	3.8%	14.2%	3.2%	100.0%
npower Yorkshire	45.0%	31.4%	4.4%	12.9%	6.3%	100.0%
Powergen	40.4%	44.2%	1.7%	11.9%	1.9%	100.0%
Scottish and Southern	38.9%	40.6%	1.4%	15.1%	4.0%	100.0%
Scottish Power	35.3%	37.9%	4.7%	18.0%	4.0%	100.0%
Seeboard	44.8%	39.9%	1.4%	8.8%	5.2%	100.0%
Telecom Plus	0.0%	94.3%	0.0%	0.5%	5.3%	100.0%
TXU Energi	40.8%	35.8%	3.5%	15.3%	4.6%	100.0%
Utility Link	26.0%	56.6%	0.0%	0.5%	16.9%	100.0%
Industry	40.2%	38.2%	2.8%	15.1%	3.6%	100.0%

Gas	Quarterly cash/cheque	Monthly direct debit	Weekly, Fortnightly or Flexible payment scheme	Prepayment meter	Other	Total
Atlantic	45.4%	50.4%	0.0%	3.9%	0.2%	100.0%
British Gas	41.0%	38.8%	3.8%	11.5%	5.0%	100.0%
Countrywide Gas	36.3%	60.5%	0.1%	0.2%	2.9%	100.0%
London Energy	46.6%	42.7%	0.9%	8.0%	1.8%	100.0%
npower	34.3%	49.3%	7.0%	7.4%	2.0%	100.0%
npower Northern	24.4%	40.7%	9.4%	18.7%	6.9%	100.0%
npower Yorkshire	35.7%	42.3%	9.6%	7.4%	5.0%	100.0%
Powergen	36.7%	52.3%	3.0%	5.9%	2.1%	100.0%
Scottish and Southern	31.8%	57.3%	2.3%	7.2%	1.4%	100.0%
Scottish Power	30.9%	55.6%	5.8%	6.9%	0.8%	100.0%
Seeboard Energy	32.1%	56.7%	3.1%	3.7%	4.4%	100.0%
Telecom Plus	0.0%	98.6%	0.0%	0.6%	0.7%	100.0%
TXU Energi	42.5%	46.8%	3.0%	5.9%	1.8%	100.0%
Industry	38.8%	43.2%	4.0%	10.0%	4.0%	100.0%

Debt repayment Apr-Jun 2003

Electricity	Average weekly amount towards debt	Average number of weeks to recover debt	Average weekly amount towards debt	Average number of weeks to recover debt
Atlantic			£3.00	36
British Gas	£3.13	49	£5.11	47
London Energy	£6.69	50	£4.70	75
npower	£3.46	21	£3.14	95
npower Northern	£5.71	32	£2.98	51
npower Yorkshire				
Powergen	£7.30	25		
Scottish and Southern	£5.52	41	£5.65	37
Scottish Power	£2.08	50	£1.46	98
Seeboard	£2.65	48	£4.78	99
Telecom Plus	£9.00	18	£0.00	0
TXU Energi			£5.16	52
Utility Link	£0.00	0	£0.00	0
Total	£2.83	47	£3.11	77

Gas	Average weekly amount towards debt	Average number of weeks to recover debt	Average weekly amount towards debt	Average number of weeks to recover debt
Atlantic			£3.00	37
British Gas	£2.77	45	£5.32	44
Countrywide Gas	£5.00	58	£0.00	0
London Energy	£7.83	49	£8.41	72
npower	£5.73	31	£6.20	46
npower Northern	£4.60	41	£3.61	82
npower Yorkshire				
Powergen	£6.56	27	£9.13	33
Scottish and Southern	£3.88	42	£4.67	70
Scottish Power	£2.03	49	£3.93	103
Seeboard Energy	£2.71	50	£5.70	62
Telecom Plus	£9.00	8	£0.00	0
TXU Energi			£5.34	26
Total	£2.91	45	£5.37	52

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

Disconnections Apr-Jun 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)
Atlantic	0	0	0	0	2	0	2
British Gas	59	33	55	42	1	6	6
London Energy	38	20	15	4	25	276	39
npower	0	0	0	0	16	2	16
npower Northern	0	0	0	0	1	25	12
npower Yorkshire	0	13	0	90	0	0	0
Powergen	25	16	9	13	0	35	26
Scottish and Southern	50	28	22	11	11	126	88
Scottish Power	208	117	94	2	9	127	118
Seeboard	14	9	5	30	1	21	18
Telecom Plus	0	0	0	0	0	0	0
TXU Energi	43	36	7	3	12	111	80
Utility Link	0	0	0	0	0	0	0
Total	437	272	207	14	78	729	405

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)
Atlantic	0	0	0	0	0	0	0
British Gas	3,857	1,861	2,675	50	47	77	90
Countrywide Gas	0	0	0	0	0	0	0
London Energy	130	19	8	4	0	0	0
npower	124	174	46	22	1	1	2
npower Northern	1	2	0	64	0	0	0
npower Yorkshire	0	43	0	117	0	2	2
Powergen	41	21	20	14	0	0	0
Scottish and Southern	89	62	28	9	1	2	2
Scottish Power	148	66	86	6	0	0	0
Seeboard Energy	171	137	34	2	0	0	0
Telecom Plus	0	0	0	0	0	0	0
TXU Energi	539	312	227	8	3	0	0
Total	5,100	2,697	3,124	39	52	82	96

Percentage of customers reconnected following disconnections for debt and theft Apr-Jun 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	39%	55%	61%	85%	94%	100%	0%	0%	0%	0%	100%	100%
London Energy	65%	75%	85%	90%	100%	100%	88%	90%	91%	93%	94%	100%
npower							6%	6%	11%	11%	11%	11%
npower Northern							27%	45%	54%	63%	81%	100%
npower Yorkshire	0%	0%	0%	0%	0%	0%						
Powergen	37%	44%	80%	80%	94%	100%						
Scottish and Southern	64%	68%	71%	78%	82%	100%	41%	53%	69%	84%	94%	100%
Scottish Power	86%	89%	93%	94%	96%	97%	53%	53%	53%	65%	76%	100%
Seaboard	22%	28%	28%	43%	57%	72%	5%	5%	5%	18%	18%	18%
TXU Energi	74%	79%	85%	97%	100%	100%	39%	65%	72%	81%	97%	100%

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	15%	26%	44%	60%	73%	88%	21%	53%	76%	85%	94%	100%
London Energy	39%	61%	83%	89%	100%	100%						
npower	25%	33%	50%	59%	76%	96%	0%	0%	0%	0%	0%	0%
npower Northern	0%	0%	50%	50%	50%	50%						
npower Yorkshire	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Powergen	38%	48%	62%	76%	96%	100%						
Scottish and Southern	44%	71%	89%	94%	95%	98%	0%	100%	100%	100%	100%	100%
Scottish Power	89%	89%	91%	91%	94%	97%						
Seaboard Energy	69%	73%	76%	79%	79%	79%						
TXU Energi	58%	82%	82%	96%	100%	100%	0%	0%	100%	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 Apr-Jun 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
Atlantic	0	0	0	0	0	0
British Gas	2,780	788	1,058	0	0	281
London Energy	1,458	64	73	0	0	444
npower	631	118	185	0	2	98
npower Northern	1,800	217	335	0	0	491
npower Yorkshire	1,774	185	242	0	1	216
Powergen	612	82	85	0	2	160
Scottish and Southern	2,546	329	216	28	0	584
Scottish Power	7,724	632	0	0	0	2,757
Seeboard	686	76	85	0	0	151
Telecom Plus	0	0	0	0	0	0
TXU Energi	995	60	75	0	12	64
Utility Link	0	0	0	0	0	0
Total	21,006	2,551	2,354	28	17	5,246

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
Atlantic	0	0	0	0	0	0
British Gas	20,479	2,655	3,605	0	0	4,719
Countrywide Gas	0	0	0	0	0	0
London Energy	555	25	43	0	0	20
npower	2,023	321	152	0	1	50
npower Northern	1,246	179	264	0	0	148
npower Yorkshire	465	60	85	0	1	8
Powergen	306	42	50	0	2	79
Scottish and Southern	1,266	220	176	28	0	232
Scottish Power	1,912	289	0	0	0	375
Seeboard Energy	295	53	47	0	0	49
Telecom Plus	0	0	0	0	0	0
TXU Energi	789	46	53	0	6	15
Total	29,336	3,890	4,475	28	10	5,695

Warrants and Security Deposits Apr-Jun 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
Atlantic	0	0	0	1	£100.00	0	1
British Gas	59	1,592	675	2,489	£106.76	244	467
London Energy	35	171	0	210	£129.68	193	7
npower	0	0	0	176	£122.00	0	10
npower Northern	0	111	0	0			
npower Yorkshire	0	0	0	0			
Powergen	25	255	116	0			
Scottish and Southern	50	424	169	110	£121.00	88	7
Scottish Power	208	758	140	132	£104.21	131	0
Seaboard	14	352	119	1	£200.00	0	1
Telecom Plus	0	0	0	1	£50.00	0	1
TXU Energi	43	607	617	0			
Utility Link	0	0	0	0			
Total	434	4,270	1,836	3,120	£109.57	656	494

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
Atlantic	0	0	0	0			
British Gas	3,857	2,263	3,654	10,110	£180.23	3,597	1,524
Countrywide Gas	0	0	0	0			
London Energy	40	38	0	0			
npower	124	142	55	0			
npower Northern	1	70	0	0			
npower Yorkshire	0	0	0	0			
Powergen	41	34	32	0			
Scottish and Southern	89	115	146	8	£115.00	1	5
Scottish Power	148	321	51	0			
Seaboard Energy	171	127	38	0			
Telecom Plus	0	0	0	2	£50.00	0	2
TXU Energi	539	261	461	0			
Total	5,010	3,371	4,437	10,120	£180.15	3,598	1,531

Prepayment Meters Apr-Jun 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
Atlantic	84	49	35	68	0	0
British Gas	8,316	914	7,402	2,566	0	0
London Energy	15,475	10,811	4,664	758	0	0
npower	4,109	3,028	1,081	4,436	0	0
npower Northern	4,515	2,674	1,841	691	0	1
npower Yorkshire						
Powergen						
Scottish and Southern	16,733	13,106	3,627	8,670	0	0
Scottish Power	4,369	3,364	1,005	1,665	0	0
Seeboard	3,885	2,726	1,159	1,159	0	0
Telecom Plus	3	3	0	4	0	0
TXU Energi	9,587	2,146	7,441	8,317	0	0
Utility Link	1	1	0	12	0	0
Total	67,077	38,822	28,255	28,346	0	1

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
Atlantic	65	32	33	27	0	0
British Gas	29,052	5,025	24,027	5,015	0	0
Countrywide Gas	0	0	0	0	0	0
London Energy	725	267	458	620	0	0
npower	4,569	3,755	814	1,422	0	0
npower Northern	1,846	343	1,503	392	0	4
npower Yorkshire						
Powergen						
Powergen	4,091	357	3,734	1,090	0	0
Scottish and Southern	12,083	9,974	2,109	4,954	0	0
Scottish Power	2,099	1,574	525	207	0	0
Seeboard Energy	947	19	928	428	0	0
Telecom Plus	2	2	0	4	0	0
TXU Energi	3,158	1,563	1,595	1,232	18	0
Total	58,637	22,911	35,726	15,391	18	4

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

Priority Services Apr-Jun 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)
Atlantic	26	9	0	69	15
British Gas	523,436	2,211	6,835	220,675	10,839
Countrywide Gas	110	3	0	n/a	n/a
London Energy	8,621	1,043	53	95,275	2,203
npower	5,901	621	109	11,019	484
npower Northern	3,646	247	94	4,837	252
npower Yorkshire	elec	elec	55	8,801	143
Powergen	45,481	0	268	33,548	5,622
Scottish and Southern	35,196	3,838	212	81,795	6,720
Scottish Power	16,304	1,263	2,459	36,481	1,071
Seaboard Energy	8,655	37	194	80,940	1,269
Telecom Plus	22	0	5	22	0
TXU Energi	23,549	296	904	9,203	135
Utility Link	n/a	n/a	n/a	132	61
Total	670,947	9,568	11,188	582,797	28,814

Uptake of Priority Services Apr-Jun 2003

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
Atlantic	0	3	5	0	1	1	0	0
British Gas	252	3,204	12,767	5,517	7,214	19	0	0
London Energy	167	3,507	12,609	7,241	0	66	2,414	20
npower	51	818	4,396	358	383	7	16	4
npower Northern	7	164	873	206	0	26	9	33
npower Yorkshire	35	41	2,860	77	0	5	16	1
Powergen	33	689	227	6,689	250	10	0	16
Scottish and Southern	196	3,169	5,210	27	0	16	2	399
Scottish Power	25	430	2,574	33	158	0	0	0
Seaboard	60	879	8,989	1,333	1,446	19	16	1,224
Telecom Plus	0	1	2	0	0	2	0	0
TXU Energi	0	0	14,269	8,198	326	16	1	5
Utility Link	0	1	33	0	0	0	0	0
Total	826	12,906	64,814	29,679	9,778	187	2,474	1,702

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
Atlantic	0	2	2	0	1	0	0	0
British Gas	968	11,620	151,934	13,187	877	103	321	92
Countrywide Gas	0	0	23	0	0	0	0	0
London Energy	19	10	1,991	0	0	0	0	1
npower	39	22	108	50	83	6	14	6
npower Northern	3	67	217	105	0	3	7	8
npower Yorkshire	35	41	2,860	77	0	elec	elec	elec
Powergen	4	97	775	331	0	0	4	7
Scottish and Southern	84	1,068	2,132	13	0	elec	elec	elec
Scottish Power	11	202	810	9	45	0	0	0
Seaboard Energy	19	425	1,298	20	432	9	0	13
Telecom Plus	0	1	2	0	0	2	0	0
TXU Energi	0	0	2,802	4,031	1,494	elec	elec	elec
Total	1,182	13,555	164,954	17,823	2,932	123	346	127

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) Apr-Jun 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 direct customers provided with energy efficiency information	Number of PSR customers provided with energy efficiency information	Referrals to Warm Front and EEC contacts
Atlantic	26	2	2	3	0	19	16	0	0	0	7
British Gas	4,519	2,013	558	3,484	1,034	502	2,318	37,103	2	147	674
Countrywide Gas	2	0	0	0	0	2	2	2	0	0	0
London Energy	3,236	328	430	1,431	257	661	633	74	0	16	145
npower Group	2,440	221	380	1,240	327	2,281	1,402	5	14	2	56
Powergen	2,907	832	203	1,201	532	50	1,752	29	2	54	89
Scottish and Southern	3,161	336	118	989	88	1,630	114	48	2	78	72
Scottish Power	2,567	828	769	588	452	0	2,710	0	0	157	456
Seaboard Energy	2,480	321	465	624	284	786	724	10	10	414	5
Telecom Plus	15	15	15	15	7	1	2	0	0	0	0
TXU Energi	3,656	60	193	472	67	2,864	331	345	41	45	184
Utility Link	0	0	0	0	0	0	0	0	0	0	0
Total	25,009	4,956	3,133	10,047	3,048	8,796	10,004	37,616	71	913	1,688

Regional payment methods June 2003

Electricity Payment Methods	Quarterly cash/cheque	Monthly direct debit	weekly, Fortnightly or Flexible payment scheme	Prepayment meter	Fuel Direct	Other	Total
England	8,495,659	8,050,788	507,208	2,972,162	12,009	726,864	20,764,690
	41%	39%	2%	14%	0%	4%	100%
Scotland	806,514	808,875	138,164	476,679	8,058	103,249	2,341,539
	34%	35%	6%	20%	0%	4%	100%
Wales	506,940	460,433	35,627	237,658	939	26,140	1,267,737
	40%	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	6,849,737	7,510,940	604,341	1,706,701	21,972	676,067	17,369,758
	39%	43%	3%	10%	0%	4%	100%
Scotland	556,353	737,620	153,798	157,935	5,812	60,687	1,672,205
	33%	44%	9%	9%	0%	4%	100%
Wales	365,447	392,361	40,556	127,856	1,552	34,588	962,360
	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 Apr-Jun 2003

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	813,320	272,915	259	70	615	507,937	21,515
Scotland	308,624	75,680	142	5	60	55,552	2,362
Wales	77,675	17,203	36	3	54	19,308	1,132
Great Britain	1,199,619	365,798	437	78	729	582,797	25,009

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	1,058,397	621,881	4,693	50	69	522,123	7,755
Scotland	171,701	59,569	151	2	7	79,137	2,207
Wales	69,137	45,549	256	0	6	69,687	1,226
Great Britain	1,299,235	726,999	5,100	52	82	670,947	11,188

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