

# East of England Gas Distribution Network Customer Bill Breakdown for 2014/15

**Our network costs of £134 is 18% of the average annual gas bill\***



## Safe and warm

Responding to your gas emergencies  
**£23**

Removing risk from our assets by replacing old pipes  
**£17**

## Be reliable and safeguard future generations

**£23**

Operating and maintaining our network and reducing carbon emissions

## Quality service

**£6**

Delivering connections to new and vulnerable customers

## Licence fees and taxes

**£19**

## Infrastructure repayment

**£46**

Cost to fund assets built in the past

All figures in 2014/15 prices, based on the average domestic gas consumption of 13,500kWh. The Infrastructure Repayment includes our Return on Regulated Equity (RoRE). For more information on this and other performance metrics see Our Performance at [www.talkingnetworksngd.com/price-control.aspx](http://www.talkingnetworksngd.com/price-control.aspx)

\*Source: Ofgem

# East of England Gas Distribution Network

## What we delivered for you in 2014/15

Overall we operated the network safely to 4.2 million customers



We maintained **99.999%** network reliability. A small number of consumers experience an unexpected loss of supply each year. Houses are reconnected in 9 hours on average



**98%** of potential gas escapes on our network attended within 1 hour



**54%** of outside escapes repaired within 12 hours



We reduced the average time to repair escapes from 9 days to

**8 days**

We improved customer awareness of carbon monoxide by **32%**  
Average awareness rose from 6.5 to 8.6/10

Customers scored us **9/10** for satisfaction in emergency work

**9,600** customers heated by renewable green gas



Customers scored us **8/10** for satisfaction in pipe replacement work

The health of our assets improved by

**13%**



Over **15,000** tonnes of carbon saved by repairing leaks. That's equivalent to taking

**6,944** cars off the road

We connected **1,305** vulnerable customers to gas



We resolved **98%** of complaints first time

Customers scored us **7.7/10** for connections satisfaction

Across a pipe network of 49,000km