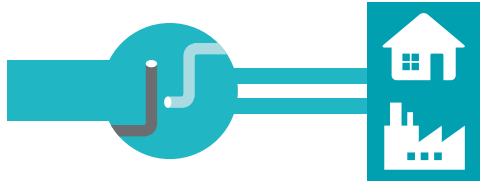


The energy network

Facts and figures on the energy network

The Gas Network



As at 30 June 2016:

738,000 connections
5,467km of mains



In 2015 - 16

AROUND

24,600 new connections
98.8% on time

AROUND

10,900 re-connections
100% on time

Gas consumption
(gigajoules)
in 2015-16



10.06 million **↑ 2.4%**



1.35 million **↑ 2.5%**

Leak repairs



In 2015 - 16

824

Gas main repairs

↑ 37%



6,045

Property connection repairs

↑ 7.6%

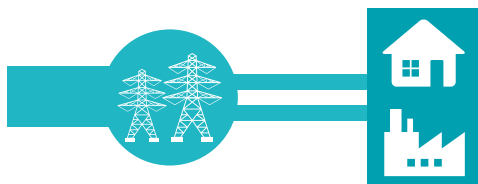


3,255

Gas meter repairs

↓ 7.7%

The Electricity Network



As at 30 June 2016:

1.158 million connections
101,265km of lines



In 2015 - 16

AROUND

33,450 new connections
99.6% on time

AROUND

16,700 re-connections
99.1% on time

Streetlights



Metropolitan

228,000 Lights **↑ 2.9%**

28,578 Faults **↓ 1.0%**

99.5% of lights repaired within 5 days

Regional

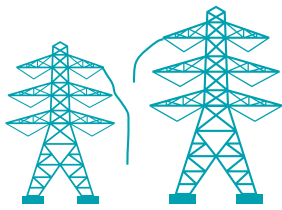
51,050 Lights **↑ 1.3%**

4,323 Faults **↑ 7.9%**

78.1% of lights repaired within 9 days

Extended interruptions on electricity networks

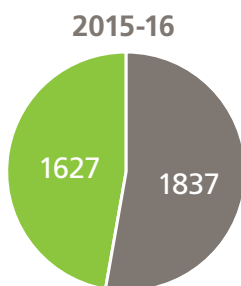
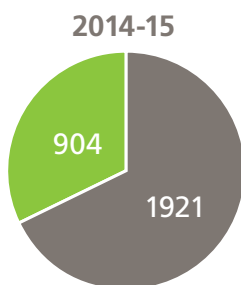
(longer than 12 hours duration)



	2014-15	2015-16
No. of premises	43,662	40,176
% of premises	3.9%	3.5%

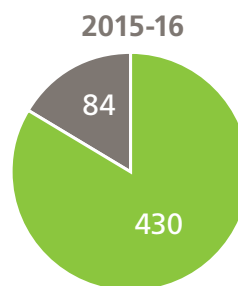
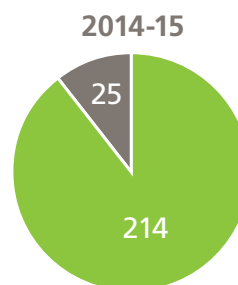
Complaints

Electricity



- Technical quality of supply complaints
- Customer service and administration complaints

Gas



- Network complaints
- Customer service and administration complaints



Economic Regulation Authority

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