

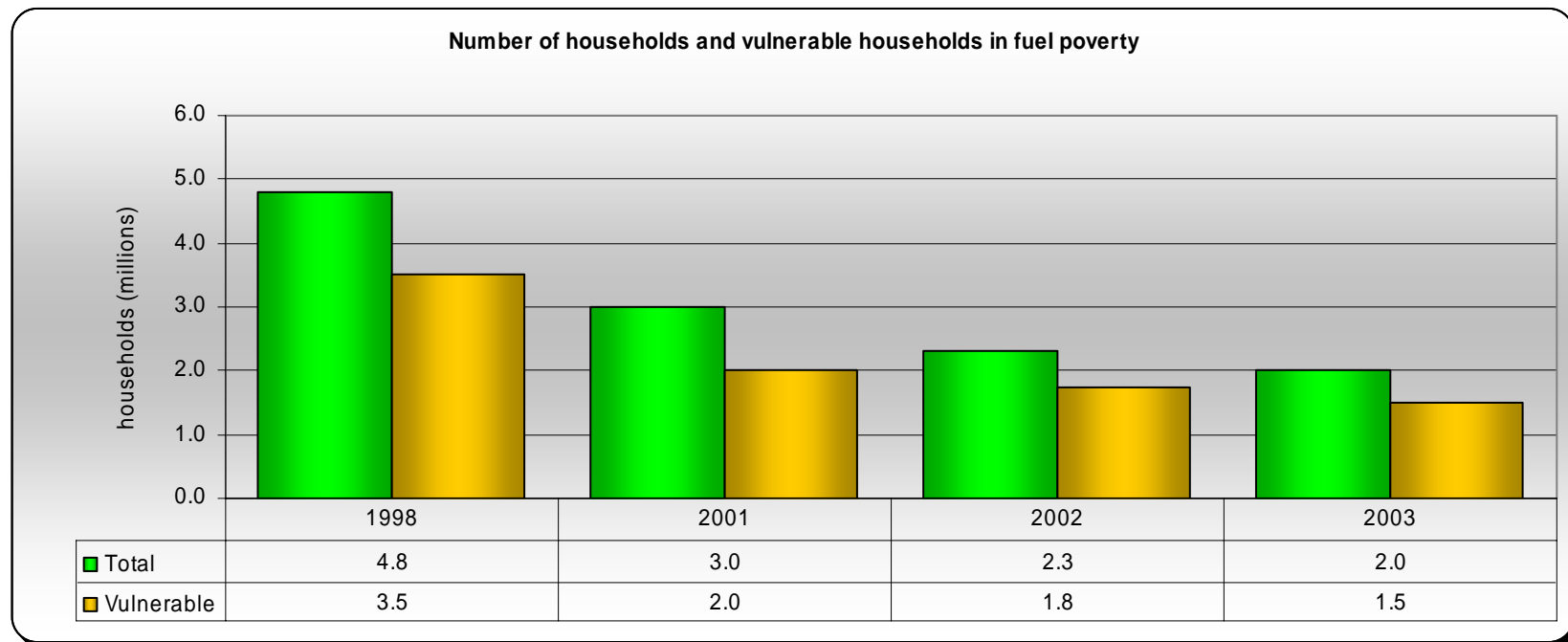
Social Action Plan Indicators

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

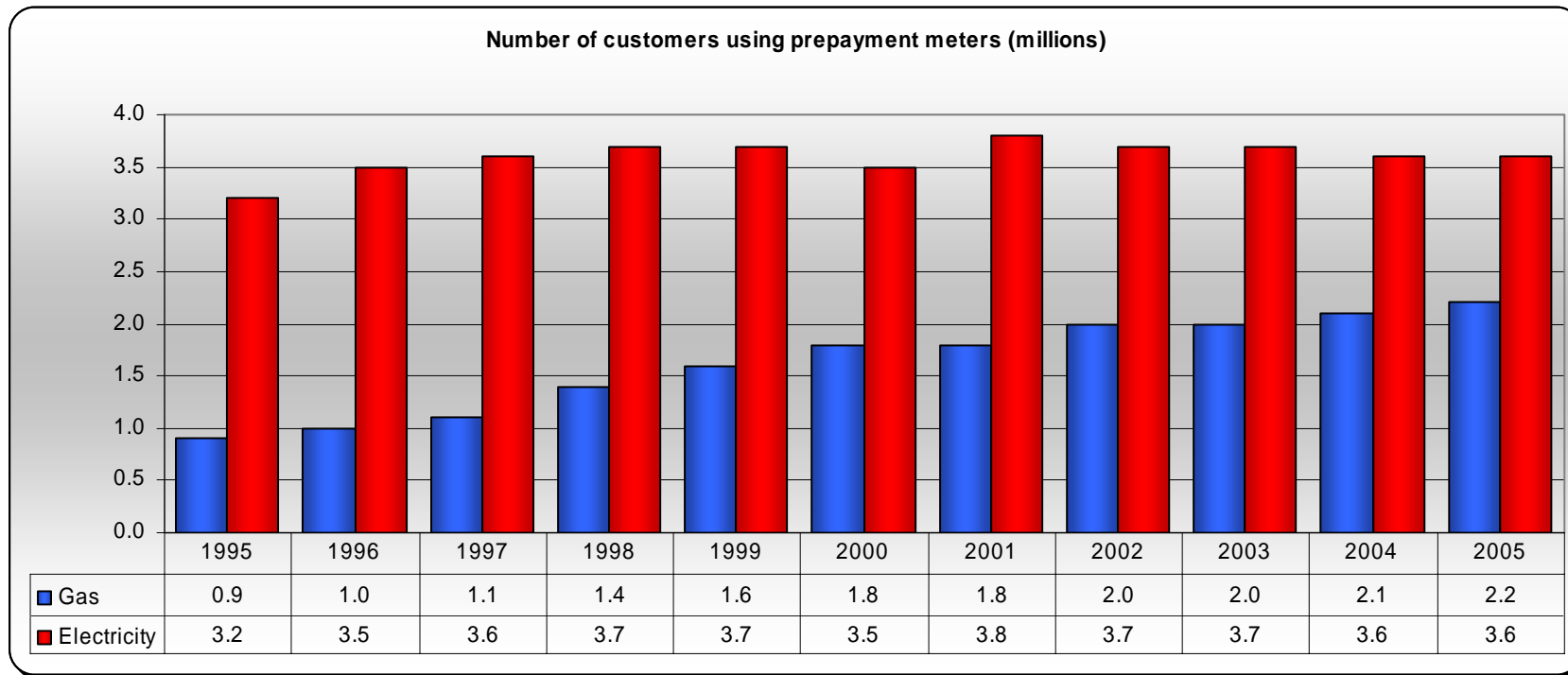
The chart below shows the latest Government estimates for the number of households in fuel poverty. The definition of a fuel poor household, on which the figures below are based, is one needing to spend more than 10% of its income (net of income tax and National Insurance and including Housing Benefit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

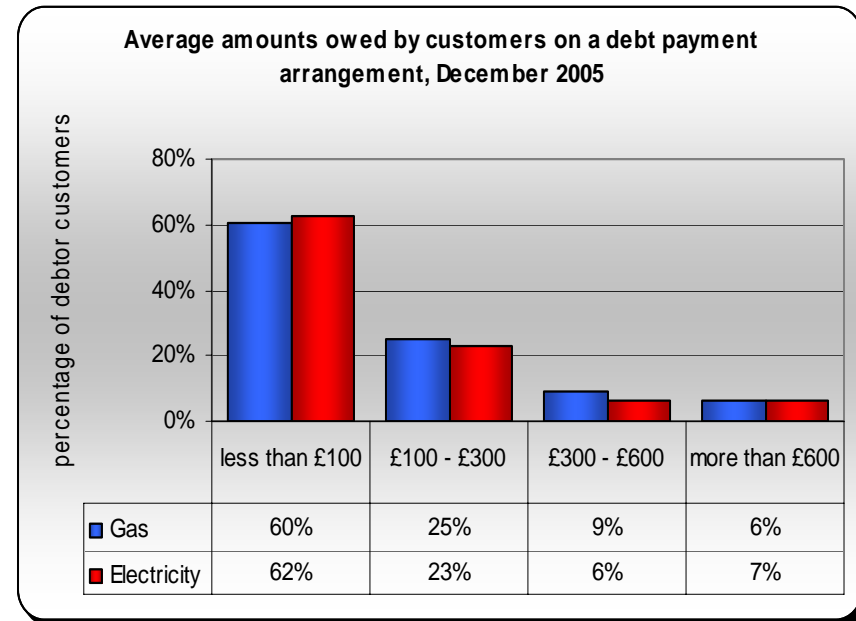
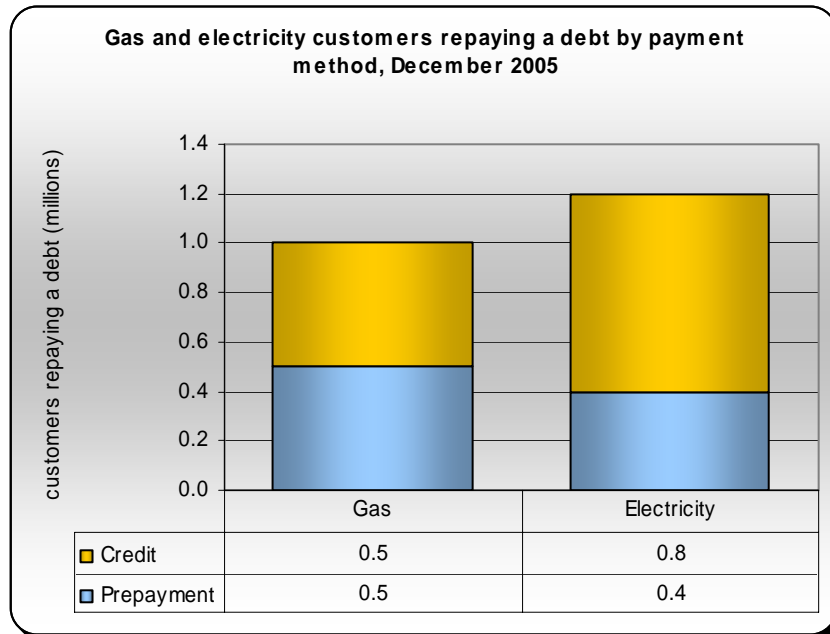
2. Number of customers using prepayment meters

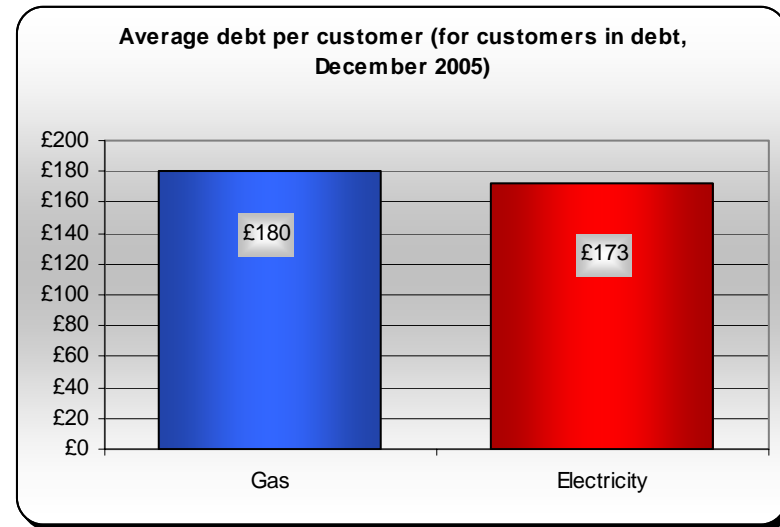
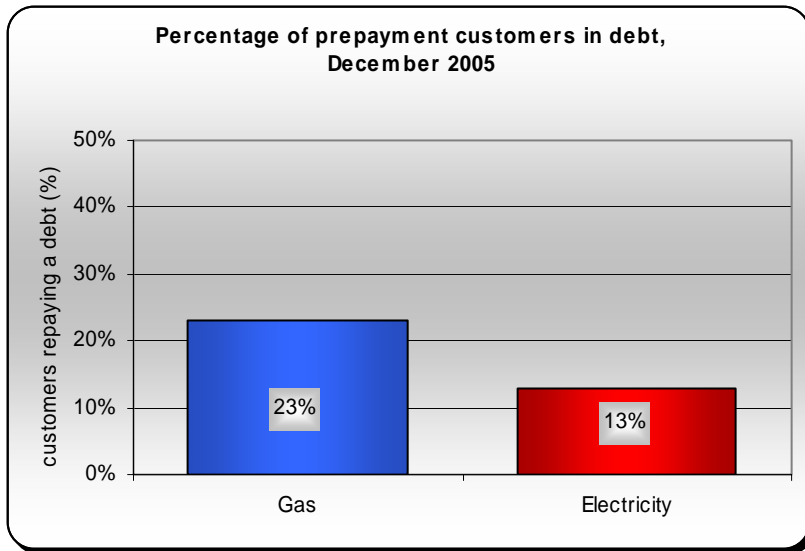
Research carried out for Ofgem by MORI suggests that most prepayment customers are generally satisfied with this method of payment. However prepayment remains the most expensive method of paying for electricity and gas. Ofgem will continue to monitor both the numbers of customers using prepayment meters,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



3. Levels of Debt

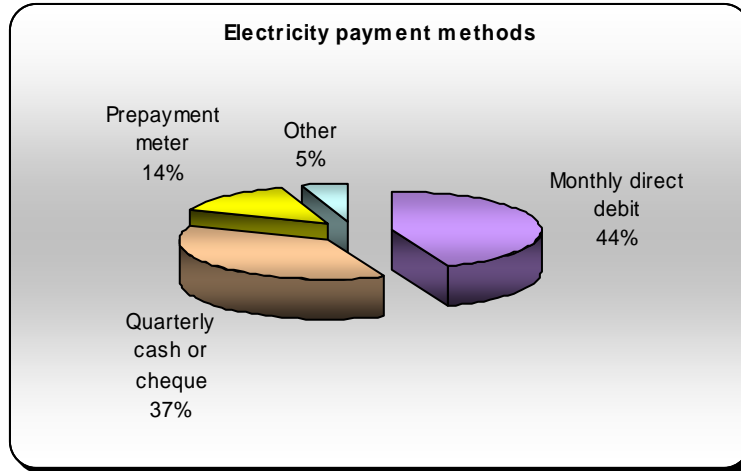
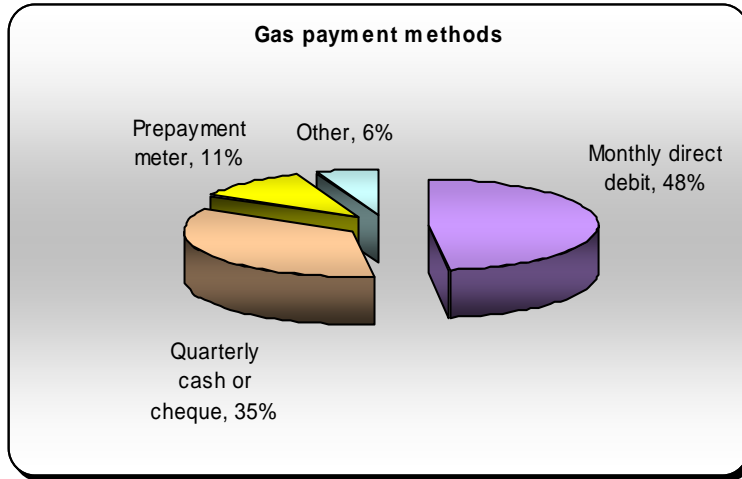
The charts below set out the number of customers repaying a debt (both prepayment customers repaying through their meter and credit customers repaying through a payment arrangement); the relative size of debts for customers who are repaying a debt; the percentage of prepayment meter customers that are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





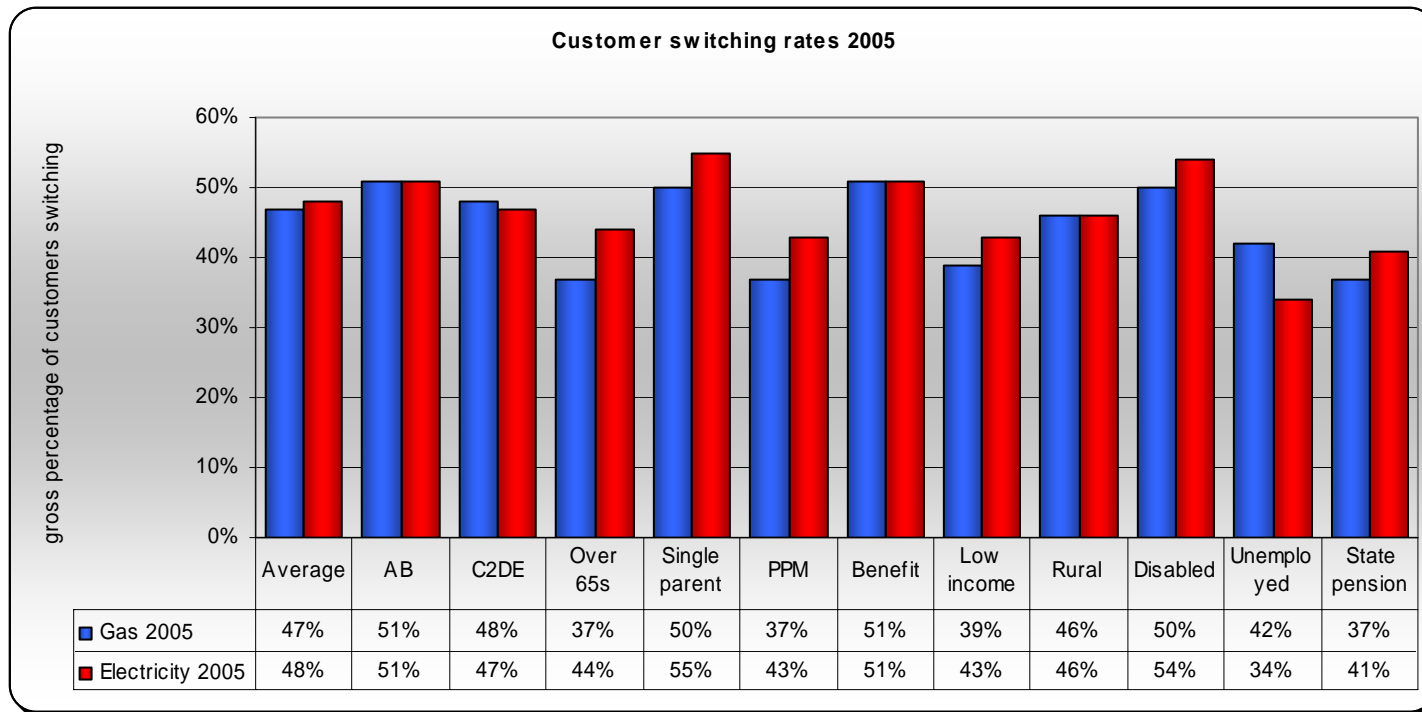
4. Tariff and Payment Choice

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



5. Disadvantaged customers and competition

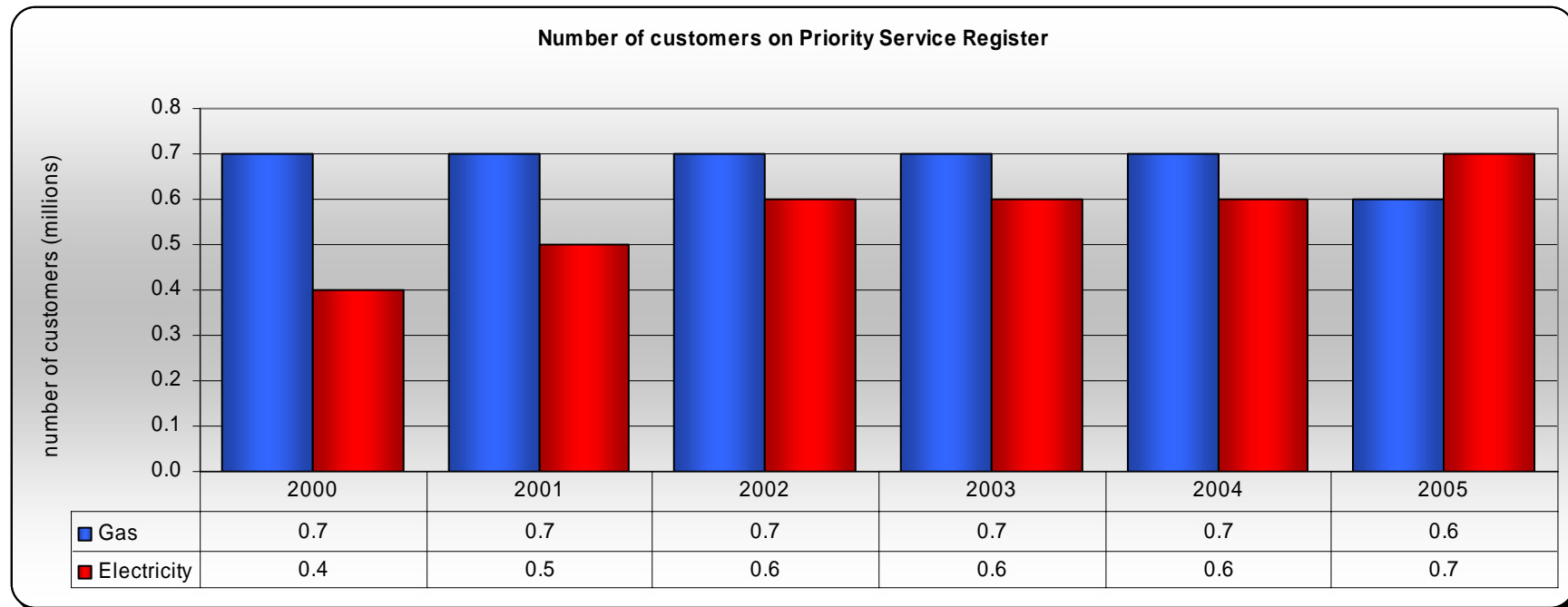
The latest statistics on switching rates across various consumer groups (set out below) show that competition has reached most groups fairly evenly.



(Source: Accent)

6. Priority Service Registers

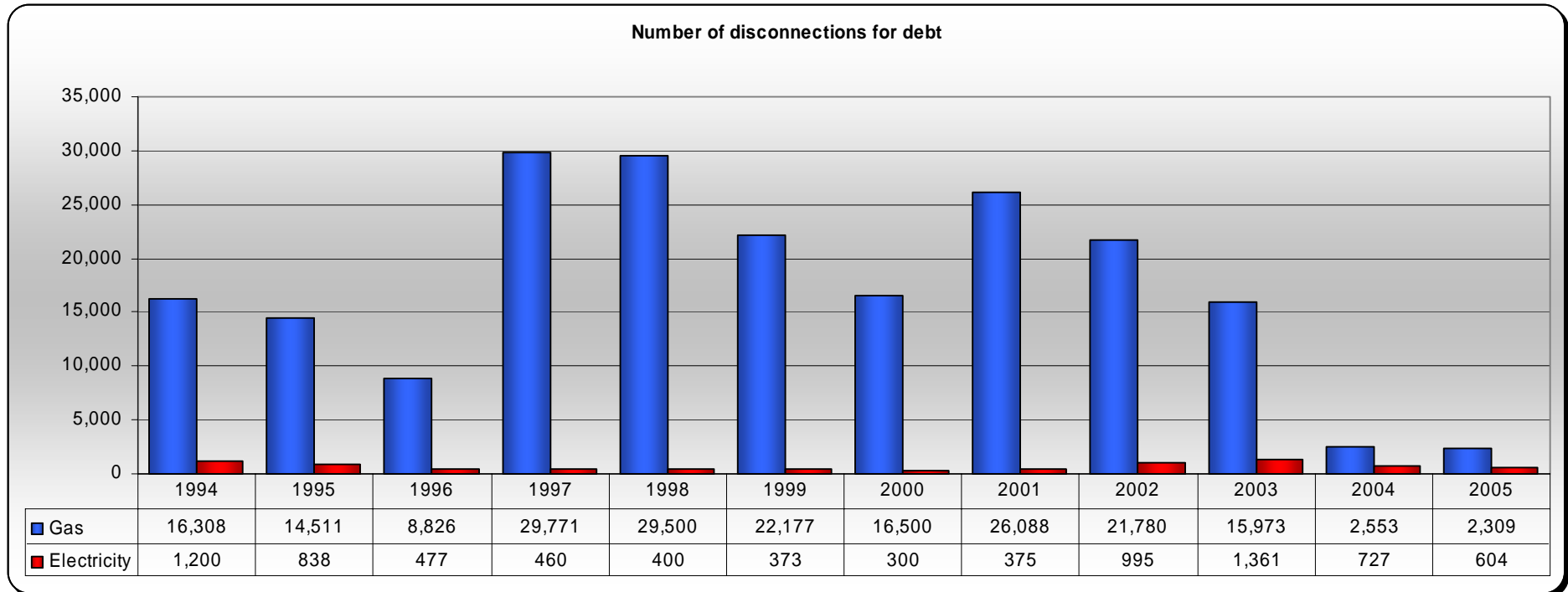
All suppliers operate registers for customers who are elderly, disabled or chronically sick. Customers on these registers may request special services free of charge. The numbers of customers on the register over the past five years are set out below.



(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 1994 to 2005.



8. Self-disconnections

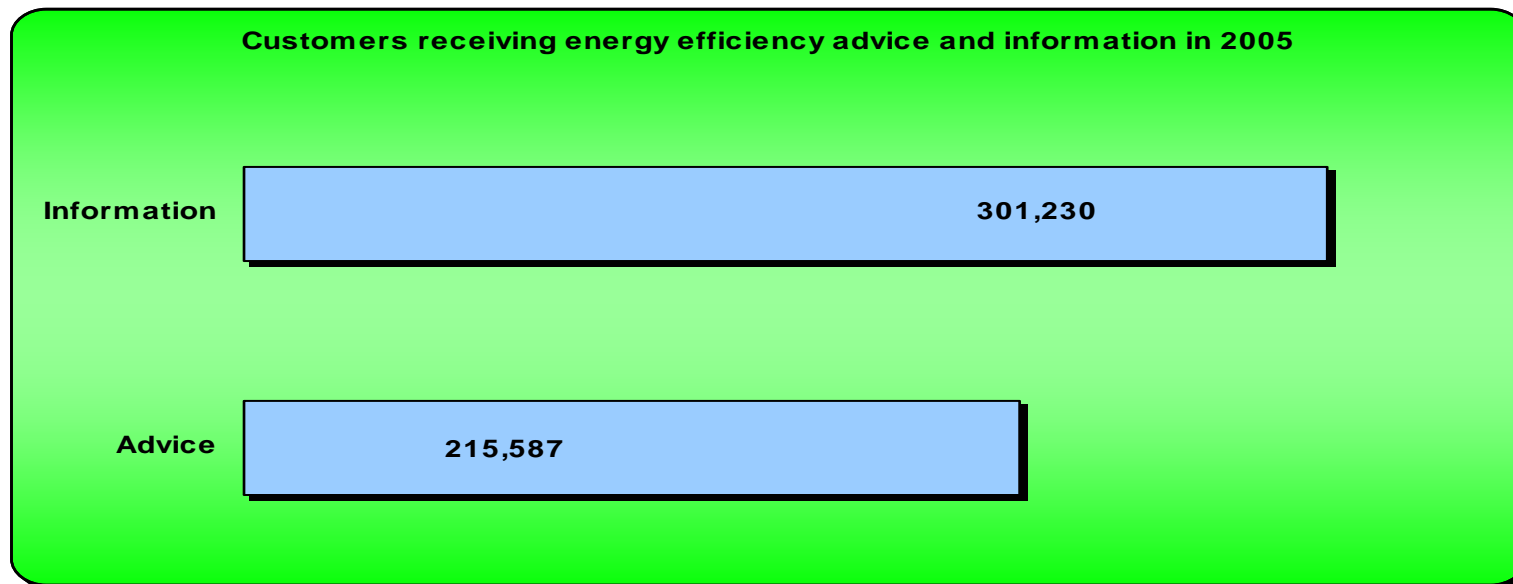
The proportion of households with prepayment meters that reported self-disconnection is set out below.

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 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.

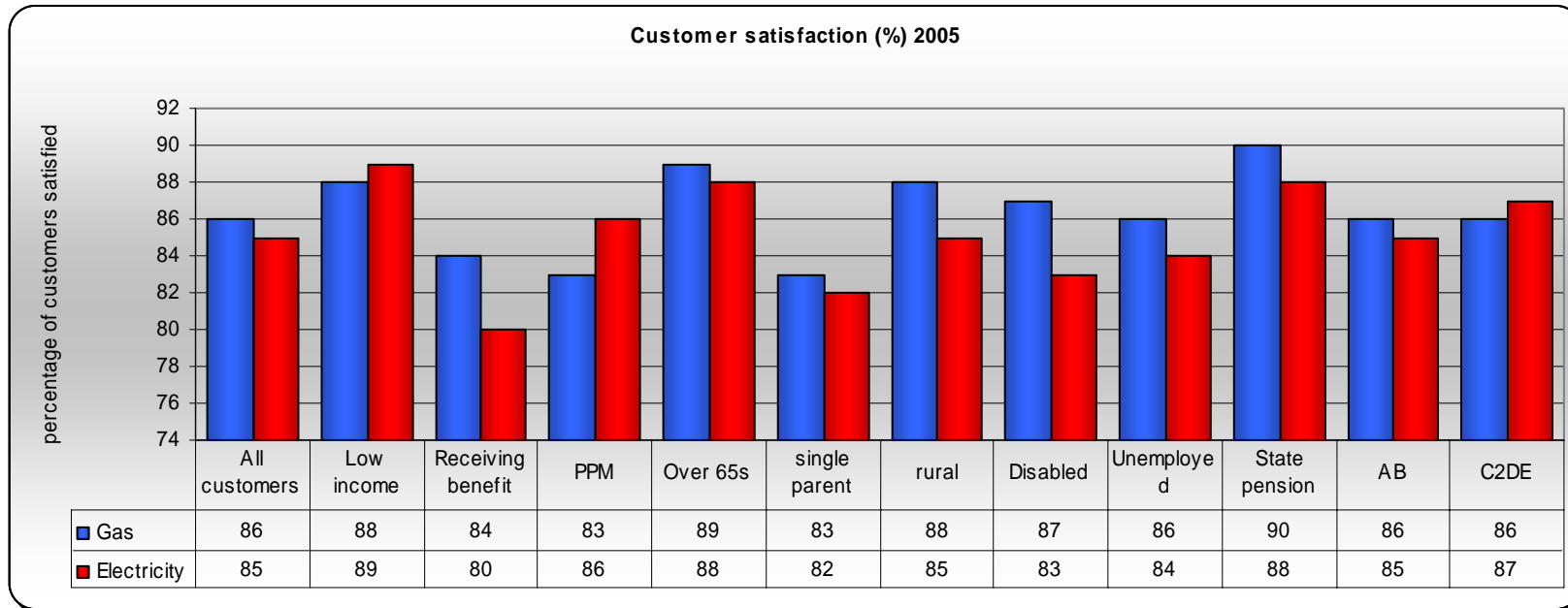
Nest Makers: Run jointly by Scottish power and EAGA aimed at fuel poor customers, providing energy efficiency advice, competitive fuel prices and access to grants.

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

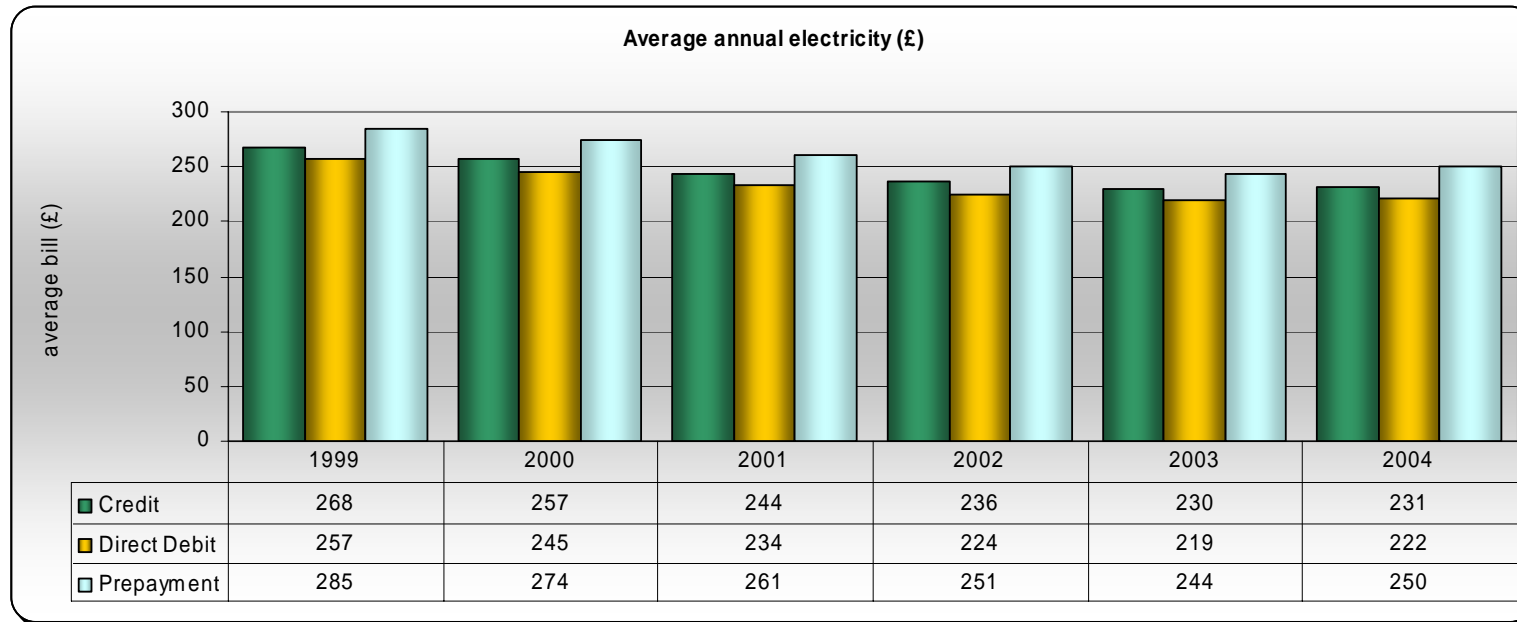
The latest research on customer satisfaction is set out below

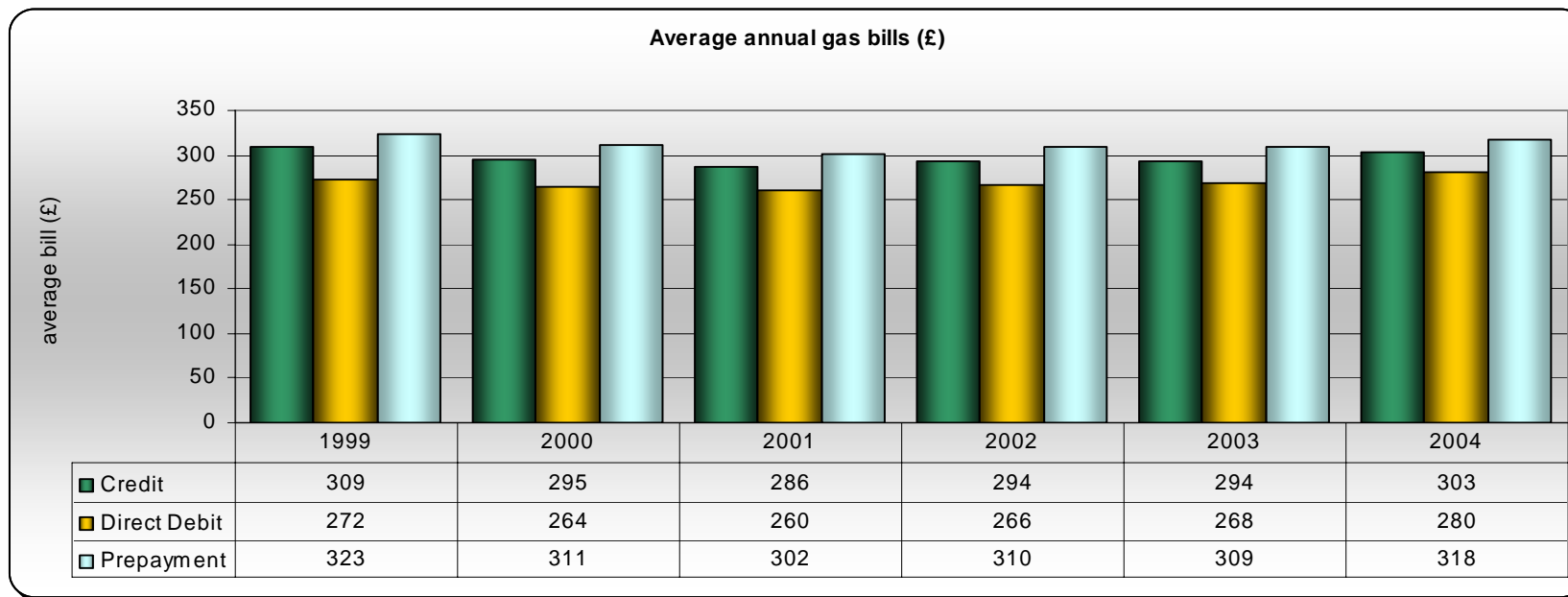


(Source: Accent)

12. Prices

The graphs below show how average annual bills have changed for different customers since 1999.





(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 2005

Electricity	Quarterly cash/cheque	Monthly direct debit	Weekly, Fortnightly or Flexible payment scheme	Prepayment meter	Other	Total
British Gas	34.4%	43.6%	3.0%	17.2%	1.8%	100.0%
Ecotricity	44.7%	46.8%	0.0%	0.0%	8.5%	100.0%
EDF Energy	44.4%	35.5%	0.6%	15.9%	3.6%	100.0%
Good energy	53.0%	39.9%	0.0%	1.5%	5.6%	100.0%
npower	34.6%	49.0%	1.2%	12.4%	2.8%	100.0%
npower Northern	56.6%	21.8%	3.9%	14.2%	3.5%	100.0%
npower Yorkshire	45.3%	35.3%	3.4%	12.2%	3.8%	100.0%
Powergen	40.1%	44.4%	2.2%	9.4%	3.8%	100.0%
Scottish and Southern	34.7%	47.0%	1.2%	13.5%	3.6%	100.0%
Scottish Power	30.5%	49.2%	3.4%	14.4%	2.5%	100.0%
Telecom Plus	0.0%	94.2%	0.0%	0.4%	5.5%	100.0%
Utility Link	68.1%	22.2%	0.0%	4.3%	5.5%	100.0%
Industry	37.2%	43.7%	2.2%	13.8%	3.0%	100.0%

Gas	Quarterly cash/cheque	Monthly direct debit	Weekly, Fortnightly or Flexible payment scheme	Prepayment meter	Other	Total
British Gas	39.1%	40.1%	3.6%	12.8%	4.4%	100.0%
Countrywide Gas	43.0%	54.7%	0.0%	0.5%	1.7%	100.0%
EDF Energy	36.9%	48.5%	0.6%	11.6%	2.3%	100.0%
npower	27.5%	57.8%	5.1%	8.7%	0.9%	100.0%
npower Northern	19.8%	47.2%	7.0%	19.3%	6.6%	100.0%
npower Yorkshire	32.2%	48.4%	5.3%	9.5%	4.6%	100.0%
Powergen	32.3%	55.8%	3.1%	5.4%	3.4%	100.0%
Scottish and Southern	30.0%	58.1%	1.8%	7.7%	2.4%	100.0%
Scottish Power	25.3%	64.1%	3.2%	6.5%	0.9%	100.0%
Telecom Plus	0.0%	94.4%	0.0%	0.2%	5.4%	100.0%
Industry	34.6%	48.1%	3.3%	10.5%	3.4%	100.0%

Debt October - December 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	£2.94	48	£6.71	56
Ecotricity	£19.00	24	£0.00	0
EDF Energy	£2.98	52	£5.38	66
Good energy	£0.00	0	£14.00	52
npower	£2.92	21	£3.86	81
npower Northern	£7.38	31	£3.39	53
npower Yorkshire	£3.97	73	£5.39	52
Powergen	£4.16	55	£6.03	63
Scottish and Southern	£4.52	41	£5.94	42
Scottish Power	£1.79	54	£3.29	96
Telecom Plus	£6.62	52	£0.00	0
Utility Link	£0.00	0	£10.00	52
Total	£2.80	50	£4.19	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)
British Gas	£3.49	44	£6.06	46
Countrywide Gas	£7.50	39	£4.00	0
EDF Energy	£2.87	52	£6.22	69
npower	£6.06	33	£4.29	68
npower Northern	£6.69	26	£3.93	101
npower Yorkshire	£7.48	52	£5.25	92
Powergen	£3.66	67	£6.03	53
Scottish and Southern	£3.52	41	£4.62	47
Scottish Power	£1.62	54	£6.63	9
Telecom Plus	£5.54	54	£0.00	0
Total	£3.14	47	£5.72	50

Debt 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	£3.01	48	£6.07	53
Ecotricity	£25.00	25	£0.00	0
EDF Energy	£2.81	52	£5.07	63
Good energy	£0.00	0	£14.00	52
npower	£3.06	20	£3.71	90
npower Northern	£7.00	28	£3.30	56
npower Yorkshire	£3.90	74	£6.00	48
Powergen	£4.10	71	£5.63	86
Scottish and Southern	£4.64	41	£5.78	45
Scottish Power	£1.97	53	£2.62	118
Telecom Plus	£5.24	28	£3.08	15
Utility Link	£0.00	0	£11.50	52
Total	£2.81	51	£3.82	94

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	£3.29	44	£5.67	48
Countrywide Gas	£10.68	29	£5.00	52
EDF Energy	£2.81	53	£6.42	72
npower	£6.06	30	£4.28	67
npower Northern	£5.50	32	£4.00	88
npower Yorkshire	£4.25	71	£5.75	273
Powergen	£3.27	84	£6.29	64
Scottish and Southern	£3.72	42	£6.40	50
Scottish Power	£1.82	53	£5.05	76
Telecom Plus	£5.31	29	£3.43	15
Total	£3.05	48	£5.56	64

Disconnections October - December 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	19	98	106
Ecotricity	0	0	0	0	0	0	0
EDF Energy	61	33	30	3	23	201	61
Good energy	0	0	0	0	0	0	0
npower	4	1	3	19	1	7	6
npower Northern	2	3	0	6	0	6	6
npower Yorkshire	2	1	1	79	0	0	0
Powergen	54	34	20	14	24	192	140
Scottish and Southern	27	15	12	8	13	120	85
Scottish Power	17	12	5	24	6	97	96
Telecom Plus	1	0	1	0	0	0	0
Utility Link	0	0	0	0	0	0	0
Total	168	99	72	11	86	721	500

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	0	14	0	1,203	29	71	90
Countrywide Gas	0	0	0	0	0	0	0
EDF Energy	143	100	44	6	0	0	0
npower	171	108	63	13	2	0	1
npower Northern	0	0	0	0	0	0	0
npower Yorkshire	14	5	10	12	0	0	0
Powergen	198	113	89	11	0	0	0
Scottish and Southern	142	81	61	11	2	6	4
Scottish Power	30	23	7	9	0	0	0
Telecom Plus	0	0	0	0	0	0	0
Total	698	444	274	48	33	77	95

Disconnections 2005

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)
British Gas	3	2	1	85	61	363	370
Ecotricity	0	0	0	0	0	0	0
EDF Energy	237	114	130	8	133	903	255
Good energy	0	0	0	0	0	0	0
npower	11	2	100	10	3	22	14
npower Northern	8	6	3	5	1	27	113
npower Yorkshire	9	1	8	79	0	1	1
Powergen	176	75	20	12	60	691	140
Scottish and Southern	92	53	39	8	36	356	259
Scottish Power	67	42	25	17	30	374	341
Telecom Plus	1	0	1	0	0	0	0
Utility Link	0	0	0	0	0	0	0
Total	604	295	327	11	324	2,737	1,493

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)
British Gas	14	68	8	922	110	255	328
Countrywide Gas	0	0	0	0	0	0	0
EDF Energy	459	276	200	7	0	0	0
npower	568	219	355	0	6	1	4
npower Northern	0	0	0	0	0	14	0
npower Yorkshire	97	22	78	43	0	0	0
Powergen	499	250	89	14	0	0	0
Scottish and Southern	473	231	242	10	3	15	11
Scottish Power	199	100	99	12	0	5	5
Telecom Plus	0	0	0	0	0	0	0
Total	2,309	1,166	1,071	62	119	290	348

Percentage of customers reconnected following disconnections for debt and theft October - December 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							36%	46%	82%	100%	100%	100%
EDF Energy	6%	24%	52%	85%	100%	100%	74%	76%	79%	80%	82%	100%
npower	0%	0%	0%	0%	100%	100%	50%	50%	100%	100%	100%	100%
npower Northern	100%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%
npower Yorkshire	0%	0%	0%	0%	0%	100%						
Powergen	38%	53%	76%	82%	91%	100%	16%	26%	39%	55%	69%	100%
Scottish and Southern	53%	67%	73%	87%	93%	100%	15%	33%	52%	79%	92%	100%
Scottish Power	0%	17%	42%	50%	67%	100%	14%	29%	86%	100%	100%	100%
Telecom Plus	0%	0%	0%	0%	0%	0%						

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							50%	60%	80%	90%	100%	100%
EDF Energy	20%	45%	71%	84%	95%	100%						
npower	25%	37%	46%	74%	87%	100%	100%	100%	100%	100%	100%	100%
npower Yorkshire	0%	0%	40%	80%	100%	100%						
Powergen	23%	40%	64%	79%	88%	96%						
Scottish and Southern	6%	27%	53%	80%	93%	100%	0%	25%	75%	75%	100%	100%
Scottish Power	30%	43%	70%	83%	96%	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.

Percentage of customers reconnected following disconnection for debt and theft 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%	34%	50%	54%	65%	81%	38%	47%	76%	86%	90%	100%
EDF Energy	8%	28%	57%	76%	99%	99%	75%	77%	79%	81%	84%	98%
npower	100%	100%	100%	100%	100%	100%	42%	42%	60%	60%	73%	76%
npower Northern	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
npower Yorkshire	0%	0%	0%	0%	0%	100%						
Powergen	40%	55%	72%	85%	94%	98%	23%	33%	49%	60%	72%	95%
Scottish and Southern	51%	62%	72%	85%	96%	100%	29%	48%	65%	83%	91%	100%
Scottish Power	17%	29%	52%	67%	76%	100%	19%	40%	77%	88%	100%	100%
Telecom Plus	0%	0%	0%	0%	0%	0%						

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	2%	5%	7%	9%	9%	9%	23%	42%	73%	91%	100%	100%
EDF Energy	19%	47%	72%	87%	98%	100%						
npower	29%	40%	63%	76%	89%	100%	50%	50%	50%	50%	50%	50%
npower Northern							100%	100%	100%	100%	100%	100%
npower Yorkshire	17%	34%	45%	62%	67%	90%						
Powergen	21%	38%	64%	79%	91%	97%						
Scottish and Southern	14%	30%	58%	81%	92%	100%	0%	29%	57%	57%	71%	100%
Scottish Power	27%	44%	63%	77%	88%	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 2005

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
British Gas	809	374	0	0
Ecotricity	0	0	0	0
EDF Energy	388	227	0	0
Good energy	0	0	0	0
npower	319	0	0	0
npower Northern	134	97	0	0
npower Yorkshire	333	335	0	6
Powergen	486	462	28	0
Scottish and Southern	348	297	0	0
Scottish Power	646	0	0	0
Telecom Plus	0	0	0	0
Utility Link	0	0	0	0
Total	3,463	1,792	28	6

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
British Gas	2,055	1,893	0	0
Countrywide Gas	0	0	0	0
EDF Energy	242	148	0	0
npower	322	0	0	0
npower Northern	263	128	0	0
npower Yorkshire	0	22	0	0
Powergen	399	350	0	22
Scottish and Southern	292	283	0	0
Scottish Power	336	0	0	0
Telecom Plus	0	0	0	0
Total	3,909	2,824	0	22

Fuel Direct 2005

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
British Gas	4,671	3,121	2,885	0	0	459
Ecotricity	0	0	0	0	0	0
EDF Energy	1,924	1,970	1,158	0	0	1,350
Good energy	0	0	0	0	0	0
npower	2,069	1,596	10	0	0	166
npower Northern	680	789	550	0	0	250
npower Yorkshire	1,694	1,271	1,347	0	35	192
Powergen	1,574	1,477	1,415	61	8	1,397
Scottish and Southern	2,717	1,531	1,158	9	8	2,588
Scottish Power	6,013	2,082	0	0	0	2,719
Telecom Plus	0	0	0	0	0	0
Utility Link	0	0	0	0	0	0
Total	21,342	13,837	8,523	70	51	9,121

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
British Gas	17,944	10,005	7,889	0	0	3,682
Countrywide Gas	0	0	0	0	0	0
EDF Energy	831	994	608	0	0	645
npower	2,280	1,271	41	1	0	54
npower Northern	1,061	913	514	0	0	167
npower Yorkshire	738	391	474	0	3	73
Powergen	997	933	918	41	24	199
Scottish and Southern	1,885	1,332	1,154	6	8	485
Scottish Power	2,069	1,125	0	0	0	616
Telecom Plus	0	0	0	0	0	0
Total	27,805	16,964	11,598	48	35	5,921

Warrants and Security Deposits October - December 2005

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
British Gas	0	1,090	401	127
Ecotricity	0	0	0	0
EDF Energy	61	899	0	37
Good energy	0	0	0	0
npower	4	372	134	0
npower Northern	2	168	0	0
npower Yorkshire	2	376	112	0
Powergen	54	1,461	486	2
Scottish and Southern	16	477	196	0
Scottish Power	17	819	36	67
Telecom Plus	1	0	0	0
Utility Link	0	0	0	0
Total	157	5,662	1,365	233

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
British Gas	0	3,506	1,422	413
Countrywide Gas	0	0	0	0
EDF Energy	142	280	0	9
npower	171	276	185	0
npower Northern	0	69	0	0
npower Yorkshire	14	17	18	0
Powergen	198	495	139	0
Scottish and Southern	134	309	105	1
Scottish Power	30	433	11	34
Telecom Plus	0	0	0	10
Total	689	5,385	1,880	467

Warrants and security deposits 2005

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
British Gas	3	3,809	1,270	700	£113.61	176	706
Ecotricity	0	0	0	0	£0.00	0	0
EDF Energy	236	4,254	0	197	£105.45	136	115
Good energy	0	0	0	0	£0.00	0	0
npower	11	1,188	522	18	£108.00	0	2
npower Northern	8	669	0	0	0	0	0
npower Yorkshire	9	993	425	0	0	0	0
Powergen	176	4,090	1,542	23	£105.00	23	6
Scottish and Southern	68	2,149	914	58	£124.00	54	4
Scottish Power	67	4,261	313	149	£102.96	48	99
Telecom Plus	1	4	0	0	£0.00	0	0
Utility Link	0	0	0	0	£0.00	0	0
Total	579	21,417	4,986	1,145	£111.09	437	932

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
British Gas	14	8,694	3,065	3,976	£155.07	1,648	2,338
Countrywide Gas	0	0	0	0	£0.00	0	0
EDF Energy	458	896	0	24	£110.83	0	9
npower	568	624	558	0	£0.00	0	0
npower Northern	0	301	0	0	0	0	0
npower Yorkshire	97	137	59	0	0	0	0
Powergen	499	1,158	296	1	£250.00	1	0
Scottish and Southern	459	1,241	319	29	£103.00	26	3
Scottish Power	199	2,282	127	60	£99.39	2	50
Telecom Plus	0	0	0	32	£50.00	0	24
Total	2,294	15,333	4,424	4,122	£152.84	1,677	2,424

Prepayment Meters October - December 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	8,843	3,340	5,503	6,755	0	0
Ecotricity	0	0	0	0	0	0
EDF Energy	5,033	1,697	3,336	5,587	0	0
Good energy	5	0	5	0	0	0
npower	5,230	2,405	2,825	3,832	0	0
npower Northern	3,367	1,817	1,550	1,085	0	0
npower Yorkshire	5,979	4,886	1,093	505	0	0
Powergen	19,369	10,865	8,504	6,239	0	0
Scottish and Southern	6,028	960	5,068	12,991	0	0
Scottish Power	3,552	587	2,965	3,069	0	0
Telecom Plus	6	1	5	7	0	0
Utility Link	10	0	10	0	0	0
Total	57,422	26,558	30,864	40,070	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	32,895	10,915	21,980	13,655	0	0
Countrywide Gas	1	1	0	0	0	0
EDF Energy	2,826	1,650	1,176	2,177	0	0
npower	5,971	2,316	3,655	2,250	0	0
npower Northern	946	95	851	899	0	0
npower Yorkshire	388	78	310	251	0	0
Powergen	5,625	3,168	2,457	5,747	0	0
Scottish and Southern	2,765	67	2,698	9,007	0	0
Scottish Power	2,711	238	2,473	706	0	0
Telecom Plus	0	0	0	3	0	0
Total	54,128	18,528	35,600	34,695	0	0

Prepayment meters 2005

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
British Gas	30,589	9,359	21,230	23,297	0	0
Ecotricity	0	0	0	0	0	0
EDF Energy	20,812	6,908	13,904	26,053	0	0
Good energy	31	7	24	0	0	0
npower	23,061	10,516	12,545	15,384	0	0
npower Northern	12,724	6,529	6,195	4,428	0	0
npower Yorkshire	28,822	23,536	5,286	1,801	0	0
Powergen	68,870	42,678	26,192	21,662	0	0
Scottish and Southern	25,215	4,531	20,684	38,306	0	0
Scottish Power	14,647	2,509	12,138	10,893	0	0
Telecom Plus	18	4	14	32	0	0
Utility Link	36	4	32	0	0	0
Total	224,825	106,581	118,244	141,856	0	0

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
British Gas	115,434	24,659	90,775	42,823	0	0
Countrywide Gas	3	1	2	0	0	0
EDF Energy	8,561	3,671	4,890	6,255	0	0
npower	24,635	11,998	12,637	10,208	0	0
npower Northern	4,809	743	4,066	3,466	0	0
npower Yorkshire	7,302	4,943	2,359	618	0	0
Powergen	21,733	12,269	9,464	17,412	0	0
Scottish and Southern	12,555	579	11,976	24,317	0	0
Scottish Power	10,867	1,008	9,859	2,998	0	0
Telecom Plus	15	9	8	26	0	0
Total	205,914	59,880	146,036	108,123	0	0

Priority Services December 2005

Electricity	Number of customers on Priority Services Register	Talking bills	Braille / large print bills	Password schemes	Third party billing/bill re-direction	Quarterly reads
British Gas	221,749	266	4,346	35,787	5,100	221,749
Ecotricity	352	0	2	89	0	0
EDF Energy	143,122	137	5,017	18,844	6,622	0
Good energy	43	0	1	20	0	0
npower	18,069	101	1,476	4,046	193	7,305
npower Northern	6,094	28	303	707	42	1,411
npower Yorkshire	10,244	57	1,694	1,824	81	3,532
Powergen	92,296	66	3,902	45,391	6,036	0
Scottish and Southern	137,205	160	5,095	5,237	40	0
Scottish Power	39,354	36	608	0	0	0
Telecom Plus	3,445	1	1	1,483	0	468
Utility Link	30	1	0	19	0	0
Total	672,003	853	22,445	113,447	18,114	234,465

Gas	Number of customers on Priority Services Register	Talking bills	Braille / large print bills	Password schemes	Third party billing/bill re-direction	Quarterly reads
British Gas	362,246	793	12,360	111,464	8,382	362,246
Countrywide Gas	112	0	0	0	0	0
EDF Energy	35,527	44	1,091	4,480	1,525	0
npower	12,177	63	899	3,436	112	4,732
npower Northern	5,001	22	360	689	33	1,132
npower Yorkshire	6,633	27	1,084	1,129	25	1,456
Powergen	78,594	53	1,545	28,765	2,937	0
Scottish and Southern	73,203	266	2,589	2,649	22	0
Scottish Power	23,374	19	328	0	0	0
Telecom Plus	3,112	1	1	1,371	0	425
Total	599,979	1,288	20,257	153,983	13,036	369,991

Greyed out boxes indicate the supplier could not provide the information

Powergen provides 4x4 meter reads so PSR customers do not need to register for reads

Priority services
October - December 2005

Electricity	Number of customers joining the PSR this quarter	Meters repositioned / replaced free of charge	Special controls / adapters provided free of charge	Minicom / textphone
British Gas	7,392	51	gas	gas
Ecotricity	3	0	0	0
EDF Energy	5,200	43	2,983	47
Good energy	0	0	0	0
npower	4,549	123	1,755	2
npower Northern	1,092	48	448	0
npower Yorkshire	1,199	55	690	0
Powergen	4,479	59	0	63
Scottish and Southern	11,429	232	217	510
Scottish Power	1,817	0	0	0
Telecom Plus	438	3	0	0
Utility Link	0	0	0	0
Total	37,598	614	6,093	622

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
British Gas	1,893	151	225	30	5,412
Countrywide Gas	6	0	0	0	1
EDF Energy	2,800	24	867	30	437
npower	302	101	1,148	0	1,145
npower Northern	1,049	45	486	0	413
npower Yorkshire	188	4	66	0	69
Powergen	2,369	14	5	elec	586
Scottish and Southern	7,786	elec	elec	elec	467
Scottish Power	1,230	21	4	779	2,972
Telecom Plus	395	7	0	0	10
Total	18,018	367	2,801	839	11,512

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

Priority Services 2005

Electricity	Number of customers joining the PSR this year	Meters repositioned / replaced free of charge	Special controls / adapters provided free of charge	Minicom / textphone
British Gas	29,520	239	gas	gas
Ecotricity	117	0	0	0
EDF Energy	25,177	208	12,541	163
Good energy	0	0	0	0
npower	11,954	248	5,266	11
npower Northern	4,302	93	1,251	0
npower Yorkshire	5,368	133	3,220	5
Powergen	24,643	175	0	351
Scottish and Southern	46,354	442	280	1,177
Scottish Power	6,252	0	0	0
Telecom Plus	1,395	50	0	0
Utility Link	9	0	0	0
Total	155,091	1,588	22,558	1,707

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
British Gas	9,097	845	861	241	19,795
Countrywide Gas	6	0	0	0	4
EDF Energy	10,640	182	3,710	143	1,491
npower	6,075	179	3,249	4	3,515
npower Northern	3,471	70	936	0	801
npower Yorkshire	3,236	23	1,759	2	625
Powergen	13,497	23	40	elec	3,282
Scottish and Southern	31,161	elec	elec	elec	1,563
Scottish Power	4,098	38	4	2,526	12,655
Telecom Plus	1,306	29	3	0	16
Total	82,587	1,389	10,562	2,916	43,747

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

Energy Efficiency Advice (Dual Fuel) Annual and Quarter 4 2005

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
British Gas	21,096	8,297	5,707	11,829	3,398	7,017	11,346	122,296	395	483	1,292
Countrywide Gas	21	0	0	0	0	21	20	9	0	0	0
Ecotricity	19	6	0	10	8	0	1	1	0	6	2
EDF Energy	20,294	6,112	1,265	8,587	2,363	1,967	14,662	5,918	1,619	1,831	1,456
Good energy	0	0	0	0	0	0	0	0	0	0	0
npower Group	65,112	3,639	2,922	10,870	53,026	6,808	17,398	325	193	1,012	410
Powergen	20,316	4,521	2,126	3,644	1,795	12,848	19,729	361	9	602	2,580
Scottish and Southern	47,118	5,871	1,611	4,471	1,415	33,750	1,086	600	71	2,308	780
Scottish Power	40,960	10,797	8,083	6,160	9,646	10,566	45,452	13,238	6,735	17,700	9,261
Telecom Plus	651	474	0	315	545	101	43	0	0	0	0
Utility Link	0	0	0	0	0	0	0	0	0	0	0
Total	215,587	39,717	21,714	45,886	72,196	73,078	109,737	142,748	9,022	23,942	15,781

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
British Gas	3,626	1,401	709	1,339	647	851	1,963	34,782	40	42	260
Countrywide Gas	8	0	0	0	0	8	8	2	0	0	0
Ecotricity	1	1	0	0	1	0	0	0	0	0	0
EDF Energy	4,742	1,095	558	1,996	556	537	3,048	1,503	513	482	377
Good energy	0	0	0	0	0	0	0	0	0	0	0
npower Group	19,015	1,547	830	2,799	15,872	734	2,573	74	11	653	135
Powergen	4,108	1,999	485	1,481	58	2,602	4,806	143	2	496	1,061
Scottish and Southern	15,573	860	152	1,716	383	12,462	338	24	32	342	272
Scottish Power	15,221	4,097	2,559	1,928	3,378	3,259	12,556	1,449	1,800	4,500	3,305
Telecom Plus	91	15	0	73	1	36	15	0	0	0	0
Utility Link	0	0	0	0	0	0	0	0	0	0	0
Total	62,385	11,015	5,293	11,332	20,896	20,489	25,307	37,977	2,398	6,515	5,410

Regional payment methods December 2005

Electricity Payment Methods	Quarterly cash/cheque	Monthly direct debit	Weekly, Fortnightly or Flexible payment scheme	Prepayment meter	Fuel Direct	Other	Total
England	8,324,541	9,551,890	409,879	2,877,312	13,668	642,853	21,820,143
	38%	44%	2%	13%	0%	3%	100%
Scotland	844,370	1,199,741	118,082	456,551	6,580	85,161	2,710,485
	31%	44%	4%	17%	0%	3%	100%
Wales	452,090	547,072	33,735	238,971	1,094	30,804	1,303,766
	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	6,383,320	8,762,072	524,043	1,888,283	21,039	608,086	18,186,843
	35%	48%	3%	10%	0%	3%	100%
Scotland	548,656	928,215	135,814	183,599	5,148	56,957	1,858,389
	30%	50%	7%	10%	0%	3%	100%
Wales	364,559	448,443	40,286	139,323	1,618	33,059	1,027,288
	35%	44%	4%	14%	0%	3%	100%

N.B. Some companies base regional figures on estimates. A margin of error should be allowed when interpreting figures

Regional Headlines Annual and Quarter 4 2005

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	1,021,273	343,978	525	287	2,268	579,328	179,196
Scotland	231,886	85,435	12	28	385	68,841	26,994
Wales	52,289	19,435	67	9	84	23,834	9,397
Great Britain	1,305,448	448,848	604	324	2,737	672,003	215,587

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	784,822	414,507	2,104	99	259	481,459	31,794
Scotland	116,934	37,526	83	11	15	66,704	8,125
Wales	44,796	27,663	122	9	16	51,816	3,828
Great Britain	946,552	479,696	2,309	119	290	599,979	43,747

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	141	79	579	53,388
Scotland	3	3	101	7,500
Wales	24	4	41	1,497
Great Britain	168	86	721	62,385

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	632	27	67	8,538
Scotland	27	3	6	1,901
Wales	39	3	4	1,073
Great Britain	698	33	77	11,512

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