

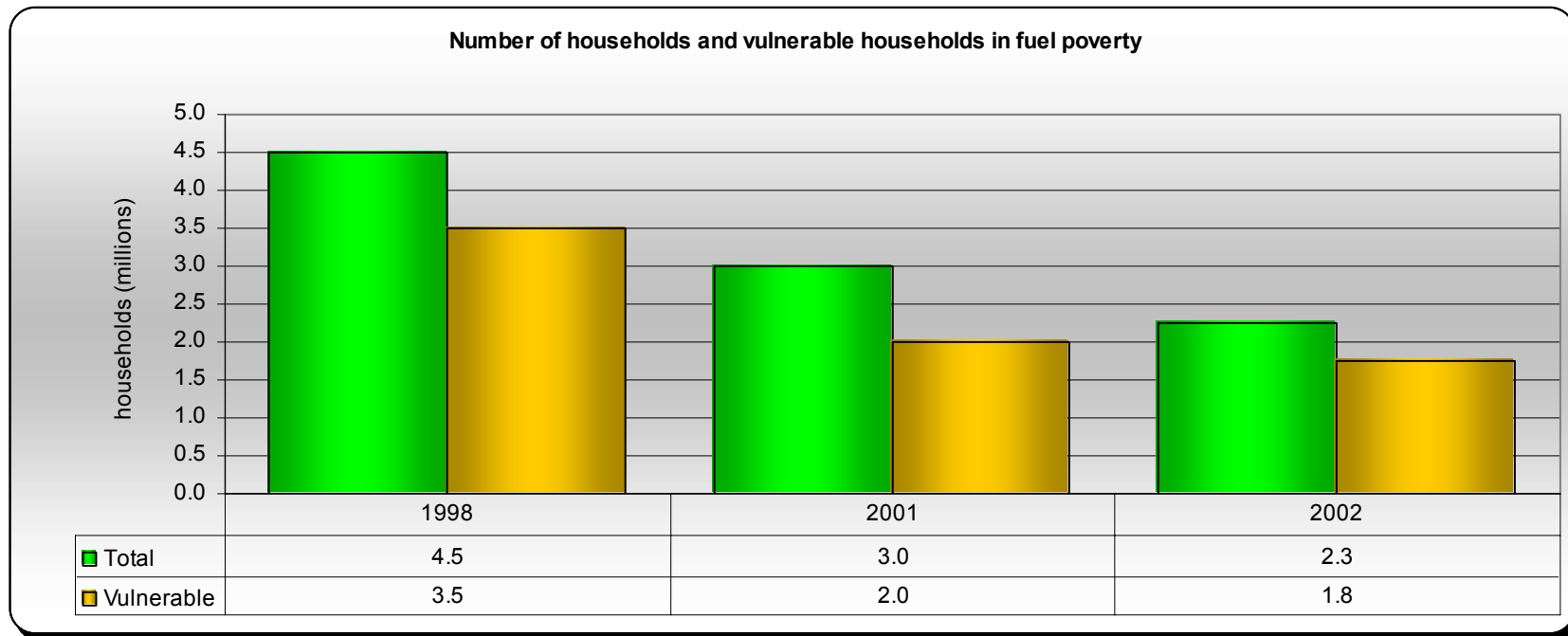
Social Action Plan Indicators

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

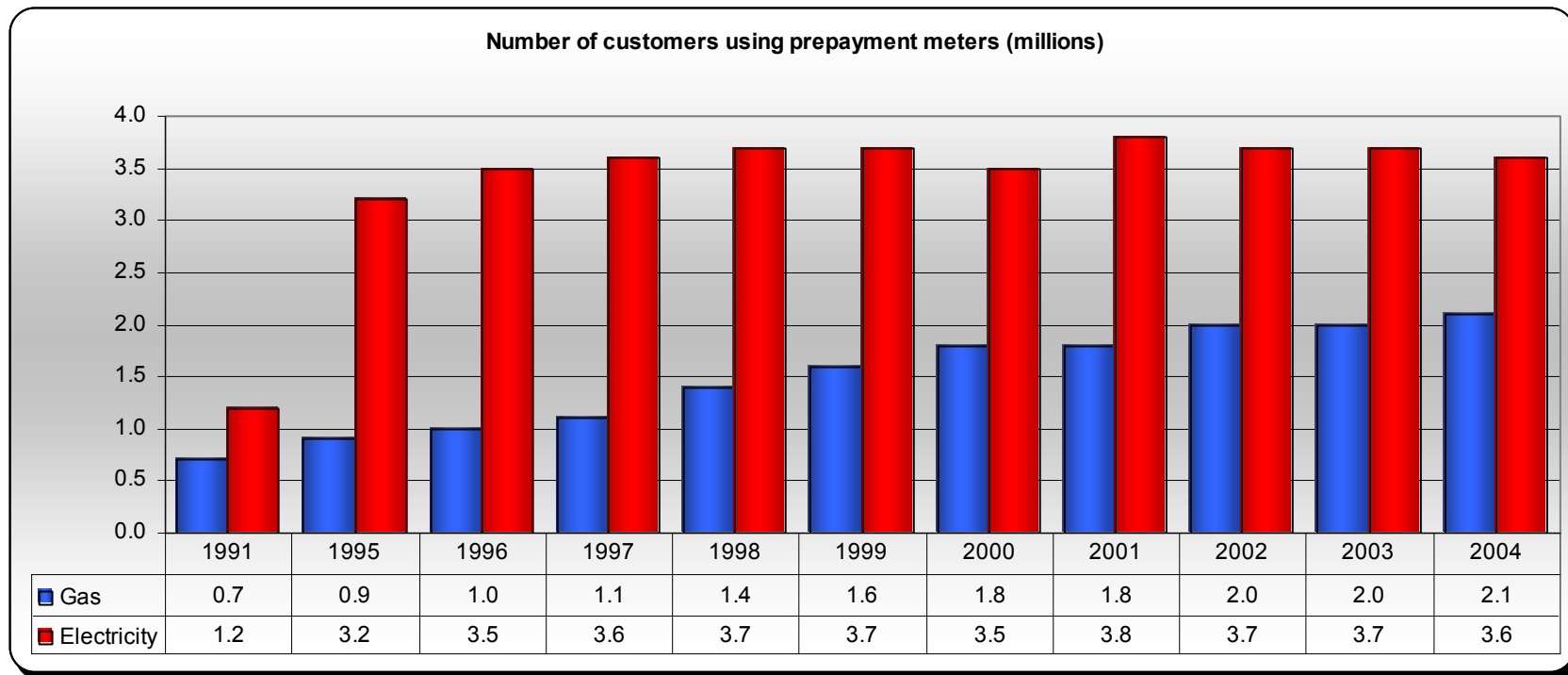
The chart below shows the latest Government estimates for the number of households in fuel poverty. The definition of a fuel poor household, on which the figures below are based, is one needing to spend more than 10% of its income (net of income tax and National Insurance and including Housing Benefit 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, 2nd Annual Progress Report 2004, DTI. Figures are UK estimates)

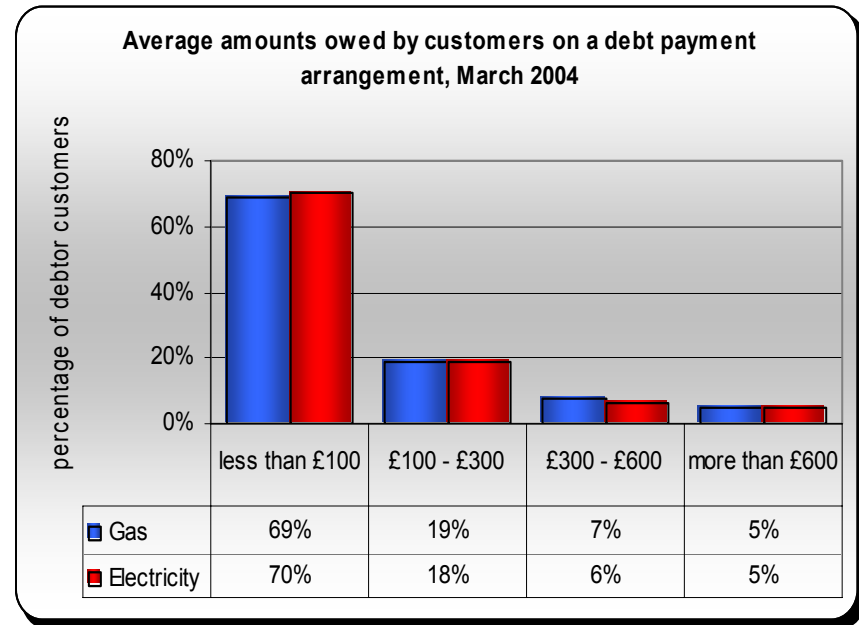
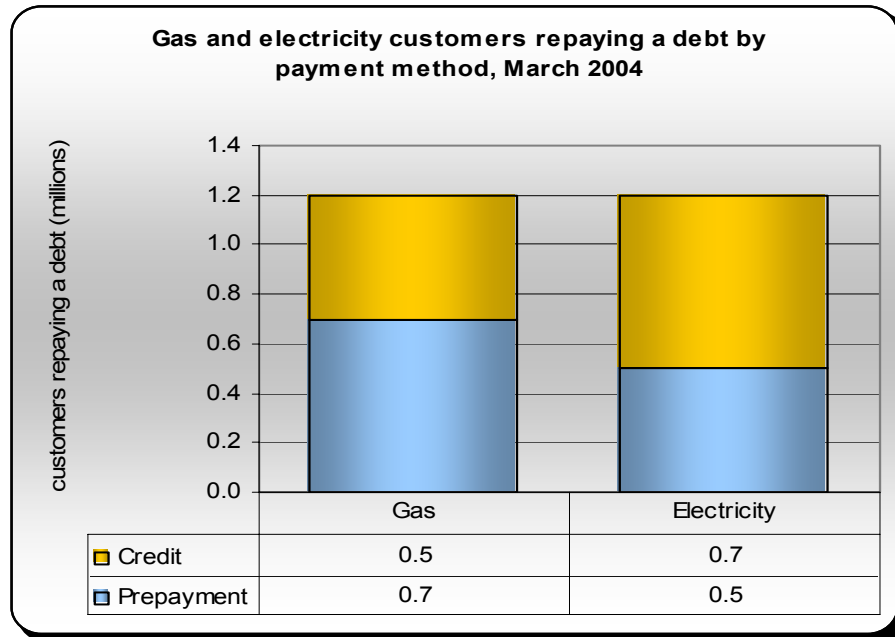
2. Number of customers using prepayment meters

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.

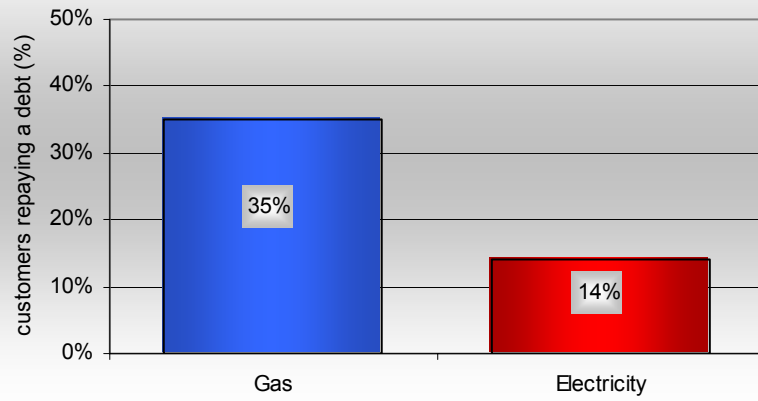


3. Levels of Debt

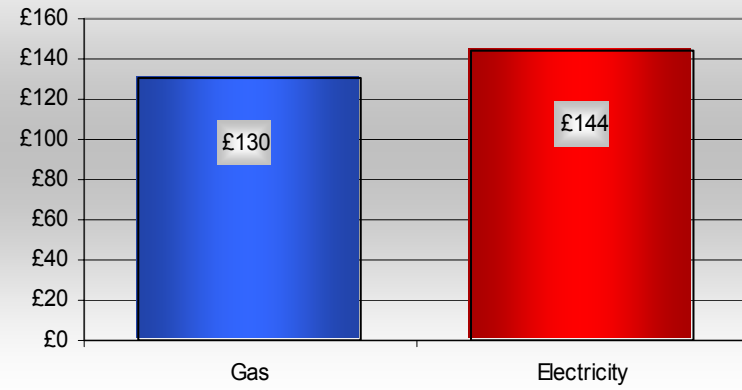
The charts below set out the number of customers repaying a debt (both prepayment customers repaying through their meter and credit customers repaying through a payment arrangement); the relative size of debts for customers who are repaying a debt; the percentage of prepayment meter customers that are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



Percentage of prepayment customers in debt, March 2004

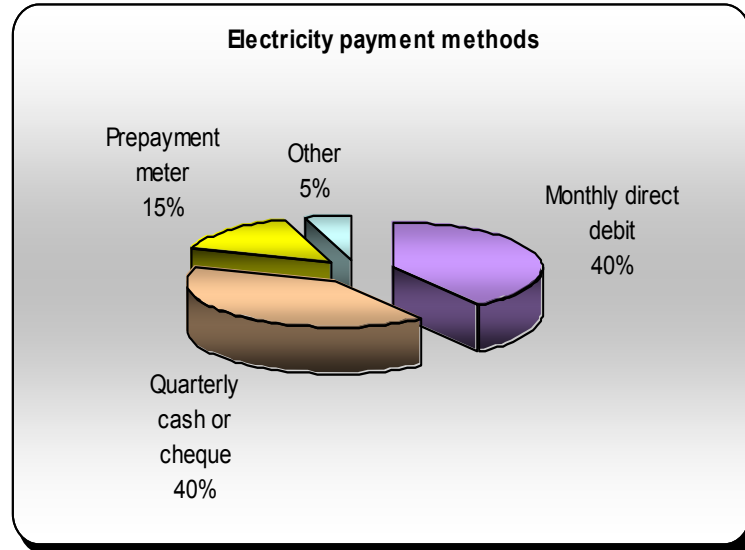
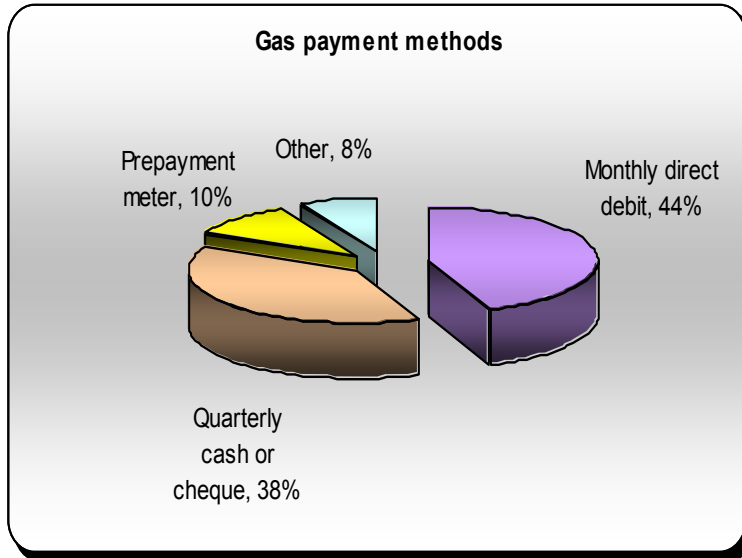


Average debt per customer (for customers in debt, March 2004)



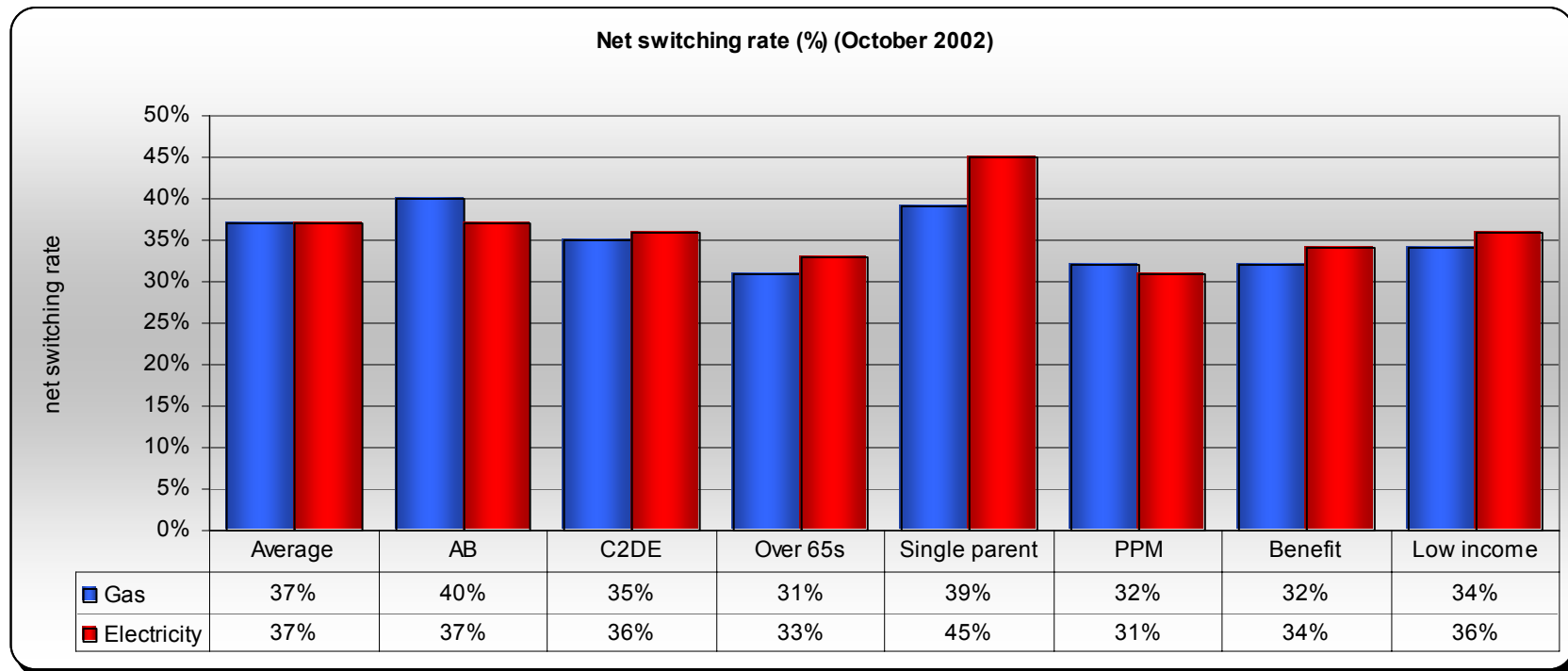
4. Tariff and Payment Choice

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



5. Disadvantaged customers and competition

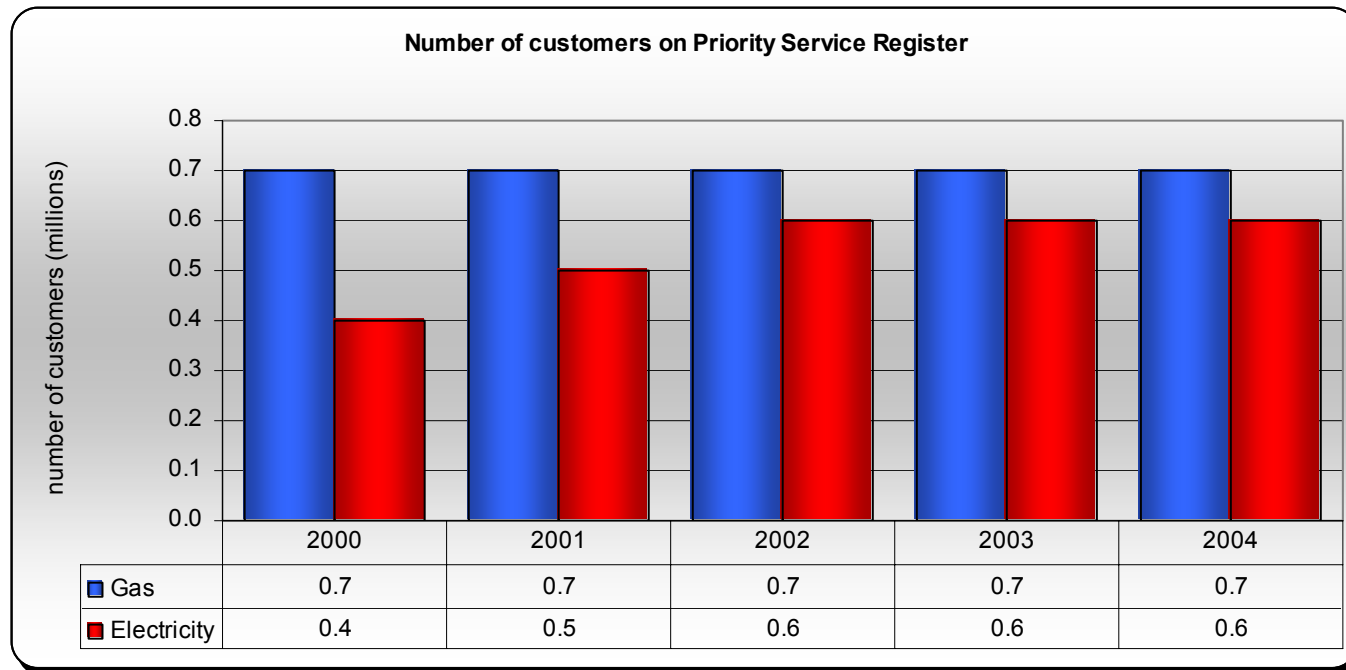
The latest statistics from an Electricity Association survey on switching rates across various consumer groups (set out below) show that competition has reached most groups fairly evenly. These figures reflect the number of customers who are no longer with their incumbent supplier.



(Source: EA)

6. Priority Service Registers

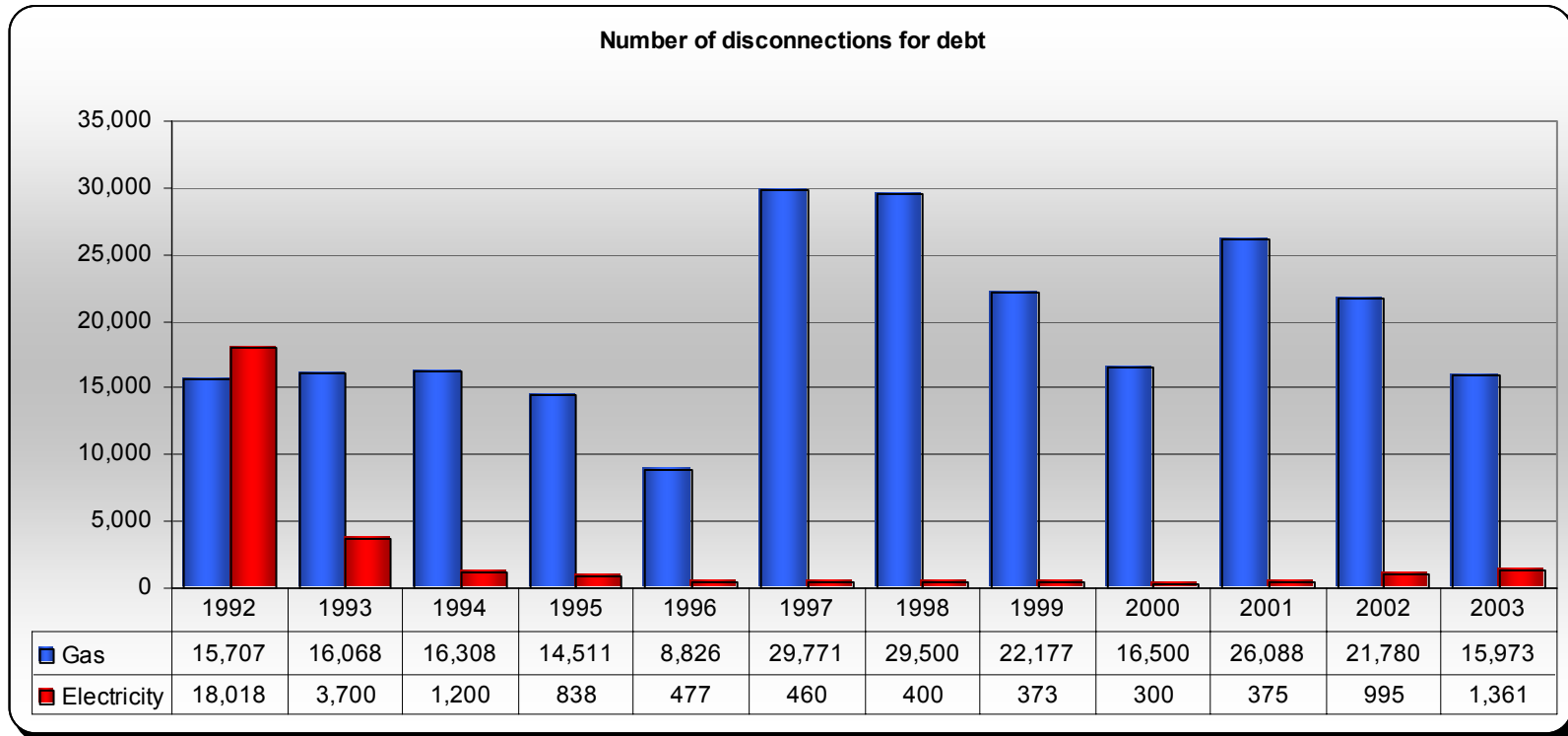
All suppliers operate registers for customers who are elderly, disabled or chronically sick. Customers on these registers may request special services free of charge. The numbers of customers on the register over the past four years are set out below.



(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

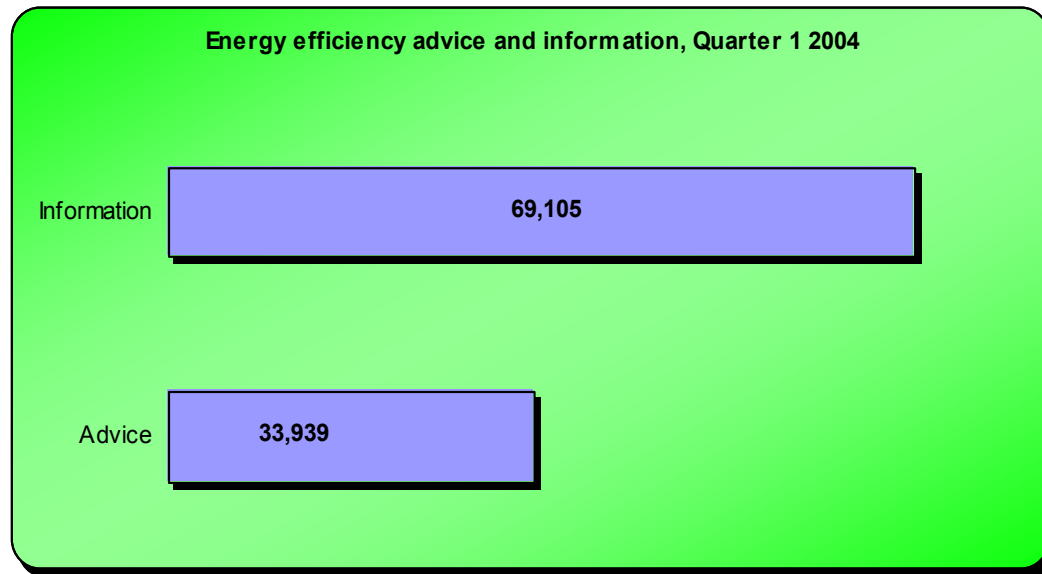
The proportion of households with prepayment meters that reported self-disconnection is set out below.

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 first quarter of 2004. 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.

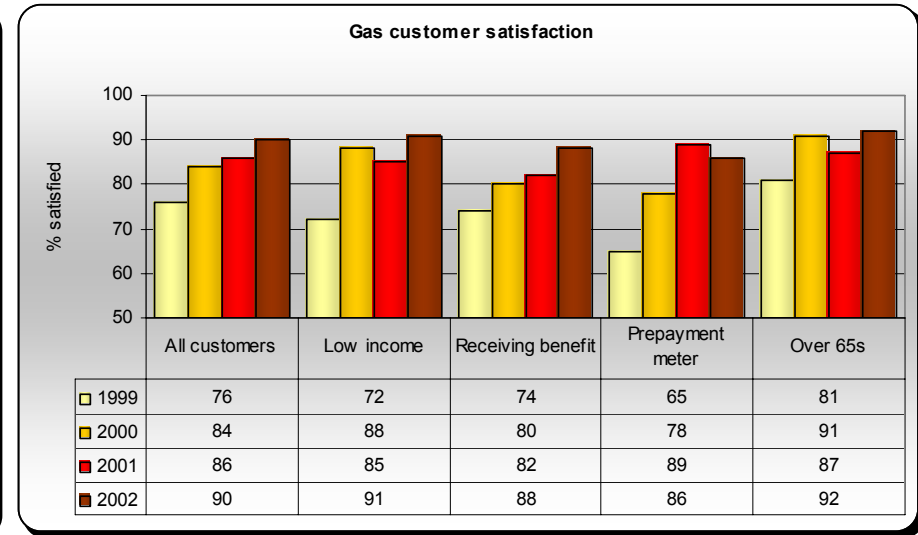
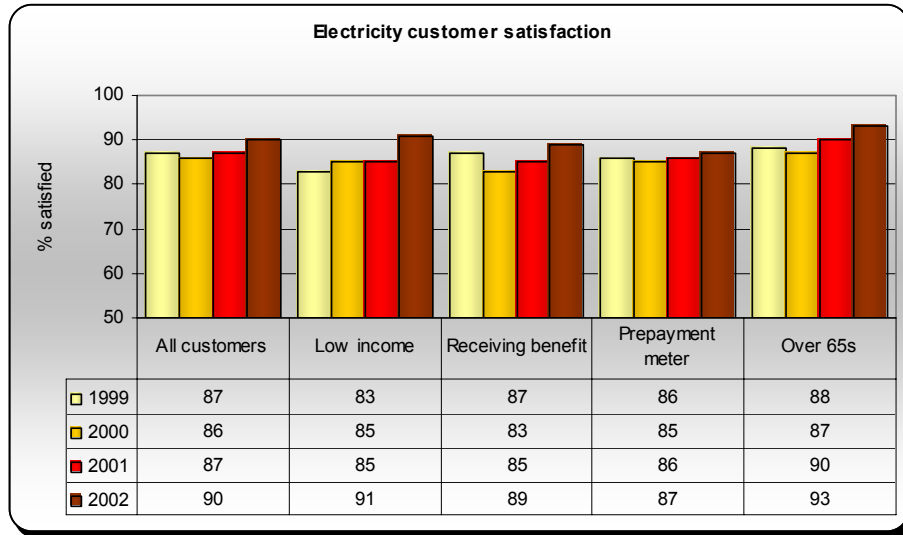
Here to HELP: Run by British Gas, this scheme aims to target energy efficiency and other measures, fuel discounts and advice to around half a million homes.

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

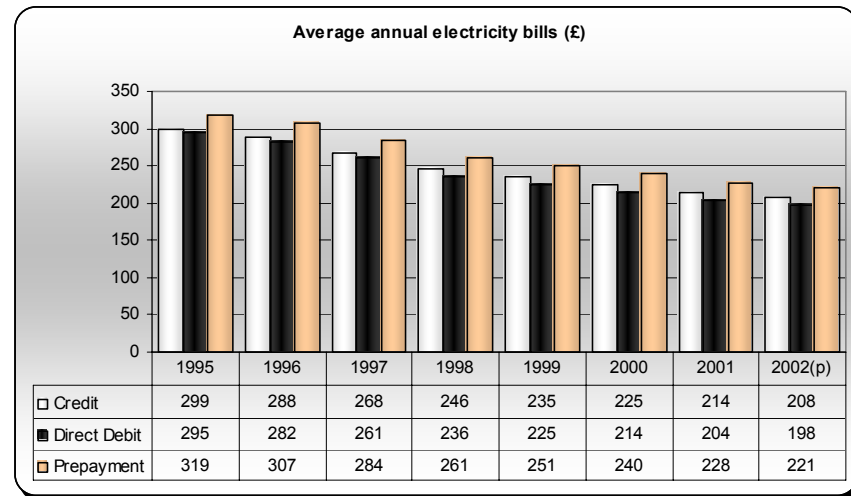
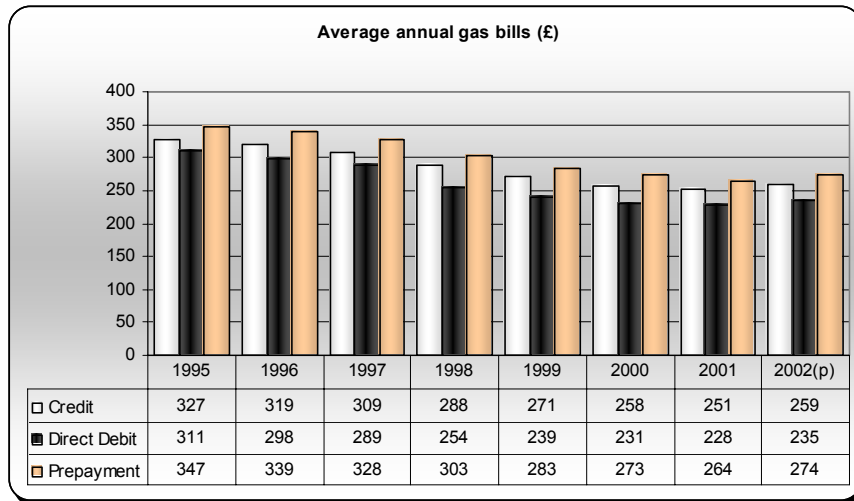
The latest research on customer satisfaction is set out below



(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 March 2004

Electricity	Quarterly cash/cheque	Monthly direct debit	Weekly, Fortnightly or Flexible payment scheme	Prepayment meter	Other	Total
Atlantic	36.6%	55.2%	0.1%	7.2%	0.9%	100.0%
British Gas	34.2%	43.7%	3.1%	17.3%	1.7%	100.0%
EDF Energy	47.8%	32.8%	0.6%	14.8%	4.0%	100.0%
npower	38.6%	43.6%	1.6%	11.9%	4.2%	100.0%
npower Northern	59.0%	20.1%	3.3%	14.7%	2.9%	100.0%
npower Yorkshire	45.2%	32.1%	4.2%	12.5%	6.0%	100.0%
Powergen	42.2%	40.2%	2.5%	11.7%	3.4%	100.0%
Scottish and Southern	37.8%	41.9%	1.4%	15.1%	3.9%	100.0%
Scottish Power	32.3%	42.6%	4.3%	17.5%	3.3%	100.0%
Telecom Plus	0.0%	98.8%	0.0%	1.1%	0.1%	100.0%
Unit Energy	45.1%	49.8%	0.0%	0.4%	4.7%	100.0%
Utility Link	38.9%	44.3%	0.0%	2.4%	14.4%	100.0%
Industry	39.5%	40.0%	2.4%	14.7%	3.3%	100.0%

Gas	Quarterly cash/cheque	Monthly direct debit	Weekly, Fortnightly or Flexible payment scheme	Prepayment meter	Other	Total
Atlantic	40.6%	56.3%	0.0%	2.7%	0.3%	100.0%
British Gas	41.0%	38.9%	3.7%	11.8%	4.7%	100.0%
Countrywide Gas	38.5%	59.7%	0.1%	0.3%	1.5%	100.0%
EDF Energy	42.9%	47.4%	0.7%	5.9%	3.1%	100.0%
npower	31.5%	53.0%	6.5%	7.5%	1.4%	100.0%
npower Northern	25.6%	42.0%	7.4%	19.3%	5.7%	100.0%
npower Yorkshire	31.2%	38.7%	12.1%	10.4%	7.7%	100.0%
Powergen	37.4%	51.3%	2.5%	6.5%	2.2%	100.0%
Scottish and Southern	30.9%	57.0%	2.3%	8.0%	1.8%	100.0%
Scottish Power	26.7%	60.1%	4.8%	7.7%	0.8%	100.0%
Telecom Plus	0.0%	99.3%	0.0%	0.3%	0.4%	100.0%
Industry	38.0%	44.3%	3.8%	10.2%	3.7%	100.0%

Debt Repayment January-March 2004

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	£1.42	52	£6.98	52
British Gas	£2.93	48	£5.38	46
EDF Energy	£3.64	52	£3.09	45
npower	£3.53	24	£4.18	105
npower Northern	£4.75	39	£3.13	51
npower Yorkshire	£3.87	110	£6.19	38
Powergen	£5.53	38	£7.20	64
Scottish and Southern	£4.87	42	£6.09	35
Scottish Power	£1.93	62	£0.86	76
Telecom Plus	£5.58	20	£0.00	0
Unit Energy	£0.00	0	£9.00	52
Utility Link	£0.00	0	£15.00	52
Total	£3.26	52	£3.44	60

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	£1.45	52	£4.00	52
British Gas	£2.57	44	£5.29	41
Countrywide Gas	£12.50	64	£0.00	0
EDF Energy	£3.37	52	£8.19	89
npower	£5.54	31	£3.98	65
npower Northern	£6.06	31	£3.83	73
npower Yorkshire	£3.32	49	£6.26	64
Powergen	£5.70	34	£6.86	44
Scottish and Southern	£3.39	42	£5.31	66
Scottish Power	£1.64	69	£3.97	103
Telecom Plus	£3.72	20	£0.00	0
Total	£2.90	49	£5.42	49

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

Disconnections January-March 2004

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	1	2	1	0	2	2
British Gas	0	13	0		3	8	10
EDF Energy	67	16	49	14	36	406	50
npower	0	0	0	0	1	2	3
npower Northern	0	0	0	0	1	8	0
npower Yorkshire	0	0	0	0	1	7	5
Powergen	59	39	20	6	8	127	85
Scottish and Southern	44	25	19	6	1	95	67
Scottish Power	16	5	11	3	3	104	84
Telecom Plus	0	0	0	0	0	0	0
Unit Energy	0	0	0	0	0	0	0
Utility Link	0	0	0	0	0	0	0
Total	189	99	101	39	54	759	306

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	22	13	9	13	0	0	0
British Gas	0	170	0		42	106	106
Countrywide Gas	0	0	0	0	0	0	0
EDF Energy	137	80	57	5	0	0	0
npower	37	28	12	20	2	3	1
npower Northern	0	0	0	0	0	0	0
npower Yorkshire	3	3	0	2	2	2	0
Powergen	132	102	30	6	0	0	0
Scottish and Southern	243	116	125	66	0	7	7
Scottish Power	58	23	35	6	0	0	0
Telecom Plus	0	0	0	0	0	0	0
Total	632	535	268	167	46	118	114

Percentage of customers reconnected following disconnections for debt and theft January-March 2004

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%	0%	0%	0%	0%	0%	0%	0%	0%	100%	100%
EDF Energy	44%	44%	50%	81%	100%	100%	89%	90%	91%	92%	94%	100%
inpower	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
inpower Northern	0%	0%	0%	0%	0%	0%	50%	50%	100%	100%	100%	100%
inpower Yorkshire	0%	0%	0%	0%	0%	0%	13%	13%	25%	38%	38%	38%
Powergen	28%	46%	70%	72%	93%	100%	14%	19%	20%	34%	45%	61%
Scottish and Southern	60%	72%	84%	88%	96%	100%	50%	64%	85%	85%	100%	100%
Scottish Power	60%	80%	100%	100%	100%	100%	30%	48%	74%	91%	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	0%	0%	0%	0%	0%	0%	46%	56%	71%	83%	95%	100%
EDF Energy	54%	78%	86%	96%	99%	99%	0%	0%	0%	0%	0%	0%
inpower	29%	43%	68%	79%	82%	100%	20%	40%	40%	60%	80%	80%
inpower Northern	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
inpower Yorkshire	33%	100%	100%	100%	100%	100%	25%	25%	25%	100%	100%	100%
Powergen	47%	62%	76%	86%	100%	100%	0%	0%	0%	0%	0%	0%
Scottish and Southern	52%	70%	78%	87%	95%	100%	0%	0%	0%	0%	0%	0%
Scottish Power	43%	52%	74%	83%	100%	100%	0%	0%	0%	0%	0%	0%

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

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

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

Fuel Direct January-March 2004

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	3	3	0	0	0	0
British Gas	3,329	1,062	1,808	0	0	383
EDF Energy	2,028	297	186	0	0	1,429
npower	805	159	31	0	0	113
npower Northern	1,579	161	307	0	0	48
npower Yorkshire	1,638	0	0	0	0	0
Powergen	1319	195	96	0	5	353
Scottish and Southern	2,466	376	190	1	3	607
Scottish Power	7,098	410	0	0	0	3,214
Telecom Plus	0	0	0	0	0	0
Unit Energy	0	0	0	0	0	0
Utility Link	0	0	0	0	0	0
Total	20,265	2,663	2,618	1	8	6,147

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	5	5	0	0	0	0
British Gas	18,311	1,848	2,466	0	0	4,356
Countrywide Gas	0	0	0	0	0	0
EDF Energy	825	134	79	0	0	653
npower	1,894	247	7	0	0	84
npower Northern	1,124	85	190	0	0	233
npower Yorkshire	564	0	0	0	0	0
Powergen	795	149	93	0	4	166
Scottish and Southern	1,311	231	170	0	0	307
Scottish Power	1,937	233	0	0	0	451
Telecom Plus	0	0	0	0	0	0
Total	26,766	2,932	3,005	0	4	6,250

Warrants and Security Deposits January-March 2004

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	3	95	37	1	£70.00	0	1
British Gas	0	328	0	2,000	£106.99	229	349
EDF Energy	67	695	175	205	£150.59	157	16
npower	0	6	6	174	£118.00	0	0
npower Northern	0	90	0	0			
npower Yorkshire	0	18	18	0			
Powergen	59	1,667	749	90	£119.69	89	1
Scottish and Southern	44	728	253	89	£128.00	51	9
Scottish Power	16	1,188	214	132	£107.24	132	0
Telecom Plus	0	0	0	0			
Unit Energy	0	0	0	0			
Utility Link	0	0	0	0			
Total	189	4,815	2,190	2,691	£112.14	658	376

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	22	30	8	3	£109.05	0	3
British Gas	0	493	0	7,555	£174.24	2,384	844
Countrywide Gas	0	0	0	0			
EDF Energy	133	210	108	7	£124.49	0	2
npower	37	54	91				
npower Northern	0	49	0	0			
npower Yorkshire	3	14	17	0			
Powergen	132	276	284	1	£250.00	0	1
Scottish and Southern	243	403	187	22	£101.00	3	11
Scottish Power	58	446	22	0			
Telecom Plus	0	0	0	13	£50.00	0	11
Total	628	1,975	717	7,601	£173.75	2,387	872

Prepayment Meters January-March 2004

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	177	68	109	12	0	0
British Gas	3,955	366	3,589	3,065	0	0
EDF Energy	15,492	10,180	5,312	1,294	0	0
npower	4,163	2,714	1,449	5,008	0	0
npower Northern	3,996	2,311	1,685	1,291	0	1
npower Yorkshire	9,769	7,500	2,269	612	0	0
Powergen	12,858	7,487	5,371	10,962	17	0
Scottish and Southern	11,742	5,492	6,250	9,206	0	0
Scottish Power	3,031	682	2,349	2,209	0	0
Telecom Plus	6	6	0	15	0	0
Unit Energy	16	2	14	2	0	0
Utility Link	9	4	5	4	0	0
Total	65,214	36,812	28,402	33,680	17	0

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	88	18	70	1	0	0
British Gas	12,369	3,276	9,093	1,820	0	0
Countrywide Gas	0	0	0	0	0	0
EDF Energy	1,161	354	807	792	0	0
npower	8,989	8,173	816	4,731	0	0
npower Northern	1,320	357	963	1,072	0	4
npower Yorkshire	2,808	2,352	456	78	0	0
Powergen	5,554	1,635	3,919	4,203	17	0
Scottish and Southern	5,878	3,479	2,399	4,754	0	0
Scottish Power	1,534	198	1,336	1,101	0	0
Telecom Plus	2	2	0	26	0	0
Total	39,703	19,844	19,859	18,578	17	0

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

Priority Services January-March 2004

	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	127	56	1	128	69
British Gas	487,402	3,044	6,742	248,618	12,204
Countrywide Gas	74	11	2	n/a	n/a
EDF Energy	24,265	1,454	467	135,953	3,550
npower	8,896	500	0	11,127	664
npower Northern	3,343	31	119	4,722	233
npower Yorkshire	9,314	1,023	0	2,010	1,000
Powergen	66,133	709	669	74,297	3,475
Scottish and Southern	42,025	5,008	293	92,114	8,462
Scottish Power	17,384	932	2,666	38,290	1,732
Telecom Plus	870	565	3	959	899
Unit Energy	n/a	n/a	n/a	17	0
Utility Link	n/a	n/a	n/a	59	0
Total	659,833	13,333	10,962	608,294	32,288

Uptake of Priority Services January-March 2004

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	7	9	37	5	2	0	0	0
British Gas	283	3,930	35,831	6,066	7,731	54	0	0
EDF Energy	138	4,252	17,877	8,772	0	82	1,903	89
npower	55	893	4,400	397	739	4	17	2
npower Northern	9	226	873	206	0	0	14	53
npower Yorkshire	7	164	159	78	0	3	21	5
Powergen	16	494	30,850	9,531	286	40	0	16
Scottish and Southern	199	3,463	5,120	30	0	20	22	119
Scottish Power	16	270	0	0	0	0	0	0
Telecom Plus	0	4	73	0	4	3	0	0
Unit Energy	0	1	3	0	0	0	0	0
Utility Link	0	0	36	0	0	0	0	0
Total	730	13,706	95,259	25,085	8,762	206	1,977	284

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	5	7	30	5	1	0	0	0
British Gas	977	13,214	151,008	11,888	938	145	430	138
Countrywide Gas	0	0	16	0	0	0	0	0
EDF Energy	19	566	7,425	1,107	0	18	410	21
npower	40	140	597	53	1,677	2	16	1
npower Northern	4	96	217	103	0	3	11	8
npower Yorkshire	44	58	3,196	79	0	2	41	5
Powergen	3	122	9,832	2,344	99	12	1	39
Scottish and Southern	100	1,304	2,200	13	0	0	0	0
Scottish Power	9	146	0	0	0	25	0	596
Telecom Plus	0	13	95	0	3	0	0	0
Total	1,201	15,666	174,616	15,592	2,718	207	909	808

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) January-March 2004

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	53	35	6	7	6	4	28	0	0	0	17
British Gas	8,033	4,080	1,141	5,266	2,283	954	4,942	30,343	9	70	983
Countrywide Gas	5	0	0	0	0	5	5	5	0	0	0
EDF Energy	6,755	830	443	2,850	338	676	1,474	61	1	83	208
npower Group	2,787	101	1,364	335	98	2,066	1,327	8	8	28	22
Powergen	6,074	848	631	1,732	1,068	4,740	3,339	396	3	46	218
Scottish and Southern	4,147	271	287	993	171	2,425	297	363	8	149	85
Scottish Power	6,027	1,300	1,000	1,444	1,090	1,484	12,460	5,292	3,810	4,550	1,090
Telecom Plus	58	30	0	29	8	2	0	0	0	0	22
Utility Link	0	0	0	0	0	0	0	0	0	0	0
Total	33,939	7,495	4,872	12,656	5,062	12,356	23,872	36,468	3,839	4,926	2,645

Regional Payment Methods March 2004

Electricity Payment Methods	Quarterly cash/cheque	Monthly direct debit	Weekly, Fortnightly or Flexible payment scheme	Prepayment meter	Fuel Direct	Other	Total
England	8,422,738	8,435,775	426,669	2,894,594	11,778	660,701	20,852,255
	40%	40%	2%	14%	0%	3%	100%
Scotland	800,521	912,182	133,191	483,808	7,646	97,905	2,435,253
	33%	37%	5%	20%	0%	4%	100%
Wales	481,437	483,015	35,032	238,491	841	25,281	1,264,097
	38%	38%	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	6,833,028	7,838,437	580,325	1,787,004	20,010	646,102	17,704,906
	39%	44%	3%	10%	0%	4%	100%
Scotland	563,999	797,166	148,899	166,640	5,386	58,290	1,740,380
	32%	46%	9%	10%	0%	3%	100%
Wales	351,963	413,631	40,196	132,745	1,340	32,149	972,024
	36%	43%	4%	14%	0%	3%	100%

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

Regional Headlines January-March 2004

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	936,082	390,735	152	53	621	521,300	27,304
Scotland	218,933	91,970	15	0	116	64,833	4,921
Wales	48,766	18,729	22	1	22	22,161	1,714
Great Britain	1,203,781	501,434	189	54	759	608,294	33,939

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	1,023,820	633,538	524	39	103	517,267	7,611
Scotland	129,490	56,530	15	6	9	76,878	2,148
Wales	54,562	37,200	93	1	6	65,688	1,203
Great Britain	1,207,872	727,268	632	46	118	659,833	10,962

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