



Gas Distribution Services 2024 Compliance Statement

For the assessment period
1 October 2023 - 30 September 2024

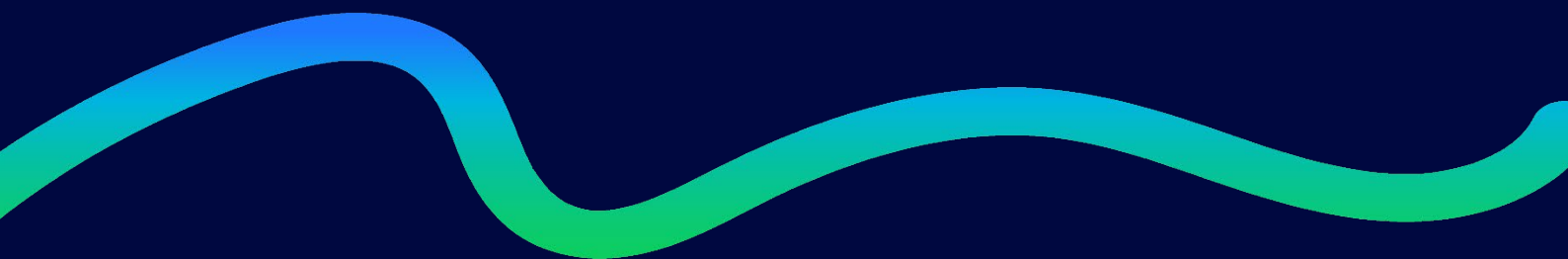


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1. INTRODUCTION

1.1 Background

The 2024 assessment period is the second assessment period of the Gas Distribution Services Default Price-Quality Path Determination 2022 (“the Determination”)¹ and covers the 12 months to 30 September 2024.

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”)² 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 2024 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 2024 assessment period.

The Statement was approved for issue on 3 December 2024 and was published on 10 December 2024 in accordance with the Determination.

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 2024 assessment period, and that Vector has not undertaken

¹ 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.

² https://comcom.govt.nz/_data/assets/pdf_file/0024/285117/Compliance-letter-to-Vector-31-May-2022.pdf

a Restructure of Prices during the 2024 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 2024 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.³

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 2024 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 2024		
Formula: $NR_{2024} \leq ANR_{2024}$		
Component	Description	Value (\$000)
NR ₂₀₂₄	2024 notional revenue ⁴	60,374
ANR ₂₀₂₄	2024 allowable notional revenue ⁵	60,386
Result (\$000):		\$60,374 < \$60,386

The method of calculation of notional revenue for the 2024 assessment period is set out in clause 8.4(a) of the Determination and presented with Vector values in Table 2 below.

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

⁴ Details of NR₂₀₂₄ are included in Table 2.

⁵ Details of ANR₂₀₂₄ are included in Table 3.

Table 2: Notional revenue 2024		
Formula: $NR_{2024} = \sum P_{i,2024} Q_{i,2022} - (K_{2024} + V_{2024})$		
Component	Description	Value (\$000)
$\sum P_{i,2024} Q_{i,2022}$	Prices 2024 x lagged quantities 2022 ⁶	62,849
- K_{2024}	Pass-through costs 2024 ⁷	(2,475)
- V_{2024}	Recoverable costs 2024 ⁷	0
NR₂₀₂₄:	Notional revenue 2024	60,374

The method of calculation of allowable notional revenue for the 2024 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 2024		
Formula: $ANR_{2024} = (\sum P_{i,2023} Q_{i,2022} - (K_{2023} + V_{2023}) + (ANR_{2023} - NR_{2023}))(1 + \Delta CPI_{2024})(1 - X)$		
Component	Description	Value (\$000)
$\sum P_{i,2023} Q_{i,2022}$	Prices 2023 x lagged quantities 2022 ⁸	58,385
- K_{2023}	Pass-through costs 2023 ⁹	(2,036)
- V_{2023}	Recoverable costs 2023 ⁹	-
ANR ₂₀₂₃	2023 Allowable Notional Revenue ⁹	56,635
- NR ₂₀₂₃	2023 Notional Revenue ⁹	(56,601)
ΔCPI_{2024}	2023 base inflated by CPI 2024 ($\Delta CPI_{2024} = 0.0710$) ¹⁰	4,003
X	Rate of change ($X = 0\%$) ¹¹	-
ANR₂₀₂₄:	Allowable notional revenue 2024	60,386

⁶ Details of $\sum P_{i,2024} Q_{i,2022}$ are included in Appendix 1.

⁷ Details of K_{2024} and V_{2024} are included in Table 5.

⁸ Details of $\sum P_{i,2023} Q_{i,2022}$ are included in Appendix 1.

⁹ Details of K_{2023} , V_{2023} , ANR₂₀₂₃ and NR₂₀₂₃ are from the 2023 Compliance Statement available at <https://www.vector.co.nz/about-us/regulatory/disclosures-gas/price-quality>

¹⁰ Details of the Consumer Price Index (CPI) are sourced from Statistics NZ, <https://infoshare.stats.govt.nz/>, ΔCPI_{2024} are included in Table 4.

¹¹ X is set out in Schedule 2 of the Determination.

Table 4: ΔCPI₂₀₂₄

Formula: $\Delta\text{CPI}_{2024} = \frac{\text{CPI}_{\text{Jun},2022} + \text{CPI}_{\text{Sep},2022} + \text{CPI}_{\text{Dec},2022} + \text{CPI}_{\text{Mar},2023}}{\text{CPI}_{\text{Jun},2021} + \text{CPI}_{\text{Sep},2021} + \text{CPI}_{\text{Dec},2021} + \text{CPI}_{\text{Mar},2022}}$			
CPI _{Jun,2022}	1,161	CPI _{Jun,2021}	1,082
CPI _{Sep,2022}	1,186	CPI _{Sep,2021}	1,106
CPI _{Dec,2022}	1,203	CPI _{Dec,2021}	1,122
CPI _{Mar,2023}	1,218	CPI _{Mar,2022}	1,142
Total	4,768	Total	4,452
ΔCPI₂₀₂₄	(4,768/4,452) - 1		0.0710

2.3 Pass-through costs and recoverable costs

Notional revenue includes the recovery of pass-through and recoverable costs paid during the 2023 and 2024 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 2024 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 adjustment 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 4.1 and Equation 3 in Schedule 5 of the Determination and uses a discount rate of 4.04%.

Table 5: Pass-through and recoverable costs 2024				
Component (\$000s)	Paid in assessment period		Time value of money adjustment	Total
	2023	2024		
Local Authority Rates (y/e Jun-24)	325	974	13	1,312
Commerce Act Levy (y/e Jun-23)	992	-	40	1,032
Commerce Act Levy (y/e Jun-22)	48	-	2	50
Utility Disputes Levy (y/e Mar-24)	78	-	3	81
Pass-through costs K₂₀₂₄	1,443	974	58	2,475
Recoverable costs V₂₀₂₄	-	-	-	-
Total pass-through and recoverable costs	1,443	974	58	2,475

2.4 Restructure of Prices

There was no restructure of prices during the 2023 or 2024 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 calculations if the Commission has granted an exclusion in writing. Vector has not requested any emergencies be excluded for the 2024 assessment period.

Vector has complied with the quality standards requirements for RTE 60 and RTE 180 for the 2024 assessment period and the results are presented in Tables 6 and 7 below.

Table 6: RTE60 results 2024		
Formula: $RTE_{2024} = RTE_{60} / RTE_t$		
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	101
RTE _t	Total number of emergencies in the assessment period	103
Result (2024):		RTE₂₀₂₄ = 98.1%

Table 7: RTE180 results 2024		
Formula: $RTE_{2024} = RTE_{180} / RTE_t$		
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	103
RTE _t	Total number of emergencies in the assessment period	103
Result (2024):		RTE₂₀₂₄ = 100%

3.3 Policies and procedures for recording the RTE statistics

Vector has a standard for reliability, integrity and consumer service for gas distribution network in accordance with the Determination. Vector has 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.

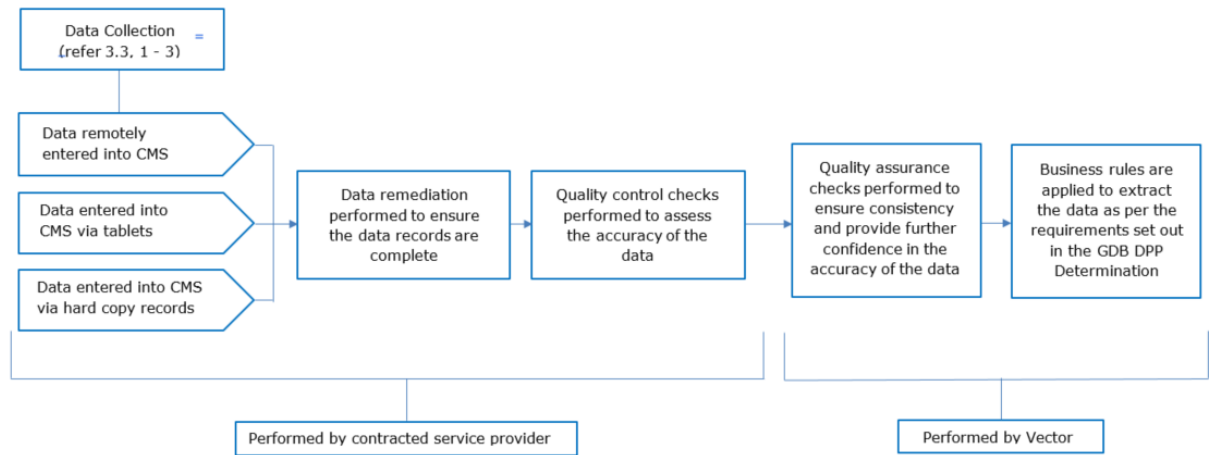
Data entered in Vector's CMS system by one of the above methods is quality checked by the service provider for accuracy, before undergoing additional quality assurance checks by Vector personnel.

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 minute 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 $P_{i,2023}Q_{i,2022}$ and $P_{i,2024}Q_{i,2022}$

Summary of $P_{i,2023}Q_{i,2022}$ and $P_{i,2024}Q_{i,2022}$ for the 2024 assessment period

Charges for the 2023 and 2024 assessment periods	$P_{i, 2023} Q_{i, 2022}$	$P_{i, 2024} Q_{i, 2022}$
Standard charges	\$ 56,857,069	\$ 61,319,729
Scaling charges	\$ 129,939	\$ 99,764
Non-standard charges	\$ 1,398,298	\$ 1,430,414
Total charges	\$ 58,385,307	\$ 62,849,908

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	$Q_{i, 2022}$	$P_{i, 2023}$	$P_{i, 2024}$	$P_{i, 2023} Q_{i, 2022}$	$P_{i, 2024} Q_{i, 2022}$
GA0R	GA0R-FIXD	Fixed	\$/day	40,692,312	\$ 0.6880	\$ 0.8308	\$ 27,996,311	\$ 33,807,173
GA0R	GA0R-24UC	Variable	\$/kWh	628,990,682	\$ 0.010538	\$ 0.005824	\$ 6,628,304	\$ 3,663,242

General

Price plan	Code	Description	Units	$Q_{i, 2022}$	$P_{i, 2023}$	$P_{i, 2024}$	$P_{i, 2023} Q_{i, 2022}$	$P_{i, 2024} Q_{i, 2022}$
GA01	GA01-FIXD	Fixed	\$/day	816,700	\$ 0.8609	\$ 1.1640	\$ 703,097	\$ 950,639
GA01	GA01-24UC	Variable	\$/kWh	62,050,724	\$ 0.014636	\$ 0.012619	\$ 908,174	\$ 783,018

Commercial

Price plan	Code	Description	Units	$Q_{i, 2022}$	$P_{i, 2023}$	$P_{i, 2024}$	$P_{i, 2023} Q_{i, 2022}$	$P_{i, 2024} Q_{i, 2022}$
GA02	GA02-FIXD	Fixed	\$/day	1,032,177	\$ 1.5490	\$ 2.1796	\$ 1,598,842	\$ 2,249,733
GA02	GA02-24UC	Variable	\$/kWh	232,885,956	\$ 0.012422	\$ 0.011030	\$ 2,892,909	\$ 2,568,732
GA03	GA03-FIXD	Fixed	\$/day	375,707	\$ 6.8384	\$ 10.1830	\$ 2,569,235	\$ 3,825,824
GA03	GA03-24UC	Variable	\$/kWh	535,857,669	\$ 0.009470	\$ 0.008099	\$ 5,074,572	\$ 4,339,911

Industrial

Price plan	Code	Description	Units	$Q_{i, 2022}$	$P_{i, 2023}$	$P_{i, 2024}$	$P_{i, 2023} Q_{i, 2022}$	$P_{i, 2024} Q_{i, 2022}$
GA04	GA04-FIXD	Fixed	\$/day	58,019	\$ 21.6430	\$ 33.4500	\$ 1,255,705	\$ 1,940,736
GA04	GA04-24UC	Variable	\$/kWh	524,252,274	\$ 0.006368	\$ 0.005727	\$ 3,338,438	\$ 3,002,393
GA05	GA05-FIXD	Fixed	\$/day	9,490	\$ 267.5400	\$ 298.8200	\$ 2,538,955	\$ 2,835,802
GA05	GA05-24UC	Variable	\$/kWh	999,650,343	\$ 0.001353	\$ 0.001353	\$ 1,352,527	\$ 1,352,527

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, 2022	Pi, 2023	Pi, 2024	Pi, 2023 Qi, 2022	Pi, 2024 Qi, 2022
GA0R	GA0R-24UC	Variable	\$/kWh	4,175,827	\$ 0.0105	\$ 0.0058	\$ 44,005	\$ 24,320
GA01	GA01-24UC	Variable	\$/kWh	568,217	\$ 0.0146	\$ 0.0126	\$ 8,316	\$ 7,170
GA02	GA02-24UC	Variable	\$/kWh	1,940,760	\$ 0.0124	\$ 0.0110	\$ 24,108	\$ 21,407
GA03	GA03-24UC	Variable	\$/kWh	3,846,414	\$ 0.0095	\$ 0.0081	\$ 36,426	\$ 31,152
GA04	GA04-24UC	Variable	\$/kWh	2,135,995	\$ 0.0064	\$ 0.0057	\$ 13,602	\$ 12,233
GA05	GA05-24UC	Variable	\$/kWh	2,573,931	\$ 0.0014	\$ 0.0014	\$ 3,483	\$ 3,483

Non-standard charges

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

Code	Description	Units	Qi, 2022	Pi, 2023	Pi, 2024	Pi, 2023 Qi, 2022	Pi, 2024 Qi, 2022
VTA24001	Fixed	\$/day	365	\$ 904.18	\$ 989.82	\$ 330,025	\$ 361,283
VTA24002	Fixed	\$/day	365	\$ 174.45	\$ 68.84	\$ 63,673	\$ 25,128
VTA24003	Fixed	\$/day	365	\$ 53.13	\$ 59.25	\$ 19,392	\$ 21,625
VTA24004	Fixed	\$/day	365	\$ 201.85	\$ 221.19	\$ 73,677	\$ 80,735
VTA24005	Fixed	\$/day	365	\$ 114.24	\$ 33.45	\$ 41,699	\$ 12,209
VTA24006	Fixed	\$/day	365	\$ 114.24	\$ 241.73	\$ 41,699	\$ 88,232
VTA24007	Fixed	\$/day	365	\$ 114.24	\$ 207.43	\$ 41,699	\$ 75,710
VTA24008	Fixed	\$/day	365	\$ 146.23	\$ 160.68	\$ 53,374	\$ 58,650
VTA24009	Fixed	\$/day	365	\$ 114.24	\$ 33.45	\$ 41,699	\$ 12,209
VTA24010	Fixed	\$/day	365	\$ 238.02	\$ 33.45	\$ 86,877	\$ 12,209
VTA24011	Fixed	\$/day	365	\$ 230.11	\$ 247.62	\$ 83,989	\$ 90,381
VTA24012	Fixed	\$/day	365	\$ 137.52	\$ 149.99	\$ 50,196	\$ 54,748
VTA24013	Fixed	\$/day	365	\$ 35.94	\$ 38.67	\$ 13,118	\$ 14,116
VTA24014	Fixed	\$/day	365	\$ 667.39	\$ 652.26	\$ 243,597	\$ 238,075

Code	Description	Units	Qi, 2022	Pi, 2023	Pi, 2024	Pi, 2023 Qi, 2022	Pi, 2024 Qi, 2022
VTA24001	Variable	\$/kWh	321,217,591	\$ 0.0003	\$ 0.000252	\$ 80,947	\$ 80,947
VTA24002	Variable	\$/kWh	23,223,425	\$ 0.0005	\$ 0.000505	\$ 11,728	\$ 11,728
VTA24003	Variable	\$/kWh	5,431,416	\$ 0.0005	\$ 0.000541	\$ 2,938	\$ 2,938
VTA24004	Variable	\$/kWh	37,782,262	\$ 0.0005	\$ 0.000505	\$ 19,080	\$ 19,080
VTA24005	Variable	\$/kWh	76,289	\$ 0.001109	\$ 0.005727	\$ 85	\$ 437
VTA24006	Variable	\$/kWh	33,556,216	\$ 0.001109	\$ 0.001109	\$ 37,214	\$ 37,214
VTA24007	Variable	\$/kWh	14,408,697	\$ 0.001109	\$ 0.001109	\$ 15,979	\$ 15,979
VTA24008	Variable	\$/kWh	63,039,585	\$ 0.0003	\$ 0.000252	\$ 15,886	\$ 15,886
VTA24009	Variable	\$/kWh	36,496	\$ 0.001109	\$ 0.005727	\$ 40	\$ 209
VTA24010	Variable	\$/kWh	15,901,247	\$ 0.0013	\$ 0.005727	\$ 20,067	\$ 91,066
VTA24011	Variable	\$/kWh	16,599,329	\$ -	\$ -	\$ -	\$ -
VTA24012	Variable	\$/kWh	25,382,800	\$ 0.0004	\$ 0.000379	\$ 9,620	\$ 9,620
VTA24013	Variable	\$/kWh	11,491,521	\$ -	\$ -	\$ -	\$ -
VTA24014	Variable	\$/kWh	67,141,523	\$ -	\$ -	\$ -	\$ -

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
1-5729630641	2023-10-02 10:41:51	N	Y	Y	Y	1	Y	Service Pipe	Customer/General Public	43	Y
1-5733443432	2023-10-06 15:20:54	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	48	Y
1-5741936161	2023-10-20 06:13:29	Y	N	Y	Y	0	Y	Riser Valve	Emergency Services	32	Y
1-5750975726	2023-11-01 12:37:29	Y	N	Y	Y	0	Y	Service Pipe	Customer/General Public	28	Y
1-5751125215	2023-11-01 15:35:49	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	66	N
1-5752087126	2023-11-02 11:18:15	Y	N	Y	Y	0	Y	Mains Pipe	Third Party Contractor	30	Y
1-5755012671	2023-11-07 10:47:07	Y	N	Y	Y	1	Y	Service Pipe	Third Party Contractor	44	Y
1-5758092636	2023-11-10 15:53:32	Y	N	Y	Y	0	Y	Service Pipe	Third Party Contractor	36	Y
1-5757857176	2023-11-12 13:04:37	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	27	Y
1-5761705252	2023-11-15 15:02:50	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	38	Y
1-5762725777	2023-11-16 11:04:41	Y	N	Y	Y	0	Y	Riser Pipe	Emergency Services	26	Y
1-5762823462	2023-11-16 16:07:33	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	39	Y
1-5764935327	2023-11-20 20:18:57	Y	N	Y	Y	1	Y	Riser Pipe	Metering Contractor	3	Y
1-5766854176	2023-11-22 11:38:06	Y	N	Y	Y	0	Y	Service Fitting	Customer/General Public	43	Y
1-5766797371	2023-11-22 12:13:25	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	37	Y
1-5768384223	2023-11-23 16:03:22	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	38	Y
1-5769736085	2023-11-27 09:57:50	Y	N	Y	Y	1	Y	Mains Pipe	Customer/General Public	39	Y
1-5770807849	2023-11-28 09:27:05	Y	Y	Y	Y	1	Y	Mains Pipe	Emergency Services	39	Y
1-5770900866	2023-11-28 15:23:47	Y	N	Y	Y	2	Y	Service Pipe	Emergency Services	41	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
1-5775000380	2023-12-04 12:56:42	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	25	Y
1-5779438052	2023-12-11 10:51:41	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	26	Y
1-5782479704	2023-12-15 10:27:52	Y	N	Y	Y	1	Y	Service Pipe	Customer/General Public	26	Y
1-5785346248	2023-12-20 12:18:33	Y	Y	Y	Y	1	Y	Service Pipe	Emergency Services	30	Y
1-5787067858	2023-12-22 16:23:57	Y	N	Y	Y	0	Y	Service Pipe	Customer/General Public	46	Y
1-5789352267	2023-12-30 12:27:49	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	23	Y
1-5789718759	2024-01-01 12:44:44	Y	Y	Y	Y	1	Y	Riser Valve	Emergency Services	32	Y
1-5792038331	2024-01-06 10:54:47	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	39	Y
1-5793670307	2024-01-09 15:55:51	Y	N	Y	Y	2	Y	Service Pipe	Customer/General Public	40	Y
1-5795470181	2024-01-12 12:52:58	Y	N	Y	Y	1	Y	Service Pipe	Customer/General Public	43	Y
1-5798918585	2024-01-18 16:36:21	Y	N	Y	Y	0	Y	Mains Pipe	Emergency Services	19	Y
1-5799316459	2024-01-19 09:49:34	Y	N	Y	Y	3	Y	Mains Pipe	Customer/General Public	21	Y
1-5801082322	2024-01-23 16:26:05	Y	N	Y	Y	2	Y	Mains Pipe	Customer/General Public	27	Y
1-5801378336	2024-01-24 06:01:18	Y	Y	Y	Y	1	Y	Riser Pipe	Emergency Services	29	Y
1-5806583608	2024-02-01 07:59:28	Y	N	Y	Y	0	Y	Service Fitting	Third Party Contractor	58	Y
1-5806583654	2024-02-01 09:04:28	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	39	Y
1-5810091471	2024-02-07 11:25:48	Y	N	Y	Y	1	Y	Service Pipe	Third Party Contractor	57	Y
1-5810776633	2024-02-08 11:04:52	Y	N	Y	Y	0	Y	Riser Valve	Emergency Services	26	Y
1-5811478523	2024-02-09 09:01:44	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	31	Y
1-5811778361	2024-02-11 15:49:05	Y	N	Y	Y	0	Y	Service Pipe	Customer/General Public	56	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
1-5812704680	2024-02-12 16:55:44	Y	N	Y	Y	3	Y	Mains Pipe	Customer/General Public	41	Y
1-5815887841	2024-02-16 23:03:30	Y	N	Y	Y	1	Y	Mains Pipe	Customer/General Public	29	Y
1-5819629940	2024-02-24 08:35:05	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	31	Y
1-5820070525	2024-02-25 10:56:00	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	29	Y
1-5821995469	2024-02-28 12:17:06	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	39	Y
1-5824134370	2024-03-02 10:05:23	Y	N	Y	Y	2	Y	Service Pipe	Emergency Services	33	Y
1-5825549554	2024-03-04 12:50:10	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	27	Y
1-5826343541	2024-03-05 13:58:34	Y	N	Y	Y	3	Y	Service Pipe	Customer/General Public	48	Y
1-5827538111	2024-03-07 06:38:56	Y	N	Y	Y	0	Y	Riser Valve	Emergency Services	77	N
1-5827674179	2024-03-07 14:18:50	Y	N	Y	Y	1	Y	Service Pipe	Third Party Contractor	47	Y
1-5828284919	2024-03-08 12:01:59	Y	N	Y	Y	1	Y	Service Pipe	Customer/General Public	46	Y
1-5830121768	2024-03-12 12:44:19	Y	N	Y	Y	0	Y	Service Pipe	Customer/General Public	38	Y
1-5830147343	2024-03-12 15:42:34	Y	N	Y	Y	0	Y	Service Pipe	Third Party Contractor	35	Y
1-5832315945	2024-03-15 09:47:58	Y	N	Y	Y	1	Y	Service Pipe	Third Party Contractor	17	Y
1-5832850989	2024-03-17 09:56:48	Y	N	Y	Y	1	Y	Riser Valve	Emergency Services	24	Y
1-5836043041	2024-03-21 10:22:41	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	46	Y
1-5839275091	2024-03-26 20:56:27	Y	N	Y	Y	2	Y	Mains Pipe	Emergency Services	47	Y
1-5841673636	2024-03-30 16:12:59	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	58	Y
1-5843828971	2024-04-03 13:16:36	Y	N	Y	Y	0	Y	Riser Valve	Emergency Services	30	Y
1-5843829180	2024-04-03 15:04:22	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	29	Y



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1-5845325388	2024-04-04 17:18:39	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	36	Y
1-5849597862	2024-04-10 09:40:06	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	38	Y
1-5849956491	2024-04-10 15:47:31	Y	N	Y	Y	0	Y	Mains Valve	Emergency Services	20	Y
1-5851908261	2024-04-13 20:52:24	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	25	Y
1-5852803756	2024-04-15 11:01:31	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	33	Y
1-5853081721	2024-04-15 15:36:06	N	N	Y	N	15	Y	Street Regulator	Metering Contractor	2	Y
1-5854424887	2024-04-17 10:11:36	Y	Y	Y	Y	1	Y	Service Pipe	Emergency Services	36	Y
1-5855248491	2024-04-18 14:16:32	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	15	Y
1-5855360803	2024-04-18 15:17:07	Y	Y	Y	Y	0	Y	Mains Pipe	Customer/General Public	30	Y
1-5856527744	2024-04-20 08:41:52	Y	N	Y	Y	0	Y	Service Pipe	Third Party Contractor	44	Y
1-5856245801	2024-04-21 06:58:22	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	44	Y
1-5859426379	2024-04-26 11:10:03	Y	N	Y	Y	1	Y	Service Pipe	Third Party Contractor	23	Y
1-5861723929	2024-04-30 10:41:10	Y	N	Y	Y	0	Y	Service Valve	Customer/General Public	42	Y
1-5861716095	2024-04-30 15:24:24	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	57	Y
1-5867951631	2024-05-08 13:21:09	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	32	Y
1-5868456279	2024-05-09 09:30:48	Y	N	Y	Y	1	Y	Service Pipe	Third Party Contractor	46	Y
1-5869533836	2024-05-10 12:09:16	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	28	Y
1-5870478506	2024-05-13 10:54:09	Y	N	Y	Y	3	Y	Mains Pipe	Emergency Services	40	Y
1-5881550596	2024-05-28 14:27:11	Y	N	Y	Y	0	Y	Service Pipe	Customer/General Public	52	Y
1-5883555431	2024-05-30 10:27:27	Y	N	Y	Y	0	Y	Service Pipe	Third Party Contractor	29	Y



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1-5883845296	2024-05-30 11:04:07	Y	N	Y	Y	1	Y	Mains Pipe	Third Party Contractor	30	Y
1-5888309193	2024-06-05 09:48:30	Y	N	Y	Y	0	Y	Service Pipe	Third Party Contractor	26	Y
1-5889589576	2024-06-06 15:32:54	Y	N	Y	Y	0	Y	Mains Pipe	Third Party Contractor	28	Y
1-5890351235	2024-06-07 18:42:49	Y	N	Y	Y	3	Y	Riser Valve	Metering Contractor	5	Y
1-5891960536	2024-06-11 09:55:59	Y	N	Y	Y	0	Y	Mains Pipe	Third Party Contractor	51	Y
1-5893940285	2024-06-13 12:29:15	Y	N	Y	Y	0	Y	Service Fitting	Third Party Contractor	29	Y
1-5896466040	2024-06-17 17:52:25	Y	N	Y	Y	1	Y	Service Fitting	Emergency Services	38	Y
1-5901633223	2024-06-25 12:25:09	Y	Y	Y	Y	0	Y	Service Pipe	Third Party Contractor	43	Y
1-5902248736	2024-06-26 09:11:51	Y	N	Y	Y	0	Y	Mains Pipe	Customer/General Public	5	Y
1-5905512726	2024-07-01 09:34:37	Y	N	Y	Y	0	Y	Service Pipe	Customer/General Public	32	Y
1-5908869255	2024-07-04 18:20:01	Y	N	Y	Y	0	Y	Service Fitting	Emergency Services	22	Y
1-5914314349	2024-07-13 13:04:57	Y	N	Y	Y	0	Y	Service Fitting	Customer/General Public	23	Y
1-5920695866	2024-07-23 15:09:39	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	34	Y
1-5921263884	2024-07-24 10:27:02	Y	N	Y	Y	1	Y	Service Pipe	Third Party Contractor	40	Y
1-5925115396	2024-07-30 13:08:24	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	32	Y
1-5926142026	2024-07-31 09:28:19	Y	N	Y	Y	0	Y	Service Pipe	Customer/General Public	34	Y
1-5943240731	2024-08-23 17:09:55	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	41	Y
1-5948355254	2024-08-31 09:48:15	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	31	Y
1-5956106837	2024-09-10 16:59:29	Y	N	Y	Y	0	Y	Service Pipe	Third Party Contractor	37	Y
1-5956534681	2024-09-11 05:59:28	Y	N	Y	Y	0	Y	Mains Pipe	Emergency Services	43	Y

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1-5961411901	2024-09-18 11:39:17	Y	N	Y	Y	0	Y	Mains Pipe	Emergency Services	36	Y
1-5962001286	2024-09-19 09:30:39	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	25	Y
1-5964138061	2024-09-23 15:25:30	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	23	Y
1-5967183688	2024-09-27 17:19:51	Y	N	Y	Y	0	Y	Service Pipe	Customer/General Public	20	Y