



Gas Distribution Services 2022 Compliance Statement

For the assessment period
1 October 2021 - 30 September 2022

8 December 2022

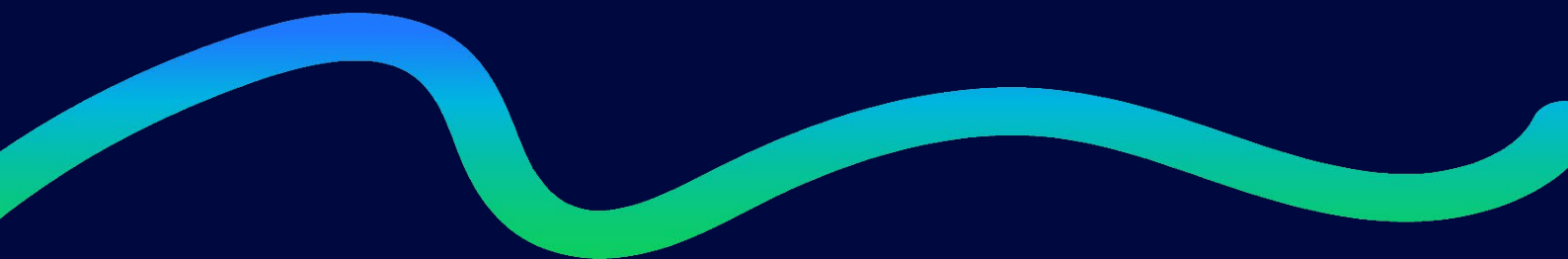


Table of contents

1.	INTRODUCTION.....	3
1.1	Background	3
1.2	Statement of compliance.....	3
1.3	Disclaimer	4
2.	PRICE PATH	5
2.1	Introduction	5
2.2	Price path compliance (clause 8 of the Determination)	5
2.3	Pass-through costs and recoverable costs	7
3.	QUALITY STANDARDS.....	9
3.1	Introduction	9
3.2	RTE results for the assessment period	9
3.3	Policies and procedures for recording the RTE statistics.....	10
	Appendix 1: Published charges and $P_{i,2021}$ $Q_{i,2020}$ & $P_{i,2022}$ $Q_{i,2020}$.....	12
	Appendix 2: RTE incident data	14

1. INTRODUCTION

1.1 Background

The 2022 assessment period is the fifth and final assessment period of the Gas Distribution Services Default Price-Quality Path Determination 2017 (“the Determination”) and covers the 12 months to 30 September 2022.

This Compliance Statement (“Statement”) is submitted by Vector Limited (“Vector”) pursuant to clause 11 of the Determination.

The Determination is issued pursuant to Part 4 of the Commerce Act 1986 and requires Gas Distribution Businesses (“GDBs”) to provide information to the Commerce Commission (“Commission”) relevant to the assessment of their performance against the price path and quality standards.

Under clause 8 of the Determination a GDB’s notional revenue must not exceed the allowable notional revenue for the 2022 assessment period.

Under clause 9 of the Determination a GDB must comply with the annual quality assessment formula for Response Time to Emergencies (“RTE”) over the 2022 assessment period.

The Statement was prepared by and approved on 5 December 2022 and published on 8 December 2022.

1.2 Statement of compliance

As required by clause 11.2(a) of the Determination, this Statement confirms Vector’s compliance with the price path in clause 8 and the quality standards in clause 9 in respect of the 2022 assessment period.

With reference to clause 11.4 of the Determination, this Statement confirms that Vector has not undertaken a Restructure of Prices during the 2022 assessment period or the preceding assessment period.

With reference to clause 11.5 of the Determination, this Statement confirms that no Amalgamation, Merger, Transfer or Major Transaction has occurred in the 2022 assessment period.

1.3 Disclaimer

The information contained in this Statement has been prepared for the express purpose of complying with the requirements of clause 11 of the Determination. This Statement has not been prepared for any other purpose. Vector expressly disclaims any liability to any other party who may rely on the Statement for any other purpose.

For presentation purposes, some numbers in this Statement have been rounded. In most cases calculations are based on more detailed numbers. This may cause small discrepancies or rounding inconsistencies when aggregating some of the information presented in this Statement. These discrepancies do not affect the overall compliance calculations which are based on the more detailed information.

2. PRICE PATH

2.1 Introduction

In this section Vector demonstrates that it has complied with the price path requirements in clause 8 of the Determination and provides the information to support the statement of compliance.

Interested parties may refer to Vector's Pricing Methodology where we have set out in detail our methodology used to calculate our prices.¹

2.2 Price path compliance (clause 8 of the Determination)

As required by clause 8 of the Determination, in order to demonstrate compliance with the price path, Vector must demonstrate that the notional revenue is less than the allowable notional revenue for the 2022 assessment period.

As outlined in Table 1 below, Vector complies with the price path, in accordance with clause 8.3 of the Determination.

Table 1: Vector price path compliance 2022		
Formula: $NR_{2022} \leq ANR_{2022}$		
Component	Description	Value (\$000)
NR ₂₀₂₂	2022 notional revenue ²	47,786
ANR ₂₀₂₂	2022 allowable notional revenue ³	47,819
Result (\$000):		\$47,786 < \$47,819

The method of calculation of notional revenue for the 2022 assessment period is set out in clause 8.4(a) of the Determination and presented with Vector values in Table 2 below.

¹ <https://www.vector.co.nz/about-us/regulatory/disclosures-gas/pricing-methodology>

² Details of NR₂₀₂₂ are included in Table 2.

³ Details of ANR₂₀₂₂ are included in Table 3.

Table 2: Notional revenue 2022

Formula: $NR_{2022} = \sum P_{i,2022} Q_{i,2020} - (K_{2022} + V_{2022})$		
Component	Description	Value (\$000)
$\sum P_{i,2022} Q_{i,2020}$	Prices 2022 x lagged quantities 2020 ⁴	49,919
- K_{2022}	Pass-through costs 2022 ⁵	(2,327)
- V_{2022}	Recoverable costs 2022 ⁵	194
NR₂₀₂₂:	Notional revenue 2022	47,786

The method of calculation of allowable notional revenue for the 2022 assessment period is set out in Schedule 4 (Equation 2) of the Determination and presented with Vector values in Table 3 below.

Table 3: Allowable notional revenue 2022

Formula: $ANR_{2022} = \{\sum P_{i,2021} Q_{i,2020} - (K_{2021} + V_{2021}) + (ANR_{2021} - NR_{2021})\}(1 + \Delta CPI_{2022})(1 - X)$		
Component	Description	Value (\$000)
$\sum P_{i,2021} Q_{i,2020}$	Prices 2021 x lagged quantities 2020 ⁶	48,741
- K_{2021}	Pass-through costs 2021 ⁷	(1,823)
- V_{2021}	Recoverable costs 2021 ⁷	185
ANR_{2021}	Allowable Notional Revenue 2021 ⁷	46,753
- NR_{2021}	Notional Revenue 2021 ⁷	(46,727)
ΔCPI_{2022}	2021 base inflated by CPI 2022 ($\Delta CPI_{2022} = 0.0146$) ⁸	690
X	Rate of change ($X = 0\%$) ⁹	-
ANR₂₀₂₂:	Allowable notional revenue 2022	47,819

⁴ Details of $\sum P_{i,2022} Q_{i,2020}$ are included in Appendix 1.

⁵ Details of K_{2022} and V_{2022} are included in Table 5.

⁶ Details of $\sum P_{i,2021} Q_{i,2020}$ are included in Appendix 1.

⁷ Details of K_{2021} , V_{2021} , ANR_{2021} and NR_{2021} are from the 2021 Compliance Statement available at <https://www.vector.co.nz/about-us/regulatory/disclosures-gas/price-quality>.

⁸ Details of the Consumer Price Index (CPI) are sourced from Statistics NZ, <http://www.stats.govt.nz/infoshare/>, ΔCPI_{2022} are included in Table 4.

⁹ X is set out in Schedule 2 of the Determination.

Table 4: ΔCPI_{2022}

Formula: $\Delta\text{CPI}_{2022} = \left(\frac{\text{CPI}_{\text{Jun},2020} + \text{CPI}_{\text{Sep},2020} + \text{CPI}_{\text{Dec},2020} + \text{CPI}_{\text{Mar},2021}}{\text{CPI}_{\text{Jun},2019} + \text{CPI}_{\text{Sep},2019} + \text{CPI}_{\text{Dec},2019} + \text{CPI}_{\text{Mar},2020}} \right) - 1$			
$\text{CPI}_{\text{Jun},2020}$	1,047	$\text{CPI}_{\text{Jun},2019}$	1,032
$\text{CPI}_{\text{Sep},2020}$	1,054	$\text{CPI}_{\text{Sep},2019}$	1,039
$\text{CPI}_{\text{Dec},2020}$	1,059	$\text{CPI}_{\text{Dec},2019}$	1,044
$\text{CPI}_{\text{Mar},2021}$	1,068	$\text{CPI}_{\text{Mar},2020}$	1,052
Total	4,228	Total	4,167
ΔCPI_{2022}	$(4,228 / 4,167) - 1$		0.0146

2.3 Pass-through costs and recoverable costs

Notional revenue includes the recovery of pass-through and recoverable costs paid during the 2020 to 2022 assessment periods. These costs have been determined in accordance with Schedule 5 of the Determination which sets out the process for determining the amount of pass-through costs and recoverable costs for an assessment period.

The pass-through and recoverable costs for Vector for the 2022 assessment period, along with the period they were paid and when they relate to, are presented in Table 5 below.

Pass-through costs include local authority rates and statutory levies. The CAPEX wash-up adjustment¹⁰ is the only recoverable cost applicable for Vector.

All costs include the time value of money adjustments, which have been calculated in accordance with Clause 4.1 and Equation 3 in Schedule 5 of the Determination and uses a discount rate of 4.76%.

¹⁰ This is calculated using the formula from clause 3.1.3(1)(h) of Gas Distribution Services Input Methodologies Determination 2012, substituting into the Commission's Gas DPP reset - Financial model - 31 May 2017, the value of commissioned for the year beginning 2016 from our 2017 Gas Information Disclosure (available at <https://www.vector.co.nz/about-us/regulatory/disclosures-gas/gas-financial-and-network-information>) in place of the forecast value of commissioned assets for the year beginning 2016.

Table 5: Pass-through and recoverable costs 2022

Component (\$000s)	Paid in assessment period			Time value of money adjustment	Total
	2020	2021	2022		
Local Authority Rates (y/e Jun-22)		387	1,160	18	1,565
Commerce Act Levy (y/e Jun-21)		394		19	413
Commerce Act Levy (y/e Jun-20)	256			25	281
Utility Disputes Levy (y/e Mar-22)		65		3	68
Pass-through costs K₂₀₂₂	256	846	1,160	65	2,327
CAPEX wash-up adjustment (commissioned assets y/e Jun-17)			(158)	(36)	(194)
Recoverable costs V₂₀₂₂			(158)	(36)	(194)
Total pass-through and recoverable costs	256	846	1,002	29	2,133

3. QUALITY STANDARDS

3.1 Introduction

In this section Vector demonstrates that the quality standards in clause 9 of the Determination have been complied with. Vector has provided information to support the statement of compliance including: relevant incident data (Appendix 2) and calculations, a description of the policies and procedures used for recording 'response time to emergencies' ('RTE') statistics and a statement confirming that there were no excluded RTE values over the assessment period.

3.2 RTE results for the assessment period

To comply with the quality standards Vector must respond to at least 80% of emergencies within 60 minutes (RTE 60) and all emergencies within 180 minutes (RTE 180).

Emergencies are defined as an unplanned escape or ignition of gas that requires the active involvement of any emergency service such as fire service or ambulance; an unplanned disruption in the supply of gas that affects more than five ICP's; or an evacuation of premises as the result of escape or ignition of gas.

Emergencies may be excluded from the database if the Commission has granted an exclusion in writing. Vector has not requested any emergencies be excluded for the 2022 assessment period.

Vector has complied with the quality standards requirements for RTE 60 and RTE 180 for the 2022 assessment period and the results are presented in Tables 6 and 7 below.

Table 6: RTE ₆₀ results 2022		
Formula: $RTE_{2022} = RTE_{60} / RTE_t$		
Component	Description	Value
RTE ₆₀	Total number of emergencies in the assessment period where Vector's RTE was less than or equal to 60 minutes	95
RTE _t	Total number of emergencies in the assessment period	99
Result (2022):		RTE₂₀₂₂ = 96%

Table 7: RTE ₁₈₀ results 2022		
Formula: $RTE_{2022} = RTE_{180} / RTE_t$		
Component	Description	Value
RTE ₁₈₀	Total number of emergencies in the assessment period where Vector's RTE was less than or equal to 180 minutes	99
RTE _t	Total number of emergencies in the assessment period	99
Result (2022):		RTE₂₀₂₂ = 100%

3.3 Policies and procedures for recording the RTE statistics

Vector has set up a standard for reliability, integrity and consumer service for gas distribution network in accordance with the Determination. Vector employs contracted service providers to undertake data capture activities on the gas distribution network by adhering to this standard.

Gas distribution network performance and consumer service data is captured by the service providers using three methods:

1. Remotely, entered into Vector's Customer Management System (CMS);
2. Electronically via hand-held tablets in the field. Data from the hand-held tablets is automatically uploaded into Vector's CMS; and
3. If the electronic data capture systems are not available, data is recorded on paper logs and reports, scanned and entered as an attachment into Vector's CMS.

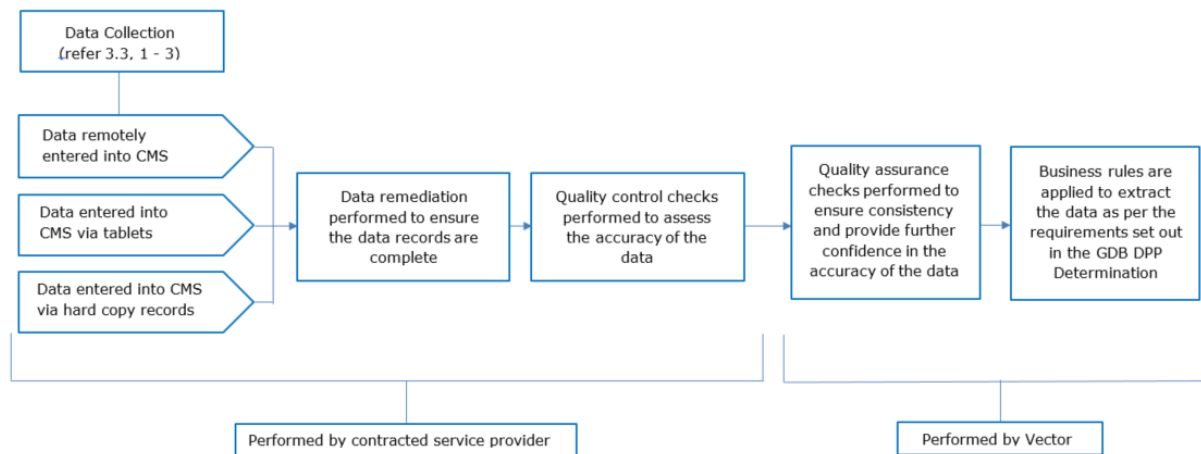
Data entered in Vector's CMS system by one of the above methods is quality checked by the service provider for accuracy, before undergoing additional quality assurance checks by Vector personnel.

RTE statistics are calculated (in line with the definition of RTE in the Determination) for each event and the data is retained in the database for ongoing reporting and analysis.

RTE performance is monitored monthly. All RTE events exceeding a 60 minutes response time are investigated with the service providers.

Figure 1 details the data collection, quality control / assurance and information development stages completed to generate the required information for disclosure.

Figure 1: Data collection and information development process for Vector



Appendix 1: Published charges and $P_{i,2021}$ $Q_{i,2020}$ & $P_{i,2022}$ $Q_{i,2020}$

Summary of $P_{i,2021}$ $Q_{i,2020}$ and $P_{i,2022}$ $Q_{i,2020}$ for the 2022 assessment period

Charges for the 2021 and 2022 assessment periods	$P_{i,2021}$ $Q_{i,2020}$	$P_{i,2022}$ $Q_{i,2020}$
Standard charges	\$ 47,050,085	\$ 48,254,093
Scaling charges	\$ (164,470)	\$ (164,663)
Non-standard charges	\$ 1,855,113	\$ 1,829,744
Total charges	\$ 48,740,728	\$ 49,919,174

Standard charges

There are six gas distribution price plans, one each for residential and general and two each for commercial and industrial consumers. The choice of price plan depends on the consumer's maximum flow rate of their connection (and their annual consumption for industrial consumers).

Each price category has two price components: a fixed daily price (\$/day) and a variable volumetric price (\$/kWh). The majority of consumers' meters are simple and record consumers' total use over monthly or two-monthly meter-reading cycles. These meters do not record the time of use or maximum demand. Having consumer consumption information limited to monthly intervals (at best) limits our pricing structures to simple daily and volume components.

Residential

Price plan	Code	Description	Units	$Q_{i,2020}$	$P_{i,2021}$	$P_{i,2022}$	$P_{i,2021}$ $Q_{i,2020}$	$P_{i,2022}$ $Q_{i,2020}$
GA0R	GA0R-FIXD	Fixed	\$/day	39,243,625	\$ 0.3914	\$ 0.4101	\$ 15,359,955	\$ 16,093,811
GA0R	GA0R-24UC	Variable	\$/kWh	702,954,976	\$ 0.019158	\$ 0.019158	\$ 13,467,211	\$ 13,467,211

General

Price plan	Code	Description	Units	$Q_{i,2020}$	$P_{i,2021}$	$P_{i,2022}$	$P_{i,2021}$ $Q_{i,2020}$	$P_{i,2022}$ $Q_{i,2020}$
GA01	GA01-FIXD	Fixed	\$/day	838,408	\$ 0.7210	\$ 0.7210	\$ 604,492	\$ 604,492
GA01	GA01-24UC	Variable	\$/kWh	68,070,950	\$ 0.012257	\$ 0.012257	\$ 834,346	\$ 834,346

Commercial

Price plan	Code	Description	Units	$Q_{i,2020}$	$P_{i,2021}$	$P_{i,2022}$	$P_{i,2021}$ $Q_{i,2020}$	$P_{i,2022}$ $Q_{i,2020}$
GA02	GA02-FIXD	Fixed	\$/day	1,044,524	\$ 1.2051	\$ 1.2972	\$ 1,258,756	\$ 1,354,957
GA02	GA02-24UC	Variable	\$/kWh	240,692,170	\$ 0.010403	\$ 0.010403	\$ 2,503,921	\$ 2,503,921
GA03	GA03-FIXD	Fixed	\$/day	366,494	\$ 5.2942	\$ 5.7270	\$ 1,940,293	\$ 2,098,911
GA03	GA03-24UC	Variable	\$/kWh	548,289,183	\$ 0.007931	\$ 0.007931	\$ 4,348,482	\$ 4,348,482

Industrial

Price plan	Code	Description	Units	$Q_{i,2020}$	$P_{i,2021}$	$P_{i,2022}$	$P_{i,2021}$ $Q_{i,2020}$	$P_{i,2022}$ $Q_{i,2020}$
GA04	GA04-FIXD	Fixed	\$/day	57,166	\$ 16.4800	\$ 18.1250	\$ 942,096	\$ 1,036,134
GA04	GA04-24UC	Variable	\$/kWh	559,192,031	\$ 0.005253	\$ 0.005333	\$ 2,937,436	\$ 2,982,171
GA05	GA05-FIXD	Fixed	\$/day	8,876	\$ 215.4245	\$ 224.0500	\$ 1,912,108	\$ 1,988,668
GA05	GA05-24UC	Variable	\$/kWh	830,530,370	\$ 0.001133	\$ 0.001133	\$ 940,991	\$ 940,991

Network scaling

Gas volumes are scaled to match the system's actual gas gate meter reads and those of the retailer provided ICP level data.

Price plan	Code	Description	Units	$Q_{i,2020}$	$P_{i,2021}$	$P_{i,2022}$	$P_{i,2021}$ $Q_{i,2020}$	$P_{i,2022}$ $Q_{i,2020}$
GA0R	GA0R-24UC	Variable	\$/kWh	(4,801,379)	\$ 0.019158	\$ 0.019158	\$ (91,985)	\$ (91,985)
GA01	GA01-24UC	Variable	\$/kWh	(712,997)	\$ 0.012257	\$ 0.012257	\$ (8,739)	\$ (8,739)
GA02	GA02-24UC	Variable	\$/kWh	(1,894,381)	\$ 0.010403	\$ 0.010403	\$ (19,707)	\$ (19,707)
GA03	GA03-24UC	Variable	\$/kWh	(3,414,584)	\$ 0.007931	\$ 0.007931	\$ (27,081)	\$ (27,081)
GA04	GA04-24UC	Variable	\$/kWh	(2,415,227)	\$ 0.005253	\$ 0.005333	\$ (12,687)	\$ (12,880)
GA05	GA05-24UC	Variable	\$/kWh	(3,768,967)	\$ 0.001133	\$ 0.001133	\$ (4,270)	\$ (4,270)

Non-standard charges

Like the standard charges, each non-standard consumer has a fixed daily and variable volumetric price.

Code	Description	Units	Qi, 2020	Pi, 2021	Pi, 2022	Pi, 2021 Qi, 2020	Pi, 2022 Qi, 2020
VTA22001	Fixed	\$/day	366	\$ 142.3872	\$ 146.0893	\$ 52,114	\$ 53,469
VTA22002	Fixed	\$/day	366	\$ 738.0156	\$ 757.2041	\$ 270,114	\$ 277,137
VTA22003	Fixed	\$/day	366	\$ 129.6667	\$ 18.1250	\$ 47,458	\$ 6,634
VTA22004	Fixed	\$/day	366	\$ 40.4481	\$ 44.4930	\$ 14,804	\$ 16,284
VTA22005	Fixed	\$/day	366	\$ 164.7588	\$ 169.0426	\$ 60,302	\$ 61,870
VTA22006	Fixed	\$/day	366	\$ 73.1094	\$ 18.1250	\$ 26,758	\$ 6,634
VTA22007	Fixed	\$/day	366	\$ 108.9650	\$ 110.5488	\$ 39,881	\$ 40,461
VTA22008	Fixed	\$/day	61	\$ 1,572.0000	\$ 224.0500	\$ 95,892	\$ 13,667
VTA22009	Fixed	\$/day	305	\$ 215.4245	\$ 224.0500	\$ 65,704	\$ 68,335
VTA22010	Fixed	\$/day	366	\$ 108.9650	\$ 110.5488	\$ 39,881	\$ 40,461
VTA22011	Fixed	\$/day	366	\$ 108.9650	\$ 110.5488	\$ 39,881	\$ 40,461
VTA22012	Fixed	\$/day	366	\$ 119.3564	\$ 122.4597	\$ 43,684	\$ 44,820
VTA22013	Fixed	\$/day	366	\$ 108.9650	\$ 110.5488	\$ 39,881	\$ 40,461
VTA22014	Fixed	\$/day	366	\$ 194.2786	\$ 199.3299	\$ 71,106	\$ 72,955
VTA22015	Fixed	\$/day	366	\$ 187.8205	\$ 192.7039	\$ 68,742	\$ 70,530
VTA22016	Fixed	\$/day	249	\$ -	\$ -	\$ -	\$ -
VTA22017	Fixed	\$/day	366	\$ 112.2494	\$ 115.1679	\$ 41,083	\$ 42,151
VTA22018	Fixed	\$/day	80	\$ -	\$ -	\$ -	\$ -
VTA22019	Fixed	\$/day	366	\$ 29.3344	\$ 30.0971	\$ 10,736	\$ 11,016
VTA22020	Fixed	\$/day	366	\$ 697.2300	\$ 681.7300	\$ 255,186	\$ 249,513
VTA22021	Fixed	\$/day	366	\$ 215.4245	\$ 224.0500	\$ 78,845	\$ 82,002

Code	Description	Units	Qi, 2020	Pi, 2021	Pi, 2022	Pi, 2021 Qi, 2020	Pi, 2022 Qi, 2020
VTA22001	Variable	\$/kWh	19,909,718	\$ 0.000412	\$ 0.000423	\$ 8,203	\$ 8,422
VTA22002	Variable	\$/kWh	336,759,659	\$ 0.000206	\$ 0.000211	\$ 69,372	\$ 71,056
VTA22003	Variable	\$/kWh	10,820,114	\$ 0.001133	\$ 0.005333	\$ 12,259	\$ 57,704
VTA22004	Variable	\$/kWh	5,536,231	\$ 0.000412	\$ 0.000453	\$ 2,281	\$ 2,508
VTA22005	Variable	\$/kWh	34,989,761	\$ 0.000412	\$ 0.000423	\$ 14,416	\$ 14,801
VTA22006	Variable	\$/kWh	5,021,423	\$ 0.001236	\$ 0.005333	\$ 6,206	\$ 26,779
VTA22007	Variable	\$/kWh	74,479	\$ 0.001058	\$ 0.001073	\$ 79	\$ 80
VTA22008	Variable	\$/kWh	23,941,231	\$ -	\$ 0.001133	\$ -	\$ 27,125
VTA22009	Variable	\$/kWh	112,672,987	\$ 0.001133	\$ 0.001133	\$ 127,658	\$ 127,658
VTA22010	Variable	\$/kWh	28,536,459	\$ 0.001058	\$ 0.001073	\$ 30,192	\$ 30,620
VTA22011	Variable	\$/kWh	14,875,437	\$ 0.001058	\$ 0.001073	\$ 15,738	\$ 15,961
VTA22012	Variable	\$/kWh	77,441,896	\$ 0.000206	\$ 0.000211	\$ 15,953	\$ 16,340
VTA22013	Variable	\$/kWh	24,101,552	\$ 0.001058	\$ 0.001073	\$ 25,499	\$ 25,861
VTA22014	Variable	\$/kWh	18,577,743	\$ 0.001030	\$ 0.001057	\$ 19,135	\$ 19,637
VTA22015	Variable	\$/kWh	15,994,834	\$ -	\$ -	\$ -	\$ -
VTA22016	Variable	\$/kWh	-	\$ -	\$ -	\$ -	\$ -
VTA22017	Variable	\$/kWh	33,202,401	\$ 0.000309	\$ 0.000317	\$ 10,260	\$ 10,525
VTA22018	Variable	\$/kWh	-	\$ -	\$ -	\$ -	\$ -
VTA22019	Variable	\$/kWh	13,013,210	\$ -	\$ -	\$ -	\$ -
VTA22020	Variable	\$/kWh	58,495,719	\$ -	\$ -	\$ -	\$ -
VTA22021	Variable	\$/kWh	119,864,723	\$ 0.001133	\$ 0.001133	\$ 135,807	\$ 135,807

Appendix 2: RTE incident data

Service Request Number	Service Request Opened Date	Emergency Services On Site	Building Evacuated	Fault Found	Confirmed Escape	No Customers Affected	Emergency	Equipment Involved	Gas Fault Detection	Response Time	Responded To Within 60 Mins
1-4848109141	1/10/2021 16:08	Y	N	Y	Y	0	Y	Mains Pipe	Emergency Services	34	Y
1-4858801690	8/10/2021 14:31	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	30	Y
1-4864654394	13/10/2021 10:49	Y	N	Y	Y	0	Y	Riser Valve	Emergency Services	44	Y
1-4870618730	18/10/2021 15:24	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	38	Y
1-4872885108	19/10/2021 13:47	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	26	Y
1-4875983071	21/10/2021 9:08	Y	Y	Y	Y	2	Y	Service Pipe	Emergency Services	12	Y
1-4876593801	21/10/2021 9:36	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	35	Y
1-4880169573	25/10/2021 10:05	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	47	Y
1-4890458691	29/10/2021 14:21	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	30	Y
1-4891135017	29/10/2021 21:41	Y	Y	Y	Y	1	Y	Service Pipe	Emergency Services	62	N
1-4901322134	4/11/2021 9:04	N	Y	Y	Y	0	Y	Mains Pipe	Customer/General Public	43	Y
1-4904368142	5/11/2021 15:04	Y	N	Y	Y	1	Y	Service Pipe	Third Party Contractor	37	Y
1-4905363991	7/11/2021 1:02	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	40	Y
1-4907129881	9/11/2021 7:03	Y	N	Y	Y	0	Y	Service Fitting	Emergency Services	52	Y
1-4910534728	10/11/2021 12:17	Y	N	Y	Y	0	Y	Service Pipe	Third Party Contractor	40	Y
1-4912330722	11/11/2021 12:26	Y	N	Y	Y	1	Y	Service Pipe	Third Party Contractor	32	Y
1-4913590362	12/11/2021 10:59	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	36	Y
1-4918167477	16/11/2021 11:02	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	35	Y
1-4929769615	23/11/2021 16:57	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	55	Y
1-4933159863	25/11/2021 17:24	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	55	Y
1-4936647579	28/11/2021 15:39	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	34	Y
1-4939265162	29/11/2021 10:10	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	31	Y
1-4939766699	29/11/2021 14:29	Y	Y	Y	Y	1	Y	Riser Pipe	Emergency Services	30	Y
1-4942336614	1/12/2021 7:43	Y	N	Y	Y	0	Y	Service Fitting	Third Party Contractor	39	Y
1-4953098560	6/12/2021 16:25	Y	N	Y	Y	1	Y	Service Pipe	Third Party Contractor	30	Y
1-4954729683	7/12/2021 15:15	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	33	Y
1-4956729290	8/12/2021 16:02	Y	Y	Y	Y	0	Y	Service Pipe	Emergency Services	37	Y
1-4959873203	10/12/2021 12:07	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	29	Y
1-4965810421	15/12/2021 13:30	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	34	Y
1-4968822633	17/12/2021 10:57	Y	N	Y	Y	1	Y	Service Pipe	Retailer	44	Y
1-4991206693	4/01/2022 15:47	Y	N	Y	Y	1	Y	Riser Valve	Emergency Services	20	Y
1-5003985641	14/01/2022 23:45	Y	N	Y	Y	1	Y	Riser Valve	Emergency Services	37	Y

Service Request Number	Service Request Opened Date	Emergency Services On Site	Building Evacuated	Fault Found	Confirmed Escape	No Customers Affected	Emergency	Equipment Involved	Gas Fault Detection	Response Time	Responded To Within 60 Mins
1-5005145493	17/01/2022 8:31	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	55	Y
1-5006731276	17/01/2022 15:20	Y	N	Y	Y	5	Y	Mains Pipe	Customer/General Public	76	N
1-5011603517	20/01/2022 14:02	Y	N	Y	Y	0	Y	Service Pipe	Customer/General Public	40	Y
1-5011948886	21/01/2022 8:40	Y	N	Y	Y	0	Y	Service Pipe	Third Party Contractor	30	Y
1-5012117317	21/01/2022 9:35	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	35	Y
1-5015128340	24/01/2022 15:12	Y	N	Y	Y	1	Y	Service Pipe	Third Party Contractor	47	Y
1-5035720564	1/02/2022 9:26	Y	N	Y	Y	0	Y	Mains Pipe	Emergency Services	23	Y
1-5032606368	1/02/2022 16:02	N	N	Y	Y	6	Y	Service Pipe	Customer/General Public	104	N
1-5044077989	8/02/2022 11:51	Y	N	Y	Y	1	Y	Service Pipe	Third Party Contractor	33	Y
1-5046631507	9/02/2022 9:13	Y	N	Y	Y	0	Y	Mains Pipe	Third Party Contractor	33	Y
1-5047185692	9/02/2022 14:12	Y	N	Y	Y	1	Y	Mains Pipe	Third Party Contractor	49	Y
1-5052353911	13/02/2022 14:37	Y	N	Y	Y	2	Y	Riser Pipe	Emergency Services	48	Y
1-5057034485	15/02/2022 15:46	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	29	Y
1-5058087200	16/02/2022 13:08	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	14	Y
1-5058809518	16/02/2022 16:52	Y	N	Y	Y	1	Y	Service Pipe	Customer/General Public	38	Y
1-5067185928	23/02/2022 8:31	Y	Y	Y	Y	0	Y	Service Pipe	Emergency Services	27	Y
1-5075967081	28/02/2022 12:56	Y	N	Y	Y	0	Y	Mains Pipe	Third Party Contractor	28	Y
1-5081177093	1/03/2022 15:06	Y	N	Y	Y	4	Y	Mains Pipe	Emergency Services	26	Y
1-5089244598	7/03/2022 14:49	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	37	Y
1-5099455692	15/03/2022 12:19	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	29	Y
1-5114388738	24/03/2022 10:43	Y	N	Y	Y	1	Y	Service Pipe	Third Party Contractor	37	Y
1-5114463171	24/03/2022 12:06	Y	N	Y	Y	0	Y	Service Pipe	Customer/General Public	28	Y
1-5125863706	31/03/2022 11:06	Y	N	Y	Y	0	Y	Service Pipe	Customer/General Public	34	Y
1-5131637686	1/04/2022 19:13	Y	N	Y	Y	0	Y	Riser Valve	Customer/General Public	36	Y
1-5133172006	4/04/2022 12:10	Y	N	Y	Y	0	Y	Service Pipe	Customer/General Public	41	Y
1-5133737128	4/04/2022 13:21	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	50	Y
1-5133749291	5/04/2022 8:52	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	39	Y
1-5135598998	5/04/2022 13:52	Y	Y	Y	Y	1	Y	Service Pipe	Customer/General Public	32	Y
1-5140307391	7/04/2022 20:22	Y	N	Y	Y	0	Y	Riser Valve	Emergency Services	38	Y
1-5145453788	12/04/2022 12:48	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	38	Y
1-5147470541	13/04/2022 11:21	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	27	Y
1-5147576435	13/04/2022 17:52	Y	N	Y	Y	1	Y	Riser Pipe	Emergency Services	48	Y
1-5148555953	14/04/2022 9:17	Y	N	Y	Y	0	Y	Mains Pipe	Emergency Services	51	Y
1-5158443655	22/04/2022 11:10	Y	Y	Y	Y	0	Y	Mains Pipe	Emergency Services	47	Y

Service Request Number	Service Request Opened Date	Emergency Services On Site	Building Evacuated	Fault Found	Confirmed Escape	No Customers Affected	Emergency	Equipment Involved	Gas Fault Detection	Response Time	Responded To Within 60 Mins
1-5182157776	5/05/2022 12:04	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	41	Y
1-5182782689	5/05/2022 14:39	Y	N	Y	Y	1	Y	Service Pipe	Customer/General Public	52	Y
1-5194237912	13/05/2022 10:56	Y	N	Y	Y	1	Y	Service Pipe	Customer/General Public	49	Y
1-5195570902	14/05/2022 12:39	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	27	Y
1-5201351697	18/05/2022 17:21	Y	Y	Y	Y	1	Y	Service Pipe	Customer/General Public	54	Y
1-5217374775	28/05/2022 11:41	Y	N	Y	Y	1	Y	Riser Pipe	Emergency Services	49	Y
1-5238770578	9/06/2022 10:30	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	34	Y
1-5248259546	15/06/2022 8:01	Y	N	Y	Y	1	Y	Riser Pipe	On Site (Vector Contractor)	56	Y
1-5249672541	15/06/2022 16:54	N	N	Y	Y	8	Y	Mains Pipe	Third Party Contractor	49	Y
1-5251457849	16/06/2022 14:22	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	46	Y
1-5258339653	21/06/2022 9:11	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	41	Y
1-5258792898	21/06/2022 13:45	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	25	Y
1-5260597834	22/06/2022 9:32	Y	N	Y	Y	0	Y	Service Pipe	Customer/General Public	50	Y
1-5272339326	29/06/2022 9:15	Y	N	Y	Y	0	Y	Service Pipe	Third Party Contractor	38	Y
1-5272368379	29/06/2022 9:48	Y	N	Y	Y	0	Y	Riser Pipe	Emergency Services	40	Y
1-5281840883	1/07/2022 15:22	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	23	Y
1-5286262807	4/07/2022 17:11	Y	N	Y	Y	0	Y	Mains Valve	Emergency Services	54	Y
1-5295060895	8/07/2022 17:02	Y	N	Y	Y	1	Y	Riser Pipe	Emergency Services	58	Y
1-5306422617	15/07/2022 11:34	Y	N	Y	Y	1	Y	Mains Pipe	Emergency Services	47	Y
1-5306999468	16/07/2022 11:24	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	55	Y
1-5309357865	18/07/2022 10:50	Y	N	Y	Y	1	Y	Service Pipe	Customer/General Public	37	Y
1-5320809194	25/07/2022 12:35	Y	N	Y	Y	1	Y	Service Pipe	Customer/General Public	27	Y
1-5326041214	27/07/2022 18:11	Y	N	Y	Y	2	Y	Mains Pipe	Customer/General Public	49	Y
1-5348836216	5/08/2022 11:35	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	29	Y
1-5373767870	22/08/2022 12:06	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	17	Y
1-5387933700	30/08/2022 9:39	N	N	Y	Y	9	Y	Mains Pipe	Third Party Contractor	33	Y
1-5399471961	4/09/2022 23:29	Y	N	Y	Y	0	Y	Riser Valve	Customer/General Public	46	Y
1-5400565691	6/09/2022 7:49	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	35	Y
1-5406670770	14/09/2022 10:18	Y	N	Y	Y	3	Y	Service Fitting	Emergency Services	30	Y
1-5408201649	16/09/2022 10:35	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	64	N
1-5408552431	16/09/2022 12:13	Y	N	Y	Y	0	Y	Service Pipe	Third Party Contractor	47	Y
1-5413433366	26/09/2022 3:15	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	57	Y
1-5413971431	27/09/2022 11:59	Y	N	Y	Y	1	Y	Service Pipe	Customer/General Public	49	Y