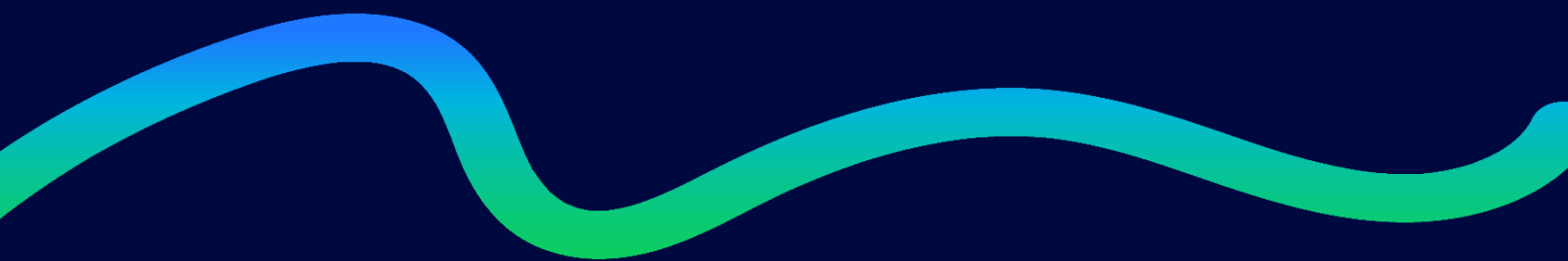




# **Gas Distribution Services 2023 Compliance Statement**

For the assessment period  
1 October 2022 - 30 September 2023



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## 1. INTRODUCTION

### 1.1 Background

The 2023 assessment period is the first assessment period of the Gas Distribution Services Default Price-Quality Path Determination 2022 (“the Determination”)<sup>1</sup> and covers the 12 months to 30 September 2023.

This Compliance Statement (“Statement”) is submitted by Vector Limited (“Vector”) pursuant to clause 11 of the Determination and clause A3 of the section 53N notice (“the Notice”)<sup>2</sup> dated on 31 May 2022.

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 2023 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 2023 assessment period.

The Statement was prepared by and approved on 5 December 2023 and published on 8 December 2023.

### 1.2 Statement of compliance

As required by clause A5(a) of the Notice, this Statement confirms Vector’s compliance with the price path in clause 8 of the Determination and the quality standards in clause 9 of the Determination in respect of the 2023 assessment period, and that Vector has not undertaken

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<sup>1</sup> [https://comcom.govt.nz/\\_data/assets/pdf\\_file/0026/284525/Gas-Distribution-Services-DPP-Determination-2022-31-May-2022.pdf](https://comcom.govt.nz/_data/assets/pdf_file/0026/284525/Gas-Distribution-Services-DPP-Determination-2022-31-May-2022.pdf). The purpose of the Determination is to set a default price-quality path for GDBs for the four years beginning 1 October 2022 and ending 30 September 2026.

<sup>2</sup> [https://comcom.govt.nz/\\_data/assets/pdf\\_file/0024/285117/Compliance-letter-to-Vector-31-May-2022.pdf](https://comcom.govt.nz/_data/assets/pdf_file/0024/285117/Compliance-letter-to-Vector-31-May-2022.pdf)

a Restructure of Prices during the 2023 assessment period or the preceding assessment period.

With reference to clause A8 of the Notice, this Statement confirms that no Amalgamation, Merger, Transfer or Major Transaction has occurred in the 2023 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 and clause A3 of the Notice. 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.<sup>3</sup>

### 2.2 Price path compliance (clause 8 of the Determination)

As required by clause 8 of the Determination, to demonstrate compliance with the price path, Vector must demonstrate that the notional revenue is less than the allowable notional revenue for the 2023 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 2023		
<b>Formula:</b> $NR_{2023} \leq ANR_{2023}$		
Component	Description	Value (\$000)
NR <sub>2023</sub>	2023 notional revenue <sup>4</sup>	56,601
ANR <sub>2023</sub>	2023 allowable notional revenue <sup>5</sup>	56,635
<b>Result (\$000):</b>		<b>\$56,601 &lt; \$56,635</b>

The method of calculation of notional revenue for the 2023 assessment period is set out in clause 8.4(a) of the Determination and presented with Vector values in Table 2 below.

<sup>3</sup> <https://www.vector.co.nz/about-us/regulatory/disclosures-gas/pricing-methodology>

<sup>4</sup> Details of NR<sub>2023</sub> are included in Table 2.

<sup>5</sup> Details of ANR<sub>2023</sub> are included in Table 3.

Table 2: Notional revenue 2023		
<b>Formula:</b> $NR_{2023} = \sum P_{i,2023} Q_{i,2021} - (K_{2023} + V_{2023})$		
Component	Description	Value (\$000)
$\sum P_{i,2023} Q_{i,2021}$	Prices 2023 x lagged quantities 2021 <sup>6</sup>	58,637
- $K_{2023}$	Pass-through costs 2023 <sup>7</sup>	(2,036)
- $V_{2023}$	Recoverable costs 2023 <sup>7</sup>	-
<b>NR<sub>2023</sub>:</b>	<b>Notional revenue 2023</b>	<b>56,601</b>

The method of calculation of allowable notional revenue for the 2023 assessment period is set out in Schedule 3 (Equation 1) of the Determination and presented with Vector values in Table 3 below.

Table 3: Allowable notional revenue 2023		
<b>Formula:</b> $ANR_{2023} = MAR / \Delta D$		
Component	Description	Value (\$000)
MAR	Maximum allowable revenue <sup>8</sup>	58,317
Discount	Constant revenue growth rate ( $\Delta D = 1.0297$ ) <sup>9</sup>	(1,682)
<b>ANR<sub>2023</sub>:</b>	<b>Allowable notional revenue 2023</b>	<b>56,635</b>

<sup>6</sup> Details of  $\sum P_{i,2023} Q_{i,2021}$  are included in Appendix 1.

<sup>7</sup> Details of  $K_{2023}$  and  $V_{2023}$  are included in Table 4.

<sup>8</sup> MAR is the starting price specified in Schedule 1, Table 1 of the Determination.

<sup>9</sup>  $\Delta D$  is the value specified in Schedule 3, Table 3 of the Determination.

## 2.3 Pass-through costs and recoverable costs

Notional revenue includes the recovery of pass-through and recoverable costs paid during the 2022 to 2023 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 2023 assessment period, along with the period they were paid and when they relate to, are presented in Table 4 below.

Pass-through costs include local authority rates and statutory levies. The CAPEX wash-up adjustment<sup>10</sup> is the only recoverable cost applicable for Vector but is not applicable for the first two years of the regulatory period (the 2023 and 2024 assessment periods).

All costs include the time value of money adjustments, which have been calculated in accordance with Clause 4.2 and Equation 3 in Schedule 5 of the Determination and uses a discount rate of 4.04%.

<b>Table 4: Pass-through and recoverable costs 2023</b>				
	<b>Paid in assessment period</b>			
<b>Component (\$000s)</b>	<b>2022</b>	<b>2023</b>	<b>Time value of money adjustment</b>	<b>Total</b>
Local Authority Rates (y/e Jun-23)	302	905	12	1,219
Commerce Act Levy (y/e Jun-22)	856	-	35	891
Commerce Act Levy (y/e Jun-21)	(143)	-	(6)	(149)
Utility Disputes Levy (y/e Mar-23)	72	-	3	75
<b>Pass-through costs K<sub>2023</sub></b>	<b>1,087</b>	<b>905</b>	<b>44</b>	<b>2,036</b>
<b>Recoverable costs V<sub>2023</sub></b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total pass-through and recoverable costs</b>	<b>1,087</b>	<b>905</b>	<b>44</b>	<b>2,036</b>

<sup>10</sup> 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 2022 (available at [Commerce Commission - 2022 gas default price-quality path](#), the value of commissioned for the year ending 2022 from our 2022 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 ending 2022.

## 2.4 Restructure of Prices

There is no restructure of prices during the 2022 or 2023 assessment periods.



### 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 2023 assessment period.

Vector has complied with the quality standards requirements for RTE 60 and RTE 180 for the 2023 assessment period and the results are presented in Tables 5 and 6 below.

Table 5: RTE60 results 2023		
Formula: $RTE_{2023} = RTE_{60} / RTE_t$		
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	88
$RTE_t$	Total number of emergencies in the assessment period	90
Result (2023): $RTE_{2023} = 97.8\%$		

Table 6: RTE180 results 2023		
<b>Formula:</b> $RTE_{2023} = RTE_{180} / RTE_t$		
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	90
$RTE_t$	Total number of emergencies in the assessment period	90
<b>Result (2023):</b>		<b><math>RTE_{2023} = 100\%</math></b>

### 3.3 Policies and procedures for recording the RTE statistics

Vector has set up a standard for reliability, integrity and consumer service for its 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.

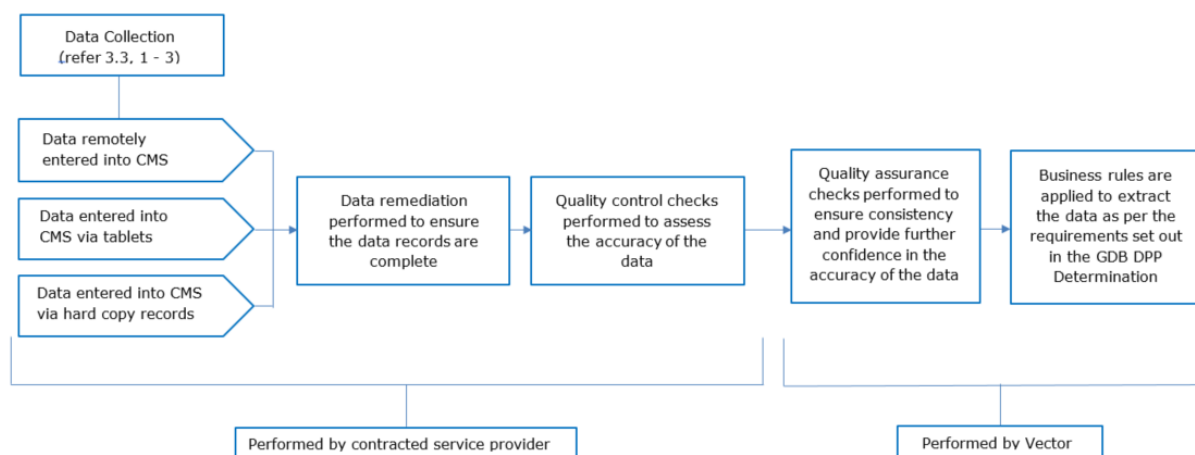
Data entered in Vector's CMS system by one of the above methods is quality checked by the service provider for accuracy, before undergoing additional quality assurance checks by Vector personnel.

RTE statistics are calculated (in line with the definition of RTE in the Determination) for each event and the data is retained in a 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 $P_{i,2023}$ $Q_{i,2021}$

### Summary of $P_{i,2023}$ $Q_{i,2021}$ for the 2023 assessment period

Charges for the 2023 assessment period	$P_{i,2023}$ $Q_{i,2021}$
Standard charges	\$ 56,903,273
Scaling charges	\$ 131,053
Non-standard charges	\$ 1,602,194
Total charges	\$ 58,636,519

### Standard charges

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

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

#### Residential

Price plan	Code	Description	Units	$Q_{i,2021}$	$P_{i,2023}$	$P_{i,2023}$ $Q_{i,2021}$
GA0R	GA0R-FIXD	Fixed	\$/day	39,991,112	\$ 0.6880	\$ 27,513,885
GA0R	GA0R-24UC	Variable	\$/kWh	660,593,971	\$ 0.010538	\$ 6,961,339

#### General

Price plan	Code	Description	Units	$Q_{i,2021}$	$P_{i,2023}$	$P_{i,2023}$ $Q_{i,2021}$
GA01	GA01-FIXD	Fixed	\$/day	835,797	\$ 0.8609	\$ 719,538
GA01	GA01-24UC	Variable	\$/kWh	68,151,649	\$ 0.014636	\$ 997,468

#### Commercial

Price plan	Code	Description	Units	$Q_{i,2021}$	$P_{i,2023}$	$P_{i,2023}$ $Q_{i,2021}$
GA02	GA02-FIXD	Fixed	\$/day	1,038,983	\$ 1.5490	\$ 1,609,385
GA02	GA02-24UC	Variable	\$/kWh	242,909,497	\$ 0.012422	\$ 3,017,422
GA03	GA03-FIXD	Fixed	\$/day	373,142	\$ 6.8384	\$ 2,551,694
GA03	GA03-24UC	Variable	\$/kWh	547,039,164	\$ 0.009470	\$ 5,180,461

#### Industrial

Price plan	Code	Description	Units	$Q_{i,2021}$	$P_{i,2023}$	$P_{i,2023}$ $Q_{i,2021}$
GA04	GA04-FIXD	Fixed	\$/day	57,076	\$ 21.6430	\$ 1,235,296
GA04	GA04-24UC	Variable	\$/kWh	511,797,723	\$ 0.006368	\$ 3,259,128
GA05	GA05-FIXD	Fixed	\$/day	9,376	\$ 267.5400	\$ 2,508,455
GA05	GA05-24UC	Variable	\$/kWh	997,193,869	\$ 0.001353	\$ 1,349,203

## 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	Qi,2021	Pi,2023	Pi,2023 Qi,2021
GA0R	GA0R-24UC	Variable	\$/kWh	7,137,586	\$ 0.010538	\$ 75,216
GA01	GA01-24UC	Variable	\$/kWh	381,190	\$ 0.014636	\$ 5,579
GA02	GA02-24UC	Variable	\$/kWh	1,369,563	\$ 0.012422	\$ 17,013
GA03	GA03-24UC	Variable	\$/kWh	3,111,800	\$ 0.009470	\$ 29,469
GA04	GA04-24UC	Variable	\$/kWh	872,123	\$ 0.006368	\$ 5,554
GA05	GA05-24UC	Variable	\$/kWh	(1,313,749)	\$ 0.001353	\$ (1,778)

## Non-standard charges

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

Code	Description	Units	Qi,2021	Pi,2023	Pi,2023 Qi,2021
VTA23001	Fixed	\$/day	365	\$ 904.1775	\$ 330,025
VTA23002	Fixed	\$/day	365	\$ 174.4453	\$ 63,673
VTA23003	Fixed	\$/day	365	\$ 21.6430	\$ 7,900
VTA23004	Fixed	\$/day	365	\$ 53.1291	\$ 19,392
VTA23005	Fixed	\$/day	365	\$ 201.8538	\$ 73,677
VTA23006	Fixed	\$/day	365	\$ 21.6430	\$ 7,900
VTA23007	Fixed	\$/day	365	\$ 114.2444	\$ 41,699
VTA23008	Fixed	\$/day	61	\$ 267.5400	\$ 16,320
VTA23009	Fixed	\$/day	365	\$ 114.2444	\$ 41,699
VTA23010	Fixed	\$/day	365	\$ 114.2444	\$ 41,699
VTA23011	Fixed	\$/day	365	\$ 146.2292	\$ 53,374
VTA23012	Fixed	\$/day	365	\$ 114.2444	\$ 41,699
VTA23013	Fixed	\$/day	365	\$ 238.0199	\$ 86,877
VTA23014	Fixed	\$/day	365	\$ 230.1078	\$ 83,989
VTA23015	Fixed	\$/day	365	\$ 137.5220	\$ 50,196
VTA23016	Fixed	\$/day	365	\$ 35.9390	\$ 13,118
VTA23017	Fixed	\$/day	365	\$ 667.3900	\$ 243,597

Code	Description	Units	Qi,2021	Pi,2023	Pi,2023 Qi,2021
VTA23001	Variable	\$/kWh	303,043,551	\$ 0.000252	\$ 76,367
VTA23002	Variable	\$/kWh	20,934,535	\$ 0.000505	\$ 10,572
VTA23003	Variable	\$/kWh	12,383,091	\$ 0.006368	\$ 78,856
VTA23004	Variable	\$/kWh	5,356,926	\$ 0.000541	\$ 2,898
VTA23005	Variable	\$/kWh	38,467,671	\$ 0.000505	\$ 19,426
VTA23006	Variable	\$/kWh	5,258,230	\$ 0.006368	\$ 33,484
VTA23007	Variable	\$/kWh	81,215	\$ 0.001109	\$ 90
VTA23008	Variable	\$/kWh	25,575,896	\$ 0.001353	\$ 34,604
VTA23009	Variable	\$/kWh	25,237,018	\$ 0.001109	\$ 27,988
VTA23010	Variable	\$/kWh	14,656,185	\$ 0.001109	\$ 16,254
VTA23011	Variable	\$/kWh	77,206,983	\$ 0.000252	\$ 19,456
VTA23012	Variable	\$/kWh	27,330,835	\$ 0.001109	\$ 30,310
VTA23013	Variable	\$/kWh	18,701,485	\$ 0.001262	\$ 23,601
VTA23014	Variable	\$/kWh	15,776,415	\$ -	\$ -
VTA23015	Variable	\$/kWh	30,222,194	\$ 0.000379	\$ 11,454
VTA23016	Variable	\$/kWh	12,705,675	\$ -	\$ -
VTA23017	Variable	\$/kWh	53,303,907	\$ -	\$ -

## 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
1-5418863310	3/10/2022 12:41	Y	N	Y	Y	0	Y	Service Pipe	Third Party Contractor	32	Y
1-5421324215	6/10/2022 13:46	Y	N	Y	Y	1	Y	Riser Pipe	Customer/General Public	28	Y
1-5423504986	11/10/2022 9:59	Y	N	Y	Y	5	Y	Mains Pipe	Emergency Services	21	Y
1-5425093202	13/10/2022 8:14	Y	Y	Y	Y	0	Y	Service Pipe	Emergency Services	50	Y
1-5426509704	15/10/2022 10:19	Y	N	Y	Y	0	Y	Mains Pipe	Customer/General Public	53	Y
1-5426519556	15/10/2022 16:48	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	12	Y
1-5445544322	3/11/2022 23:15	Y	N	Y	Y	0	Y	Riser Pipe	Customer/General Public	34	Y
1-5445881076	4/11/2022 10:43	Y	N	Y	Y	0	Y	Mains Pipe	Retailer	37	Y
1-5447027591	7/11/2022 11:32	Y	N	Y	Y	1	Y	Service Pipe	Third Party Contractor	27	Y
1-5450342955	12/11/2022 13:12	Y	N	Y	Y	1	Y	Riser Pipe	Emergency Services	51	Y
1-5451999681	15/11/2022 11:40	Y	N	Y	Y	1	Y	Service Pipe	Retailer	28	Y
1-5453237448	17/11/2022 9:59	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	39	Y
1-5454176093	18/11/2022 12:43	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	26	Y
1-5463107894	2/12/2022 9:44	Y	N	Y	Y	3	Y	Mains Pipe	Emergency Services	28	Y
1-5465155744	6/12/2022 12:38	Y	N	Y	Y	0	Y	Mains Pipe	Third Party Contractor	42	Y
1-5468347658	12/12/2022 14:57	Y	N	Y	Y	2	Y	Service Pipe	Emergency Services	23	Y
1-5472794886	19/12/2022 22:54	Y	N	Y	Y	0	Y	Service Pipe	Customer/General Public	45	Y
1-5476683051	28/12/2022 20:10	Y	Y	Y	Y	1	Y	Service Pipe	Emergency Services	37	Y
1-5484215356	13/01/2023 13:36	Y	N	Y	Y	1	Y	Service Pipe	Third Party Contractor	30	Y
1-5485811971	17/01/2023 10:45	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	27	Y
1-5487576441	20/01/2023 9:18	N	Y	Y	Y	0	Y	Riser Pipe	Third Party Contractor	24	Y
1-5488245446	21/01/2023 10:06	Y	Y	Y	Y	0	Y	Mains Pipe	Emergency Services	57	Y
1-5488634651	22/01/2023 23:15	Y	N	Y	Y	0	Y	Riser Pipe	Emergency Services	37	Y
1-5491045968	26/01/2023 17:09	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	44	Y
1-5491625236	27/01/2023 18:44	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	111	N
1-5493410411	31/01/2023 3:06	Y	N	Y	Y	6	Y	Mains Fitting	Third Party Contractor	50	Y
1-5495808595	1/02/2023 20:32	Y	N	Y	Y	0	Y	Service Valve	Emergency Services	55	Y
1-5495812175	2/02/2023 9:59	Y	Y	Y	Y	1	Y	Riser Pipe	Third Party Contractor	34	Y
1-5495812298	2/02/2023 10:32	Y	N	Y	Y	0	Y	Mains Pipe	Third Party Contractor	21	Y
1-5508993981	3/02/2023 13:56	Y	Y	Y	Y	0	Y	Service Fitting	Customer/General Public	27	Y
1-5512272673	10/02/2023 11:53	Y	N	Y	Y	3	Y	Mains Pipe	Third Party Contractor	35	Y
1-5519601937	15/02/2023 14:03	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	43	Y
1-5524640504	20/02/2023 8:50	Y	N	Y	Y	1	Y	Riser Pipe	Emergency Services	51	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
1-5525264951	20/02/2023 15:24	Y	N	Y	Y	1	Y	Service Pipe	Third Party Contractor	28	Y
1-5528268960	23/02/2023 9:59	Y	N	Y	Y	0	Y	Mains Pipe	Emergency Services	37	Y
1-5532474017	28/02/2023 13:53	Y	N	Y	Y	0	Y	Mains Pipe	Customer/General Public	37	Y
1-5535399470	2/03/2023 12:44	Y	N	Y	Y	0	Y	Riser Pipe	Emergency Services	37	Y
1-5535534791	2/03/2023 11:44	Y	N	Y	Y	5	Y	Mains Pipe	Customer/General Public	33	Y
1-5536705838	4/03/2023 13:41	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	47	Y
1-5537512444	6/03/2023 19:44	Y	N	Y	Y	0	Y	Service Pipe	Customer/General Public	42	Y
1-5538981663	8/03/2023 13:40	Y	N	Y	Y	0	Y	Mains Fitting	Third Party Contractor	31	Y
1-5539611162	9/03/2023 13:05	Y	N	Y	Y	0	Y	Service Pipe	Customer/General Public	54	Y
1-5539639326	9/03/2023 11:56	Y	N	Y	Y	2	Y	Service Pipe	Emergency Services	33	Y
1-5540101986	10/03/2023 9:53	Y	N	Y	Y	0	Y	Mains Pipe	Third Party Contractor	35	Y
1-5546601761	22/03/2023 21:02	Y	N	Y	Y	0	Y	Mains Pipe	Emergency Services	26	Y
1-5546614292	22/03/2023 17:48	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	37	Y
1-5551692388	30/03/2023 14:51	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	48	Y
1-5553699148	3/04/2023 11:32	Y	N	Y	Y	0	Y	Mains Pipe	Emergency Services	45	Y
1-5557640011	5/04/2023 6:37	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	59	Y
1-5562196963	12/04/2023 11:37	Y	N	Y	Y	0	Y	Service Pipe	Customer/General Public	27	Y
1-5562864647	13/04/2023 10:17	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	30	Y
1-5563513074	14/04/2023 11:55	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	29	Y
1-5610950058	20/04/2023 16:00	Y	Y	Y	Y	1	Y	Service Pipe	Emergency Services	53	Y
1-5610992041	21/04/2023 0:07	Y	N	Y	Y	0	Y	Mains Pipe	Customer/General Public	56	Y
1-5618706921	3/05/2023 9:23	Y	N	Y	Y	0	Y	Mains Pipe	Third Party Contractor	37	Y
1-5620505351	6/05/2023 22:43	Y	N	Y	Y	0	Y	Riser Pipe	Emergency Services	37	Y
1-5624446082	12/05/2023 10:31	N	Y	Y	Y	1	Y	Riser Pipe	Customer/General Public	39	Y
1-5624663171	12/05/2023 15:14	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	38	Y
1-5625322902	14/05/2023 2:59	Y	N	Y	Y	1	Y	Riser Valve	Emergency Services	35	Y
1-5626830186	16/05/2023 15:55	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	36	Y
1-5633308195	26/05/2023 10:00	Y	N	Y	Y	1	Y	Service Pipe	Third Party Contractor	27	Y
1-5633308516	26/05/2023 11:04	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	31	Y
1-5637723922	1/06/2023 11:37	Y	N	Y	Y	1	Y	Service Pipe	Third Party Contractor	41	Y
1-5642531600	9/06/2023 8:35	Y	N	Y	Y	1	Y	Service Pipe	Customer/General Public	41	Y
1-5642563146	9/06/2023 8:38	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	48	Y
1-5647984271	17/06/2023 2:30	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	37	Y
1-5651235312	22/06/2023 10:20	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	23	Y
1-5652640976	24/06/2023 8:14	Y	N	Y	Y	0	Y	Mains Pipe	Emergency Services	39	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
1-5654403542	27/06/2023 17:04	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	55	Y
1-5662045492	6/07/2023 14:29	N	Y	Y	Y	1	Y	Service Pipe	Third Party Contractor	41	Y
1-5662881256	7/07/2023 11:43	Y	N	Y	Y	0	Y	Mains Pipe	Third Party Contractor	54	Y
1-5666828934	13/07/2023 21:15	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	37	Y
1-5670139342	20/07/2023 9:02	Y	N	Y	Y	1	Y	Service Pipe	Customer/General Public	37	Y
1-5670192397	20/07/2023 9:13	Y	N	Y	Y	0	Y	Mains Pipe	Customer/General Public	46	Y
1-5673317596	25/07/2023 14:36	Y	N	Y	Y	1	Y	Mains Fitting	Third Party Contractor	42	Y
1-5673792376	26/07/2023 9:09	Y	Y	Y	Y	1	Y	Service Pipe	Emergency Services	25	Y
1-5679775122	1/08/2023 14:50	Y	N	Y	Y	0	Y	Service Pipe	Customer/General Public	60	Y
1-5689722591	14/08/2023 23:51	Y	N	Y	Y	0	Y	Mains Pipe	Customer/General Public	90	N
1-5692760821	19/08/2023 4:23	Y	N	Y	Y	0	Y	Riser Pipe	Emergency Services	39	Y
1-5696576573	24/08/2023 17:02	Y	Y	Y	Y	0	Y	Mains Valve	Emergency Services	51	Y
1-5696729691	24/08/2023 12:21	Y	N	Y	Y	0	Y	Mains Pipe	Third Party Contractor	39	Y
1-5700424214	29/08/2023 13:17	Y	N	Y	Y	1	Y	Mains Pipe	Third Party Contractor	17	Y
1-5709317486	7/09/2023 10:05	Y	N	Y	Y	0	Y	Mains Pipe	Third Party Contractor	36	Y
1-5713948276	11/09/2023 13:35	Y	N	Y	Y	0	Y	Service Pipe	Third Party Contractor	18	Y
1-5718627013	15/09/2023 10:55	N	Y	Y	Y	1	Y	Service Pipe	Metering Contractor	28	Y
1-5719325486	16/09/2023 12:07	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	36	Y
1-5723173401	22/09/2023 11:02	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	25	Y
1-5723402718	23/09/2023 4:21	Y	Y	Y	Y	1	Y	Service Pipe	Emergency Services	35	Y
1-5726694255	28/09/2023 14:37	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	30	Y
1-5726832874	28/09/2023 16:37	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	50	Y