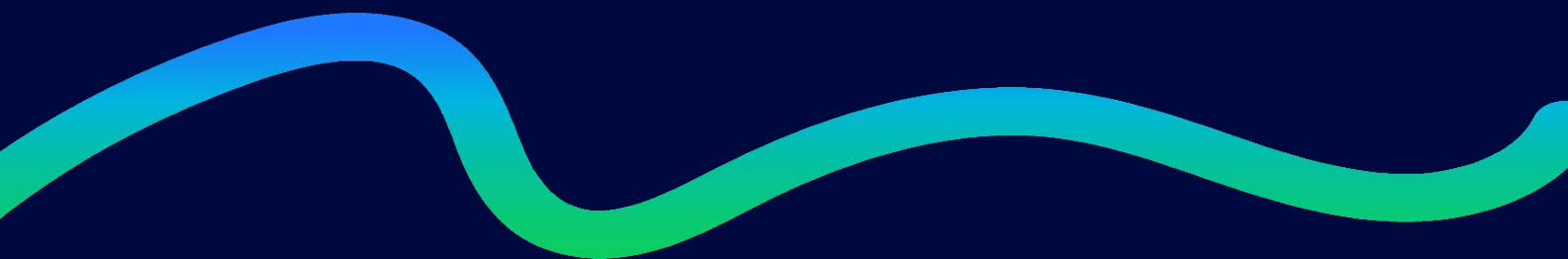




# **Gas Distribution Services 2025 Compliance Statement**

For the assessment period  
1 October 2024 - 30 September 2025



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## 1. INTRODUCTION

### 1.1 Background

The 2025 assessment period is the third 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 2025.

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 2025 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 2025 assessment period.

The Statement was approved for issue on 10 December 2025 and was published on 18 December 2025 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 2025 assessment period, and that Vector has not undertaken a Restructure of Prices during the 2025 assessment period or the preceding assessment period.

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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)

With reference to clause A8 of the Notice, this Statement confirms that no Amalgamation, Merger, Transfer or Major Transaction has occurred in the 2025 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, 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 2025 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 2025		
<b>Formula:</b> $NR_{2025} \leq ANR_{2025}$		
Component	Description	Value (\$000)
NR <sub>2025</sub>	2025 notional revenue <sup>4</sup>	64,705
ANR <sub>2025</sub>	2025 allowable notional revenue <sup>5</sup>	64,819
<b>Result (\$000):</b>		<b>\$64,705 &lt; \$64,819</b>

The method of calculation of notional revenue for the 2025 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>2025</sub> are included in Table 2.

<sup>5</sup> Details of ANR<sub>2025</sub> are included in Table 3.

Table 2: Notional revenue 2025		
<b>Formula:</b> $NR_{2025} = \sum P_{i,2025} Q_{i,2023} - (K_{2025} + V_{2025})$		
Component	Description	Value (\$000)
$\sum P_{i,2025} Q_{i,2023}$	Prices 2025 x lagged quantities 2023 <sup>6</sup>	67,886
- $K_{2025}$	Pass-through costs 2025 <sup>7</sup>	(2,258)
- $V_{2025}$	Recoverable costs 2025 <sup>7</sup>	(923)
<b>NR<sub>2025</sub>:</b>	<b>Notional revenue 2025</b>	<b>64,705</b>

The method of calculation of allowable notional revenue for the 2025 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 2025		
<b>Formula:</b> $ANR_{2025} = (\sum P_{i,2024} Q_{i,2023} - (K_{2024} + V_{2024}) + (ANR_{2024} - NR_{2024}))(1 + \Delta CPI_{2025})(1 - X)$		
Component	Description	Value (\$000)
$\sum P_{i,2024} Q_{i,2023}$	Prices 2024 x lagged quantities 2023 <sup>8</sup>	64,152
- $K_{2024}$	Pass-through costs 2024 <sup>9</sup>	(2,475)
- $V_{2024}$	Recoverable costs 2024 <sup>9</sup>	-
$ANR_{2024}$	2024 Allowable Notional Revenue <sup>9</sup>	60,386
- $NR_{2024}$	2024 Notional Revenue <sup>9</sup>	(60,374)
$\Delta CPI_{2025}$	2024 base inflated by CPI 2025 ( $\Delta CPI_{2025} = 0.0508$ ) <sup>10</sup>	3,130
X	Rate of change ( $X = 0\%$ ) <sup>11</sup>	-
<b>ANR<sub>2025</sub>:</b>	<b>Allowable notional revenue 2025</b>	<b>64,819</b>

<sup>6</sup> Details of  $\sum P_{i,2025} Q_{i,2023}$  are included in Appendix 1.

<sup>7</sup> Details of  $K_{2025}$  and  $V_{2025}$  are included in Table 5.

<sup>8</sup> Details of  $\sum P_{i,2024} Q_{i,2023}$  are included in Appendix 1.

<sup>9</sup> Details of  $K_{2024}$ ,  $V_{2024}$ ,  $ANR_{2024}$  and  $NR_{2024}$  are from the 2024 Compliance Statement available at <https://www.vector.co.nz/about-us/regulatory/disclosures-gas/price-quality>

<sup>10</sup> Details of the Consumer Price Index (CPI) are sourced from Statistics NZ, <https://infoshare.stats.govt.nz/>,  $\Delta CPI_{2025}$  are included in Table 4.

<sup>11</sup> X is set out in Schedule 2 of the Determination.

Table 4: $\Delta\text{CPI}_{2025}$			
<b>Formula:</b> $\Delta\text{CPI}_{2025} = \frac{\text{CPI}_{\text{Jun},2023} + \text{CPI}_{\text{Sep},2023} + \text{CPI}_{\text{Dec},2023} + \text{CPI}_{\text{Mar},2024}}{\text{CPI}_{\text{Jun},2022} + \text{CPI}_{\text{Sep},2022} + \text{CPI}_{\text{Dec},2022} + \text{CPI}_{\text{Mar},2023}}$			
$\text{CPI}_{\text{Jun},2023}$	1,231	$\text{CPI}_{\text{Jun},2022}$	1,161
$\text{CPI}_{\text{Sep},2023}$	1,253	$\text{CPI}_{\text{Sep},2022}$	1,186
$\text{CPI}_{\text{Dec},2023}$	1,259	$\text{CPI}_{\text{Dec},2022}$	1,203
$\text{CPI}_{\text{Mar},2024}$	1,267	$\text{CPI}_{\text{Mar},2023}$	1,218
<b>Total</b>	<b>5,010</b>	<b>Total</b>	<b>4,768</b>
<b><math>\Delta\text{CPI}_{2025}</math></b>	<b><math>(5,010/4,768) - 1</math></b>		<b>0.0508</b>

## 2.3 Pass-through costs and recoverable costs

Notional revenue includes the recovery of pass-through and recoverable costs paid or received in relation to the 2021, 2024 and 2025 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 2025 assessment period, along with the period they were paid or received 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 to Vector, and it is only applicable for the last two years of the regulatory period (the 2025 and 2026 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 costs and recoverable costs					
	Paid in assessment period				
Component (\$000s)	2021	2024	2025	Time value of money adjustment	Total
Local Authority Rates (y/e Jun-25)		352	1,057	14	1,423
Commerce Act Levy (y/e Jun-24)		759	-	31	790
Commerce Act Levy (y/e Jun-20)	(35)	-	-	(6)	(41)
Utility Disputes Levy (y/e Mar-25)		83	-	3	86
<b>Pass-through costs K<sub>2025</sub></b>	<b>(35)</b>	<b>1,194</b>	<b>1,057</b>	<b>42</b>	<b>2,258</b>
Capex wash-up adjustment (commissioned assets y/e 2022)			836	87	923
<b>Recoverable costs V<sub>2025</sub></b>			<b>836</b>	<b>87</b>	<b>923</b>
<b>Total pass-through and recoverable costs</b>	<b>(35)</b>	<b>1,194</b>	<b>1,893</b>	<b>129</b>	<b>3,181</b>



## 2.4 Restructure of Prices

There was no restructure of prices during the 2024 or 2025 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), 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 during the 2025 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 2025 assessment period.

Vector has complied with the quality standards requirements for RTE 60 and RTE 180 for the 2025 assessment period and the results are presented in Tables 6 and 7 below.

Table 6: RTE60 results 2025		
<b>Formula:</b> $RTE_{2025} = RTE_{60} / RTE_t$		
Component	Description	Value
RTE <sub>60</sub>	Total number of emergencies in the assessment period where Vector's RTE was less than or equal to 60 minutes	99
RTE <sub>t</sub>	Total number of emergencies in the assessment period	99
<b>Result (2025):</b>		<b>RTE<sub>2025</sub> = 100%</b>

Table 7: RTE180 results 2025		
<b>Formula:</b> $RTE_{2025} = RTE_{180} / RTE_t$		
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
<b>Result (2025):</b> $RTE_{2025} = 100\%$		

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

Vector's Field Service Provider (FSP) undertakes data capture activities within the gas distribution network and manages data in accordance with Vector's requirements as defined in the Vector Gas Network Standard (GNS) GSD004 (standard for Gas Distribution Network Reliability, Integrity and Consumer Service).

Gas distribution network performance and consumer service data are captured using two methods:

1. Electronically via hand-held tablets in the field. Data from the hand-held tablets is automatically uploaded into Vector's Customer Management System (CMS); and
2. Remotely entered (external to Vector) directly into Vector's CMS, with hard copy paper records scanned and attached. This approach is used only if the electronic data capture systems are unavailable.

Data entered in Vector's CMS by one of the above methods is first checked for accuracy by the FSP, then undergoes additional quality assurance checks by Vector personnel. The data is subsequently extracted from Vector's CMS and the required information is generated for reporting purposes.

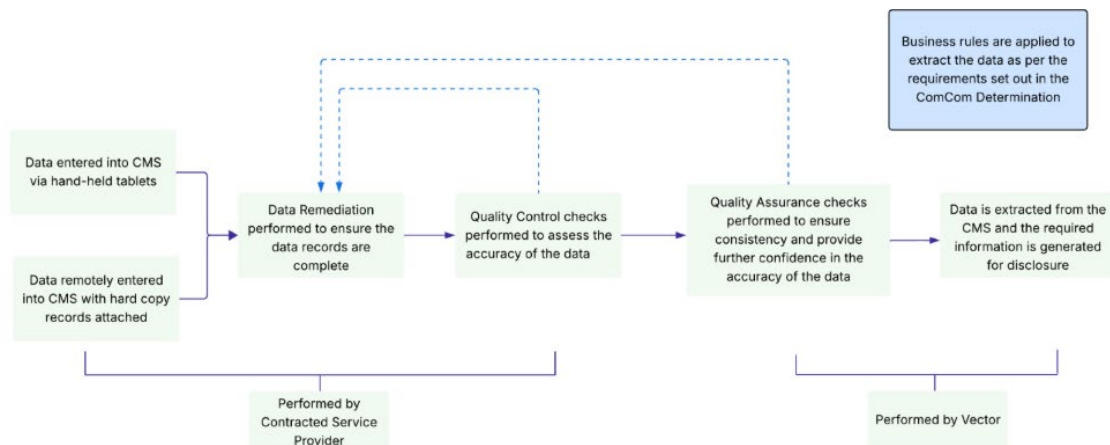
For the purposes of RTE calculations, the start time is recorded as the service request creation time—that is, the time when Vector records the emergency event in its outage management system, thereby alerting the FSP to respond to the emergency. The end time is recorded as the time when the FSP's field staff first arrives on site.

RTE statistics are calculated (in line with the definition of RTE in the Determination) for each event and the data is retained in the Enterprise Data Warehouse 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 $P_{i,2024}Q_{i,2023}$ and $P_{i,2025}Q_{i,2023}$

### Summary of $P_{i,2024}Q_{i,2023}$ and $P_{i,2025}Q_{i,2023}$ for the 2025 assessment period

Charges for the 2024 and 2025 assessment periods	$P_{i,2024} Q_{i,2023}$	$P_{i,2025} Q_{i,2023}$
Standard charges	\$ 62,740,630	\$ 66,300,522
Scaling charges	\$ (18,971)	\$ (21,217)
Non-standard charges	\$ 1,430,804	\$ 1,606,302
Total charges	\$ 64,152,463	\$ 67,885,607

### 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	$Q_{i,2023}$	$P_{i,2024}$	$P_{i,2025}$	$P_{i,2024} Q_{i,2023}$	$P_{i,2025} Q_{i,2023}$
GA0R	GA0R-FIXD	Fixed	\$/day	41,305,212	\$ 0.8308	\$ 0.8767	\$ 34,316,370	\$ 36,212,279
GA0R	GA0R-24UC	Variable	\$/kWh	665,664,990	\$ 0.005824	\$ 0.006285	\$ 3,876,833	\$ 4,183,704

#### General

Price plan	Code	Description	Units	$Q_{i,2023}$	$P_{i,2024}$	$P_{i,2025}$	$P_{i,2024} Q_{i,2023}$	$P_{i,2025} Q_{i,2023}$
GA01	GA01-FIXD	Fixed	\$/day	800,889	\$ 1.1640	\$ 1.4589	\$ 932,235	\$ 1,168,417
GA01	GA01-24UC	Variable	\$/kWh	69,649,711	\$ 0.012619	\$ 0.010695	\$ 878,910	\$ 744,904

#### Commercial

Price plan	Code	Description	Units	$Q_{i,2023}$	$P_{i,2024}$	$P_{i,2025}$	$P_{i,2024} Q_{i,2023}$	$P_{i,2025} Q_{i,2023}$
GA02	GA02-FIXD	Fixed	\$/day	1,020,841	\$ 2.1796	\$ 2.8940	\$ 2,225,025	\$ 2,954,314
GA02	GA02-24UC	Variable	\$/kWh	254,007,949	\$ 0.011030	\$ 0.009331	\$ 2,801,708	\$ 2,370,148
GA03	GA03-FIXD	Fixed	\$/day	373,356	\$ 10.1830	\$ 13.2567	\$ 3,801,884	\$ 4,949,468
GA03	GA03-24UC	Variable	\$/kWh	586,131,987	\$ 0.008099	\$ 0.006835	\$ 4,747,083	\$ 4,006,212

#### Industrial

Price plan	Code	Description	Units	$Q_{i,2023}$	$P_{i,2024}$	$P_{i,2025}$	$P_{i,2024} Q_{i,2023}$	$P_{i,2025} Q_{i,2023}$
GA04	GA04-FIXD	Fixed	\$/day	57,794	\$ 33.4500	\$ 53.9112	\$ 1,933,209	\$ 3,115,744
GA04	GA04-24UC	Variable	\$/kWh	535,507,044	\$ 0.005727	\$ 0.004097	\$ 3,066,849	\$ 2,193,972
GA05	GA05-FIXD	Fixed	\$/day	9,460	\$ 298.8200	\$ 324.2782	\$ 2,826,837	\$ 3,067,672
GA05	GA05-24UC	Variable	\$/kWh	985,725,751	\$ 0.001353	\$ 0.001353	\$ 1,333,687	\$ 1,333,687

## 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, 2023	Pi, 2024	Pi, 2025	Pi, 2024 Qi, 2023	Pi, 2025 Qi, 2023
GA0R	GA0R-24UC	Variable	\$/kWh	(4,088,542)	\$ 0.005824	\$ 0.006285	\$ (23,812)	\$ (25,696)
GA01	GA01-24UC	Variable	\$/kWh	(188,512)	\$ 0.012619	\$ 0.010695	\$ (2,379)	\$ (2,016)
GA02	GA02-24UC	Variable	\$/kWh	(399,111)	\$ 0.011030	\$ 0.009331	\$ (4,402)	\$ (3,724)
GA03	GA03-24UC	Variable	\$/kWh	(56,531)	\$ 0.008099	\$ 0.006835	\$ (458)	\$ (386)
GA04	GA04-24UC	Variable	\$/kWh	904,254	\$ 0.005727	\$ 0.004097	\$ 5,179	\$ 3,705
GA05	GA05-24UC	Variable	\$/kWh	5,100,726	\$ 0.001353	\$ 0.001353	\$ 6,901	\$ 6,901

## Non-standard charges

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

Code	Description	Units	Qi, 2023	Pi, 2024	Pi, 2025	Pi, 2024 Qi, 2023	Pi, 2025 Qi, 2023
VTA25001	Fixed	\$/day	365	\$ 989.82	\$ 1,059.94	\$ 361,283	\$ 386,876
VTA25002	Fixed	\$/day	365	\$ 68.84	\$ 13.26	\$ 25,128	\$ 4,839
VTA25003	Fixed	\$/day	365	\$ 59.25	\$ 13.26	\$ 21,625	\$ 4,839
VTA25004	Fixed	\$/day	365	\$ 221.19	\$ 237.04	\$ 80,735	\$ 86,521
VTA25005	Fixed	\$/day	365	\$ 33.45	\$ 53.91	\$ 12,209	\$ 19,678
VTA25006	Fixed	\$/day	365	\$ 241.73	\$ 305.15	\$ 88,232	\$ 111,381
VTA25007	Fixed	\$/day	365	\$ 207.43	\$ 53.91	\$ 75,710	\$ 19,678
VTA25008	Fixed	\$/day	365	\$ 160.68	\$ 173.01	\$ 58,650	\$ 63,148
VTA25009	Fixed	\$/day	365	\$ 33.45	\$ 53.91	\$ 12,209	\$ 19,678
VTA25010	Fixed	\$/day	365	\$ 33.45	\$ 53.91	\$ 12,209	\$ 19,678
VTA25011	Fixed	\$/day	365	\$ 247.62	\$ 53.91	\$ 90,381	\$ 19,678
VTA25012	Fixed	\$/day	365	\$ 149.99	\$ 160.18	\$ 54,748	\$ 58,466
VTA25013	Fixed	\$/day	365	\$ 38.67	\$ 40.90	\$ 14,116	\$ 14,930
VTA25014	Fixed	\$/day	365	\$ 652.26	\$ 847.95	\$ 238,075	\$ 309,502
VTA25015	Fixed	\$/day	-	\$ -	\$ -	\$ -	\$ -

Code	Description	Units	Qi, 2023	Pi, 2024	Pi, 2025	Pi, 2024 Qi, 2023	Pi, 2025 Qi, 2023
VTA25001	Variable	\$/kWh	327,498,205	\$ 0.0003	\$ 0.000252	\$ 82,530	\$ 82,530
VTA25002	Variable	\$/kWh	10,378,843	\$ 0.0005	\$ 0.006835	\$ 5,241	\$ 70,939
VTA25003	Variable	\$/kWh	5,883,865	\$ 0.0005	\$ 0.006835	\$ 3,183	\$ 40,216
VTA25004	Variable	\$/kWh	38,615,091	\$ 0.0005	\$ 0.000505	\$ 19,501	\$ 19,501
VTA25005	Variable	\$/kWh	70,382	\$ 0.005727	\$ 0.004097	\$ 403	\$ 288
VTA25006	Variable	\$/kWh	35,542,351	\$ 0.001109	\$ 0.001109	\$ 39,416	\$ 39,416
VTA25007	Variable	\$/kWh	14,026,621	\$ 0.001109	\$ 0.004097	\$ 15,556	\$ 57,467
VTA25008	Variable	\$/kWh	76,786,077	\$ 0.0003	\$ 0.000252	\$ 19,350	\$ 19,350
VTA25009	Variable	\$/kWh	-	\$ 0.005727	\$ 0.004097	\$ -	\$ -
VTA25010	Variable	\$/kWh	15,817,645	\$ 0.0057	\$ 0.004097	\$ 90,588	\$ 64,805
VTA25011	Variable	\$/kWh	15,419,221	\$ -	\$ 0.004097	\$ -	\$ 63,173
VTA25012	Variable	\$/kWh	25,666,079	\$ 0.0004	\$ 0.000379	\$ 9,727	\$ 9,727
VTA25013	Variable	\$/kWh	11,959,937	\$ -	\$ -	\$ -	\$ -
VTA25014	Variable	\$/kWh	58,973,010	\$ -	\$ -	\$ -	\$ -
VTA25015	Variable	\$/kWh	-	\$ -	\$ -	\$ -	\$ -

## 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
1-5978887776	15/10/2024 13:02	Y	N	Y	Y	0	Y	Mains Fitting	Emergency Services	25	Y
1-5997039746	12/11/2024 17:42	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	54	Y
1-6002475938	21/11/2024 15:48	N	N	Y	Y	21	Y	Mains Pipe	Third Party Contractor	32	Y
1-6005321443	26/11/2024 13:51	Y	Y	Y	Y	1	Y	Service Pipe	Customer/General Public	40	Y
1-6057170541	18/03/2025 12:03	Y	N	Y	Y	1	Y	Service Pipe	Customer/General Public	38	Y
1-5979709204	16/10/2024 14:47	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	47	Y
1-6046697522	12/02/2025 9:25	Y	Y	Y	Y	0	Y	Service Pipe	Emergency Services	50	Y
1-6050582244	25/02/2025 15:16	Y	N	Y	Y	0	Y	Service Pipe	Metering Contractor	3	Y
1-6079025452	15/05/2025 10:43	Y	N	Y	Y	2	Y	Service Pipe	Third Party Contractor	37	Y
1-6094392722	12/06/2025 8:49	Y	N	Y	Y	0	Y	Riser Crimp	On Site (Vector Contractor)	2	Y
1-6097462561	23/06/2025 15:55	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	18	Y
1-6016806186	11/12/2024 14:29	Y	N	Y	Y	1	Y	Service Fitting	Customer/General Public	40	Y
1-5969568586	1/10/2024 12:31	Y	N	Y	Y	0	Y	Riser Pipe	Emergency Services	33	Y
1-6089435391	3/06/2025 6:59	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	50	Y
1-5991923847	4/11/2024 22:54	Y	N	Y	Y	0	Y	Service Pipe	Third Party Contractor	34	Y
1-6019659851	17/12/2024 9:59	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	34	Y
1-6042571031	30/01/2025 9:02	Y	N	Y	Y	2	Y	Service Pipe	Customer/General Public	35	Y
1-6048631527	18/02/2025 13:43	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	40	Y
1-6053447033	7/03/2025 9:30	Y	N	Y	Y	0	Y	Mains Pipe	Emergency Services	43	Y
1-5999482173	16/11/2024 7:53	Y	N	Y	Y	0	Y	Mains Pipe	Emergency Services	35	Y
1-6005176056	26/11/2024 9:41	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	44	Y
1-5973077992	6/10/2024 4:33	Y	N	Y	Y	2	Y	Riser Pipe	Metering Contractor	2	Y
1-5988602936	31/10/2024 10:34	N	Y	Y	Y	0	Y	Service Pipe	Third Party Contractor	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
1-6003537406	23/11/2024 20:03	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	42	Y
1-6053381026	6/03/2025 13:43	Y	Y	Y	Y	1	Y	Service Pipe	Emergency Services	15	Y
1-6063349536	6/04/2025 9:34	Y	N	Y	Y	0	Y	Mains Fitting	Customer/General Public	43	Y
1-6004073288	24/11/2024 19:48	Y	N	Y	Y	0	Y	Riser Valve	Metering Contractor	32	Y
1-5995181765	9/11/2024 9:39	Y	N	Y	Y	7	Y	Mains Pipe	Emergency Services	28	Y
1-5997708446	14/11/2024 8:38	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	26	Y
1-6025513763	31/12/2024 5:32	Y	N	Y	Y	1	Y	Mains Pipe	Customer/General Public	43	Y
1-5997708791	14/11/2024 10:01	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	33	Y
1-6039017981	23/01/2025 13:27	N	Y	Y	Y	0	Y	Service Pipe	Third Party Contractor	42	Y
1-6063868716	8/04/2025 9:22	Y	N	Y	Y	1	Y	Service Pipe	Third Party Contractor	30	Y
1-5974622455	9/10/2024 6:42	Y	N	Y	Y	0	Y	Riser Valve	Emergency Services	18	Y
1-6004248954	25/11/2024 14:32	Y	N	Y	Y	0	Y	Mains Pipe	Customer/General Public	38	Y
1-6050174859	24/02/2025 17:09	Y	Y	Y	Y	1	Y	Mains Pipe	Emergency Services	45	Y
1-6024346070	28/12/2024 12:52	Y	N	Y	Y	1	Y	Service Pipe	Customer/General Public	28	Y
1-6035036811	17/01/2025 8:37	Y	Y	Y	Y	1	Y	Mains Fitting	Emergency Services	14	Y
1-6038372500	22/01/2025 15:19	Y	Y	Y	Y	0	Y	Mains Pipe	Emergency Services	30	Y
1-6050002448	23/02/2025 16:20	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	23	Y
1-5997457189	13/11/2024 11:15	Y	N	Y	Y	2	Y	Mains Fitting	Customer/General Public	40	Y
1-6010476698	2/12/2024 22:02	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	31	Y
1-6099195753	28/06/2025 14:00	Y	N	Y	Y	0	Y	Mains Valve	Customer/General Public	38	Y
1-5983235487	22/10/2024 12:45	Y	N	Y	Y	0	Y	Service Pipe	Customer/General Public	24	Y
1-5990348897	2/11/2024 12:35	N	N	Y	Y	8	Y	Riser Pipe	Third Party Contractor	47	Y
1-6047008147	12/02/2025 14:10	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	50	Y
1-6010325081	2/12/2024 11:22	Y	N	Y	Y	1	Y	Service Pipe	Customer/General Public	21	Y
1-6122991981	4/09/2025 12:51	N	Y	Y	Y	1	Y	Service Pipe	Third Party Contractor	24	Y
1-6053186001	6/03/2025 6:30	Y	Y	Y	Y	1	Y	Riser Pipe	Customer/General Public	33	Y
1-6038940744	23/01/2025 9:34	Y	Y	Y	Y	0	Y	Riser Pipe	Emergency Services	40	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
1-6043126271	30/01/2025 14:14	Y	N	Y	Y	0	Y	Mains Valve	Emergency Services	32	Y
1-6118755143	26/08/2025 13:21	Y	Y	Y	Y	0	Y	Service Pipe	Emergency Services	30	Y
1-6014998573	9/12/2024 12:24	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	47	Y
1-6025086196	28/12/2024 22:22	Y	N	Y	Y	1	Y	Service Pipe	Metering Contractor	33	Y
1-6074258871	4/05/2025 16:58	Y	N	Y	Y	0	Y	Mains Pipe	Emergency Services	52	Y
1-6012863241	5/12/2024 9:08	Y	N	Y	Y	1	Y	Service Pipe	Metering Contractor	30	Y
1-6073767110	2/05/2025 11:03	Y	N	Y	Y	0	Y	Mains Pipe	Third Party Contractor	17	Y
1-6001138796	19/11/2024 15:02	Y	N	Y	Y	0	Y	Service Pipe	Customer/General Public	23	Y
1-6019755567	17/12/2024 11:13	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	29	Y
1-6060798626	30/03/2025 10:25	Y	Y	Y	Y	1	Y	Service Pipe	Emergency Services	41	Y
1-6029043599	7/01/2025 10:49	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	17	Y
1-6045436982	6/02/2025 13:19	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	50	Y
1-6049270660	20/02/2025 9:38	Y	N	Y	Y	3	Y	Mains Pipe	Emergency Services	40	Y
1-6075507200	7/05/2025 8:48	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	37	Y
1-6106937501	19/07/2025 8:43	Y	N	Y	Y	1	Y	Riser Valve	Emergency Services	39	Y
1-6076970271	10/05/2025 12:08	Y	N	Y	Y	0	Y	Mains Pipe	Customer/General Public	53	Y
1-6045521131	6/02/2025 17:36	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	44	Y
1-6108544341	24/07/2025 14:59	N	Y	Y	Y	1	Y	Service Pipe	Third Party Contractor	42	Y
1-6110826115	1/08/2025 3:37	Y	N	Y	Y	15	Y	Mains Pipe	Emergency Services	45	Y
1-6092810861	7/06/2025 9:35	Y	N	Y	Y	0	Y	Service Valve	Emergency Services	34	Y
1-6111406780	2/08/2025 13:32	Y	N	Y	Y	1	Y	Riser Valve	Emergency Services	32	Y
1-6065519317	12/04/2025 12:46	Y	N	Y	Y	0	Y	Service Pipe	Customer/General Public	57	Y
1-5976725486	11/10/2024 9:25	N	N	Y	Y	12	Y	Riser Pipe	Metering Contractor	46	Y
1-6051010944	27/02/2025 10:11	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	27	Y
1-6048586580	18/02/2025 13:57	N	Y	Y	Y	1	Y	Riser Valve	Customer/General Public	31	Y
1-6052008717	2/03/2025 23:48	Y	N	Y	Y	1	Y	Riser Valve	Metering Contractor	3	Y
1-6045768532	7/02/2025 16:09	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	28	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
1-6092871177	8/06/2025 23:24	Y	N	Y	Y	0	Y	DRS Relief/Opso	Emergency Services	27	Y
1-6117330631	21/08/2025 8:49	Y	N	Y	Y	0	Y	Mains Pipe	Third Party Contractor	39	Y
1-6129010071	22/09/2025 14:29	Y	N	Y	Y	1	Y	Service Pipe	Customer/General Public	22	Y
1-6103366351	9/07/2025 12:29	Y	N	Y	Y	1	Y	Service Pipe	Third Party Contractor	29	Y
1-6099852631	30/06/2025 13:46	Y	Y	Y	Y	0	Y	Service Pipe	Emergency Services	12	Y
1-6117619809	22/08/2025 11:10	Y	N	Y	Y	0	Y	Service Fitting	Emergency Services	58	Y
1-6045840571	9/02/2025 2:39	Y	N	Y	Y	0	Y	Riser Valve	Emergency Services	31	Y
1-6108521006	24/07/2025 13:56	Y	N	Y	Y	1	Y	Service Fitting	Emergency Services	28	Y
1-6117676140	23/08/2025 16:10	Y	N	Y	Y	0	Y	Riser Valve	Emergency Services	34	Y
1-6116347723	19/08/2025 10:06	Y	N	Y	Y	1	Y	Service Pipe	Retailer	32	Y
1-6091962077	5/06/2025 8:32	Y	N	Y	Y	0	Y	Service Pipe	Third Party Contractor	28	Y
1-6077559277	12/05/2025 11:00	Y	N	Y	Y	0	Y	Service Pipe	Third Party Contractor	32	Y
1-6102633840	8/07/2025 8:53	Y	N	Y	Y	1	Y	Riser Valve	Emergency Services	18	Y
1-6113542981	9/08/2025 17:20	Y	N	Y	Y	0	Y	Service Pipe	Customer/General Public	55	Y
1-6129776571	24/09/2025 10:35	Y	N	Y	Y	1	Y	Service Pipe	Customer/General Public	37	Y
1-6129059521	22/09/2025 11:09	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	36	Y
1-6073650577	1/05/2025 11:53	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	14	Y
1-6098285029	26/06/2025 12:02	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	22	Y
1-6101617941	3/07/2025 18:48	Y	Y	Y	Y	1	Y	Riser Pipe	Customer/General Public	32	Y
1-6127164879	17/09/2025 11:42	Y	N	Y	Y	0	Y	Service Pipe	Customer/General Public	15	Y
1-6118714697	26/08/2025 11:55	Y	N	Y	Y	0	Y	Service Pipe	Customer/General Public	18	Y
1-6093352251	9/06/2025 6:44	Y	N	Y	Y	8	Y	Service Pipe	Customer/General Public	37	Y