ANHANG B: STROM

Anhang B-1: 12 Punkte-Programm des englischen Regulators zur sozialen Absicherung der Grundversorgung (Q.: www.ofgem.gov.uk)

Im folgenden sind die 12 Kriterien der englischen Regulierungsbehörde zur Sicherung einer sozialen Grundversorgung dokumentiert.

1. Zahl der sozial schwächeren Haushalte – 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.

2. Zahl der Kunden mit Messinstrumenten für Vorauszahlung – 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. Niveau der Schulden – 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. Tarife und Zahlungsart – Tariffs and Payment Choice:
These charts show the percentage of customers who pay for their gas and electricity by various payment methods.
5. Benachteiligte Kunden(-gruppen) und Wettbewerb – Disadvantaged customers and competition:

The latest statistics from an Electricity Association survey on switching rates across various consumer groups (set out below) in England show that competition has reached most groups fairly evenly. These figures reflect the number of customers who are no longer with their incumbent supplier.

6. Registrierung der Kunden mit Anspruch auf Leistungsvergünstigungen – 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 four years are set out below.
7. Abschaltungen - Disconnections:
Set out below is a graph illustrating the number of disconnections for debt from 1992 to 2002.

9. Energieberatung – 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 2003. 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 e.g.:

- Staywarm: This is a tariff aimed at older people that offers a fixed price for gas and electricity, regardless of usage.
- Health Through Warmth: This is a scheme that trains healthcare workers to identify where vulnerable people are living in homes in need of energy efficiency improvements, and the referring them to sources of help.
- Age Concern Partnership: 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.

11. Kundenzufriedenheit – Customer Satisfaction:

![Electricity customer satisfaction chart]

<table>
<thead>
<tr>
<th>Year</th>
<th>All customers</th>
<th>Low income</th>
<th>Receiving benefit</th>
<th>Prepayment meter</th>
<th>Over 65s</th>
</tr>
</thead>
<tbody>
<tr>
<td>1999</td>
<td>87%</td>
<td>83%</td>
<td>87%</td>
<td>86%</td>
<td>88%</td>
</tr>
<tr>
<td>2000</td>
<td>86%</td>
<td>85%</td>
<td>83%</td>
<td>85%</td>
<td>87%</td>
</tr>
<tr>
<td>2001</td>
<td>87%</td>
<td>85%</td>
<td>85%</td>
<td>86%</td>
<td>90%</td>
</tr>
<tr>
<td>2002</td>
<td>90%</td>
<td>91%</td>
<td>89%</td>
<td>87%</td>
<td>93%</td>
</tr>
</tbody>
</table>

12. Stromrechnung – Prices

The graph below shows how average annual bills have changed for different customers since 1995.
Average annual electricity bill (£)

<table>
<thead>
<tr>
<th></th>
<th></th>
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<th></th>
<th></th>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Credit</td>
<td>299</td>
<td>288</td>
<td>268</td>
<td>246</td>
<td>235</td>
<td>225</td>
<td>214</td>
<td>208</td>
</tr>
<tr>
<td>Direct Debit</td>
<td>295</td>
<td>282</td>
<td>261</td>
<td>236</td>
<td>225</td>
<td>214</td>
<td>204</td>
<td>198</td>
</tr>
<tr>
<td>Prepayment</td>
<td>319</td>
<td>307</td>
<td>284</td>
<td>261</td>
<td>251</td>
<td>240</td>
<td>228</td>
<td>221</td>
</tr>
</tbody>
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