



Compliance Statement

Gas Distribution Services Default Price-Quality Path Determination 2013

Assessment period ending 30 September 2017

11 December 2017

Table of Contents

- 1. Introduction 3
 - 1.1. Background 3
 - 1.2. Statement of Compliance 3
 - 1.3. Disclaimer 3
- 2. Price Path 5
 - 2.1. Introduction 5
 - 2.2. Price path (*clause 8* of the Determination) 5
 - 2.3. Pass-through Costs and Recoverable Costs 6
 - 2.4. Restructuring of Prices 7
- 3. Quality standards 9
 - 3.1. Introduction 9
 - 3.2. RTE results for the Assessment Period 9
 - 3.3. Exclusions 9
 - 3.4. Policies and procedures for recording the RTE statistics 10
- Appendices 12

1. INTRODUCTION

1.1. Background

- 1.1.1. This Compliance Statement (“the Statement”) is submitted by Vector Limited (“Vector”) pursuant the Gas Distribution Services Default Price-Quality Path Determination 2013 (“the Determination”).
- 1.1.2. 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.
- 1.1.3. Under *clause 8* of the Determination a GDB’s notional revenue must not exceed the allowable notional revenue for the current Assessment Period.
- 1.1.4. Under *clause 9* of the Determination a GDB must comply with the annual quality assessment formula for Response Time to Emergencies (“RTE”) over the current Assessment Period.
- 1.1.5. The Statement has been completed on 7 December 2017 and is published on 11 December 2017.

1.2. Statement of compliance

- 1.2.1. As required by clause 11.2(a) of the Determination, this Statement confirms Vector’s compliance with the price path in clause 8 set for Vector and the quality standards in clause 9 in respect of the Assessment Period ending on 30 September 2017.
- 1.2.2. With reference to clause 11.5 of the Determination, this Statement confirms that clause 10 – which is relevant where an amalgamation, merger, acquisition or transfer of assets occurs – did not apply in respect of the Assessment Period ending on 30 September 2017.

1.3. Disclaimer

- 1.3.1. The information contained in the Statement has been prepared for the express purpose of complying with the requirements of clause 11 of the Determination. The

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.

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

2. PRICE PATH

2.1. Introduction

2.1.1. In this section Vector demonstrates that the price path requirements in clause 8 of the Determination set for Vector have been complied with. Vector has provided information to support the statement of compliance including:

- a) the amount of allowable notional revenue, the amount of notional revenue, prices, quantities, units of measurement associated with all numeric data and other relevant data, information and calculations; and
- b) the amount of pass-through costs and recoverable costs that were used to calculate allowable notional revenue and notional revenue, the supporting data, information, and calculations used to determine those amounts, including when each pass-through cost and recoverable cost amount was paid and the period to which those costs relate.

2.2. Price path (clause 8 of the Determination)

2.2.1. As required by clause 8 of the Determination, in order to demonstrate compliance with the price path, GDBs must demonstrate that their notional revenue during the assessment period has not exceeded the allowable notional revenue for the assessment period. The current assessment period is the fourth and final assessment period and covers the 12 months to 30 September 2017.

2.2.2. Vector complies with the price path set for the fourth assessment period, in accordance with clause 8.4(b) of the Determination:

$$ANR_{2017} \geq NR_{2017}$$

$$\$49,352,021 \geq \$49,284,968$$

2.2.3. Vector has calculated allowable notional revenue for the 2017 pricing period in accordance with Schedule 4, Equation 3 of the Determination:

$$ANR_t = (\sum P_{i,t-1} Q_{i,t-2} - (K_{t-1} + V_{t-1}) + (ANR_{t-1} - NR_{t-1}))(1 + \Delta CPI_t)(1 - X)$$

$$ANR_{2017} = (\sum P_{i,2016} Q_{i,2015} - (K_{2016} + V_{2016}) + (ANR_{2016} - NR_{2016}))(1 + \Delta CPI_{2017})(1 - X)$$

$$ANR_{2017} = (\$51,424,283 - (\$2,056,174 + \$0) +$$

$$(\$46,738,132 - \$46,918,659))(1 + 0.0033)(1 - 0)$$

$$ANR_{2017} = \$49,352,021$$

- a) Details of $\sum P_{i,2016}Q_{i,2015}$ are included in Appendices 5 to 8.
- b) K_{2016} are as disclosed in Vector's 2016 Compliance Statement¹ and in Section 2.3.2.
- c) V_{2016} are as disclosed in Vector's 2016 Compliance Statement¹ and in Section 2.3.3.
- d) Vector's 2016 Compliance Statement¹ was a joint statement for both Vector and First Gas Limited with ANR_{2016} and NR_{2016} being combined. This joint statement reported $ANR_{2016} > NR_{2016}$. The preparation of a joint statement was agreed with the Commission.² Separate calculations for each network were prepared to enable the reporting of the 2016 joint compliance position. These calculations are the source of the Vector network ANR_{2016} and NR_{2016} values which are used above.
- e) Details of ΔCPI_{2017} are included in Appendix 9.
- f) X is the rate of change as specified in *Schedule 2* of the Determination.

2.2.4. Vector has calculated notional revenue for the 2017 pricing period in accordance with clause 8.5(a) of the Determination

$$NR_t = \sum P_{i,t}Q_{i,t-2} - (K_t + V_t)$$

$$NR_{2017} = \sum P_{2017}Q_{i,2015} - (K_{2017} + V_{2017})$$

$$NR_{2017} = \$51,611,445 - (\$2,326,477 + \$0)$$

$$NR_{2017} = \$49,284,968$$

- a) Details of $\sum P_{i,2017}Q_{i,2015}$ are included in Appendices 1 to 4.
- b) Details of K_{2017} are included in Section 2.3.2.
- c) Details of V_{2017} are included in Section 2.3.3.

2.2.5. Information relating to prices including all relevant quantities and units of measurement is included in Appendices 1 to 8.

2.3. Pass-through costs and recoverable costs

2.3.1. Notional revenue includes the recovery of a number of pass-through costs for the 2017 pricing period. Allowable notional revenue is calculated using a number of

¹ Vector's 2016 Compliance Statement published at: <http://vector.co.nz/disclosures/gas/price-quality>

² The Commerce Commission in their letter 25 September 2015 (found in Appendix 15 of Vector's 2016 Compliance Statement), stated that compliance need only be demonstrated at the aggregate level not at the sub-network level in the year a transaction occurs.

pass-through costs for the 2016 pricing period as disclosed in Vector’s published 2016 Compliance Statement. 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 a pricing period.

2.3.2. Table 1 provides a summary of pass-through costs that were used to calculate notional revenue and allowable notional revenue.

Table 1: Pass-through costs

Pass-through cost	K ₂₀₁₆	K ₂₀₁₇
Commerce Commission Levies	\$0	\$440,815
Electricity and Gas Complaints Commissioner Levies	\$43,005	\$0
Council Rates	\$2,013,169	\$1,885,662
	Total	
	\$2,056,174	\$2,326,477

2.3.3. There are no recoverable costs applicable to Vector during the 2016 or 2017 assessment periods, and therefore none recovered.

2.3.4. All costs include the time value of money adjustments, which has been calculated in accordance with Equation 4 in Schedule 5 of the Determination.

2.4. Restructuring of prices

2.4.1. Vector has not restructured prices that applied during the 2017 pricing period.

2.4.2. Vector restructured some prices that applied during the 2016 pricing period that are relevant for the 2017 Compliance Statement.

2.4.2.1. Vector introduced a new industrial price category GA05 from 1 October 2015. This price category is available to most consumers with capacity greater than 200 scm/h. It represents an alternative to GA04 and is appropriate for consumers with annual consumption of more than 12,000 MWh for the 2016 pricing period and 13,000 MWh for the 2017 pricing period.

2.4.2.2. The introduction of GA05 constituted a price restructure. There is no quantity for the pricing period ending two years prior that reasonably relates to GA05, therefore the sub-provisions of *clause 11.4(b)* of the Determination apply.

2.4.2.3. *Clause 11.4(b)(i)* requires information on the methodology used to determine the quantity associated with GA05 for the pricing period ending two years

prior ('t-2 quantities'). Vector's methodology first involved determining those customers on GA04 who were financially better off on GA05. Vector then allocated the t-2 quantities associated with these identified customers against GA05. This is the same approach used for Vector's 2016 Compliance Statement.

2.4.2.4. *Clause 11.4(b)(ii)* requires quantity information corresponding to each restructured price, including a forecast (at the time of the restructure) and actual quantities. Vector assumed, for the purpose of forecasting quantities for GA05, that consumers who qualified for, and were financially better off on, GA05 would choose these plans. Vector further assumed, for these consumers, that variable quantities would be the same in 2017 as they were in 2015. In Table 2 we provide the quantity information corresponding to GA05 in the 2017 pricing period (PY2017). We have included the PY2017 quantity forecast at the time of restructuring prices, and the actual PY2017 quantity.

Table 2: ICPs and quantities moved from GA04 to GA05

Number of ICPs	Price category PY2015	Price category PY2017	Quantities from PY2015 (t-2)		Forecast quantities for PY2017		Actual quantities for PY2017	
			Fixed (Days)	Variable (kWh)	Fixed (Days)	Variable (kWh)	Fixed (Days)	Variable (kWh)
8	GA04	GA05	2920	154,448,569	2920	154,448,569	2920	163,266,241

2.4.2.5. *Clause 11.4(b)(iii)* requires an explanation of the reasons for any difference between forecast and actual quantities. Vector's forecast of fixed quantities was the same as actual fixed quantities. Vector's forecast of variable quantities differs from actual variable quantities as, invariably, consumption will change from year to year in response to factors beyond Vector's control such as weather, commodity prices and customer operations. In any event, and for the avoidance of doubt, Vector's forecast does not affect the calculation of notional revenue in the 2017 pricing period, as the lagged quantities are used.

3. QUALITY STANDARDS

3.1. Introduction

3.1.1. 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 11) and calculations, a description of the policies and procedures used for recording 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

3.2.1. Auckland gas distribution (Vector) RTE results for the assessment period are:

- $$\frac{RTE_{60}}{RTE_t} = \frac{90}{94} = 0.957$$
- $$\frac{RTE_{180}}{(RTE_t - RTE_{excl})} = \frac{94}{(94 - 0)} = 1$$

3.2.2. For the purposes of calculation the RTE values above:

- RTE_t is the total number of emergencies in the assessment period;
- RTE_{excl} is the total number of emergencies in the assessment period for which the Commission has granted an exclusion in writing;
- RTE_{60} is the total number of emergencies in the assessment period where the GDB's RTE was less than or equal to 60 minutes; and
- RTE_{180} is the total number of emergencies in the assessment period where the GDB's RTE was less than or equal to 180 minutes.

3.3. Exclusions

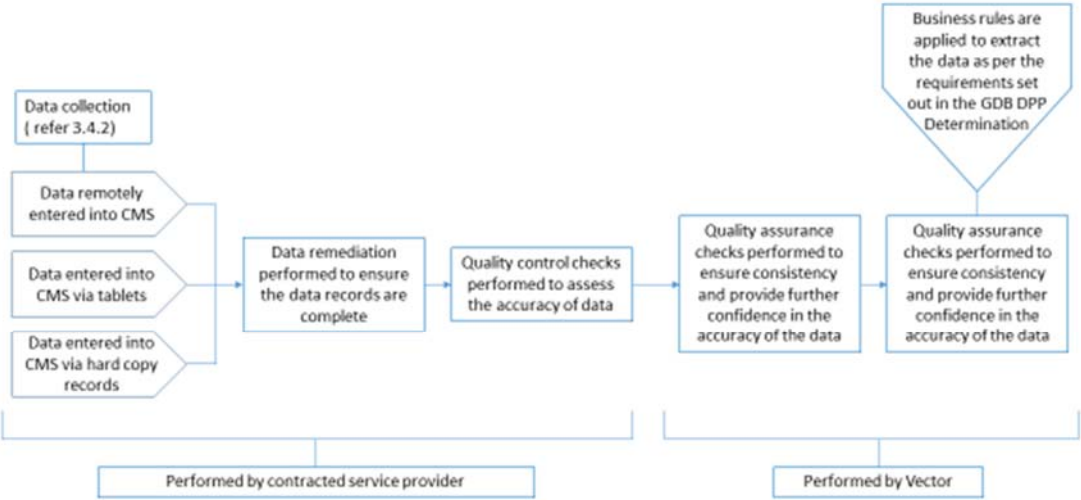
3.3.1. Vector can confirm that for this assessment period they did not have any emergencies that the Commission determined may be excluded from the RTE

values, nor do they have any exclusion requests pending a decision by the Commission for the assessment period.

3.4. Policies and procedures for recording the RTE statistics

- 3.4.1. Vector employs contracted service providers to undertake data capture activities within the gas distribution network. The service providers manage data in accordance with Vector's requirements as defined in the Vector standard GSD004 (standard for Gas Distribution Network Reliability, Integrity and Consumer Service).
- 3.4.2. 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.
 - 3. Hard copy (used only if the electronic data capture systems are not available), recorded on paper reports and subsequently remotely entered into Vector's CMS with the paper reports scanned and entered as an attachment.
- 3.4.3. Data entered in Vector's CMS system by one of the above methods is then quality checked by the service provider for accuracy, prior to then undergoing additional quality assurance checks by Vector personnel.
- 3.4.4. RTE statistics are calculated (in line with the definition of RTE in the Determination) for each event and the data retained in the database for ongoing reporting and analysis.
- 3.4.5. RTE performance is monitored on a monthly basis. All RTE events taking longer than 60 minutes to respond to are investigated with the service providers.
- 3.4.6. 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



APPENDICES

Appendix 1: Summary of $P_{i,2017}Q_{i,2015}$ for the 2017 assessment period

Sum	$P_{i,2017}Q_{i,2015}$ \$ 51,611,445
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	$P_{i,2017}Q_{i,2015}$
Auckland published charges between 1 October 2016 to 30 September 2017	\$ 46,429,044
Auckland published charges between 1 October 2016 to 30 September 2017 - Scal	\$ 125,418
Auckland non-standard charges between 1 October 2016 to 30 September 2017	\$ 5,056,983

Appendix 2: Auckland published charges from 1 October 2016

Sum	$P_{1,2017}$ $Q_{1,2015}$
	\$ 46,429,044

Residential

Price plan	Code	Description	Units	$P_{1,2017}$	$Q_{1,2015}$	$P_{1,2017}Q_{1,2015}$
GA0R	GA0R-FIXD	Fixed	\$/day	\$ 0.3500	34,598,735	\$ 12,109,557
GA0R	GA0R-24UC	Variable	\$/kWh	\$ 0.0261	637,484,396	\$ 16,638,343

Business

Price plan	Code	Description	Units	$P_{1,2017}$	$Q_{1,2015}$	$P_{1,2017}Q_{1,2015}$
GA01	GA01-FIXD	Fixed	\$/day	\$ 0.6300	842,354	\$ 530,683
GA01	GA01-24UC	Variable	\$/kWh	\$ 0.0165	68,321,367	\$ 1,127,303

Commercial

Price plan	Code	Description	Units	$P_{1,2017}$	$Q_{1,2015}$	$P_{1,2017}Q_{1,2015}$
GA02	GA02-FIXD	Fixed	\$/day	\$ 1.1200	957,850	\$ 1,072,792
GA02	GA02-24UC	Variable	\$/kWh	\$ 0.0133	246,767,566	\$ 3,282,009
GA03	GA03-FIXD	Fixed	\$/day	\$ 4.7900	327,897	\$ 1,570,627
GA03	GA03-24UC	Variable	\$/kWh	\$ 0.0102	541,685,688	\$ 5,525,194

Industrial

Price plan	Code	Description	Units	$P_{1,2017}$	$Q_{1,2015}$	$P_{1,2017}Q_{1,2015}$
GA04	GA04-FIXD	Fixed	\$/day	\$ 14.7000	50,508	\$ 742,468
GA04	GA04-24UC	Variable	\$/kWh	\$ 0.0068	442,005,386	\$ 3,005,637
GA05	GA05-FIXD	Fixed	\$/day	\$ 203.0000	2,920	\$ 592,760
GA05	GA05-24UC	Variable	\$/kWh	\$ 0.0015	154,448,569	\$ 231,673

Appendix 3: Auckland network – 2017 scaling

				<i>P_{L,2017}Q_{L,2015}</i>		
Sum				\$ 125,418		
Price plan	Code	Description	Units	<i>P_{L,2017}</i>	<i>Q_{L,2015}</i>	<i>P_{L,2017}Q_{L,2015}</i>
GA0R	GA0R-24UC	Variable	\$/kWh	\$ 0.0261	2,463,009	\$ 64,285
GA01	GA01-24UC	Variable	\$/kWh	\$ 0.0165	125,707	\$ 2,074
GA02	GA02-24UC	Variable	\$/kWh	\$ 0.0133	1,067,405	\$ 14,196
GA03	GA03-24UC	Variable	\$/kWh	\$ 0.0102	2,587,719	\$ 26,395
GA04	GA04-24UC	Variable	\$/kWh	\$ 0.0068	2,521,490	\$ 17,146
GA05	GA05-24UC	Variable	\$/kWh	\$ 0.0015	881,076	\$ 1,322

Appendix 4: Auckland non-standard charges from 1 October 2016

			<i>P_{1,2017} Q_{1,2015}</i>		
Sum			\$ 5,056,983		
Code	Description	Units	<i>P_{1,2017}</i>	<i>Q_{1,2015}</i>	<i>P_{1,2017} Q_{1,2015}</i>
VTA17001	Fixed	\$/day	\$ 251.88	365	\$ 91,936
VTA17002	Fixed	\$/day	\$ 94.57	365	\$ 34,518
VTA17003	Fixed	\$/day	\$ 101.50	365	\$ 37,048
VTA17004	Fixed	\$/day	\$ 130.82	365	\$ 47,749
VTA17005	Fixed	\$/day	\$ 45.90	365	\$ 16,754
VTA17006	Fixed	\$/day	\$ 59.75	365	\$ 21,809
VTA17007	Fixed	\$/day	\$ 260.66	365	\$ 95,141
VTA17008	Fixed	\$/day	\$ 29.50	365	\$ 10,768
VTA17009	Fixed	\$/day	\$ 53.32	365	\$ 19,462
VTA17010	Fixed	\$/day	\$ 123.34	365	\$ 45,019
VTA17011	Fixed	\$/day	\$ 44.00	365	\$ 16,060
VTA17012	Fixed	\$/day	\$ 178.92	365	\$ 65,306
VTA17013	Fixed	\$/day	\$ 65.24	365	\$ 23,813
VTA17014	Fixed	\$/day	\$ 163.08	365	\$ 59,524
VTA17015	Fixed	\$/day	\$ 159.58	365	\$ 58,247
VTA17016	Fixed	\$/day	\$ 203.00	365	\$ 74,095
VTA17017	Fixed	\$/day	\$ 14.76	365	\$ 5,387
VTA17018	Fixed	\$/day	\$ 153.57	365	\$ 56,053
VTA17019	Fixed	\$/day	\$ 14.70	365	\$ 5,366
VTA17020	Fixed	\$/day	\$ 14.70	365	\$ 5,366
VTA17021	Fixed	\$/day	\$ 203.00	365	\$ 74,095
VTA17022	Fixed	\$/day	\$ 203.00	365	\$ 74,095
VTA17023	Fixed	\$/day	\$ 203.00	365	\$ 74,095
VTA17024	Fixed	\$/day	\$ 203.00	365	\$ 74,095
VTA17025	Fixed	\$/day	\$ 203.00	365	\$ 74,095
VTA17026	Fixed	\$/day	\$ 203.00	365	\$ 74,095
VTA17027	Fixed	\$/day	\$ 203.00	365	\$ 74,095
VTA17028	Fixed	\$/day	\$ 203.00	365	\$ 74,095
VTA17029	Fixed	\$/day	\$ 103.34	365	\$ 37,719
VTA17030	Fixed	\$/day	\$ 103.34	365	\$ 37,719
VTA17031	Fixed	\$/day	\$ 103.34	365	\$ 37,719
VTA17032	Fixed	\$/day	\$ 103.34	365	\$ 37,719
VTA17033	Fixed	\$/day	\$ 132.82	365	\$ 48,479
VTA17034	Fixed	\$/day	\$ 688.49	365	\$ 251,299
VTA17035	Fixed	\$/day	\$ 189.05	365	\$ 69,003
VTA17036	Fixed	\$/day	\$ 153.69	365	\$ 56,097
VTA17037	Fixed	\$/day	\$ 74.32	365	\$ 27,127
VTA17038	Fixed	\$/day	\$ 181.24	365	\$ 66,153
VTA17039	Fixed	\$/day	\$ 66.04	365	\$ 24,105
VTA17040	Fixed	\$/day	\$ 274.84	365	\$ 100,317
VTA17041	Fixed	\$/day	\$ 1,760.00	365	\$ 642,400
VTA17042	Fixed	\$/day	\$ 415.92	57	\$ 23,707
VTA17043	Fixed	\$/day	\$ -	280	\$ -
VTA17044	Fixed	\$/day	\$ 948.70	37	\$ 35,102
VTA17045	Fixed	\$/day	\$ -	186	\$ -
VTA17046	Fixed	\$/day	\$ -	179	\$ -

Code	Description	Units	$P_{1,2017}$	$Q_{1,2015}$	$P_{1,2017}Q_{1,2015}$
VTA17047	Fixed	\$/day	\$ -	232	\$ -
VTA17048	Fixed	\$/day	\$ -	133	\$ -
VTA17049	Fixed	\$/day	\$ 30.76	150	\$ 4,614
VTA17050	Fixed	\$/day	\$ -	215	\$ -
VTA17051	Fixed	\$/day	\$ 1,840.75	264	\$ 485,958
VTA17052	Fixed	\$/day	\$ 1,840.75	92	\$ 169,349
VTA17053	Fixed	\$/day	\$ 111.34	365	\$ 40,639
VTA17054	Fixed	\$/day	\$ 203.00	365	\$ 74,095
VTA17055	Fixed	\$/day	\$ 203.00	365	\$ 74,095
VTA17056	Fixed	\$/day	\$ 150.80	365	\$ 55,042
VTA17057	Fixed	\$/day	\$ 175.91	365	\$ 64,207
VTA17058	Fixed	\$/day	\$ -	-	\$ -
VTA17059	Fixed	\$/day	\$ 104.71	365	\$ 38,219
VTA17060	Fixed	\$/day	\$ 27.17	365	\$ 9,917

Code	Description	Units	$P_{1,2017}$	$Q_{1,2015}$	$P_{1,2017}Q_{1,2015}$
VTA17001	Variable	\$/kWh	\$ 0.0009	29,893,643	\$ 26,904
VTA17002	Variable	\$/kWh	\$ 0.0008	11,269,850	\$ 9,016
VTA17003	Variable	\$/kWh	\$ -	6,664,091	\$ -
VTA17004	Variable	\$/kWh	\$ 0.0011	10,310,353	\$ 11,341
VTA17005	Variable	\$/kWh	\$ -	1,993,750	\$ -
VTA17006	Variable	\$/kWh	\$ 0.0010	4,851,061	\$ 4,851
VTA17007	Variable	\$/kWh	\$ 0.0007	53,131,695	\$ 37,192
VTA17008	Variable	\$/kWh	\$ 0.0004	4,285,309	\$ 1,714
VTA17009	Variable	\$/kWh	\$ 0.0009	4,744,029	\$ 4,270
VTA17010	Variable	\$/kWh	\$ 0.0013	7,631,189	\$ 9,921
VTA17011	Variable	\$/kWh	\$ 0.0011	4,165,787	\$ 4,582
VTA17012	Variable	\$/kWh	\$ 0.0008	22,074,090	\$ 17,659
VTA17013	Variable	\$/kWh	\$ 0.0014	4,631,179	\$ 6,484
VTA17014	Variable	\$/kWh	\$ 0.0008	17,304,740	\$ 13,844
VTA17015	Variable	\$/kWh	\$ 0.0011	12,324,081	\$ 13,556
VTA17016	Variable	\$/kWh	\$ 0.0015	25,405,924	\$ 38,109
VTA17017	Variable	\$/kWh	\$ 0.0025	488,448	\$ 1,221
VTA17018	Variable	\$/kWh	\$ 0.0012	9,166,431	\$ 11,000
VTA17019	Variable	\$/kWh	\$ 0.0068	3,903,253	\$ 26,542
VTA17020	Variable	\$/kWh	\$ 0.0068	3,555,483	\$ 24,177
VTA17021	Variable	\$/kWh	\$ 0.0015	25,060,105	\$ 37,590
VTA17022	Variable	\$/kWh	\$ 0.0015	107,148,191	\$ 160,722
VTA17023	Variable	\$/kWh	\$ 0.0015	31,092,071	\$ 46,638
VTA17024	Variable	\$/kWh	\$ 0.0015	47,095,543	\$ 70,643
VTA17025	Variable	\$/kWh	\$ 0.0015	60,725,605	\$ 91,088
VTA17026	Variable	\$/kWh	\$ 0.0015	30,501,239	\$ 45,752
VTA17027	Variable	\$/kWh	\$ 0.0015	29,140,950	\$ 43,711
VTA17028	Variable	\$/kWh	\$ 0.0015	31,575,582	\$ 47,363
VTA17029	Variable	\$/kWh	\$ 0.0010	105,467	\$ 106
VTA17030	Variable	\$/kWh	\$ 0.0010	40,777,176	\$ 40,940
VTA17031	Variable	\$/kWh	\$ 0.0010	15,396,612	\$ 15,458
VTA17032	Variable	\$/kWh	\$ 0.0010	6,782,533	\$ 6,810
VTA17033	Variable	\$/kWh	\$ 0.0004	24,875,957	\$ 9,950
VTA17034	Variable	\$/kWh	\$ 0.0002	345,941,017	\$ 69,188
VTA17035	Variable	\$/kWh	\$ 0.0010	19,239,073	\$ 19,239

Code	Description	Units	$P_{I,2017}$	$Q_{I,2015}$	$P_{I,2017} Q_{I,2015}$
VTA17036	Variable	\$/kWh	\$ 0.0004	33,806,816	\$ 13,523
VTA17037	Variable	\$/kWh	\$ 0.0010	6,231,833	\$ 6,232
VTA17038	Variable	\$/kWh	\$ 0.0010	17,905,047	\$ 17,905
VTA17039	Variable	\$/kWh	\$ 0.0008	6,910,401	\$ 5,528
VTA17040	Variable	\$/kWh	\$ -	2,531,700	\$ -
VTA17041	Variable	\$/kWh	\$ -	134,441,053	\$ -
VTA17042	Variable	\$/kWh	\$ -	3,003,167	\$ -
VTA17043	Variable	\$/kWh	\$ -	17,875,871	\$ -
VTA17044	Variable	\$/kWh	\$ -	879,958	\$ -
VTA17045	Variable	\$/kWh	\$ -	2,172,646	\$ -
VTA17046	Variable	\$/kWh	\$ -	1,824,147	\$ -
VTA17047	Variable	\$/kWh	\$ -	77,033,477	\$ -
VTA17048	Variable	\$/kWh	\$ -	40,728,483	\$ -
VTA17049	Variable	\$/kWh	\$ 0.0009	1,143,023	\$ 1,029
VTA17050	Variable	\$/kWh	\$ -	1,960,889	\$ -
VTA17051	Variable	\$/kWh	\$ -	10,379,689	\$ -
VTA17052	Variable	\$/kWh	\$ -	5,743,413	\$ -
VTA17053	Variable	\$/kWh	\$ 0.0002	73,048,530	\$ 14,610
VTA17054	Variable	\$/kWh	\$ 0.0015	39,010,090	\$ 58,515
VTA17055	Variable	\$/kWh	\$ 0.0015	38,439,460	\$ 57,659
VTA17056	Variable	\$/kWh	\$ 0.0009	10,305,191	\$ 9,275
VTA17057	Variable	\$/kWh	\$ -	18,946,598	\$ -
VTA17058	Variable	\$/kWh	\$ -	-	\$ -
VTA17059	Variable	\$/kWh	\$ 0.0003	40,484,471	\$ 12,145
VTA17060	Variable	\$/kWh	\$ -	16,399,909	\$ -

Appendix 5: Summary of $P_{i,2016}Q_{i,2015}$ for the 2017 assessment period

	<i>P_{i,2016}Q_{i,2015}</i>
Sum	\$ 51,424,283

	<i>P_{i,2016}Q_{i,2015}</i>
Auckland published charges between 1 October 2015 to 30 September 2016	\$ 46,012,651
Auckland published charges between 1 October 2015 to 30 September 2016 - Scal	\$ 125,418
Auckland non-standard charges between 1 October 2015 to 30 September 2016	\$ 5,286,214

Appendix 6: Auckland published charges from 1 October 2015

	<i>P_{1,2016}</i>	<i>Q_{1,2015}</i>
Sum	\$ 46,012,651	

Residential

Price plan	Code	Description	Units	<i>P_{1,2016}</i>	<i>Q_{1,2015}</i>	<i>P_{1,2016}</i> <i>Q_{1,2015}</i>
GA0R	GA0R-FIXD	Fixed	\$/day	\$ 0.3400	34,598,735	\$ 11,763,570
GA0R	GA0R-24UC	Variable	\$/kWh	\$ 0.0261	637,484,396	\$ 16,638,343

Business

Price plan	Code	Description	Units	<i>P_{1,2016}</i>	<i>Q_{1,2015}</i>	<i>P_{1,2016}</i> <i>Q_{1,2015}</i>
GA01	GA01-FIXD	Fixed	\$/day	\$ 0.6200	842,354	\$ 522,259
GA01	GA01-24UC	Variable	\$/kWh	\$ 0.0165	68,321,367	\$ 1,127,303

Commercial

Price plan	Code	Description	Units	<i>P_{1,2016}</i>	<i>Q_{1,2015}</i>	<i>P_{1,2016}</i> <i>Q_{1,2015}</i>
GA02	GA02-FIXD	Fixed	\$/day	\$ 1.1000	957,850	\$ 1,053,635
GA02	GA02-24UC	Variable	\$/kWh	\$ 0.0133	246,767,566	\$ 3,282,009
GA03	GA03-FIXD	Fixed	\$/day	\$ 4.7200	327,897	\$ 1,547,674
GA03	GA03-24UC	Variable	\$/kWh	\$ 0.0102	541,685,688	\$ 5,525,194

Industrial

Price plan	Code	Description	Units	<i>P_{1,2016}</i>	<i>Q_{1,2015}</i>	<i>P_{1,2016}</i> <i>Q_{1,2015}</i>
GA04	GA04-FIXD	Fixed	\$/day	\$ 14.4800	50,508	\$ 731,356
GA04	GA04-24UC	Variable	\$/kWh	\$ 0.0068	442,005,386	\$ 3,005,637
GA05	GA05-FIXD	Fixed	\$/day	\$ 200.0000	2,920	\$ 584,000
GA05	GA05-24UC	Variable	\$/kWh	\$ 0.0015	154,448,569	\$ 231,673

Appendix 7: Auckland network – 2016 scaling

				<i>P_{1,2016} Q_{1,2015}</i>		
Sum				\$ 125,418		
Price plan	Code	Description	Units	<i>P_{1,2016}</i>	<i>Q_{1,2015}</i>	<i>P_{1,2016} Q_{1,2015}</i>
GA0R	GA0R-24UC	Variable	\$/kWh	\$ 0.0261	2,463,009	\$ 64,285
GA01	GA01-24UC	Variable	\$/kWh	\$ 0.0165	125,707	\$ 2,074
GA02	GA02-24UC	Variable	\$/kWh	\$ 0.0133	1,067,405	\$ 14,196
GA03	GA03-24UC	Variable	\$/kWh	\$ 0.0102	2,587,719	\$ 26,395
GA04	GA04-24UC	Variable	\$/kWh	\$ 0.0068	2,521,490	\$ 17,146
GA05	GA05-24UC	Variable	\$/kWh	\$ 0.0015	881,076	\$ 1,322

Appendix 8: Auckland non-standard charges from 1 October 2015

			<i>P_{1,2016} Q_{1,2015}</i>		
Sum			\$ 5,286,214		
Code	Description	Units	<i>P_{1,2016}</i>	<i>Q_{1,2015}</i>	<i>P_{1,2016} Q_{1,2015}</i>
VTA17001	Fixed	\$/day	\$ 228.98	365	\$ 83,578
VTA17002	Fixed	\$/day	\$ 85.97	365	\$ 31,379
VTA17003	Fixed	\$/day	\$ 92.27	365	\$ 33,679
VTA17004	Fixed	\$/day	\$ 118.93	365	\$ 43,409
VTA17005	Fixed	\$/day	\$ 41.73	365	\$ 15,231
VTA17006	Fixed	\$/day	\$ 54.32	365	\$ 19,827
VTA17007	Fixed	\$/day	\$ 236.96	365	\$ 86,490
VTA17008	Fixed	\$/day	\$ 26.82	365	\$ 9,789
VTA17009	Fixed	\$/day	\$ 48.47	365	\$ 17,692
VTA17010	Fixed	\$/day	\$ 112.13	365	\$ 40,927
VTA17011	Fixed	\$/day	\$ 40.00	365	\$ 14,600
VTA17012	Fixed	\$/day	\$ 162.65	365	\$ 59,367
VTA17013	Fixed	\$/day	\$ 59.31	365	\$ 21,648
VTA17014	Fixed	\$/day	\$ 148.25	365	\$ 54,111
VTA17015	Fixed	\$/day	\$ 145.07	365	\$ 52,951
VTA17016	Fixed	\$/day	\$ 225.40	365	\$ 82,271
VTA17017	Fixed	\$/day	\$ 13.42	365	\$ 4,898
VTA17018	Fixed	\$/day	\$ 139.61	365	\$ 50,958
VTA17019	Fixed	\$/day	\$ 14.48	365	\$ 5,285
VTA17020	Fixed	\$/day	\$ 14.48	365	\$ 5,285
VTA17021	Fixed	\$/day	\$ 200.00	365	\$ 73,000
VTA17022	Fixed	\$/day	\$ 200.00	365	\$ 73,000
VTA17023	Fixed	\$/day	\$ 200.00	365	\$ 73,000
VTA17024	Fixed	\$/day	\$ 200.00	365	\$ 73,000
VTA17025	Fixed	\$/day	\$ 200.00	365	\$ 73,000
VTA17026	Fixed	\$/day	\$ 200.00	365	\$ 73,000
VTA17027	Fixed	\$/day	\$ 200.00	365	\$ 73,000
VTA17028	Fixed	\$/day	\$ 200.00	365	\$ 73,000
VTA17029	Fixed	\$/day	\$ 102.91	365	\$ 37,562
VTA17030	Fixed	\$/day	\$ 102.91	365	\$ 37,562
VTA17031	Fixed	\$/day	\$ 102.91	365	\$ 37,562
VTA17032	Fixed	\$/day	\$ 102.91	365	\$ 37,562
VTA17033	Fixed	\$/day	\$ 131.50	365	\$ 47,998
VTA17034	Fixed	\$/day	\$ 681.67	365	\$ 248,810
VTA17035	Fixed	\$/day	\$ 187.18	365	\$ 68,321
VTA17036	Fixed	\$/day	\$ 152.17	365	\$ 55,542
VTA17037	Fixed	\$/day	\$ 73.58	365	\$ 26,857
VTA17038	Fixed	\$/day	\$ 179.45	365	\$ 65,499
VTA17039	Fixed	\$/day	\$ 65.39	365	\$ 23,867
VTA17040	Fixed	\$/day	\$ 273.94	365	\$ 99,988
VTA17041	Fixed	\$/day	\$ 2,012.26	365	\$ 734,475
VTA17042	Fixed	\$/day	\$ 414.55	57	\$ 23,629
VTA17043	Fixed	\$/day	\$ -	280	\$ -
VTA17044	Fixed	\$/day	\$ 982.69	37	\$ 36,360
VTA17045	Fixed	\$/day	\$ 39.7400	186	\$ 7,392
VTA17046	Fixed	\$/day	\$ -	179	\$ -

Code	Description	Units	$P_{1,2016}$	$Q_{1,2015}$	$P_{1,2016} Q_{1,2015}$
VTA17047	Fixed	\$/day	\$ 200.00	232	\$ 46,400
VTA17048	Fixed	\$/day	\$ -	133	\$ -
VTA17049	Fixed	\$/day	\$ 27.96	150	\$ 4,194
VTA17050	Fixed	\$/day	\$ 27.96	215	\$ 6,011
VTA17051	Fixed	\$/day	\$ 2,015.63	264	\$ 532,126
VTA17052	Fixed	\$/day	\$ 1,894.13	92	\$ 174,260
VTA17053	Fixed	\$/day	\$ 110.24	365	\$ 40,238
VTA17054	Fixed	\$/day	\$ 200.00	365	\$ 73,000
VTA17055	Fixed	\$/day	\$ 200.00	365	\$ 73,000
VTA17056	Fixed	\$/day	\$ 137.09	365	\$ 50,038
VTA17057	Fixed	\$/day	\$ 174.17	365	\$ 63,572
VTA17058	Fixed	\$/day	\$ -	-	\$ -
VTA17059	Fixed	\$/day	\$ 103.67	365	\$ 37,840
VTA17060	Fixed	\$/day	\$ 27.08	365	\$ 9,884

Code	Description	Units	$P_{1,2016}$	$Q_{1,2015}$	$P_{1,2016} Q_{1,2015}$
VTA17001	Variable	\$/kWh	\$ 0.0009	29,893,643	\$ 26,904
VTA17002	Variable	\$/kWh	\$ 0.0008	11,269,850	\$ 9,016
VTA17003	Variable	\$/kWh	\$ -	6,664,091	\$ -
VTA17004	Variable	\$/kWh	\$ 0.0011	10,310,353	\$ 11,341
VTA17005	Variable	\$/kWh	\$ -	1,993,750	\$ -
VTA17006	Variable	\$/kWh	\$ 0.0010	4,851,061	\$ 4,851
VTA17007	Variable	\$/kWh	\$ 0.0007	53,131,695	\$ 37,192
VTA17008	Variable	\$/kWh	\$ 0.0004	4,285,309	\$ 1,714
VTA17009	Variable	\$/kWh	\$ 0.0009	4,744,029	\$ 4,270
VTA17010	Variable	\$/kWh	\$ 0.0013	7,631,189	\$ 9,921
VTA17011	Variable	\$/kWh	\$ 0.0011	4,165,787	\$ 4,582
VTA17012	Variable	\$/kWh	\$ 0.0008	22,074,090	\$ 17,659
VTA17013	Variable	\$/kWh	\$ 0.0014	4,631,179	\$ 6,484
VTA17014	Variable	\$/kWh	\$ 0.0008	17,304,740	\$ 13,844
VTA17015	Variable	\$/kWh	\$ 0.0011	12,324,081	\$ 13,556
VTA17016	Variable	\$/kWh	\$ 0.0010	25,405,924	\$ 25,406
VTA17017	Variable	\$/kWh	\$ 0.0025	488,448	\$ 1,221
VTA17018	Variable	\$/kWh	\$ 0.0012	9,166,431	\$ 11,000
VTA17019	Variable	\$/kWh	\$ 0.0068	3,903,253	\$ 26,542
VTA17020	Variable	\$/kWh	\$ 0.0068	3,555,483	\$ 24,177
VTA17021	Variable	\$/kWh	\$ 0.0015	25,060,105	\$ 37,590
VTA17022	Variable	\$/kWh	\$ 0.0015	107,148,191	\$ 160,722
VTA17023	Variable	\$/kWh	\$ 0.0015	31,092,071	\$ 46,638
VTA17024	Variable	\$/kWh	\$ 0.0015	47,095,543	\$ 70,643
VTA17025	Variable	\$/kWh	\$ 0.0015	60,725,605	\$ 91,088
VTA17026	Variable	\$/kWh	\$ 0.0015	30,501,239	\$ 45,752
VTA17027	Variable	\$/kWh	\$ 0.0015	29,140,950	\$ 43,711
VTA17028	Variable	\$/kWh	\$ 0.0015	31,575,582	\$ 47,363
VTA17029	Variable	\$/kWh	\$ 0.0010	105,467	\$ 105
VTA17030	Variable	\$/kWh	\$ 0.0010	40,777,176	\$ 40,777
VTA17031	Variable	\$/kWh	\$ 0.0010	15,396,612	\$ 15,397
VTA17032	Variable	\$/kWh	\$ 0.0010	6,782,533	\$ 6,783
VTA17033	Variable	\$/kWh	\$ 0.0004	24,875,957	\$ 9,950
VTA17034	Variable	\$/kWh	\$ 0.0002	345,941,017	\$ 69,188
VTA17035	Variable	\$/kWh	\$ 0.0010	19,239,073	\$ 19,239

Code	Description	Units	$P_{1,2016}$	$Q_{1,2015}$	$P_{1,2016} Q_{1,2015}$
VTA17036	Variable	\$/kWh	\$ 0.0004	33,806,816	\$ 13,523
VTA17037	Variable	\$/kWh	\$ 0.0010	6,231,833	\$ 6,232
VTA17038	Variable	\$/kWh	\$ 0.0010	17,905,047	\$ 17,905
VTA17039	Variable	\$/kWh	\$ 0.0008	6,910,401	\$ 5,528
VTA17040	Variable	\$/kWh	\$ -	2,531,700	\$ -
VTA17041	Variable	\$/kWh	\$ -	134,441,053	\$ -
VTA17042	Variable	\$/kWh	\$ -	3,003,167	\$ -
VTA17043	Variable	\$/kWh	\$ -	17,875,871	\$ -
VTA17044	Variable	\$/kWh	\$ -	879,958	\$ -
VTA17045	Variable	\$/kWh	\$ 0.0009	2,172,646	\$ 1,955
VTA17046	Variable	\$/kWh	\$ -	1,824,147	\$ -
VTA17047	Variable	\$/kWh	\$ 0.0015	77,033,477	\$ 115,550
VTA17048	Variable	\$/kWh	\$ -	40,728,483	\$ -
VTA17049	Variable	\$/kWh	\$ 0.0009	1,143,023	\$ 1,029
VTA17050	Variable	\$/kWh	\$ 0.0009	1,960,889	\$ 1,765
VTA17051	Variable	\$/kWh	\$ -	10,379,689	\$ -
VTA17052	Variable	\$/kWh	\$ -	5,743,413	\$ -
VTA17053	Variable	\$/kWh	\$ 0.0002	73,048,530	\$ 14,610
VTA17054	Variable	\$/kWh	\$ 0.0015	39,010,090	\$ 58,515
VTA17055	Variable	\$/kWh	\$ 0.0015	38,439,460	\$ 57,659
VTA17056	Variable	\$/kWh	\$ 0.0008	10,305,191	\$ 8,244
VTA17057	Variable	\$/kWh	\$ -	18,946,598	\$ -
VTA17058	Variable	\$/kWh	\$ -	-	\$ -
VTA17059	Variable	\$/kWh	\$ 0.0003	40,484,471	\$ 12,145
VTA17060	Variable	\$/kWh	\$ -	16,399,909	\$ -

Appendix 9: Consumer price index

Table A7 Domestic prices

		Consumers Price Index (Base Jun qtr 2006 = 1000)		
Quarter		Index	Quarterly % change	Annual % change
2010	Mar	1097	0.4	2.0
	Jun	1099	0.2	1.7
	Sep	1111	1.1	1.5
	Dec	1137	2.3	4.0
2011	Mar	1146	0.8	4.5
	Jun	1157	1.0	5.3
	Sep	1162	0.4	4.6
	Dec	1158	-0.3	1.8
2012	Mar	1164	0.5	1.6
	Jun	1168	0.3	1.0
	Sep	1171	0.3	0.8
	Dec	1169	-0.2	0.9
2013	Mar	1174	0.4	0.9
	Jun	1176	0.2	0.7
	Sep	1187	0.9	1.4
	Dec	1188	0.1	1.6
2014	Mar	1192	0.3	1.5
	Jun	1195	0.3	1.6
	Sep	1199	0.3	1
	Dec	1197	-0.2	0.8
2015	Mar	1195	-0.2	0.3
	Jun	1200	0.4	0.4
	Sep	1204	0.3	0.4
	Dec	1198	-0.5	0.1
2016	Mar	1200	0.2	0.4

$$\Delta CPI_{2016} = \frac{CPI_{Jun,2015} + CPI_{Sep,2015} + CPI_{Dec,2015} + CPI_{Mar,2016}}{CPI_{Jun,2014} + CPI_{Sep,2014} + CPI_{Dec,2014} + CPI_{Mar,2015}} - 1$$

$$\Delta CPI_{2016} = \frac{1200+1204+1198+1200}{1195+1199+1197+1195} - 1$$

$$\Delta CPI_{2016} = 0.0033$$

Appendix 10: Pricing Methodology Extract

Overview of price components that Vector uses

Each price category has two price components: a fixed daily price (\$/day) and a volume price (\$/kWh). Vector has to work with the metering technology available to measure consumers' use. 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 Vector's pricing structures to simple fixed and volume components.

Description of price components

Price type	Price component	Code	Units	Description
Fixed	Daily	FIXD	\$/day	Daily price applied to the number of days each consumer's point of connection is connected to the gas distribution network.
Variable	Volume	24UC	\$/kWh	Volume price, applied to all gas distributed to each consumer.

How each component of prices is derived

Vector's price structure reflects the price sensitivity of consumers. The level of the fixed price component for each price category increases with consumer capacity, i.e. the larger the consumer's capacity requirement the higher the fixed price.

Vector is conscious of the effect of price changes for consumers. Vector's starting point for calculating prices is the corresponding price from the previous year. As there are only two price components available in each price category, Vector is limited to the extent that price adjustments can be made, changes will either apply to the fixed or volume component of prices.

The majority of Vector's costs are fixed and sunk, so Vector has been seeking to increase the fixed portion of revenues to align the recovery of revenues with the manner in which costs are incurred. For this reason, price increases for 2016/17 have been applied to the fixed price for each price category.

This year the fixed price component in each standard price category have increased by about 2.6%. There is some variation of this increase between price categories due to the desire to keep prices to two decimal places. Volume prices are then set to recover the remainder of the revenue allocated to each consumer group, while minimising rate shock to consumers. Volume distribution prices for each price category have not changed from 2015/16. Vector's final prices incorporate a weighted average price increase of 0.9%

Proportion of target revenue by price component by consumer group

Description	Price categories	Fixed prices	Variable prices
		Daily	Volume
Mass Market	GA0R	42%	58%
	GA01	32%	68%
Commercial	GA02	25%	75%
	GA03	22%	78%
Industrial	GA04	20%	80%
	GA05	72%	28%

Appendix 11 – RTE Incident Data

Service Request Number	Service Request Created Date/Time	Emergency Services On Site	Building Evacuated	Fault Found	Confirmed Escape	No Customers Affected	Emergency	Equipment Involved	Fault Detection	Response Time	Responded to within 60 mins
1-2022640591	5/10/2016 11:11	Y	N	Y	Y	0	Y	Mains Pipe	Emergency Services	43 mins	Y
1-2028238200	10/10/2016 12:05	N	N	Y	Y	9	Y	Mains Pipe	Third Party Contractor	40 mins	Y
1-2033550601	13/10/2016 13:23	Y	N	Y	Y	0	Y	Service Fitting	Emergency Services	29 mins	Y
1-2039443486	19/10/2016 12:20	Y	N	Y	Y	1	Y	Mains Pipe	Third Party Contractor	30 mins	Y
1-2040941761	19/10/2016 13:45	Y	N	Y	Y	2	Y	Service Fitting	Customer/General Public	41 mins	Y
1-2041012188	19/10/2016 16:34	Y	N	Y	Y	0	Y	Mains Fitting	Third Party Contractor	58 mins	Y
1-2041452257	20/10/2016 14:44	Y	N	Y	Y	0	Y	Mains Pipe	Third Party Contractor	49 mins	Y
1-2051135777	27/10/2016 19:06	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	44 mins	Y
1-2055067728	31/10/2016 8:38	Y	N	Y	Y	0	Y	Mains Fitting	Emergency Services	49 mins	Y
1-2069405772	9/11/2016 23:47	Y	N	Y	Y	0	Y	Riser Pipe	Emergency Services	18 mins	Y
1-2071977605	12/11/2016 13:54	Y	N	Y	Y	0	Y	Service Pipe	Third Party Contractor	71 mins	N
1-2076506380	16/11/2016 13:27	Y	N	Y	Y	6	Y	Service Pipe	Third Party Contractor	40 mins	Y
1-2080989302	21/11/2016 9:28	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	38 mins	Y
1-2082256413	22/11/2016 1:00	Y	N	Y	Y	0	Y	Mains Pipe	Emergency Services	47 mins	Y
1-2082256831	22/11/2016 9:03	Y	N	Y	Y	0	Y	Service Pipe	Third Party Contractor	40 mins	Y
1-2092596911	29/11/2016 8:45	Y	N	Y	Y	0	Y	Mains Pipe	Customer/General Public	25 mins	Y
1-2096056010	1/12/2016 8:29	Y	N	Y	Y	0	Y	Mains Pipe	Third Party Contractor	42 mins	Y
1-2101192781	2/12/2016 23:48	Y	Y	Y	Y	1	Y	Riser Pipe	Emergency Services	57 mins	Y
1-2101996401	4/12/2016 15:55	Y	N	Y	Y	1	Y	Riser Pipe	Emergency Services	58 mins	Y
1-2103197050	5/12/2016 23:46	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	37 mins	Y
1-2104695543	6/12/2016 13:31	Y	N	Y	Y	1	Y	Service Pipe	Third Party Contractor	39 mins	Y
1-2114532276	9/12/2016 18:33	Y	N	Y	Y	0	Y	Mains Pipe	On Site (Vector Contractor)	14 mins	Y
1-2141240255	13/12/2016 13:15	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	18 mins	Y
1-2148872275	15/12/2016 10:38	Y	N	Y	Y	1	Y	Service Pipe	Third Party Contractor	38 mins	Y
1-2169816761	22/12/2016 9:31	N	Y	Y	Y	1	Y	Service Pipe	Third Party Contractor	49 mins	Y
1-2172846082	23/12/2016 20:32	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	37 mins	Y
1-2186138496	9/01/2017 11:39	Y	N	Y	Y	2	Y	Mains Pipe	On Site (Vector Contractor)	24 mins	Y
1-2195828402	17/01/2017 15:20	Y	N	Y	Y	0	Y	Mains Pipe	Third Party Contractor	38 mins	Y

Service Request Number	Service Request Created Date/Time	Emergency Services On Site	Building Evacuated	Fault Found	Confirmed Escape	No Customers Affected	Emergency	Equipment Involved	Fault Detection	Response Time	Responded to within 60 mins
1-2199001672	19/01/2017 15:57	Y	N	Y	Y	3	Y	Service Pipe	Retailer	53 mins	Y
1-2199794777	21/01/2017 0:04	Y	N	Y	Y	0	Y	Mains Valve	Emergency Services	39 mins	Y
1-2219177511	3/02/2017 9:28	Y	N	Y	Y	1	Y	Service Pipe	Third Party Contractor	18 mins	Y
1-2223013426	8/02/2017 9:58	Y	N	Y	Y	1	Y	Service Pipe	Third Party Contractor	26 mins	Y
1-2227204040	11/02/2017 8:53	Y	N	Y	Y	1	Y	Service Pipe	Third Party Contractor	55 mins	Y
1-2228489466	13/02/2017 14:57	Y	N	Y	Y	0	Y	Service Fitting	Emergency Services	45 mins	Y
1-2230317227	14/02/2017 12:48	Y	N	Y	Y	1	Y	Service Pipe	Retailer	16 mins	Y
1-2230924837	14/02/2017 15:47	N	N	Y	Y	6	Y	Service Pipe	Third Party Contractor	65 mins	N
1-2236104303	16/02/2017 10:13	Y	N	Y	Y	0	Y	Mains Pipe	Third Party Contractor	50 mins	Y
1-2236275861	16/02/2017 10:14	Y	N	Y	Y	3	Y	Mains Fitting	Third Party Contractor	35 mins	Y
1-2244540080	22/02/2017 11:22	Y	Y	Y	Y	0	Y	Service Pipe	On Site (Vector Contractor)	13 mins	Y
1-2244840789	22/02/2017 16:33	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	42 mins	Y
1-2260062096	4/03/2017 14:23	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	37 mins	Y
1-2275461480	17/03/2017 13:51	Y	N	Y	Y	0	Y	Mains Pipe	Emergency Services	19 mins	Y
1-2276236404	19/03/2017 7:02	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	26 mins	Y
1-2280491719	22/03/2017 8:23	Y	N	Y	Y	0	Y	Mains Pipe	Third Party Contractor	45 mins	Y
1-2288581320	28/03/2017 10:47	Y	N	Y	Y	6	Y	Mains Pipe	Third Party Contractor	31 mins	Y
1-2303375004	7/04/2017 14:02	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	59 mins	Y
1-2308600708	12/04/2017 8:33	Y	N	Y	Y	0	Y	Mains Valve	Emergency Services	88 mins	N
1-2317276992	20/04/2017 13:28	Y	N	Y	Y	0	Y	Mains Pipe	Third Party Contractor	53 mins	Y
1-2335264833	2/05/2017 14:18	Y	N	Y	Y	1	Y	Service Pipe	Third Party Contractor	25 mins	Y
1-2336590246	3/05/2017 12:44	N	Y	Y	Y	0	Y	Mains Fitting	Third Party Contractor	35 mins	Y
1-2341827416	8/05/2017 10:09	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	38 mins	Y
1-2343148091	9/05/2017 8:21	Y	N	Y	Y	1	Y	Riser Pipe	Customer/General Public	37 mins	Y
1-2345789751	10/05/2017 8:33	Y	N	Y	Y	0	Y	Mains Pipe	Emergency Services	14 mins	Y
1-2350464951	13/05/2017 8:56	Y	N	Y	Y	0	Y	Mains Pipe	Third Party Contractor	29 mins	Y
1-2359622495	21/05/2017 15:48	Y	N	Y	Y	1	Y	Riser Pipe	Emergency Services	30 mins	Y
1-2369236954	27/05/2017 15:43	Y	N	Y	Y	0	Y	DRS Pipework & Fittings	Emergency Services	30 mins	Y

Service Request Number	Service Request Created Date/Time	Emergency Services On Site	Building Evacuated	Fault Found	Confirmed Escape	No Customers Affected	Emergency	Equipment Involved	Fault Detection	Response Time	Responded to within 60 mins
1-2377623946	31/05/2017 16:12	Y	N	Y	Y	1	Y	Service Pipe	Third Party Contractor	45 mins	Y
1-2382356121	2/06/2017 15:06	Y	N	Y	Y	1	Y	Mains Pipe	Third Party Contractor	71 mins	N
1-2383189081	4/06/2017 15:54	Y	N	Y	Y	0	Y	Mains Valve	Emergency Services	36 mins	Y
1-2383289294	4/06/2017 17:00	Y	Y	Y	Y	1	Y	Service Pipe	Emergency Services	49 mins	Y
1-2383660241	5/06/2017 13:46	Y	N	Y	Y	1	Y	Service Pipe	Retailer	33 mins	Y
1-2384961587	6/06/2017 14:06	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	26 mins	Y
1-2386671188	7/06/2017 16:34	Y	N	Y	Y	0	Y	Service Pipe	Third Party Contractor	34 mins	Y
1-2391721466	10/06/2017 13:52	Y	Y	Y	Y	0	Y	Riser Valve	Retailer	50 mins	Y
1-2396001986	14/06/2017 9:15	Y	N	Y	Y	0	Y	Mains Pipe	Third Party Contractor	56 mins	Y
1-2401692326	16/06/2017 13:40	N	N	Y	Y	6	Y	Mains Pipe	Customer/General Public	24 mins	Y
1-2402314630	17/06/2017 14:20	Y	N	Y	Y	0	Y	Riser Crimp	Emergency Services	48 mins	Y
1-2411668139	24/06/2017 7:23	Y	N	Y	Y	2	Y	Service Pipe	Customer/General Public	47 mins	Y
1-2412279814	24/06/2017 13:18	Y	N	Y	Y	1	Y	Riser Pipe	Emergency Services	0 mins	Y
1-2415276148	27/06/2017 16:31	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	55 mins	Y
1-2429704420	4/07/2017 12:12	Y	N	Y	Y	0	Y	Mains Pipe	Emergency Services	38 mins	Y
1-2431656861	5/07/2017 10:49	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	18 mins	Y
1-2436671633	9/07/2017 17:33	Y	N	Y	Y	0	Y	Mains Fitting	Emergency Services	53 mins	Y
1-2440015861	11/07/2017 14:51	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	25 mins	Y
1-2449880491	18/07/2017 10:37	Y	N	Y	Y	2	Y	Service Fitting	Third Party Contractor	36 mins	Y
1-2456889533	23/07/2017 17:54	N	Y	Y	Y	0	Y	Riser Valve	Retailer	29 mins	Y
1-2457700681	24/07/2017 10:42	Y	N	Y	Y	1	Y	Service Pipe	Third Party Contractor	29 mins	Y
1-2458207562	24/07/2017 15:14	Y	N	Y	Y	7	Y	Mains Pipe	Emergency Services	30 mins	Y
1-2461428703	26/07/2017 13:57	Y	N	Y	Y	1	Y	Service Pipe	Third Party Contractor	37 mins	Y
1-2461517301	26/07/2017 10:05	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	41 mins	Y
1-2472885957	1/08/2017 10:39	Y	N	Y	Y	1	Y	Service Pipe	Customer/General Public	36 mins	Y
1-2475636109	2/08/2017 10:37	Y	N	Y	Y	1	Y	Service Pipe	Customer/General Public	33 mins	Y
1-2476614122	2/08/2017 16:48	Y	Y	Y	Y	1	Y	Service Pipe	Emergency Services	23 mins	Y
1-2477552272	3/08/2017 12:21	Y	N	Y	Y	1	Y	Service Pipe	Customer/General Public	35 mins	Y

Service Request Number	Service Request Created Date/Time	Emergency Services On Site	Building Evacuated	Fault Found	Confirmed Escape	No Customers Affected	Emergency	Equipment Involved	Fault Detection	Response Time	Responded to within 60 mins
1-2477300929	4/08/2017 9:40	Y	Y	Y	Y	1	Y	Service Pipe	Emergency Services	32 mins	Y
1-2483029392	8/08/2017 8:59	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	36 mins	Y
1-2498488134	17/08/2017 15:52	Y	N	Y	Y	1	Y	Mains Fitting	Third Party Contractor	48 mins	Y
1-2502235862	21/08/2017 14:48	Y	Y	Y	Y	1	Y	Service Pipe	Emergency Services	13 mins	Y
1-2503418033	22/08/2017 13:21	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	41 mins	Y
1-2505441490	23/08/2017 11:18	Y	N	Y	Y	0	Y	Mains Pipe	Third Party Contractor	35 mins	Y
1-2506870936	23/08/2017 22:34	Y	N	Y	Y	1	Y	Mains Pipe	Third Party Contractor	36 mins	Y
1-2516133716	29/08/2017 12:22	Y	N	Y	Y	1	Y	Service Pipe	Third Party Contractor	45 mins	Y
1-2551468561	21/09/2017 8:57	Y	N	Y	Y	0	Y	Riser Pipe	Emergency Services	32 mins	Y
1-2552182641	21/09/2017 9:33	Y	N	Y	Y	1	Y	Riser Pipe	Third Party Contractor	58 mins	Y