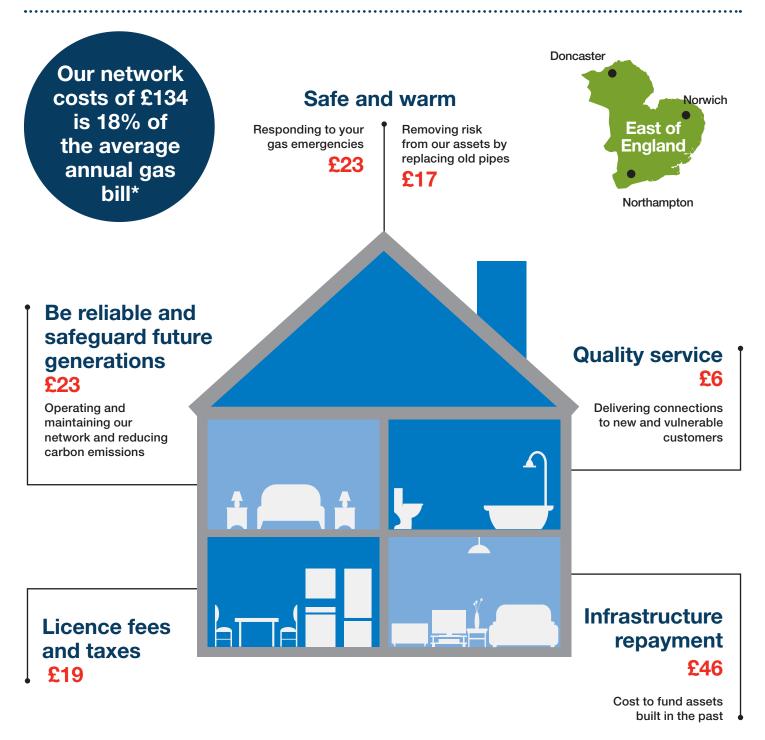


East of England Gas Distribution Network

Customer Bill Breakdown for 2014/15



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

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

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

Average awareness rose from 6.5 to 8.6/10



customers heated by renewable green gas



Customers scored us for satisfaction in pipe replacement work

The health of our assets improved by











over 15,0

tonnes of carbon saved by repairing leaks. That's equivalent to taking



6,9 cars off the road

We connected

vulnerable customers



We resolved of complaints first time

