

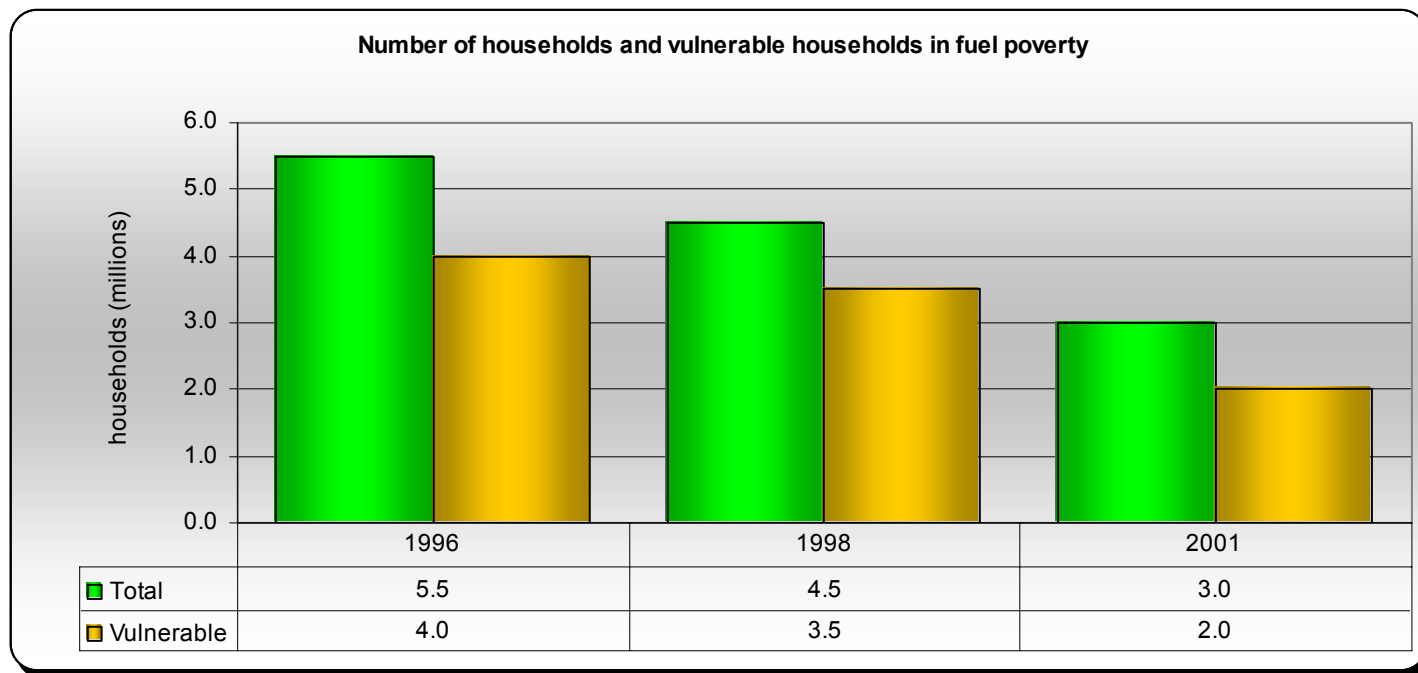
Social Action Plan Indicators

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

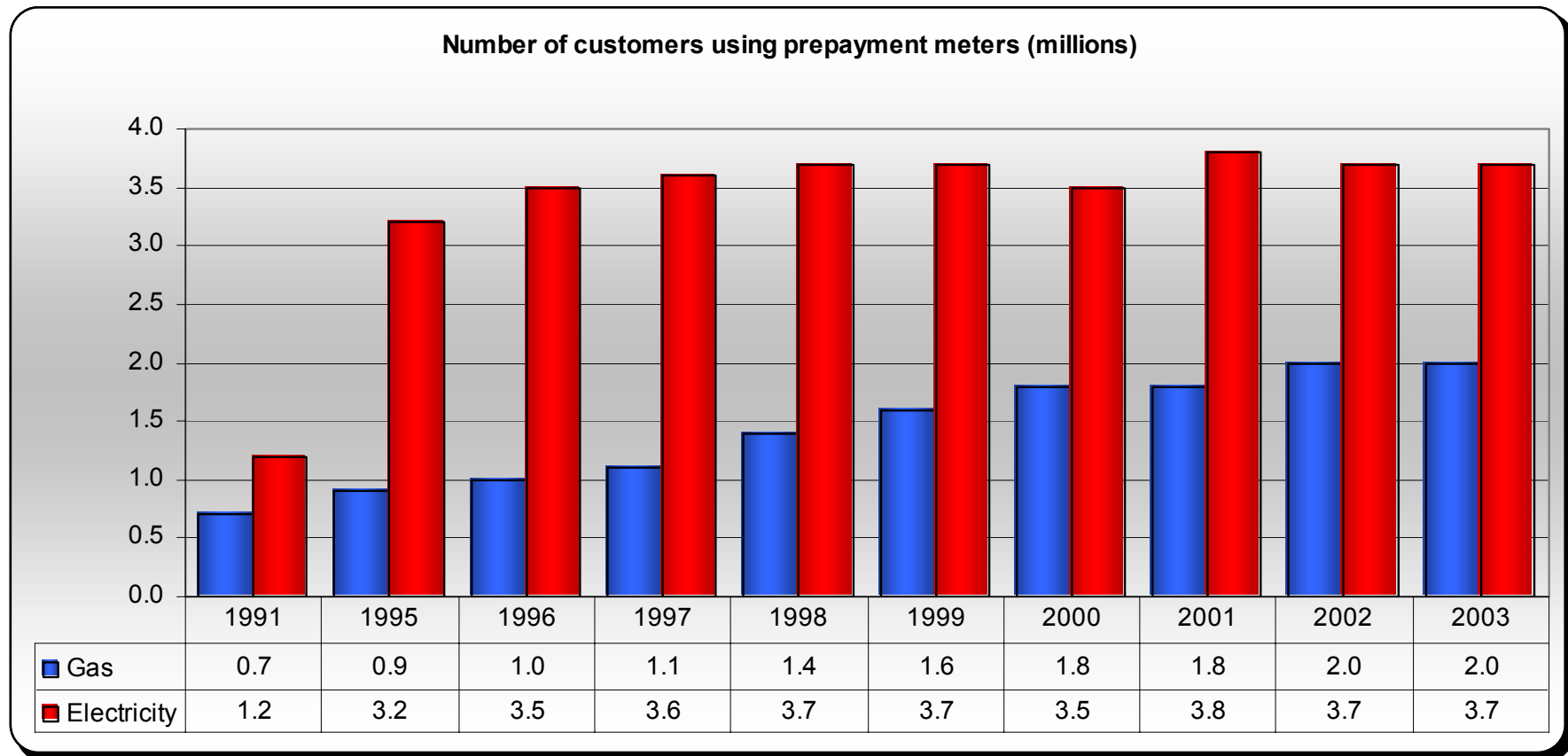
The chart below shows the latest Government estimates for the number of households in fuel poverty. The definition of a fuel poor household, on which the figures below are based, is one needing to spend more than 10% of its income (net of income tax and National Insurance and including Housing Benefit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

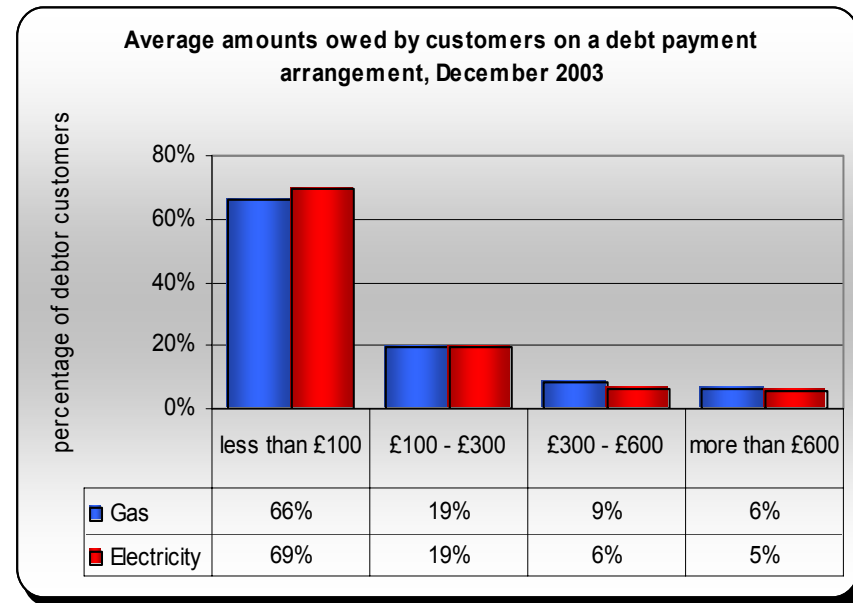
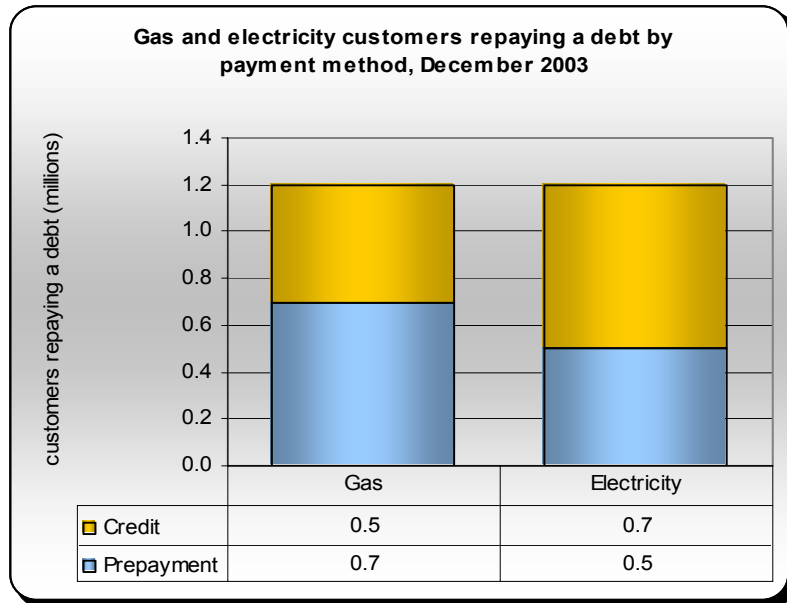
2. Number of customers using prepayment meters

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.

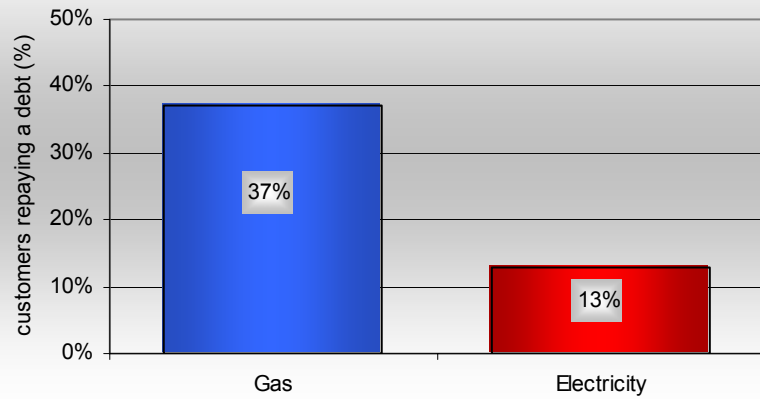


3. Levels of Debt

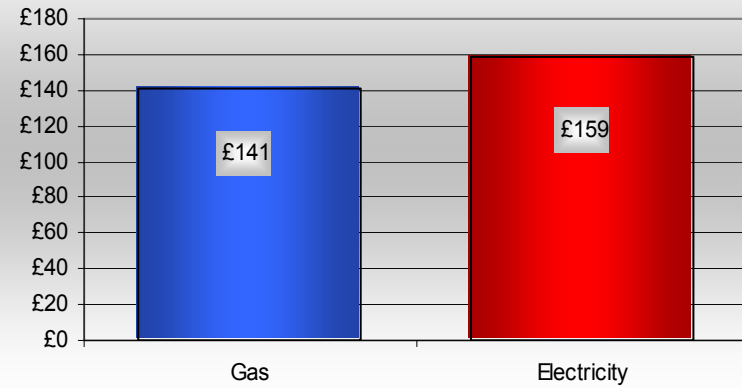
The charts below set out the number of customers repaying a debt (both prepayment customers repaying through their meter and credit customers repaying through a payment arrangement); the relative size of debts for customers who are repaying a debt; the percentage of prepayment meter customers that are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



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

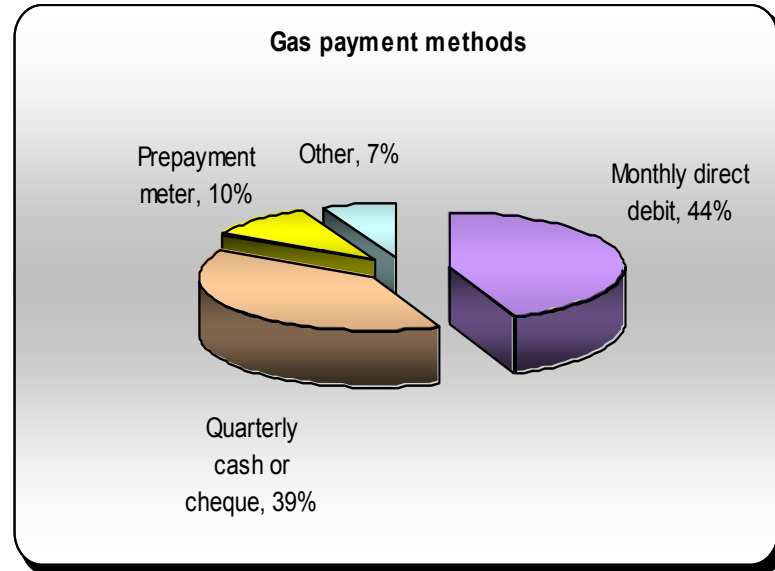
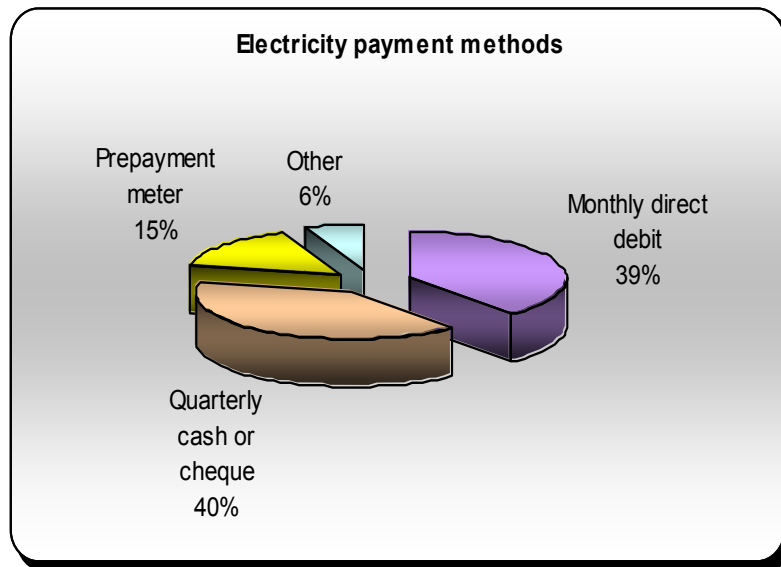


**Average debt per customer (for customers in debt,
December 2003)**



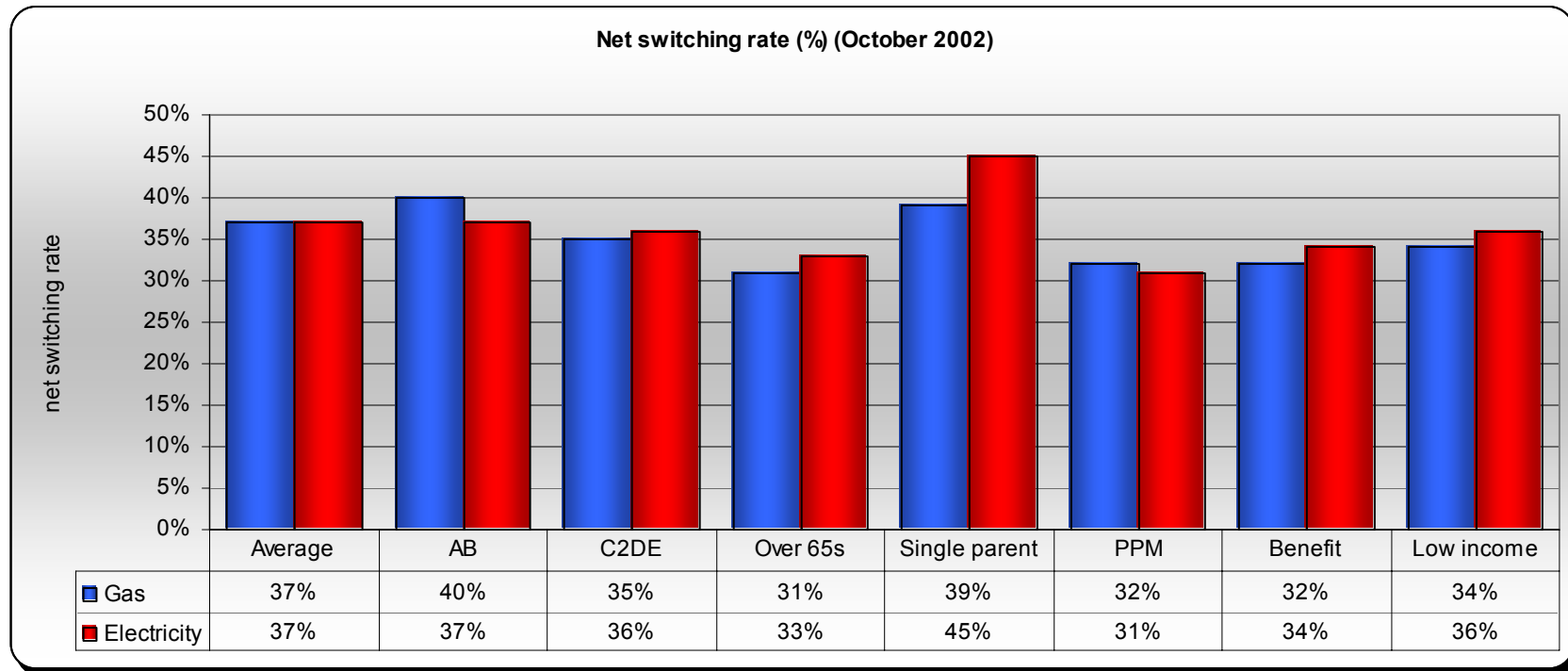
4. Tariff and Payment Choice

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



5. Disadvantaged customers and competition

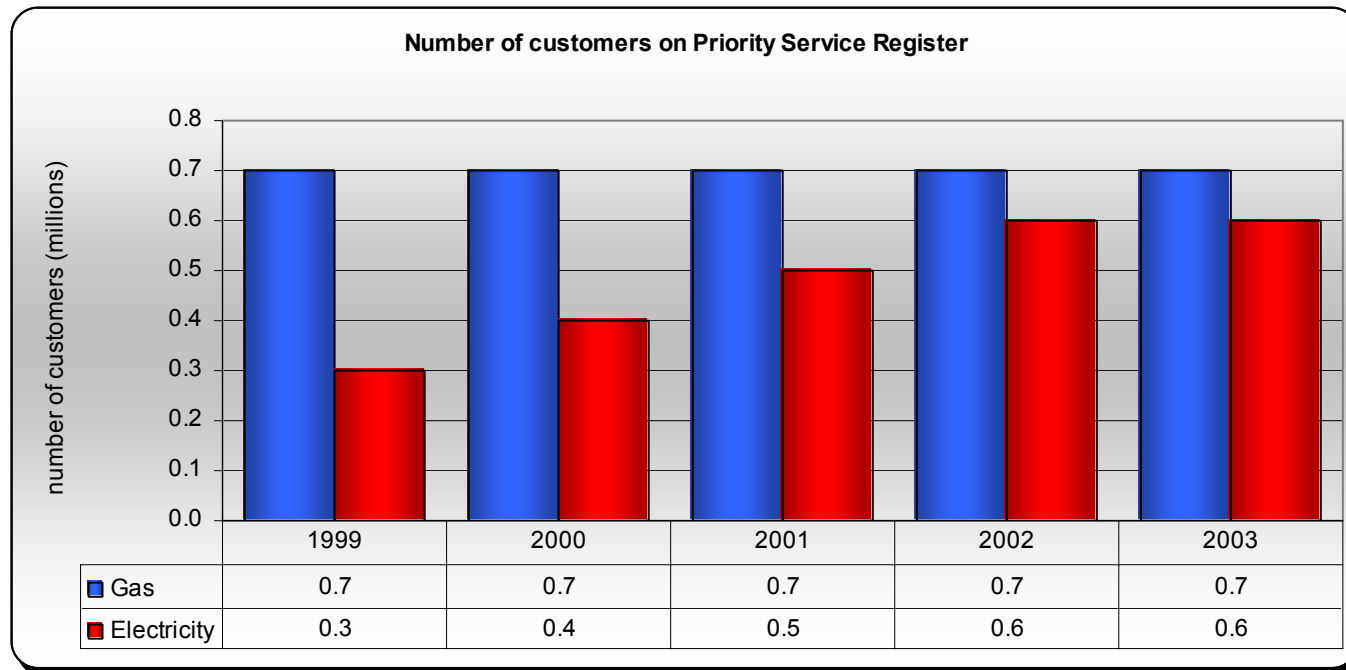
The latest statistics from an Electricity Association survey on switching rates across various consumer groups (set out below) show that competition has reached most groups fairly evenly. These figures reflect the number of customers who are no longer with their incumbent supplier.



(Source: EA)

6. Priority Service Registers

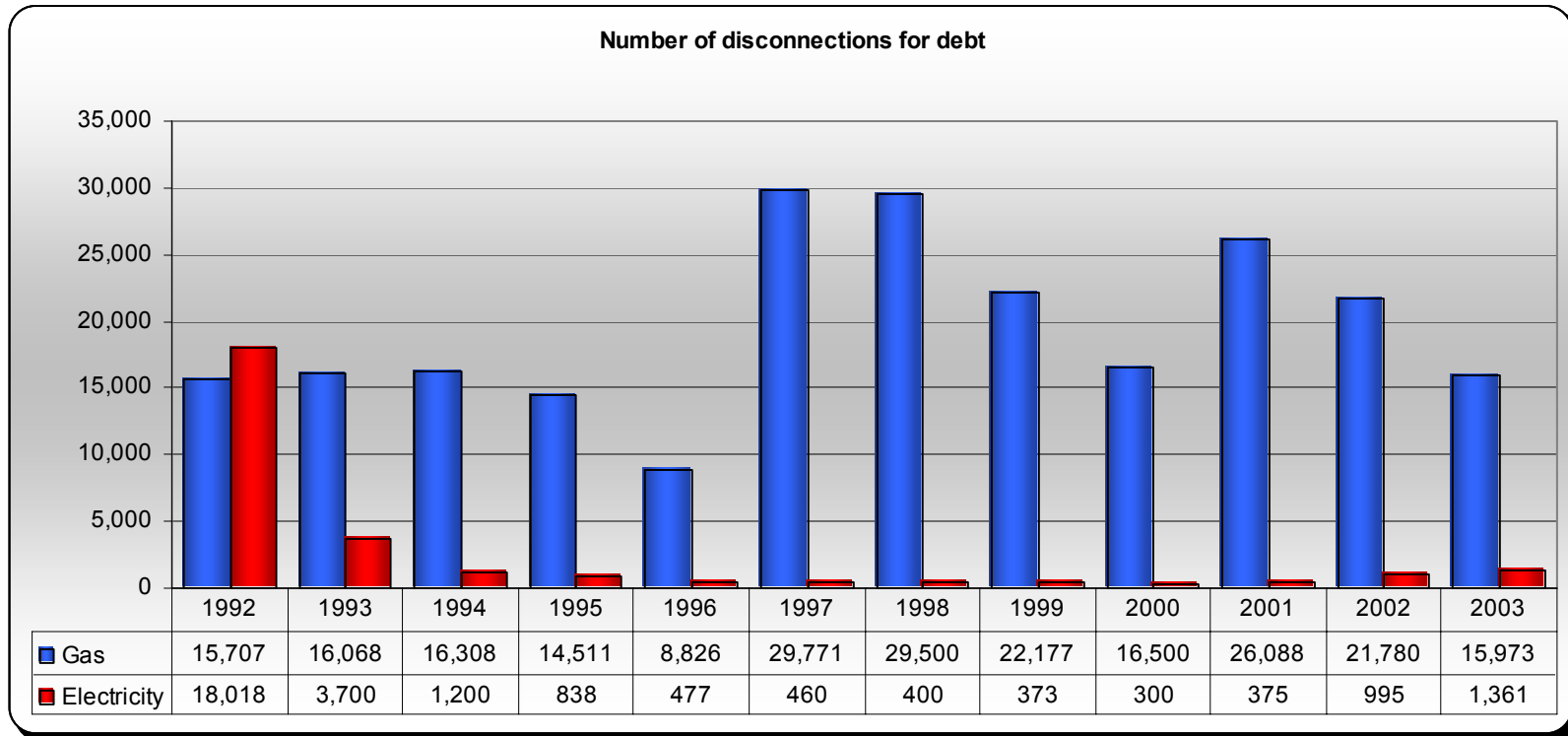
All suppliers operate registers for customers who are elderly, disabled or chronically sick. Customers on these registers may request special services free of charge. The numbers of customers on the register over the past four years are set out below.



(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 2003.



8. Self-disconnections

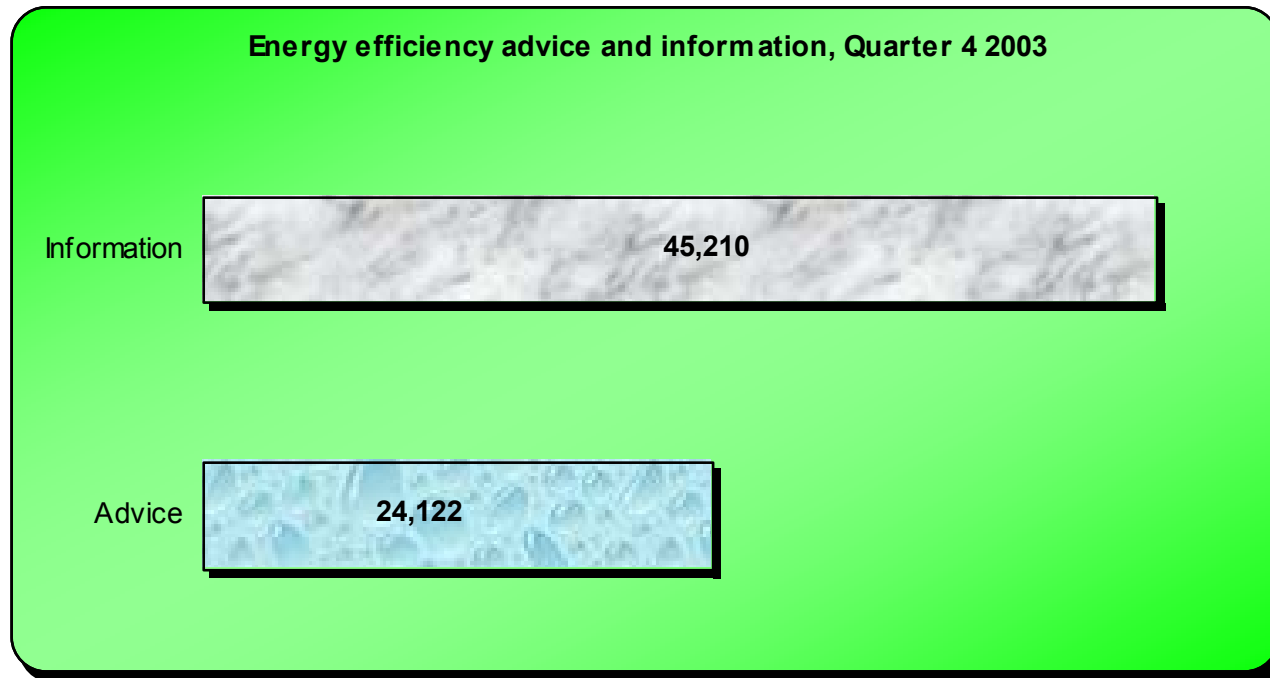
The proportion of households with prepayment meters that reported self-disconnection is set out below.

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 fourth 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.

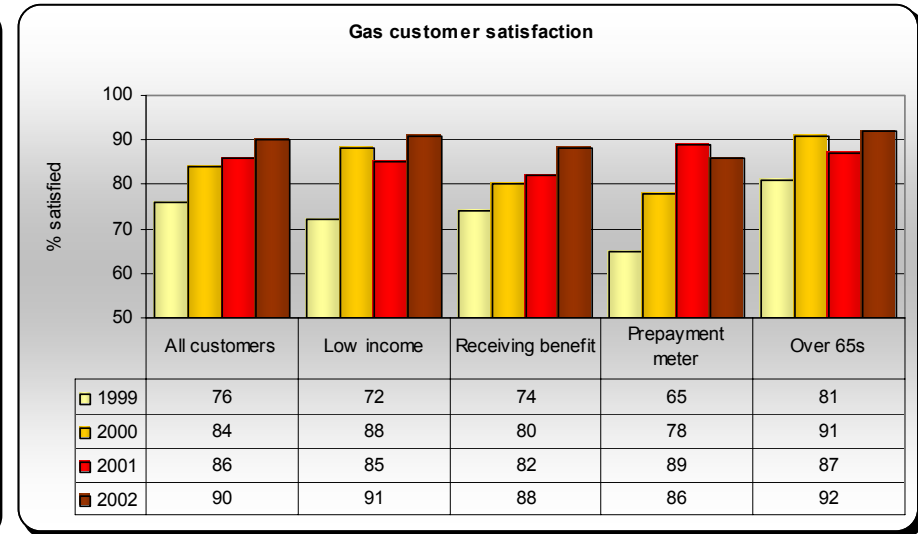
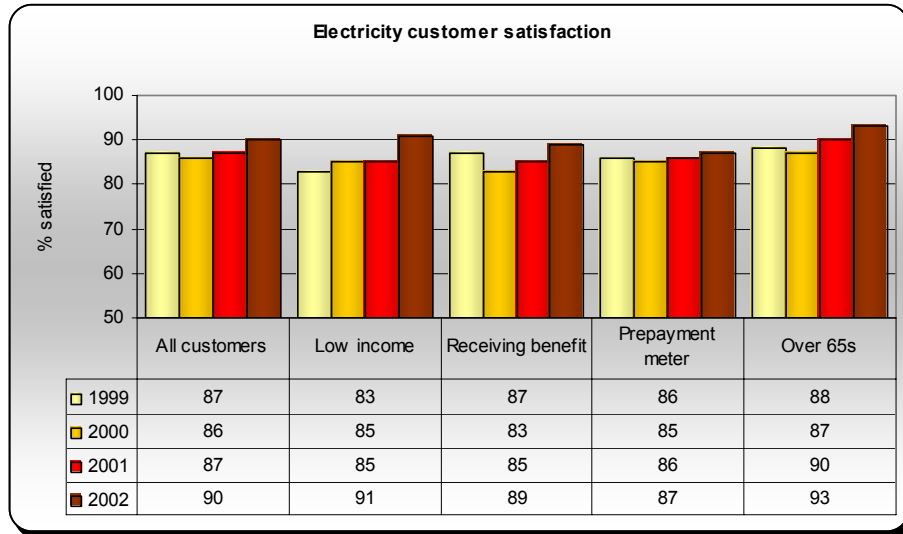
Here to HELP: Run by British Gas, this scheme aims to target energy efficiency and other measures, fuel discounts and advice to around half a million homes.

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

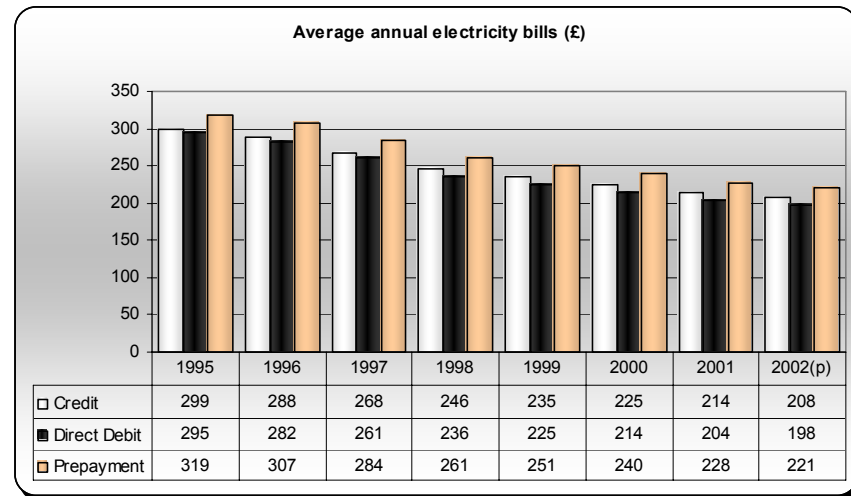
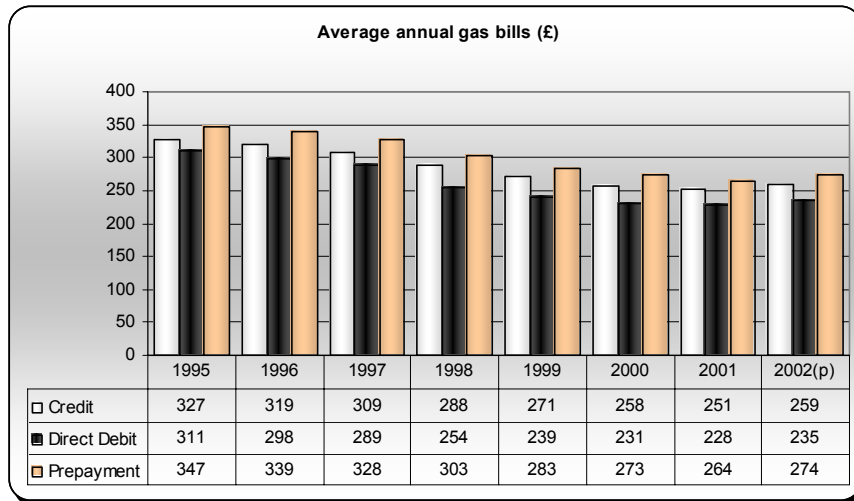
The latest research on customer satisfaction is set out below



(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 percentages

Electricity	Quarterly cash/cheque	Monthly direct debit	Weekly, Fortnightly or Flexible payment scheme	Prepayment meter	Other	Total
Atlantic	38.8%	53.3%	0.1%	6.8%	1.0%	100.0%
British Gas	34.9%	43.3%	3.1%	17.0%	1.6%	100.0%
London Energy	47.9%	27.1%	3.4%	17.9%	3.7%	100.0%
npower	39.2%	41.6%	1.6%	12.1%	5.4%	100.0%
npower Northern	57.9%	19.6%	4.5%	14.6%	3.5%	100.0%
npower Yorkshire	45.4%	31.7%	4.2%	12.7%	6.1%	100.0%
Powergen	39.4%	45.9%	1.3%	11.5%	1.9%	100.0%
Scottish and Southern	38.5%	41.2%	1.4%	15.0%	3.9%	100.0%
Scottish Power	33.6%	40.5%	4.3%	18.0%	3.5%	100.0%
Seeboard Energy	46.1%	39.2%	0.5%	9.0%	5.2%	100.0%
Telecom Plus	0.0%	96.4%	0.0%	1.1%	2.6%	100.0%
TXU Energi	40.5%	35.8%	3.4%	15.8%	4.5%	100.0%
Unit Energy	39.4%	51.3%	0.0%	0.6%	8.7%	100.0%
Utility Link	34.9%	57.6%	0.0%	0.9%	6.6%	100.0%
Industry	39.6%	39.0%	2.7%	15.2%	3.5%	100.0%

Gas	Quarterly cash/cheque	Monthly direct debit	Weekly, Fortnightly or Flexible payment scheme	Prepayment meter	Other	Total
Atlantic	41.1%	55.6%	0.0%	2.9%	0.3%	100.0%
British Gas	41.3%	38.6%	3.7%	11.7%	4.7%	100.0%
Countrywide Gas	38.3%	59.8%	0.1%	0.3%	1.6%	100.0%
London Energy	48.0%	39.6%	1.8%	8.4%	2.2%	100.0%
npower	32.7%	51.9%	6.3%	7.5%	1.5%	100.0%
npower Northern	21.7%	41.4%	10.4%	19.3%	7.1%	100.0%
npower Yorkshire	35.1%	42.5%	6.7%	9.3%	6.5%	100.0%
Powergen	35.6%	53.8%	2.0%	6.1%	2.5%	100.0%
Scottish and Southern	31.6%	56.8%	2.3%	7.8%	1.6%	100.0%
Scottish Power	28.7%	57.8%	4.9%	7.8%	0.8%	100.0%
Seeboard Energy	35.9%	55.3%	0.8%	3.6%	4.4%	100.0%
Telecom Plus	0.0%	99.1%	0.0%	0.3%	0.6%	100.0%
TXU Energi	42.2%	46.3%	3.1%	6.4%	1.9%	100.0%
Industry	38.6%	43.7%	3.7%	10.1%	3.8%	100.0%

Debt - Quarter 4

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	£2.98	52	£5.29	52
British Gas	£2.98	48	£5.59	58
London Energy	£8.73	50	£2.92	48
npower	£3.66	27	£3.20	100
npower Northern	£6.21	29	£3.10	82
npower Yorkshire	£4.24	83	£4.31	33
Powergen	£5.57	46	£7.69	34
Scottish and Southern	£4.41	43	£5.89	36
Scottish Power	£1.86	62	£0.89	74
Seeboard	£3.10	47	£6.50	56
Telecom Plus	£8.00	12	£0.00	0
TXU Energi	£3.77	52	£10.68	36
Unit Energy	£0.00	0	£0.00	0
Utility Link	£0.00	0	£0.00	0
Total	£3.58	51	£3.55	59

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	£2.47	52	£3.00	52
British Gas	£2.58	44	£5.34	42
Countrywide Gas	£8.25	34	£5.00	65
London Energy	£8.14	47	£9.27	90
npower	£5.87	33	£4.26	64
npower Northern	£5.17	32	£3.46	81
npower Yorkshire	£2.72	65	£5.11	56
Powergen	£5.55	49	£8.51	34
Scottish and Southern	£3.19	42	£4.92	69
Scottish Power	£1.27	72	£3.90	100
Seeboard Energy	£2.65	50	£5.84	64
Telecom Plus	£5.00	52	£0.00	0
TXU Energi	£3.61	52	£5.00	52
Total	£3.31	50	£5.34	53

Debt - annual

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	£3.43	52	£3.57	41
British Gas	£3.09	49	£5.24	51
London Energy	£7.95	50	£3.54	61
npower	£3.50	25	£3.13	102
npower Northern	£5.91	32	£3.34	59
npower Yorkshire	£2.87	123	£4.44	61
Powergen	£6.63	33	£7.81	36
Scottish and Southern	£4.96	42	£5.72	38
Scottish Power	£2.07	60	£1.24	87
Seeboard	£2.70	48	£4.99	94
Telecom Plus	£8.53	10	£0.00	0
TXU Energi	£3.20	52	£10.68	39
Unit Energy	£0.00	0	£0.00	0
Utility Link	£0.00	0	£0.00	0
Total	£3.03	53	£3.90	66

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	£2.49	52	£2.75	42
British Gas	£2.64	45	£5.35	43
Countrywide Gas	£8.25	38	£5.00	85
London Energy	£8.03	50	£8.97	85
npower	£5.93	31	£5.68	52
npower Northern	£5.42	35	£3.33	86
npower Yorkshire	£2.28	78	£5.65	53
Powergen	£6.07	36	£8.82	34
Scottish and Southern	£3.71	42	£4.75	71
Scottish Power	£1.81	62	£3.91	103
Seeboard Energy	£2.68	50	£5.85	65
Telecom Plus	£3.68	16	£0.00	0
TXU Energi	£3.29	52	£5.26	39
Total	£2.90	50	£5.33	52

Disconnections Quarter 4

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	3	2	1	3	0	5	4
British Gas	1	30	22	263	2	10	8
London Energy	38	15	28	3	40	355	41
npower	0	0	0	0	0	9	7
npower Northern	0	0	0	0	1	6	0
npower Yorkshire	0	0	0	0	0	14	10
Powergen	28	10	18	9	0	28	18
Scottish & Southern	58	29	29	3	61	29	52
Scottish Power	3	2	1	11	8	97	69
Seeboard Energy	1	0	0	0	4	1	4
Telecom Plus	0	0	0	0	0	0	0
TXU Energi	8	7	2	4	16	130	97
Unit Energy	0	0	0	0	0	0	0
Utility Link	0	0	0	0	0	0	0
Total	140	95	101	86	132	684	310

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	5	2	2	3	0	0	0
British Gas	7	14	6	101	49	79	105
Countrywide Gas	0	0	0	0	0	0	0
London Energy	19	10	8	2	0	0	0
npower	24	21	0	11	1	2	1
npower Northern	0	0	0	0	0	0	0
npower Yorkshire	0	0	0	0	1	0	1
Powergen	68	40	28	8	0	0	0
Scottish & Southern	215	102	113	9	0	0	0
Scottish Power	11	8	4	10	0	1	0
Seeboard Energy	18	9	9	2	0	0	0
Telecom Plus	0	0	0	0	0	0	0
TXU Energi	162	140	22	9	0	0	0
Total	529	346	192	12	51	82	107

Disconnections – annual

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	3	2	1	3	2	10	8
British Gas	169	133	165	85	5	29	18
London Energy	168	87	108	5	137	1,068	168
npower	0	0	0	0	6	35	33
npower Northern	2	2	0	2	5	70	60
npower Yorkshire	0	20	0	124	4	37	29
Powergen	104	54	18	11	2	124	24
Scottish & Southern	213	126	87	6	83	339	277
Scottish Power	541	196	359	8	33	498	424
Seeboard Energy	48	27	20	14	7	79	71
Telecom Plus	0	0	0	0	0	0	0
TXU Energi	113	93	22	6	40	431	97
Unit Energy	0	0	0	0	0	0	0
Utility Link	0	0	0	0	0	0	0
Total	1,361	740	780	24	324	2,720	1,209

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	5	2	2	3	0	0	0
British Gas	12,275	4,923	8,065	64	162	290	340
Countrywide Gas	0	0	0	0	0	0	0
London Energy	365	197	68	4	0	0	0
npower	182	227	66	46	4	3	3
npower Northern	3	3	1	33	0	4	2
npower Yorkshire	0	65	0	208	2	3	3
Powergen	212	116	28	13	0	0	0
Scottish & Southern	558	286	272	13	3	2	3
Scottish Power	380	135	248	11	0	2	1
Seeboard Energy	532	411	121	2	0	0	0
Telecom Plus	0	0	0	0	0	0	0
TXU Energi	1,461	1,079	22	6	3	2	0
Total	15,973	7,444	8,893	48	174	306	352

Reconnections – Quarter 4

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	0%	0%	3%	7%	7%	30%	0%	0%	0%	50%	50%	100%
London Energy	22%	25%	45%	47%	65%	65%	87%	88%	92%	92%	93%	100%
npower							22%	22%	22%	22%	22%	22%
npower Northern	0%	0%	0%	0%	0%	0%	25%	25%	50%	100%	100%	100%
npower Yorkshire							7%	7%	14%	21%	29%	29%
Powergen	30%	40%	70%	90%	100%	100%	7%	11%	18%	18%	29%	36%
Scottish and Southern	69%	86%	93%	97%	100%	100%	15%	37%	50%	76%	89%	100%
Scottish Power	50%	50%	50%	50%	100%	100%	22%	31%	47%	61%	86%	100%
Seaboard	0%	0%	0%	0%	0%	0%	0%	0%	20%	20%	20%	20%
TXU Energi	55%	90%	100%	100%	100%	100%	3%	11%	18%	30%	56%	67%

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	0%	0%	0%	0%	14%	21%	61%	70%	78%	91%	91%	100%
London Energy	29%	48%	48%	48%	48%	48%						
npower	10%	33%	71%	71%	90%	100%	0%	0%	0%	0%	0%	66%
npower Yorkshire							0%	0%	0%	0%	0%	0%
Powergen	28%	58%	68%	95%	100%	100%						
Scottish and Southern	47%	57%	75%	88%	95%	100%						
Scottish Power	22%	78%	78%	78%	78%	100%	0%	0%	0%	0%	0%	100%
Seaboard Energy	45%	45%	45%	45%	45%	45%						
TXU Energi	79%	89%	89%	89%	100%	100%						

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

Reconnections – annual

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	24%	34%	44%	54%	65%	81%	24%	24%	31%	50%	81%	100%
London Energy	39%	46%	55%	70%	77%	81%	85%	88%	90%	92%	93%	100%
npower							12%	15%	15%	20%	20%	20%
npower Northern	100%	100%	100%	100%	100%	100%	22%	38%	55%	83%	93%	100%
npower Yorkshire							2%	2%	7%	22%	29%	29%
Powergen	33%	39%	69%	78%	89%	100%	16%	17%	35%	39%	47%	65%
Scottish and Southern	61%	74%	82%	91%	95%	100%	28%	38%	56%	71%	87%	100%
Scottish Power	77%	82%	88%	91%	94%	97%	31%	41%	47%	63%	77%	95%
Seeboard	21%	31%	33%	48%	54%	58%	5%	6%	12%	16%	19%	19%
TXU Energi	34%	51%	58%	79%	97%	100%	16%	31%	42%	57%	75%	90%

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%	27%	44%	59%	72%	87%	39%	56%	74%	86%	91%	100%
London Energy	38%	63%	78%	83%	92%	97%						
npower	23%	31%	51%	59%	74%	92%	14%	14%	14%	29%	29%	57%
npower Northern	50%	50%	75%	75%	75%	75%	0%	0%	50%	50%	50%	100%
npower Yorkshire	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Powergen	28%	46%	60%	77%	85%	85%						
Scottish and Southern	41%	61%	79%	89%	94%	98%	0%	66%	66%	66%	100%	100%
Scottish Power	79%	83%	85%	87%	93%	99%	0%	0%	0%	0%	0%	50%
Seeboard Energy	66%	69%	72%	76%	77%	77%	0%	0%	0%	0%	0%	0%
TXU Energi	51%	71%	77%	85%	95%	100%	50%	50%	75%	75%	75%	75%

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

Fuel Direct – quarter 4

Electricity	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
Atlantic	1	0	0	0
British Gas	410	690	0	0
London Energy	195	38	0	0
npower	133	18	0	0
npower Northern	87	168	0	0
npower Yorkshire	150	175	0	3
Powergen	75	0	0	0
Scottish and Southern	279	277	11	0
Scottish Power	450	0	0	0
Seeboard Energy	35	6	0	0
Telecom Plus	0	0	0	0
TXU Energi	86	47	0	11
Unit Energy	0	0	0	0
Utility Link	0	0	0	0
Total	1,901	1,419	11	14

Gas	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
Atlantic	2	0	0	0
British Gas	2,555	2,791	0	0
Countrywide Gas	0	0	0	0
London Energy	35	13	38	14
npower	283	236	0	4
npower Northern	117	227	0	0
npower Yorkshire	57	80	0	2
Powergen	43	0	0	0
Scottish and Southern	172	279	9	0
Scottish Power	249	0	0	0
Seeboard Energy	6	5	6	5
Telecom Plus	0	0	0	0
TXU Energi	63	39	0	6
Total	3,582	3,670	53	31

Fuel Direct – annual

Electricity	Number of customers on fuel direct	Number of customers joining fuel direct this year	Number of customers referred to DWP by supplier for fuel direct this year	Number of customers refused fuel direct by supplier this year	Number of customers refused fuel direct by DWP this year	Number of customers on fuel direct without a debt
Atlantic	1	2	0	0	0	0
British Gas	3,180	2,573	3,615	0	0	320
London Energy	1,459	517	398	0	0	447
npower	727	493	328	0	6	95
npower Northern	1,611	882	1,226	0	0	564
npower Yorkshire	1,678	786	957	0	20	207
Powergen	625	376	225	25	10	211
Scottish and Southern	2,400	1,222	1,028	69	4	710
Scottish Power	7,299	2,169	0	0	0	3,620
Seeboard	748	274	280	0	3	239
Telecom Plus	0	0	0	0	0	0
TXU Energi	950	348	300	0	31	156
Unit Energy	0	0	0	0	0	0
Utility Link	0	0	0	0	0	0
Total	20,678	9,642	8,357	94	74	6,569

Gas	Number of customers on fuel direct	Number of customers joining fuel direct this year	Number of customers referred to DWP by supplier for fuel direct this year	Number of customers refused fuel direct by supplier this year	Number of customers refused fuel direct by DWP this year	Number of customers on fuel direct without a debt
Atlantic	2	2	0	0	0	0
British Gas	18,886	9,851	12,223	0	0	4,706
Countrywide Gas	0	0	0	0	0	0
London Energy	576	150	189	38	14	111
npower	1,985	1,119	707	0	5	66
npower Northern	1,139	702	1,014	0	0	234
npower Yorkshire	475	269	396	0	11	16
Powergen	325	203	178	18	4	114
Scottish and Southern	1,230	807	917	72	3	331
Scottish Power	1,927	1,053	0	0	0	577
Seeboard Energy	330	124	129	6	9	173
Telecom Plus	0	0	0	0	0	0
TXU Energi	642	228	240	0	15	31
Total	27,517	14,508	15,993	134	61	6,359

Warrants – quarter 4

Electricity	Number of customers disconnected on a warrant visit this quarter	Number of prepayment meters installed on a warrant visit this quarter	Number of forcible entries this quarter	Number of security deposits received from customers this quarter
Atlantic	3	24	13	0
British Gas	1	403	4	650
London Energy	38	730	232	13
npower	0	3	3	29
npower Northern	0	79	0	0
npower Yorkshire	0	12	12	0
Powergen	27	436	23	0
Scottish and Southern	34	224	113	9
Scottish Power	3	1,049	167	0
Seeboard Energy	1	67	20	0
Telecom Plus	0	0	0	0
TXU Energi	8	337	345	0
Unit Energy	0	0	0	0
Utility Link	0	0	0	0
Total	115	3,364	932	701

Gas	Number of customers disconnected on a warrant visit this quarter	Number of prepayment meters installed on a warrant visit this quarter	Number of forcible entries this quarter	Number of security deposits received from customers this quarter
Atlantic	4	9	3	0
British Gas	7	537	12	1,964
Countrywide Gas	0	0	0	0
London Energy	18	146	1	2
npower	24	68	92	0
npower Northern	0	36	0	0
npower Yorkshire	0	0	0	0
Powergen	68	144	43	0
Scottish and Southern	215	318	160	6
Scottish Power	11	364	11	0
Seeboard Energy	18	16	5	0
Telecom Plus	0	0	0	2
TXU Energi	162	112	274	0
Total	527	1,750	601	1,974

Warrants - Annual

Electricity	Number of customers disconnected on a warrant visit this year	Number of prepayment meters installed on a warrant visit this year	Number of forcible entries this year	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 this year
Atlantic	3	50	13	0	£0.00	0	1
British Gas	169	5,224	2,090	2,337	£106.43	235	2,151
London Energy	195	1,682	320	203	£138.96	171	40
npower	0	9	6	179	£118.00	0	53
npower Northern	2	593	1	0			
npower Yorkshire	0	12	12	0			
Powergen	133	1262	320	200	£156.69	200	0
Scottish and Southern	188	1,527	559	125	£124.00	92	44
Scottish Power	526	3,131	562	130	£104.28	130	0
Seeboard	48	972	338	0	£0.00	0	2
Telecom Plus	0	0	0	0			
TXU Energi	113	2,395	2,462	0			
Unit Energy	0	0	0	0			
Utility Link	0	0	0	0			
Total	1,377	16,857	6,683	3,174	£112.93	828	2,291

Gas	Number of customers disconnected on a warrant visit this year	Number of prepayment meters installed on a warrant visit this year	Number of forcible entries this year	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 this year
Atlantic	5	12	3	0			
British Gas	12,275	8,315	11,600	8,370	£175.47	2,279	6,340
Countrywide Gas	0	0	0	0			
London Energy	268	347	21	5	£67.07	0	2
npower	182	258	180	0			
npower Northern	3	378	0	0			
npower Yorkshire	0	0	0	0			
Powergen	212	380	172	0			
Scottish and Southern	558	922	502	13	£110.00	3	13
Scottish Power	340	1,293	147	0			
Seeboard Energy	532	374	153	0			
Telecom Plus	0	0	0	2	£50.00	0	2
TXU Energi	1,461	923	2,007	0			
Total	15,836	13,202	14,785	8,390	£175.27	2,282	6,357

Prepayment meters – quarter 4

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	943	810	133	21	0	0
British Gas	9,523	702	8,821	6,232	0	0
London Energy	12,509	3,990	8,519	790	0	0
npower	3,761	2,347	1,414	3,998	0	0
npower Northern	3,526	2,412	1,114	895	0	1
npower Yorkshire	6,266	3,407	2,859	666	0	0
Powergen	6,673	3,329	3,344	4,574	0	0
Scottish and Southern	17,794	9,833	7,961	8,442	0	0
Scottish Power	2,738	709	2,029	1,571	0	0
Seeboard Energy	3,367	2,814	553	1,028	0	0
Telecom Plus	5	5	0	0	0	0
TXU Energi	7,933	3,138	4,795	6,519	0	0
Unit Energy	0	0	0	12	0	0
Utility Link	0	0	0	20	0	0
Total	75,038	33,496	41,542	34,768	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	99	13	86	19	0	0
British Gas	10,783	3,428	7,355	1,678	0	0
Countrywide Gas	1	0	1	0	0	0
London Energy	1,553	529	1,024	187	0	0
npower	4,486	3,996	490	2,113	0	0
npower Northern	982	225	757	677	0	4
npower Yorkshire	1,910	1,553	357	122	0	0
Powergen	3,373	969	2,973	1,774	0	0
Scottish and Southern	9,265	6,579	2,686	4,320	0	0
Scottish Power	1,469	178	1,291	705	0	0
Seeboard Energy	800	37	763	372	0	0
Telecom Plus	8	8	0	15	0	0
TXU Energi	3,243	1,753	1,490	1,534	19	0
Total	37,972	19,268	19,273	13,516	19	4

Perpayment meters - annual

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
Atlantic	1,195	950	245	134	0	0
British Gas	37,313	3,521	33,792	13,356	1,961	0
London Energy	60,916	38,823	22,093	3,661	0	0
npower	16,878	11,802	5,076	18,967	0	0
npower Northern	18,105	11,161	6,944	3,346	0	7
npower Yorkshire	24,624	12,593	12,031	6,440	0	0
Powergen	21,665	12,960	8,705	17,153	0	0
Scottish and Southern	72,741	53,479	19,262	35,745	0	0
Scottish Power	66,463	45,491	20,972	38,705	0	0
Seeboard	16,648	12,156	4,492	4,812	0	0
Telecom Plus	11	11	0	8	0	0
TXU Energi	30,533	10,151	20,382	30,282	0	0
Unit Energy	0	0	0	21	0	0
Utility Link	1	1	0	52	0	0
Total	367,093	213,099	153,994	172,682	1,961	7

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
Atlantic	296	152	144	88	0	0
British Gas	78,724	17,698	61,026	20,180	0	0
Countrywide Gas	6	4	1	3	0	0
London Energy	5,143	2,011	3,132	1,446	0	0
npower	19,057	16,181	2,876	7,285	0	0
npower Northern	6,259	1,249	5,010	2,048	0	18
npower Yorkshire	6,769	5,264	1,505	2,581	0	0
Powergen	14,243	2,669	12,143	5,727	0	0
Scottish and Southern	45,422	36,305	9,117	19,608	0	0
Scottish Power	16,339	11,530	4,809	4,678	0	0
Seeboard Energy	4,003	194	3,809	1,855	0	0
Telecom Plus	11	11	0	30	0	0
TXU Energi	10,818	5,408	5,410	5,415	61	0
Total	207,090	98,676	108,982	70,944	61	18

Priority Services Register

Electricity	Number of customers on Priority Services Register	Talking bills	Braille / large print bills	Password schemes	Third party billing/bill re-direction	Quarterly reads
Atlantic	102	0	6	21	1	1
British Gas	239,409	276	3,713	33,115	5,985	7,395
London Energy	91,919	139	3,440	12,700	8,846	0
npower	10,911	52	833	4,365	353	684
npower Northern	4,793	10	216	873	191	0
npower Yorkshire	9,385	44	122	3,038	77	0
Powergen	36,849	25	559	247	7,837	289
Scottish and Southern	87,417	194	3,379	5,133	27	0
Scottish Power	37,841	24	436	2,598	35	173
Seeboard Energy	58,185	1	513	5,076	542	0
Telecom Plus	60	0	0	28	0	0
TXU Energi	40,582	1	81	27,051	1,961	1,608
Unit Energy	8	0	0	1	0	0
Utility Link	68	0	0	36	0	0
Total	617,529	766	13,298	94,282	25,855	10,150

Gas	Number of customers on Priority Services Register	Talking bills	Braille / large print bills	Password schemes	Third party billing/bill re-direction	Quarterly reads
Atlantic	69	0	5	17	1	1
British Gas	500,048	961	12,184	151,811	12,358	915
Countrywide Gas	63	0	0	11	0	0
London Energy	8,699	13	149	6,551	20	0
npower	6,200	40	162	2,567	51	1,541
npower Northern	3,438	5	92	217	97	0
npower Yorkshire	0	0	0	0	0	0
Powergen	46,871	2	97	1,164	538	0
Scottish and Southern	39,249	95	1,237	2,177	13	0
Scottish Power	17,329	11	192	831	11	52
Seeboard Energy	14,148	16	198	1,233	0	267
Telecom Plus	305	0	5	40	0	0
TXU Energi	20,297	1	17	7,859	2,051	655
Total	656,716	1,144	14,338	174,478	15,140	3,431

Priority Services Register – Quarter 4

Electricity	Number of customers joining the PSR this quarter	Meters repositioned / replaced free of charge	Special controls / adapters provided free of charge	Minicom / textphone
Atlantic	46	4	0	0
British Gas	22,277	10	gas	gas
London Energy	1,933	21	2,111	47
npower	664	5	31	2
npower Northern	239	0	1	54
npower Yorkshire	327	3	165	5
Powergen	1,404	28	0	5
Scottish and Southern	6,690	19	15	163
Scottish Power	521	gas	gas	gas
Seeboard Energy	622	1	79	1
Telecom Plus	35	0	0	0
TXU Energi	2,276	11	0	0
Unit Energy	7	0	0	0
Utility Link	0	0	0	0
Total	37,041	102	2,402	277

Gas	Number of customers joining the PSR this quarter	Meters repositioned / replaced free of charge	Special controls / adapters provided free of charge	Minicom / textphone	Free gas safety checks carried out this quarter
Atlantic	34	5	0	0	1
British Gas	3,498	94	464	101	9,075
Countrywide Gas	0	0	0	0	2
London Energy	745	3	261	9	250
npower	479	4	31	1	226
npower Northern	85	3	3	9	132
npower Yorkshire	0	0	0	0	122
Powergen	1,635	4	2	5	579
Scottish and Southern	4,126	elec	elec	elec	358
Scottish Power	354	13	0	0	2,118
Seeboard Energy	346	1	61	0	0
Telecom Plus	282	2	0	0	2
TXU Energi	1,058	2	3	5	415
Total	12,642	131	825	130	13,280

Priority Services Register – annual

Electricity	Number of customers joining the PSR this quarter	Meters repositioned / replaced free of charge	Special controls / adapters provided free of charge	Minicom / textphone
Atlantic	46	4	0	0
British Gas	22,277	10	gas	gas
London Energy	1,933	21	2,111	47
npower	664	5	31	2
npower Northern	239	0	1	54
npower Yorkshire	327	3	165	5
Powergen	1,404	28	0	5
Scottish and Southern	6,690	19	15	163
Scottish Power	521	gas	gas	gas
Seeboard Energy	622	1	79	1
Telecom Plus	35	0	0	0
TXU Energi	2,276	11	0	0
Unit Energy	7	0	0	0
Utility Link	0	0	0	0
Total	37,041	102	2,402	277

Gas	Number of customers joining the PSR this quarter	Meters repositioned / replaced free of charge	Special controls / adapters provided free of charge	Minicom / textphone	Free gas safety checks carried out this quarter
Atlantic	34	5	0	0	1
British Gas	3,498	94	464	101	9,075
Countrywide Gas	0	0	0	0	2
London Energy	745	3	261	9	250
npower	479	4	31	1	226
npower Northern	85	3	3	9	132
npower Yorkshire	0	0	0	0	122
Powergen	1,635	4	2	5	579
Scottish and Southern	4,126	elec	elec	elec	358
Scottish Power	354	13	0	0	2,118
Seeboard Energy	346	1	61	0	0
Telecom Plus	282	2	0	0	2
TXU Energi	1,058	2	3	5	415
Total	12,642	131	825	130	13,280

Energy Efficiency - Annual

Annual	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	143	25	10	25	16	75	87	0	0	1	61
British Gas	20,103	8,630	2,889	14,845	5,223	2,816	15,889	145,742	10	400	3,478
Countrywide Gas	11	1	0	2	0	8	11	8	0	0	0
London Energy	16,893	2,081	2,428	6,276	1,155	4,909	3,364	243	1	82	893
npower Group	10,283	9,280	1,690	4,764	1,257	9,230	4,812	30	34	38	467
Powergen	12,099	3,322	829	3,907	2,321	5,289	7,447	205	10	96	243
Scottish and Southern	13,721	2,053	735	3,667	323	6,943	1,229	189	7	377	310
Scottish Power	10,527	3,243	2,918	3,114	2,685	3,843	9,000	1,338	202	659	3,032
Seaboard Energy	12,460	2,120	1,679	3,387	2,044	3,232	5,259	62	62	602	119
Telecom Plus	235	186	164	210	78	6	60	0	0	0	0
TXU Energi	12,419	310	614	2,239	478	9,048	1,702	2,131	85	127	1,109
Utility Link	0	0	0	0	0	0	0	0	0	0	0
Total	108,894	31,251	13,956	42,436	15,580	45,399	48,860	149,948	411	2,382	9,712

Quarter 4	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	27	12	3	11	8	1	27	0	0	1	29
British Gas	4,436	2,226	745	3,046	1,435	376	4,285	31,584	2	45	829
Countrywide Gas	3	1	0	2	0	0	3	0	0	0	0
London Energy	3,707	690	557	1,305	238	1,140	933	60	0	6	199
npower Group	2,154	124	337	587	90	1,880	1,342	2	3	3	152
Powergen	2,599	576	150	686	725	454	2,605	2	3	3	2
Scottish and Southern	3,516	284	224	758	78	2,172	842	60	3	123	89
Scottish Power	2,404	529	601	481	625	1,354	2,025	332	52	137	850
Seaboard Energy	2,285	297	364	953	87	584	157	5	0	12	87
Telecom Plus	178	142	142	142	65	54	54	0	0	0	0
TXU Energi	2,813	69	156	654	157	1,777	184	272	1	42	275
Utility Link	0	0	0	0	0	0	0	0	0	0	0
Total	24,122	4,950	3,279	8,625	3,508	9,792	12,457	32,317	64	372	2,512

Electricity Payment Methods	Quarterly cash/cheque	Monthly direct debit	Weekly, Fortnightly or Flexible payment scheme	Prepayment meter	Fuel Direct	Other	Total
England	8,505,360	8,304,717	501,621	3,029,205	12,101	707,937	21,060,941
	40%	39%	2%	14%	0%	3%	100%
Scotland	787,749	865,502	132,655	479,905	7,737	96,381	2,369,929
	33%	37%	6%	20%	0%	4%	100%
Wales	492,136	472,679	34,713	238,015	840	27,453	1,265,836
	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	6,938,084	7,728,167	567,794	1,770,351	20,650	658,611	17,683,657
	39%	44%	3%	10%	0%	4%	100%
Scotland	566,844	766,275	148,074	164,944	5,481	58,260	1,709,878
	33%	45%	9%	10%	0%	3%	100%
Wales	361,910	406,155	39,460	131,895	1,386	32,447	973,253
	37%	42%	4%	14%	0%	3%	100%

Electricity Annual	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	929,497	398,816	837	247	2,248	535,796	94,194
Scotland	219,801	87,502	404	71	334	59,722	9,683
Wales	52,956	20,920	120	6	138	22,011	5,017
Great Britain	1,202,254	507,238	1,361	324	2,720	617,529	108,894

Gas Annual	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	991,124	647,878	14,755	158	272	520,898	34,800
Scotland	121,028	58,569	352	15	25	77,043	8,845
Wales	55,963	40,066	866	1	9	58,775	4,795
Great Britain	1,168,115	746,513	15,973	174	306	656,716	48,440

Electricity Quarter 4	Number of disconnections for debt	Number of disconnections for theft (non- ppm)	Number of disconnections for theft (ppm)	Energy efficiency advice*
England	119	71	623	20,745
Scotland	10	59	45	2,375
Wales	11	2	16	1,002
Great Britain	140	132	684	24,122

Gas Quarter 4	Number of disconnections for debt	Number of disconnections for theft (non- ppm)	Number of disconnections for theft (ppm)	Number of free gas safety checks
England	410	44	71	9,847
Scotland	25	6	11	2,060
Wales	94	1	0	1,373
Great Britain	529	51	82	13,280