

nationalgrid

# Our Performance for 2015-16

UK Gas Distribution



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## How to contact us:

If you have a specific question, feedback or an opinion on our RIIO performance, feel free to get in touch with us.

**Email:** [talkingnetworks.distribution@nationalgrid.com](mailto:talkingnetworks.distribution@nationalgrid.com)

**Write:** Sally Laffar, Hinckley Operational Centre, Brick Kiln Street, Hinckley, Leicester, Leicestershire LE10 0NA

**Talking Networks Website:**  
[www.talkingnetworksngd.com](http://www.talkingnetworksngd.com)

## Smell gas?

Please call the 24-hour Gas Emergency line:  
**0800 111 999**

## Who is this document for?

Our target audience for this performance document is a wide range of stakeholders, from gas shippers to shareholders, local and highway authorities to fuel poverty groups, supply chain partners to consumer groups. For domestic customers in particular we have included the individual performance of each network on one page showing a customer bill breakdown together with key output performance in 2015/16.

If you would like to read more about our performance and associated performance measures, please visit [www.talkingnetworksngd.com/price-control.aspx](http://www.talkingnetworksngd.com/price-control.aspx)

We have taken on board feedback from our customers and stakeholders to produce more information in a digital format and have produced an exciting new animation, which summarises our performance and takes you on a journey through our processes. Again, please use the following link to view [www.talkingnetworksngd.com/price-control.aspx](http://www.talkingnetworksngd.com/price-control.aspx)

# Welcome

by **Chris Train**

Director UK Gas Distribution

Keeping you safe and warm is our number one priority. We do this by operating our network safely and reliably 365 days a year in order to provide you with the gas you need for cooking and heating your home. We are committed to continually sharing our RIIO performance annually and this year is no different.

Welcome to our performance summary for our third year under the RIIO framework. We are always looking for better ways to present our information in a simple, understandable format. This year we've taken a fresh approach to publishing our performance based on stakeholder feedback. We've retained our full RIIO output scorecard so you can see how we have performed across all networks against circa 50 measures.

We have simplified our reporting and produced a typical household gas bill providing you a breakdown of our costs and the service you receive for that cost. This is done by network alongside a snapshot of how we have performed against our outputs. If you are looking for something a bit different, we've also produced an animated performance video taking you through how we've performed in 2015/16 across our core processes.



I hope you find this suite of materials useful, and you can see how we are continuing to keep you safe and provide you with a reliable service that is value for money. As always we welcome feedback on how to further improve. Please use the contact details on the previous page to get in touch.

## Who we are and what we do

We are proud to own and operate four of the UK's gas distribution networks, transporting gas safely and reliably to 11 million homes, schools and businesses through 131,000 kilometres of pipe.

Covering the East of England, North London, the North West and the West Midlands, we make sure customers are connected to the gas they need, both now and into the future, for heating, cooking and keeping their businesses running.

We manage the gas emergency number, responding to and repairing gas leaks. We also connect new customers and upgrade our network to keep all our customers safe.

As part of our 2015/16 commitments to our Stakeholders, we agreed to continue to share our RIIO performance annually with our stakeholders.

We hope you find our update informative and welcome any feedback you may have on our future publications.



# Keep you safe and warm, and will be reliable

<p>Safety regulation compliance – Gas Safety Management Regulations (GSMR): Annual target</p> <p>Reporting that our assets are being maintained to the required GSMR standard.</p> <p><b>Target met:</b> All networks have maintained compliance throughout the year.</p>	<p>EE </p> <p>LO </p> <p>NW </p> <p>WM </p>	<p>Safety regulation compliance - Control of major incident hazards (COMAH): Annual Target</p> <p>Reporting that our assets are being maintained to the required COMAH standard</p> <p><b>Target met:</b> All networks have maintained compliance throughout the year.</p>	<p>EE </p> <p>LO </p> <p>NW </p> <p>WM </p>
<p>Uncontrolled escape response: Annual target</p> <p>Attending 97% of all uncontrolled gas escapes within 1 hour</p> <p><b>Target exceeded:</b> All networks have exceeded the 97% target for 15/16 for this primary output.</p>	<p>EE </p> <p>LO </p> <p>NW </p> <p>WM </p>	<p>Controlled escape response: Annual target</p> <p>Attending 97% of all controlled gas escapes within 2 hours</p> <p><b>Target exceeded:</b> All networks have exceeded the 97% target for 15/16 for this primary output.</p>	<p>EE </p> <p>LO </p> <p>NW </p> <p>WM </p>
<p>Programmed escape repair risk: Annual target</p> <p>Cumulative risk score of daily escapes outstanding over year</p> <p><b>Target met:</b> All of our networks met this annual target in 15/16.</p>	<p>EE </p> <p>LO </p> <p>NW </p> <p>WM </p>	<p>Repair duration: Annual target</p> <p>Repairing gas escapes within 12 hours of receiving the emergency call against individual network target percentages - Specific annual targets for each network</p> <p><b>Target exceeded:</b> All networks have met or exceeded the target percentage of escapes repaired within 12 hours.</p>	<p>EE </p> <p>LO </p> <p>NW </p> <p>WM </p>
<p>Carbon monoxide awareness: 8 year target</p> <p>Movement in awareness scores from customer survey results.</p> <p>Of customers surveyed post awareness score increased from 6.63 out of 10 to 8.49 out of 10. This shows positive movement in raising customer awareness.</p>	<p>EE </p> <p>LO </p> <p>NW </p> <p>WM </p>	<p>Main risk removed: 8 year target</p> <p>Level of risk removed from our pipelines through maintenance or replacement</p> <p><b>Above target:</b> We are on track to deliver our mains risk targets over the 8 years and both East of England and North West networks are ahead of plan.</p>	<p>EE </p> <p>LO </p> <p>NW </p> <p>WM </p>
<p>Asset health methodology</p> <p>Completed and submitted. As a subset of this, Ofgem have requested that our Network Output Methodology is converted into a new Monetised Risk Methodology. The new method will be trialled alongside 16/17 regulatory submission followed by a 12 month validation period resulting in a full submission made in 17/18.</p>	<p>EE </p> <p>LO </p> <p>NW </p> <p>WM </p>	<p>Telemetry and communications: 8 year target</p> <p>Metric shows how much risk reduction has been completed against our 8 year RIIO-GD1 commitment.</p> <p><b>On target:</b> annual run rate is generally higher than 3/8th's of the programme and we are on track to achieve our RIIO-GD1 commitment.</p>	<p>EE </p> <p>LO </p> <p>NW </p> <p>WM </p>
<p>Cathodic protection: 8 year target</p> <p>Metric shows how much risk reduction has been completed against our 8 year RIIO-GD1 commitment.</p> <p><b>On target:</b> annual run rate is lower than 3/8th's of the programme, however plans are in place to deliver our RIIO-GD1 commitment.</p>	<p>EE </p> <p>LO </p> <p>NW </p> <p>WM </p>	<p>Local transmission system pipelines: 8 year target</p> <p>Metric shows how much risk reduction has been completed against our 8 year RIIO-GD1 commitment.</p> <p><b>On target:</b> annual run rate is lower than 3/8th's of the programme and will increase year on year to a peak level to achieve RIIO-GD1 commitment.</p>	<p>EE </p> <p>LO </p> <p>NW </p> <p>WM </p>
<p>Distribution system (excluding 3 tier iron mains): 8 year target</p> <p>Metric shows how much risk reduction has been completed against our 8 year RIIO-GD1 commitment.</p> <p><b>On target:</b> annual run rate is lower than 3/8th's of the programme, however plans are in place to deliver our RIIO-GD1 commitment.</p>	<p>EE </p> <p>LO </p> <p>NW </p> <p>WM </p>	<p>Pressure reduction installations: 8 year target</p> <p>Metric shows how much risk reduction has been completed for pressure reduction installations including transmission offtakes.</p> <p><b>On target:</b> annual run rate is higher than 3/8th's of the programme, due to the profile of our investment plan.</p>	<p>EE </p> <p>LO </p> <p>NW </p> <p>WM </p>
<p>Governors: 8 year target</p> <p>Metric shows how much risk reduction has been completed against our 8 year RIIO-GD1 commitment.</p> <p><b>On target:</b> annual run rate is generally lower than 3/8th's of the programme, however plans are in place to deliver our RIIO-GD1 commitment.</p>	<p>EE </p> <p>LO </p> <p>NW </p> <p>WM </p>	<p>Achievement of 1:20 planning standard: Annual target</p> <p>Ensuring that we plan for enough gas to be available to you during a bad winter each year</p> <p><b>Target met:</b> Forecast developed in accordance with 1:20 planning standard.</p>	<p>EE </p> <p>LO </p> <p>NW </p> <p>WM </p>

We have included our overall position for our four networks, stating either 'Target met', 'Target exceeded' or 'Behind target' for annual outputs; and 'Above target', 'On target' or 'Below target' for outputs being assessed over eight years. Some outputs, such as our Capacity of Biomethane Connected, do not have a target, therefore, we have stated the output delivered for the year.

<p>Number of unplanned interruptions: 8 Year target</p> <p>Minimising the number of unplanned interruptions</p> <p><b>Ofgem reviewing target – see supporting performance narrative for more information.</b></p>	<table border="1"> <tr><td>EE</td><td>106,922</td></tr> <tr><td>LO</td><td>88,605</td></tr> <tr><td>NW</td><td>101,591</td></tr> <tr><td>WM</td><td>70,575</td></tr> </table>	EE	106,922	LO	88,605	NW	101,591	WM	70,575	<p>Duration of unplanned interruptions: 8 year target</p> <p>Minimising the amount of time customers are off gas as a result of emergency work (millions of minutes)</p> <p><b>Ofgem reviewing target – see supporting performance narrative for more information.</b></p>	<table border="1"> <tr><td>EE</td><td>49.6</td></tr> <tr><td>LO</td><td>110.6</td></tr> <tr><td>NW</td><td>77.8</td></tr> <tr><td>WM</td><td>26.5</td></tr> </table>	EE	49.6	LO	110.6	NW	77.8	WM	26.5
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<p>Number of planned interruptions: 8 Year Target</p> <p>Minimising the number of planned interruptions</p> <p><b>Ofgem reviewing target – see supporting performance narrative for more information.</b></p>	<table border="1"> <tr><td>EE</td><td>657,504</td></tr> <tr><td>LO</td><td>409,561</td></tr> <tr><td>NW</td><td>551,735</td></tr> <tr><td>WM</td><td>401,054</td></tr> </table>	EE	657,504	LO	409,561	NW	551,735	WM	401,054	<p>Duration of planned interruptions: 8 year target</p> <p>Minimising the length of time customers are off gas as a result of planned work (millions of minutes)</p> <p><b>Ofgem reviewing target – see supporting performance narrative for more information.</b></p>	<table border="1"> <tr><td>EE</td><td>307.2</td></tr> <tr><td>LO</td><td>255.7</td></tr> <tr><td>NW</td><td>286.2</td></tr> <tr><td>WM</td><td>199.8</td></tr> </table>	EE	307.2	LO	255.7	NW	286.2	WM	199.8
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<p>Responding to telephone calls: Annual target</p> <p>Answering 90% of emergency calls within 30 seconds</p> <p><b>Target exceeded:</b> All networks have exceeded the 90% target for 15/16 for this primary output.</p>	<table border="1"> <tr><td>EE</td><td>90%</td></tr> <tr><td>LO</td><td>93%</td></tr> <tr><td>NW</td><td>90%</td></tr> <tr><td>WM</td><td>93%</td></tr> </table>	EE	90%	LO	93%	NW	90%	WM	93%	<p>Gas holder demolition: 8 year target</p> <p>Specified number of Gas Holder demolished over 8 years. Measure shows number of Gas Holders demolished against 8 year RIIO-GD1 commitment.</p> <p><b>On target</b></p>	<table border="1"> <tr><td>EE</td><td>29</td></tr> <tr><td>LO</td><td>33</td></tr> <tr><td>NW</td><td>14</td></tr> <tr><td>WM</td><td>4</td></tr> </table>	EE	29	LO	33	NW	14	WM	4
EE	90%																		
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WM	4																		
<p>Gas in buildings events due to mains fractures: 8 Year Target</p> <p>Measuring the occurrences of gas in buildings due to gas mains fracture. Aim is to minimise level over RIIO-GD1.</p> <p><b>On target</b></p>	<table border="1"> <tr><td>EE</td><td>911</td></tr> <tr><td>LO</td><td>329</td></tr> <tr><td>NW</td><td>1,069</td></tr> <tr><td>WM</td><td>633</td></tr> </table>	EE	911	LO	329	NW	1,069	WM	633	<p>Number of mains fractures: 8 Year Target</p> <p>Measuring the number of occurrences of fractured mains. Aim is to minimise level over RIIO-GD1</p> <p><b>On target</b></p>	<table border="1"> <tr><td>EE</td><td>13,517</td></tr> <tr><td>LO</td><td>3,195</td></tr> <tr><td>NW</td><td>4,039</td></tr> <tr><td>WM</td><td>894</td></tr> </table>	EE	13,517	LO	3,195	NW	4,039	WM	894
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<p>Length of main off risk (3 tier iron mains): 8 Year target</p> <p>Delivering mains replacement programme (km)</p> <p><b>On target</b></p>	<table border="1"> <tr><td>EE</td><td>4,798</td></tr> <tr><td>LO</td><td>1,748</td></tr> <tr><td>NW</td><td>2,888</td></tr> <tr><td>WM</td><td>955</td></tr> </table>	EE	4,798	LO	1,748	NW	2,888	WM	955	<p>Number of non PE services renewed: 8 year target</p> <p>Specified volume of services renewed per network over 8 years.</p> <p><b>On target</b></p>	<table border="1"> <tr><td>EE</td><td>243,018</td></tr> <tr><td>LO</td><td>105,276</td></tr> <tr><td>NW</td><td>71,845</td></tr> <tr><td>WM</td><td>100,249</td></tr> </table>	EE	243,018	LO	105,276	NW	71,845	WM	100,249
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<p>Capacity utilisation of NTS offtake and pressure reduction installations: 8 year target</p> <p>Reduction of capacity utilisation at a set number of installations over RIIO-GD1</p> <p><b>On target:</b> Due to general reductions in capacity and demand forecast continuing to reduce, no investment was required in 15/16.</p>	<table border="1"> <tr><td>EE</td><td>3</td></tr> <tr><td>LO</td><td>-</td></tr> <tr><td>NW</td><td>1</td></tr> <tr><td>WM</td><td>2</td></tr> </table>	EE	3	LO	-	NW	1	WM	2	<p>NTS offtake (Flat capacity) booked: Annual target</p> <p>Ensuring we optimise our NTS offtake capacity to meet demand</p> <p><b>Target exceeded:</b> We have been able to reduce our bookings through improvements in the commercial regime and our actions to manage our capacity requirements.</p>	<table border="1"> <tr><td>EE</td><td>889</td></tr> <tr><td>LO</td><td>710</td></tr> <tr><td>NW</td><td>468</td></tr> <tr><td>WM</td><td>390</td></tr> </table>	EE	889	LO	710	NW	468	WM	390
EE	3																		
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NW	1																		
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WM	390																		
<p>Maintaining operational performance: Annual target</p> <p>Ensuring that we operate the system effectively in order to meet demand each year</p> <p><b>Target met</b></p>	<table border="1"> <tr><td>EE</td><td>✓</td></tr> <tr><td>LO</td><td>✓</td></tr> <tr><td>NW</td><td>✓</td></tr> <tr><td>WM</td><td>✓</td></tr> </table>	EE	✓	LO	✓	NW	✓	WM	✓	<p>Offtake meter accuracy: Annual target</p> <p>99.9% accuracy on offtake meter readings</p> <p><b>Target met</b></p>	<table border="1"> <tr><td>EE</td><td>99.900%</td></tr> <tr><td>LO</td><td>100.000%</td></tr> <tr><td>NW</td><td>99.900%</td></tr> <tr><td>WM</td><td>100.000%</td></tr> </table>	EE	99.900%	LO	100.000%	NW	99.900%	WM	100.000%
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LO	100.000%																		
NW	99.900%																		
WM	100.000%																		
<p>Telemetered fault response: Annual target</p> <p>Keeping the amount of faults associated with telemetry equipment to a minimum</p> <p><b>On target:</b> Process improvements have allowed us to reduce fault times in 15/16.</p>	<table border="1"> <tr><td>EE</td><td>119</td></tr> <tr><td>LO</td><td>34</td></tr> <tr><td>NW</td><td>119</td></tr> <tr><td>WM</td><td>48</td></tr> </table>	EE	119	LO	34	NW	119	WM	48	<p>Pressure system regulation - Fault response: Annual target</p> <p>Strategic asset management to enable a reduction in faults of pressure system assets</p> <p><b>Target exceeded:</b> We have reduced the number of faults for this year, which has improved our reliability.</p>	<table border="1"> <tr><td>EE</td><td>7.0%</td></tr> <tr><td>LO</td><td>6.7%</td></tr> <tr><td>NW</td><td>8.0%</td></tr> <tr><td>WM</td><td>4.4%</td></tr> </table>	EE	7.0%	LO	6.7%	NW	8.0%	WM	4.4%
EE	119																		
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WM	4.4%																		

# Deliver a quality service to all

<p>Customer satisfaction surveys (emergency): Annual target Achieving 8.81/10 for our emergency service customer satisfaction score</p> <p><b>Target exceeded:</b> All networks have exceeded the target satisfaction scores.</p>	<p>EE 8.81 9.38</p> <p>LO 8.81 9.03</p> <p>NW 8.81 9.38</p> <p>WM 8.81 9.26</p>	<p>Customer satisfaction surveys (planned work): Annual target Achieving 8.09/10 for our planned work customer satisfaction score</p> <p><b>Behind target:</b> We have maintained our 14/15 level of performance, however we are below the required standard.</p>	<p>EE 8.09 8.07</p> <p>LO 8.09 7.96</p> <p>NW 8.09 7.97</p> <p>WM 8.09 7.73</p>
<p>Customer satisfaction surveys (connections): Annual target Achieving 8.04/10 for our connections customer satisfaction score</p> <p><b>Behind target:</b> Our process improvements in both the North West and East of England have seen improvements to scores in 15/16, however we still have work to do in London and the West Midlands.</p>	<p>EE 8.04 8.13</p> <p>LO 8.04 6.88</p> <p>NW 8.04 8.67</p> <p>WM 8.04 7.83</p>	<p>Overall complaints score: Annual target Combined score from the above 4 complaint elements</p> <p><b>Target met:</b> In 15/16 we have seen an improvement in the time it takes to resolve complaints.</p>	<p>EE 11.57 9.46</p> <p>LO 11.57 10.59</p> <p>NW 11.57 9.77</p> <p>WM 11.57 9.52</p>
<p>New Connections - Provision of non standard quotations (up to 275KWh): Annual target 90% of all quotations for new connections or alterations issued within 11 working days of receipt</p> <p><b>Target met</b></p>	<p>EE 90% 98%</p> <p>LO 90% 98%</p> <p>NW 90% 99%</p> <p>WM 90% 99%</p>	<p>New connections - Provision of standard quotations (up to 275KWh): Annual target 90% of all quotations for new connections or alterations issued within 6 working days of receipt</p> <p><b>Target met</b></p>	<p>EE 90% 100%</p> <p>LO 90% 100%</p> <p>NW 90% 100%</p> <p>WM 90% 100%</p>
<p>Responses to land enquiries: Annual target 90% of all land enquiries responded to within 5 working days of receipt</p> <p><b>Target met</b></p>	<p>EE 90% 98%</p> <p>LO 90% 99%</p> <p>NW 90% 99%</p> <p>WM 90% 99%</p>	<p>New Connections - Provision of non-standard quotations (greater than 275KWh): Annual target 90% of all quotations for new connections or alterations issued within 21 working days of receipt</p> <p><b>Target met</b></p>	<p>EE 90% 99%</p> <p>LO 90% 99%</p> <p>NW 90% 100%</p> <p>WM 90% 100%</p>
<p>New Connections - Provision of commencement &amp; SC dates (greater than 275KWh): Annual target 90% of commencement and substantial completion dates are provided within 20 working days</p> <p><b>Target met</b></p>	<p>EE 90% 97%</p> <p>LO 90% 95%</p> <p>NW 90% 91%</p> <p>WM 90% 93%</p>	<p>New Connections - Provision of commencement &amp; SC dates (up to 275KWh): Annual target 90% of commencement and substantial completion dates are provided within 20 working days</p> <p><b>Target met</b></p>	<p>EE 90% 98%</p> <p>LO 90% 93%</p> <p>NW 90% 98%</p> <p>WM 90% 98%</p>
<p>Stakeholder engagement incentive: Annual measure Ofgem stakeholder incentive submission demonstrating we are building stakeholder feedback into our annual priorities and delivering against these priorities.</p> <p><b>Achieved 6.9 out of 10</b></p>	<p>EE 6.9 achieved</p> <p>LO 6.9 achieved</p> <p>NW 6.9 achieved</p> <p>WM 6.9 achieved</p>	<p>New Connections - Substantial completion by agreed Date: Annual target 90% of new or altered gas connections are substantially completed within the agreed timescales</p> <p><b>Target met</b></p>	<p>EE 90% 94%</p> <p>LO 90% 94%</p> <p>NW 90% 97%</p> <p>WM 90% 93%</p>
<p>New entry connections information provision Make a connections guide for Biomethane connections publically available</p> <p><b>Target met</b></p>	<p>EE ✓</p> <p>LO ✓</p> <p>NW ✓</p> <p>WM ✓</p>		

# Safeguarding future generations

Distributed gas voluntary standards Develop and publish standards to provide basic information to stakeholders wishing to put gas into our networks	EE		Capacity of biomethane applications in progress: Annual target (MW)  Reporting the amount of connection enquiries and applications being progressed in terms of MW capacity (includes any multiple applications for same site). It is our aspiration to connect 4.1 TWhs worth of capacity by 2021.	EE	2011
	LO			LO	68
	NW			NW	110
	WM			WM	397
Capacity of biomethane connected to network: 8 year measure  Reporting the the number of homes that have their full energy needs met by renewable gas	EE	9,110	Fuel poor connection volumes: 8 year target Meeting our target to connect customers under the fuel poor connection scheme  <b>On target:</b> across our four networks we are on target, however we are promoting further opportunities in our London network to ensure we hit our 8 year target.	EE	10080
	LO	-		LO	4414
	NW	1,523		NW	2880
	WM	1,400		WM	742
Leakage volumes: 8 year target Meeting our annual reduction in leakage of gas from our distribution mains and other assets (GWh)  <b>Above target:</b> Overall we have reduced our levels of gas leakage.	EE	459	Shrinkage volumes: 8 year target Meeting our annual reduction targets of gas that leaves our network without passing through a meter (GWh)  <b>Above target:</b> Overall we have reduced our levels of gas shrinkage.	EE	491
	LO	420		LO	449
	NW	251		NW	267
	WM	229		WM	244
Business carbon footprint emissions: Annual target Reducing scope 1 and 2 emissions to below 44,626 tCO2e for 15/16 across networks  <b>Below target:</b> London has not met its internal target in 15/16 due to higher levels of scope 1 emissions. Improvements will be made to reduce emmissions in 16/17.	EE	16,958	Report on Potential Use of Smart Data Contributing to a network wide report describing the potential benefits for customers from Smart Metering The report is on track for publication by the 31st July 2016.	EE	
	LO	8,479		LO	
	NW	9,670		NW	
	WM	11,157		WM	
Virgin aggregate: Annual target Meeting target of less than 30% of non recycled materials used to back fill excavations  <b>Target exceeded:</b> We have reduced the use of virgin aggregates for 15/16.	EE	30%	Spoil to landfill: Annual target Meeting target of less than 10% of all spoil sent to landfill  <b>Target exceeded:</b> We have reduced the amount of spoil to landfill for 15/16.	EE	10%
	LO	16%		LO	5%
	NW	30%		NW	10%
	WM	0%		WM	1%
ISO14001 compliance: Annual target Meeting our target of no non-conformities under the ISO14001 audit process  <b>Target met:</b> All issues addressed by year end.	EE		Containment of sites to statutory obligations: 8 year target  Number of sites where environmental risks have reduced to levels below statutory thresholds.  <b>On target:</b> Programme being managed across all four networks and will see works move to other networks during RIIO-GD1.	EE	24
	LO			LO	21
	NW			NW	12
	WM			WM	3

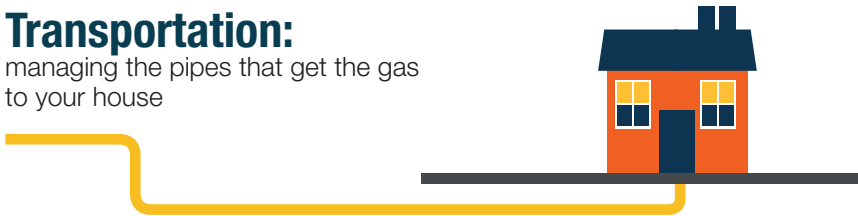
# Your household gas bill explained

There are three main sections that contribute to your gas bill

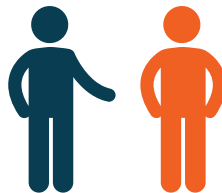
**1 Wholesale:**  
extraction of gas from the earth, then transporting it to the UK shores



**2 Transportation:**  
managing the pipes that get the gas to your house



**3 Supplier:**  
managing the process of buying gas to sell to you.



Transportation costs are made up of;

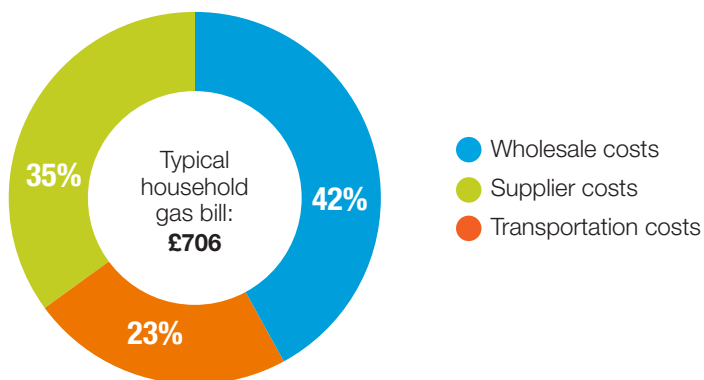
- Gas Transmission costs of around 3%
- Distribution costs that make up around 20% of the typical customer bill

Our transportation cost includes the cost of building, maintaining and operating the gas pipes that deliver energy directly to your home.

Ofgem oversees our costs to ensure that our contribution to your gas bill presents value for money. This process is complex. Ofgem periodically review the necessary efficient expenditure to maintain safe and reliable equipment and pipes to get the gas to you. They then incentivise us to improve both our service and cost efficiency.

The break down of our 2015/16 cost can be seen opposite, together with breakdowns for each of our individual networks as you move through this booklet.

**Breakdown of a typical gas bill**  
(Source: Ofgem April 2015-March 2016)

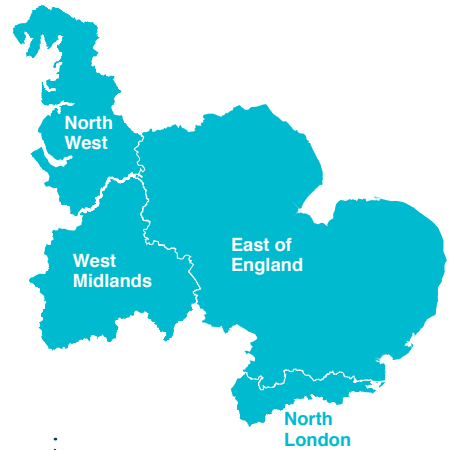




# National Grid Distribution Network

## Customer Bill Breakdown for 2015/16

**Our overall network cost is £130 of your annual gas bill\***



### Safe and warm

Responding to gas emergencies

**£19**

Removing risk from our assets by replacing old pipes

**£14**

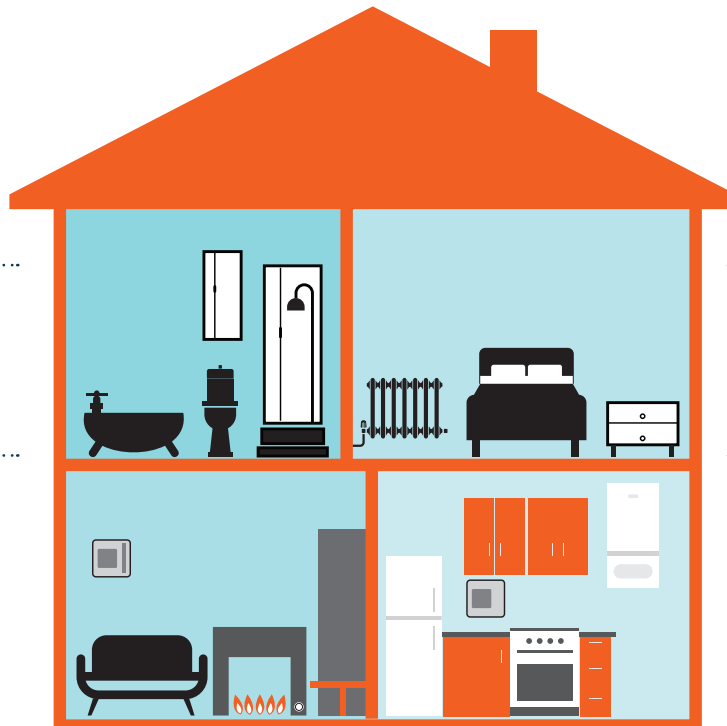
### Be reliable and safeguard future generations

**£21** Operating and maintaining our network and reducing carbon emissions

### Quality Service

**£4**

Delivering connections to new and vulnerable customers



### Licence fees and taxes

**£23**

### Infrastructure repayment

**£49**

Cost to fund assets built in the past

All figures in 2015/16 prices, based on the typical domestic gas consumption of 12,500kWh. 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

## Customer Bill Breakdown for 2015/16

**Our network cost is £122 of your annual gas bill\***



### Safe and warm

Responding to gas emergencies

**£17**

Removing risk from our assets by replacing old pipes

**£11**

### Be reliable and safeguard future generations

**£18** Operating and maintaining our network and reducing carbon emissions

### Quality Service

**£4**

Delivering connections to new and vulnerable customers



### Licence fees and taxes

**£25**

### Infrastructure repayment

**£47**

Cost to fund assets built in the past

All figures in 2015/16 prices, based on the typical domestic gas consumption of 12,500kWh. 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 2015/16

We maintained **99.999%** network reliability



Overall we operated the network safely to **4.2 million** customers

Achieved **6.9** for our stakeholder engagement incentive submission

6.9



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



**52%** of outside escapes repaired within **12 hours**

the average time it took us to repair a gas escape was

**8 days**

We improved customer awareness of the dangers of carbon monoxide

**by 28%**

Average awareness rose from **6.63** to **8.49/10**



Across a pipe network of **49,200km**

9/10

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

8/10

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

The health of our assets improved **by 19%**

**4,350** homes heated by renewable green gas



We've connected **1,484** vulnerable customers to gas

8/10

Customers scored us **8/10** for connections satisfaction



Over **15,000 tonnes** of carbon saved by repairing leaks. That's equivalent to taking **7,139 cars** off the road

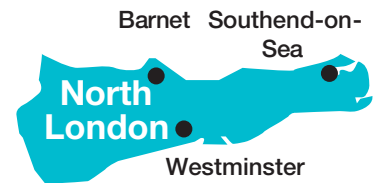


We resolved **98%** of complaints first time

# North London Gas Distribution Network

## Customer Bill Breakdown for 2015/16

**Our network cost is £151 of your annual gas bill\***



### Safe and warm

Responding to gas emergencies

**£22**

Removing risk from our assets by replacing old pipes

**£20**

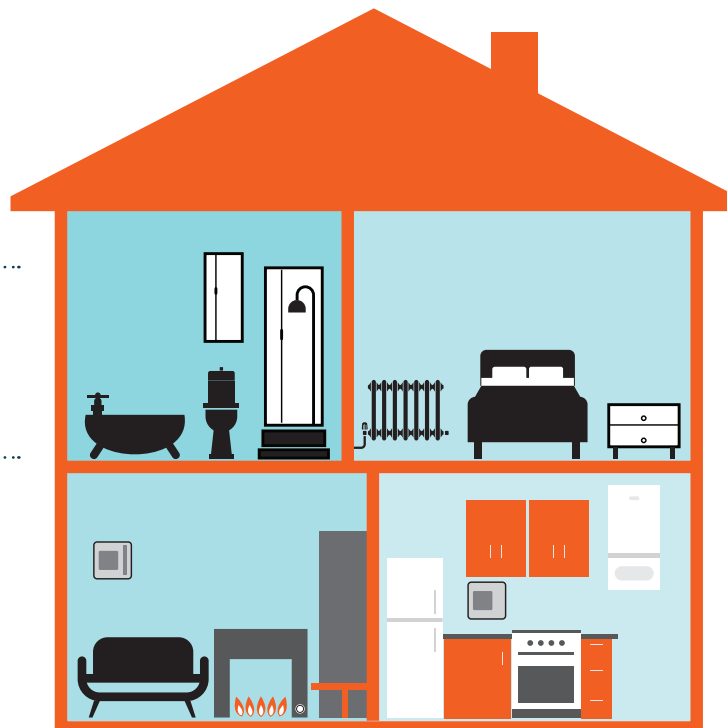
### Be reliable and safeguard future generations

**£25** Operating and maintaining our network and reducing carbon emissions

### Quality Service

**£5**

Delivering connections to new and vulnerable customers



### Licence fees and taxes

**£25**

### Infrastructure repayment

**£54**

Cost to fund assets built in the past

All figures in 2015/16 prices, based on the typical domestic gas consumption of 12,500kWh. 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

# North London Gas Distribution Network

## What we delivered for you in 2015/16

We maintained **99.994%** network reliability.



Overall we operated the network safely to **2.1 million** customers

Achieved **6.9** for our stakeholder engagement incentive submission

**6.9**



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



**52%** of outside escapes repaired within **12 hours**

The average time it took us to repair a gas escape was

**5 days**

We improved customer awareness of the dangers of carbon monoxide

**by 28%**

Average awareness rose from **6.63** to **8.49/10**



Across a pipe network of **20,200km**

**9/10**

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

**7.9/10**

Customers scored us **7.9/10** for satisfaction in pipe replacement work

The health of our assets improved **by 13%**



Over **9,500 tonnes** of carbon saved by repairing leaks. That's equivalent to taking **4,564 cars** off the road



We've connected **243** vulnerable customers to gas



**6.8/10**

Customers scored us **6.8/10** for connections satisfaction



We resolved **99%** of complaints first time

# North West Gas Distribution Network

## Customer Bill Breakdown for 2015/16

**Our network cost is £127 of your annual gas bill\***



### Safe and warm

Responding to gas emergencies

**£20**

Removing risk from our assets by replacing old pipes

**£12**

### Be reliable and safeguard future generations

**£21** Operating and maintaining our network and reducing carbon emissions

### Quality Service

**£4**

Delivering connections to new and vulnerable customers



### Licence fees and taxes

**£22**

### Infrastructure repayment

**£48**

Cost to fund assets built in the past

All figures in 2015/16 prices, based on the typical domestic gas consumption of 12,500kWh. 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

# North West Gas Distribution Network

## What we delivered for you in 2015/16

We maintained **99.999%** network reliability.



Overall we operated the network safely to **2.7 million** customers

Achieved **6.9** for our stakeholder engagement incentive submission

6.9



**99%** of potential gas escapes on our network attended within **1 hour**



**51%** of outside escapes repaired within **12 hours**

The average time it took us to repair a gas escape was

**8 days**

We improved customer awareness of the dangers of carbon monoxide

**by 28%**

Average awareness rose from **6.63** to **8.49/10**



Across a pipe network of **33,300km**

9/10

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

7.9/10

Customers scored us **7.9/10** for satisfaction in pipe replacement work

The health of our assets improved **by 21%**

**100** homes heated by renewable green gas



We've connected **1,557** vulnerable customers to gas

8.7/10

Customers scored us **8.7/10** for connections satisfaction



Over **15,500 tonnes of carbon** saved by repairing leaks. That's equivalent to taking **7,223 cars** off the road



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

# West Midlands Gas Distribution Network

## Customer Bill Breakdown for 2014/15

**Our network cost is £125 of your annual gas bill\***



### Safe and warm

Responding to gas emergencies

**£17**

Removing risk from our assets by replacing old pipes

**£11**

### Be reliable and safeguard future generations

**£19** Operating and maintaining our network and reducing carbon emissions

### Quality Service

**£4**

Delivering connections to new and vulnerable customers



### Licence fees and taxes

**£24**

### Infrastructure repayment

**£50**

Cost to fund assets built in the past

All figures in 2015/16 prices, based on the typical domestic gas consumption of 12,500kWh. 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)

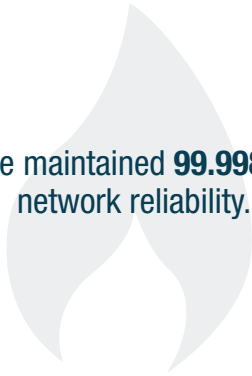
\* Source Ofgem



# West Midlands Gas Distribution Network

## What we delivered for you in 2015/16

We maintained **99.998%** network reliability.



Overall we operated the network safely to **2 million** customers

Achieved **6.9** for our stakeholder engagement incentive submission

6.9



**99%** of potential gas escapes on our network attended within **1 hour**



**51%** of outside escapes repaired within **12 hours**

the average time it took us to repair a gas escape was

**5 days**

We improved customer awareness of the dangers of carbon monoxide

**by 28%**

Average awareness rose from **6.63** to **8.49/10**



Across a pipe network of **23,300km**

9/10

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

7.7/10

Customers scored us **7.7/10** for satisfaction in pipe replacement work

The health of our assets improved **by 19%**

**500** homes heated by renewable green gas



We've connected **1,091** vulnerable customers to gas

7.8/10

Customers scored us **7.8/10** for connections satisfaction



Over **13,000 tonnes** of carbon saved by repairing leaks. That's equivalent to taking **6,094 cars** off the road



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

**National Grid**

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Warwick Technology Park  
Gallows Hill  
Warwick  
CV34 6DA

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