

West Midlands Gas Distribution Network

Customer Bill Breakdown for 2014/15

Our network costs of £139 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

£26

Operating and maintaining our network and reducing carbon emissions

Quality service

£6

Delivering connections to new and vulnerable customers

Licence fees and taxes

£16

Infrastructure repayment

£49

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

West Midlands Gas Distribution Network

What we delivered for you in 2014/15

Overall we operated the network safely to 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 8 hours on average



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



50% of outside escapes repaired within 12 hours



We need to reduce the average time it takes to repair escapes from 7 days to

6 days

We improved customer awareness of the dangers of carbon monoxide by

32%

Average awareness rose from 6.5 to 8.6/10



2,100 customers heated by renewable green gas



The health of our assets improved by

11%



Over **7,000** tonnes of carbon saved by repairing leaks. That's equivalent to taking

3,229 cars off the road

We connected **949** vulnerable customers to gas



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



Across a pipe network of 23,000km