

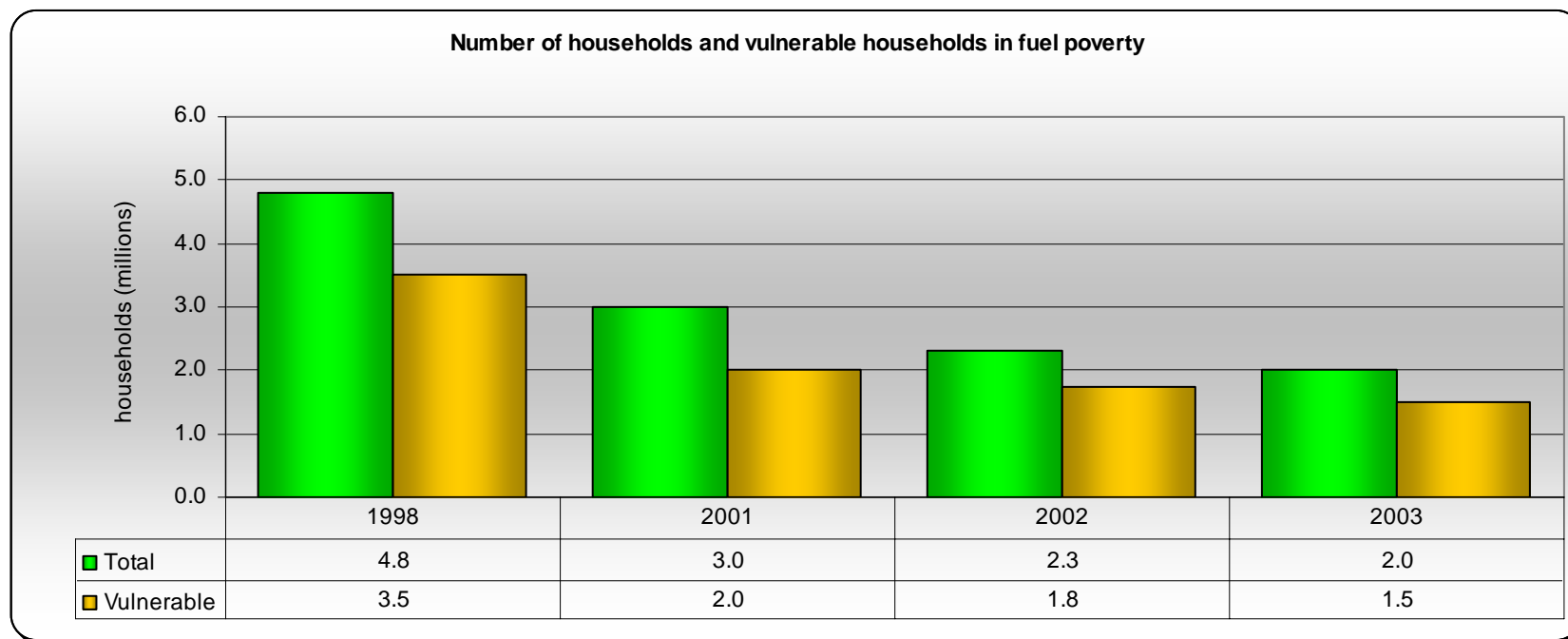
## **Social Action Plan Indicators**

The Social Action Plan had 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

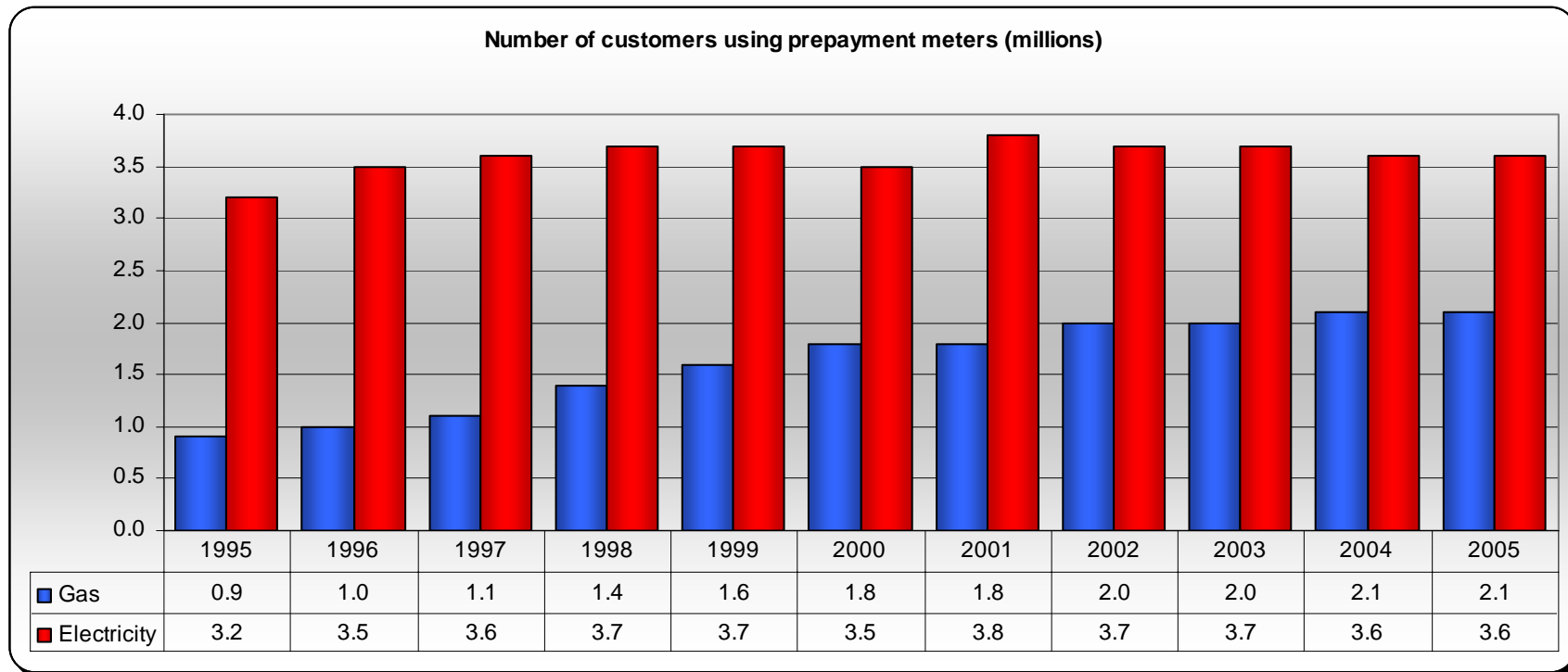
The chart below shows the latest Government estimates for the number of households in fuel poverty. The definition of a fuel poor household, on which the figures below are based, is one needing to spend more than 10% of its income (net of income tax and National Insurance and including Housing Benefit 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, 3<sup>rd</sup> Annual Progress Report 2005, DTI. Figures are UK estimates)

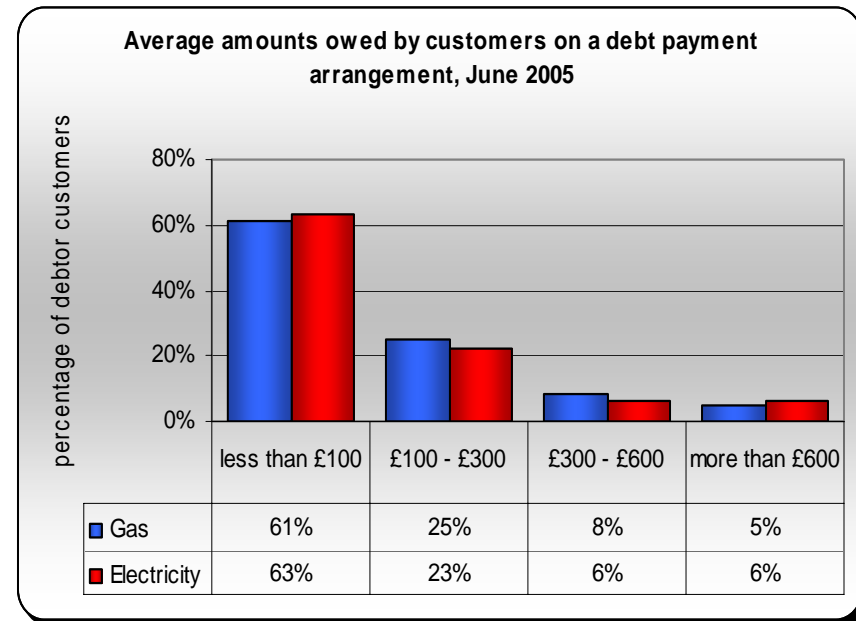
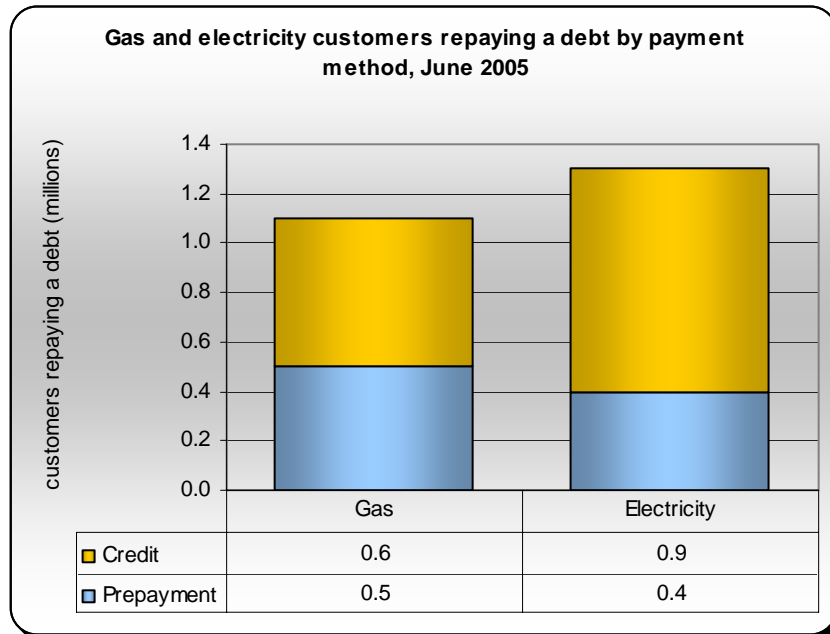
## 2. Number of customers using prepayment meters

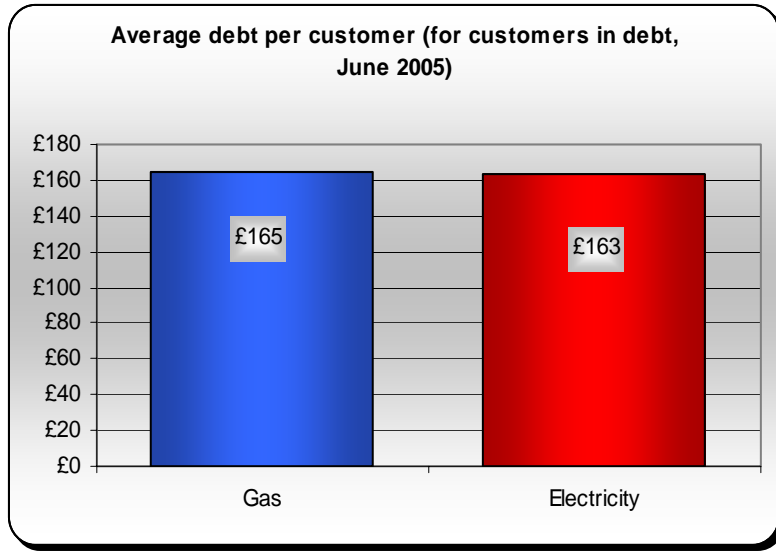
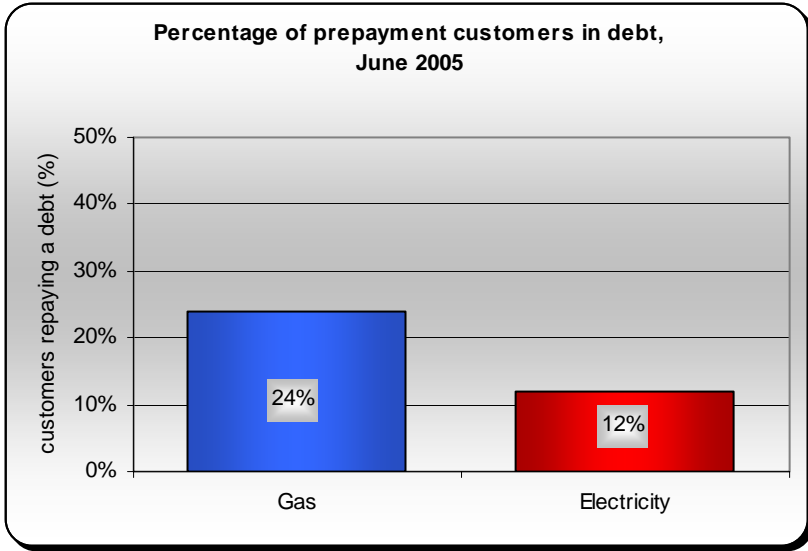
Research carried out for Ofgem by MORI suggests that most prepayment customers are generally satisfied with this method of payment. However prepayment remains the most expensive method of paying for electricity and gas. Ofgem will continue to monitor both the numbers of customers using prepayment meters,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



### 3. Levels of Debt

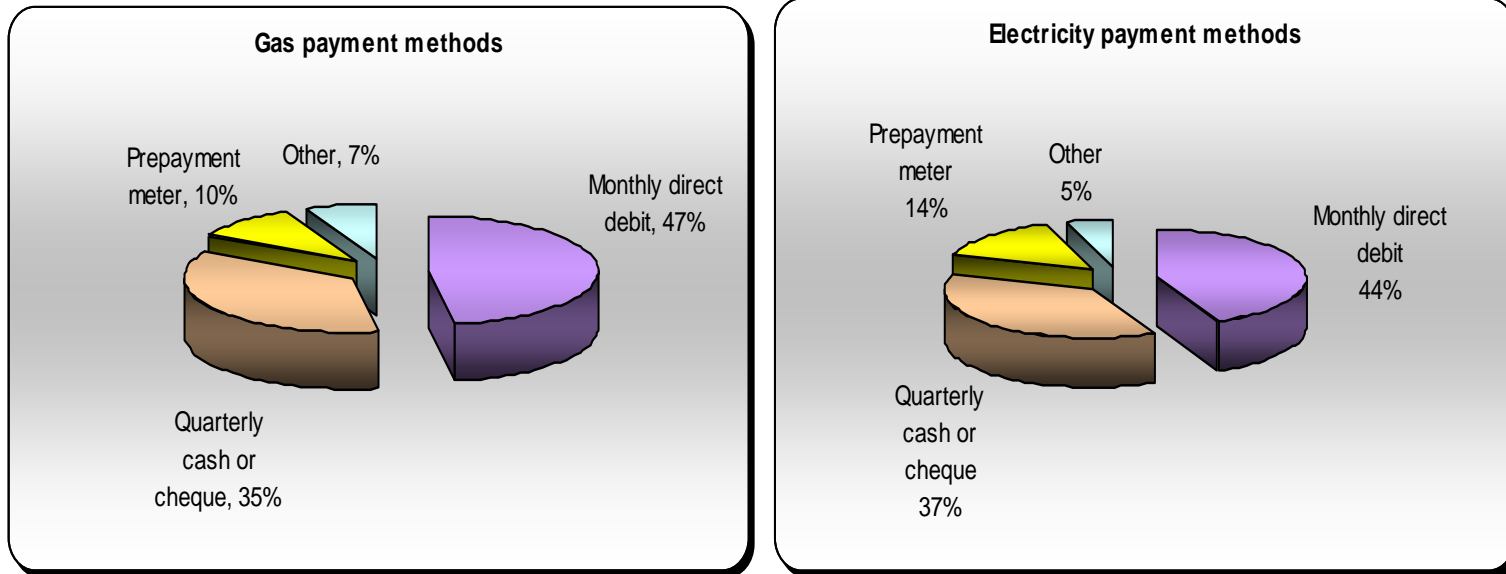
The charts below set out the number of customers repaying a debt (both prepayment customers repaying through their meter and credit customers repaying through a payment arrangement); the relative size of debts for customers who are repaying a debt; the percentage of prepayment meter customers that are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





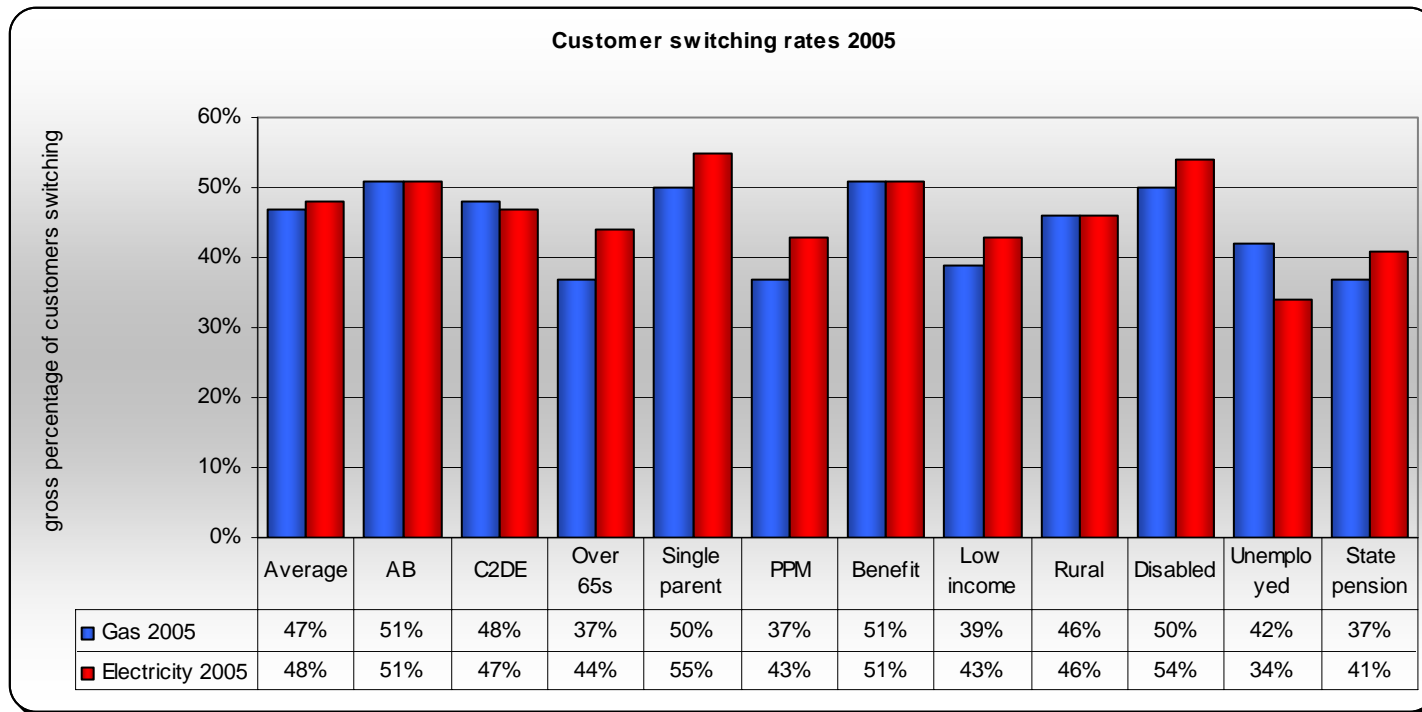
## 4. Tariff and Payment Choice

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



## 5. Disadvantaged customers and competition

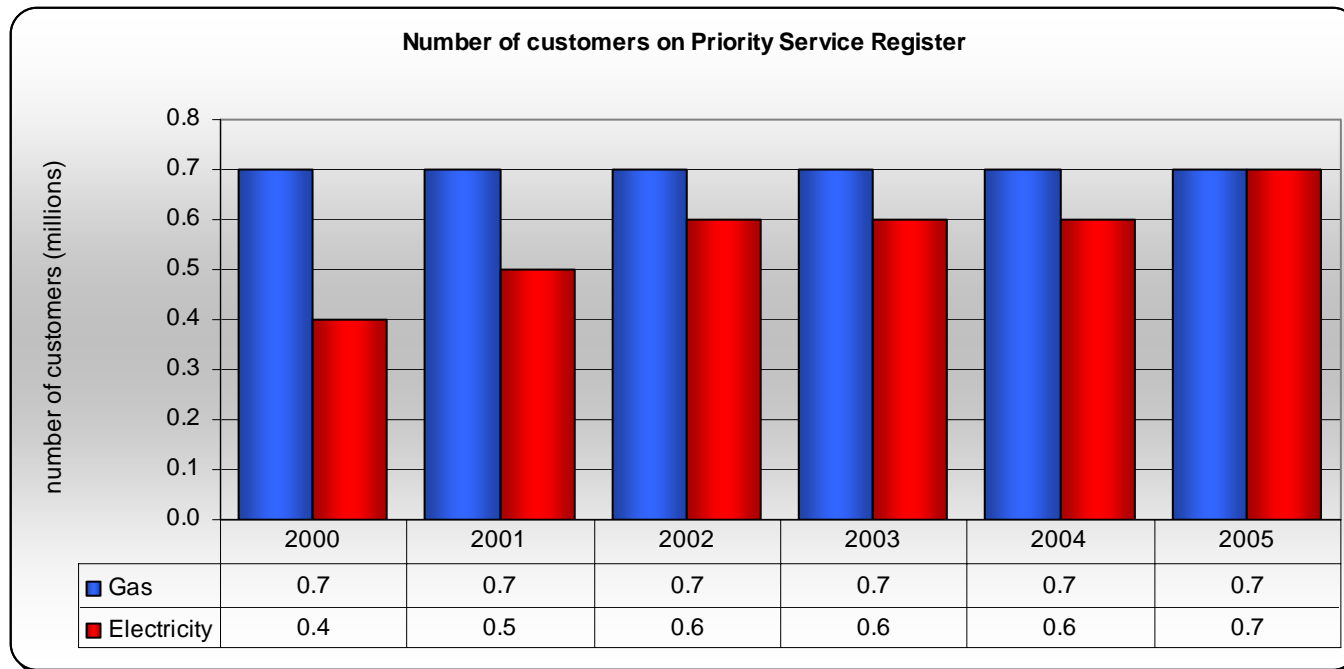
The latest statistics on switching rates across various consumer groups (set out below) show that competition has reached most groups fairly evenly.



(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.

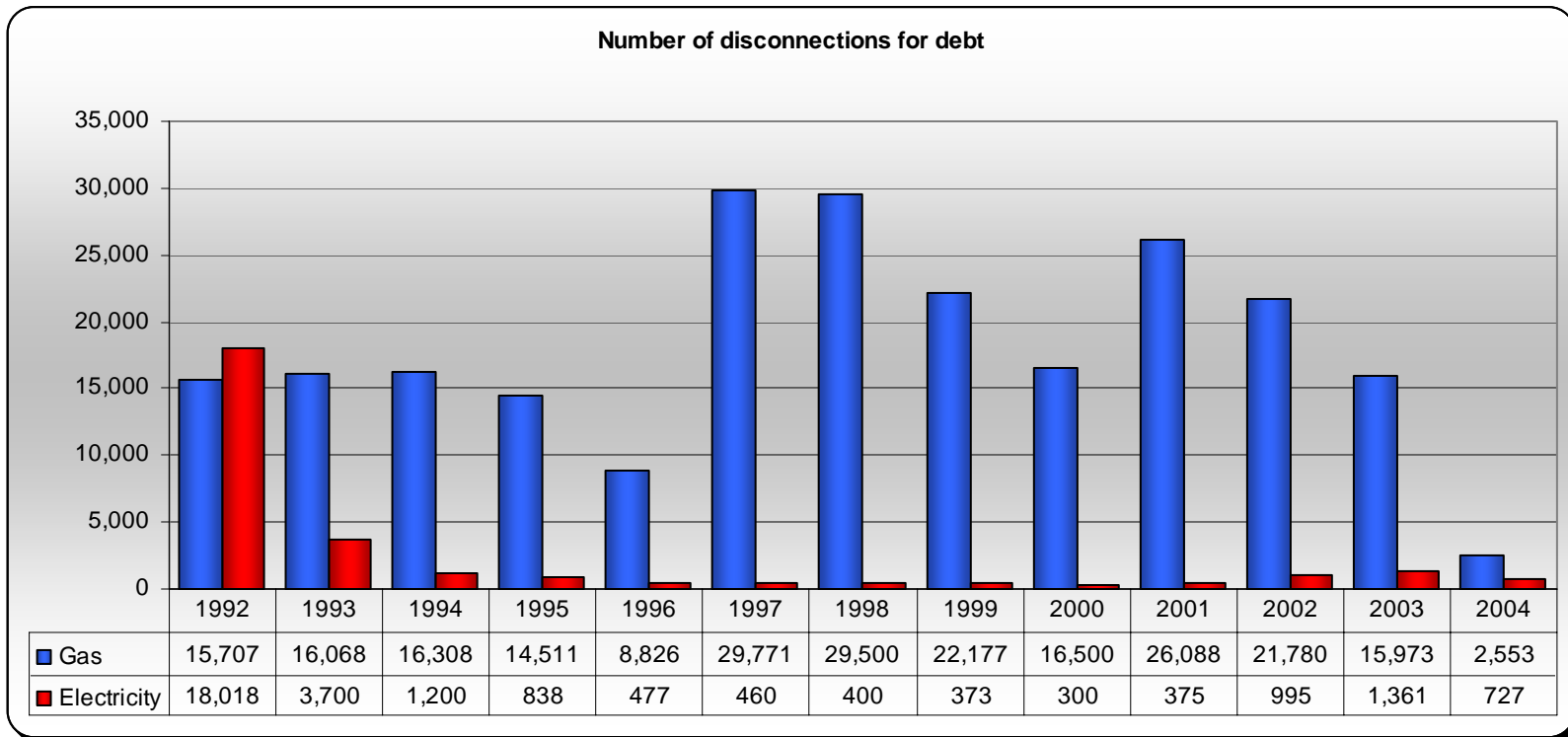


(N.B. Gas figures for 2000 are estimated owing to previously incorrectly reported figures by one supplier)



## 7. Disconnections

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



## 8. Self-disconnections

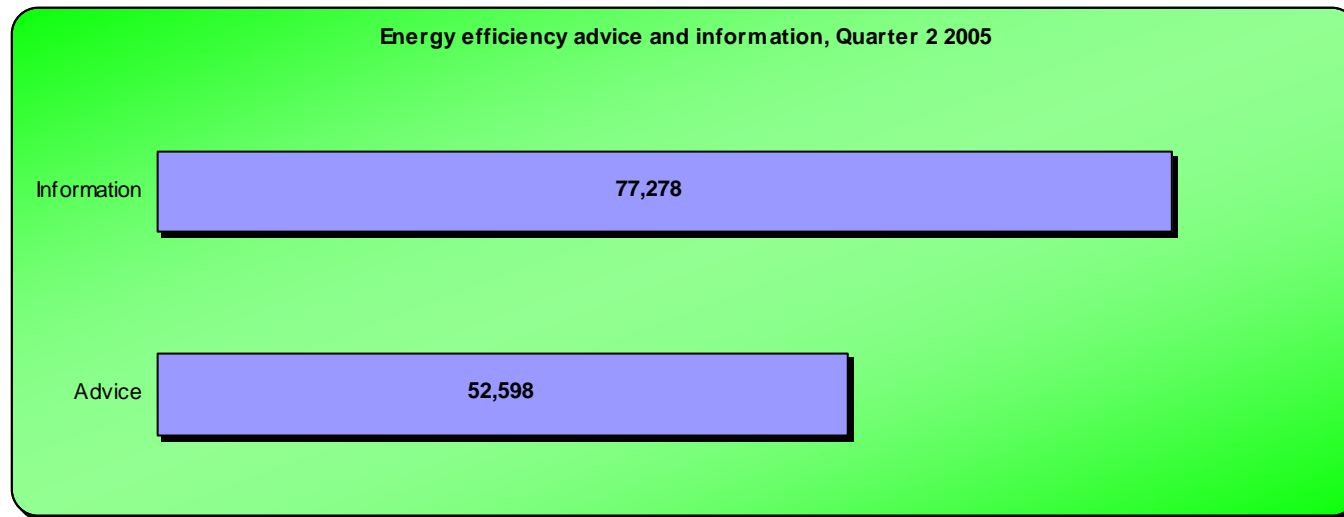
The proportion of households with prepayment meters that reported self-disconnection is set out below.

<b>Household Categories</b>	<b>Disconnected from electricity</b>	<b>Disconnected from gas</b>
<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 second 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.

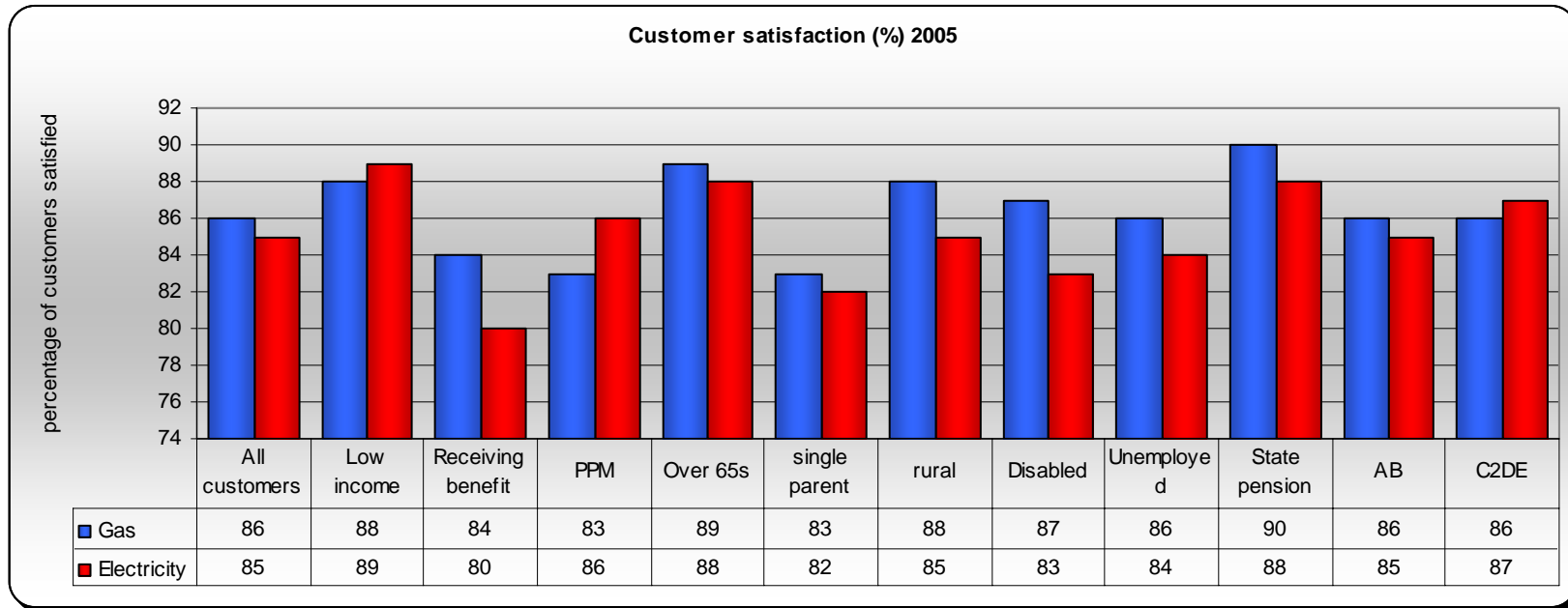
**Here to HELP:** Run by British Gas, this scheme aims to target energy efficiency and other measures, fuel discounts and advice to around half a million homes.

**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

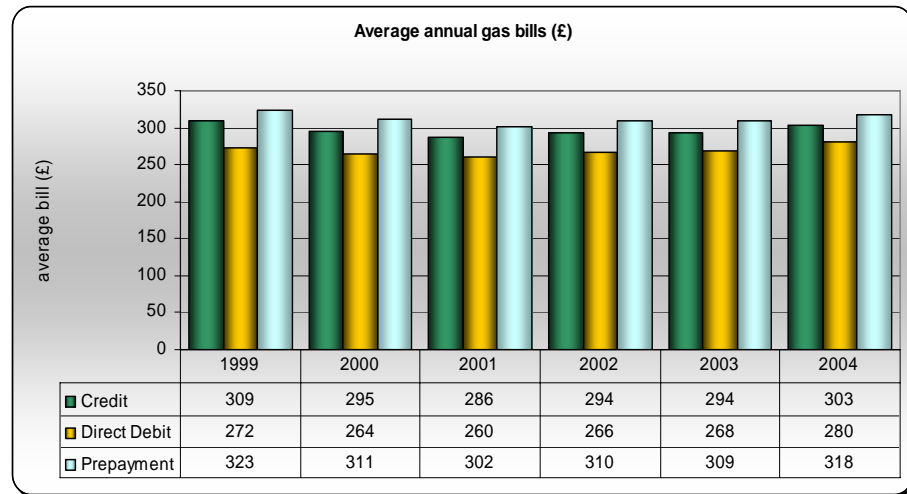
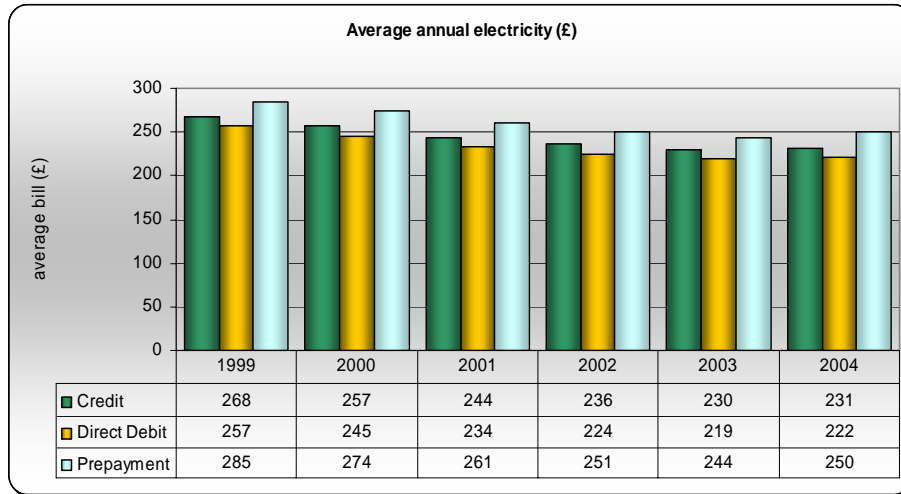
The latest research on customer satisfaction is set out below



(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 June 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>
British Gas	33.1%	43.7%	3.2%	18.1%	1.9%	100.0%
EDF Energy	45.5%	35.1%	0.6%	15.0%	3.7%	100.0%
npower	35.8%	47.0%	1.4%	12.7%	3.1%	100.0%
npower Northern	57.3%	21.5%	3.3%	14.9%	3.0%	100.0%
npower Yorkshire	44.8%	35.2%	3.8%	12.3%	4.0%	100.0%
Powergen	39.4%	45.1%	2.3%	9.5%	3.8%	100.0%
Scottish and Southern	35.2%	45.8%	1.3%	14.2%	3.6%	100.0%
Scottish Power	29.9%	48.7%	3.5%	15.2%	2.6%	100.0%
Telecom Plus	0.0%	96.7%	0.0%	0.4%	3.0%	100.0%
Good Energy	49.6%	43.6%	0.0%	1.2%	5.6%	100.0%
Utility Link	58.9%	28.9%	0.0%	4.7%	7.5%	100.0%
Zest 4	0.6%	99.4%	0.0%	0.0%	0.0%	100.0%
<b>Industry</b>	<b>37.2%</b>	<b>43.4%</b>	<b>2.3%</b>	<b>14.1%</b>	<b>3.1%</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>
British Gas	40.1%	39.0%	3.7%	12.5%	4.7%	100.0%
Countrywide Gas	41.3%	56.7%	0.1%	0.4%	1.4%	100.0%
EDF Energy	37.8%	49.9%	0.7%	9.0%	2.6%	100.0%
npower	27.8%	55.8%	6.4%	8.9%	1.2%	100.0%
npower Northern	24.8%	43.2%	7.1%	18.8%	6.0%	100.0%
npower Yorkshire	36.0%	46.9%	5.5%	7.7%	3.9%	100.0%
Powergen	31.3%	57.0%	3.2%	5.2%	3.4%	100.0%
Scottish and Southern	29.7%	58.1%	2.0%	8.0%	2.2%	100.0%
Scottish Power	24.5%	64.2%	3.6%	6.8%	0.8%	100.0%
Telecom Plus	0.0%	96.8%	0.0%	0.2%	2.9%	100.0%
<b>Industry</b>	<b>35.3%</b>	<b>47.3%</b>	<b>3.5%</b>	<b>10.3%</b>	<b>3.6%</b>	<b>100.0%</b>

## Debt repayment April - June 2005

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)
British Gas	£3.11	48	£5.43	47
EDF Energy	£2.75	53	£5.01	63
npower	£3.55	20	£3.59	94
npower Northern	£6.70	29	£3.52	66
npower Yorkshire	£4.32	61	£6.31	38
Powergen	£3.67	72	£5.41	96
Scottish and Southern	£4.80	41	£5.64	46
Scottish Power	£2.10	52	£2.14	120
Telecom Plus	£4.25	20	£3.50	0
Good 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>£2.85</b>	<b>51</b>	<b>£3.54</b>	<b>96</b>

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)
British Gas	£3.36	44	£5.41	52
Countrywide Gas	£19.00	31	£0.00	0
EDF Energy	£3.19	53	£6.63	76
npower	£6.09	28	£4.30	68
npower Northern	£5.24	30	£3.98	85
npower Yorkshire	£3.33	61	£6.05	58
Powergen	£3.07	85	£6.29	74
Scottish and Southern	£3.98	41	£7.98	57
Scottish Power	£2.03	52	£4.56	97
Telecom Plus	£5.74	20	£5.00	20
<b>Total</b>	<b>£3.20</b>	<b>47</b>	<b>£5.60</b>	<b>61</b>



## Disconnections April - June 2005

<b>Electricity</b>	<b>Number of customers disconnected for debt this quarter</b>	<b>Number of customers reconnected this quarter (debt)</b>	<b>Number of customers not yet reconnected (debt)</b>	<b>Average period of disconnection in days (debt)</b>	<b>Number of non-prepayment customers disconnected for theft this quarter</b>	<b>Number of prepayment customers disconnected for theft this quarter</b>	<b>Number of customers not yet reconnected (theft)</b>
British Gas	2	1	1	3	16	76	74
EDF Energy	51	24	26	12	39	237	70
npower	3	0	3	0	0	3	1
npower Northern	4	2	2	1	0	0	0
npower Yorkshire	2	0	2	0	0	1	0
Powergen	53	15	39	13	12	171	113
Scottish and Southern	21	12	9	4	6	82	55
Scottish Power	16	14	2	12	9	98	95
Telecom Plus	0	0	0	0	0	0	0
Good 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>152</b>	<b>68</b>	<b>84</b>	<b>10</b>	<b>82</b>	<b>668</b>	<b>408</b>

<b>Gas</b>	<b>Number of customers disconnected for debt this quarter</b>	<b>Number of customers reconnected this quarter (debt)</b>	<b>Number of customers not yet reconnected (debt)</b>	<b>Average period of disconnection in days (debt)</b>	<b>Number of non-prepayment customers disconnected for theft this quarter</b>	<b>Number of prepayment customers disconnected for theft this quarter</b>	<b>Number of customers not yet reconnected (theft)</b>
British Gas	4	16	0	830	30	59	75
Countrywide Gas	0	0	0	0	0	0	0
EDF Energy	127	82	45	8	0	0	0
npower	155	61	94	10	1	1	1
npower Northern	0	0	0	0	0	0	0
npower Yorkshire	14	3	11	25	0	0	0
Powergen	85	34	53	20	0	0	0
Scottish and Southern	130	61	69	8	0	6	6
Scottish Power	59	22	37	8	0	0	0
Telecom Plus	0	0	0	0	0	0	0
<b>Total</b>	<b>574</b>	<b>279</b>	<b>309</b>	<b>57</b>	<b>31</b>	<b>66</b>	<b>82</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
British Gas	0%	100%	100%	100%	100%	100%	44%	61%	78%	83%	83%	100%
EDF Energy	9%	50%	50%	75%	100%	100%	76%	77%	79%	82%	84%	97%
npower	0%	0%	0%	0%	0%	0%	100%	100%	100%	100%	100%	100%
npower Northern	100%	100%	100%	100%	100%	100%						
npower Yorkshire	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Powergen	47%	67%	80%	87%	93%	93%	23%	37%	52%	65%	76%	100%
Scottish and Southern	67%	67%	83%	100%	100%	100%	30%	58%	73%	85%	88%	100%
Scottish Power	29%	29%	50%	79%	86%	100%	17%	50%	83%	83%	100%	100%

Gas	2 days	4 days	7 days	14 days	1 month	1 quarter	2 days	4 days	7 days	14 days	1 month	1 quarter
British Gas	9%	18%	18%	18%	18%	18%	21%	43%	71%	100%	100%	100%
EDF Energy	26%	57%	76%	87%	100%	100%						
npower	21%	29%	59%	72%	95%	100%	100%	100%	100%	100%	100%	100%
npower Yorkshire	0%	0%	33%	66%	66%	100%						
Powergen	15%	44%	68%	82%	94%	94%						
Scottish and Southern	15%	31%	62%	85%	90%	100%	0%	0%	0%	0%	0%	0%
Scottish Power	32%	45%	64%	91%	95%	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 April - June 2005

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
British Gas	3,998	740	1,432	0	0	542
EDF Energy	1,902	500	294	0	0	1,336
npower	1,765	473	8	0	0	149
npower Northern	618	282	191	0	0	223
npower Yorkshire	1,620	320	349	0	8	189
Powergen	1,579	376	306	16	5	362
Scottish and Southern	2,751	434	293	0	3	604
Scottish Power	6,311	542	0	0	0	4,845
Telecom Plus	0	0	0	0	0	0
Good 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>20,544</b>	<b>3,667</b>	<b>2,873</b>	<b>16</b>	<b>16</b>	<b>8,250</b>

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
British Gas	18,137	2,433	1,809	0	0	3,540
Countrywide Gas	0	0	0	0	0	0
EDF Energy	809	230	126	0	0	676
npower	2,226	175	7	1	0	58
npower Northern	1,062	262	155	0	0	146
npower Yorkshire	728	137	161	0	1	14
Powergen	955	198	185	19	1	175
Scottish and Southern	1,812	377	296	0	3	337
Scottish Power	2,033	305	0	0	0	897
Telecom Plus	0	0	0	0	0	0
<b>Total</b>	<b>27,762</b>	<b>4,117</b>	<b>2,739</b>	<b>20</b>	<b>5</b>	<b>5,843</b>

## Warrants and Security Deposits April - June 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>
British Gas	2	871	295	897	£105.32	193	181
EDF Energy	51	1,103	0	214	£125.99	144	27
npower	3	260	74	164	£108.00	0	0
npower Northern	4	191	0	0			
npower Yorkshire	2	220	65	0			
Powergen	53	846	360	23	£90.20	20	3
Scottish and Southern	17	547	194	67	£128.00	57	3
Scottish Power	16	1,098	80	134	£111.65	133	1
Telecom Plus	0	0	0	0			
Good Energy	0	0	0	0			
Utility Link	0	0	0	0			
Zest 4	0	0	0	0			
<b>Total</b>	<b>148</b>	<b>5,136</b>	<b>1,068</b>	<b>1,499</b>	<b>£109.91</b>	<b>547</b>	<b>215</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>
British Gas	4	1,829	593	4,922	£147.46	1,695	544
Countrywide Gas	0	0	0	0			
EDF Energy	127	211	0	27	£146.37	0	2
npower	155	205	22	0			
npower Northern	0	0	0	0			
npower Yorkshire	14	37	6	0			
Powergen	85	124	23	1	£250.00	1	0
Scottish and Southern	130	305	91	33	£100.00	26	1
Scottish Power	59	645	40	0			
Telecom Plus	0	0	0	39	£50.00	0	5
<b>Total</b>	<b>574</b>	<b>3,356</b>	<b>775</b>	<b>5,022</b>	<b>£146.41</b>	<b>1,722</b>	<b>552</b>

## Prepayment Meters April - June 2005

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
British Gas	6,511	1,658	4,853	4,452	0	0
EDF Energy	5,144	1,463	3,681	5,189	0	0
npower	6,325	2,878	3,447	3,958	0	0
npower Northern	3,092	1,563	1,529	857	0	0
npower Yorkshire	9,384	7,664	1,720	236	0	0
Powergen	17,341	10,302	7,039	6,645	0	0
Scottish and Southern	7,252	2,140	5,112	8,503	0	0
Scottish Power	3,465	679	2,786	2,672	0	0
Telecom Plus	4	0	4	13	0	0
Good Energy	8	1	7	0	0	0
Utility Link	10	4	6	0	0	0
Zest 4	0	0	0	0	0	0
<b>Total</b>	<b>58,536</b>	<b>28,352</b>	<b>30,184</b>	<b>32,525</b>	<b>0</b>	<b>0</b>

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
British Gas	29,191	4,541	24,650	10,186	0	0
Countrywide Gas	0	0	0	0	0	0
EDF Energy	1,541	378	1,163	1,332	0	0
npower	5,810	3,161	2,649	2,387	0	0
npower Northern	1,369	236	1,133	780	0	0
npower Yorkshire	2,675	2,055	620	113	0	0
Powergen	5,135	3,348	1,787	3,196	0	0
Scottish and Southern	3,365	52	3,313	5,242	0	0
Scottish Power	2,821	281	2,540	811	0	0
Telecom Plus	5	0	5	13	0	0
<b>Total</b>	<b>51,912</b>	<b>14,052</b>	<b>37,860</b>	<b>24,060</b>	<b>0</b>	<b>0</b>

## Priority Services April - June 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)
British Gas	421,202	2,494	4,757	244,724	7,345
Countrywide Gas	117	0	1	n/a	n/a
EDF Energy	34,495	2,489	440	143,735	6,772
npower	19,020	2,274	871	19,091	2,373
npower Northern	6,887	423	167	6,860	635
npower Yorkshire	11,851	646	291	10,141	657
Powergen	81,716	2,496	1,011	90,041	4,424
Scottish and Southern	62,094	7,675	323	122,117	11,379
Scottish Power	22,986	881	3,474	39,112	1,443
Telecom Plus	2,734	429	5	2,734	429
Good Energy	n/a	n/a	n/a	62	0
Utility Link	n/a	n/a	n/a	43	3
Zest 4	n/a	n/a	n/a	10	10
<b>Total</b>	<b>663,102</b>	<b>19,807</b>	<b>11,340</b>	<b>678,670</b>	<b>35,470</b>

## Uptake of Priority Services April - June 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
British Gas	261	4,281	39,810	5,629	7,509	62	see	gas
EDF Energy	120	4,889	18,681	6,829	0	48	4,142	39
npower	72	941	4,326	122	3,440	8	1,661	3
npower Northern	19	146	617	26	512	4	431	0
npower Yorkshire	51	1,827	1,982	41	2,397	7	1,154	2
Powergen	65	3,501	45,193	3,478	0	41	0	80
Scottish and Southern	242	4,599	5,097	40	0	68	12	204
Scottish Power	35	591	0	0	0	0	0	0
Telecom Plus	10	23	1,129	0	311	6	0	0
Good Energy	0	1	30	0	0	0	0	0
Utility Link	1	0	27	0	0	0	0	0
Zest 4	0	1	10	0	0	1	0	0
<b>Total</b>	<b>876</b>	<b>20,800</b>	<b>116,902</b>	<b>16,165</b>	<b>14,169</b>	<b>245</b>	<b>7,400</b>	<b>328</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
British Gas	907	13,606	138,127	9,781	203	237	200	85
Countrywide Gas	0	0	25	0	0	0	0	0
EDF Energy	38	1,006	4,438	1,566	0	16	1,023	27
npower	56	674	4,303	90	2,630	5	917	0
npower Northern	14	78	485	17	311	3	205	0
npower Yorkshire	41	2,252	1,749	25	1,885	1	767	0
Powergen	48	1,801	27,159	2,358	0	3	12	44
Scottish and Southern	134	2,140	2,412	25	0	0	0	0
Scottish Power	19	318	0	0	0	4	0	518
Telecom Plus	10	23	1,129	0	311	7	0	0
<b>Total</b>	<b>1,267</b>	<b>21,898</b>	<b>179,827</b>	<b>13,862</b>	<b>5,340</b>	<b>276</b>	<b>3,124</b>	<b>674</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)  
April - June 2005**

<b>Dual Fuel</b>	<b>Customers provided with energy efficiency advice</b>	<b>Advice about insulation</b>	<b>Advice about new appliances</b>	<b>Advice about usage</b>	<b>Advice about grants</b>	<b>Other advice</b>	<b>Energy efficiency codes of practice distributed</b>	<b>Number of customers in debt provided with energy efficiency information</b>	<b>Number of fuel direct customers provided with energy efficiency information</b>	<b>Number of PSR customers provided with energy efficiency information</b>	<b>Referrals to Warm Front and EEC contacts</b>
British Gas	4,975	1,779	1,309	3,069	669	1,559	2,031	27,491	139	138	269
Countrywide Gas	5	0	0	0	0	5	5	3	0	0	0
EDF Energy	4,321	1,525	66	1,799	463	468	2,612	1,684	385	371	268
npower Group	18,364	657	709	3,051	15,235	2,174	10,925	54	32	93	64
Powergen	5,845	895	1,054	741	242	4,457	4,668	54	3	41	449
Scottish and Southern	8,788	1,717	421	831	73	5,746	86	112	5	411	95
Scottish Power	10,082	1,115	1,640	1,967	2,101	3,259	11,867	5,597	1,770	4,500	1,044
Telecom Plus	218	120	0	44	118	15	8	0	0	0	0
Utility Link	0	0	0	0	0	0	0	0	0	0	0
Zest 4	0	0	0	0	0	0	4	0	0	0	0
<b>Total</b>	<b>52,598</b>	<b>7,808</b>	<b>5,199</b>	<b>11,502</b>	<b>18,901</b>	<b>17,683</b>	<b>32,206</b>	<b>34,995</b>	<b>2,334</b>	<b>5,554</b>	<b>2,189</b>



## Regional payment methods June 2005

Electricity Payment Methods	Quarterly cash/cheque	Monthly direct debit	Weekly, Fortnightly or Flexible payment scheme	Prepayment meter	Fuel Direct	Other	Total
England	8,137,463	9,356,908	405,826	2,850,159	12,645	638,238	21,401,239
	38%	44%	2%	13%	0%	3%	100%
Scotland	783,021	1,039,050	129,301	472,376	6,834	90,486	2,521,068
	31%	41%	5%	19%	0%	4%	100%
Wales	461,217	552,673	38,511	240,657	1,065	29,141	1,323,264
	35%	42%	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	6,485,275	8,567,252	557,090	1,837,116	20,952	639,089	18,106,774
	36%	47%	3%	10%	0%	4%	100%
Scotland	551,912	897,507	140,169	176,389	5,162	57,377	1,828,516
	30%	49%	8%	10%	0%	3%	100%
Wales	359,362	466,954	45,012	140,164	1,648	33,215	1,046,355
	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 April - June 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	980,635	312,913	136	70	563	586,046	42,709
Scotland	253,308	84,988	0	12	97	69,269	7,531
Wales	55,691	19,648	16	0	8	23,355	2,358
<b>Great Britain</b>	<b>1,289,634</b>	<b>417,549</b>	<b>152</b>	<b>82</b>	<b>668</b>	<b>678,670</b>	<b>52,598</b>

<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	915,462	450,568	527	26	61	530,997	7,970
Scotland	143,125	41,554	15	4	3	72,178	2,255
Wales	56,137	31,861	32	1	2	59,927	1,115
<b>Great Britain</b>	<b>1,114,724</b>	<b>523,983</b>	<b>574</b>	<b>31</b>	<b>66</b>	<b>663,102</b>	<b>11,340</b>

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