

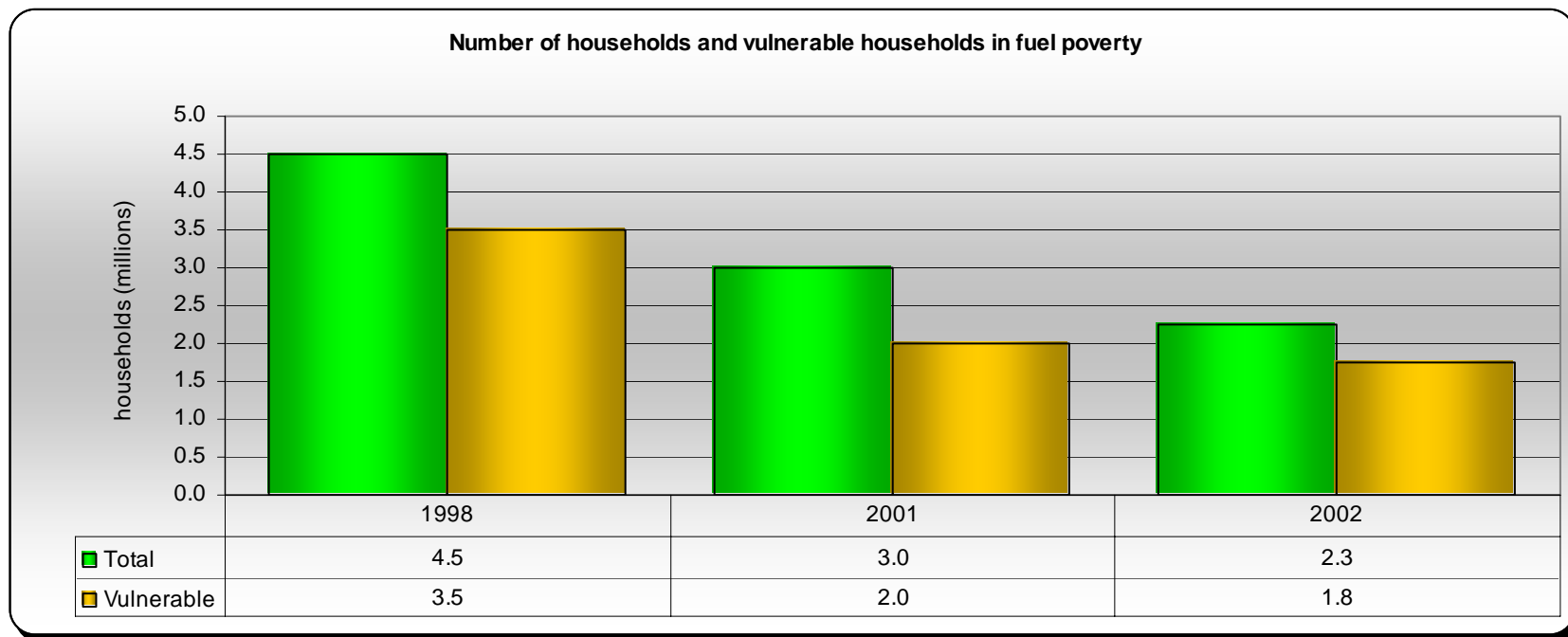
Social Action Plan Indicators

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

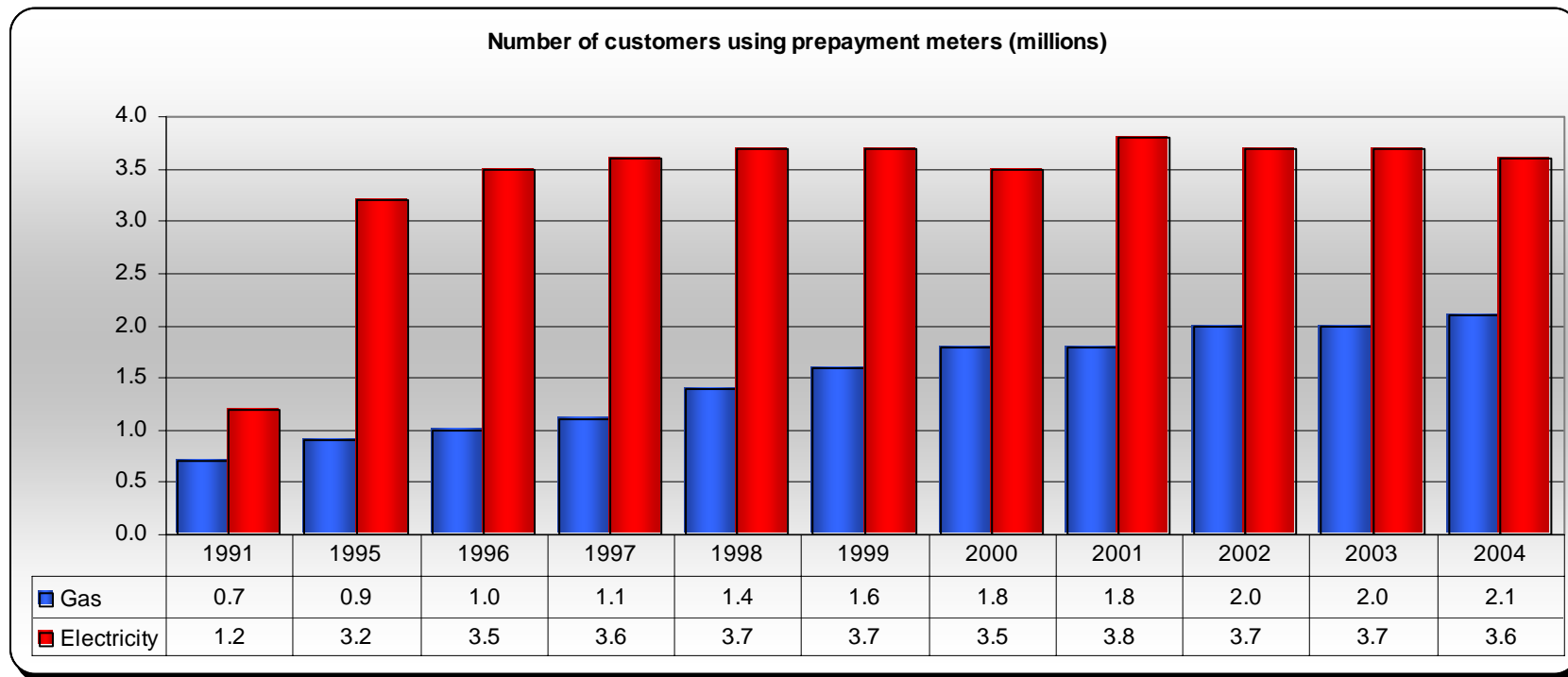
The chart below shows the latest Government estimates for the number of households in fuel poverty. The definition of a fuel poor household, on which the figures below are based, is one needing to spend more than 10% of its income (net of income tax and National Insurance and including Housing Benefit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

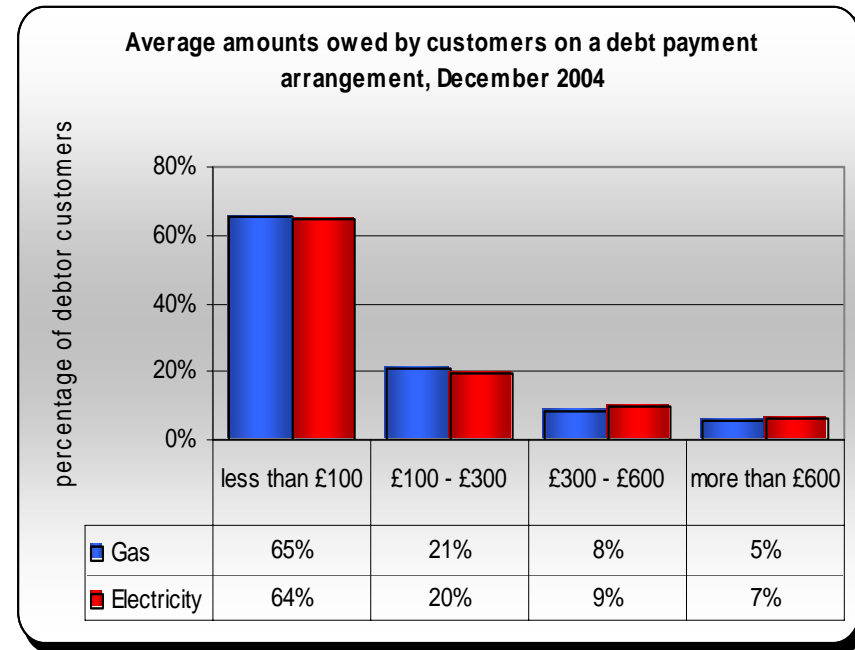
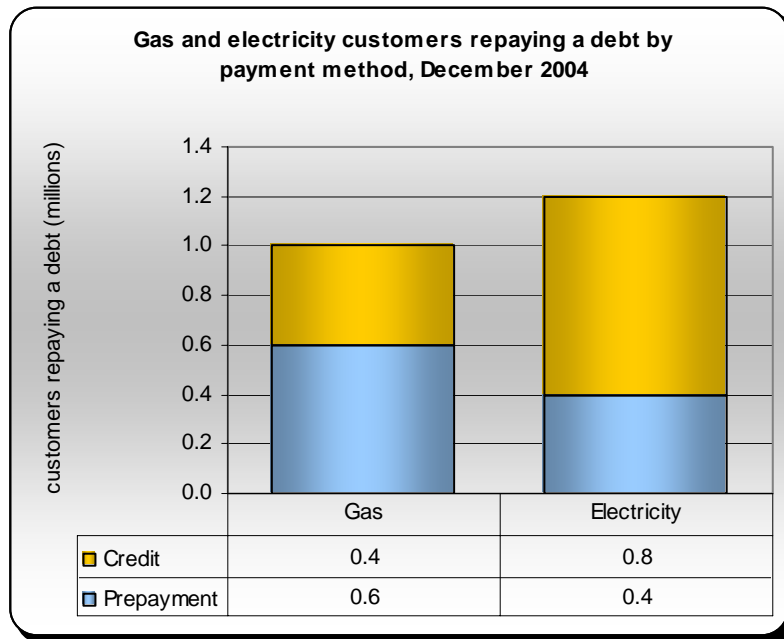
2. Number of customers using prepayment meters

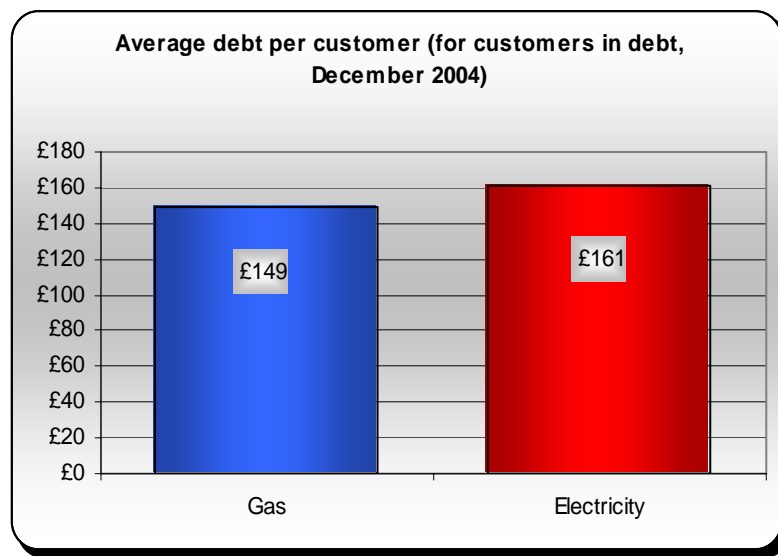
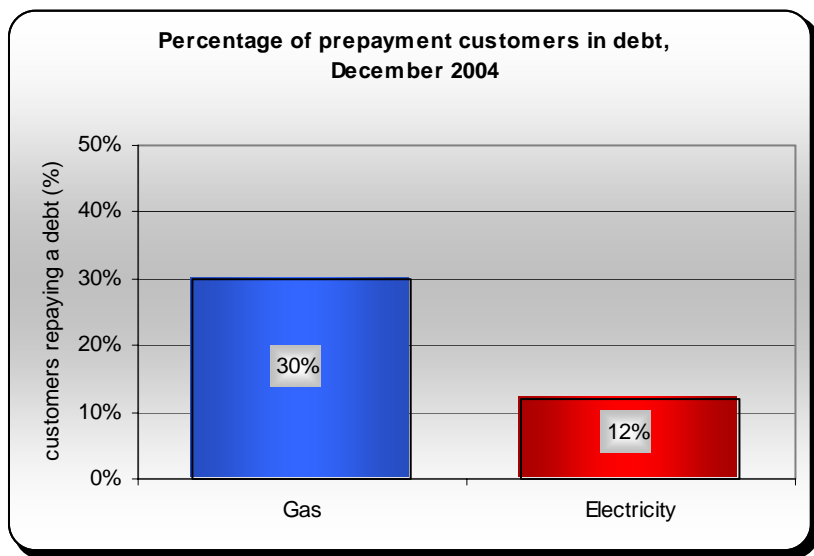
Research carried out for Ofgem by MORI suggests that most prepayment customers are generally satisfied with this method of payment. However prepayment remains the most expensive method of paying for electricity and gas. Ofgem will continue to monitor both the numbers of customers using prepayment meters,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



3. Levels of Debt

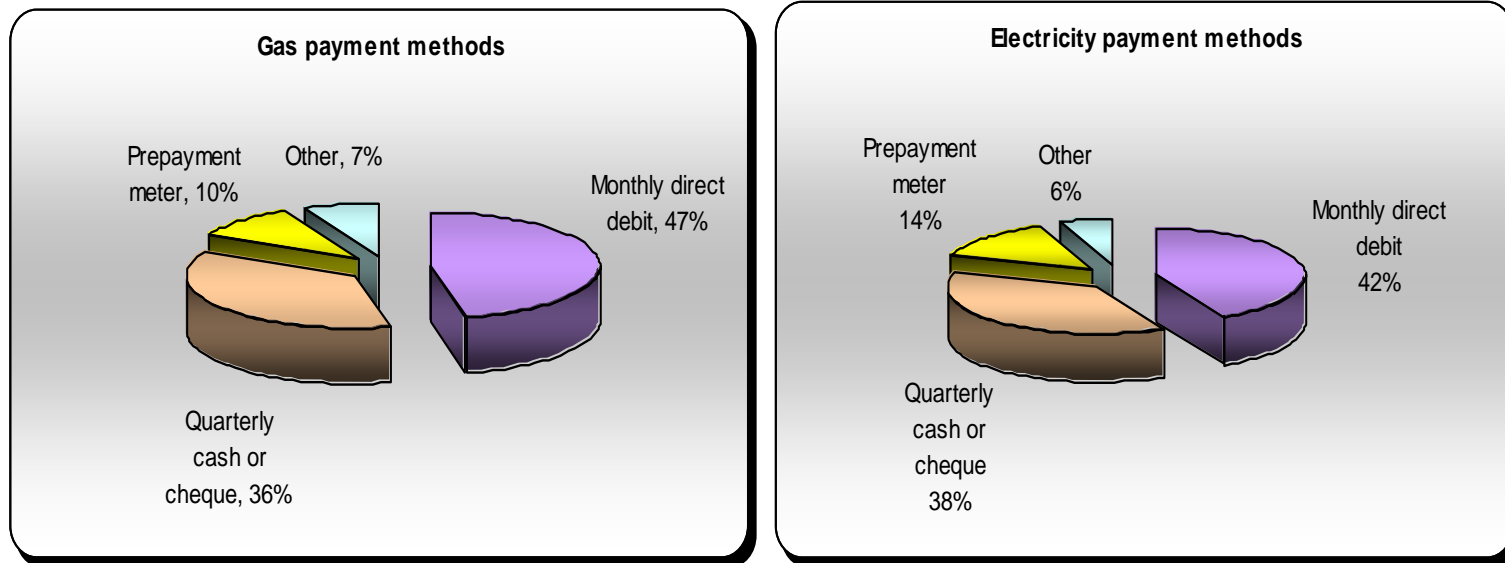
The charts below set out the number of customers repaying a debt (both prepayment customers repaying through their meter and credit customers repaying through a payment arrangement); the relative size of debts for customers who are repaying a debt; the percentage of prepayment meter customers that are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





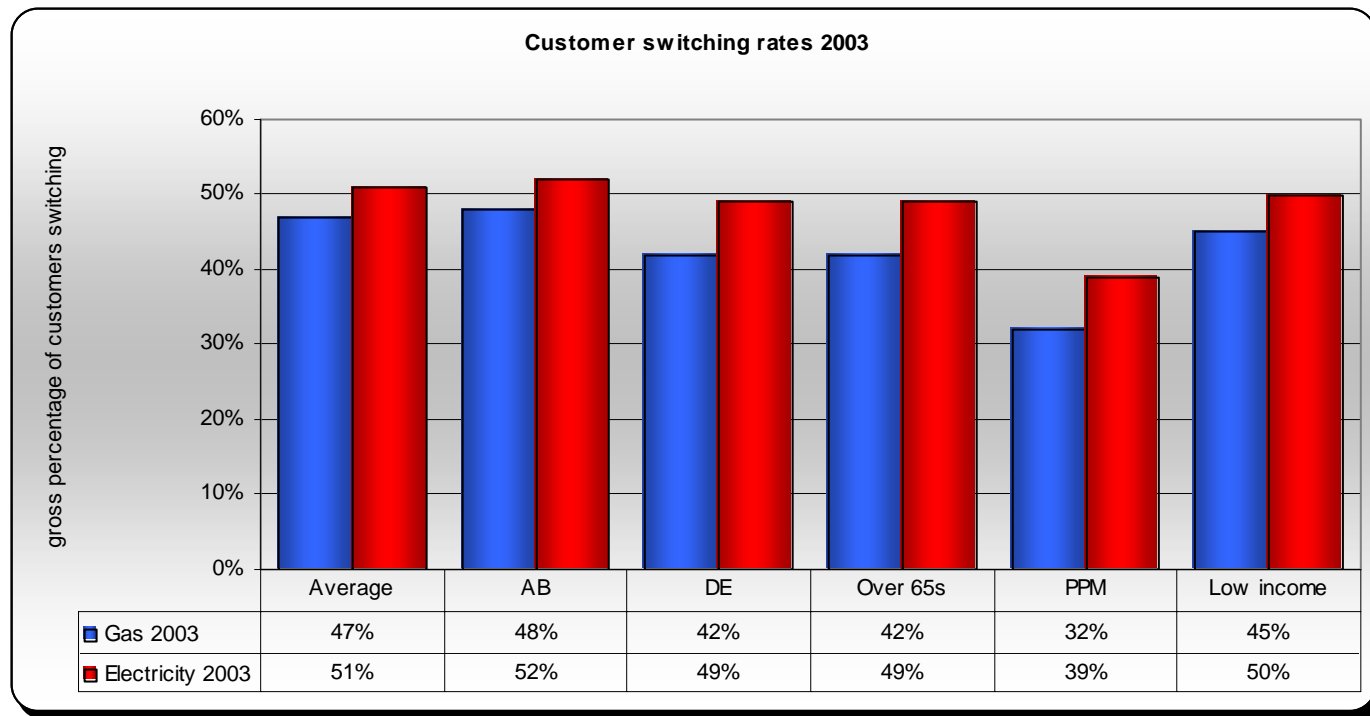
4. Tariff and Payment Choice

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



5. Disadvantaged customers and competition

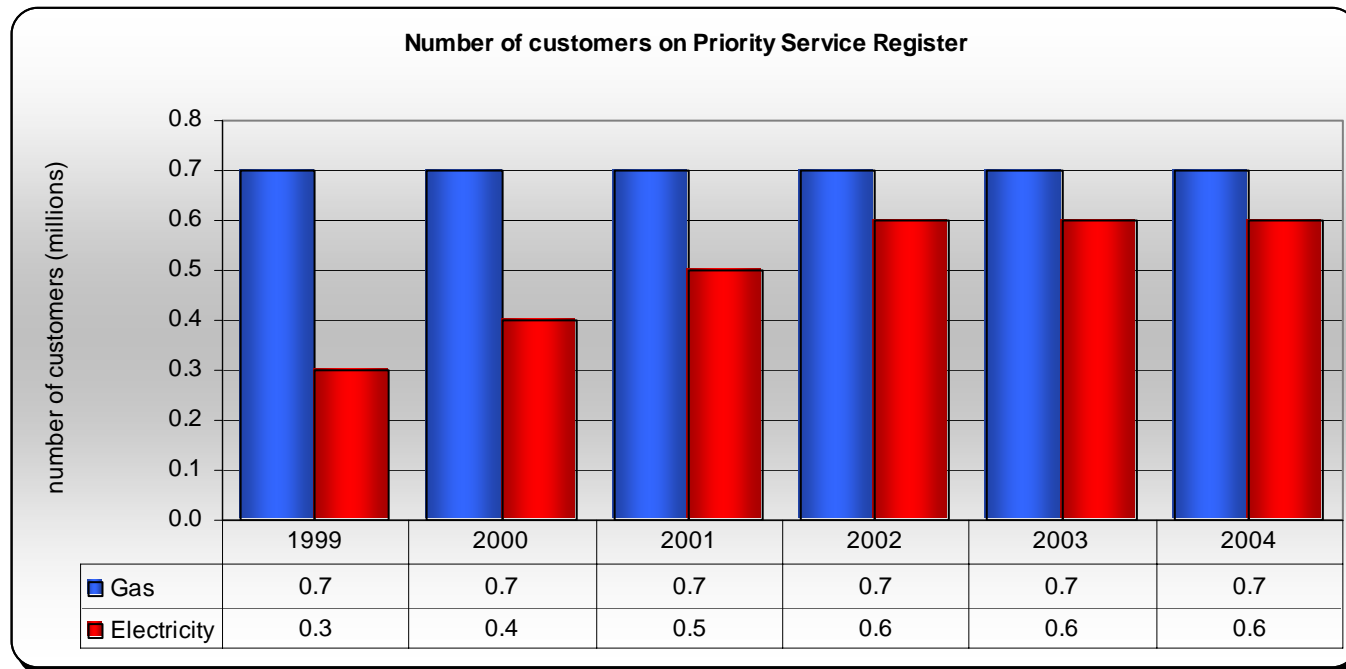
The latest statistics from an Electricity Association survey on switching rates across various consumer groups (set out below) show that competition has reached most groups fairly evenly.



(Source: JD Power)

6. Priority Service Registers

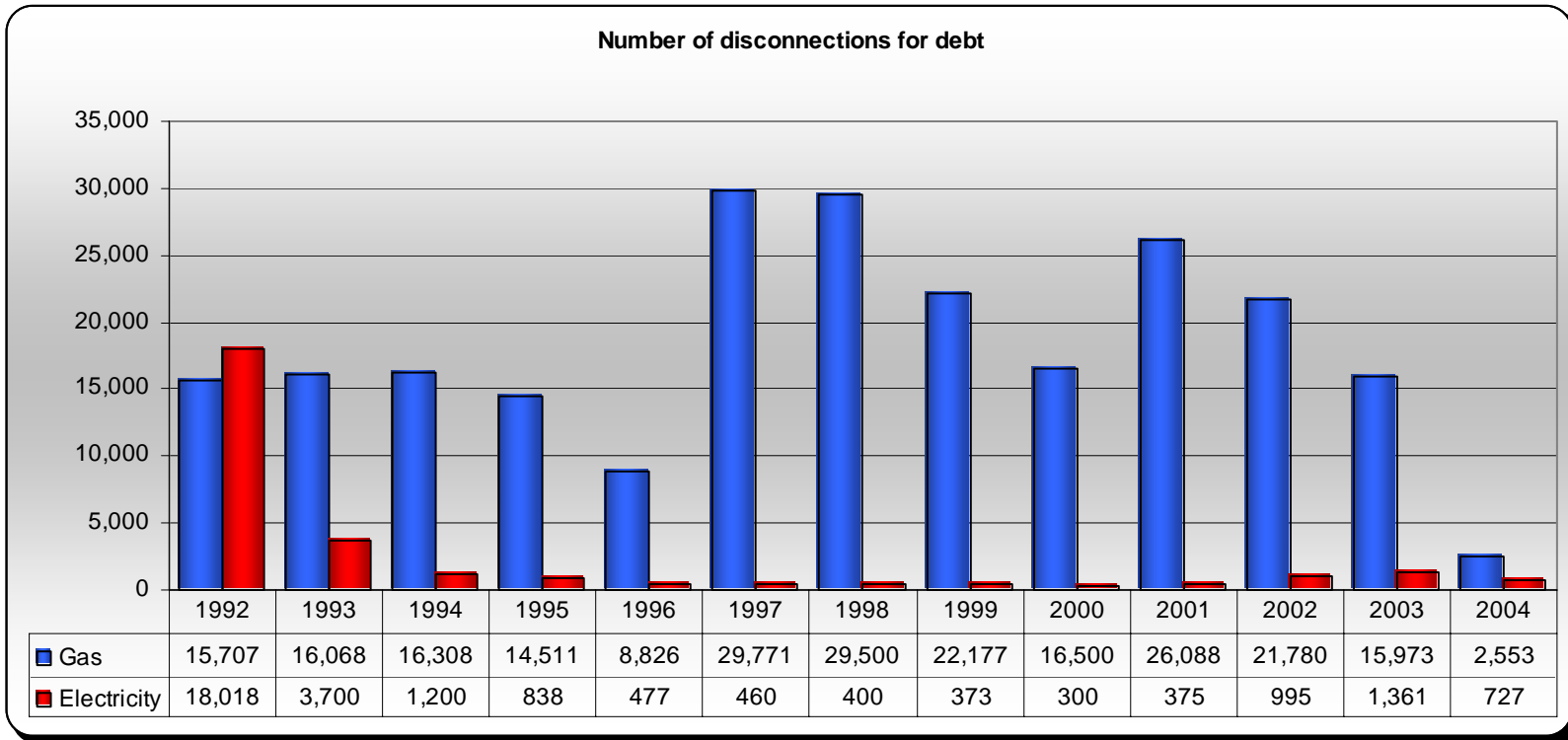
All suppliers operate registers for customers who are elderly, disabled or chronically sick. Customers on these registers may request special services free of charge. The numbers of customers on the register over the past five years are set out below.



(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 2004.



8. Self-disconnections

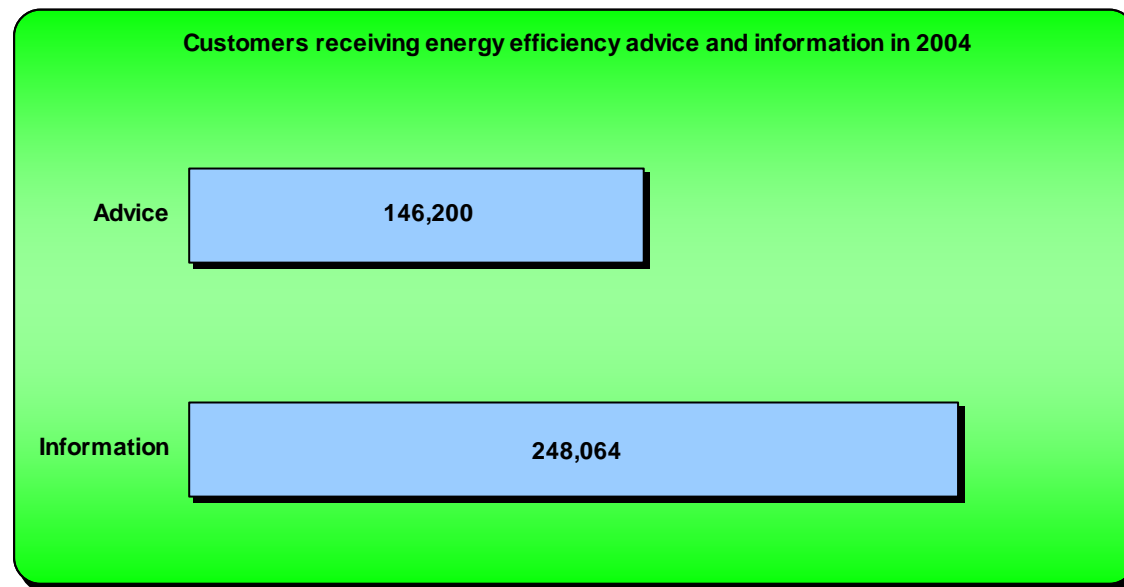
The proportion of households with prepayment meters that reported self-disconnection is set out below.

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.

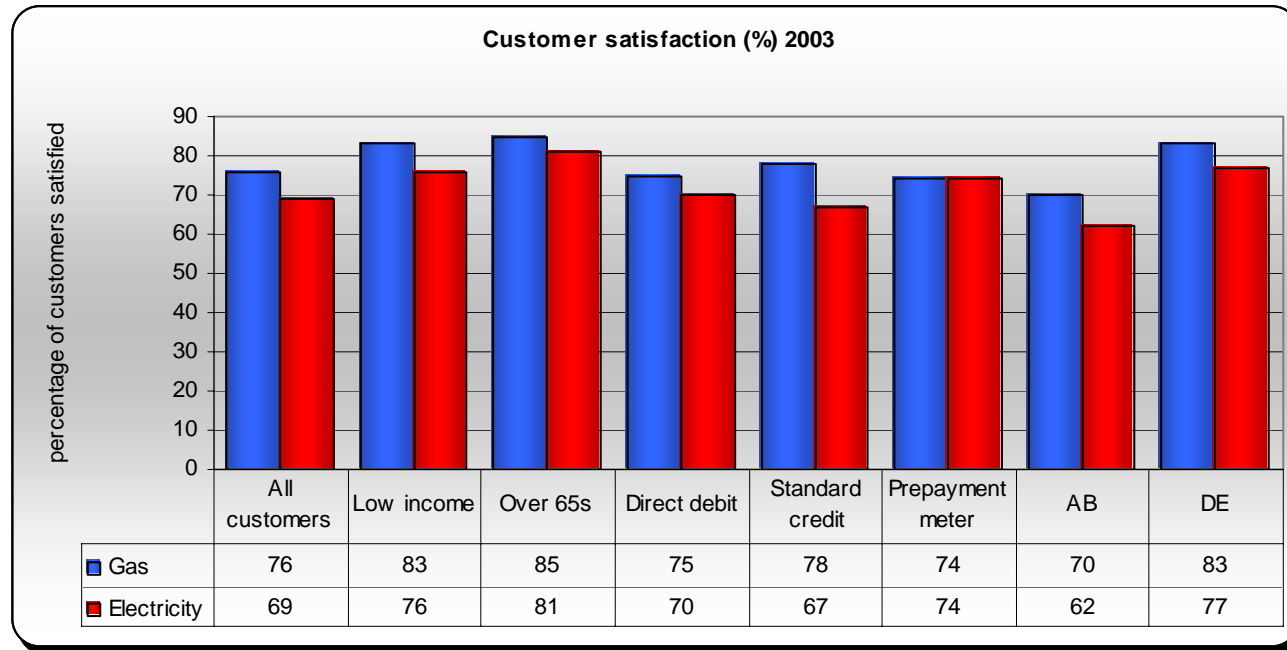
Here to HELP: Run by British Gas, this scheme aims to target energy efficiency and other measures, fuel discounts and advice to around half a million homes.

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

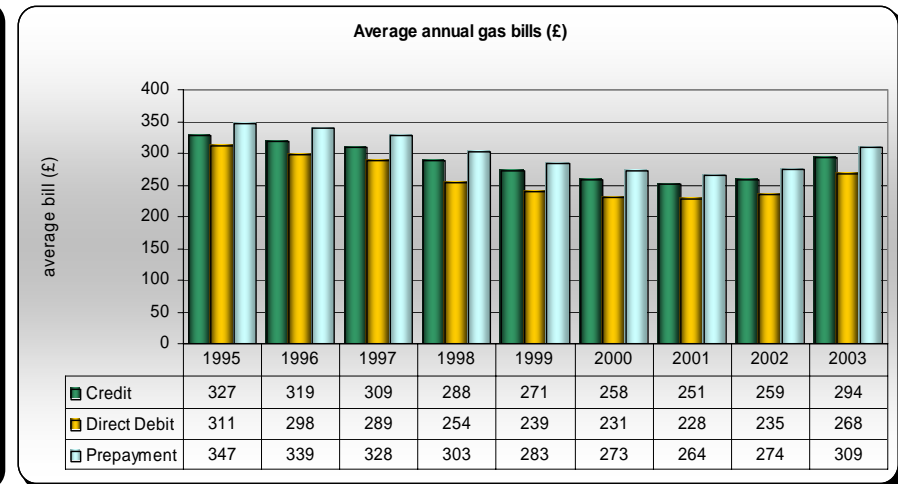
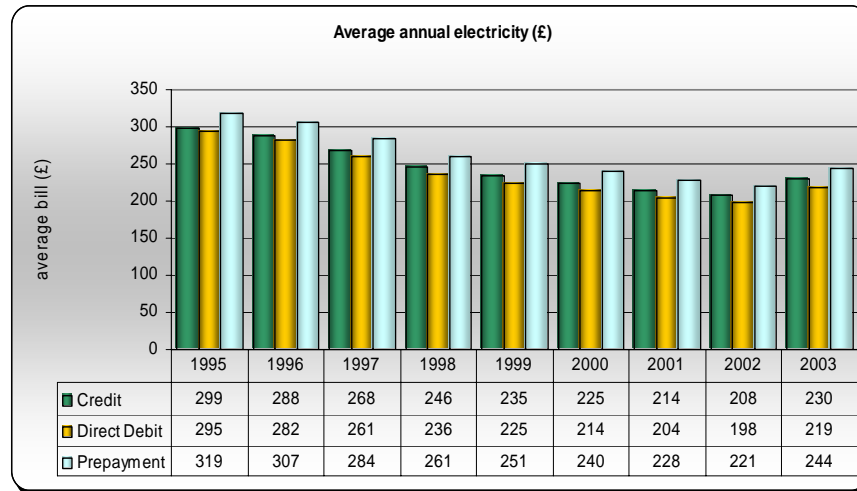
The latest research on customer satisfaction is set out below



(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 December 2004

Electricity	Quarterly cash/cheque	Monthly direct debit	Weekly, Fortnightly or Flexible payment scheme	Prepayment meter	Other	Total
Atlantic	36.4%	58.4%	0.0%	4.4%	0.8%	100.0%
British Gas	33.9%	43.2%	3.2%	18.0%	1.8%	100.0%
EDF Energy	46.9%	34.1%	0.6%	14.7%	3.7%	100.0%
npower	36.9%	45.8%	1.4%	12.3%	3.6%	100.0%
npower Northern	56.5%	21.1%	4.1%	15.1%	3.3%	100.0%
npower Yorkshire	45.1%	32.9%	3.8%	12.5%	5.8%	100.0%
Powergen	37.5%	45.7%	2.6%	10.3%	3.9%	100.0%
Scottish and Southern	36.9%	43.3%	1.3%	14.8%	3.8%	100.0%
Scottish Power	30.5%	47.2%	3.6%	16.0%	2.8%	100.0%
Telecom Plus	0.0%	92.9%	0.0%	1.0%	6.1%	100.0%
Unit Energy	45.5%	47.7%	0.0%	1.0%	5.9%	100.0%
Utility Link	46.9%	37.6%	0.0%	5.3%	10.2%	100.0%
Zest 4	1.4%	98.6%	0.0%	0.0%	0.0%	100.0%
Industry	37.6%	42.4%	2.4%	14.3%	3.3%	100.0%

Gas	Quarterly cash/cheque	Monthly direct debit	Weekly, Fortnightly or Flexible payment scheme	Prepayment meter	Other	Total
Atlantic	38.0%	59.3%	0.0%	2.4%	0.3%	100.0%
British Gas	40.7%	38.8%	3.6%	12.4%	4.6%	100.0%
Countrywide Gas	40.9%	57.1%	0.0%	0.4%	1.6%	100.0%
EDF Energy	41.6%	48.3%	0.7%	6.8%	2.7%	100.0%
npower	28.9%	55.3%	6.4%	8.5%	0.9%	100.0%
npower Northern	21.6%	43.2%	9.0%	19.5%	6.8%	100.0%
npower Yorkshire	36.9%	45.6%	5.6%	7.5%	4.5%	100.0%
Powergen	30.2%	57.6%	3.5%	5.3%	3.5%	100.0%
Scottish and Southern	30.3%	56.9%	2.3%	8.5%	2.1%	100.0%
Scottish Power	25.1%	63.1%	3.7%	7.3%	0.8%	100.0%
Telecom Plus	0.0%	94.9%	0.0%	0.4%	4.8%	100.0%
Industry	36.0%	46.5%	3.6%	10.2%	3.6%	100.0%

Debt

October - December 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	£2.02	52	£7.10	52
British Gas	£2.93	47	£5.47	52
EDF Energy	£2.83	53	£3.01	55
npower	£2.58	20	£3.88	92
npower Northern	£6.84	28	£3.45	47
npower Yorkshire	£3.64	62	£4.66	39
Powergen	£3.71	65	£5.88	91
Scottish and Southern	£4.44	42	£5.89	41
Scottish Power	£1.75	53	£2.43	142
Telecom Plus	£5.10	21	£3.50	20
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	£2.68	51	£3.92	91

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	£1.59	52	£6.00	52
British Gas	£2.83	45	£5.39	40
Countrywide Gas	£9.06	27	£15.00	140
EDF Energy	£2.86	53	£6.34	77
npower	£6.01	30	£4.12	61
npower Northern	£5.98	29	£3.79	77
npower Yorkshire	£3.48	56	£5.76	0
Powergen	£3.19	73	£6.12	63
Scottish and Southern	£3.35	42	£5.41	43
Scottish Power	£1.41	53	£3.79	100
Telecom Plus	£5.05	20	£0.00	0
Total	£2.53	50	£5.21	49

Debt 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	£2.07	52	£8.53	52
British Gas	£2.93	48	£5.43	51
EDF Energy	£3.33	52	£3.17	51
npower	£3.12	21	£3.85	85
npower Northern	£6.07	31	£3.25	49
npower Yorkshire	£4.32	67	£5.54	38
Powergen	£4.86	47	£6.59	66
Scottish and Southern	£4.74	42	£6.08	40
Scottish Power	£1.81	57	£2.08	131
Telecom Plus	£5.09	20	£3.50	20
Unit Energy	£0.00	0	£9.75	52
Utility Link	£0.00	0	£15.00	52
Zest 4	£0.00	0	£0.00	0
Total	£3.02	51	£4.03	81

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	£1.80	52	£5.50	52
British Gas	£2.84	45	£5.36	41
Countrywide Gas	£12.89	43	£5.00	140
EDF Energy	£3.38	53	£6.68	79
npower	£6.19	31	£4.08	67
npower Northern	£5.71	31	£3.84	77
npower Yorkshire	£3.68	49	£6.00	41
Powergen	£4.81	46	£6.34	57
Scottish and Southern	£3.54	42	£5.19	54
Scottish Power	£1.50	60	£3.89	99
Telecom Plus	£4.55	20	£3.70	162
Total	£2.89	49	£5.30	50

Disconnections

October - December 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	6	2	4	6	0	1	1
British Gas	0	0	0	0	1	46	32
EDF Energy	63	27	38	4	36	280	43
npower	0	0	0	0	0	2	2
npower Northern	3	2	1	3	7	3	0
npower Yorkshire	1	0	1	0	0	9	8
Powergen	35	27	10	15	4	111	47
Scottish and Southern	29	19	10	5	0	113	82
Scottish Power	25	7	18	16	3	87	82
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	162	84	82	9	51	652	297

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	12	5	7	5	0	0	0
British Gas	1	51	0	749	54	63	111
Countrywide Gas	0	0	0	0	0	0	0
EDF Energy	144	81	63	6	0	0	0
npower	27	24	11	31	0	0	0
npower Northern	0	0	0	0	0	9	0
npower Yorkshire	25	15	10	10	0	0	0
Powergen	177	102	82	14	0	0	0
Scottish and Southern	102	53	49	9	0	8	5
Scottish Power	73	41	32	8	0	0	0
Telecom Plus	0	0	0	0	0	0	0
Total	561	372	254	112	54	80	116

Disconnections 2004

Electricity	Number of customers disconnected for debt this year	Number of customers reconnected this year (debt)	Number of customers not yet reconnected (debt)	Average period of disconnection in days (debt)	Number of non-prepayment customers disconnected for theft this year	Number of prepayment customers disconnected for theft this year	Number of customers not yet reconnected (theft)
Atlantic	10	4		7	2	10	
British Gas	2	14		4	17	195	
EDF Energy	289	124		4	133	1,376	
npower	0	0	0	0	4	9	2
npower Northern	7	4	1	2	10	23	0
npower Yorkshire	3	0	0	0	1	20	8
Powergen	186	103		9	33	496	
Scottish and Southern	138	79		16	10	449	
Scottish Power	92	22	70	8	9	372	329
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	727	350	71	8	219	2,950	339

Gas	Number of customers disconnected for debt this year	Number of customers reconnected this year (debt)	Number of customers not yet reconnected (debt)	Average period of disconnection in days (debt)	Number of non-prepayment customers disconnected for theft this year	Number of prepayment customers disconnected for theft this year	Number of customers not yet reconnected (theft)
Atlantic	48	25		16	0	0	0
British Gas	3	200	0	600	195	344	
Countrywide Gas	0	0	0	0	0	0	0
EDF Energy	451	245		5	0	0	0
npower	220	112	11	20	3	3	0
npower Northern	2	0	0	0	2	18	0
npower Yorkshire	74	30	10	10	2	2	0
Powergen	830	430		9	0	0	0
Scottish and Southern	666	294		34	0	25	
Scottish Power	259	109	150	8	0	6	5
Telecom Plus	0	0	0	0	0	0	0
Total	2,553	1,445	171	96	202	398	5

Greyed out boxes indicate that suppliers will be providing this information shortly. The table will be updated when these figures are available.

Percentage of customers reconnected following disconnections for debt and theft October - December 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	0%	50%	50%	100%	100%	100%	0%	0%	0%	0%	0%	0%
British Gas							0%	20%	33%	53%	73%	100%
EDF Energy	12%	47%	59%	72%	75%	75%	81%	82%	87%	88%	91%	98%
npower							0%	0%	0%	0%	0%	0%
npower Northern	50%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%
npower Yorkshire	0%	0%	0%	0%	0%	0%	12%	12%	12%	12%	12%	12%
Powergen	52%	59%	67%	74%	85%	96%	37%	39%	42%	44%	48%	72%
Scottish and Southern	53%	63%	74%	84%	95%	100%	29%	55%	77%	87%	90%	100%
Scottish Power	29%	29%	57%	57%	86%	100%	43%	71%	86%	86%	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
Atlantic	20%	20%	40%	60%	60%	60%						
British Gas	0%	0%	2%	2%	2%	2%	0%	33%	83%	100%	100%	100%
EDF Energy	47%	65%	91%	97%	100%	100%	0%	0%	0%	0%	0%	0%
npower	21%	38%	59%	62%	83%	100%	0%	0%	0%	0%	0%	0%
npower Northern							100%	100%	100%	100%	100%	100%
npower Yorkshire	20%	20%	26%	60%	83%	100%	0%	0%	0%	0%	0%	0%
Powergen	17%	25%	57%	78%	92%	97%	0%	0%	0%	0%	0%	0%
Scottish and Southern	23%	28%	58%	72%	92%	100%	0%	0%	0%	67%	100%	100%
Scottish Power	24%	46%	59%	88%	98%	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.

Percentage of customers reconnected following disconnection for debt and theft 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	25%	50%	75%	75%	100%	100%	9%	9%	9%	9%	9%	9%
British Gas	7%	7%	7%	7%	7%	7%	24%	37%	53%	66%	81%	100%
EDF Energy	37%	55%	63%	86%	94%	94%	86%	87%	90%	91%	93%	99%
npower							0%	0%	0%	100%	100%	100%
npower Northern	80%	100%	100%	100%	100%	100%	88%	88%	100%	100%	100%	100%
npower Yorkshire	0%	0%	0%	0%	0%	0%	56%	56%	87%	95%	100%	100%
Powergen	44%	56%	70%	79%	93%	99%	19%	24%	26%	36%	45%	58%
Scottish and Southern	68%	76%	85%	91%	97%	100%	43%	61%	75%	87%	95%	100%
Scottish Power	50%	59%	77%	82%	91%	100%	25%	50%	63%	87%	94%	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	8%	28%	64%	80%	92%	100%						
British Gas	1%	1%	2%	2%	2%	2%	40%	56%	71%	87%	97%	100%
EDF Energy	47%	64%	80%	95%	99%	99%						
npower	21%	40%	68%	75%	86%	99%	20%	40%	40%	80%	90%	90%
npower Northern	0%	0%	0%	0%	0%	0%	100%	100%	100%	100%	100%	100%
npower Yorkshire	33%	49%	50%	65%	77%	81%	25%	25%	25%	100%	100%	100%
Powergen	31%	43%	68%	86%	97%	99%						
Scottish and Southern	38%	52%	68%	83%	91%	100%	0%	0%	0%	67%	100%	100%
Scottish Power	32%	50%	62%	84%	96%	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

October - December 2004

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	9	9	0	0
British Gas	1,077	1,268	0	0
EDF Energy	280	98	0	0
npower	288	2	0	0
npower Northern	162	154	0	0
npower Yorkshire	220	308	0	6
Powergen	308	375	6	0
Scottish and Southern	375	190	5	1
Scottish Power	440	0	0	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	3,159	2,404	11	7

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	3	3	0	0
British Gas	2,285	1,948	0	0
Countrywide Gas	0	0	0	0
EDF Energy	121	41	0	0
npower	96	1	0	0
npower Northern	126	128	0	0
npower Yorkshire	147	155	0	1
Powergen	202	282	5	2
Scottish and Southern	265	177	9	0
Scottish Power	254	0	0	0
Telecom Plus	0	0	0	0
Total	3,499	2,735	14	3

Fuel Direct 2004

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	14	17	13	0	0	0
British Gas	3,739	4,285	5,737	0	0	418
EDF Energy	1,866	1,290	688	0	0	1,248
npower	1,233	994	153	0	0	137
npower Northern	557	669	885	0	0	341
npower Yorkshire	1,532	1,066	1,227	0	19	180
Powergen	1451	1,032	643	14	10	346
Scottish and Southern	2,576	1,505	874	7	8	684
Scottish Power	6,638	1,831	0	0	0	2,986
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	19,606	12,689	10,220	21	37	6,340

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	16	21	5	0	0	0
British Gas	17,418	8,993	11,154	0	0	3,719
Countrywide Gas	0	0	0	0	0	0
EDF Energy	742	617	327	0	0	574
npower	1,967	630	52	0	0	63
npower Northern	1,020	447	576	0	0	181
npower Yorkshire	691	508	579	0	9	13
Powergen	901	719	481	11	8	172
Scottish and Southern	1,597	1,162	794	10	5	388
Scottish Power	2,002	981	0	0	0	691
Telecom Plus	0	0	0	0	0	0
Total	26,354	14,078	13,968	21	22	5,801

Warrants and Security Deposits October - December 2004

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	6	166	29	3
British Gas	0	371	6	170
EDF Energy	62	1,141	38	13
npower	0	85	85	0
npower Northern	0	125	0	0
npower Yorkshire	1	78	79	0
Powergen	35	708	233	0
Scottish and Southern	27	1,105	442	4
Scottish Power	25	1,261	148	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	156	5,040	1,060	190

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	12	48	17	3
British Gas	1	981	5	941
Countrywide Gas	0	0	0	0
EDF Energy	141	209	18	2
npower	27	111	138	
npower Northern	0	69	0	
npower Yorkshire	25	49	74	
Powergen	59	600	71	0
Scottish and Southern	96	444	135	3
Scottish Power	73	535	35	0
Telecom Plus	0	0	0	9
Total	434	3,046	493	958

Warrants and security deposits 2004

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	10	383	137	7	£101.63	0	8
British Gas	2	1,735	14	1,509	£103.07	262	1,305
EDF Energy	288	3,003	261	202	£124.42	151	58
npower	0	183	183	166	£111.00	0	0
npower Northern	4	534	3	0	0	0	0
npower Yorkshire	3	253	256	0	0	0	0
Powergen	186	4,962	1,954	20	£109.07	20	1
Scottish and Southern	136	2,991	1,098	81	£127.00	61	26
Scottish Power	92	5,060	712	133	£107.49	133	0
Telecom Plus	0	0	0	0	£0.00	0	0
Unit Energy	0	0	0	0	£0.00	0	0
Utility Link	0	0	0	0	£0.00	0	0
Zest 4	0	0	0	0	£0.00	0	0
Total	721	19,104	4,618	2,118	£106.97	627	1,398

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	48	102	34	7	£97.35	0	10
British Gas	3	2,624	18	6,336	£158.01	2,176	3,721
Countrywide Gas	0	0	0	0	£0.00	0	0
EDF Energy	440	659	129	15	£134.61	0	8
npower	187	464	684	0	0	0	0
npower Northern	2	271	0	0	0	0	0
npower Yorkshire	74	144	218	0	0	0	0
Powergen	712	1,840	996	1	£250.00	0	1
Scottish and Southern	660	1,568	547	31	£98.00	14	24
Scottish Power	259	2,137	122	0	£0.00	0	0
Telecom Plus	0	0	0	44	£50.00	0	36
Total	2,385	9,809	2,748	6,434	£156.88	2,190	3,800

Warrants and security deposits
2004

Prepayment Meters October - December 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	226	45	181	21	0	0
British Gas	6,592	1,425	5,167	5,182	0	0
EDF Energy	15,270	11,798	3,472	5,851	0	0
npower	5,017	2,068	2,949	4,397	0	0
npower Northern	3,053	1,864	1,189	1,166	0	0
npower Yorkshire	8,478	7,406	1,072	844	0	0
Powergen	14,573	9,030	5,543	7,897	0	0
Scottish and Southern	6,900	1,353	5,547	8,256	0	0
Scottish Power	3,569	719	2,850	3,111	0	0
Telecom Plus	3	2	1	8	0	0
Unit Energy	16	0	16	0	0	0
Utility Link	48	3	45	0	0	0
Zest 4	0	0	0	0	0	0
Total	63,745	35,713	28,032	36,733	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	209	38	171	29	0	0
British Gas	26,751	4,568	22,183	9,689	0	0
Countrywide Gas	3	2	1	0	0	0
EDF Energy	903	460	443	536	0	0
npower	5,200	3,414	1,786	2,719	0	0
npower Northern	901	221	680	985	0	0
npower Yorkshire	2,929	2,306	623	156	0	0
Powergen	6,566	3,366	3,200	4,700	0	0
Scottish and Southern	3,711	800	2,911	4,364	0	0
Scottish Power	2,036	278	1,758	1,049	0	0
Telecom Plus	1	1	0	8	0	0
Total	49,210	15,454	33,756	24,235	0	0

Prepayment meters 2004

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	807	192	615	67	0	0
British Gas	21,904	3,603	18,301	15,479	0	0
EDF Energy	65,111	49,717	15,394	16,724	0	0
npower	18,586	10,344	8,242	17,479	0	0
npower Northern	13,936	8,340	5,596	4,147	0	2
npower Yorkshire	35,647	29,592	6,055	2,925	0	0
Powergen	51,798	29,828	21,970	41,657	17	0
Scottish and Southern	36,174	13,601	22,573	32,794	0	0
Scottish Power	13,211	2,833	10,378	9,397	0	0
Telecom Plus	14	13	1	67	0	0
Unit Energy	137	2	135	2	0	0
Utility Link	210	7	203	6	0	0
Zest 4	0	0	0	0	0	0
Total	257,535	148,072	109,463	140,744	17	2

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	557	151	406	55	0	0
British Gas	107,263	22,369	84,894	20,142	0	0
Countrywide Gas	3	2	1	0	0	0
EDF Energy	4,875	1,674	3,201	2,772	0	0
npower	24,405	17,718	6,687	11,311	0	0
npower Northern	4,833	1,042	3,791	3,080	0	8
npower Yorkshire	10,509	8,341	2,168	452	0	0
Powergen	27,177	11,221	15,956	15,525	34	0
Scottish and Southern	21,006	9,972	11,034	17,056	0	0
Scottish Power	6,960	842	6,118	3,595	0	0
Telecom Plus	6	5	1	61	0	0
Total	207,594	73,337	134,257	74,049	34	8

Priority Services December 2004

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	286	15	44	140	0	0
British Gas	251,024	267	4,213	40,590	6,024	8,216
EDF Energy	142,916	155	4,672	18,457	7,120	0
npower	13,967	87	253	1,969	47	583
npower Northern	5,789	17	222	1,615	4	51
npower Yorkshire	2,762	25	318	1,929	12	257
Powergen	72,041	62	1,355	31,939	4,215	0
Scottish and Southern	109,490	219	3,860	4,931	33	0
Scottish Power	39,180	38	610			
Telecom Plus	1,889	7	17	822	0	14
Unit Energy	63	0	1	30	0	0
Utility Link	35	1	0	23	0	0
Zest 4	0	0	0	0	0	0
Total	639,442	893	15,565	102,445	17,455	9,121

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	230	10	36	110	0	0
British Gas	445,568	905	14,196	143,183	10,557	830
Countrywide Gas	15	0	1	27	0	0
EDF Energy	32,604	33	869	4,311	1,543	0
npower	9,116	54	1,181	1,969	106	386
npower Northern	4,408	13	239	543	5	80
npower Yorkshire	9,473	25	215	9,396	16	170
Powergen	74,655	48	1,173	10,622	4,144	0
Scottish and Southern	52,541	115	1,615	2,234	15	0
Scottish Power	22,998	19	329			
Telecom Plus	1,889	7	15	748	0	12
Total	653,497	1,229	19,869	173,143	16,386	1,478

Greyed out boxes indicate the supplier could not provide the information

Priority services **October - December 2004**

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	60	0	0	0
British Gas	7,974	15	see	gas
EDF Energy	10,327	73	3,952	48
npower	1,281	8	126	12
npower Northern	2,916	4	23	2
npower Yorkshire	250	11	27	1
Powergen	2,900	46	0	23
Scottish and Southern	9,945	31	12	240
Scottish Power	3,067	see	gas	below
Telecom Plus	426	2	0	0
Unit Energy	2	0	0	0
Utility Link	12	0	0	0
Zest 4	0	0	0	0
Total	39,160	190	4,140	326

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	50	0	0	0	7
British Gas	2,599	56	282	30	7,315
Countrywide Gas	134	0	0	0	4
EDF Energy	4,671	25	1,941	39	457
npower	935	5	106	12	421
npower Northern	540	3	18	0	176
npower Yorkshire	1,647	2	220	0	146
Powergen	1,754	6	12	14	587
Scottish and Southern	6,173	see	elec	above	345
Scottish Power	2,369	3	0	592	2,734
Telecom Plus	426	3	0	0	0
Total	21,298	103	2,579	687	12,192

NB 'elec' or 'gas' indicates combined figures reported in that companies report

Priority Services 2004

Electricity	Number of customers joining the PSR this year	Meters repositioned / replaced free of charge	Special controls / adapters provided free of charge	Minicom / textphone
Atlantic	221	8	0	1
British Gas	47,869	253	see	gas
EDF Energy	23,372	266	10,040	246
npower	3,437	17	266	22
npower Northern	3,287	16	125	55
npower Yorkshire	1,966	27	269	8
Powergen	14,143	156	0	113
Scottish and Southern	38,474	135	71	541
Scottish Power	10,798	see	gas	below
Telecom Plus	2,254	18	0	0
Unit Energy	46	0	0	0
Utility Link	15	0	0	0
Zest 4	0	0	0	0
Total	145,882	896	10,771	986

Gas	Number of customers joining the PSR this year	Meters repositioned / replaced free of charge	Special controls / adapters provided free of charge	Minicom / textphone	Free gas safety checks carried out this year
Atlantic	177	1	0	1	25
British Gas	9,821	629	937	323	24,055
Countrywide Gas	84	0	0	0	13
EDF Energy	11,034	76	4,001	136	1,660
npower	2,472	13	391	14	745
npower Northern	725	11	97	8	647
npower Yorkshire	3,054	5	493	5	1,375
Powergen	5,975	30	21	82	3,133
Scottish and Southern	22,832	see	elec	above	1,309
Scottish Power	8,471	45	0	2,116	11,681
Telecom Plus	1,758	0	0	0	5
Total	66,403	810	5,940	2,685	44,648

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

Energy Efficiency Advice (Dual Fuel) Annual and Quarter 4 2004

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	see	scottish	and	southern							
British Gas	23,431	10,569	3,865	15,366	5,921	4,256	13,509	123,787	89	331	2,109
Countrywide Gas	24	0	0	0	0	24	24	12	0	7	0
EDF Energy	21,842	2,675	1,776	9,487	1,607	1,847	10,426	2,810	573	278	750
npower Group	32,660	1,477	2,702	2,241	24,470	9,733	6,032	12	21	117	48
Powergen	19,907	2,679	2,539	5,412	3,445	13,003	10,603	1,212	33	127	528
Scottish and Southern	15,832	924	781	3,554	493	10,080	1,019	1,021	28	598	322
Scottish Power	31,943	6,197	3,008	2,746	7,281	17,119	39,195	12,121	8,714	15,350	6,416
Telecom Plus	554	457	0	445	243	14	15	0	0	0	185
Utility Link	0	0	0	0	0	0	0	0	0	0	0
Zest 4	7	5	4	6	0	0	0	0	0	0	0
Total	146,200	24,983	14,675	39,257	43,460	56,076	80,823	140,975	9,458	16,808	10,358

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	see	scottish	and	southern							
British Gas	6,106	2,494	1,374	3,588	1,457	1,965	2,938	35,249	74	135	514
Countrywide Gas	5	0	0	0	0	5	5	4	0	0	0
EDF Energy	5,122	922	717	3,404	851	538	2,838	1,365	279	44	351
npower Group	7,719	127	84	850	5,229	2,784	2,450	0	3	38	4
Powergen	5,794	949	477	1,393	1,065	3,965	3,065	48	9	28	153
Scottish and Southern	4,290	386	249	1,073	107	2,475	86	74	2	150	107
Scottish Power	5,421	2,307	1,015	575	2,319	3,322	9,052	1,762	1,356	4,050	1,861
Telecom Plus	28	11	0	0	31	7	15	0	0	0	0
Utility Link	0	0	0	0	0	0	0	0	0	0	0
Zest 4	5	5	4	4	0	0	0	0	0	0	0
Total	34,490	7,201	3,920	10,887	11,059	15,061	20,449	38,502	1,723	4,445	2,990

Regional payment methods December 2004

Electricity Payment Methods	Quarterly cash/cheque	Monthly direct debit	Weekly, Fortnightly or Flexible payment scheme	Prepayment meter	Fuel Direct	Other	Total
England	8,163,044	9,132,795	431,038	2,880,152	11,481	675,883	21,294,393
	38%	43%	2%	14%	0%	3%	100%
Scotland	798,452	991,854	129,333	475,968	7,139	92,329	2,495,075
	32%	40%	5%	19%	0%	4%	100%
Wales	467,201	521,543	36,787	240,573	986	27,741	1,294,831
	36%	40%	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	6,614,558	8,395,033	565,549	1,819,507	19,742	644,647	18,059,036
	37%	46%	3%	10%	0%	4%	100%
Scotland	554,700	859,235	140,160	172,577	5,089	56,954	1,788,715
	31%	48%	8%	10%	0%	3%	100%
Wales	350,235	453,920	43,266	138,530	1,523	32,701	1,020,175
	34%	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

Annual and Quarter 4 2004

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	954,176	328,051	605	208	2,377	548,950	115,379
Scotland	243,299	68,537	35	8	464	67,897	23,265
Wales	52,195	18,335	87	3	109	22,595	7,556
Great Britain	1,249,670	414,923	727	219	2,950	639,442	146,200

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	854,917	550,473	2,204	176	340	519,046	31,607
Scotland	117,431	50,137	103	24	31	72,767	9,554
Wales	51,218	31,874	246	2	27	61,684	3,487
Great Britain	1,023,566	632,484	2,553	202	398	653,497	44,648

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	138	48	510	28,772
Scotland	4	3	121	4,250
Wales	20	0	21	1,468
Great Britain	162	51	652	34,490

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	493	52	70	8,948
Scotland	30	2	2	847
Wales	38	0	8	2,397
Great Britain	561	54	80	12,192

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