

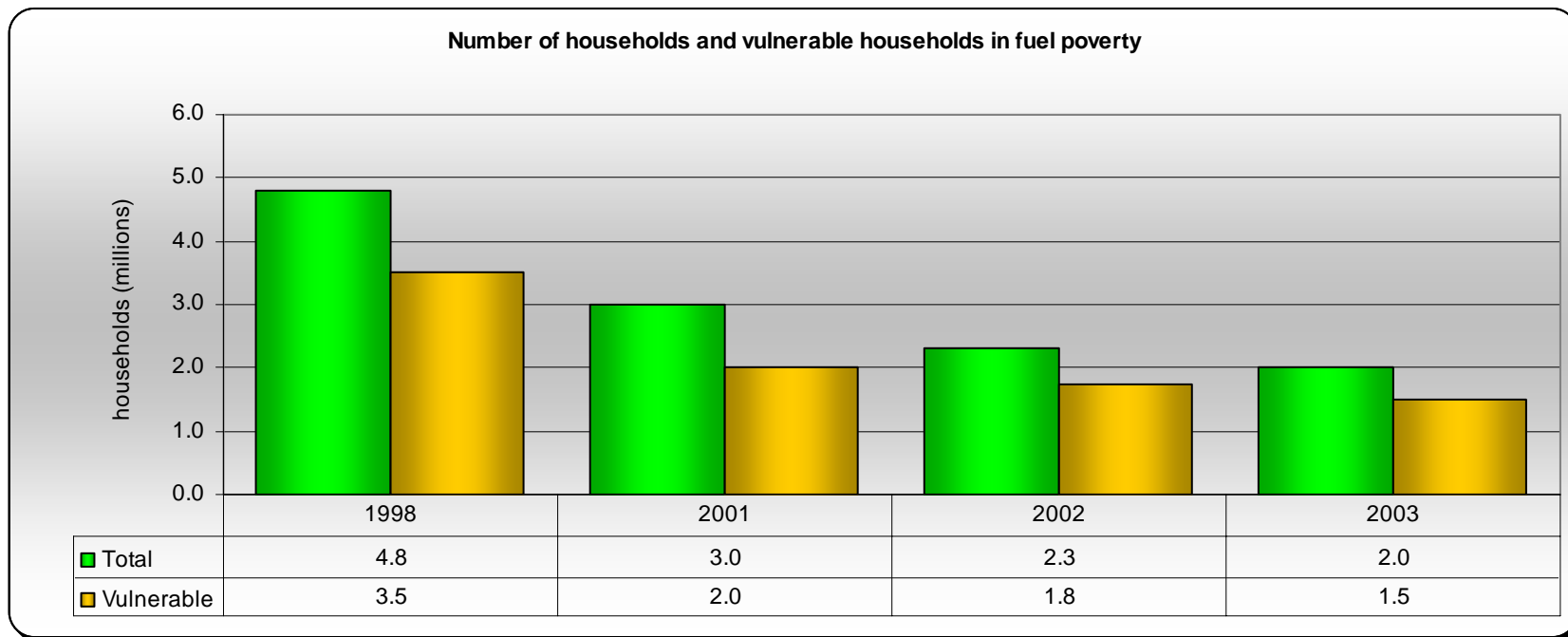
Social Action Plan Indicators

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

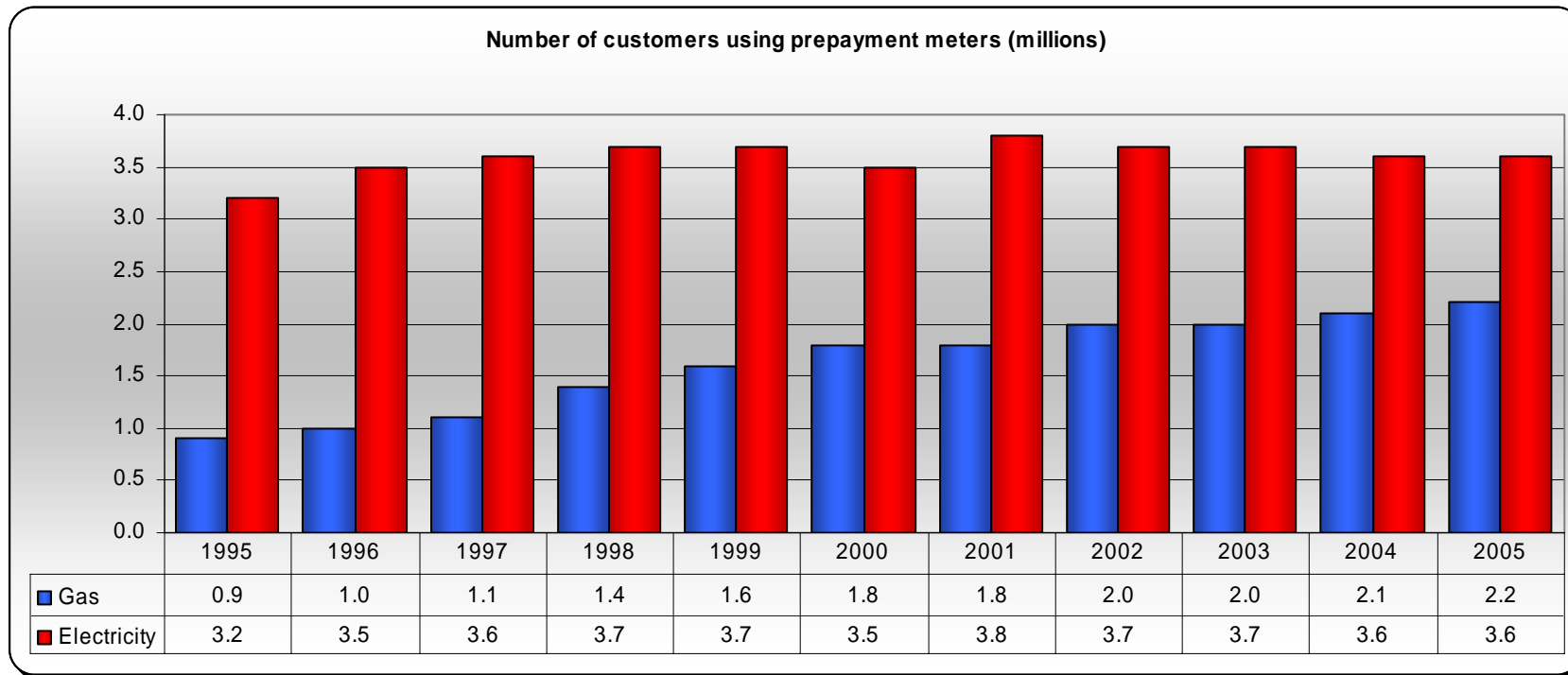
The chart below shows the latest Government estimates for the number of households in fuel poverty. The definition of a fuel poor household, on which the figures below are based, is one needing to spend more than 10% of its income (net of income tax and National Insurance and including Housing Benefit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

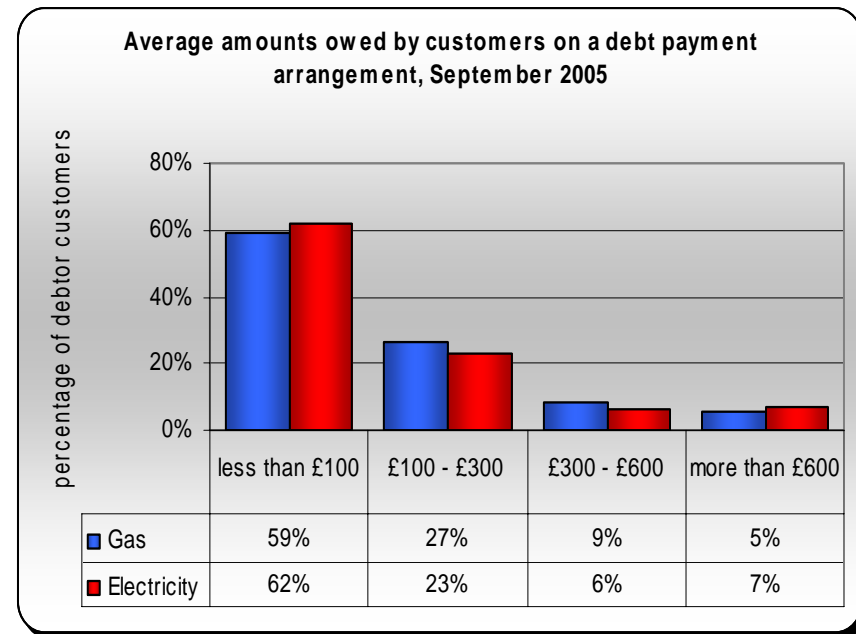
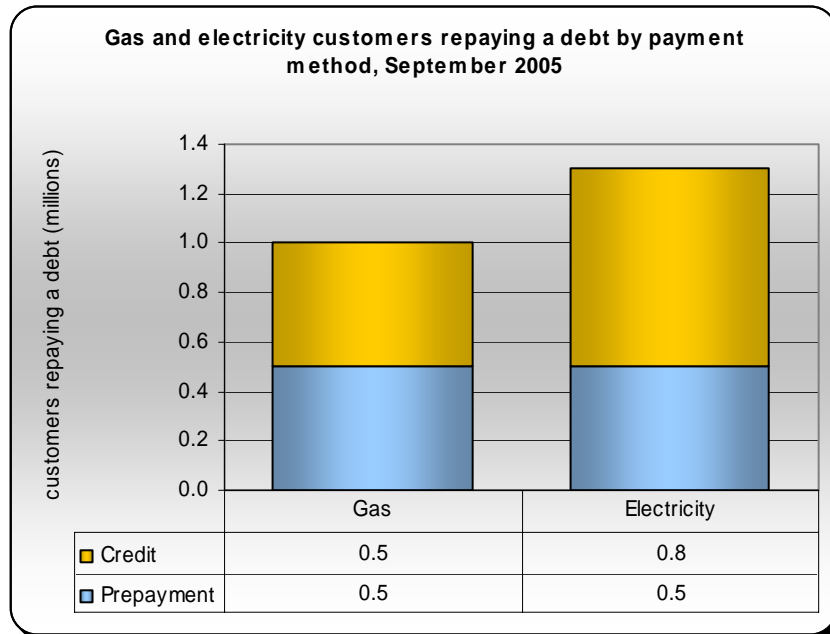
2. Number of customers using prepayment meters

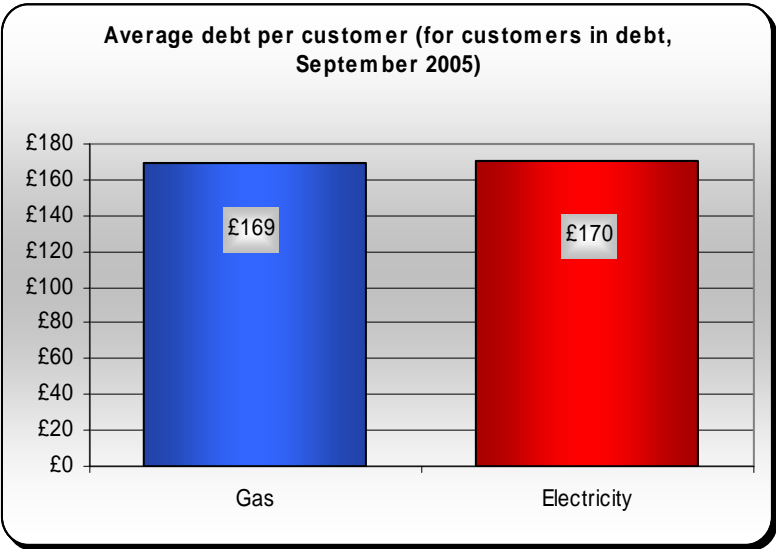
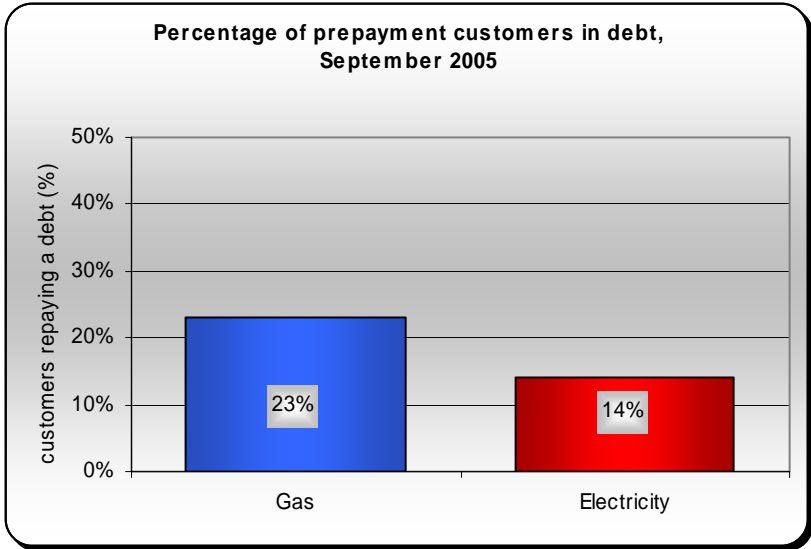
Research carried out for Ofgem by MORI suggests that most prepayment customers are generally satisfied with this method of payment. However prepayment remains the most expensive method of paying for electricity and gas. Ofgem will continue to monitor both the numbers of customers using prepayment meters,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



3. Levels of Debt

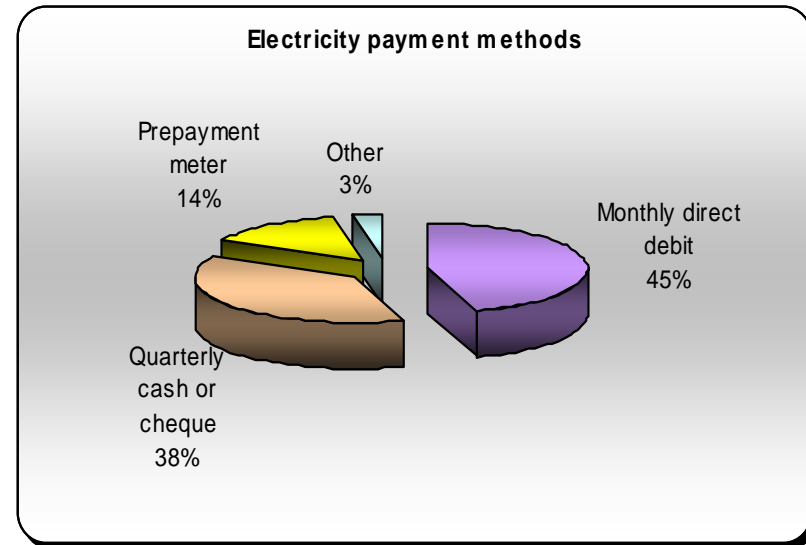
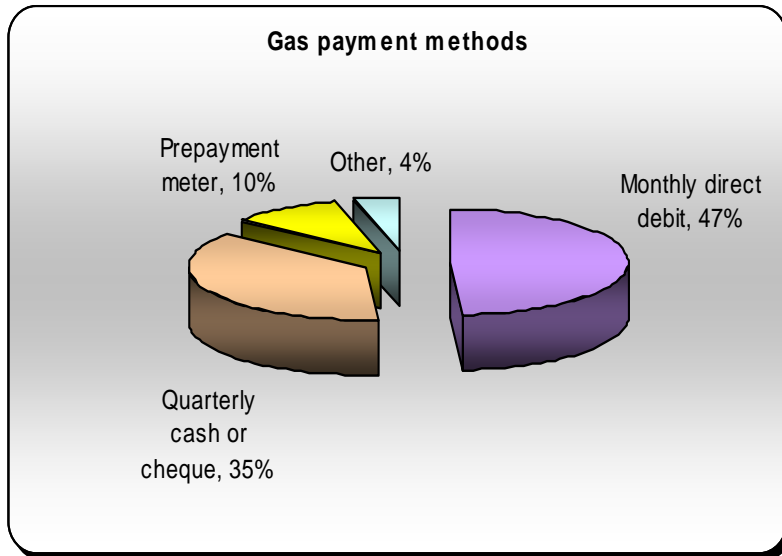
The charts below set out the number of customers repaying a debt (both prepayment customers repaying through their meter and credit customers repaying through a payment arrangement); the relative size of debts for customers who are repaying a debt; the percentage of prepayment meter customers that are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





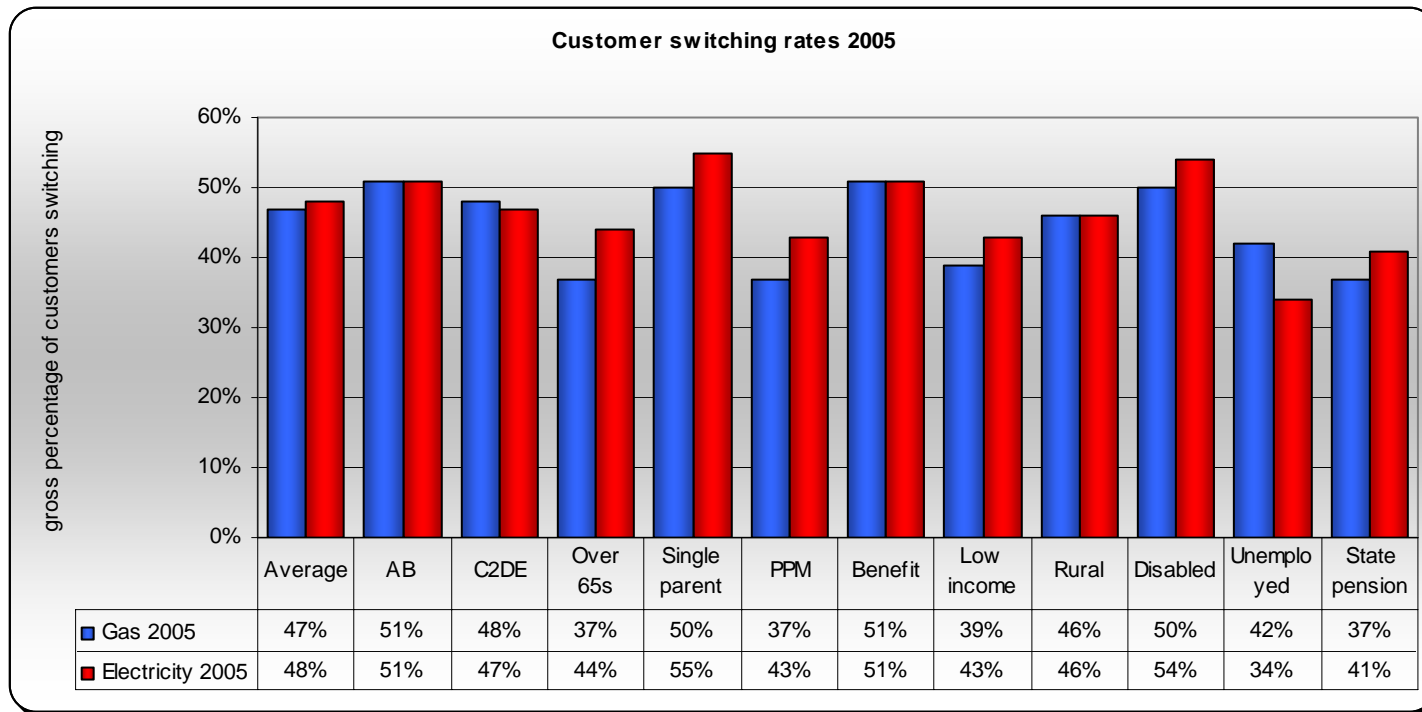
4. Tariff and Payment Choice

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



5. Disadvantaged customers and competition

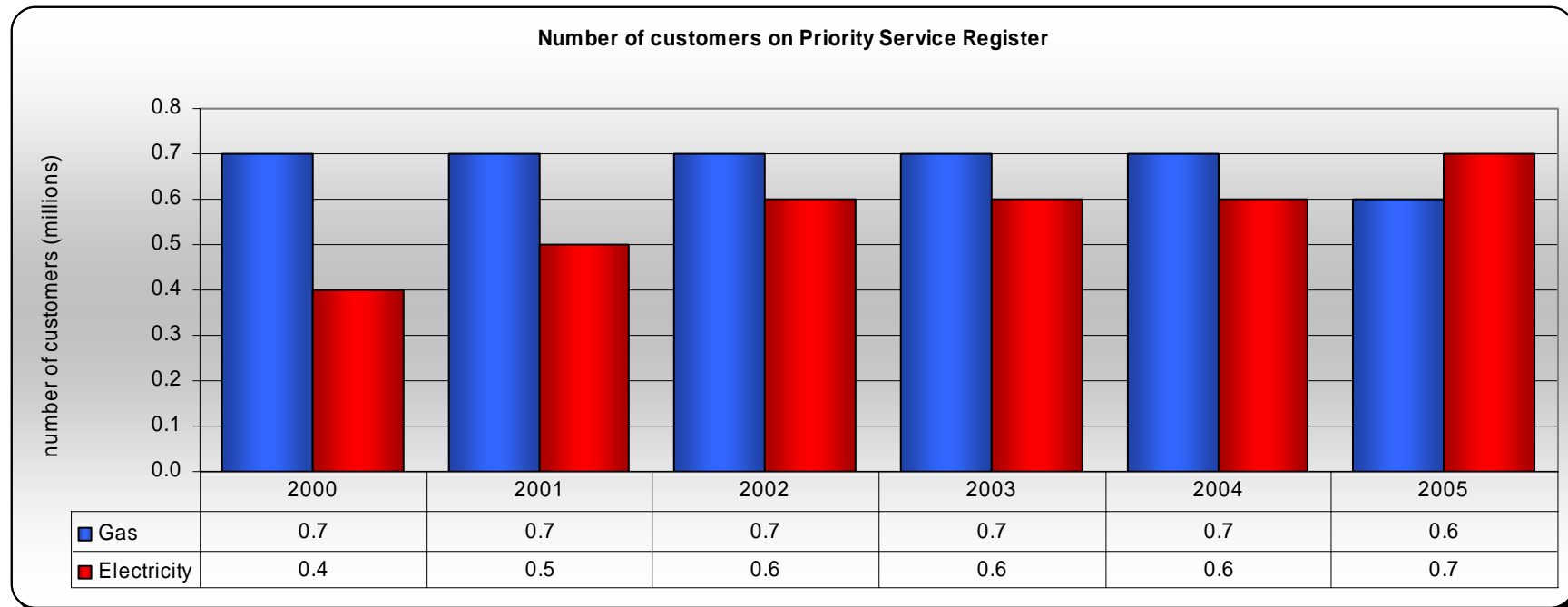
The latest statistics on switching rates across various consumer groups (set out below) show that competition has reached most groups fairly evenly.



(Source: Accent)

6. Priority Service Registers

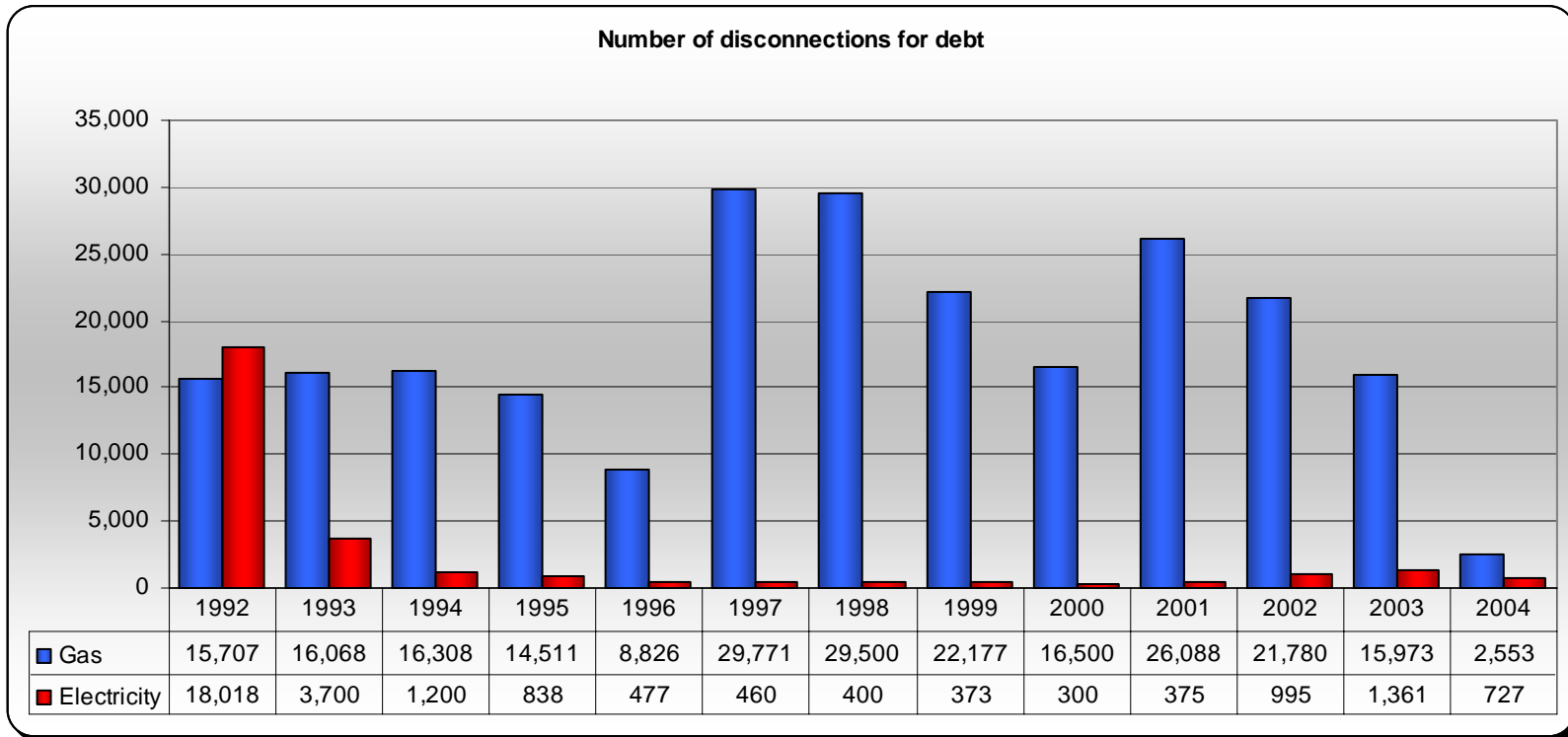
All suppliers operate registers for customers who are elderly, disabled or chronically sick. Customers on these registers may request special services free of charge. The numbers of customers on the register over the past six years are set out below.



(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

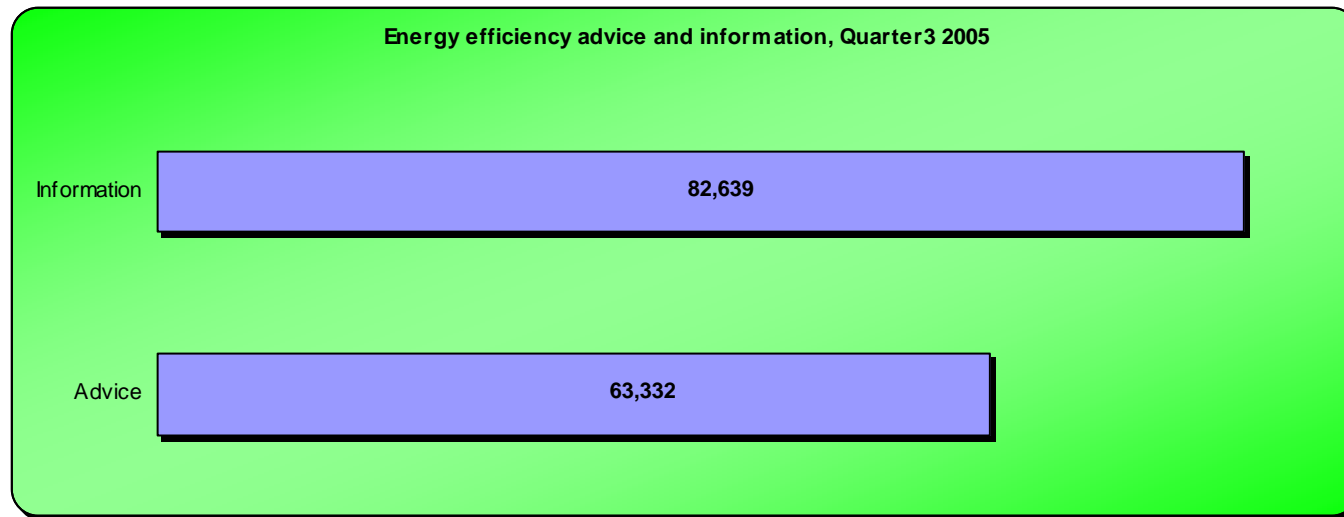
The proportion of households with prepayment meters that reported self-disconnection is set out below.

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 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.

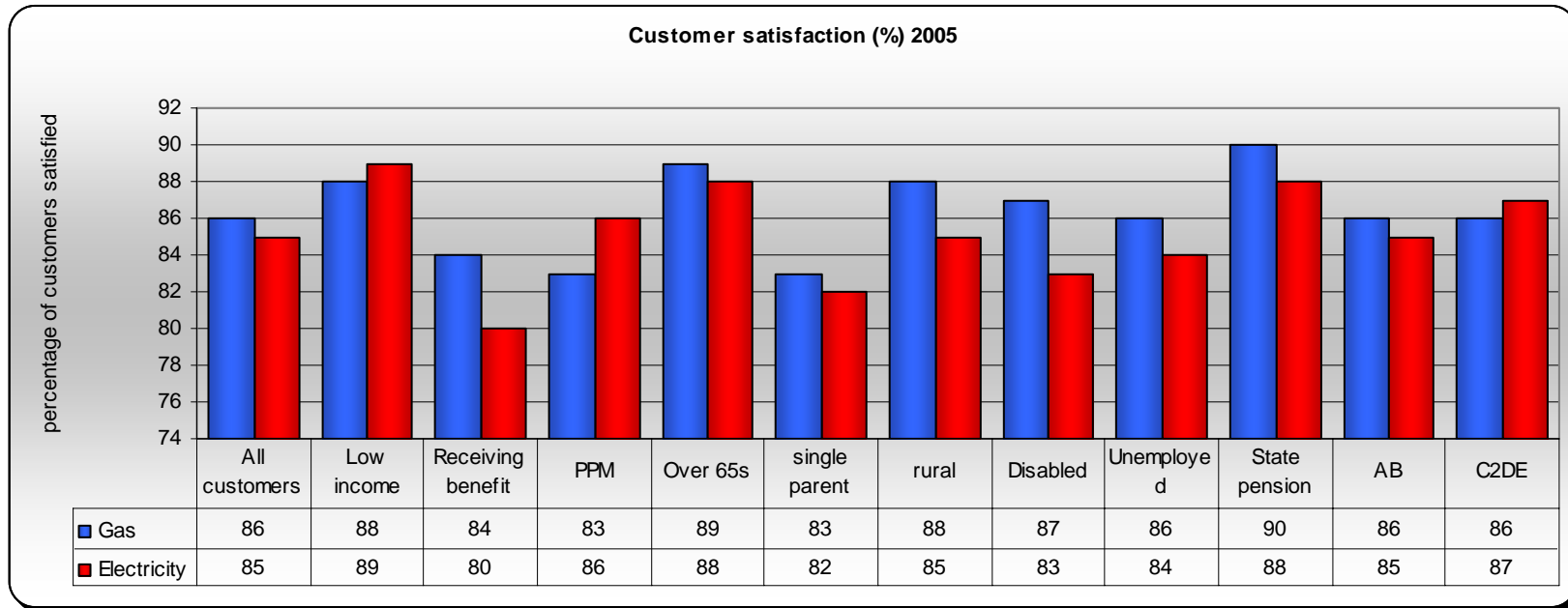
Here to HELP: Run by British Gas, this scheme aims to target energy efficiency and other measures, fuel discounts and advice to around half a million homes.

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

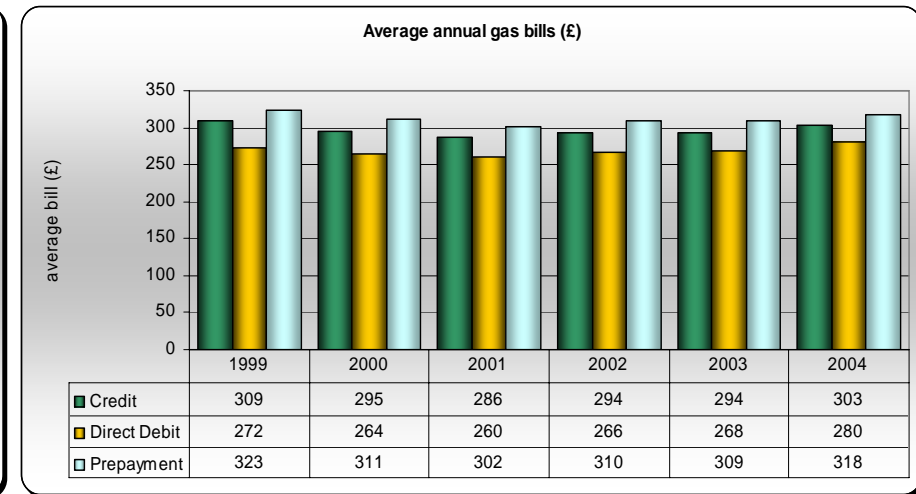
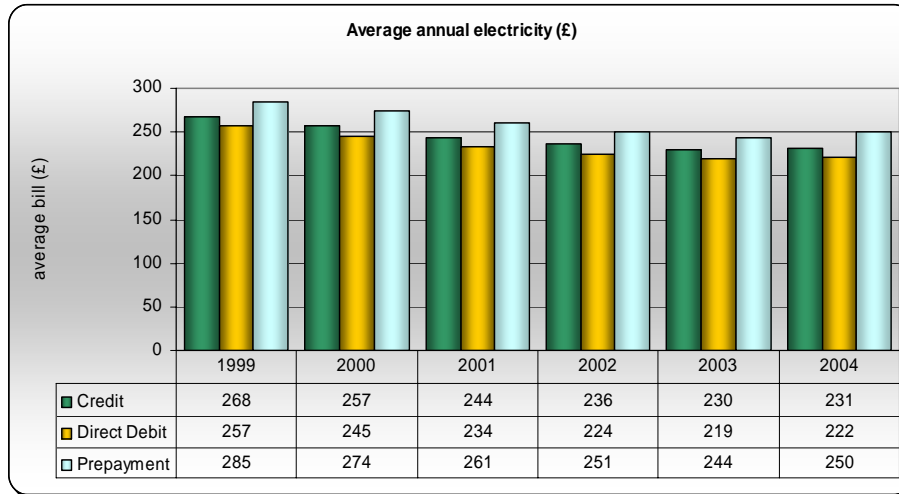
The latest research on customer satisfaction is set out below



(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 July - September 2005

Electricity	Quarterly cash/cheque	Monthly direct debit	Weekly, Fortnightly or Flexible payment scheme	Prepayment meter	Other	Total
British Gas	32.6%	44.1%	3.1%	18.3%	1.8%	100.0%
Ecotricity	47.6%	44.1%	0.0%	0.0%	8.3%	100.0%
EDF Energy	44.7%	35.5%	0.6%	15.5%	3.6%	100.0%
Good Energy	51.4%	41.5%	0.0%	1.4%	5.6%	100.0%
npower	35.2%	47.8%	1.3%	12.7%	3.0%	100.0%
npower Northern	57.8%	21.2%	3.5%	14.3%	3.2%	100.0%
npower Yorkshire	45.1%	35.0%	3.6%	12.3%	3.9%	100.0%
Powergen	39.8%	44.7%	2.2%	9.4%	3.8%	100.0%
Scottish and Southern	35.2%	46.2%	1.2%	13.9%	3.6%	100.0%
Scottish Power	30.2%	49.0%	3.4%	14.8%	2.6%	100.0%
Telecom Plus	0.0%	94.2%	0.0%	0.4%	5.4%	100.0%
Utilita	2.7%	96.4%	0.0%	0.9%	0.0%	100.0%
Utility Link	62.9%	26.1%	0.0%	4.5%	6.6%	100.0%
Zest 4	1.3%	98.7%	0.0%	0.0%	0.0%	100.0%
Industry	37.0%	43.6%	2.2%	14.1%	3.1%	100.0%

Gas	Quarterly cash/cheque	Monthly direct debit	Weekly, Fortnightly or Flexible payment scheme	Prepayment meter	Other	Total
British Gas	40.3%	38.9%	3.6%	12.7%	4.5%	100.0%
Countrywide Gas	41.5%	56.3%	0.1%	0.5%	1.7%	100.0%
EDF Energy	37.0%	49.3%	0.7%	10.6%	2.4%	100.0%
npower	27.9%	56.5%	5.7%	8.9%	1.1%	100.0%
npower Northern	24.0%	43.3%	7.6%	18.5%	6.6%	100.0%
npower Yorkshire	35.8%	47.1%	5.3%	7.8%	4.0%	100.0%
Powergen	32.0%	56.3%	3.1%	5.2%	3.4%	100.0%
Scottish and Southern	29.9%	57.9%	1.9%	8.0%	2.2%	100.0%
Scottish Power	25.0%	64.1%	3.4%	6.7%	0.8%	100.0%
Telecom Plus	0.0%	94.6%	0.0%	0.2%	5.2%	100.0%
Utilita	2.7%	97.3%	0.0%	0.0%	0.0%	100.0%
Industry	35.4%	47.3%	3.4%	10.4%	3.5%	100.0%

Debt repayment July - September 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	£3.03	48	£6.69	53
Ecotricity	£0.00	0	£0.00	0
EDF Energy	£2.73	52	£5.22	62
Good Energy	£0.00	0	£14.00	52
npower	£2.84	21	£3.59	89
npower Northern	£7.36	23	£3.46	54
npower Yorkshire	£3.92	70	£5.58	48
Powergen	£5.12	89		
Scottish and Southern	£4.69	41	£5.68	44
Scottish Power	£1.82	54	£2.61	116
Telecom Plus	£5.20	20	£5.31	20
Utilita	£0.00	0	£0.00	0
Utility Link	£0.00	0	£10.00	52
Zest 4	£0.00	0	£0.00	0
Total	£2.81	51	£3.64	93

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	£3.42	43	£5.74	48
Countrywide Gas	£7.50	22	£5.00	25
EDF Energy	£2.28	53	£6.32	68
npower	£6.32	32	£4.29	68
npower Northern	£5.76	28	£3.82	83
npower Yorkshire	£2.99	90	£6.04	61
Powergen	£3.47	95	£6.47	68
Scottish and Southern	£3.87	42	£5.54	45
Scottish Power	£1.64	54	£4.98	93
Telecom Plus	£4.64	20	£3.70	20
Utilita	£0.00	0	£0.00	0
Total	£2.92	49	£5.55	57

Greyed out boxes indicate that the supplier could not provide this information

Disconnections July - September 2005

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)
British Gas	0	0	0	0	23	121	132
Ecotricity	0	0	0	0	0	0	0
EDF Energy	65	33	32	7	45	167	100
Good Energy	0	0	0	0	0	0	0
npower	4	1	3	1	2	9	5
npower Northern	2	1	1	7	1	7	7
npower Yorkshire	5	0	5	0	0	0	0
Powergen	48	13	29	6	20	215	160
Scottish and Southern	18	13	5	9	7	81	58
Scottish Power	15	10	5	15	8	108	86
Telecom Plus	0	0	0	0	0	0	0
Utilita	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	157	71	80	8	106	708	548

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)
British Gas	7	12	5	888	18	53	67
Countrywide Gas	0	0	0	0	0	0	0
EDF Energy	103	54	65	7	0	0	0
npower	189	13	176	5	2	0	1
npower Northern	0	0	0	0	0	0	0
npower Yorkshire	59	2	57	18	0	0	0
Powergen	159	75	86	16	0	0	0
Scottish and Southern	122	52	70	13	0	3	1
Scottish Power	54	25	29	19	0	5	5
Telecom Plus	0	0	0	0	0	0	0
Utilita	0	0	0	0	0	0	0
Total	693	233	488	58	20	61	74

Percentage of customers reconnected following disconnections for debt and theft July - September 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							33%	42%	67%	83%	92%	100%
EDF Energy	16%	37%	61%	76%	97%	97%	70%	72%	74%	76%	81%	95%
npower	100%	100%	100%	100%	100%	100%	9%	9%	18%	18%	45%	54%
npower Northern	100%	100%	100%	100%	100%	100%	12%	12%	12%	12%	12%	12%
npower Yorkshire	0%	0%	0%	0%	0%	0%						
Powergen	46%	46%	69%	93%	100%	100%	24%	35%	59%	65%	69%	100%
Scottish and Southern	46%	62%	62%	77%	92%	100%	37%	53%	73%	87%	90%	100%
Scottish Power	30%	30%	60%	70%	80%	100%	20%	33%	57%	77%	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	0%	0%	8%	17%	17%	17%	0%	0%	50%	75%	100%	100%
EDF Energy	23%	44%	70%	84%	99%	99%						
npower	38%	54%	92%	92%	100%	100%	0%	0%	0%	50%	50%	50%
npower Yorkshire	0%	0%	50%	50%	50%	100%						
Powergen	20%	37%	57%	77%	91%	100%						
Scottish and Southern	19%	27%	50%	75%	88%	100%	0%	50%	50%	50%	50%	100%
Scottish Power	36%	44%	56%	64%	76%	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 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	4,003	774	709	0	0	475
Ecotricity	0	0	0	0	0	0
EDF Energy	1,942	569	322	0	0	1,391
Good Energy	0	0	0	0	0	0
npower	1,941	386	0	0	0	157
npower Northern	678	195	175	0	0	215
npower Yorkshire	1,658	331	363	0	12	189
Powergen	1,751	329	345	12	0	332
Scottish and Southern	2,728	370	296	0	2	638
Scottish Power	5,898	501	0	0	0	2,715
Telecom Plus	0	0	0	0	0	0
Utilita	0	0	0	0	0	0
Utility Link	0	0	0	0	0	0
Zest 4	0	0	0	0	0	0
Total	20,599	3,455	2,210	12	14	6,112

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	18,184	2,677	2,196	0	0	3,723
Countrywide Gas	0	0	0	0	0	0
EDF Energy	822	268	165	0	0	687
npower	2,310	370	6	0	0	53
npower Northern	1,086	191	156	0	0	125
npower Yorkshire	714	104	128	0	2	16
Powergen	980	237	225	11	0	159
Scottish and Southern	1,884	355	299	0	3	372
Scottish Power	1,947	277	0	0	0	583
Telecom Plus	0	0	0	0	0	0
Utilita	0	0	0	0	0	0
Total	27,927	4,479	3,175	11	5	5,718

Warrants and Security Deposits July - September 2005

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
British Gas	0	1,022	344	800	£112.51	173	184
Ecotricity	0	0	0	0	£0.00	0	0
EDF Energy	65	1,094	0	190	£105.76	140	25
Good Energy	0	0	0	0	£0.00	0	0
npower	4	385	142	59	£108.00	0	0
npower Northern	2	173	0	0	£0.00	0	0
npower Yorkshire	5	216	67	0	£0.00	0	0
Powergen	48	1,291	468	25	£110.00	20	1
Scottish and Southern	16	494	267	59	£125.00	54	1
Scottish Power	15	1,058	79	85	£122.18	49	31
Telecom Plus	0	4	0	0	£0.00	0	0
Utilita	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	155	5,737	1,367	1,218	£112.47	436	242

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
British Gas	7	2,554	1,016	4,562	£148.98	1,673	477
Countrywide Gas	0	0	0	0	£0.00	0	0
EDF Energy	103	189	0	21	£120.87	0	2
npower	189	17	172	0	£0.00	0	0
npower Northern	0	79	0	0	£0.00	0	0
npower Yorkshire	59	64	6	0	£0.00	0	0
Powergen	159	427	98	1	£250.00	1	0
Scottish and Southern	116	269	76	28	£101.00	26	0
Scottish Power	54	637	41	19	£106.46	1	16
Telecom Plus	0	0	0	31	£50.00	0	3
Utilita	0	0	0	0	£0.00	0	0
Total	687	4,236	1,409	4,662	£147.76	1,701	498

Prepayment Meters July - September 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	7,546	2,113	5,433	6,160	0	0
Ecotricity	0	0	0	0	0	0
EDF Energy	5,468	2,253	3,215	5,222	0	0
Good Energy	7	6	1	0	0	0
npower	5,833	2,772	3,061	3,143	0	0
npower Northern	3,128	1,543	1,585	1,035	0	0
npower Yorkshire	6,355	5,054	1,301	730	0	0
Powergen	18,380	11,897	6,483	3,342	0	0
Scottish and Southern	6,807	971	5,836	8,966	0	0
Scottish Power	3,610	567	3,043	2,231	0	0
Telecom Plus	5	1	4	5	0	0
Utilita	0	0	0	2	0	0
Utility Link	12	0	12	0	0	0
Zest 4	0	0	0	1	0	0
Total	57,151	27,177	29,974	30,837	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
British Gas	31,278	4,913	26,365	8,190	0	0
Countrywide Gas	1	0	1	0	0	0
EDF Energy	3,508	1,339	2,169	2,233	0	0
npower	5,262	2,414	2,848	1,748	0	0
npower Northern	1,329	195	1,134	497	0	0
npower Yorkshire	1,829	1,100	729	90	0	0
Powergen	5,539	2,967	2,572	5,334	0	0
Scottish and Southern	3,922	142	3,780	5,899	0	0
Scottish Power	3,034	238	2,796	502	0	0
Telecom Plus	8	6	2	3	0	0
Utilita	0	0	0	0	0	0
Total	55,710	13,314	42,396	24,496	0	0

Priority Services July - September 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	409,330	2,004	3,942	240,910	7,922
Countrywide Gas	111	0	1	n/a	n/a
Ecotricity	n/a	n/a	n/a	351	45
EDF Energy	34,616	2,188	204	143,670	6,558
Good Energy	n/a	n/a	n/a	62	0
npower	11,147	1,819	683	15,942	2,884
npower Northern	4,457	350	142	6,004	574
npower Yorkshire	7,732	440	123	9,724	1,304
Powergen	79,942	2,093	746	90,822	3,517
Scottish and Southern	68,393	9,406	401	130,952	13,648
Scottish Power	22,802	664	2,500	38,684	923
Telecom Plus	2,728	275	10	3,017	298
Utilita	113	0	3	113	0
Utility Link	n/a	n/a	n/a	44	1
Zest 4	n/a	n/a	n/a	19	8
Total	641,371	19,239	8,755	680,314	37,682

Uptake of Priority Services July - September 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	267	4,320	39,186	5,541	240,910	74	see	gas
Ecotricity	0	2	85	0	0	0	0	0
EDF Energy	136	4,933	19,097	6,630	0	61	3,086	44
Good Energy	0	1	30	0	0	0	0	0
npower	26	374	5,437	8	4,309	98	1,375	2
npower Northern	7	82	77	2	395	25	323	0
npower Yorkshire	8	190	256	5	869	51	672	0
Powergen	64	1,480	44,024	5,777		31	0	57
Scottish and Southern	255	4,824	5,059	41	0	59	36	216
Scottish Power	46	589				0	0	0
Telecom Plus	1	1	1,259	0	439	38	0	0
Utilita	0	2	0	0	0	0	0	0
Utility Link	1	0	28	0	0	0	0	0
Zest 4	0	0	19	0	3	1	0	0
Total	811	16,798	114,557	18,004	246,925	438	5,492	319

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	891	13,614	135,774	9,387	409,330	252	235	46
Countrywide Gas	0	0	24	0	0	0	0	0
EDF Energy	39	1,048	4,498	1,552	0	126	947	58
npower	13	209	4,013	7	1,293	67	812	3
npower Northern	4	42	53	0	221	19	220	0
npower Yorkshire	4	53	83	2	314	14	218	0
Powergen	48	2,877	27,022	3,403		0	11	36
Scottish and Southern	147	2,345	2,479	24	0	0	0	0
Scottish Power	24	317				10	0	622
Telecom Plus	1	1	1,166	0	401	13	3	0
Utilita	0	2	0	0	0	0	0	0
Total	1,171	20,508	175,112	14,375	411,559	501	2,446	765

'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) July - September 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
British Gas	3,232	1,182	684	1,805	544	839	1,847	32,129	35	76	218
Countrywide Gas	6	0	0	0	0	6	5	4	0	0	0
Ecotricity	18	5	0	10	7	0	1	1	0	6	2
EDF Energy	4,582	1,473	575	1,662	493	379	5,919	1,613	373	460	274
Good energy	0	0	0	0	0	0	0	0	0	0	0
npower Group	18,833	848	1,076	3,002	16,087	1,062	2,250	75	24	102	62
Powergen	6,198	1,075	359	780	1,013	3,386	5,571	116	2	36	890
Scottish and Southern	16,361	1,791	540	927	905	12,198	576	381	27	1,252	292
Scottish Power	9,241	3,585	1,873	999	2,261	523	10,810	3,680	1,800	4,500	2,261
Telecom Plus	25	152	0	68	165	35	20	0	0	0	0
Utilita	4,817	0	0	0	0	0	4,817	0	0	113	0
Utility Link	0	0	0	0	0	0	0	0	0	0	0
Zest 4	19	2	0	0	0	0	19	0	0	0	0
Total	63,332	10,113	5,107	9,253	21,475	18,428	31,835	37,999	2,261	6,545	3,999

Regional payment methods July - September 2005

Electricity Payment Methods	Quarterly cash/cheque	Monthly direct debit	Weekly, Fortnightly or Flexible payment scheme	Prepayment meter	Fuel Direct	Other	Total
England	8,125,942	9,449,194	396,414	2,867,228	13,088	635,500	21,487,366
	38%	44%	2%	13%	0%	3%	100%
Scotland	785,895	1,046,374	126,485	469,096	6,449	88,542	2,522,841
	31%	41%	5%	19%	0%	4%	100%
Wales	462,346	558,621	37,358	239,320	1,062	28,767	1,327,474
	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	6,526,416	8,588,758	535,808	1,872,232	21,191	621,204	18,165,609
	36%	47%	3%	10%	0%	3%	100%
Scotland	560,023	903,342	135,987	180,285	5,118	55,751	1,840,506
	30%	49%	7%	10%	0%	3%	100%
Wales	368,305	462,412	43,046	141,292	1,618	32,075	1,048,748
	35%	44%	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 July - September 2005

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	1,010,690	373,930	142	97	596	587,453	52,782
Scotland	254,669	91,049	3	7	87	68,831	6,758
Wales	56,479	19,979	12	2	25	24,030	3,792
Great Britain	1,321,838	484,958	157	106	708	680,314	63,332

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	868,794	435,426	646	18	50	512,537	6,667
Scotland	131,893	40,296	19	1	3	70,514	1,564
Wales	53,907	32,581	28	1	8	58,320	524
Great Britain	1,054,594	508,303	693	20	61	641,371	8,755

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