

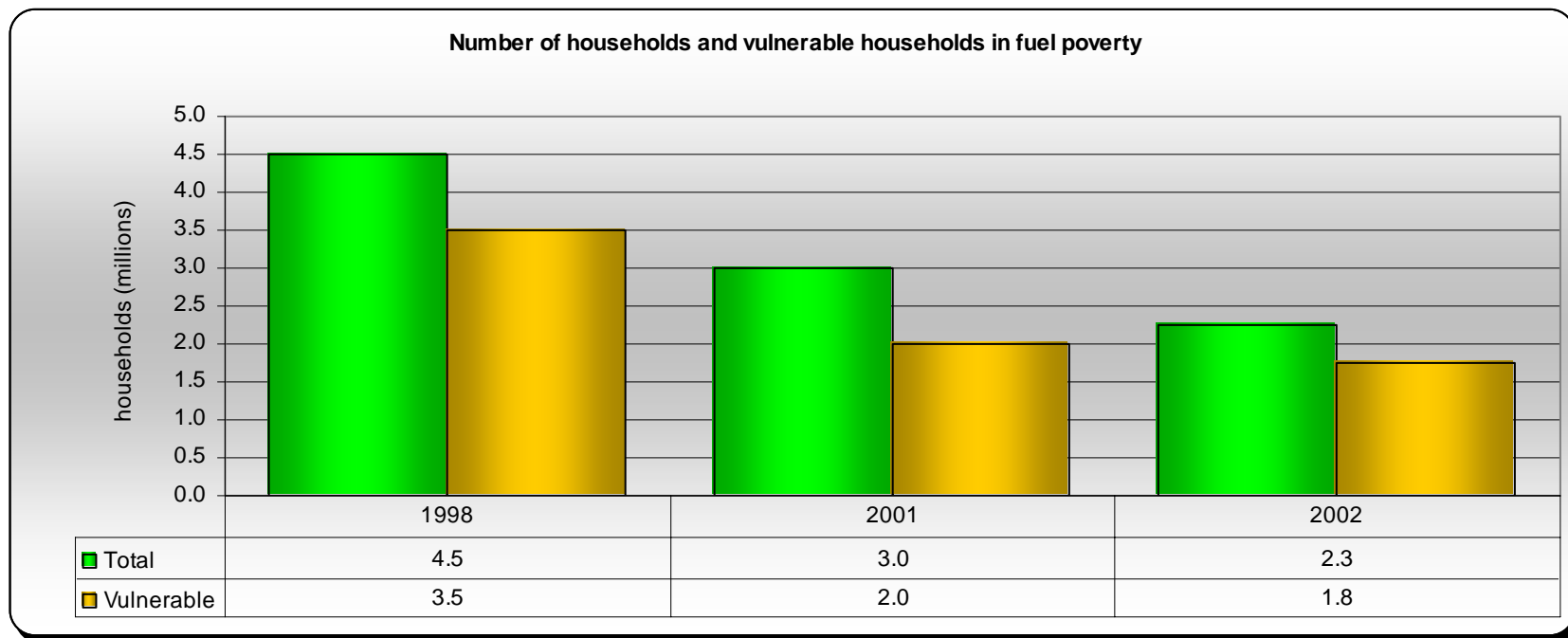
## **Social Action Plan Indicators**

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

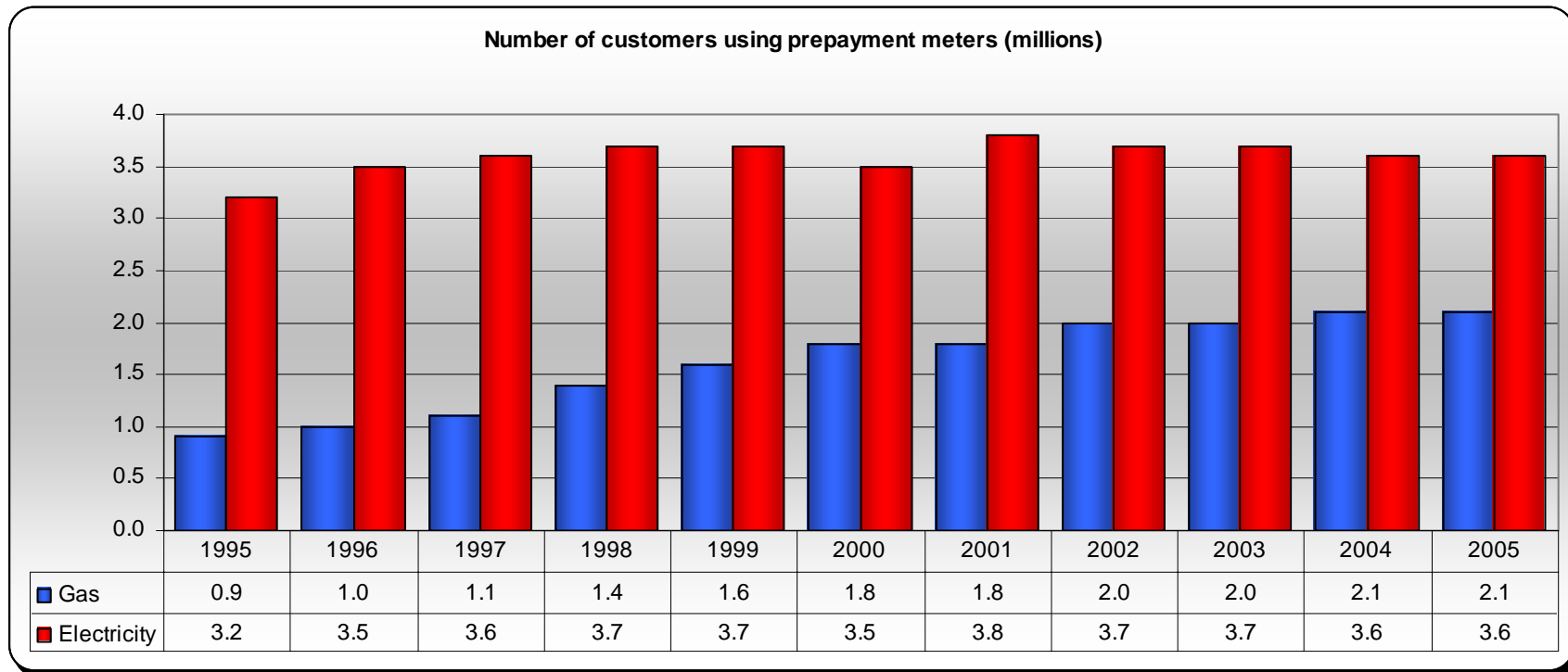
The chart below shows the latest Government estimates for the number of households in fuel poverty. The definition of a fuel poor household, on which the figures below are based, is one needing to spend more than 10% of its income (net of income tax and National Insurance and including Housing Benefit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

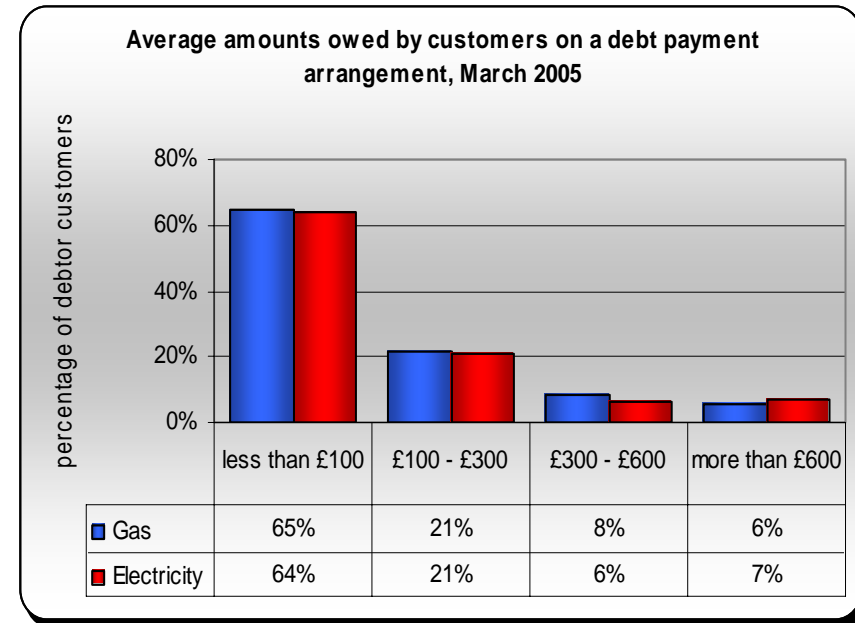
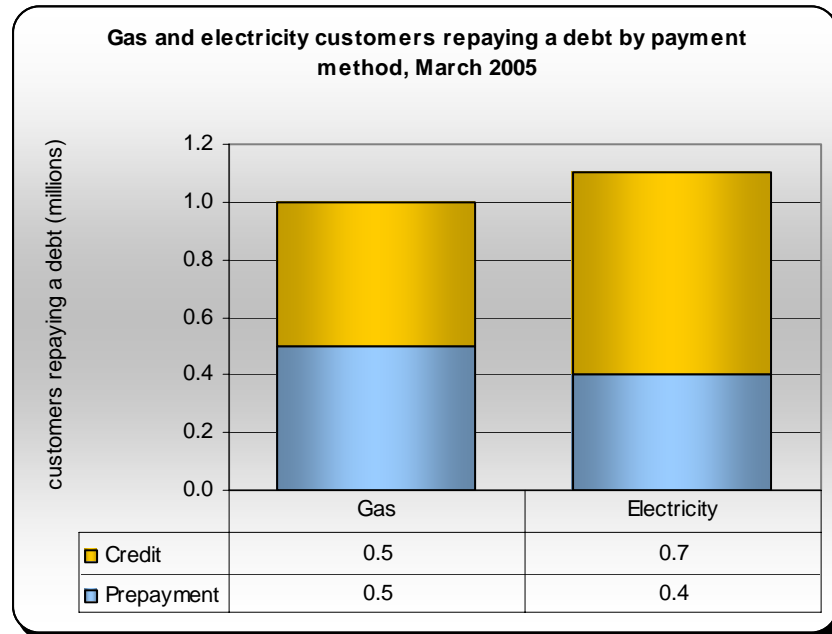
## 2. Number of customers using prepayment meters

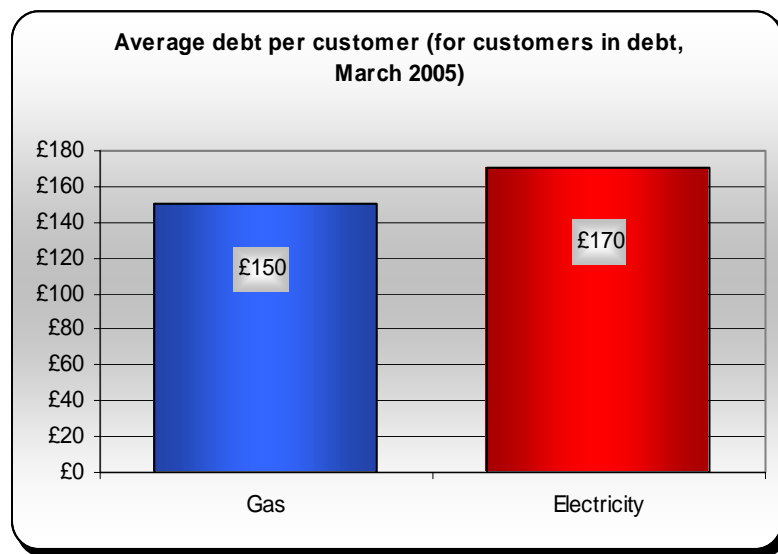
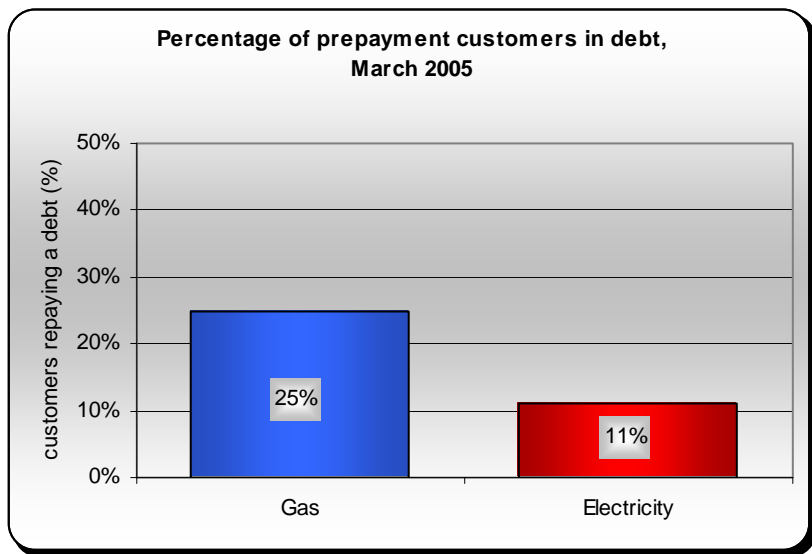
Research carried out for Ofgem by MORI suggests that most prepayment customers are generally satisfied with this method of payment. However prepayment remains the most expensive method of paying for electricity and gas. Ofgem will continue to monitor both the numbers of customers using prepayment meters,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



### 3. Levels of Debt

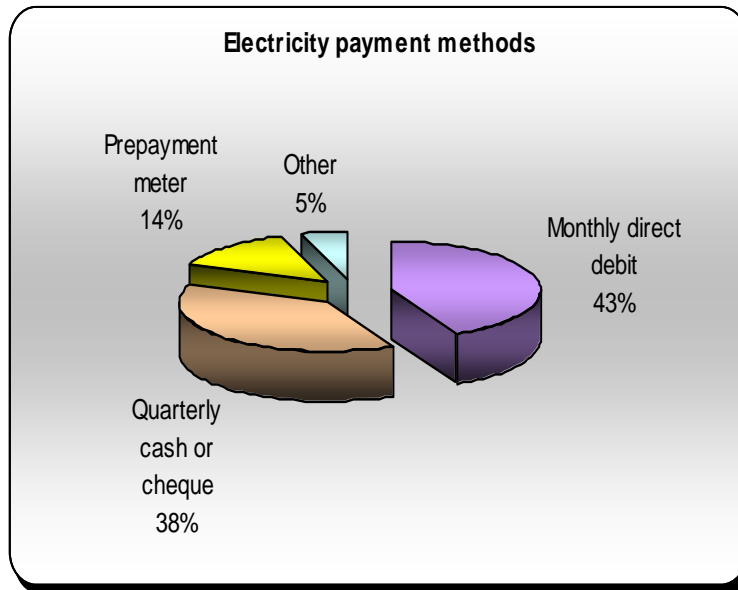
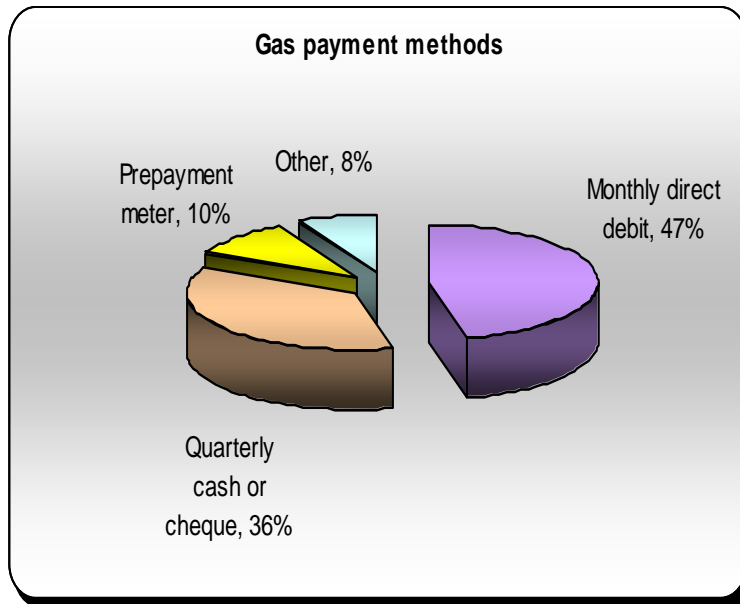
The charts below set out the number of customers repaying a debt (both prepayment customers repaying through their meter and credit customers repaying through a payment arrangement); the relative size of debts for customers who are repaying a debt; the percentage of prepayment meter customers that are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





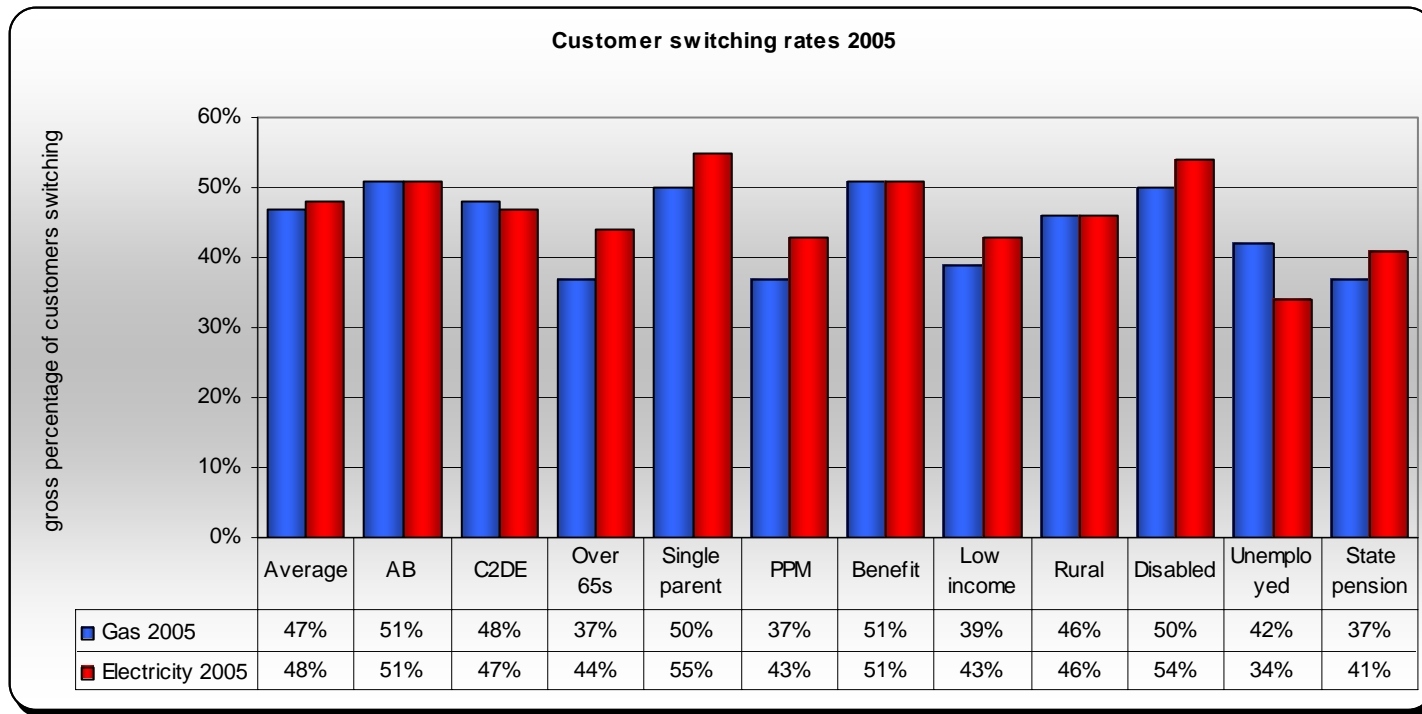
#### 4. Tariff and Payment Choice

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



## 5. Disadvantaged customers and competition

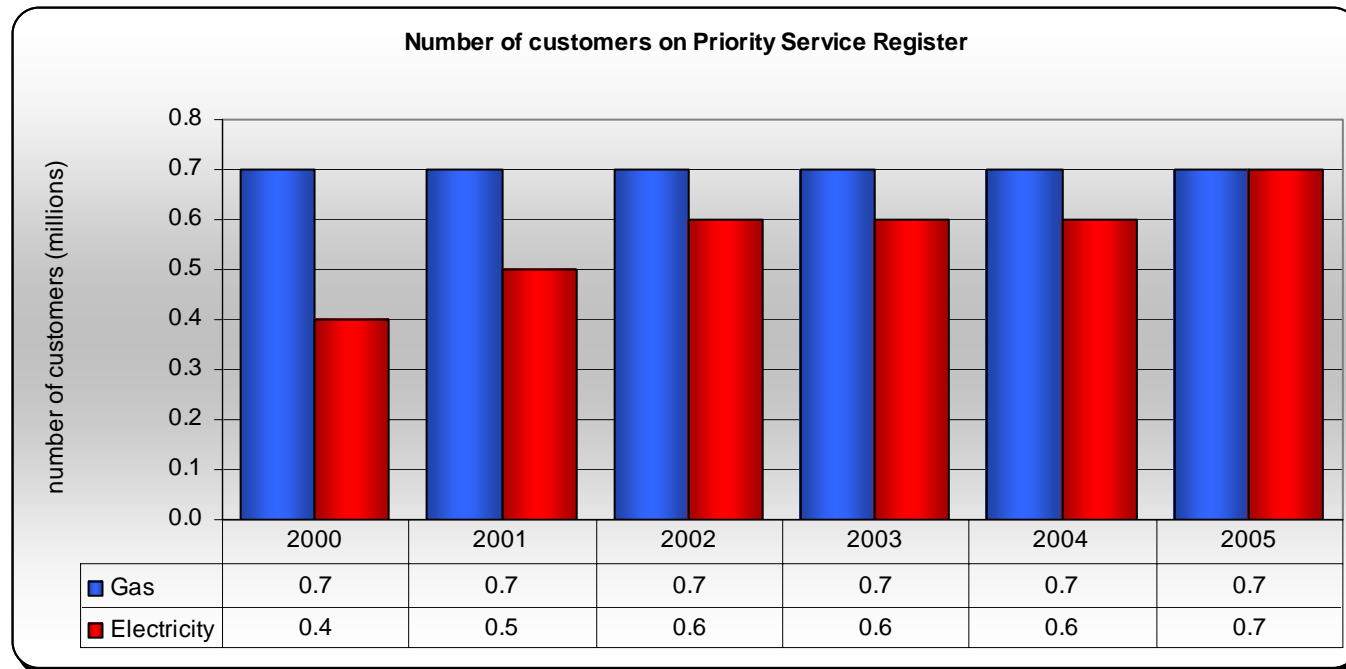
The latest statistics on switching rates across various consumer groups (set out below) show that competition has reached most groups fairly evenly.



(Source: Accent)

## 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 six years are set out below.

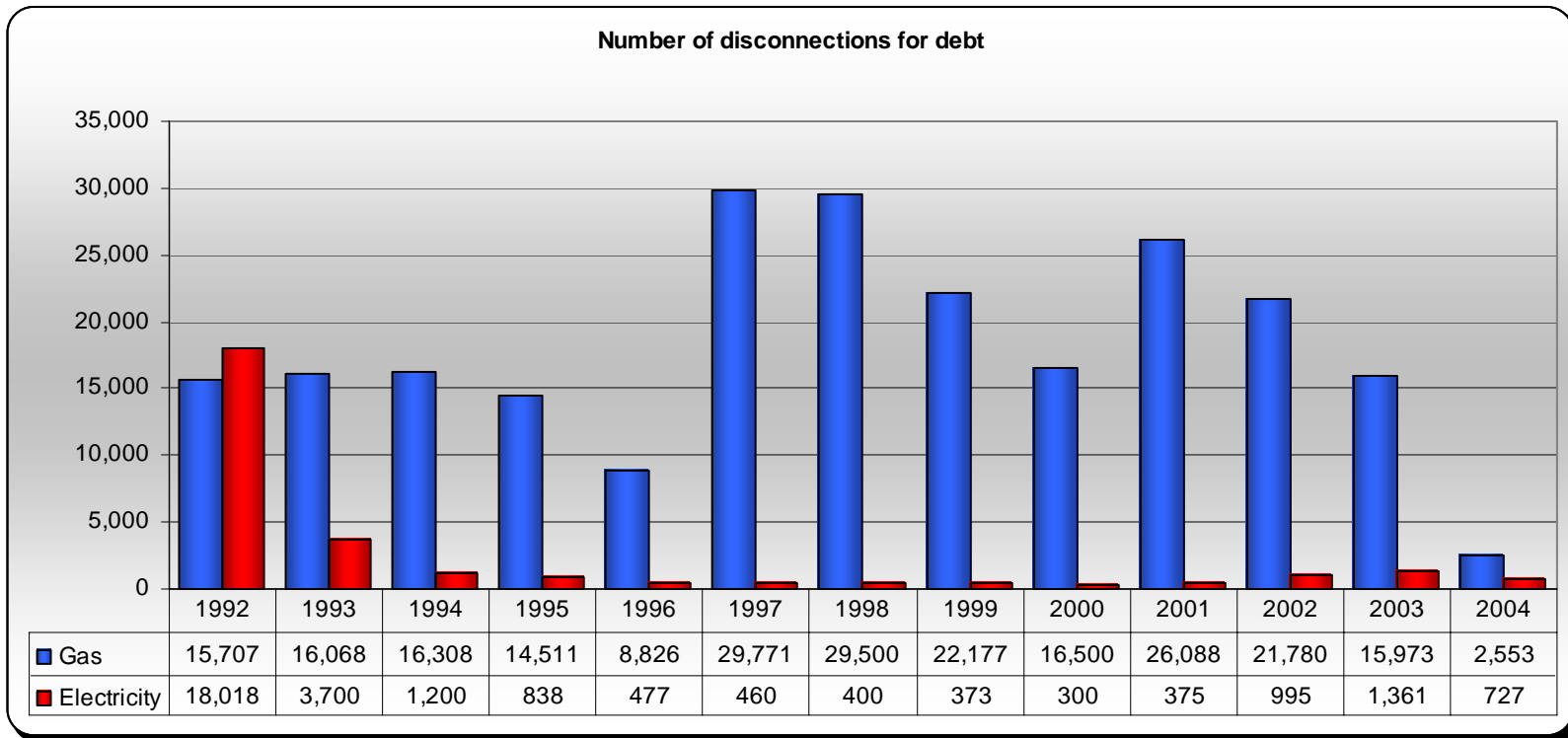


(N.B. Gas figures for 2000 are estimated owing to previously incorrectly reported figures by one supplier)



## 7. Disconnections

Set out below is a graph illustrating the number of disconnections for debt from 1992 to 2004.



## 8. Self-disconnections

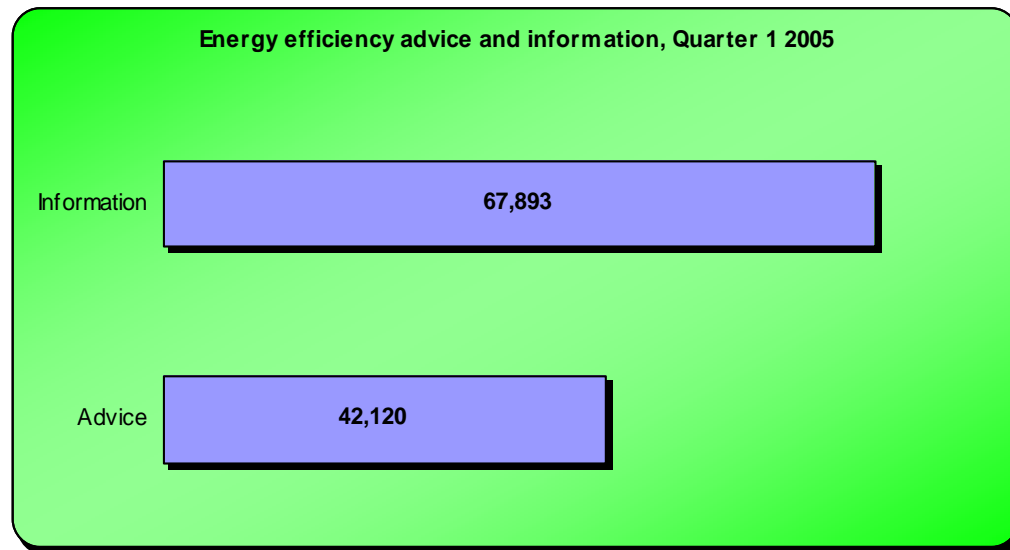
The proportion of households with prepayment meters that reported self-disconnection is set out below.

Household Categories	Disconnected from electricity	Disconnected from gas
<b>All prepayment customers</b>	<b>24%</b>	<b>27%</b>
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 2005. 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.

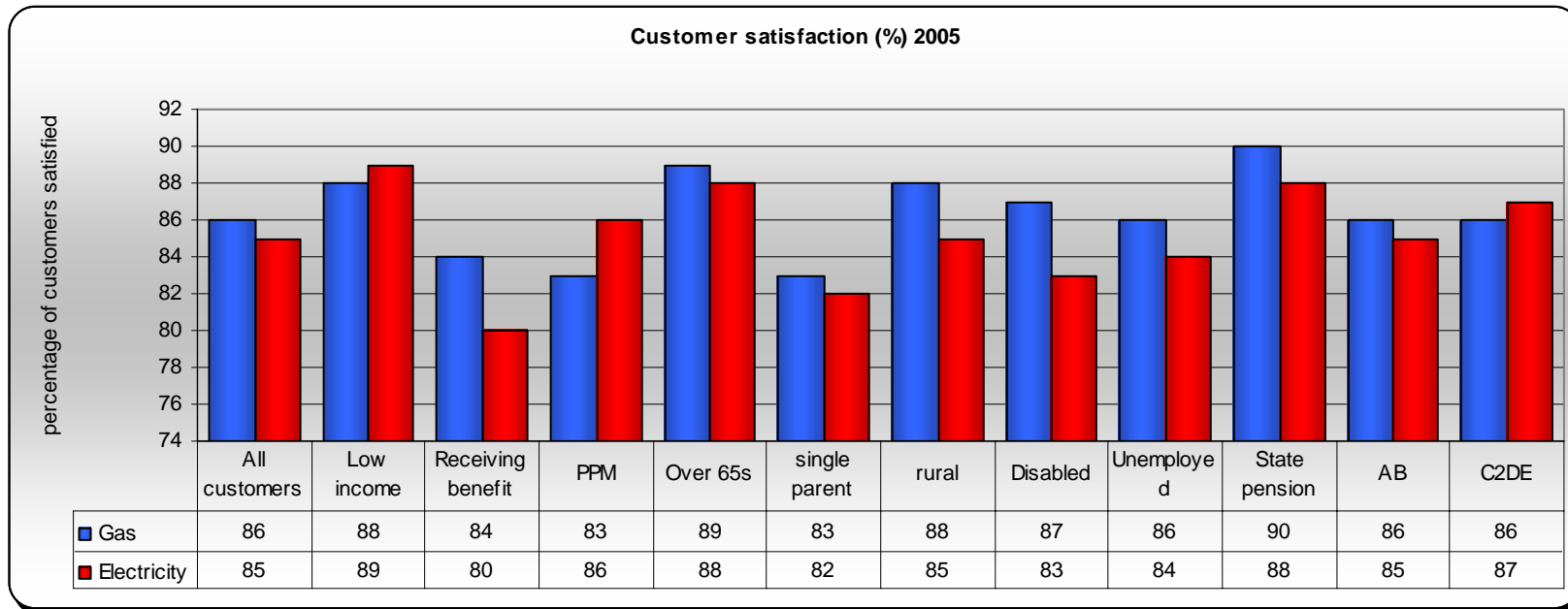
**Here to HELP:** Run by British Gas, this scheme aims to target energy efficiency and other measures, fuel discounts and advice to around half a million homes.

**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

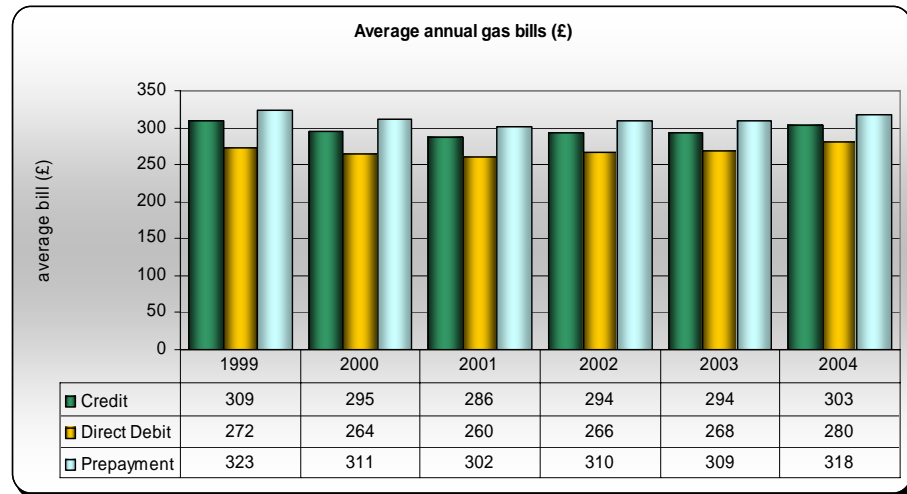
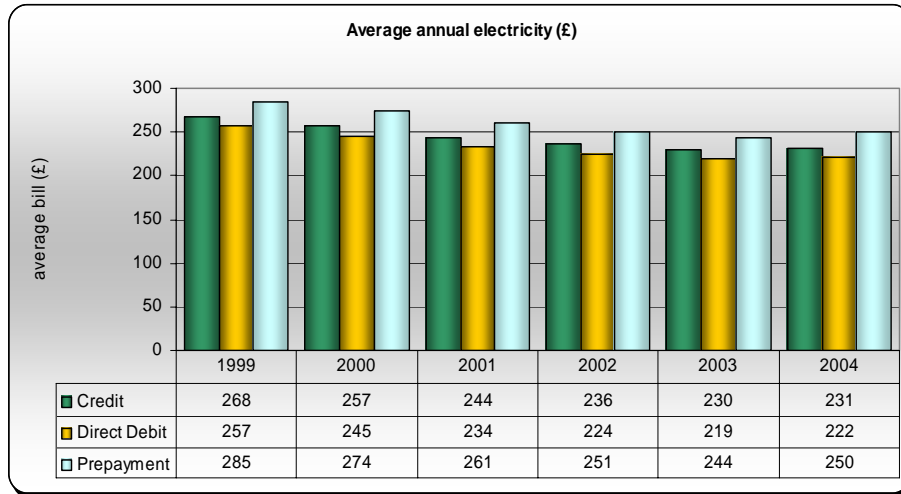
The latest research on customer satisfaction is set out below



(Source: Accent)

## 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

### March 2005

<b>Electricity</b>	<b>Quarterly cash/cheque</b>	<b>Monthly direct debit</b>	<b>Weekly, Fortnightly or Flexible payment scheme</b>	<b>Prepayment meter</b>	<b>Other</b>	<b>Total</b>
Atlantic	27.3%	67.6%	0.1%	3.8%	1.3%	100.0%
British Gas	33.4%	43.5%	3.2%	18.1%	1.8%	100.0%
EDF Energy	46.2%	34.8%	0.6%	14.7%	3.7%	100.0%
npower	36.5%	46.2%	1.4%	12.4%	3.6%	100.0%
npower Northern	56.0%	21.3%	4.2%	15.0%	3.5%	100.0%
npower Yorkshire	44.5%	33.5%	3.8%	12.4%	5.7%	100.0%
Powergen	39.5%	44.8%	2.3%	9.7%	3.8%	100.0%
Scottish and Southern	36.3%	43.9%	1.4%	14.7%	3.7%	100.0%
Scottish Power	30.0%	48.2%	3.6%	15.6%	2.7%	100.0%
Telecom Plus	0.0%	92.2%	0.0%	0.9%	6.9%	100.0%
Unit Energy	48.2%	45.1%	0.0%	1.1%	5.6%	100.0%
Utility Link	50.6%	34.8%	0.0%	5.3%	9.2%	100.0%
Zest 4	0.3%	99.7%	0.0%	0.0%	0.0%	100.0%
<b>Industry</b>	<b>37.5%</b>	<b>42.8%</b>	<b>2.3%</b>	<b>14.2%</b>	<b>3.2%</b>	<b>100.0%</b>

<b>Gas</b>	<b>Quarterly cash/cheque</b>	<b>Monthly direct debit</b>	<b>Weekly, Fortnightly or Flexible payment scheme</b>	<b>Prepayment meter</b>	<b>Other</b>	<b>Total</b>
Atlantic	22.8%	72.2%	0.9%	2.1%	2.0%	100.0%
British Gas	40.2%	39.0%	3.7%	12.5%	4.7%	100.0%
Countrywide Gas	40.9%	56.9%	0.0%	0.4%	1.7%	100.0%
EDF Energy	38.8%	50.3%	0.7%	7.6%	2.6%	100.0%
npower	28.0%	55.7%	6.7%	8.6%	1.0%	100.0%
npower Northern	22.6%	42.9%	8.8%	18.9%	6.8%	100.0%
npower Yorkshire	36.1%	46.3%	5.6%	7.7%	4.3%	100.0%
Powergen	32.3%	56.2%	3.1%	5.2%	3.3%	100.0%
Scottish and Southern	30.0%	57.0%	2.3%	8.6%	2.1%	100.0%
Scottish Power	24.6%	63.9%	3.7%	7.0%	0.8%	100.0%
Telecom Plus	0.0%	95.4%	0.0%	0.4%	4.2%	100.0%
<b>Industry</b>	<b>35.6%</b>	<b>47.0%</b>	<b>3.6%</b>	<b>10.2%</b>	<b>3.6%</b>	<b>100.0%</b>

## Debt repayment January - March 2005

<b>Electricity</b>	<b>Average weekly amount towards debt (non-PPM)</b>	<b>Average number of weeks to recover debt (non-PPM)</b>	<b>Average weekly amount towards debt (PPM)</b>	<b>Average number of weeks to recover debt (PPM)</b>
Atlantic	£0.76	52	£7.18	52
British Gas	£2.97	48	£5.43	55
EDF Energy	£2.79	53	£4.68	61
npower	£3.03	18	£3.82	100
npower Northern	£6.42	30	£3.12	50
npower Yorkshire	£3.38	91	£6.07	52
Powergen	£3.67	73	£5.57	98
Scottish and Southern	£4.52	41	£5.97	47
Scottish Power	£2.17	53	£2.44	138
Telecom Plus	£4.89	20	£3.50	20
Unit Energy	£0.00	0	£14.00	52
Utility Link	£0.00	0	£13.00	52
Zest 4	£0.00	0	£0.00	0
<b>Total</b>	<b>£2.81</b>	<b>51</b>	<b>£4.12</b>	<b>95</b>

<b>Gas</b>	<b>Average weekly amount towards debt (non-PPM)</b>	<b>Average number of weeks to recover debt (non-PPM)</b>	<b>Average weekly amount towards debt (PPM)</b>	<b>Average number of weeks to recover debt (PPM)</b>
Atlantic	£1.38	52	£7.16	52
British Gas	£2.87	45	£5.46	44
Countrywide Gas	£8.75	24	£5.00	80
EDF Energy	£3.02	53	£6.50	76
npower	£5.78	27	£4.23	65
npower Northern	£4.48	43	£3.81	81
npower Yorkshire	£2.78	80	£5.77	62
Powergen	£3.01	88	£6.44	63
Scottish and Southern	£3.43	42	£5.83	47
Scottish Power	£1.97	53	£4.03	106
Telecom Plus	£5.35	20	£5.00	20
<b>Total</b>	<b>£2.81</b>	<b>48</b>	<b>£5.27</b>	<b>57</b>



## Disconnections January - March 2005

<b>Electricity</b>	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	8	6	2	8	0	1	1
British Gas	1	1	0	5	3	68	58
EDF Energy	60	24	42	10	26	298	24
npower	0	0	0	0	0	3	2
npower Northern	0	0	0	0	0	14	100
npower Yorkshire	0	0	0	0	0	0	0
Powergen	21	13	9	11	4	113	51
Scottish and Southern	26	13	13	9	10	73	61
Scottish Power	19	6	13	15	7	71	64
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
<b>Total</b>	<b>135</b>	<b>63</b>	<b>79</b>	<b>10</b>	<b>50</b>	<b>641</b>	<b>361</b>

<b>Gas</b>	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	15	14	1	8	0	0	0
British Gas	3	26	3	766	33	72	96
Countrywide Gas	0	0	0	0	0	0	0
EDF Energy	86	40	46	8	0	0	0
npower	53	37	22	45	1	0	1
npower Northern	0	0	0	0	0	14	0
npower Yorkshire	10	12	0	0	0	0	0
Powergen	57	28	31	16	0	0	0
Scottish and Southern	79	37	42	9	1	0	0
Scottish Power	56	30	26	12	0	0	0
Telecom Plus	0	0	0	0	0	0	0
<b>Total</b>	<b>359</b>	<b>224</b>	<b>171</b>	<b>103</b>	<b>35</b>	<b>86</b>	<b>97</b>

## Percentage of customers reconnected following disconnections for debt and theft January - March 2005

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	33%	50%	50%	67%	100%	100%	0%	0%	0%	0%	0%	0%
British Gas	0%	0%	100%	100%	100%	100%	38%	38%	77%	77%	85%	100%
EDF Energy	0%	0%	64%	64%	100%	100%	82%	83%	86%	87%	88%	99%
npower							100%	100%	100%	100%	100%	100%
npower Northern							100%	100%	100%	100%	100%	100%
npower Yorkshire												
Powergen	31%	54%	61%	77%	92%	100%	27%	34%	45%	55%	72%	79%
Scottish and Southern	38%	54%	69%	77%	100%	100%	45%	59%	68%	86%	95%	100%
Scottish Power	0%	50%	67%	67%	67%	100%	29%	50%	86%	93%	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	14%	43%	71%	79%	100%	100%						
British Gas	0%	0%	0%	0%	0%	0%	22%	67%	89%	100%	100%	100%
EDF Energy	0%	39%	69%	100%	100%	100%						
npower	32%	40%	56%	64%	75%	83%	0%	0%	0%	0%	0%	0%
npower Northern							100%	100%	100%	100%	100%	100%
npower Yorkshire	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Powergen	25%	32%	68%	79%	89%	97%						
Scottish and Southern	24%	38%	76%	84%	97%	100%	0%	0%	0%	0%	100%	100%
Scottish Power	13%	43%	63%	73%	87%	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 January - March 2005

<b>Electricity</b>	<b>Number of customers on fuel direct</b>	<b>Number of customers joining fuel direct this quarter</b>	<b>Number of customers referred to DWP by supplier for fuel direct this quarter</b>	<b>Number of customers refused fuel direct by supplier this quarter</b>	<b>Number of customers refused fuel direct by DWP this quarter</b>	<b>Number of customers on fuel direct without a debt</b>
Atlantic	6	6	6	0	0	0
British Gas	3,957	798	370	0	0	505
EDF Energy	1,847	513	315	0	0	1,282
npower	1,472	418	2	0	0	146
npower Northern	602	178	87	0	0	360
npower Yorkshire	1,564	287	300	0	9	186
Powergen	1,671	286	302	5	3	330
Scottish and Southern	2,682	379	272	9	3	665
Scottish Power	6,450	393	0	0	0	4,067
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
<b>Total</b>	<b>20,251</b>	<b>3,258</b>	<b>1,654</b>	<b>14</b>	<b>15</b>	<b>7,541</b>

<b>Gas</b>	<b>Number of customers on fuel direct</b>	<b>Number of customers joining fuel direct this quarter</b>	<b>Number of customers referred to DWP by supplier for fuel direct this quarter</b>	<b>Number of customers refused fuel direct by supplier this quarter</b>	<b>Number of customers refused fuel direct by DWP this quarter</b>	<b>Number of customers on fuel direct without a debt</b>
Atlantic	2	2	2	0	0	0
British Gas	17,397	2,840	1,991	0	0	3,473
Countrywide Gas	0	0	0	0	0	0
EDF Energy	779	254	169	0	0	603
npower	2,065	404	28	0	0	67
npower Northern	1,041	197	75	0	0	126
npower Yorkshire	698	150	163	0	0	16
Powergen	939	159	158	11	1	168
Scottish and Southern	1,712	308	276	6	2	342
Scottish Power	1,996	207	0	0	0	770
Telecom Plus	0	0	0	0	0	0
<b>Total</b>	<b>26,629</b>	<b>4,521</b>	<b>2,862</b>	<b>17</b>	<b>3</b>	<b>5,565</b>

## Warrants and Security Deposits January - March 2005

<b>Electricity</b>	<b>Number of customers disconnected on a warrant visit</b>	<b>Number of prepayment meters installed on a warrant visit</b>	<b>Number of forcible entries</b>	<b>Number of security deposits held</b>	<b>Average value of security deposits held</b>	<b>Security deposits held for more than 12 months</b>	<b>Number of security deposits received from customers</b>
Atlantic	8	93	20	0			
British Gas	1	826	230	1,279	£100.82	215	214
EDF Energy	59	1,158	0	200	£118.24	145	26
npower	1	171	172	167	£109.00	0	2
npower Northern	0	137	0	0			
npower Yorkshire	0	181	181	0			
Powergen	21	492	228	26	£107.50	20	0
Scottish and Southern	19	631	257	79	£127.00	67	0
Scottish Power	19	1,286	118	131	£108.86	131	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			
<b>Total</b>	<b>128</b>	<b>4,975</b>	<b>1,206</b>	<b>1,882</b>	<b>£105.15</b>	<b>578</b>	<b>242</b>

<b>Gas</b>	<b>Number of customers disconnected on a warrant visit</b>	<b>Number of prepayment meters installed on a warrant visit</b>	<b>Number of forcible entries</b>	<b>Number of security deposits held</b>	<b>Average value of security deposits held</b>	<b>Security deposits held for more than 12 months</b>	<b>Number of security deposits received from customers</b>
Atlantic	15	41	15	0			
British Gas	3	805	34	5,638	£150.87	1,857	904
Countrywide Gas	0	0	0	0			
EDF Energy	86	216	0	17	£118.23	0	2
npower	53	126	179	0			
npower Northern	0	81	0	0			
npower Yorkshire	10	19	29	0			
Powergen	57	112	36	1	£250.00	1	0
Scottish and Southern	79	358	47	32	£100.00	22	1
Scottish Power	56	567	35	0			
Telecom Plus	0	0	0	45	£50.00	0	6
<b>Total</b>	<b>359</b>	<b>2,325</b>	<b>375</b>	<b>5,733</b>	<b>£149.71</b>	<b>1,880</b>	<b>913</b>

## Prepayment Meters January - March 2005

<b>Electricity</b>	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	246	0	246	13	0	
British Gas	7,689	2,248	5,441	5,930	0	
EDF Energy	5,167	1,495	3,672	10,055	0	
npower	5,673	2,461	3,212	4,451	0	
npower Northern	3,137	1,606	1,531	1,451	0	
npower Yorkshire	7,104	5,932	1,172	330	0	
Powergen	13,780	9,614	4,166	5,436	0	
Scottish and Southern	5,128	460	4,668	7,846	0	
Scottish Power	4,020	676	3,344	2,921	0	
Telecom Plus	3	2	1	7	0	
Unit Energy	11	0	11	0	0	
Utility Link	4	0	4	0	0	
Zest 4	0	0	0	1	0	
<b>Total</b>	<b>51,962</b>	<b>24,494</b>	<b>27,468</b>	<b>38,441</b>	<b>0</b>	<b>0</b>

<b>Gas</b>	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	160	5	155	69	0	
British Gas	22,070	4,290	17,780	10,792	0	
Countrywide Gas	1	0	1	0	0	
EDF Energy	686	304	382	513	0	
npower	7,592	4,107	3,485	3,823	0	
npower Northern	1,165	217	948	1,290	0	
npower Yorkshire	2,410	1,710	700	164	0	
Powergen	5,434	2,786	2,648	3,135	0	
Scottish and Southern	2,503	318	2,185	4,169	0	
Scottish Power	2,301	251	2,050	979	0	
Telecom Plus	2	2	1	7	0	
<b>Total</b>	<b>44,324</b>	<b>13,990</b>	<b>30,335</b>	<b>24,941</b>	<b>0</b>	<b>0</b>

## Priority Services January - March 2005

	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	375	291	7	540	315
British Gas	434,017	2,706	5,684	248,034	6,861
Countrywide Gas	124	0	1	n/a	n/a
EDF Energy	34,275	3,163	410	143,226	6,647
npower	11,535	1,680	816	16,115	2,148
npower Northern	6,514	1,649	85	7,612	2,001
npower Yorkshire	11,221	1,962	142	4,970	2,208
Powergen	81,615	6,539	939	87,805	12,223
Scottish and Southern	56,865	6,294	372	115,692	9,898
Scottish Power	23,294	1,323	3,709	39,585	2,069
Telecom Plus	2,080	207	1	2,311	230
Unit Energy	n/a	n/a	n/a	63	0
Utility Link	n/a	n/a	n/a	40	5
Zest 4	n/a	n/a	n/a	0	0
<b>Total</b>	<b>661,615</b>	<b>25,814</b>	<b>12,166</b>	<b>665,993</b>	<b>44,605</b>

## Uptake of Priority Services January - March 2005

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	2	73	227	16	0	0	0	0
British Gas	271	4,276	40,375	5,773	7,850	52	see gas	see gas
EDF Energy	152	4,819	18,650	6,808	0	56	2,330	33
npower	343	510	3,657	50	1,252	19	475	4
npower Northern	5	29	487	2	92	16	49	0
npower Yorkshire	34	2,596	1,925	21	1,746	20	704	3
Powergen	60	1,343	44,673	4,266		44	0	47
Scottish and Southern	222	4,143	4,938	34	0	83	15	247
Scottish Power	21	369				0	0	0
Telecom Plus	10	23	941	0	214	3	0	0
Unit Energy	0	1	29	0	0	0	0	0
Utility Link	1	0	25	0	0	0	0	0
Zest 4	0	0	0	0	0	0	0	1
<b>Total</b>	<b>1,121</b>	<b>18,182</b>	<b>115,927</b>	<b>16,970</b>	<b>11,154</b>	<b>293</b>	<b>3,573</b>	<b>335</b>

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	64	184	12	0	0	0	0
British Gas	911	13,531	141,153	10,177	414	205	201	80
Countrywide Gas	0	1	27	0	0	0	0	0
EDF Energy	33	953	4,404	1,636	0	16	873	28
npower	22	351	3,773	42	870	6	372	1
npower Northern	4	20	388	2	59	3	25	0
npower Yorkshire	34	2,658	1,847	17	1,668	4	708	2
Powergen	45	923	26,025	3,692	0	6	12	24
Scottish and Southern	117	1,810	2,270	15	0	0	0	0
Scottish Power	11	198				3	0	607
Telecom Plus	7	21	847	0	193	2	0	0
<b>Total</b>	<b>1,184</b>	<b>20,530</b>	<b>180,918</b>	<b>15,593</b>	<b>3,204</b>	<b>245</b>	<b>2,191</b>	<b>742</b>

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

Greyed out boxes indicate the supplier could not provide this information

## Energy Efficiency Advice (Dual Fuel)

### January - March 2005

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	9,263	3,935	3,005	5,616	1,583	3,768	5,505	27,116	181	227	545
Countrywide Gas	2	0	0	0	0	2	2	0	0	0	0
EDF Energy	6,649	2,019	66	3,130	851	583	3,083	1,118	348	518	537
npower Group	8,900	587	307	2,018	5,832	2,838	1,650	122	126	164	149
Powergen	4,165	552	228	642	482	2,403	4,684	48	2	29	180
Scottish and Southern	6,396	1,503	498	997	54	3,344	86	83	7	303	121
Scottish Power	6,416	2,000	2,011	1,266	1,906	3,525	10,219	2,512	1,365	4,200	2,651
Telecom Plus	317	187	0	130	261	15	0	0	0	0	0
Utility Link	0	0	0	0	0	0	0	0	0	0	0
Zest 4	12	2	2	4	1	6	12	0	0	0	0
<b>Total</b>	<b>42,120</b>	<b>10,785</b>	<b>6,117</b>	<b>13,803</b>	<b>10,970</b>	<b>16,484</b>	<b>25,241</b>	<b>30,999</b>	<b>2,029</b>	<b>5,441</b>	<b>4,183</b>



## Regional payment methods March 2005

Electricity Payment Methods	Quarterly cash/cheque	Monthly direct debit	Weekly, Fortnightly or Flexible payment scheme	Prepayment meter	Fuel Direct	Other	Total
England	8,165,020	9,195,042	412,761	2,844,321	12,161	666,492	21,295,797
	38%	43%	2%	13%	0%	3%	100%
Scotland	793,157	1,018,958	130,993	471,344	7,031	91,799	2,513,282
	32%	41%	5%	19%	0%	4%	100%
Wales	464,082	535,433	38,784	240,672	1,059	29,057	1,309,087
	35%	41%	3%	18%	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	6,524,034	8,475,328	565,708	1,818,149	19,983	637,148	18,040,350
	36%	47%	3%	10%	0%	4%	100%
Scotland	551,179	881,384	141,868	176,916	5,058	57,273	1,813,678
	30%	49%	8%	10%	0%	3%	100%
Wales	351,637	462,253	45,495	139,282	1,588	33,220	1,033,475
	34%	45%	4%	13%	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 2005

<b>Electricity Headlines</b>	<b>Number of customers in debt</b>	<b>Number of ppm customers in debt</b>	<b>Number of disconnections for debt</b>	<b>Number of disconnections for theft (non-ppm)</b>	<b>Number of disconnections for theft (ppm)</b>	<b>Number of customers on PSR</b>	<b>Energy efficiency advice*</b>
England	877,833	309,155	114	41	558	573,556	35,158
Scotland	231,978	69,669	6	6	73	68,619	5,208
Wales	50,287	18,043	15	3	10	23,818	1,754
Great Britain	1,160,098	396,867	135	50	641	665,993	42,120

<b>Gas Headlines</b>	<b>Number of customers in debt</b>	<b>Number of ppm customers in debt</b>	<b>Number of disconnections for debt</b>	<b>Number of disconnections for theft (non-ppm)</b>	<b>Number of disconnections for theft (ppm)</b>	<b>Number of customers on PSR</b>	<b>Number of free gas safety checks</b>
England	835,010	469,793	314	28	81	528,202	8,634
Scotland	127,534	44,278	22	3	3	72,603	2,410
Wales	48,029	27,680	23	4	2	61,110	1,122
Great Britain	1,010,573	541,751	359	35	86	661,915	12,166

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