

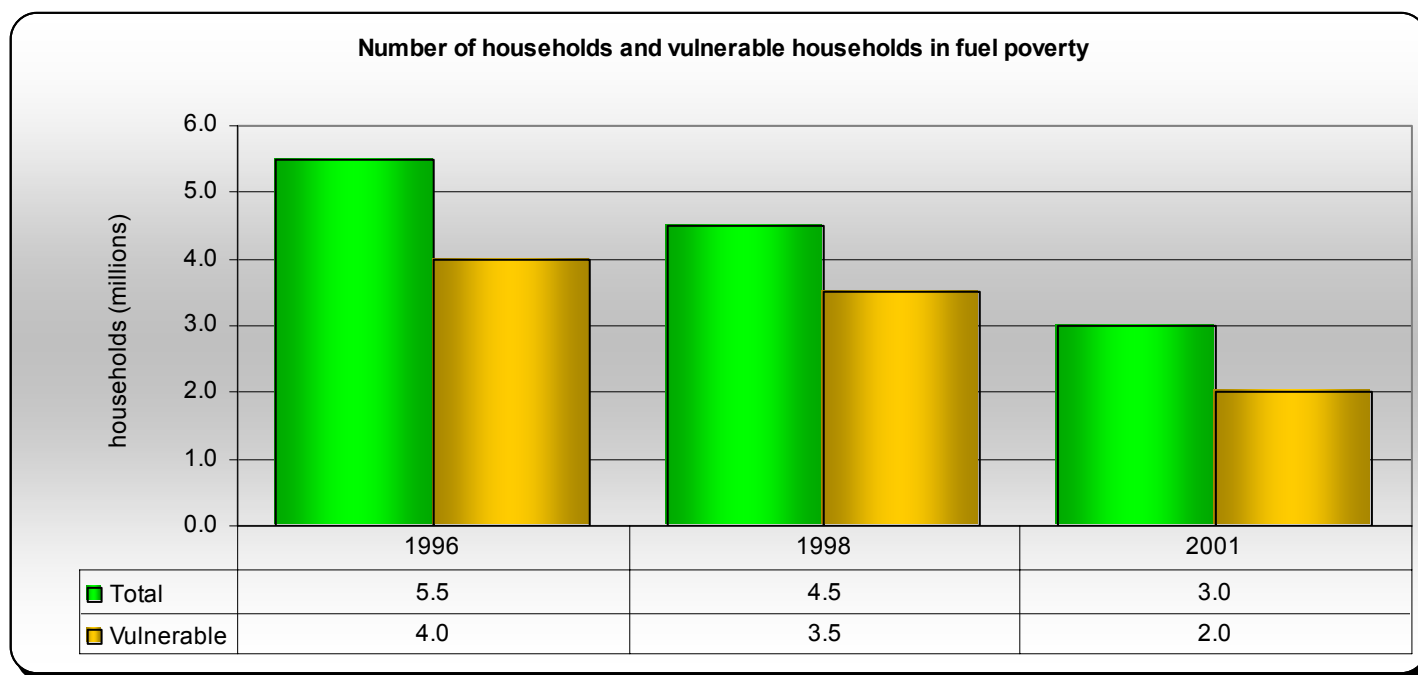
Social Action Plan Indicators

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

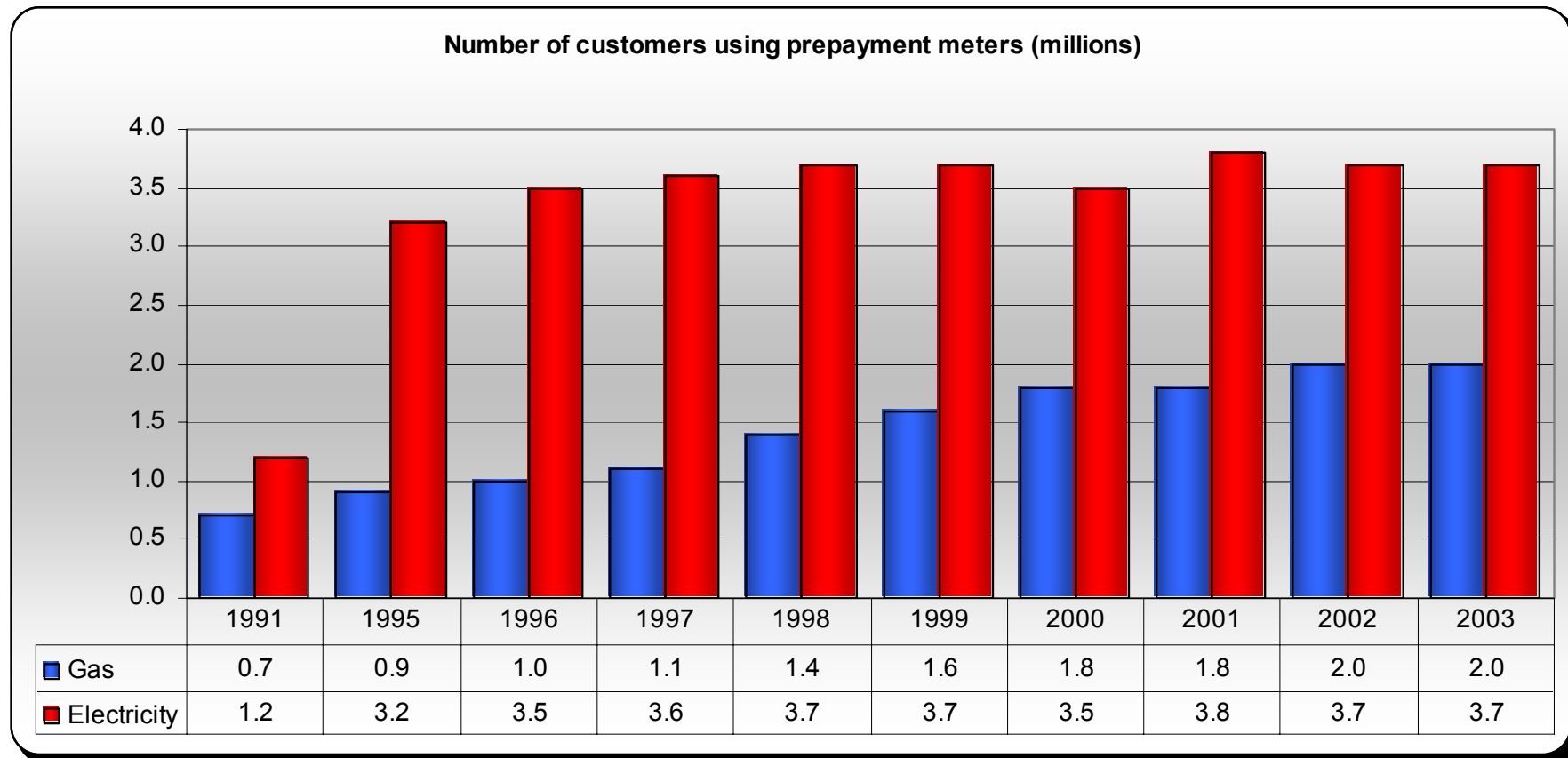
The chart below shows the latest Government estimates for the number of households in fuel poverty. The definition of a fuel poor household, on which the figures below are based, is one needing to spend more than 10% of its income (net of income tax and National Insurance and including Housing Benefit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

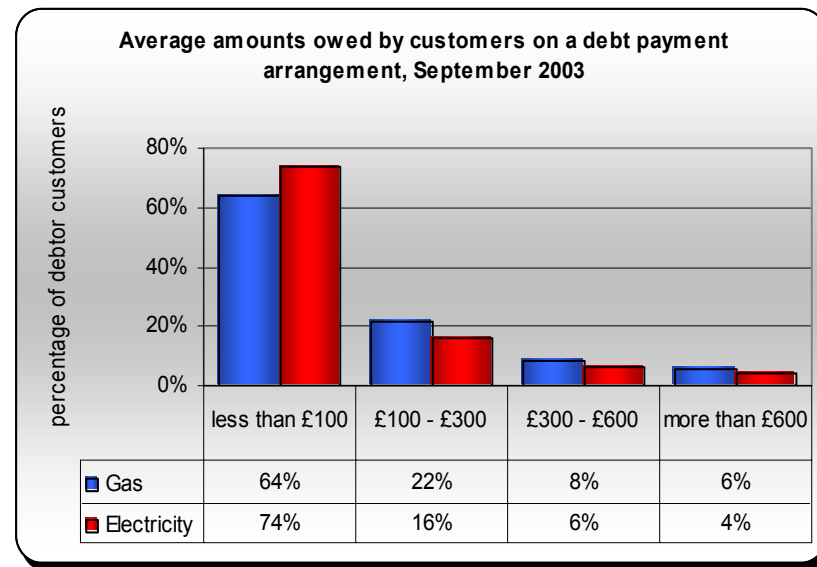
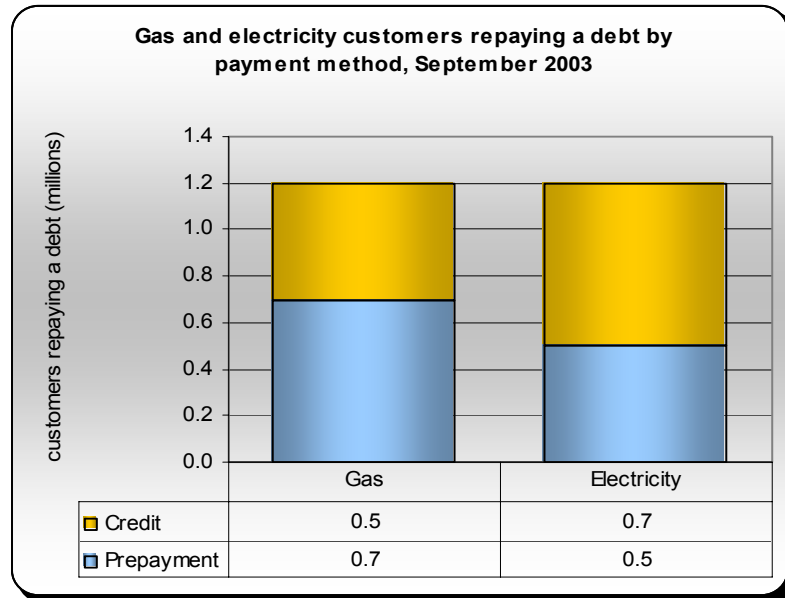
2. Number of customers using prepayment meters

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.

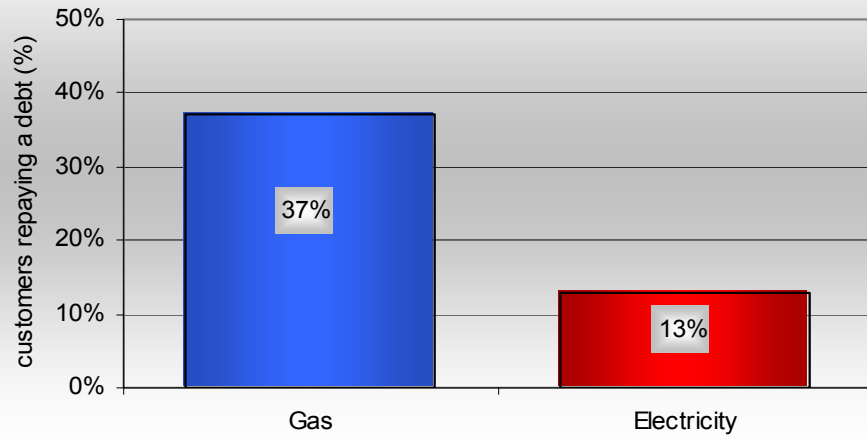


3. Levels of Debt

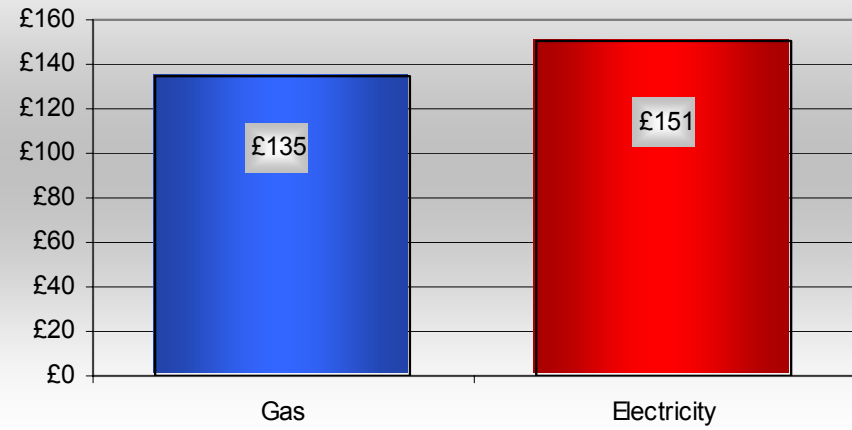
The charts below set out the number of customers repaying a debt (both prepayment customers repaying through their meter and credit customers repaying through a payment arrangement); the relative size of debts for customers who are repaying a debt; the percentage of prepayment meter customers that are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



**Percentage of prepayment customers in debt,
September 2003**

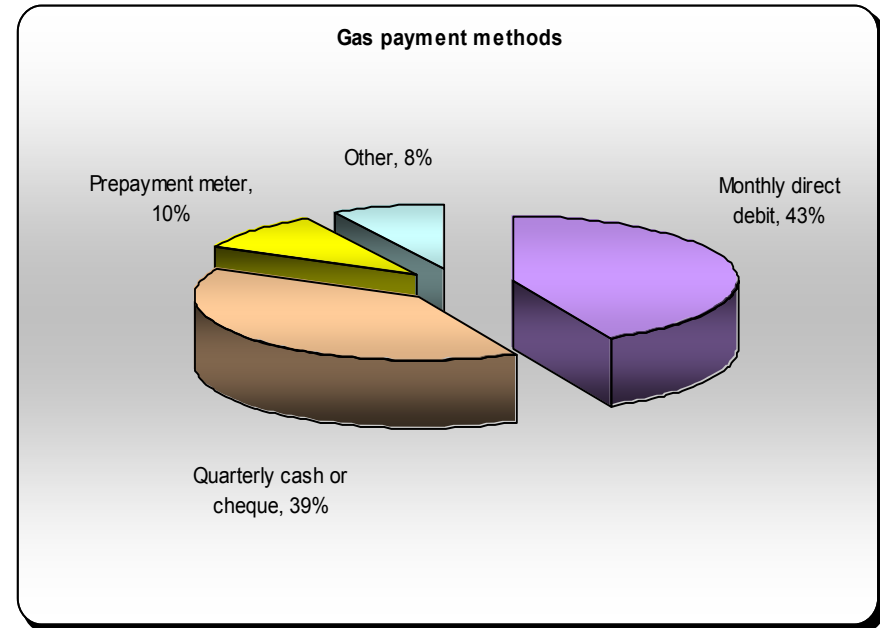
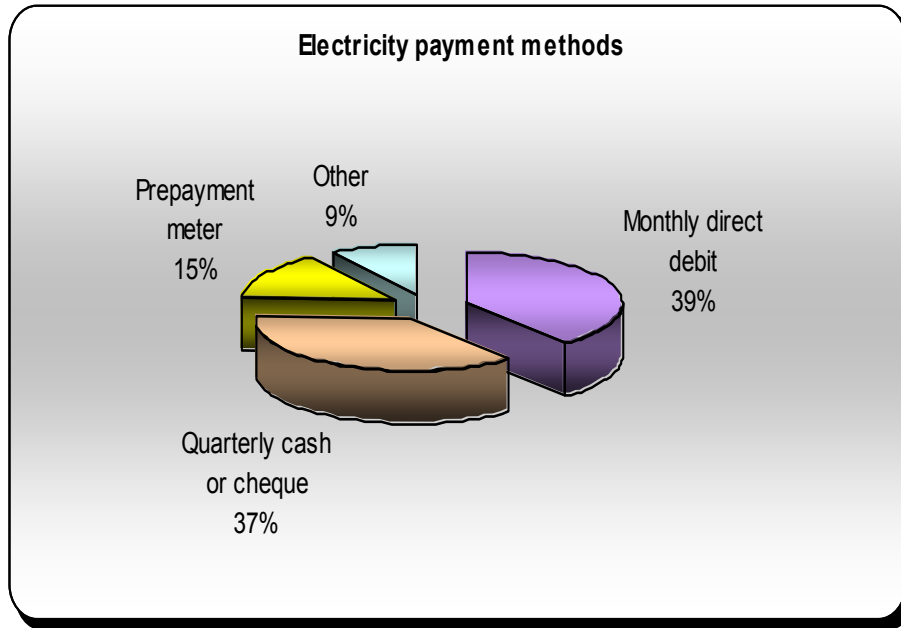


**Average debt per customer (for customers in debt,
Sept 2003)**



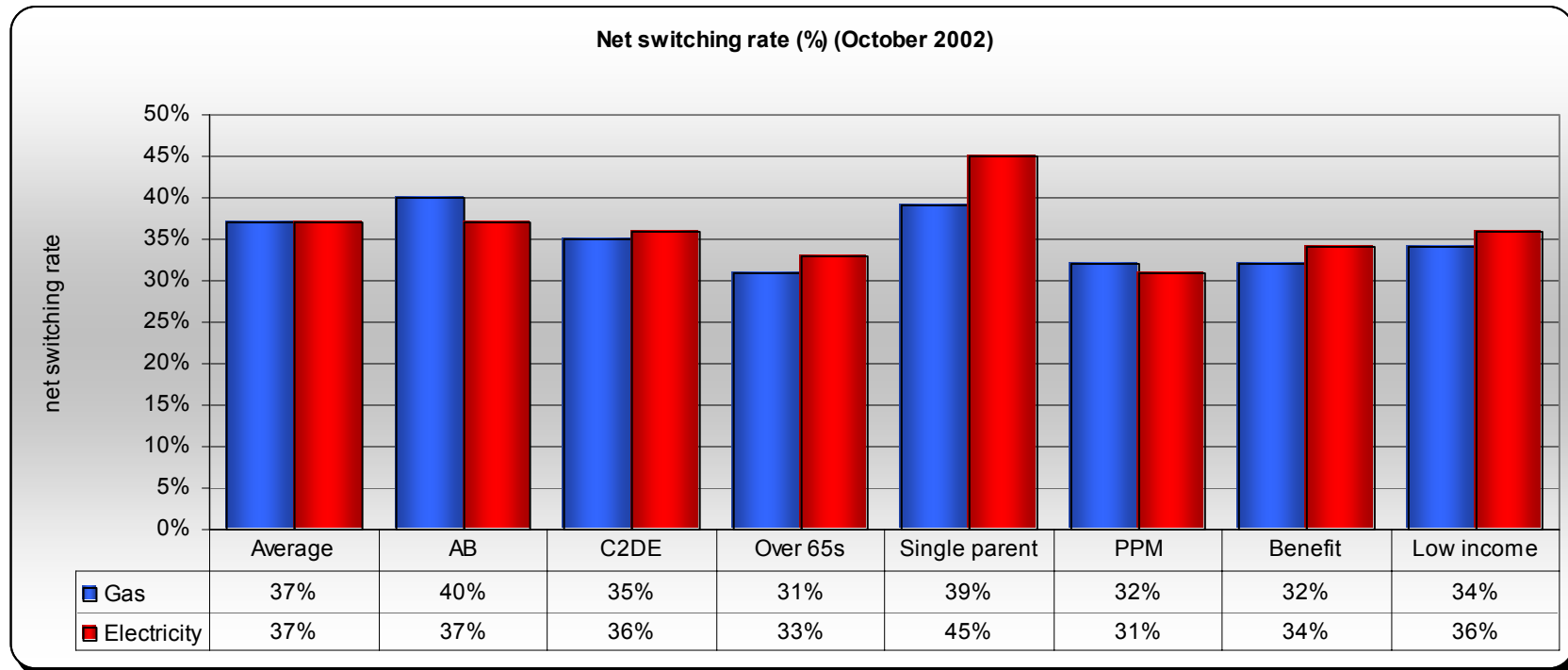
4. Tariff and Payment Choice

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



5. Disadvantaged customers and competition

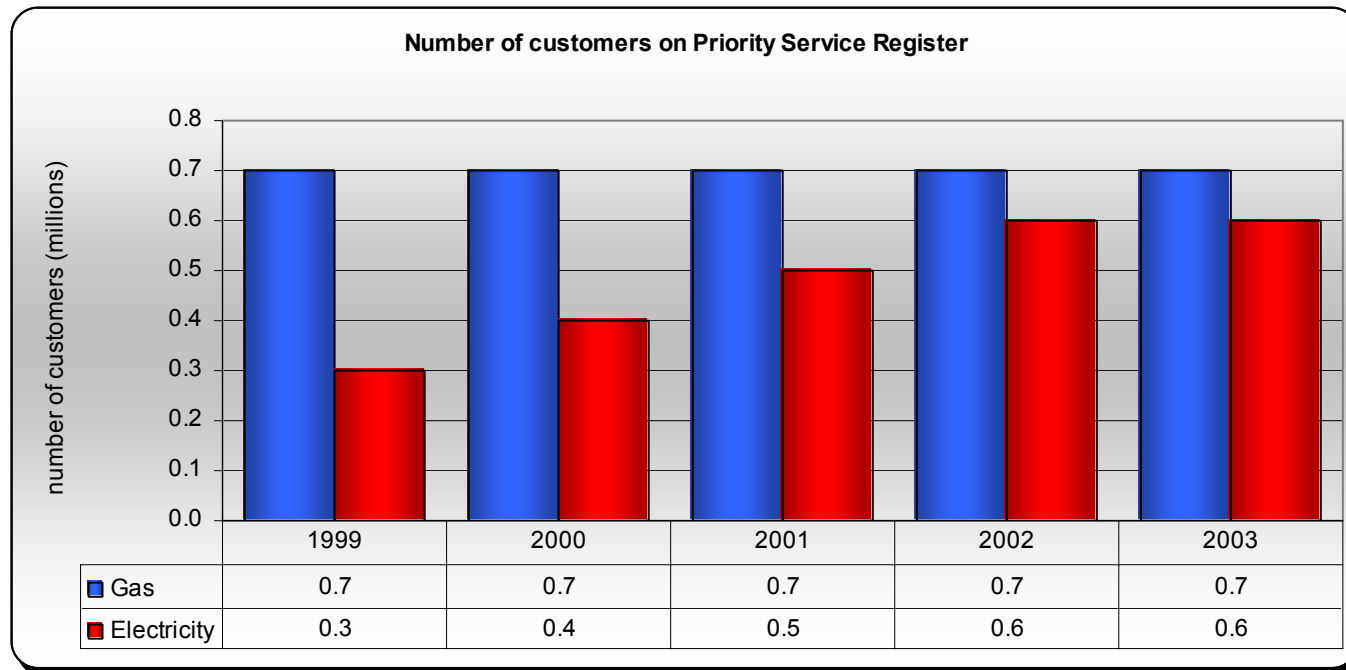
The latest statistics from an Electricity Association survey on switching rates across various consumer groups (set out below) show that competition has reached most groups fairly evenly. These figures reflect the number of customers who are no longer with their incumbent supplier.



(Source: EA)

6. Priority Service Registers

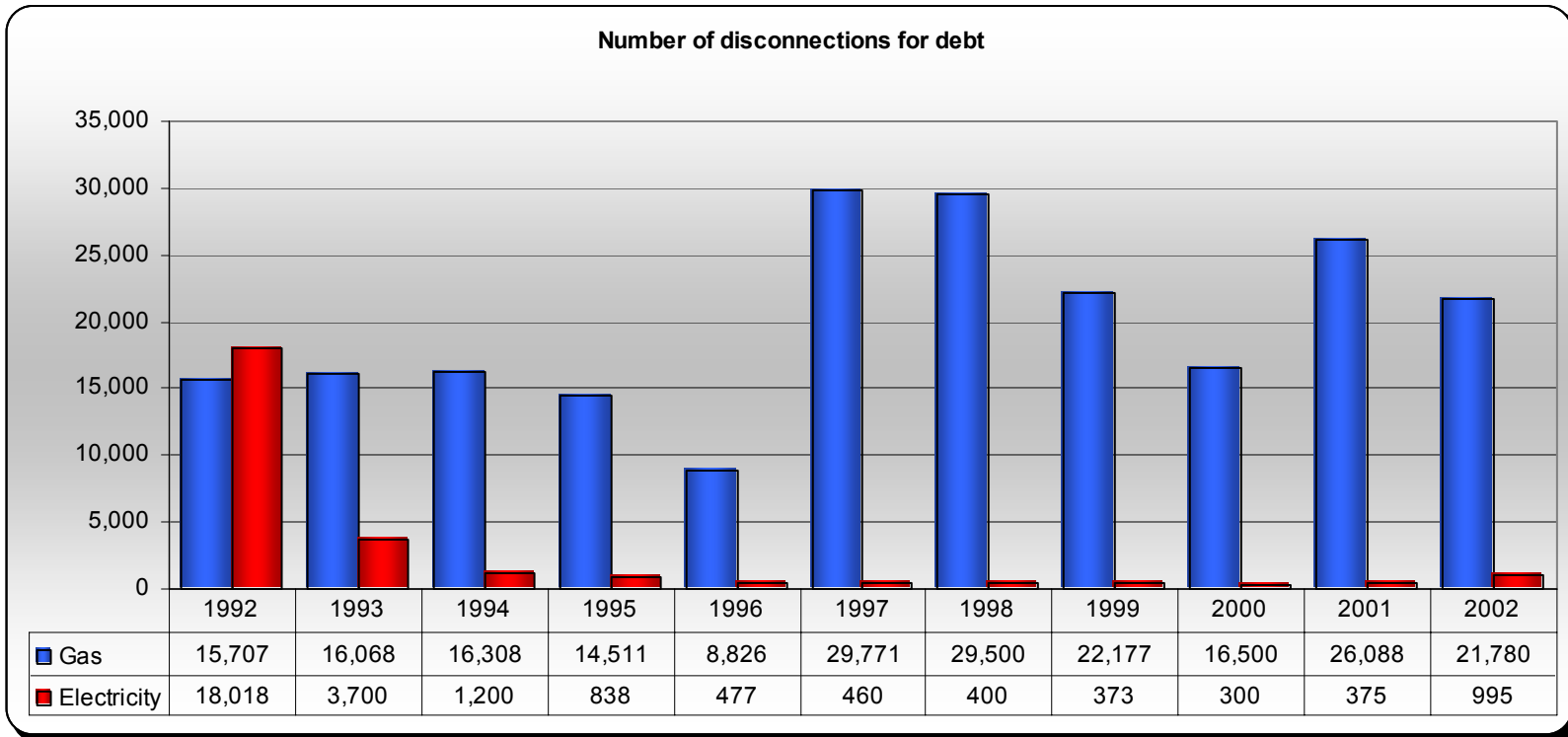
All suppliers operate registers for customers who are elderly, disabled or chronically sick. Customers on these registers may request special services free of charge. The numbers of customers on the register over the past four years are set out below.



(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

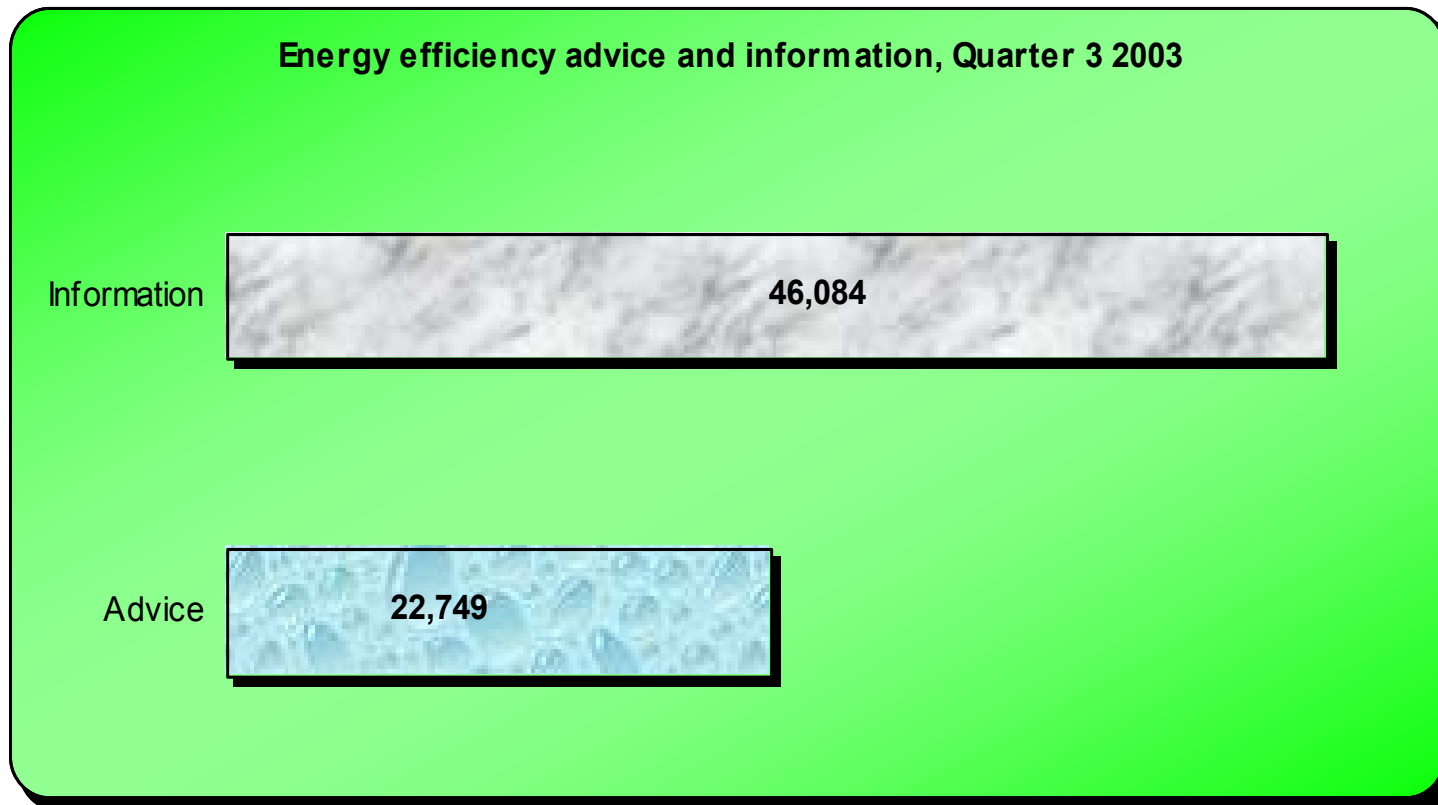
The proportion of households with prepayment meters that reported self-disconnection is set out below.

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 third 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.

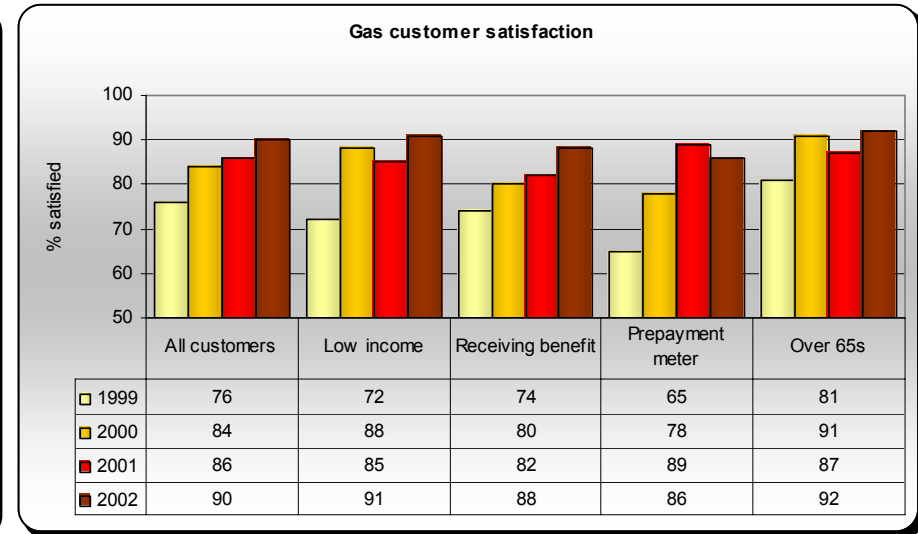
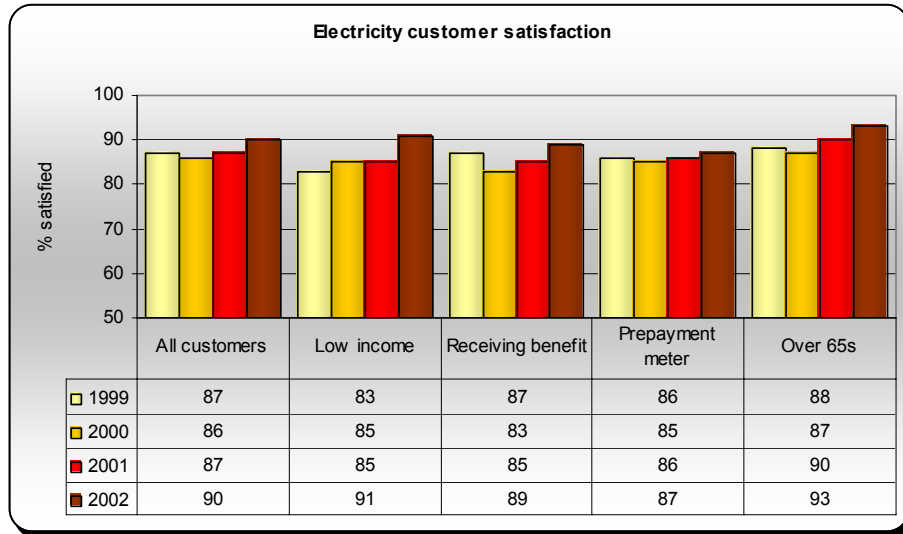
Here to HELP: Run by British Gas, this scheme aims to target energy efficiency and other measures, fuel discounts and advice to around half a million homes.

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

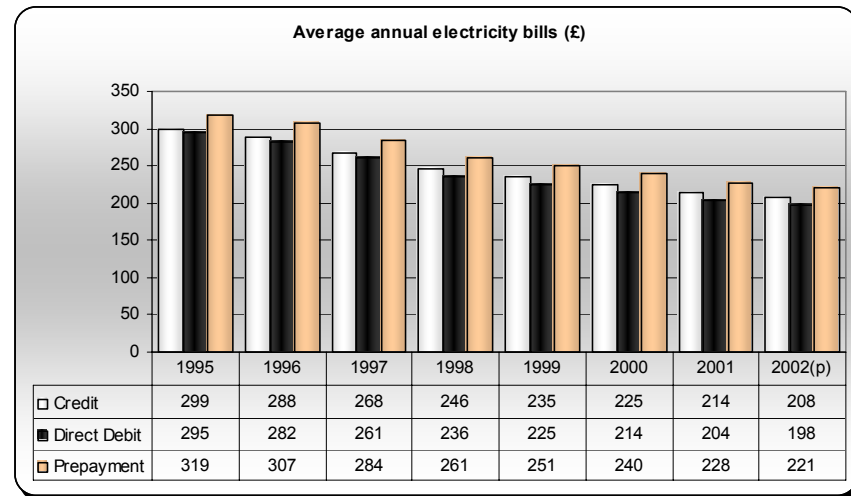
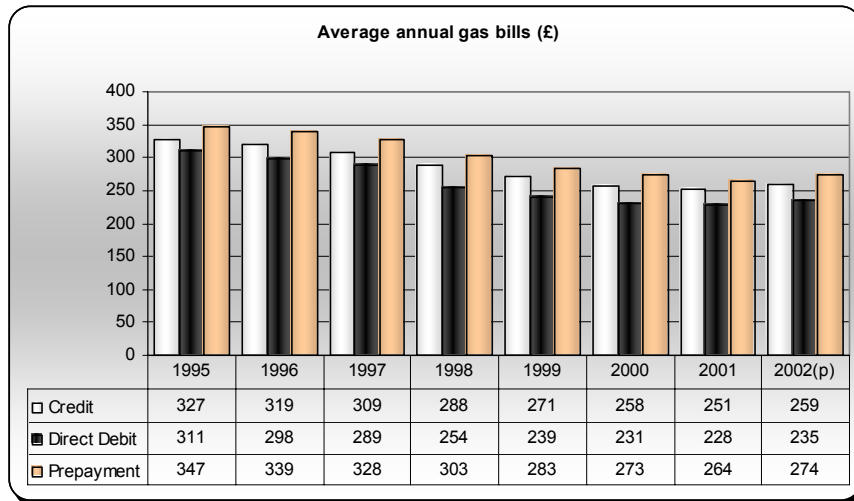
The latest research on customer satisfaction is set out below



(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 September 2003

Electricity	Quarterly cash/cheque	Monthly direct debit	Weekly, Fortnightly or Flexible payment scheme	Prepayment meter	Other	Total
Atlantic	40.6%	52.2%	0.1%	5.9%	1.1%	100.0%
British Gas	36.4%	41.7%	3.1%	16.9%	1.8%	100.0%
London Energy	47.9%	27.9%	2.6%	17.9%	3.7%	100.0%
npower	39.1%	42.3%	1.7%	12.3%	4.6%	100.0%
npower Northern	58.8%	19.3%	4.2%	14.4%	3.3%	100.0%
npower Yorkshire	45.0%	31.7%	4.3%	12.8%	6.2%	100.0%
Powergen	40.1%	44.8%	1.4%	11.8%	1.9%	100.0%
Scottish and Southern	38.9%	40.9%	1.4%	15.0%	3.9%	100.0%
Scottish Power	34.4%	39.3%	4.5%	18.0%	3.7%	100.0%
Seeboard	45.1%	39.7%	1.2%	8.8%	5.2%	100.0%
Telecom Plus	0.0%	97.0%	0.0%	0.4%	2.6%	100.0%
TXU Energi	41.3%	35.5%	3.4%	15.4%	4.5%	100.0%
Unit Energy	37.8%	52.9%	0.0%	0.3%	9.0%	100.0%
Utility Link	34.3%	49.5%	0.0%	0.3%	15.9%	100.0%
Industry	40.3%	38.4%	2.7%	15.1%	3.5%	100.0%

Gas	Quarterly cash/cheque	Monthly direct debit	Weekly, Fortnightly or Flexible payment scheme	Prepayment meter	Other	Total
Atlantic	44.5%	52.2%	0.0%	3.1%	0.3%	100.0%
British Gas	41.3%	38.6%	3.7%	11.6%	4.9%	100.0%
Countrywide Gas	37.2%	60.3%	0.1%	0.3%	2.1%	100.0%
London Energy	47.5%	40.7%	1.4%	8.2%	2.2%	100.0%
npower	33.7%	50.5%	6.5%	7.4%	1.9%	100.0%
npower Northern	23.2%	41.1%	9.8%	19.0%	6.8%	100.0%
npower Yorkshire	35.3%	42.5%	9.3%	7.7%	5.1%	100.0%
Powergen	36.6%	53.3%	2.2%	5.4%	2.6%	100.0%
Scottish and Southern	31.8%	56.8%	2.3%	7.6%	1.5%	100.0%
Scottish Power	29.7%	56.9%	5.3%	7.4%	0.8%	100.0%
Seeboard Energy	32.2%	56.4%	3.3%	3.7%	4.5%	100.0%
Telecom Plus	0.0%	97.0%	0.0%	0.5%	2.5%	100.0%
TXU Energi	42.5%	46.3%	3.1%	6.2%	1.9%	100.0%
Industry	38.8%	43.4%	3.9%	10.0%	3.9%	100.0%

Debt repayment July-September 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)
Atlantic	£3.88	52	£3.00	52
British Gas	£3.16	49	£5.08	50
London Energy	£8.83	52	£3.10	48
npower	£2.97	28	£3.17	112
npower Northern	£6.41	28	£2.99	48
npower Yorkshire				
Powergen	£7.86	26	£8.21	35
Scottish and Southern	£5.04	42	£5.78	41
Scottish Power	£2.07	53	£1.16	83
Seeboard	£2.83	48	£4.83	99
Telecom Plus	£0.00	0	£0.00	0
TXU Energi	£3.28	52	£9.56	16
Unit Energy	£0.00	0	£0.00	0
Utility Link	£0.00	0	£0.00	0
Total	£3.22	48	£3.45	64

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)
Atlantic	£2.50	52	£3.00	52
British Gas	£2.87	44	£5.44	44
Countrywide Gas	£10.00	17	£5.00	132
London Energy	£8.52	55	£8.23	83
npower	£6.25	32	£5.93	55
npower Northern	£7.08	22	£3.94	71
npower Yorkshire				
Powergen	£6.95	27	£8.90	36
Scottish and Southern	£3.42	43	£4.79	67
Scottish Power	£1.74	53	£3.87	100
Seeboard Energy	£2.61	50	£5.74	62
Telecom Plus	£0.00	0	£0.00	0
TXU Energi	£3.47	52	£5.68	52
Total	£3.08	45	£5.43	52

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

Disconnections July-September 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	0	5	2
British Gas	44	37	37	21	0	7	0
London Energy	34	5	24	6	33	371	32
npower	0	0	0	0	4	9	9
npower Northern	0	0	0	0	2	14	5
npower Yorkshire	0	0	0	0	2	10	9
Powergen	38	14	24	6	1	33	26
Scottish and Southern	40	24	16	6	7	128	104
Scottish Power	200	26	167	15	11	141	109
Seeboard	14	6	8	8	0	17	16
Telecom Plus	0	0	0	0	0	0	0
TXU Energi	22	12	10	13	5	93	63
Unit Energy	0	0	0	0	0	0	0
Utility Link	0	0	0	0	0	0	0
Total	392	124	286	13	65	828	375

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	4,627	1,192	3,307	43	21	54	55
Countrywide Gas	0	0	0	0	0	0	0
London Energy	51	27	25	2	0	0	0
npower	34	21	11	11	1	0	0
npower Northern	0	0	0	0	0	0	0
npower Yorkshire	0	0	0	350	1	0	1
Powergen	67	37	30	9	0	0	0
Scottish and Southern	180	62	118	4	0	0	0
Scottish Power	100	14	85	25	0	1	1
Seeboard Energy	139	102	37	3	0	0	0
Telecom Plus	0	0	0	0	0	0	0
TXU Energi	157	147	49	5	0	0	0
Total	5,355	1,602	3,662	33	23	55	57

Percentage of customers reconnected following disconnections for debt and theft July-September 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	22%	32%	46%	51%	73%	97%	71%	71%	100%	100%	100%	100%
London Energy	30%	30%	40%	70%	80%	100%	83%	88%	90%	92%	94%	100%
npower	0%	0%	0%	0%	0%	0%	8%	15%	15%	31%	31%	31%
npower Northern	0%	0%	0%	0%	0%	0%	25%	25%	50%	100%	100%	100%
npower Yorkshire	0%	0%	0%	0%	0%	0%	0%	0%	8%	25%	25%	25%
Powergen	43%	50%	64%	86%	86%	100%	13%	13%	38%	50%	63%	100%
Scottish and Southern	50%	63%	73%	96%	96%	100%	23%	29%	52%	61%	84%	100%
Scottish Power	12%	38%	58%	73%	81%	96%	17%	24%	33%	70%	83%	98%
Seaboard	7%	21%	21%	43%	43%	43%	6%	6%	6%	6%	6%	6%
TXU Energi	1%	16%	23%	79%	100%	100%	10%	29%	53%	81%	100%	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	11%	24%	41%	59%	74%	89%	40%	45%	70%	95%	100%	100%
London Energy	75%	100%	100%	100%	100%	100%						
npower	29%	33%	67%	76%	85%	100%	0%	0%	0%	100%	100%	100%
npower Northern	0%	0%	0%	0%	0%	0%						
npower Yorkshire	0%	0%	0%	0%	0%	0%						
Powergen	30%	45%	73%	86%	97%	100%						
Scottish and Southern	32%	55%	68%	81%	89%	100%						
Scottish Power	14%	14%	21%	36%	71%	100%	0%	0%	0%	0%	0%	0%
Seaboard Energy	60%	63%	68%	70%	73%	73%						
TXU Energi	45%	65%	78%	91%	96%	100%						

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

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

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

Fuel Direct July-September 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	1	1	0	0	0	0
British Gas	3,158	683	986	0	0	287
London Energy	1,422	48	50	0	0	463
npower	683	94	54	0	0	92
npower Northern	1,742	327	392	0	0	599
npower Yorkshire	1,723	194	244	0	5	208
Powergen	662	97	105	19	3	143
Scottish and Southern	2,445	263	260	6	1	582
Scottish Power	7,509	492	0	0	0	3,168
Seeboard	688	63	84	0	0	202
Telecom Plus	0	0	0	0	0	0
TXU Energi	775	77	71	0	8	84
Unit Energy	0	0	0	0	0	0
Utility Link	0	0	0	0	0	0
Total	20,808	2,339	2,246	25	17	5,828

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	20,397	2,510	2,942	0	0	4,561
Countrywide Gas	0	0	0	0	0	0
London Energy	574	22	14	0	0	109
npower	2,097	298	261	0	2	64
npower Northern	1,248	236	279	0	0	207
npower Yorkshire	484	71	118	0	0	11
Powergen	334	53	58	14	1	95
Scottish and Southern	1,273	191	240	8	1	317
Scottish Power	1,956	273	0	0	0	556
Seeboard Energy	326	25	36	0	0	65
Telecom Plus	0	0	0	0	0	0
TXU Energi	605	51	62	0	3	20
Total	29,294	3,730	4,010	22	7	6,005

Warrants and Security Deposits July-September 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	26	0	0			
British Gas	44	1,536	612	2,542	£107.11	283	523
London Energy	34	228	87	207	£110.87	177	15
npower	0	6	3	178	£118.00	0	7
npower Northern	0	131	0	0			
npower Yorkshire	0	0	0	0			
Powergen	38	382	12	193	£171.40	193	0
Scottish and Southern	39	477	191	121	£120.00	90	14
Scottish Power	200	1,061	153	132	£104.21	132	0
Seeboard	14	237	89	0			
Telecom Plus	0	0	0	1	£50.00	0	0
TXU Energi	22	485	494	0			
Unit Energy	0	0	0	0			
Utility Link	0	0	0	0			
Total	391	4,569	1,641	3,374	£111.92	875	559

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	3	0	0			
British Gas	4,627	2,862	4,357	9,399	£178.02	2,686	1,085
Countrywide Gas	0	0	0	0			
London Energy	45	42	15	0			
npower	34	48	33	0			
npower Northern	0	89	0	0			
npower Yorkshire	0	0	0	0			
Powergen	67	126	30	0			
Scottish and Southern	180	352	93	8	£126.00	2	1
Scottish Power	100	494	71	0			
Seeboard Energy	139	90	49	0			
Telecom Plus	0	0	0	1	£50.00	0	0
TXU Energi	157	66	185	0			
Total	5,349	4,172	4,833	9,408	£177.96	2,688	1,086

Prepayment Meters July-September 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	116	51	65	26	0	0
British Gas	11,350	1,005	10,345	2,025	0	0
London Energy	16,015	11,628	4,387	1,009	0	0
npower	4,788	2,960	1,828	3,711	0	0
npower Northern	4,809	3,095	1,714	694	0	1
npower Yorkshire						
Powergen			2,117			
Scottish and Southern	17,769	14,131	3,638	7,880	0	0
Scottish Power	3,459	1,123	2,336	2,585	0	0
Seeboard	4,277	2,990	1,287	1,082	0	0
Telecom Plus	3	3	0	4	0	0
TXU Energi	9,012	3,079	5,933	7,404	0	0
Unit Energy	0	0	0	9	0	0
Utility Link	0	0	0	20	0	0
Total	71,598	40,065	33,650	26,449	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	110	88	22	35	0	0
British Gas	16,147	3,778	12,369	4,800	0	0
Countrywide Gas	1	0	1	0	0	0
London Energy	2,109	749	1,360	228	0	0
npower	4,601	3,850	751	1,507	0	0
npower Northern	1,611	278	1,333	301	0	4
npower Yorkshire						
Powergen	3,802	489	3,313	1,025	0	0
Scottish and Southern	12,228	10,039	2,189	4,411	0	0
Scottish Power	1,713	243	1,470	593	0	0
Seeboard Energy	829	138	691	356	0	0
Telecom Plus	1	1	0	3	0	0
TXU Energi	3,683	2,058	1,625	1,109	24	0
Total	46,835	21,711	25,124	14,368	24	4

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

Priority Services July-September 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	43	17	1	98	29
British Gas	511,419	2,769	6,789	230,183	15,477
Countrywide Gas	85	0	0	n/a	n/a
London Energy	7,955	266	61	94,542	5,430
npower	6,006	209	125	10,943	462
npower Northern	3,566	257	111	4,881	392
npower Yorkshire	0	0	63	9,058	190
Powergen	45,236	0	467	35,445	1,897
Scottish and Southern	37,045	3,679	230	84,109	6,305
Scottish Power	17,863	1,559	2,480	37,333	852
Seaboard Energy	8,486	70	356	80,113	808
Telecom Plus	23	0	0	0	0
TXU Energi	21,013	0	740	40,907	0
Unit Energy	n/a	n/a	n/a	1	0
Utility Link	n/a	n/a	n/a	77	0
Total	658,740	8,826	11,423	627,690	31,842

Uptake of Priority Services July-September 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	1	3	14	0	2	0	0	0
British Gas	262	3,444	14,627	5,746	7,189	20	gas	gas
London Energy	138	3,479	12,641	7,850	0	71	997	15
npower	54	827	4,393	359	683	8	27	11
npower Northern	8	213	873	196	0	0	2	50
npower Yorkshire	42	97	2,987	77	0	4	97	4
Powergen	27	586	232	7,483	276	10	0	28
Scottish and Southern	198	3,225	5,161	26	0	17	6	177
Scottish Power	23	436	2,590	36	169	0	0	0
Seeboard	73	1,016	9,207	1,321	1,460	31	4	412
Telecom Plus	0	0	3	0	0	3	0	0
TXU Energi	20	146	24,177	10,175	1,655	20	0	1
Unit Energy	0	1	0	0	0	0	0	0
Utility Link	0	0	39	0	0	0	0	0
Total	846	13,473	76,944	33,269	11,434	184	1,133	698

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	3	5	0	1	0	0	0
British Gas	974	11,869	151,975	12,784	899	93	303	106
Countrywide Gas	0	0	14	0	0	0	0	0
London Energy	12	131	1,369	28	0	5	0	10
npower	33	106	2,526	51	1,468	3	14	5
npower Northern	4	91	217	96	0	2	2	9
npower Yorkshire	elec	elec	elec	elec	elec	elec	elec	elec
Powergen	3	84	1,065	340	0	0	3	20
Scottish and Southern	92	1,124	2,177	11	0	elec	elec	elec
Scottish Power	10	187	822	10	48	7	1	0
Seeboard Energy	26	413	1,278	18	349	3	0	0
Telecom Plus	0	0	3	0	0	3	0	0
TXU Energi	3	41	7,187	6,094	655	3	4	1
Total	1,157	14,049	168,638	19,432	3,420	119	327	151

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

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

Energy Efficiency Advice (Dual Fuel) July-September 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
Atlantic	41	10	4	7	7	13	25	0	0	0	24
British Gas	3,705	1,477	625	2,595	1,224	486	2,614	32,229	2	88	767
Countrywide Gas	2	0	0	0	0	2	2	2	0	0	0
London Energy	3,613	464	563	1,055	224	1,307	1,039	80	1	48	136
npower Group	2,436	365	597	1,346	588	1,819	1,188	2	3	10	205
Powergen	1,698	498	150	717	395	96	1,545	2	3	7	22
Scottish and Southern	2,506	173	151	745	41	1,396	58	32	2	63	58
Scottish Power	3,912	868	853	939	941	2,043	3,333	1,006	750	750	1,479
Seaboard Energy	2,540	235	585	787	286	649	411	5	0	48	15
Telecom Plus	41	41	41	41	22	3	2	0	0	0	0
TXU Energi	2,255	28	135	714	62	1,316	187	468	41	38	91
Utility Link	0	0	0	0	0	0	0	0	0	0	0
Total	22,749	4,159	3,704	8,946	3,790	9,130	10,404	33,826	802	1,052	2,797

Regional payment methods September 2003

Electricity Payment Methods	Quarterly cash/cheque	Monthly direct debit	Weekly, Fortnightly or Flexible payment scheme	Prepayment meter	Fuel Direct	Other	Total
England	8,625,616	8,145,008	498,375	3,003,219	11,985	705,264	20,989,466
	41%	39%	2%	14%	0%	3%	100%
Scotland	798,063	835,767	135,233	478,773	7,933	99,452	2,355,221
	34%	35%	6%	20%	0%	4%	100%
Wales	503,281	472,347	35,141	239,450	890	26,086	1,277,195
	39%	37%	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	6,940,922	7,638,211	591,439	1,734,651	22,044	667,525	17,594,791
	39%	43%	3%	10%	0%	4%	100%
Scotland	564,375	748,292	150,171	161,205	5,756	59,200	1,688,999
	33%	44%	9%	10%	0%	4%	100%
Wales	365,737	405,062	40,036	130,702	1,495	33,685	976,717
	37%	41%	4%	13%	0%	3%	100%

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

Regional Headlines July-September 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	906,540	371,447	211	63	631	547,500	18,880
Scotland	224,047	83,942	141	2	146	58,327	2,804
Wales	56,993	19,080	40	0	51	21,863	1,065
Great Britain	1,187,580	474,469	392	65	828	627,690	22,749

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	996,173	637,664	4,959	18	51	511,268	8,249
Scotland	127,314	59,713	136	5	3	78,790	2,225
Wales	62,458	44,567	260	0	1	68,682	949
Great Britain	1,185,945	741,944	5,355	23	55	658,740	11,423

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