

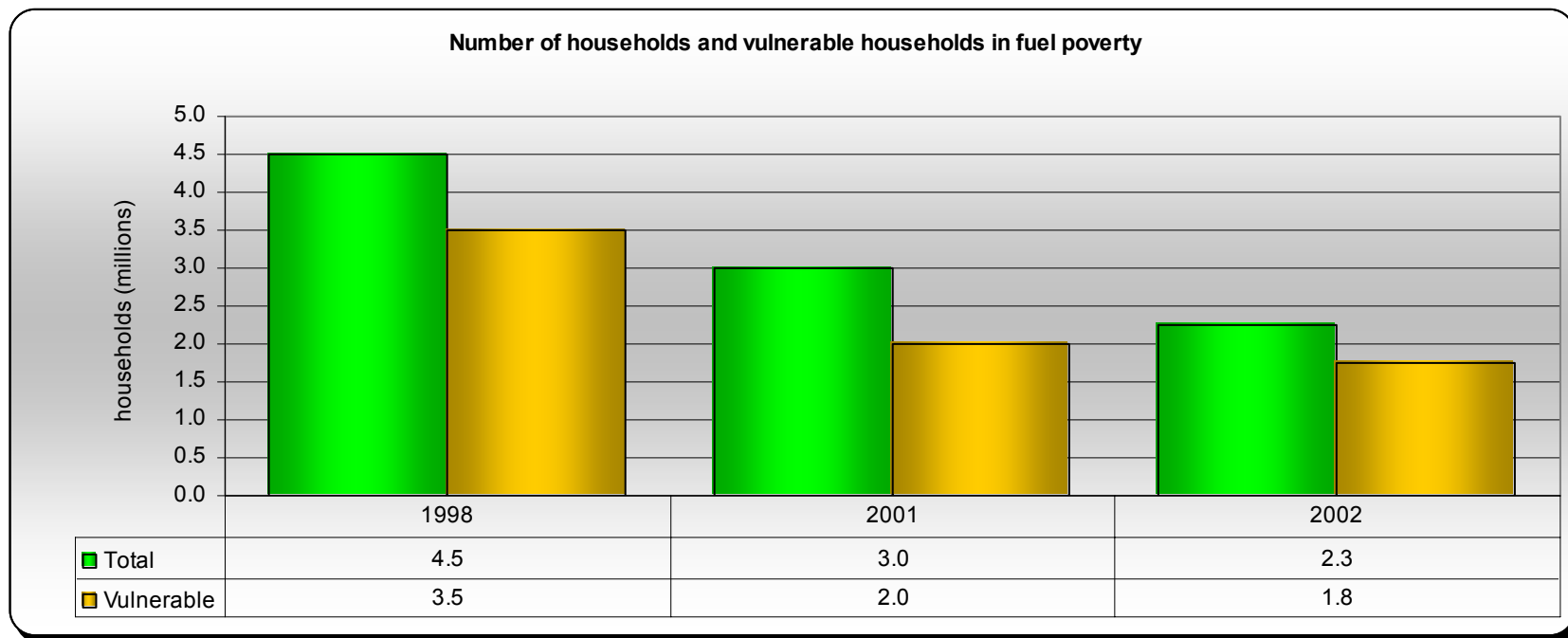
Social Action Plan Indicators

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

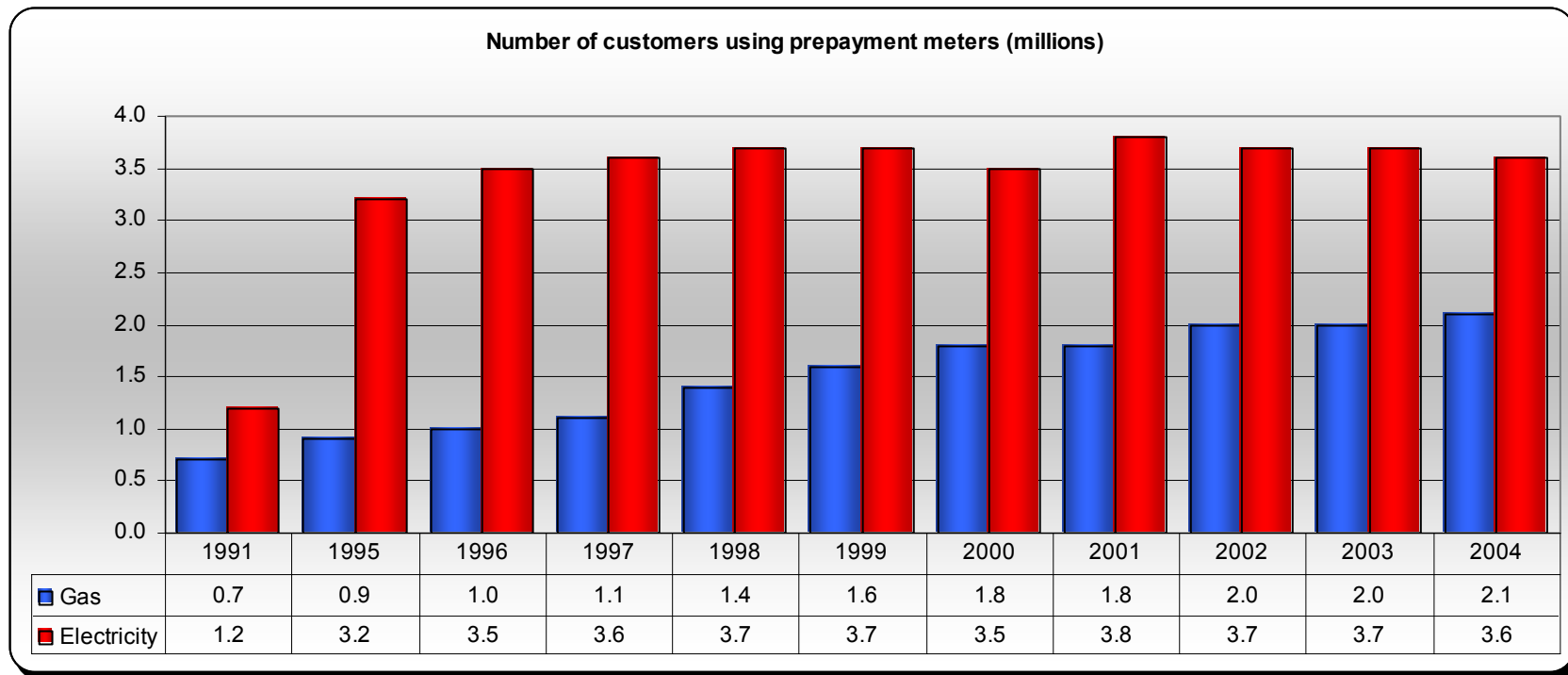
The chart below shows the latest Government estimates for the number of households in fuel poverty. The definition of a fuel poor household, on which the figures below are based, is one needing to spend more than 10% of its income (net of income tax and National Insurance and including Housing Benefit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

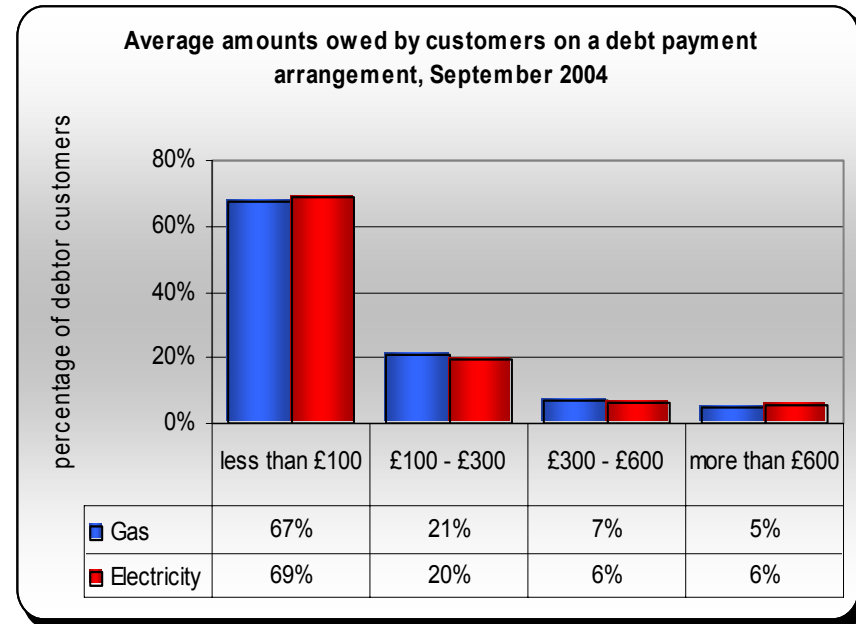
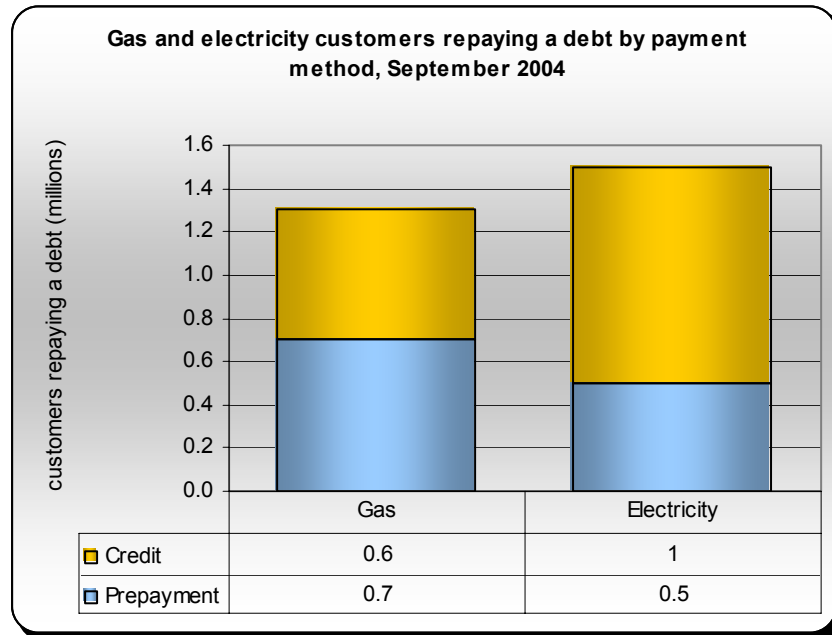
2. Number of customers using prepayment meters

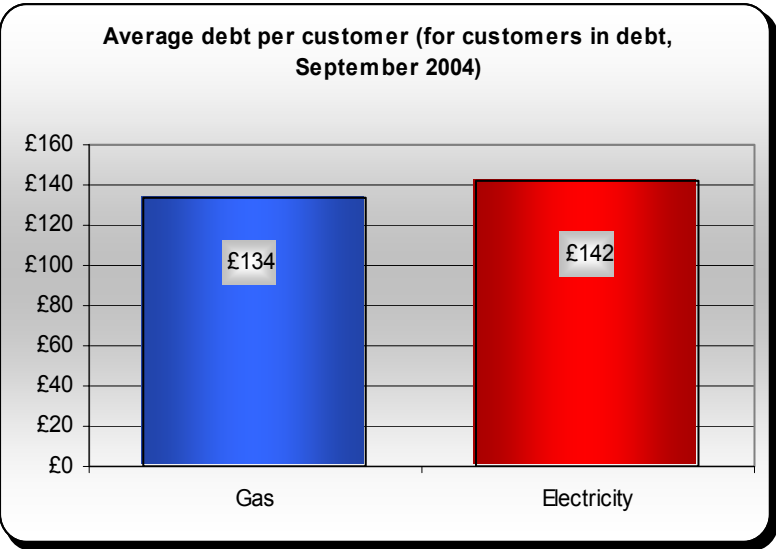
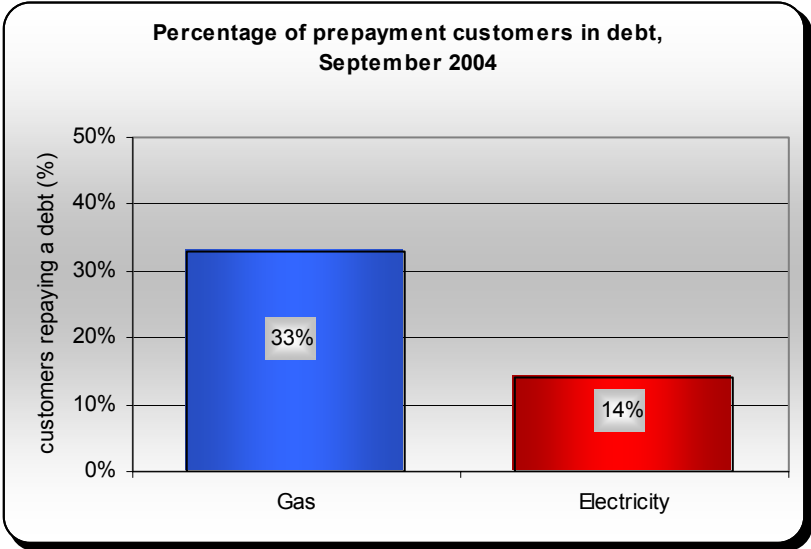
Research carried out for Ofgem by MORI suggests that most prepayment customers are generally satisfied with this method of payment. However prepayment remains the most expensive method of paying for electricity and gas. Ofgem will continue to monitor both the numbers of customers using prepayment meters, and those using them to repay debts.



3. Levels of Debt

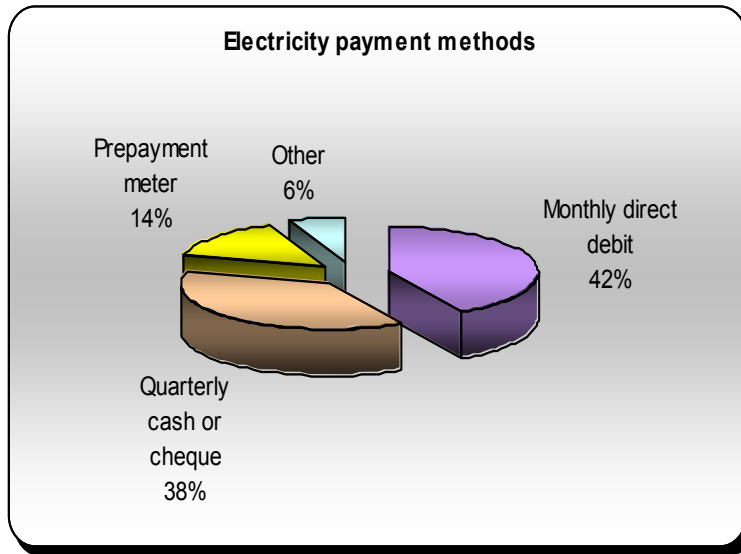
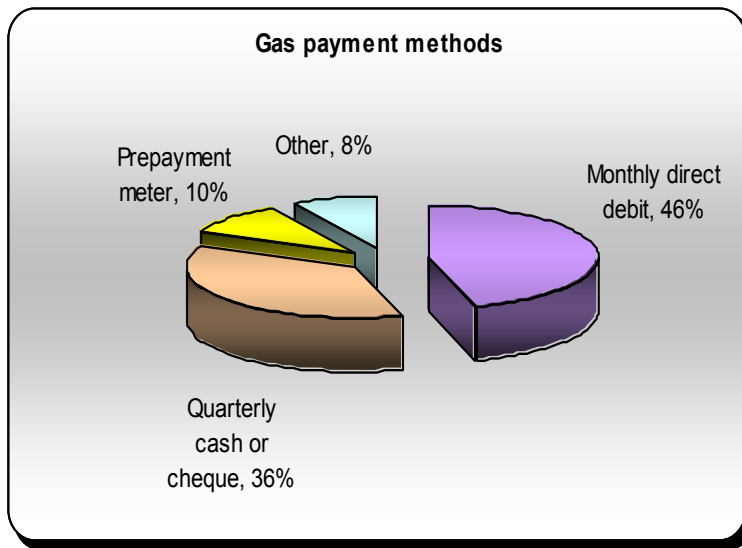
The charts below set out the number of customers repaying a debt (both prepayment customers repaying through their meter and credit customers repaying through a payment arrangement); the relative size of debts for customers who are repaying a debt; the percentage of prepayment meter customers that are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





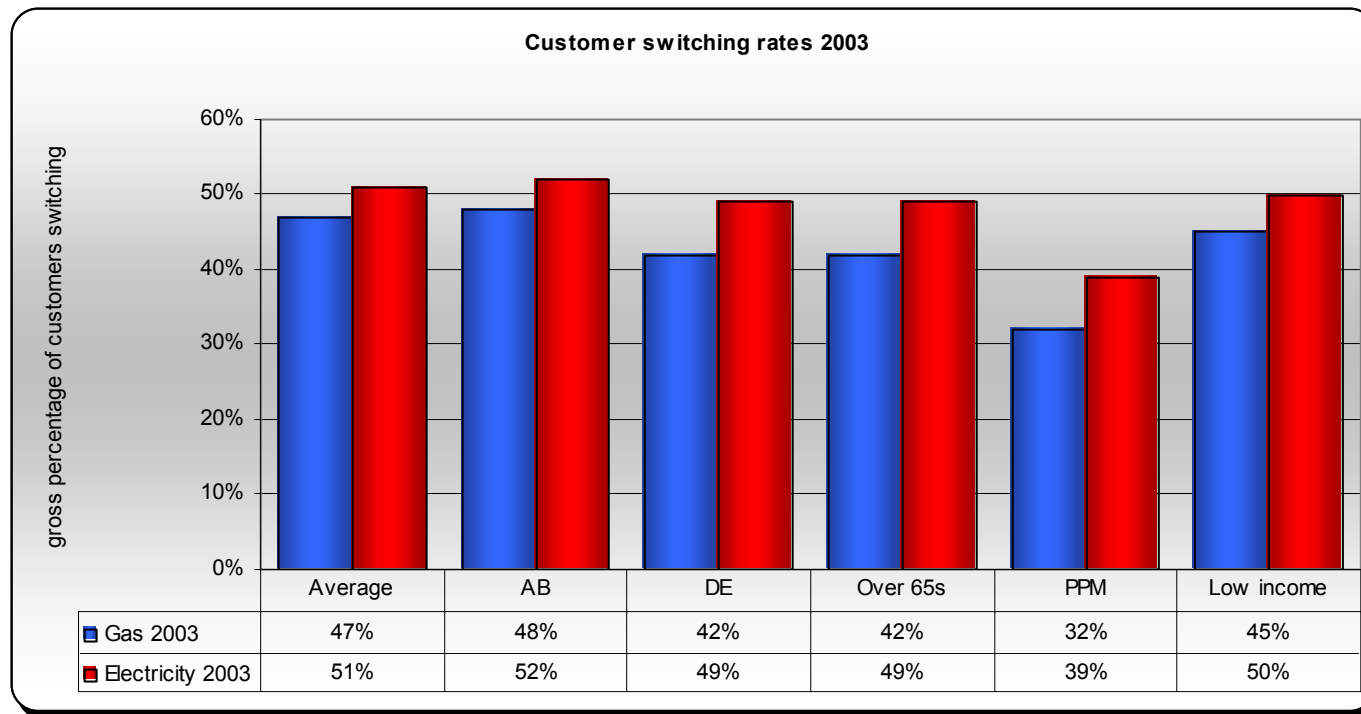
4. Tariff and Payment Choice

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



5. Disadvantaged customers and competition

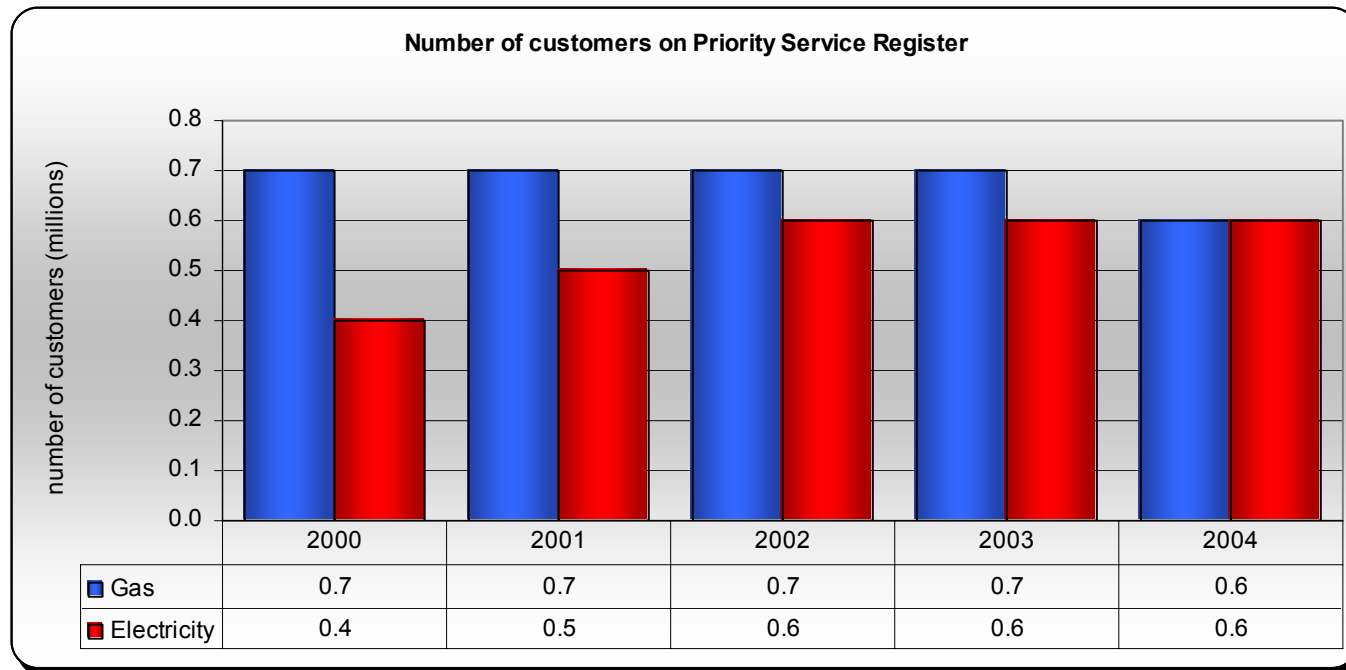
The latest statistics from an Electricity Association survey on switching rates across various consumer groups (set out below) show that competition has reached most groups fairly evenly.



(Source: JD Power)

6. Priority Service Registers

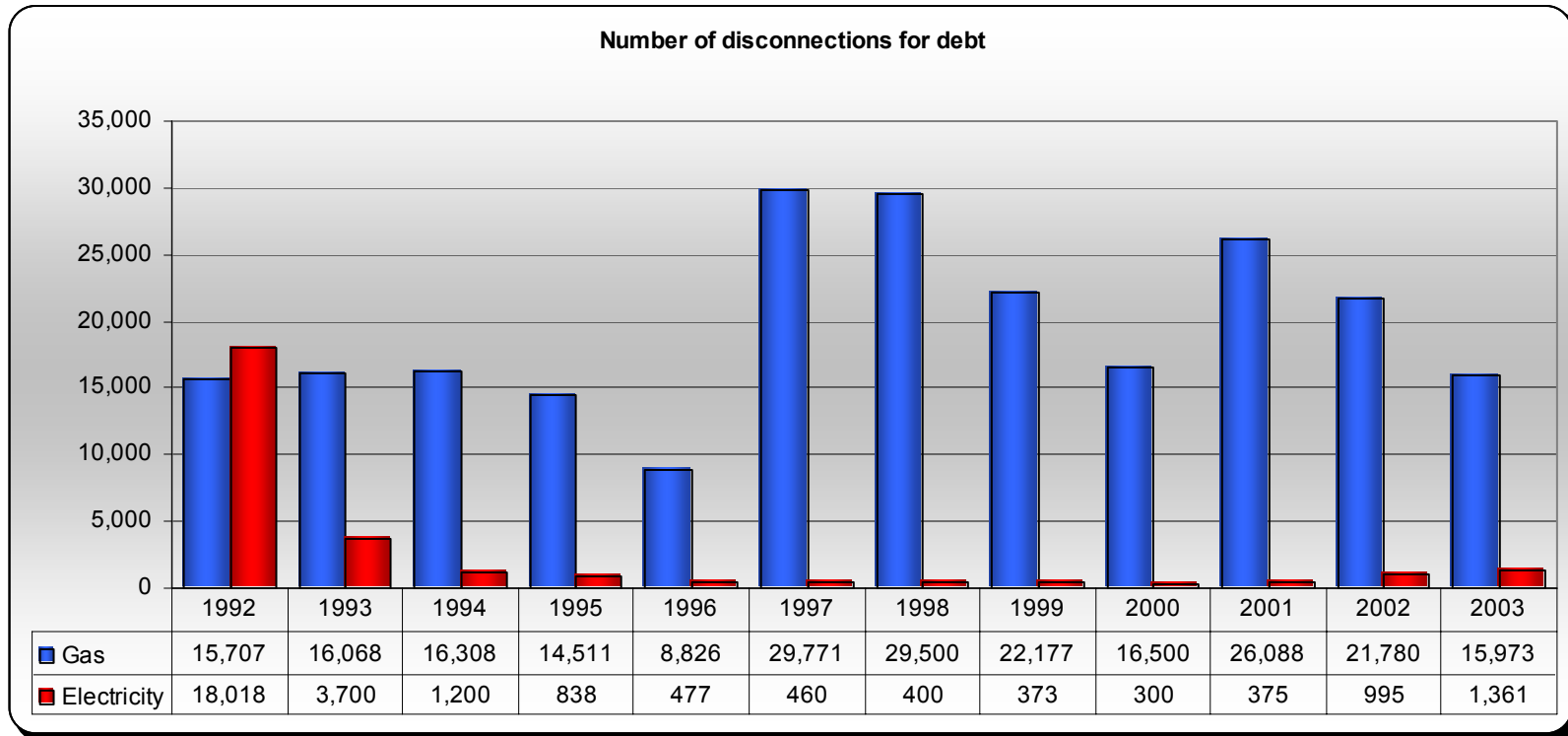
All suppliers operate registers for customers who are elderly, disabled or chronically sick. Customers on these registers may request special services free of charge. The numbers of customers on the register over the past five years are set out below.



(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

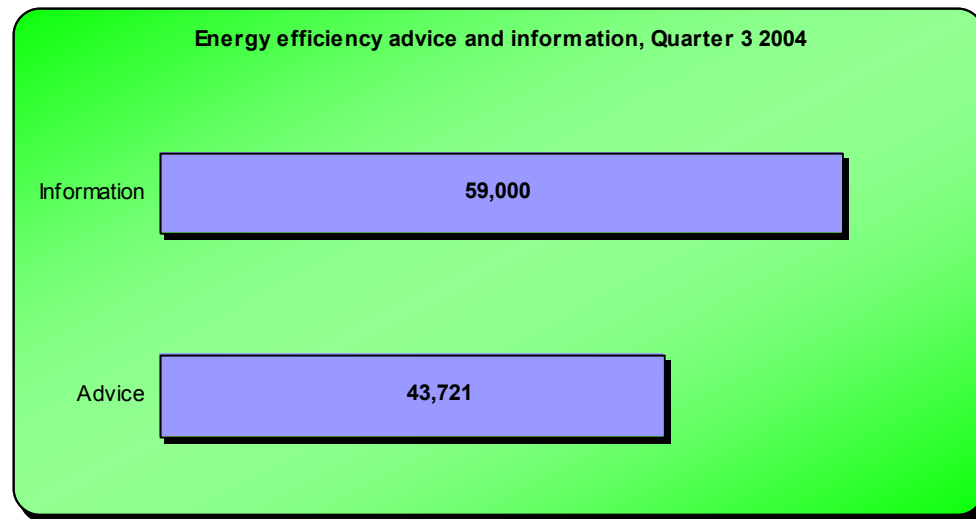
The proportion of households with prepayment meters that reported self-disconnection is set out below.

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 third 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.

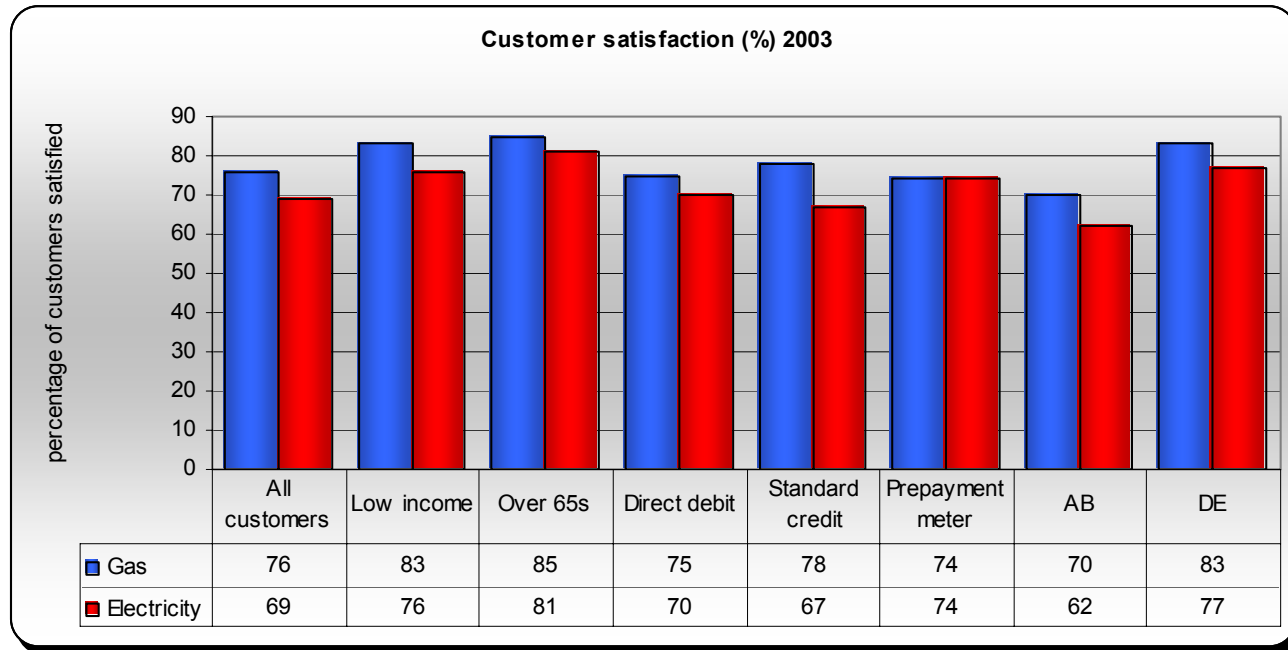
Here to HELP: Run by British Gas, this scheme aims to target energy efficiency and other measures, fuel discounts and advice to around half a million homes.

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

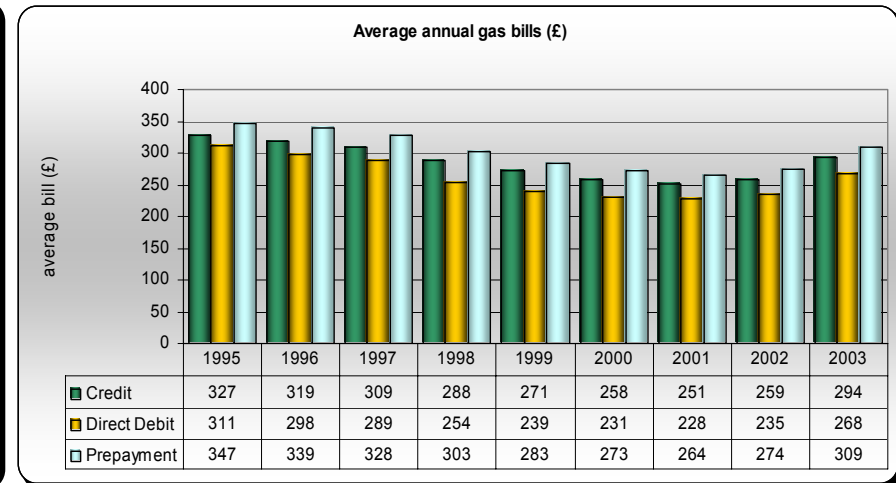
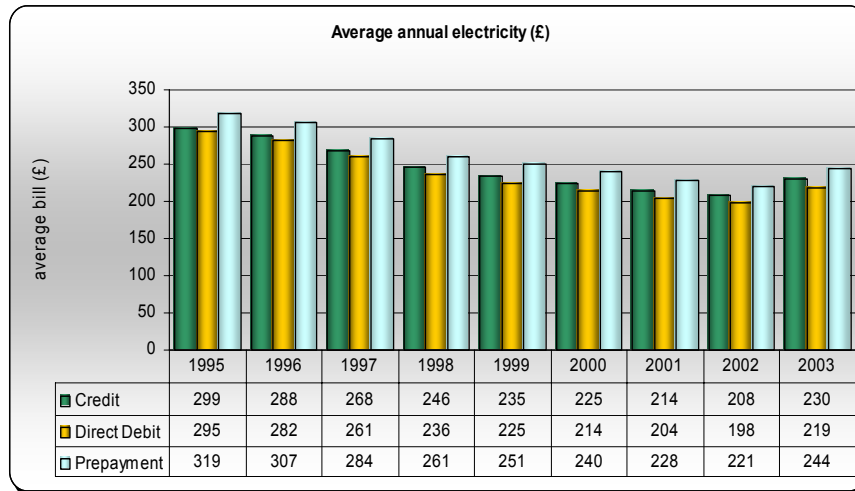
The latest research on customer satisfaction is set out below



(Source: JD Power)

12. Prices

The graphs below show how average annual bills have changed for different customers since 1995.



(Source: DTI. 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)

Payment Methods September 2004

Electricity	Quarterly cash/cheque	Monthly direct debit	Weekly, Fortnightly or Flexible payment scheme	Prepayment meter	Other	Total
Atlantic	36.6%	57.6%	0.0%	4.9%	0.9%	100.0%
British Gas	33.8%	43.8%	3.1%	17.5%	1.7%	100.0%
EDF Energy	47.2%	33.7%	0.6%	14.7%	3.8%	100.0%
npower	37.3%	45.3%	1.5%	12.1%	3.7%	100.0%
npower Northern	57.0%	21.0%	3.9%	15.0%	3.2%	100.0%
npower Yorkshire	45.1%	32.7%	3.9%	12.3%	5.9%	100.0%
Powergen	39.0%	43.6%	3.1%	10.4%	3.9%	100.0%
Scottish and Southern	37.2%	42.7%	1.4%	15.0%	3.8%	100.0%
Scottish Power	31.0%	45.4%	3.8%	16.8%	3.0%	100.0%
Telecom Plus	0.0%	89.0%	0.0%	1.1%	9.9%	100.0%
Unit Energy	45.2%	48.1%	0.0%	1.0%	5.7%	100.0%
Utility Link	41.8%	38.8%	0.0%	5.4%	13.9%	100.0%
Zest 4	0.0%	100.0%	0.0%	0.0%	0.0%	100.0%
Industry	38.2%	41.7%	2.5%	14.4%	3.3%	100.0%

Gas	Quarterly cash/cheque	Monthly direct debit	Weekly, Fortnightly or Flexible payment scheme	Prepayment meter	Other	Total
Atlantic	39.4%	57.2%	0.0%	3.1%	0.3%	100.0%
British Gas	40.6%	39.2%	3.6%	12.0%	4.7%	100.0%
Countrywide Gas	39.0%	59.1%	0.0%	0.3%	1.5%	100.0%
EDF Energy	41.2%	48.8%	0.7%	6.3%	2.9%	100.0%
npower	29.4%	54.7%	6.8%	8.1%	1.0%	100.0%
npower Northern	22.9%	42.8%	0.6%	19.4%	14.3%	100.0%
npower Yorkshire	35.1%	43.8%	6.0%	10.1%	5.1%	100.0%
Powergen	30.9%	56.0%	3.9%	5.7%	3.4%	100.0%
Scottish and Southern	30.3%	56.8%	2.3%	8.4%	2.1%	100.0%
Scottish Power	25.6%	61.7%	4.1%	7.8%	0.8%	100.0%
Telecom Plus	0.0%	92.5%	0.0%	0.3%	7.2%	100.0%
Industry	36.4%	45.9%	360.0%	10.2%	3.9%	100.0%

Debt repayment July - September 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	£1.48	52	£7.00	52
British Gas	£2.90	48	£5.40	52
EDF Energy	£3.24	52	£3.58	59
npower	£3.14	19	£3.55	94
npower Northern	£6.04	30	£3.20	48
npower Yorkshire	£4.57	52	£5.26	45
Powergen	£5.55	43	£6.19	65
Scottish and Southern	£4.43	42	£6.02	40
Scottish Power	£1.76	53	£2.48	150
Telecom Plus	£4.95	21	£0.00	0
Unit Energy	£0.00	0	£15.00	52
Utility Link	£0.00	0	£15.00	52
Zest 4	£0.00	0	£0.00	0
Total	£3.07	49	£4.24	89

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	£0.70	52	£6.00	52
British Gas	£3.09	44	£5.39	40
Countrywide Gas	£7.50	45	£0.00	0
EDF Energy	£3.86	52	£6.27	74
npower	£6.86	31	£4.21	64
npower Northern	£5.75	29	£3.93	82
npower Yorkshire	£3.84	45	£5.94	59
Powergen	£6.12	38	£6.16	60
Scottish and Southern	£3.49	42	£5.07	50
Scottish Power	£1.39	53	£3.73	93
Telecom Plus	£5.20	21	£3.70	162
Total	£3.12	46	£5.31	50

Disconnections July - September 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	0	0	0	0	2	3	4
British Gas	1	1	0	4	4	52	35
EDF Energy	79	38	39	5	32	305	54
npower	0	0	0	0	1	0	1
npower Northern	3	1	2	1	2	4	0
npower Yorkshire	2	0	2	0	0	4	1
Powergen	53	17	36	11	12	137	100
Scottish and Southern	30	16	14	3	3	120	88
Scottish Power	24	6	18	9	1	68	60
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	192	79	111	6	57	693	343

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	4	1	42	0	0	0
British Gas	2	25	0	678	57	98	143
Countrywide Gas	0	0	0	0	0	0	0
EDF Energy	100	49	51	4	0	0	0
npower	86	24	62	17	1	0	1
npower Northern	0	0	0	0	1	6	0
npower Yorkshire	31	8	23	20	0	0	0
Powergen	334	133	205	11	0	0	0
Scottish and Southern	116	56	60	12	0	6	6
Scottish Power	46	15	31	8	0	1	1
Telecom Plus	0	0	0	0	0	0	0
Total	720	315	433	71	59	111	151

Percentage of customers reconnected following disconnections for debt and theft July - September 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
Atlantic							20%	20%	20%	20%	20%	20%
British Gas	0%	100%	100%	100%	100%	100%	33%	52%	62%	67%	86%	100%
EDF Energy	47%	60%	71%	92%	100%	100%	87%	90%	91%	93%	95%	99%
inpower							0%	0%	0%	0%	0%	0%
inpower Northern	100%	100%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%
inpower Yorkshire	0%	0%	0%	0%	0%	0%	50%	50%	75%	75%	75%	75%
Powergen	47%	53%	59%	78%	94%	100%	10%	12%	19%	26%	35%	40%
Scottish and Southern	81%	88%	88%	94%	100%	100%	46%	51%	63%	74%	91%	100%
Scottish Power	33%	50%	67%	83%	83%	100%	0%	25%	25%	75%	75%	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
Atlantic	0%	0%	25%	25%	25%	50%						
British Gas	4%	8%	8%	8%	8%	8%	25%	50%	83%	92%	100%	100%
EDF Energy	45%	57%	78%	98%	100%	100%						
inpower	21%	38%	76%	80%	94%	100%	0%	0%	0%	0%	0%	0%
inpower Northern							100%	0%	0%	0%	0%	0%
inpower Yorkshire	25%	25%	50%	50%	75%	100%						
Powergen	16%	30%	54%	82%	96%	99%						
Scottish and Southern	14%	34%	54%	79%	84%	100%	0%	0%	0%	0%	0%	0%
Scottish Power	27%	40%	60%	87%	93%	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 July - September 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	2	2	4	0	0	0
British Gas	3,580	1,103	1,458	0	0	373
EDF Energy	1,875	424	244	0	0	1,283
npower	1,097	361	28	0	0	120
npower Northern	543	171	171	0	0	413
npower Yorkshire	1,528	323	353	0	7	179
Powergen	1,587	288	91	8	1	381
Scottish and Southern	2,584	375	263	1	1	644
Scottish Power	6,829	497	0	0	0	3,037
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	19,625	3,544	2,612	9	9	6,430

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	2	2	2	0	0	0
British Gas	18,118	2,363	3,514	0	0	3,920
Countrywide Gas	0	0	0	0	0	0
EDF Energy	777	227	128	0	0	610
npower	1,941	100	3	0	0	101
npower Northern	1,052	103	108	0	0	221
npower Yorkshire	623	132	155	0	1	13
Powergen	953	183	54	6	1	178
Scottish and Southern	1,572	335	250	1	2	389
Scottish Power	1,982	255	0	0	0	553
Telecom Plus	0	0	0	0	0	0
Total	27,020	3,700	4,214	7	4	5,985

Warrants and Security Deposits July - September 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	0	49	21	4	£102.50	0	1
British Gas	1	469	5	1,712	£105.02	251	398
EDF Energy	79	819	30	203	£129.71	149	11
npower	0	41	41	172	£116.00	0	0
npower Northern	3	195	3	0			
npower Yorkshire	2	97	99	0			
Powergen	53	1534	855	22	£105.86	22	0
Scottish and Southern	30	517	188	84	£127.00	58	9
Scottish Power	24	1,249	161	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	192	4,970	1,403	2,329	£108.91	612	419

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	5	5	5	4	£119.29	0	3
British Gas	2	701	5	6,539	£166.38	2,211	1,204
Countrywide Gas	0	0	0	0			
EDF Energy	97	117	3	7	£127.14	0	2
npower	86	155	241	0			
npower Northern	0	86	0	0			
npower Yorkshire	31	43	74	0			
Powergen	334	555	529	1	£250.00	0	0
Scottish and Southern	116	353	84	32	£96.00	9	5
Scottish Power	46	600	22	0			
Telecom Plus	0	0	0	35	£50.00	0	11
Total	717	2,615	963	6,618	£165.37	2,220	1,225

Prepayment Meters July - September 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	161	30	131	26	0	0
British Gas	6,396	969	5,427	3,021	0	0
EDF Energy	15,497	11,874	3,623	5,367	0	0
npower	5,454	3,019	2,435	3,834	0	0
npower Northern	3,566	2,189	1,377	802	0	0
npower Yorkshire	10,224	8,516	1,708	830	0	0
Powergen	13,758	7,354	6,404	11,225	0	0
Scottish and Southern	9,195	3,878	5,317	7,568	0	0
Scottish Power	3,685	866	2,819	2,255	0	0
Telecom Plus	1	1	0	16	0	0
Unit Energy	19	0	19	0	0	0
Utility Link	68	0	68	0	0	0
Zest 4	0	0	0	0	0	0
Total	68,024	38,696	29,328	34,944	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	128	69	59	14	0	0
British Gas	11,893	2,504	9,389	7,020	0	0
Countrywide Gas	0	0	0	0	0	0
EDF Energy	1,271	437	834	664	0	0
npower	4,851	2,212	2,639	1,724	0	0
npower Northern	1,280	225	1,055	450	0	0
npower Yorkshire	3,753	3,224	529	174	0	0
Powergen	8,017	2,884	5,133	3,502	2	0
Scottish and Southern	4,919	2,107	2,812	3,924	0	0
Scottish Power	1,275	166	1,109	419	0	0
Telecom Plus	3	2	1	8	0	0
Total	37,390	13,830	23,560	17,899	2	0

Priority Services July - September 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	241	34	16	306	45
British Gas	462,582	2,136	4,291	259,978	12,029
Countrywide Gas	129	33	4	n/a	n/a
EDF Energy	25,751	1,479	334	132,917	4,709
npower	9,077	0	63	11,121	510
npower Northern	3,380	68	34	4,826	0
npower Yorkshire	8,692	171	61	2,526	381
Powergen	66,199	1,253	981	76,995	3,525
Scottish and Southern	48,469	5,959	312	103,068	10,198
Scottish Power	21,177	1,422	3,298	37,073	2,052
Telecom Plus	See Elec	See Elec	0	1,467	304
Unit Energy	n/a	n/a	n/a	61	9
Utility Link	n/a	n/a	n/a	23	3
Zest 4	n/a	n/a	n/a	0	0
Total	645,697	12,555	9,394	630,361	33,765

Uptake of Priority Services July - September 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	25	48	299	12	0	6	0	1
British Gas	267	4,198	40,236	6,239	7,878	108	gas	gas
EDF Energy	136	4,446	17,468	7,088	0	79	2,185	60
npower	61	970	4,289	513	884	2	30	3
npower Northern	2	63	455	5	37	10	13	0
npower Yorkshire	16	223	1,929	10	181	10	29	1
Powergen	24	1,083	35,507	3,392	2,101	38	0	61
Scottish and Southern	217	3,733	5,008	32	0	49	3	85
Scottish Power	32	373				0	0	0
Telecom Plus	6	0	566	0	8	8	0	0
Unit Energy	0	1	29	0	0	0	0	0
Utility Link	0	0	14	0	0	0	0	0
Zest 4	0	0	0	0	0	0	0	0
Total	786	15,138	105,800	17,291	11,089	310	2,260	211

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	20	38	234	9	0	1	0	1
British Gas	935	13,520	146,905	11,065	970	227	114	72
Countrywide Gas	0	1	29	0	0	0	0	0
EDF Energy	25	743	4,024	1,248	0	23	960	53
npower	34	1,028	4,127	101	1,867	5	26	1
npower Northern	2	37	455	3	21	1	9	0
npower Yorkshire	18	159	6,647	4	108	1	34	0
Powergen	4	103	12,988	2,194	642	10	2	24
Scottish and Southern	109	1,527	2,226	15	0	0	0	0
Scottish Power	17	200				5	0	375
Telecom Plus	5	9	566	0	8	9	0	0
Total	1,169	17,365	178,201	14,639	3,616	282	1,145	526

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

'Gas' indicates combined figures reported in that company's gas report

Energy Efficiency Advice (Dual Fuel) July - September 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	see	scotish	and	southern							
British Gas	3,983	1,492	674	2,789	782	802	2,356	30,648	3	71	191
Countrywide Gas	4	0	0	0	0	4	4	1	0	3	0
EDF Energy	3,292	495	450	1,703	245	399	2,424	1,301	291	54	113
npower Group	19,431	1,011	242	602	19,049	2,599	875	2	1	26	2
Powergen	2,909	347	835	216	538	973	1,969	209	15	21	115
Scottish and Southern	3,592	144	108	754	115	2,471	364	251	10	162	54
Scottish Power	10,390	1,885	682	416	1,894	5,513	9,654	2,075	2,150	4,050	1,572
Telecom Plus	118	123	0	94	122	5	0	0	0	0	0
Utility Link	0	0	0	0	0	0	0	0	0	0	0
Zest 4	2	0	0	2	0	0	0	0	0	0	0
Total	43,721	5,497	2,991	6,576	22,745	12,766	17,646	34,487	2,470	4,387	2,047

Regional payment methods September 2004

Electricity Payment Methods	Quarterly cash/cheque	Monthly direct debit	Weekly, Fortnightly or Flexible payment scheme	Prepayment meter	Fuel Direct	Other	Total
England	8,286,847	8,983,479	465,466	2,878,197	11,366	683,534	21,308,889
	39%	42%	2%	14%	0%	3%	100%
Scotland	796,370	953,783	128,549	481,184	7,267	93,118	2,460,271
	32%	39%	5%	20%	0%	4%	100%
Wales	472,004	495,523	34,645	243,904	992	25,241	1,272,309
	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	6,665,785	8,307,133	563,607	1,816,953	20,244	693,793	18,067,515
	37%	46%	3%	10%	0%	4%	100%
Scotland	555,265	824,204	142,609	169,151	5,205	57,921	1,754,355
	32%	47%	8%	10%	0%	3%	100%
Wales	348,729	434,570	42,015	138,400	1,571	31,620	996,905
	35%	44%	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 July - September 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	1,211,632	412,525	164	55	570	541,420	34,251
Scotland	253,718	76,171	6	1	88	66,786	7,167
Wales	60,999	20,221	22	1	35	22,155	2,303
Great Britain	1,526,349	508,917	192	57	693	630,361	43,721

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	1,088,525	610,691	655	48	89	508,371	6,180
Scotland	135,423	55,030	23	10	14	74,055	2,618
Wales	65,471	40,040	42	1	8	63,271	596
Great Britain	1,289,419	705,761	720	59	111	645,697	9,394

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