

North West 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
£24

Removing risk from our assets by replacing old pipes
£18

Be reliable and safeguard future generations

£24

Operating and maintaining our network and reducing carbon emissions

Quality service

£5

Delivering connections to new and vulnerable customers

Licence fees and taxes

£15



Infrastructure repayment

£48

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

*Source: Ofgem

North West Gas Distribution Network

What we delivered for you in 2014/15

Overall we operated the network safely to 2.7 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 10 hours on average



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



48% of outside escapes repaired within 12 hours



We need to reduce the time it takes us to complete repairs from 12 days to

9 days



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



3,300 customers heated by renewable green gas



The health of our assets improved by

15%



Over **12,000** tonnes of carbon saved by repairing leaks. That's equivalent to taking

5,773 cars off the road



We connected **1,711** vulnerable customers to gas



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



Across a pipe network of 33,000km