

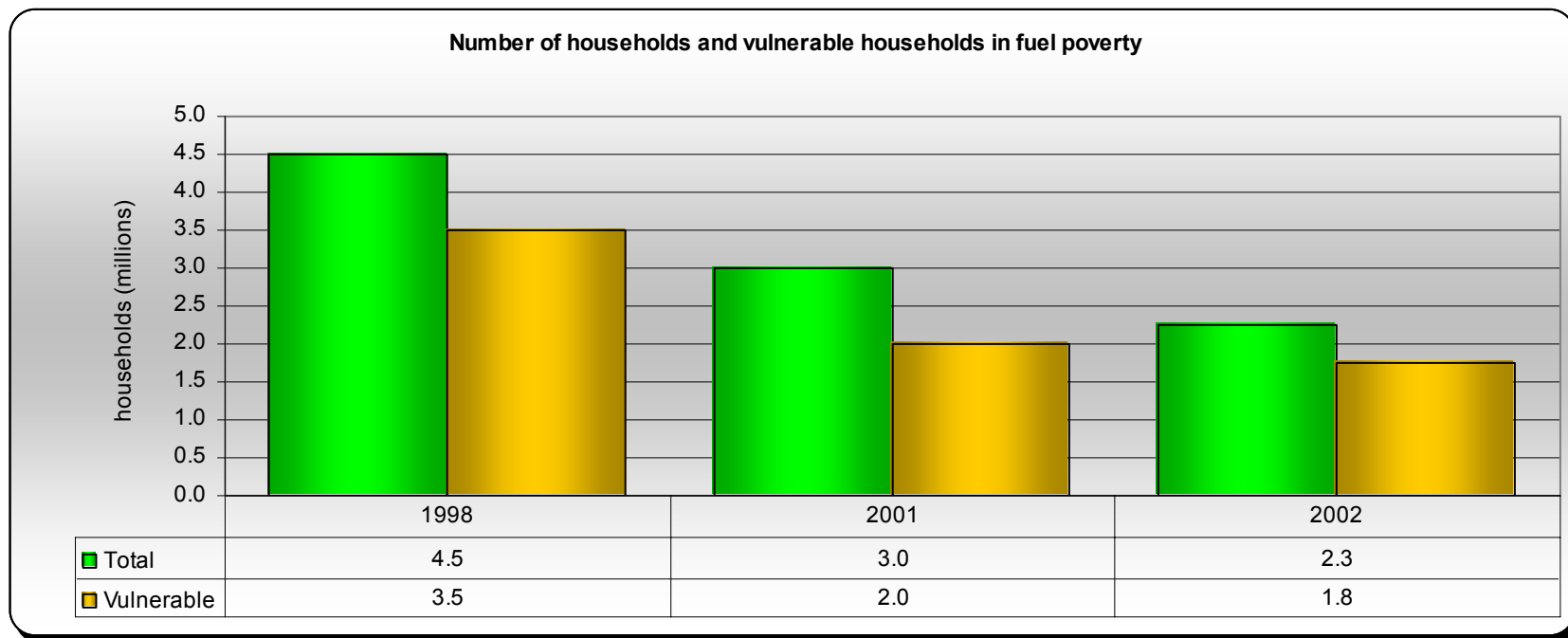
Social Action Plan Indicators

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

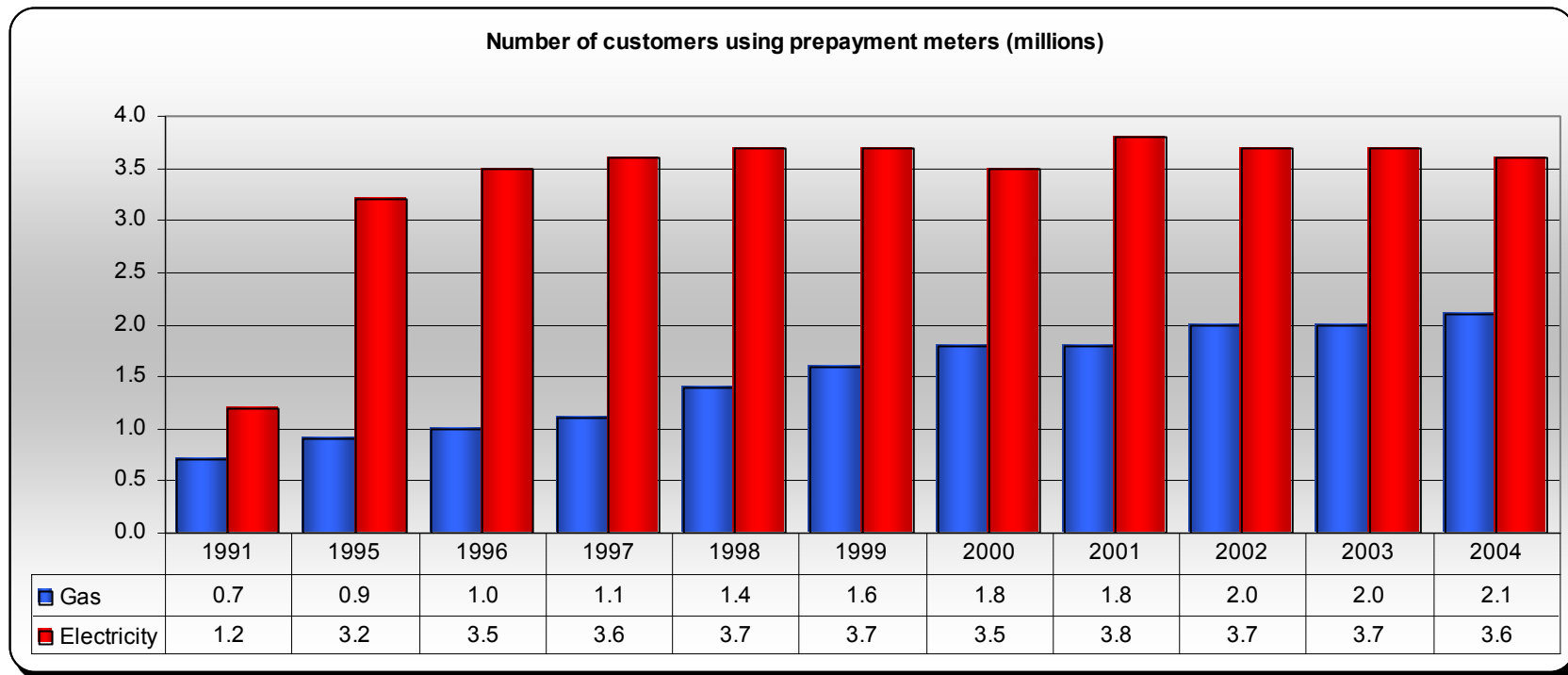
The chart below shows the latest Government estimates for the number of households in fuel poverty. The definition of a fuel poor household, on which the figures below are based, is one needing to spend more than 10% of its income (net of income tax and National Insurance and including Housing Benefit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

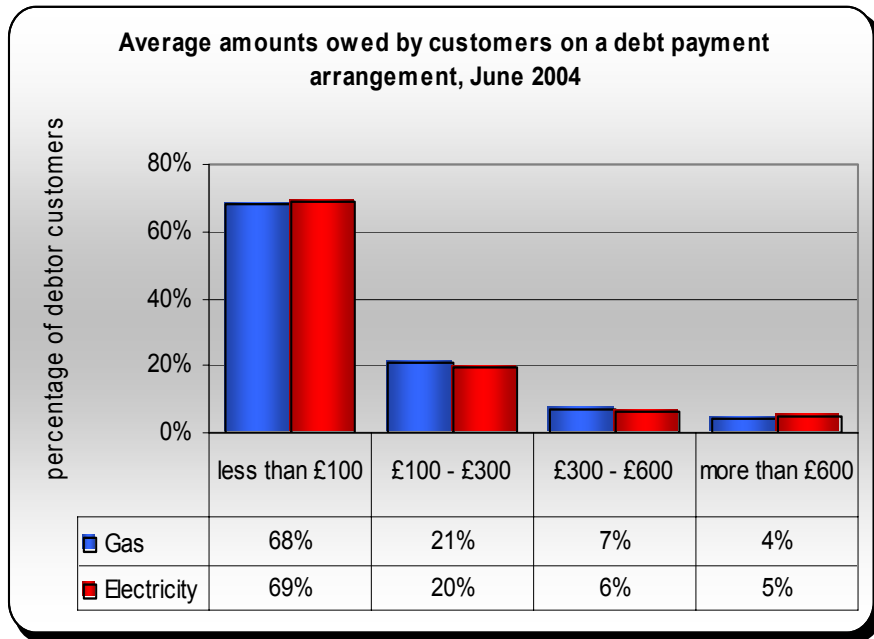
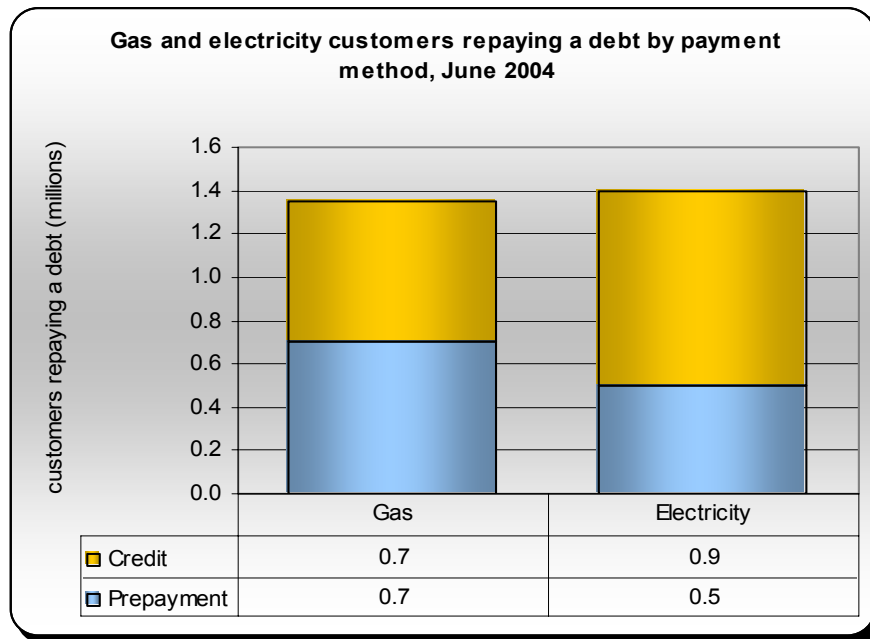
2. Number of customers using prepayment meters

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.

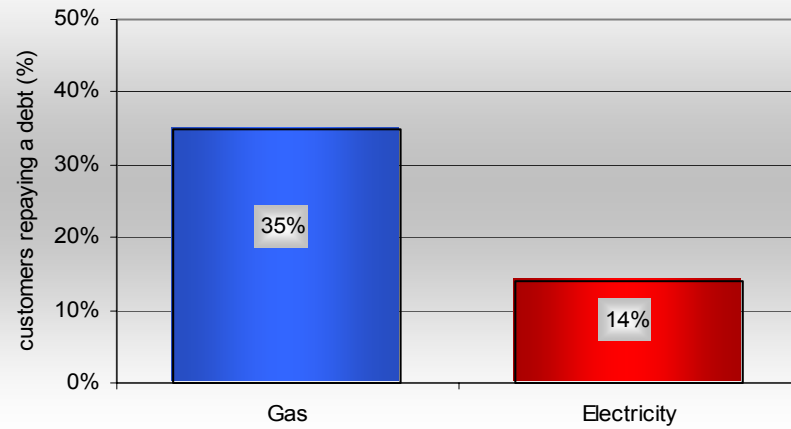


3. Levels of Debt

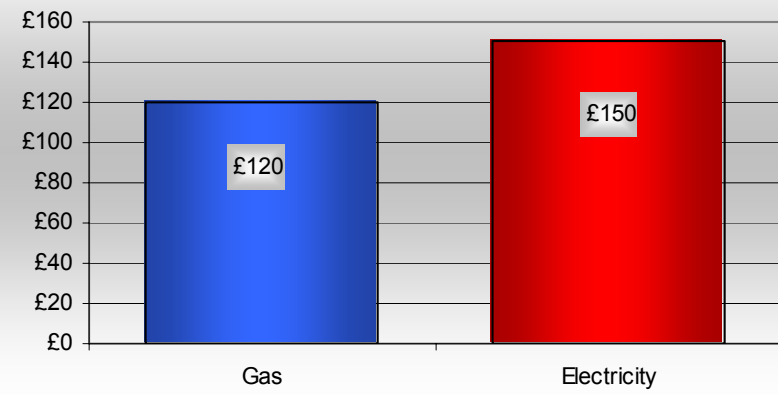
The charts below set out the number of customers repaying a debt (both prepayment customers repaying through their meter and credit customers repaying through a payment arrangement); the relative size of debts for customers who are repaying a debt; the percentage of prepayment meter customers that are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



Percentage of prepayment customers in debt, June 2004

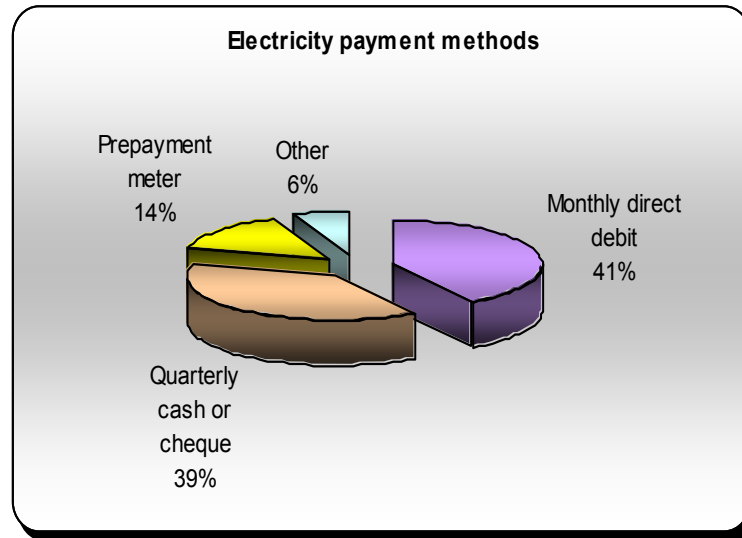
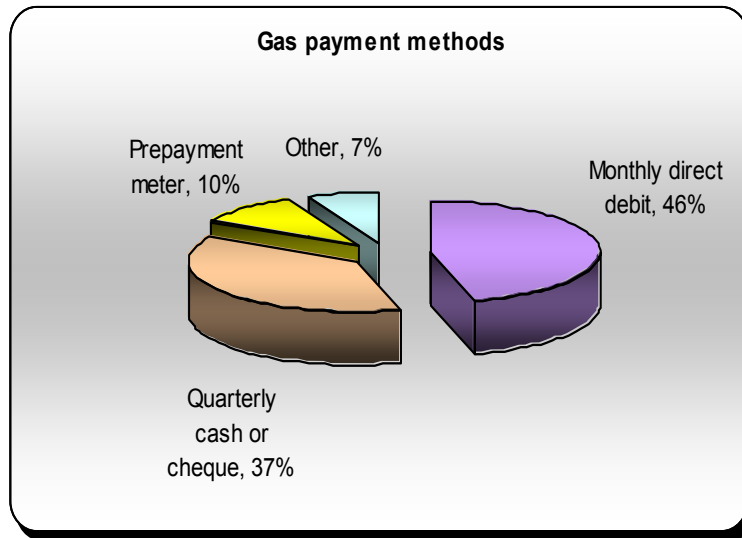


Average debt per customer (for customers in debt, June 2004)



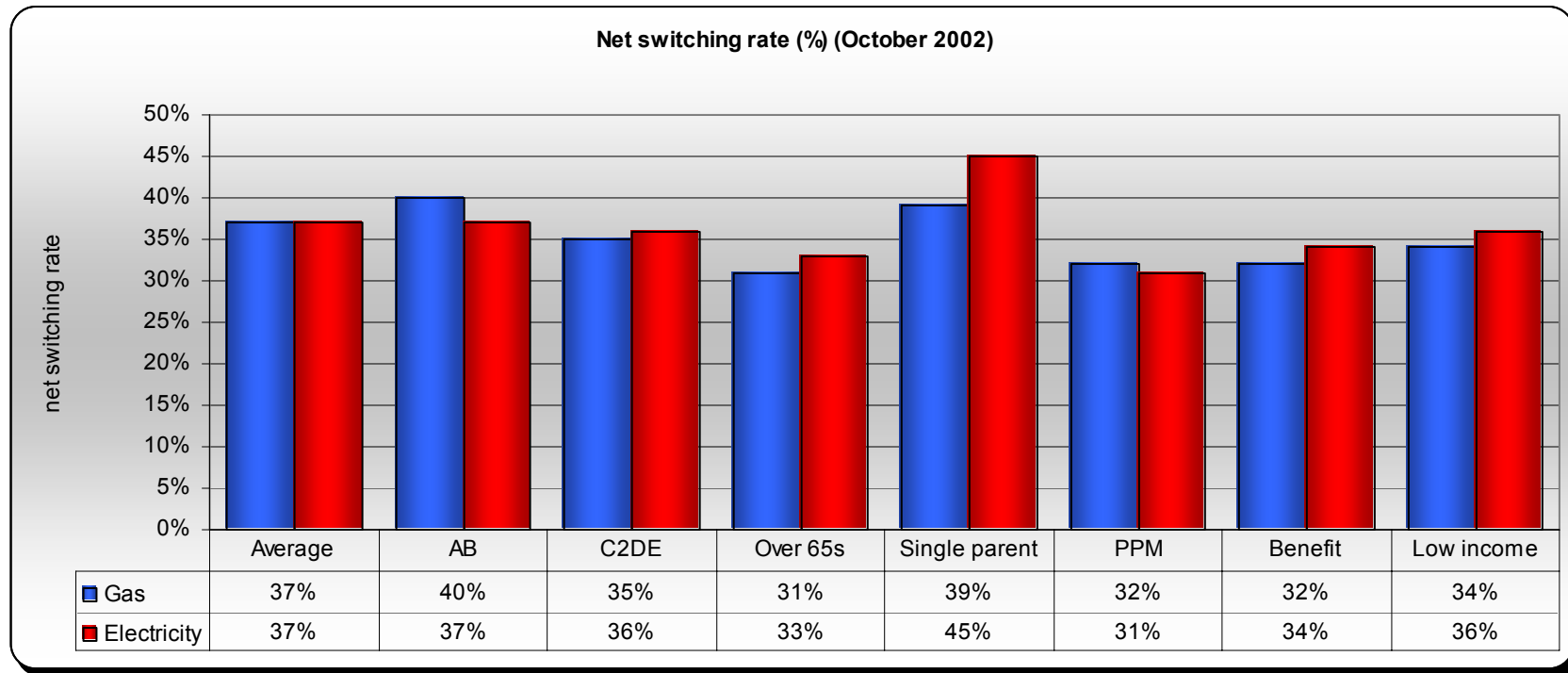
4. Tariff and Payment Choice

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



5. Disadvantaged customers and competition

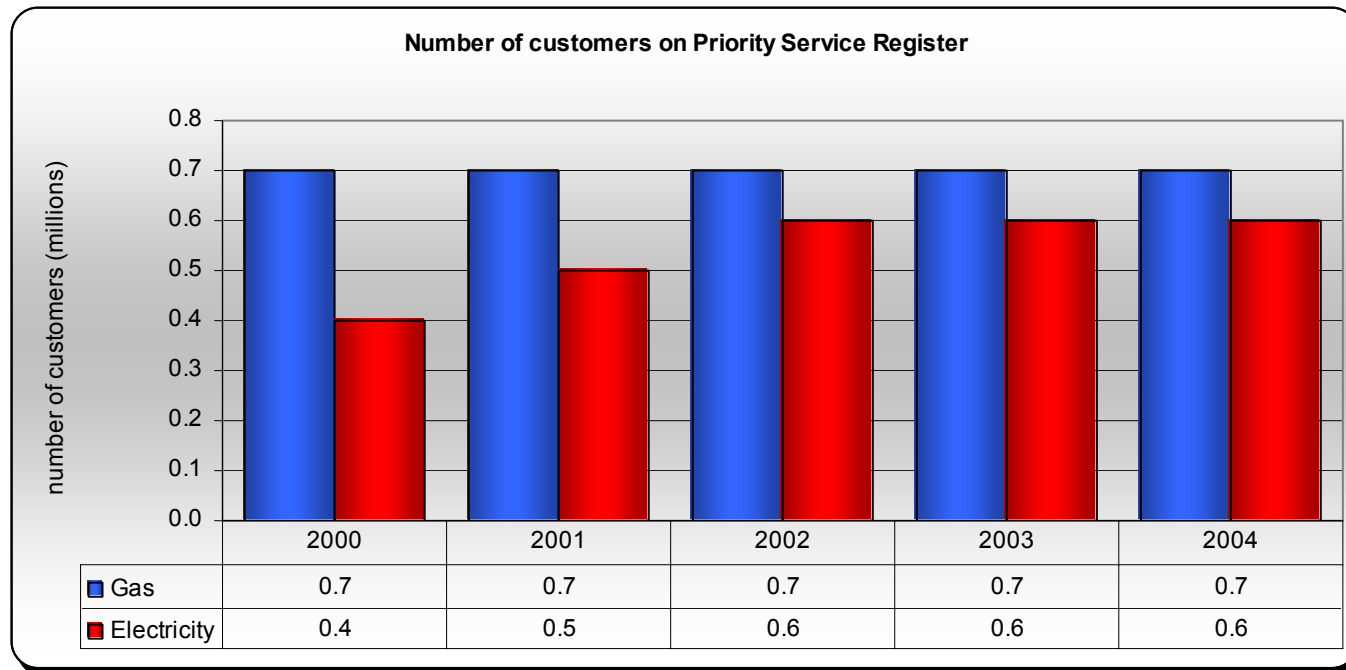
The latest statistics from an Electricity Association survey on switching rates across various consumer groups (set out below) show that competition has reached most groups fairly evenly. These figures reflect the number of customers who are no longer with their incumbent supplier.



(Source: EA)

6. Priority Service Registers

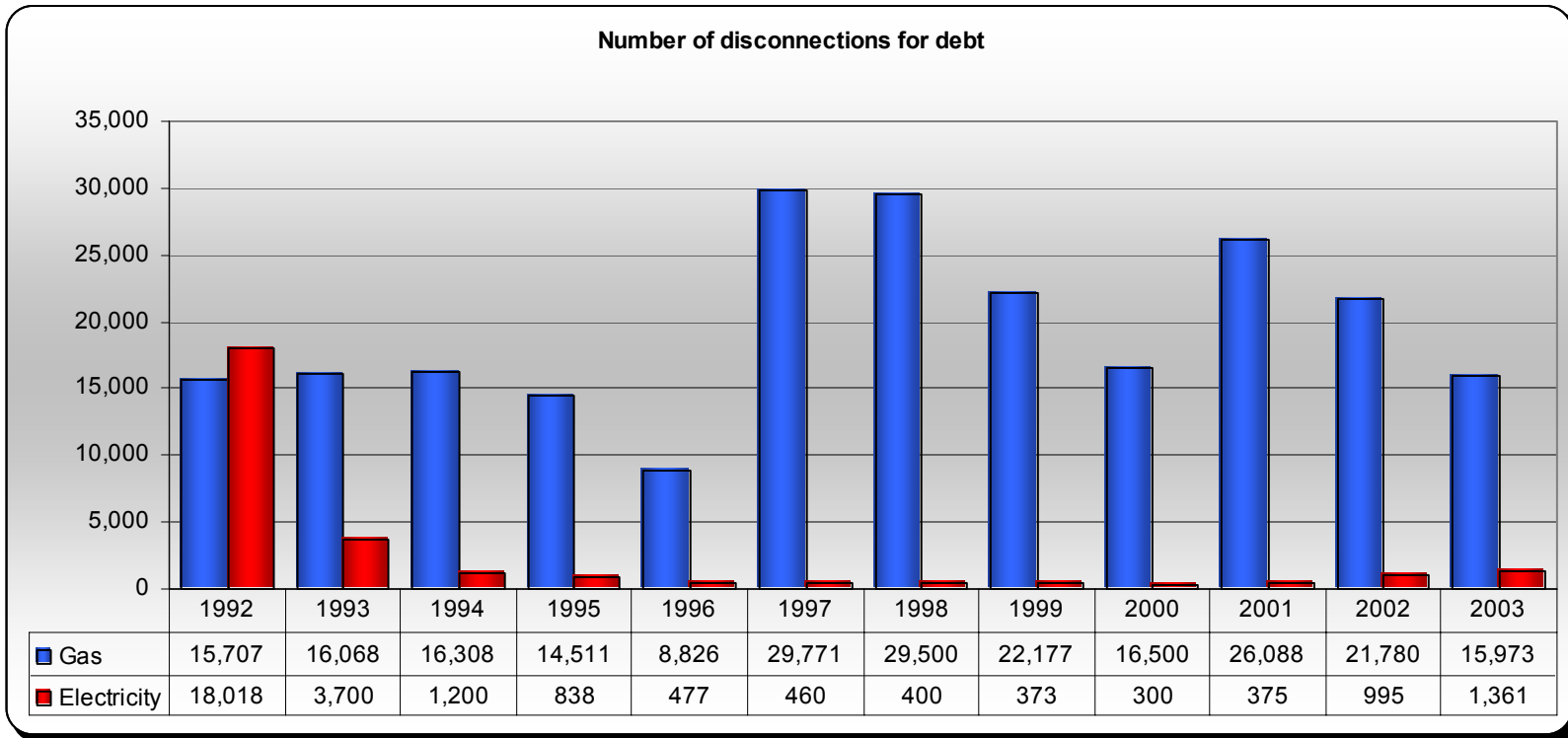
All suppliers operate registers for customers who are elderly, disabled or chronically sick. Customers on these registers may request special services free of charge. The numbers of customers on the register over the past four years are set out below.



(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

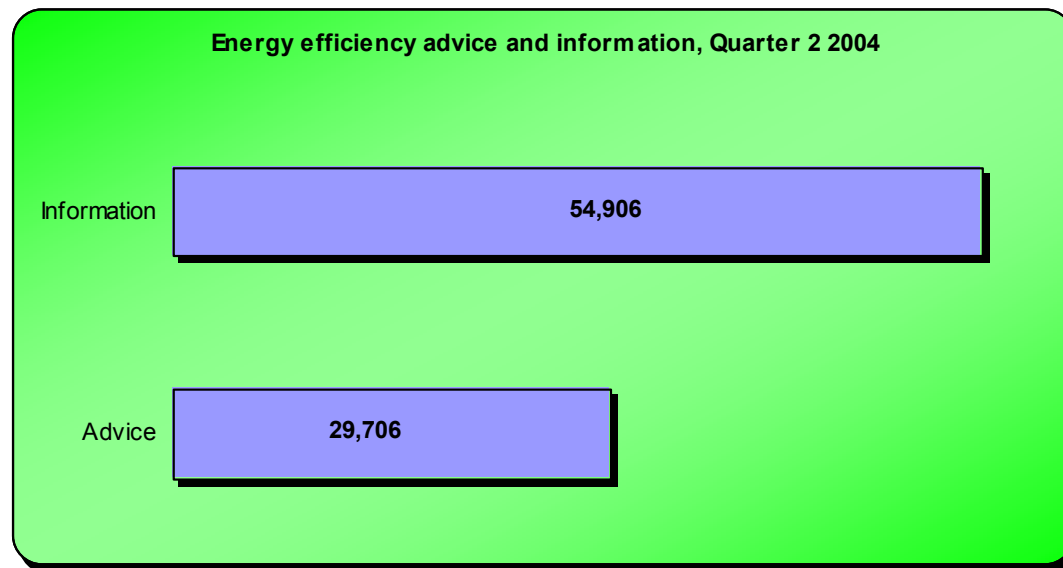
The proportion of households with prepayment meters that reported self-disconnection is set out below.

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 second 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.

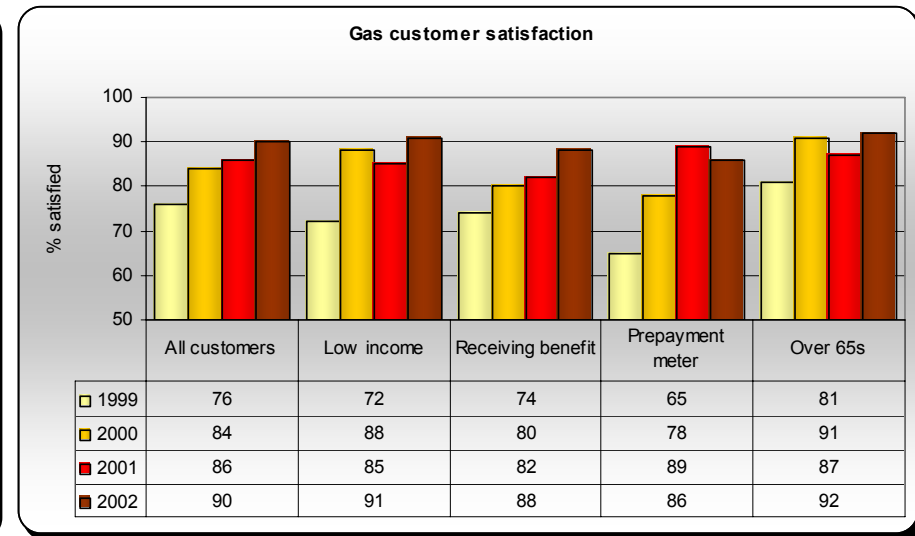
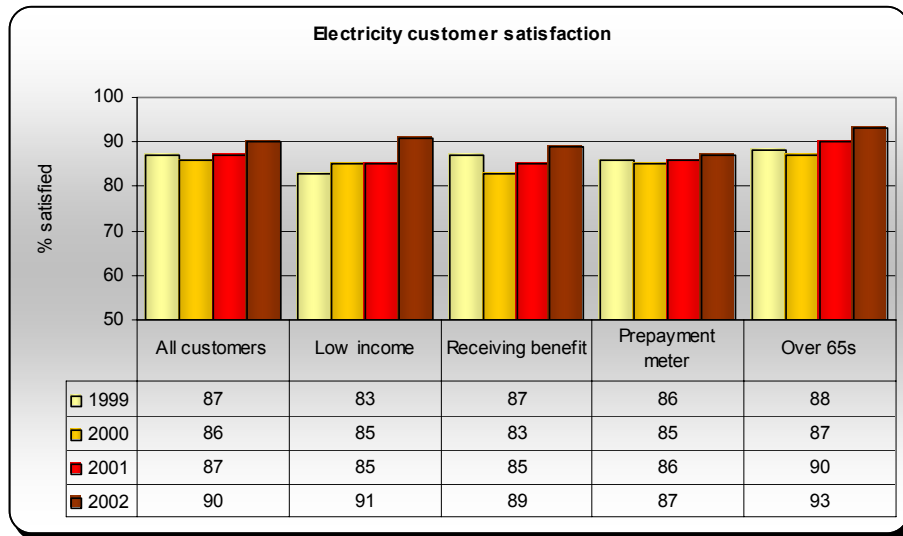
Here to HELP: Run by British Gas, this scheme aims to target energy efficiency and other measures, fuel discounts and advice to around half a million homes.

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

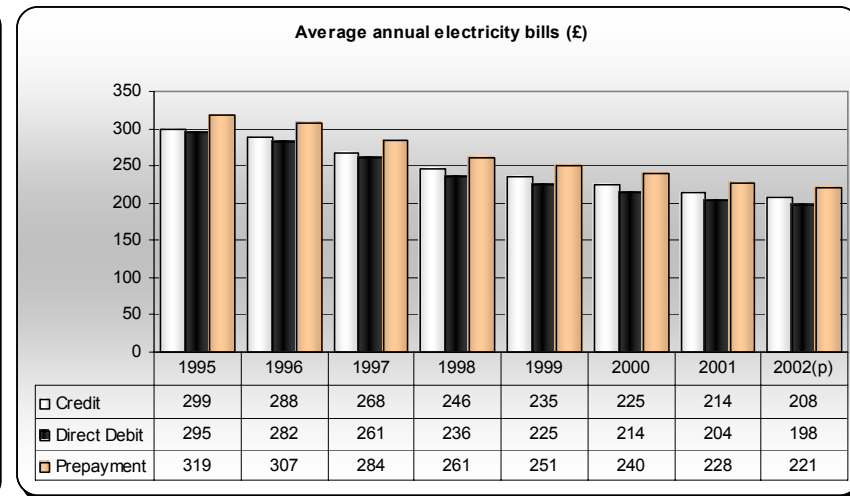
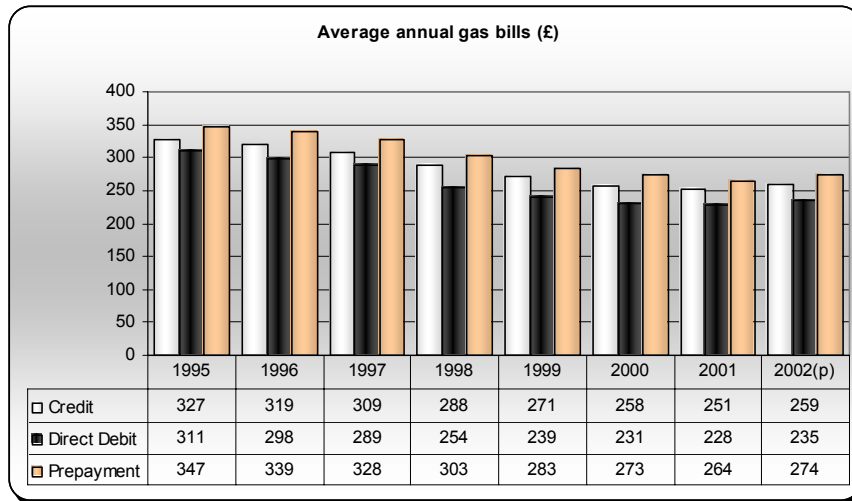
The latest research on customer satisfaction is set out below



(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

Electricity	Quarterly cash/cheque	Monthly direct debit	Weekly, Fortnightly or Flexible payment scheme	Prepayment meter	Other	Total
Atlantic	39.1%	55.3%	0.0%	4.6%	0.9%	100.0%
British Gas	34.2%	43.7%	3.1%	17.3%	1.8%	100.0%
EDF Energy	47.4%	33.4%	0.6%	14.7%	3.9%	100.0%
npower	38.4%	44.4%	1.5%	11.5%	4.2%	100.0%
npower Northern	58.2%	20.5%	3.6%	14.7%	3.0%	100.0%
npower Yorkshire	45.2%	32.4%	4.1%	12.4%	5.9%	100.0%
Powergen	38.9%	43.2%	3.3%	10.7%	3.9%	100.0%
Scottish and Southern	37.4%	42.4%	1.4%	15.0%	3.9%	100.0%
Scottish Power	31.4%	44.3%	4.0%	17.1%	3.1%	100.0%
Telecom Plus	0.0%	87.6%	0.0%	1.0%	11.4%	100.0%
Unit Energy	42.6%	50.4%	0.0%	0.9%	6.1%	100.0%
Utility Link	42.1%	40.5%	0.0%	5.2%	12.1%	100.0%
Zest 4	0.0%	100.0%	0.0%	0.0%	0.0%	100.0%
Industry	38.5%	41.2%	2.6%	14.3%	3.4%	100.0%

Gas	Quarterly cash/cheque	Monthly direct debit	Weekly, Fortnightly or Flexible payment scheme	Prepayment meter	Other	Total
Atlantic	39.6%	57.1%	0.0%	3.0%	0.3%	100.0%
British Gas	40.4%	39.2%	3.7%	11.9%	4.7%	100.0%
Countrywide Gas	33.9%	64.1%	0.0%	0.4%	1.6%	100.0%
EDF Energy	42.4%	48.0%	0.7%	5.9%	3.0%	100.0%
npower	31.7%	52.8%	6.6%	7.1%	1.8%	100.0%
npower Northern	21.9%	43.5%	8.3%	19.9%	6.4%	100.0%
npower Yorkshire	35.0%	43.6%	6.4%	9.8%	5.3%	100.0%
Powergen	31.3%	55.5%	4.1%	5.7%	3.4%	100.0%
Scottish and Southern	30.6%	57.0%	2.3%	8.1%	2.0%	100.0%
Scottish Power	25.8%	61.0%	4.4%	7.9%	0.8%	100.0%
Telecom Plus	0.0%	90.3%	0.0%	0.3%	9.4%	100.0%
Industry	36.6%	45.6%	3.8%	10.1%	3.9%	100.0%

Debt repayment

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	£3.35	52	£6.81	52
British Gas	£2.94	48	£5.45	54
EDF Energy	£3.61	52	£3.01	46
npower	£3.05	19	£4.06	102
npower Northern	£6.65	28	£3.22	50
npower Yorkshire	£5.18	43	£6.04	31
Powergen	£4.66	41	£7.08	44
Scottish and Southern	£5.08	42	£6.27	44
Scottish Power	£1.80	59	£2.55	154
Telecom Plus	£4.75	20	£0.00	0
Unit Energy	£0.00	0	£0.00	52
Utility Link	£0.00	0	£15.00	52
Zest 4	£0.00	0	£0.00	0
Total	£3.09	51	£4.44	83

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	£3.48	52	£6.00	52
British Gas	£2.87	45	£5.37	42
Countrywide Gas	£22.50	36	£0.00	0
EDF Energy	£3.44	53	£5.90	75
npower	£6.34	30	£4.00	79
npower Northern	£5.04	35	£3.73	77
npower Yorkshire	£4.08	46	£6.05	42
Powergen	£4.24	38	£6.20	60
Scottish and Southern	£3.84	42	£5.01	55
Scottish Power	£1.55	64	£4.08	101
Telecom Plus	£4.25	20	£0.00	0
Total	£2.92	49	£5.28	52

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

Disconnections

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	1	1	0	20	0	4	4
British Gas	1	0	1	0	9	89	65
EDF Energy	80	43	38	3	29	385	70
npower	0	0	0	0	2	5	6
npower Northern	1	1	0	2	0	8	0
npower Yorkshire	0	0	0	0	0	17	12
Powergen	39	20	19	5	9	121	78
Scottish and Southern	35	19	16	2	6	121	93
Scottish Power	27	4	23	2	2	113	103
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
Zest 4	0	0	0	0	0	0	0
Total	184	88	97	0	57	863	431

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	9	3	6	6	0	0	0
British Gas	0	24	0		42	77	102
Countrywide Gas	0	0	0	0	0	0	0
EDF Energy	70	35	33	5	0	0	0
npower	70	36	38	10	1	0	0
npower Northern	2	0	0	0	1	3	0
npower Yorkshire	15	4	11	9	0	0	0
Powergen	187	93	94	5	0	0	0
Scottish and Southern	205	69	136	6	0	4	4
Scottish Power	82	30	52	8	0	5	4
Telecom Plus	0	0	0	0	0	0	0
Total	640	294	370	0	44	89	110

Percentage of customers reconnected following disconnections for debt and theft

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%	30%	36%	58%	73%	82%	100%
EDF Energy	44%	70%	72%	100%	100%	100%	86%	87%	89%	91%	93%	100%
npower	0%	0%	0%	0%	0%	0%	0%	0%	50%	50%	100%	100%
npower Northern	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
npower Yorkshire	0%	0%	0%	0%	0%	0%	40%	40%	80%	80%	100%	100%
Powergen	50%	65%	86%	91%	100%	100%	15%	24%	25%	42%	50%	57%
Scottish and Southern	84%	84%	95%	100%	100%	100%	47%	71%	77%	100%	100%	100%
Scottish Power	100%	100%	100%	100%	100%	100%	25%	58%	58%	83%	92%	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%	53%	65%	76%	88%	100%	100%
EDF Energy	40%	54%	66%	89%	97%	97%	0%	0%	0%	0%	0%	0%
npower	11%	39%	69%	81%	97%	97%	0%	0%	0%	100%	100%	100%
npower Northern	0%	0%	0%	0%	0%	0%	100%	100%	100%	100%	100%	100%
npower Yorkshire	50%	50%	50%	75%	100%	100%	0%	0%	0%	0%	0%	0%
Powergen	43%	56%	83%	97%	100%	100%	0%	0%	0%	0%	0%	0%
Scottish and Southern	45%	55%	70%	90%	99%	100%	0%	0%	0%	0%	0%	0%
Scottish Power	37%	57%	67%	80%	93%	100%	0%	0%	0%	100%	100%	100%

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

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

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

Fuel Direct

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	3,663	1,043	1,203	0	0	390
EDF Energy	1,982	289	160	0	0	1,356
npower	902	186	92	0	0	112
npower Northern	599	175	253	0	0	385
npower Yorkshire	1,571	287	288	0	5	190
Powergen	1570	241	81	0	4	325
Scottish and Southern	2,567	379	231	0	3	551
Scottish Power	6,912	484	0	0	0	2,971
Telecom Plus	0	0	0	0	0	0
Unit Energy	0	0	0	0	0	0
Utility Link	0	0	0	0	0	0
Zest 4	0	0	0	0	0	0
Total	19,769	3,087	2,308	0	12	6,280

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	11	11	0	0	0	0
British Gas	18,114	2,497	3,226	0	0	4,140
Countrywide Gas	0	0	0	0	0	0
EDF Energy	826	135	79	0	0	676
npower	1,930	187	41	0	0	86
npower Northern	1,132	133	150	0	0	214
npower Yorkshire	592	124	138	0	6	13
Powergen	859	185	52	0	1	152
Scottish and Southern	1,440	331	197	0	3	237
Scottish Power	1,942	239	0	0	0	395
Telecom Plus	0	0	0	0	0	0
Total	26,846	3,842	3,883	0	10	5,913

Warrants and Security Deposits

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	1	73	50	3	£340.00	0	3
British Gas	1	567	3	1,812	£107.32	257	388
EDF Energy	80	348	18	204	£124.40	147	18
npower	0	51	51	173	£118.00	0	0
npower Northern	1	124	0	0			
npower Yorkshire	0	60	60	0			
Powergen	39	1053	117	83	£119.88	82	0
Scottish and Southern	35	641	215	82	£121.00	54	4
Scottish Power	27	1,362	189	132	£107.24	132	0
Telecom Plus	0	0	0	0			
Unit Energy	0	0	0	0			
Utility Link	0	0	0	0			
Zest 4	0	0	0	0			
Total	184	4,279	703	2,489	£0.00	672	413

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	9	19	4	1	£150.00	0	1
British Gas	0	449	8	7,064	£172.98	2,199	732
Countrywide Gas	0	0	0	0			
EDF Energy	69	123	0	7	£127.14	0	2
npower	70	144	214	0			
npower Northern	2	67	0	0			
npower Yorkshire	15	38	53	0			
Powergen	187	409	112	1	£250.00	0	0
Scottish and Southern	205	368	141	27	£103.00	6	5
Scottish Power	82	556	43	0			
Telecom Plus	0	0	0	18	£50.00	0	5
Total	639	2,173	575	7,118	£0.00	2,205	745

Prepayment Meters

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	243	49	194	8	0	
British Gas	4,961	843	4,118	4,211	0	
EDF Energy	18,852	15,865	2,987	4,212	0	
npower	3,952	2,543	1,409	4,240	0	
npower Northern	3,321	1,976	1,345	888	0	
npower Yorkshire	7,176	6,170	1,006	639	0	
Powergen	10,609	5,957	4,652	11,573	0	
Scottish and Southern	8,337	2,878	5,459	7,764	0	
Scottish Power	2,926	566	2,360	1,822	0	
Telecom Plus	4	4	0	28	0	
Unit Energy	86	0	86	0	0	
Utility Link	85	0	85	2	0	
Zest 4	0	0	0	0	0	
Total	60,552	36,851	23,701	35,387	0	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	132	26	106	11	0	
British Gas	13,561	3,037	10,524	1,613	0	
Countrywide Gas	0	0	0	0	0	
EDF Energy	1,540	423	1,117	780	0	
npower	5,365	3,919	1,446	2,137	0	
npower Northern	1,332	239	1,093	573	0	
npower Yorkshire	1,019	459	560	44	0	
Powergen	7,040	3,336	3,704	3,120	15	
Scottish and Southern	6,498	3,586	2,912	4,014	0	
Scottish Power	2,115	200	1,915	1,026	0	
Telecom Plus	0	0	0	19	0	
Total	38,602	15,225	23,377	13,337	15	0

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

Priority Services

	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	150	37	1	150	47
British Gas	473,533	2,042	5,707	256,416	15,662
Countrywide Gas	99	25	3		
EDF Energy	25,934	3,430	402	134,255	4,786
npower	5,733	783	92	11,530	982
npower Northern	3,337	86	318	4,745	138
npower Yorkshire	9,464	213	1,064	2,326	335
Powergen	64,648	2,259	896	75,582	4,243
Scottish and Southern	45,241	5,692	359	97,146	9,869
Scottish Power	19,514	3,748	2,983	34,969	3,947
Telecom Plus	1,171	463	2	1,471	625
Unit Energy				17	0
Utility Link				20	0
Zest 4				0	0
Total	648,824	18,778	11,827	618,627	40,634

Uptake of Priority Services

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	5	18	0	1	2	0	0
British Gas	274	4,081	38,503	6,153	7,973	76	0	0
EDF Energy	133	4,263	15,210	7,323	0	32	2,000	49
npower	58	933	4,338	471	810	3	93	5
npower Northern	0	29	873	205	0	2	75	0
npower Yorkshire	14	160	1,739	7	0	3	192	1
Powergen	35	389	33,403	3,361	2,220	32	0	13
Scottish and Southern	211	3,580	5,125	31	0	35	34	97
Scottish Power	29	383	0	0	0	0	0	0
Telecom Plus	0	5	563	0	6	5	0	0
Unit Energy	0	1	0	0	0	0	0	0
Utility Link	0	0	11	0	0	0	0	0
Zest 4	0	0	0	0	0	0	0	0
Total	755	13,829	99,783	17,551	11,010	190	2,394	165

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	5	19	1	1	0	0	0
British Gas	951	13,334	148,498	11,463	937	201	111	83
Countrywide Gas	0	0	20	0	0	0	0	0
EDF Energy	22	679	3,912	1,277	0	10	690	23
npower	15	906	3,470	90	1,677	1	243	0
npower Northern	0	18	217	86	0	0	59	0
npower Yorkshire	25	117	1,739	1	0	0	198	0
Powergen	6	93	11,322	2,131	522	2	6	5
Scottish and Southern	103	1,405	2,274	13	0	0	0	0
Scottish Power	16	206	0	0	0	12	0	553
Telecom Plus	0	5	446	0	5	7	0	0
Total	1,138	16,768	171,917	15,062	3,142	233	1,307	664

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)

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	5,309	2,503	676	3,723	1,399	535	3,273	27,547	3	55	421
Countrywide Gas	0	0	0	0	0	0	10	2	0	4	0
EDF Energy	2,233	428	166	1,530	173	234	3,690	83	2	97	78
npower Group	2,723	238	1,012	454	94	2,284	1,380	2	9	25	20
Powergen	5,130	535	596	2,071	774	3,325	2,230	559	6	32	42
Scottish and Southern	3,803	123	137	734	100	2,709	272	333	8	137	76
Scottish Power	10,105	705	311	311	1,978	6,800	8,029	2,992	1,398	2,700	1,893
Telecom Plus	350	293	0	322	82	0	0	0	0	0	163
Utility Link	0	0	0	0	0	0	0	0	0	0	0
Zest 4	0	0	0	0	0	0	0	0	0	0	0
Total	29,706	4,860	2,904	9,152	4,606	15,891	18,912	31,518	1,426	3,050	2,710

Regional payment methods

Electricity Payment Methods	Quarterly cash/cheque	Monthly direct debit	Weekly, Fortnightly or Flexible payment scheme	Prepayment meter	Fuel Direct	Other	Total
England	8,377,316	8,872,362	476,151	2,871,206	11,382	703,487	21,311,904
	39%	42%	2%	13%	0%	3%	100%
Scotland	796,371	934,483	131,500	482,067	7,538	96,360	2,448,319
	33%	38%	5%	20%	0%	4%	100%
Wales	477,307	497,560	35,119	239,565	849	26,597	1,276,997
	37%	39%	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	6,739,069	8,267,211	609,808	1,801,803	20,098	685,209	18,123,198
	37%	46%	3%	10%	0%	4%	100%
Scotland	558,652	818,853	147,840	169,387	5,369	58,886	1,758,987
	32%	47%	8%	10%	0%	3%	100%
Wales	349,458	428,618	40,758	134,000	1,379	32,921	987,134
	35%	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

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	1,063,274	404,855	151	51	704	531,744	20,708
Scotland	244,064	69,397	10	4	120	65,776	6,927
Wales	58,505	20,049	23	2	39	21,107	2,071
Great Britain	1,365,843	494,301	184	57	863	618,627	29,706

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	1,178,995	639,392	532	38	78	512,336	8,520
Scotland	147,762	57,268	35	6	6	73,205	2,438
Wales	67,286	40,096	73	0	5	63,283	869
Great Britain	1,394,043	736,756	640	44	89	648,824	11,827

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