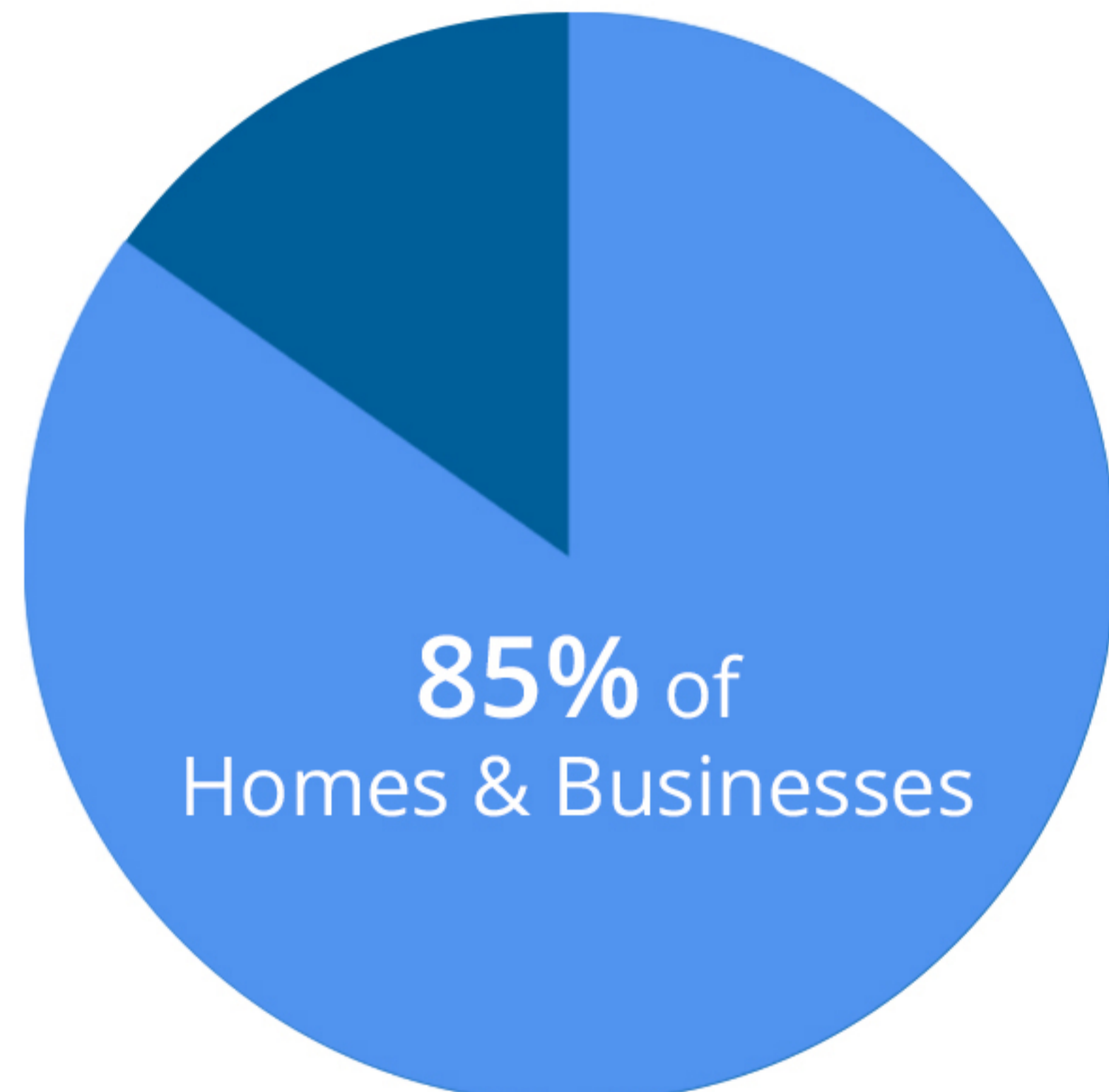
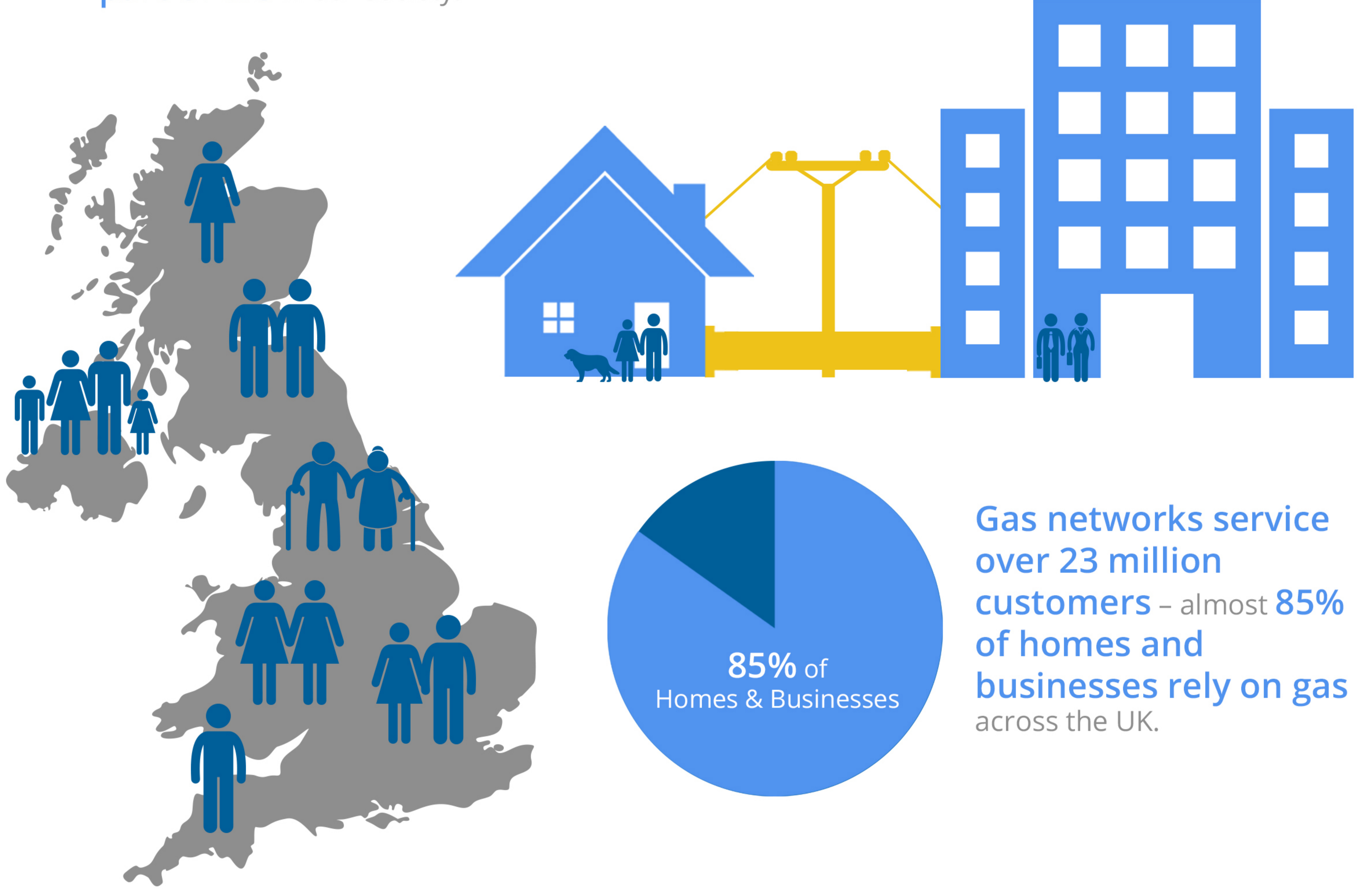




SERVING CUSTOMERS

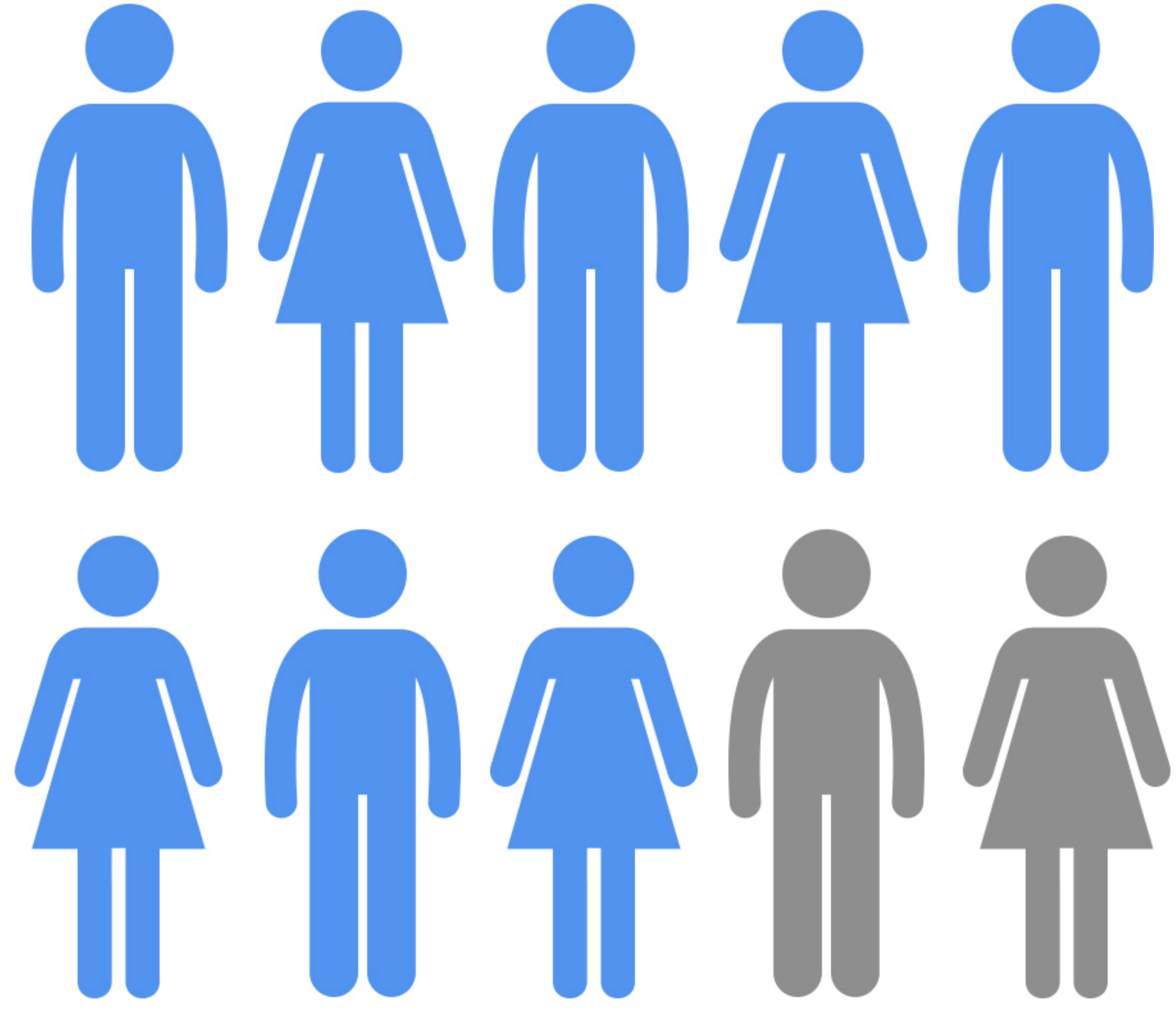


The **energy networks play a vital role** in all of our lives. The wires and pipes that deliver electricity and gas around the country and into our homes and businesses are **a fundamental part of life** in our society.



Gas networks service over 23 million customers – almost 85% of homes and businesses rely on gas across the UK.

Ofgem surveys show **customer satisfaction in network services of more than 80%**.



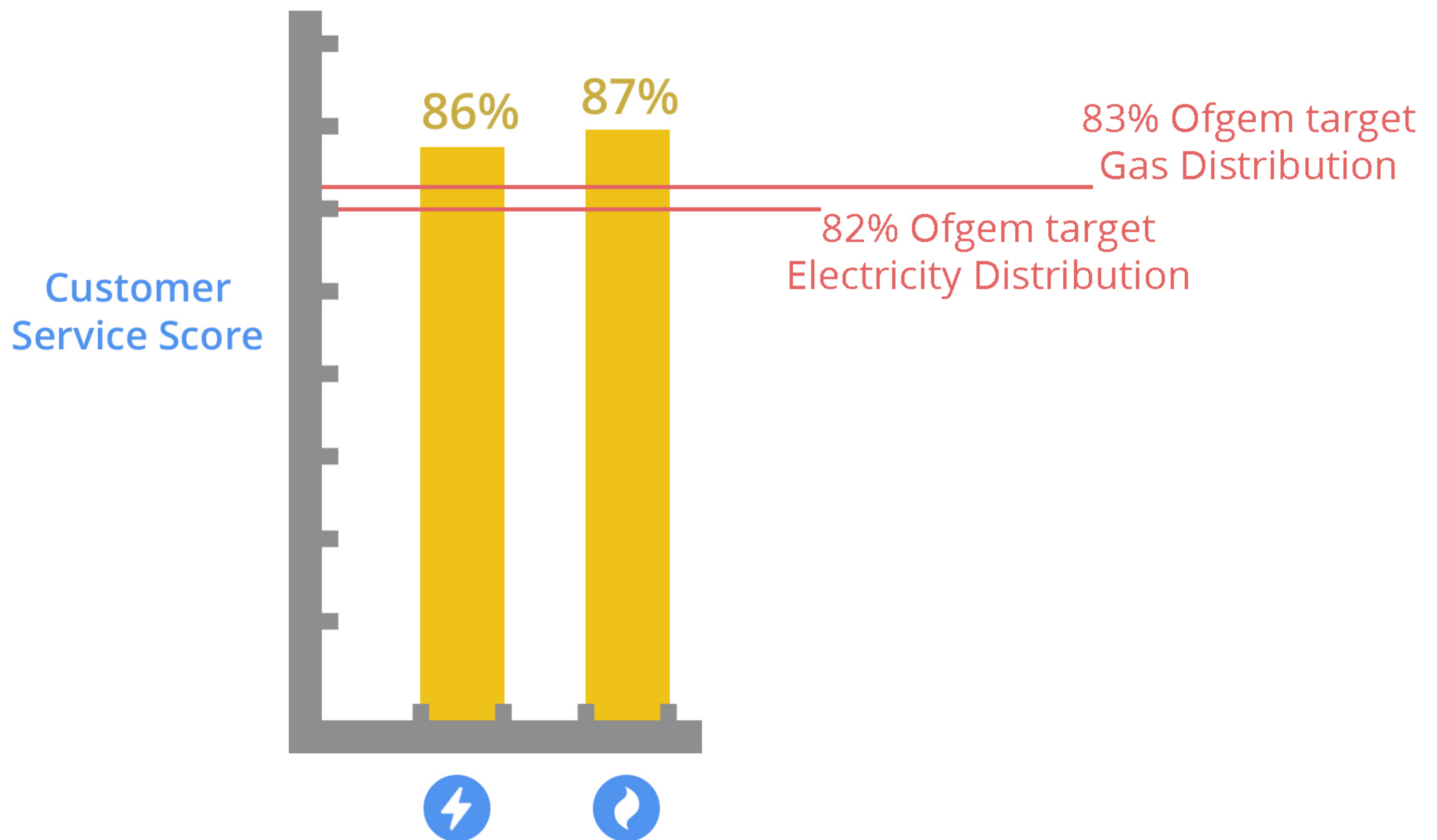
Over **80%**
Customer Satisfaction



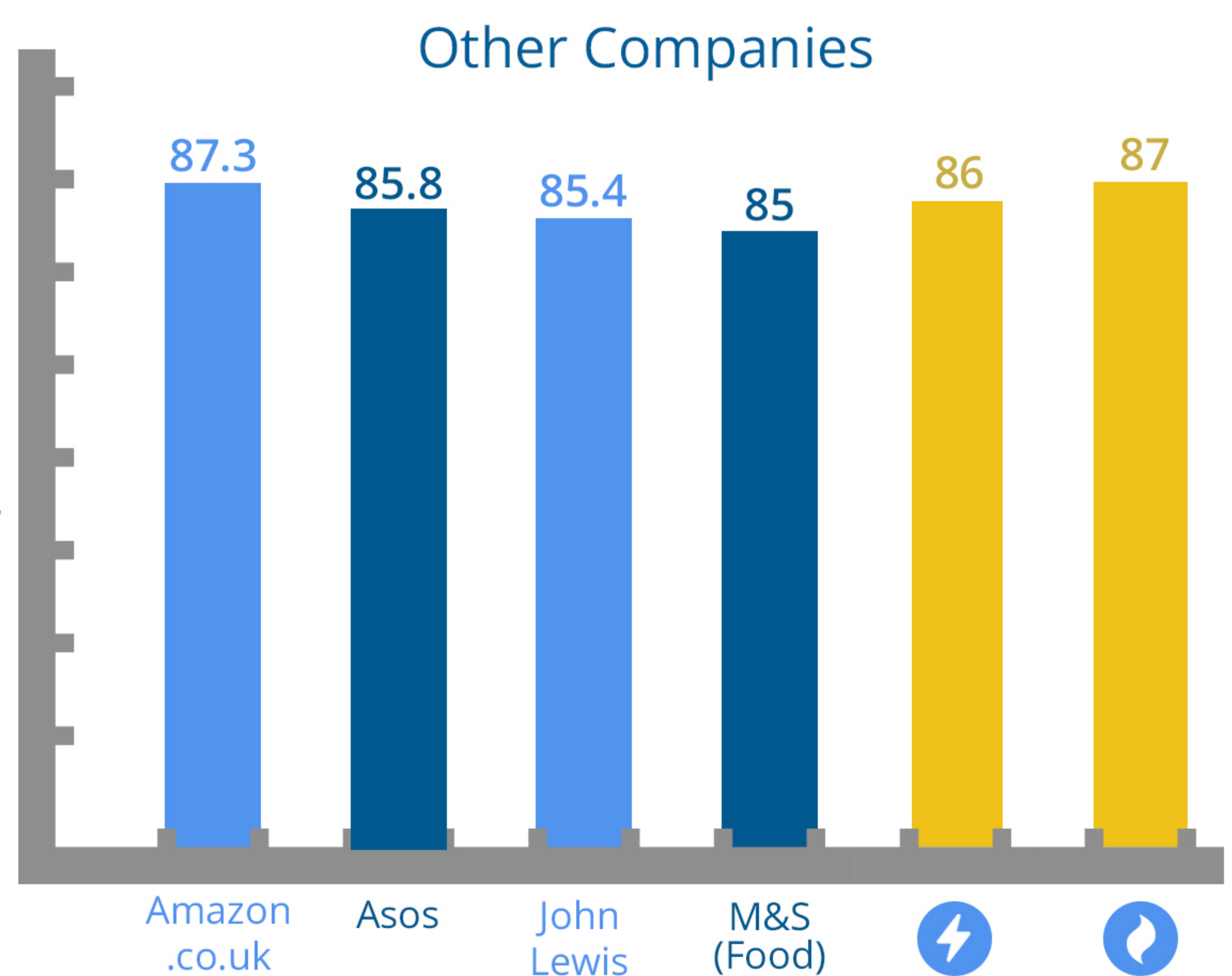
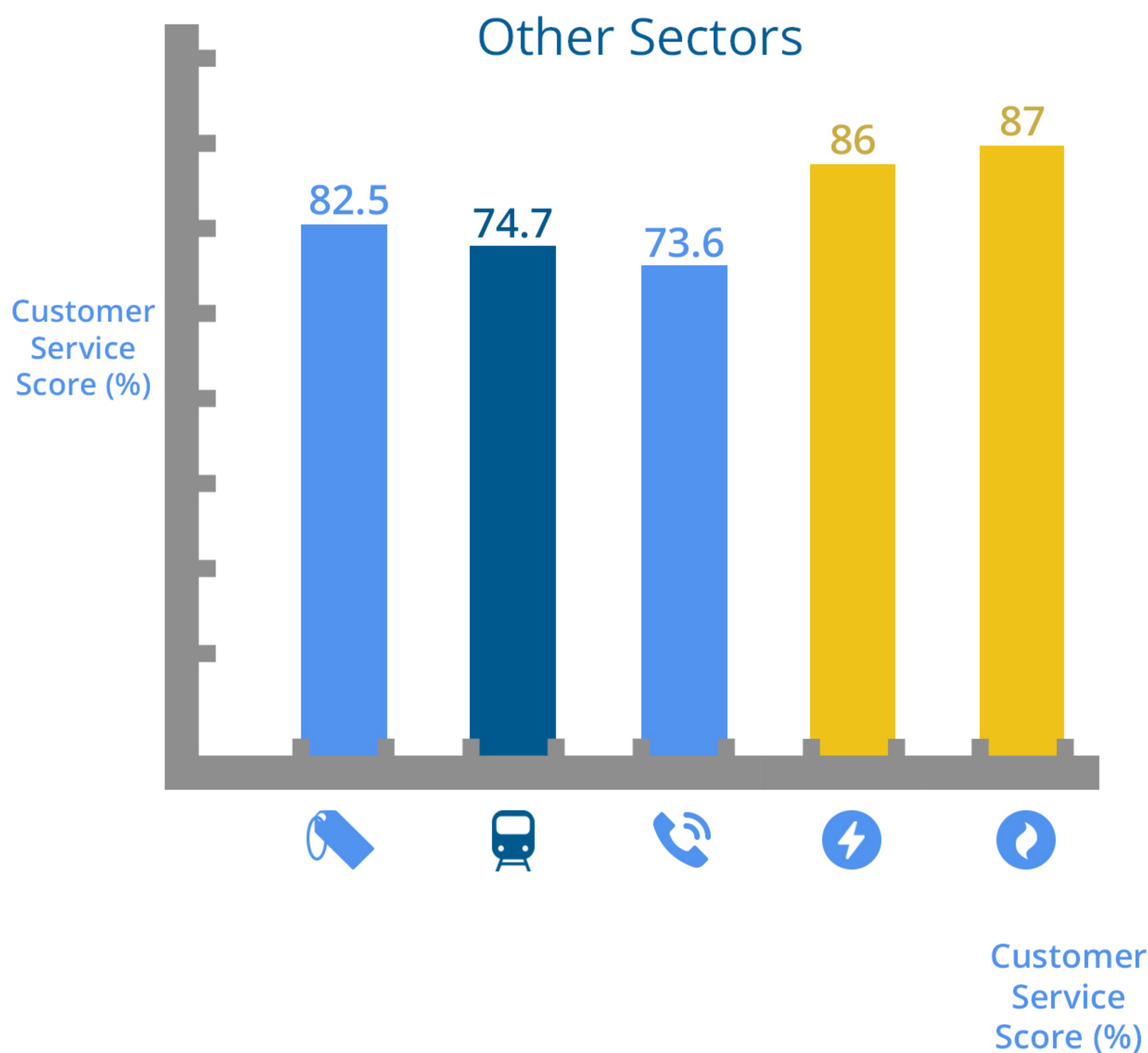
The services provided by **energy network companies** are ranked amongst the very best in the UK Customer Satisfaction Index.

On average, **electricity distribution network companies** scored **86%** for customer service, **achieving higher than the Ofgem target of 82%**.

On average, **gas distribution network companies** scored **87%** for customer satisfaction in 2015-16, **achieving higher than the Ofgem target of 83%**.

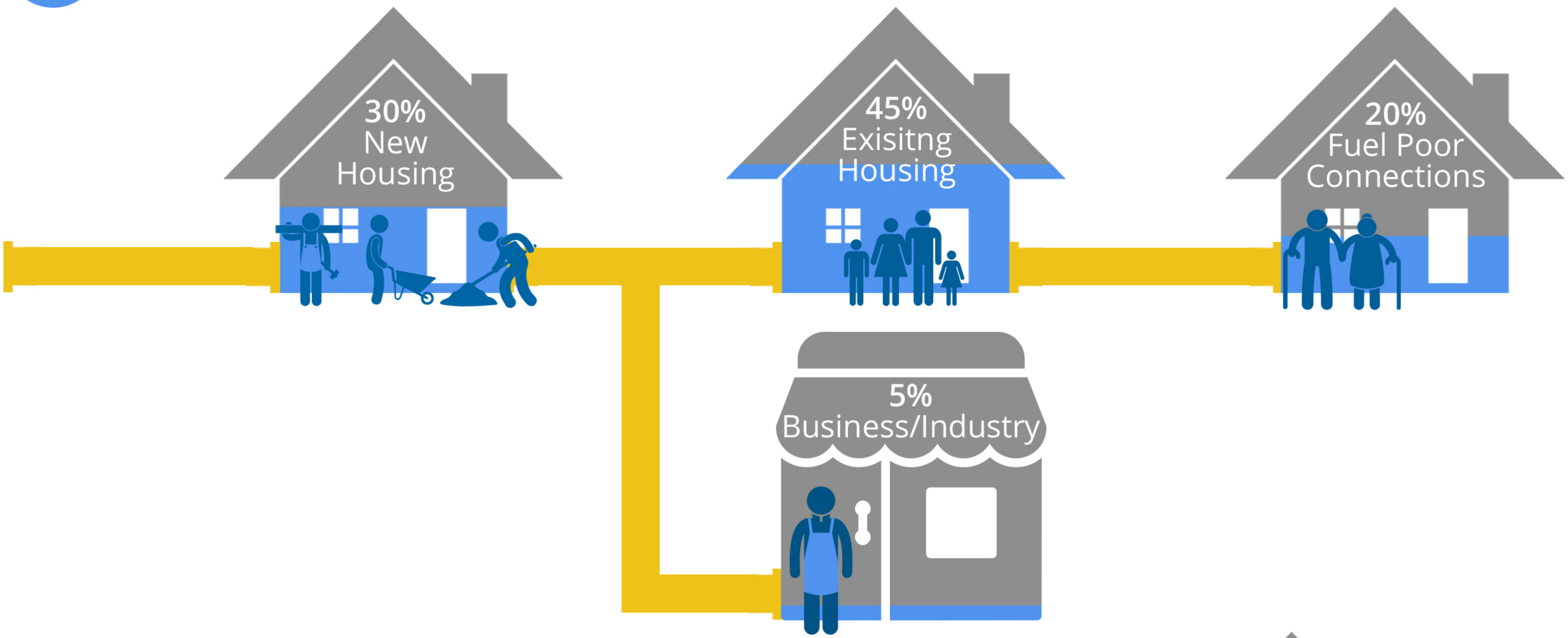


This **scores favourably** with other sectors such as **retail (non-food), transport** and **telecommunications**.





In 2015/16, gas network companies made **over 61,000 new gas connections.**

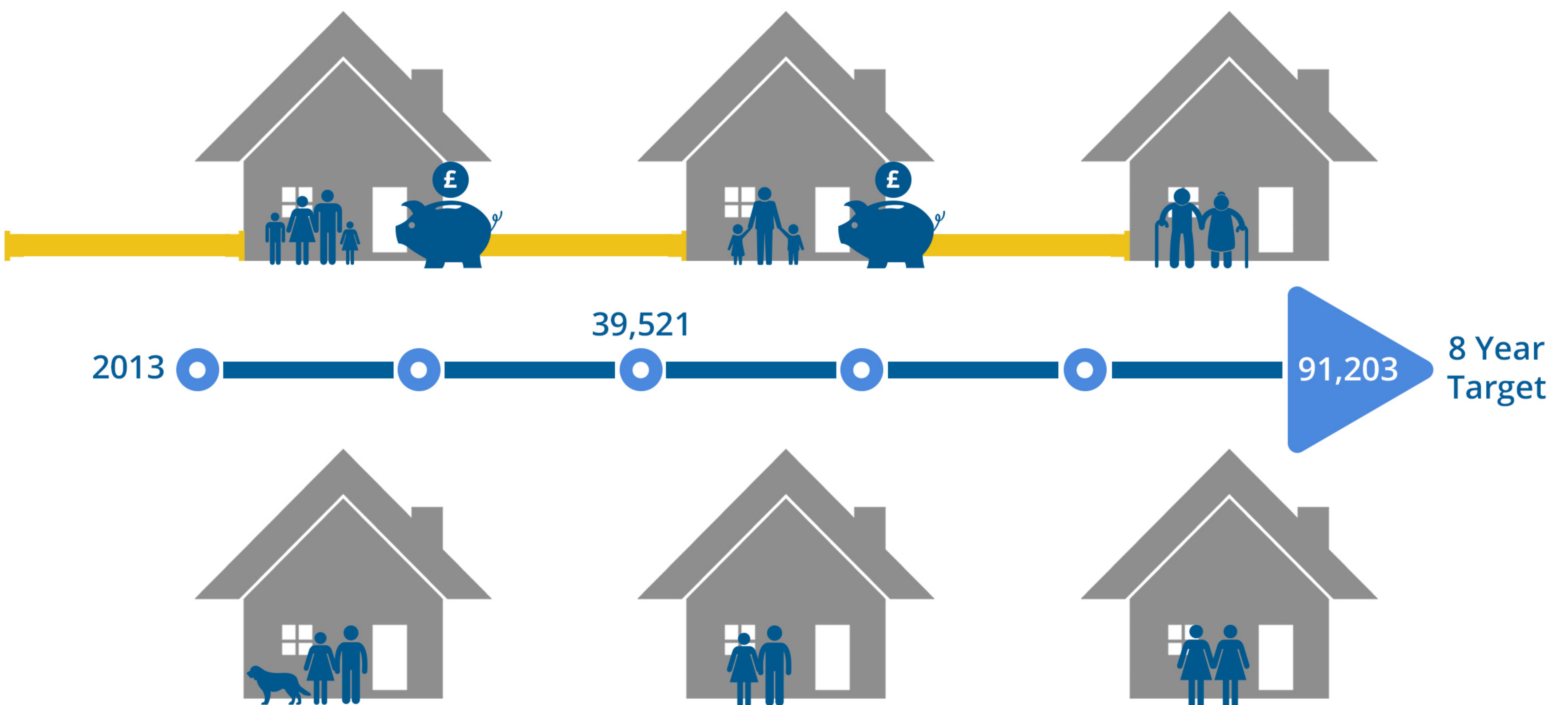


Gas can often be the **most cost-effective fuel** for heating.



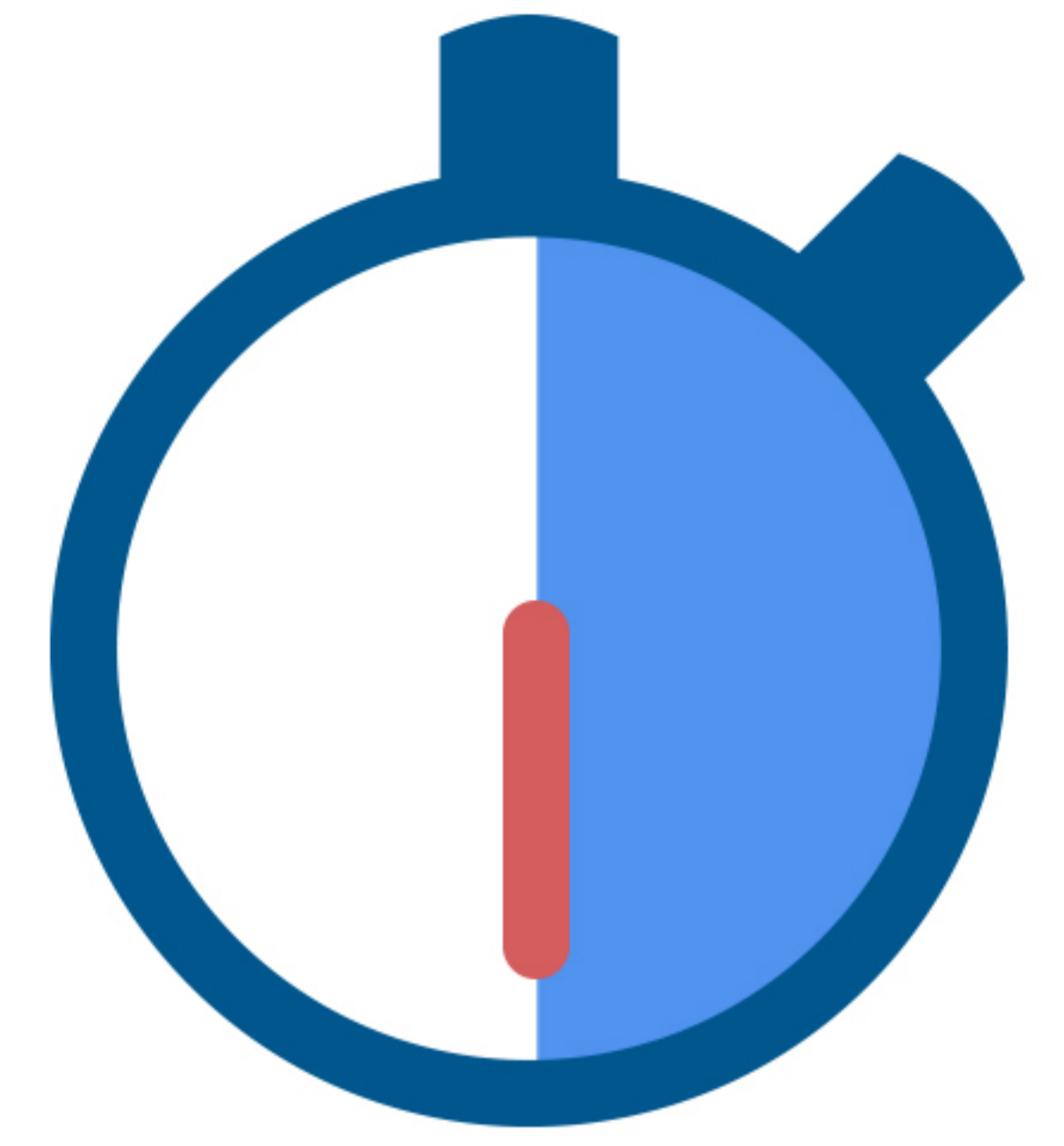
The gas distribution networks **offer funding to vulnerable and fuel poor households** towards the **cost of connecting to the gas network through the Fuel Poor Extension Scheme.**

Gas distribution networks will **connect 91,000 fuel poor households** over the eight year period to 2021, **saving customers hundreds of pounds** in fuel.





All gas distribution companies **exceeded Ofgem's target** of **answering 90%** of **emergency calls within 30 seconds**.



90%

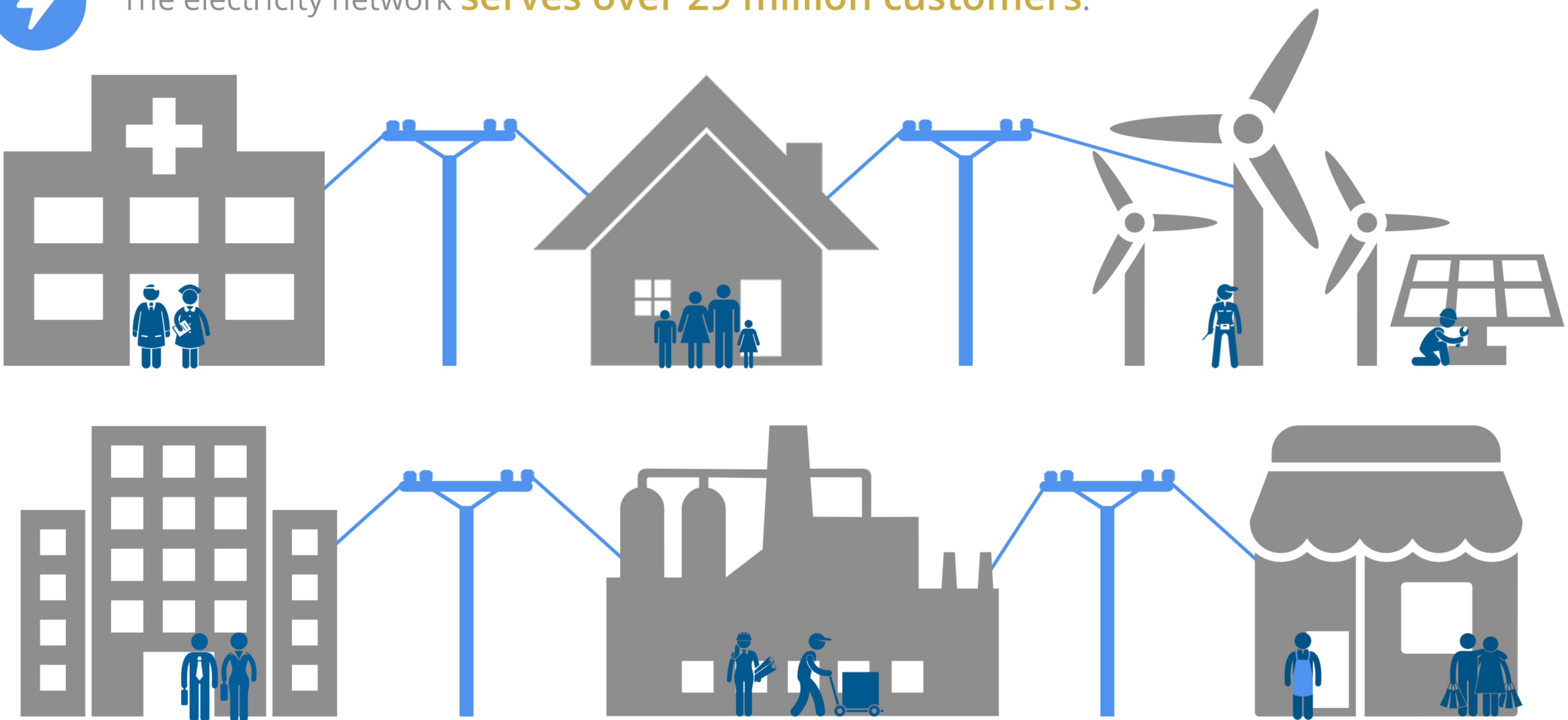
answered in

0:00:30s

On average, gas distribution companies **resolve almost half of complaints within 1 day**.



The electricity network **serves over 29 million customers**.



Around **100,000 new customers** are connected to the local electricity distribution network each year.