

Customer Performance Report

2015



Table of Contents

| | | |
|--|-----------|----|
| 1 Executive Summary | 4 | |
| 2 Introduction | 5 | |
| 2.1 Company and network overview | | 5 |
| Future Development | | 8 |
| CNG | | 9 |
| Renewable Natural Gas | | 9 |
| Smart Metering | | 10 |
| Infill | | 10 |
| 2.2 Customer service overview | | 11 |
| 3 Gas Industry | 13 | |
| 3.1 Market overview | | 13 |
| 3.2 Shipper issues | | 14 |
| 3.2 Breakdown of opened issues by type | | 15 |
| 3.3 Average number of days that issue was opened (by issue type) | | 18 |
| 4 Retail Market | 19 | |
| 4.1 Customer service | | 19 |
| 4.2 Call response | | 20 |
| 4.3 Quotations turnaround | | 23 |
| 4.4 Appointment granting | | 24 |
| 4.5 Appointment keeping | | 28 |
| 4.6 Reinstatement commitments | | 30 |
| 4.7 Gas supply interruption | | 33 |
| 4.8 Response to emergencies | | 33 |
| 4.9 Gas supply restoration | | 35 |
| 4.10 Complaints handling | | 36 |
| Complaints handling process | | 36 |
| Categories of complaints | | 38 |
| 4.11 Payment guarantee | | 39 |
| 4.12 Customer Charter payments | | 39 |
| 5 Conclusion | 40 | |
| 6 Appendices | 42 | |
| 6.1 Glossary of Terms | | 42 |
| 6.2 Tables used for Chart Graphics | | 44 |
| Shipper services issues | | 44 |
| Call response | | 45 |
| Quotations turnaround | | 46 |
| Complaints categories | | 46 |
| Appointment granting | | 47 |
| Appointment keeping | | 47 |

| | |
|---|----|
| Reinstatement commitments | 48 |
| Gas supply interruption and restoration | 48 |
| Response to emergencies | 49 |
| Complaints handling | 49 |
| Complaint type | 50 |
| Payment guarantee | 50 |
| Customer Charter payments | 51 |
| Compensations claims | 51 |
| 6.3 List of Figures | 52 |
| 6.4 List of Tables | 53 |

1 Executive Summary

The Gas Networks Ireland Performance Report has been published annually since 2008. However, 2015 sees a change in format; the original report is being replaced with the introduction of two specific performance reports:

- A Systems Performance Report; and
- A Customer Performance Report.

The Customer Performance Report provides an overview of how both the natural gas transmission and distribution systems have operated during the twelve month period of 2015 in relation to customer oriented activities. Gas Network Ireland's aim is to provide customer services in a prompt, efficient, and safe manner and to a high standard. Gas Networks Ireland continuously monitors the levels of service provided on a daily basis to our customers, and aims to achieve service excellence in all aspects of the business and customer interactions. This report analyses the key areas where Gas Networks Ireland provides services to customers and the performance of these services is benchmarked against key performance indicators (KPI) as per the Customer Charter¹ over a five year period.

Gas Networks Ireland has a Customer Charter which provides assurances to customers of the company dedication to these commitments and that, in certain circumstances, compensation will be provided for failing to meet these standards. In 2015, the programme of customer satisfaction monitoring across ten different network activities continues to score very favourably across all processes.

The response to emergencies which is of paramount importance to ensure the safety of customers and the general public, has been consistent in 2015 with 99.9% of reported escapes responded to within the hour, this is above the required performance level of 97%.

The volume of calls received by Gas Networks Ireland was 307,997 in 2015, this was less than the previous year. The number of appointments managed in 2015 increased significantly. There was a reduction in the Reinstatement performance, however there have been issues with Road Opening Licences (ROL), and these have been identified as a root cause. Gas Networks Ireland is working with the local authorities to speed up delays and resolve issues for customers. The net effect of this led to an increase in customer complaints as customers were unhappy with broken appointments and the length of time taken to get connected. However, despite circumstances beyond the control of the company and external forces such as an increase in economic activity, operationally the company has still performed within the KPI levels for customer contacts and provided a solid level of service to all of its' customer base.

¹ [Customer Charter](#)

2 Introduction

During 2015, the licences and responsibilities of the Transmission System Operator (TSO) and Distribution System Operator (DSO) licences granted in 2008 to Gaslink transferred to Gas Networks Ireland on the 1st of August. The 2014 Performance Report heralded the publication of the first performance report by Gas Networks Ireland, previously this was produced by Gaslink. The report satisfies the licence conditions pertaining to “Overall standards and performance” of the four licences currently held by Gas Networks Ireland. The performance standards have been determined by the Commission for Energy Regulation (CER) based on performance criteria that had been previously submitted for approval by the CER. These performance criteria may be amended by the CER from time to time by notice to Gas Networks Ireland.

The annual performance reports are produced under licence conditions 17 of the TSO licence and condition 19 of the DSO licence. Reporting provides an opportunity for Gas Networks Ireland and the CER to review the company performance over a calendar year.

Gas Networks Ireland has a Customer Charter where it outlines 10 commitments to the customer in terms of the services that it provides. Section 4 of this report illustrates Gas Networks Ireland’s performance in these 10 areas over a 5 year period.

2.1 Company and network overview

Gas Networks Ireland is responsible for developing, maintaining and operating the gas transmission and distribution systems. Gas Networks Ireland ensures that over 673,000 natural gas customers receive a safe, efficient and secure supply of natural gas, 24 hours a day, 365 days a year. In terms of demand, natural gas accounts for 29% of Ireland’s primary energy mix. Natural gas is available in over 160 population centres within 19 counties throughout the country and there are over 673,000 gas users in Ireland. The gas demand market is categorised into Power, Industrial/Commercial and Residential sectors holding circa² 55%, 30% and 15% of the demand respectively.

Natural gas is transported through a total network of 13,772km pipeline, both transmission and distribution. The pipeline network connects the Republic of Ireland (RoI) to, Scotland, Northern Ireland (NI) and the Isle of Man (IoM). The natural gas is not owned by Gas Networks Ireland but it transports the gas on behalf of suppliers and shippers who purchase the gas from the wholesale market and use the transportation services of Gas Networks Ireland to deliver gas to over 23,000 businesses and almost 650,000 homes throughout Ireland.

On the 1st of August 2015 the TSO and DSO Licences and responsibilities were transferred from Gaslink to Gas Networks Ireland. The Gas Networks Ireland system includes infrastructure in RoI regulated by the CER, NI regulated by UReg and South West Scotland regulated by Ofgem. The natural gas network is differentiated by the prevailing pressure:

- High pressure transmission network which operates above 16 barg (the total length of transmission pipeline is 2,433km); and
- Distribution network which operates below 16 barg (the total length of distribution pipeline is 11,339km).

The transmission system is detailed in figure 2.1.

The transmission pipes link Ireland’s major urban areas and also connect Ireland to the United Kingdom (UK) at Moffat in Scotland. Electricity generating power stations and some large industrial customers are also directly

² Percentages of gas market share calculated based on Gas Networks Ireland gas year 2013/14 data.

connected to the transmission network. It is mostly residential and small to medium commercial customers that are connected to natural gas in the distribution network.

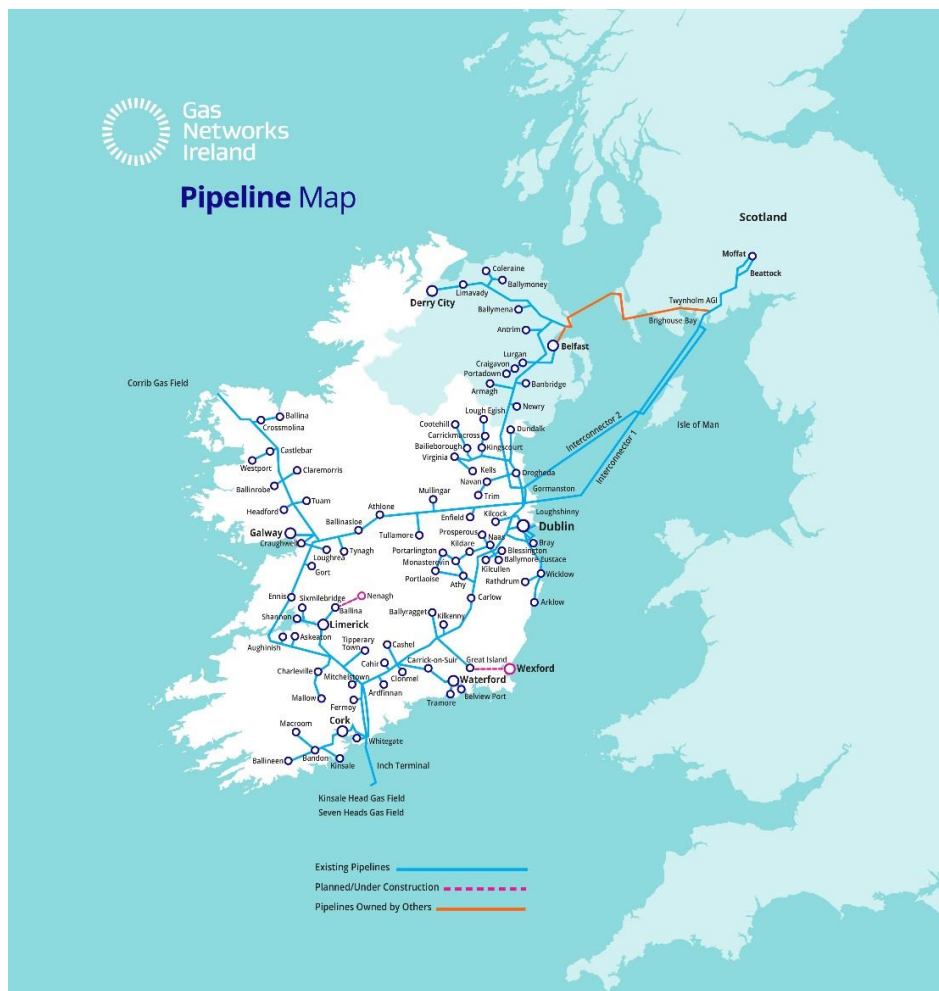
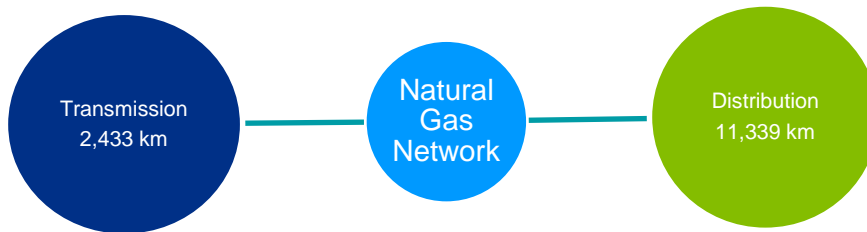


Fig. 2.1 Overview of Gas Networks Ireland Transmission System

Suppliers³ consist of the retail market players that interact with the end users. Shippers consist of these suppliers and also some large end users such as power stations that consume such large amounts of gas it warrants them purchasing gas directly from the wholesale market.

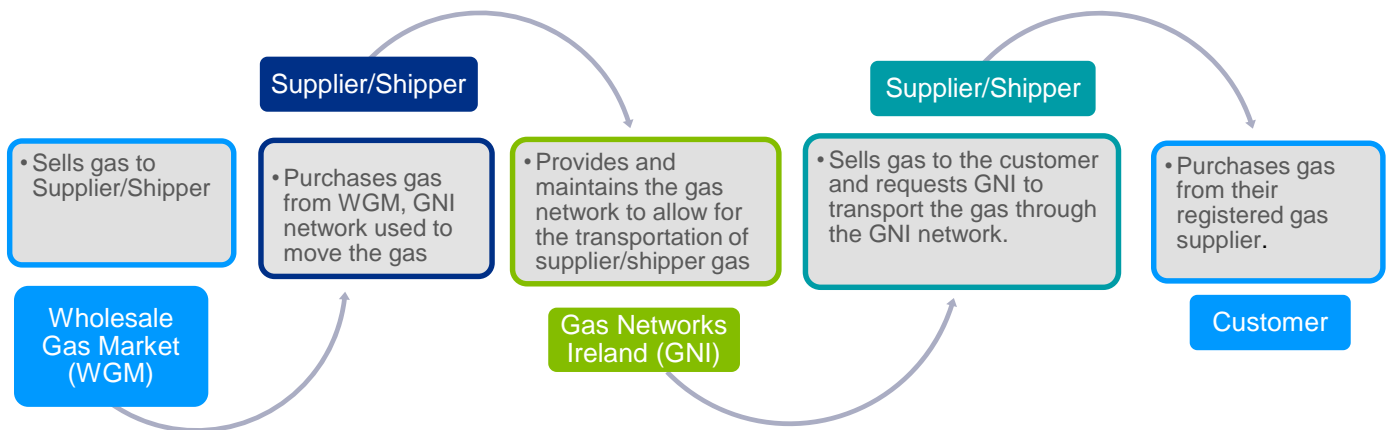
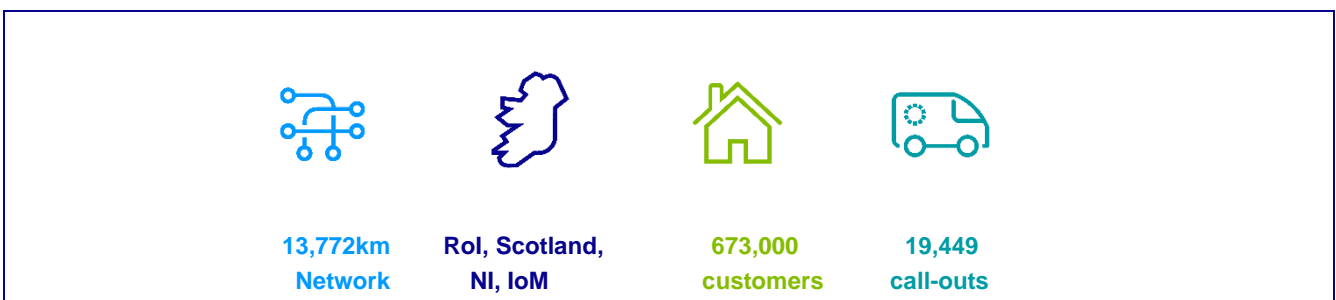


Fig 2.2: Structure of Irish gas market

Gas Networks Ireland is responsible for connecting all customers to the network, regardless of their supplier. The company manages a 24 hour gas emergency service handling over 19,000 call-outs a year.



Through the Connections Policy⁴, Gas Networks Ireland continually brings the benefits of natural gas to new towns. The Connections Policy is a Gas Networks Ireland document and is approved by the CER. The Connections Policy was revised in 2015 and facilitates some high level objectives that encourage the connection of new customers, offers transparency around charges, treating connections consistently and minimises the impact on tariffs. The more customers that are connected to the gas network the more throughput on the system which in turn reduces the tariffs for all gas customers.

Gas Networks Ireland actively promotes natural gas as a fuel of choice for homes businesses and industry, greater utilisation of the natural gas network and looks for opportunities to expand the network where

³ [Gas Suppliers List](#)
⁴ [Connections Policy](#)

economically viable. In 2015, Arrabawn Co-op was connected as the anchor load which facilitated the viability of connecting Nenagh town to the natural gas network, with construction on the town phase commencing in October 2015. Water and waste water infrastructure will be delivered as part of the Ervia multi-utility project in Nenagh in 2016; a joint collaboration between Irish Water and Gas Networks Ireland. Developing water and gas infrastructures as one project will reduce costs and will also minimise disruption, avoiding the need for a second major construction project in the town. On completion, Nenagh will have a future-proofed infrastructure that will benefit the town, its people and its business for many decades to come.

The first phase to extend the network from Great Island, Co. Wexford commenced in July 2015, the 40km feeder main will bring natural gas to Wexford town in 2016. Towns connected to the gas network have a significant competitive advantage compared to those that are not; there are economic possibilities, efficiencies and lower emissions that are associated with gas.

Natural gas helps attract Foreign Direct Investment (FDI) to cities and towns as it is appealing to multi-nationals in terms of its low energy costs as well as being a low carbon fuel. FDI brings direct employment and injects investment in the local economy by utilising local suppliers. Lower energy costs for residences provides more disposable income to spend in the local economy benefiting the retail and service sectors.

The clear benefits of gas for the customer are that it is cheaper, cleaner, and more reliable than other fossil fuels and it is a versatile energy source that can play a significant role in decarbonising the nation's energy consumption. Natural gas already contributes to competitiveness being at a lower cost than oil for domestic consumers, it produces approximately 22% less CO₂ than oil and 40% less than coal⁵. Natural gas provides energy security for Ireland through existing infrastructure. The indigenous sources at Corrib will meet over 50% of RoI total gas requirement for a period of time, and interconnections to the UK market provide access to diverse gas sources, thus ensuring a robust supply of gas and liquid pricing.

Future Development

Growing the natural gas network is key priority for Gas Networks Ireland, through which the existing natural gas network infrastructure can be utilised. Gas infill aims to extend (infill) the distribution mains in urban areas to a greater number of 'within reach' households and opportunities to expand the network are explored where viable. There is considerable emphasis on investing in new business areas such as renewable gas, natural gas vehicles and smart metering.



Renewable Gas



CNG



Smart Metering

⁵ The Irish Academy of Engineering Policy Advisory The Future of Oil and Gas, published February 2013

CNG

Compressed Natural Gas (CNG) is used in vehicles, the benefits range from cheaper fuel for transportation, lower air pollution, reduction in noise pollution and with more gas flowing through the network ultimately lower tariffs for all natural gas users. CNG is a proven technology that is widely used in other countries. There were a number of trials conducted in 2015 with businesses in the transport sector. 2015 for CNG very much reflected the transition from trialling of CNG to deployment. The focus for Gas Networks Ireland was placed on regulatory issues such as the Connections Policy, Supplier Licence and general technical considerations such as planning requirements and safety design. An order was placed by Gas Networks Ireland for equipment for the first private CNG refuelling facility in Ireland; to be delivered and commissioned in 2016.

Gas Networks Ireland also investigated a number of potential European funding streams including the Connecting Europe Facility and the INTERREG⁶ Funds as a route to support the further deployment of CNG in Ireland. The Innovation Fund continues to support research, biogas and CNG activities in Ireland, awarding funding to both academic and industry entities in Ireland. Gas Networks Ireland is committed to developing the infrastructure to facilitate the use of CNG in the transport sector in Ireland

Renewable Natural Gas

Renewable gas is a clean, renewable and carbon neutral fuel and as such can make a significant contribution to Ireland's renewable energy and carbon reduction targets. It is produced from different organic waste materials, upgraded to bio methane and then injected into existing gas distribution infrastructure. It is widely used in other European countries and has a major role to play in assisting the country's transition to a low carbon economy. Renewable gas has a role to play in attracting future foreign direct investment to Ireland as it provides an appealing solution to many multinationals that have mandatory targets for renewable energy, it also provides a solution for national waste management and a renewable indigenous fuel source.

Gas Networks Ireland received EU funding in 2013 under FP-7⁷ to participate and complete a collaborative project to "Develop strategies to facilitate the integration of biogas into the existing gas infrastructure". This project concluded in December 2015 following a comprehensive review of the full range of available technologies and a roadmap assessment of emerging higher technology readiness level solutions. The project benefited greatly from the collaborations with Scandinavian Biogas, UCC-ERI, and Teagasc, Grange. Gas Networks Ireland is co-funding 5 other researchers under Science Foundation Ireland (SFI) and Irish Research Council (IRC) schemes in University College Cork (UCC) and the National University of Ireland Galway (NUIG) and this research has also been of significant benefit to the project. Gas Networks Ireland, in conjunction with Renewable Gas Forum Ireland (RGFI) commenced monthly open clinics and direct stakeholder workshops from Q3 2015. These clinics/workshops provide assistance to any biogas (or other renewable gas) developer projects in guiding technology choices, routes to market including grid injection and mobile/centralised models. Developers have ranged from single farmer entrepreneurs to farming/community co-operatives, as well as Irish and International commercial developers. The RGFI is an industry representative organisation that is coordinating the interests and adoption of technical standards for the full supply chain from producer to and including the consumer. RGFI was formally launched by Minister Simon Coveney at the 2015 Ploughing Championships and its founding members include Gas Networks Ireland, Diageo, BOC group, Technology Centre for Bio refining and Bioenergy (TCBB), UCC-MaREI (Marine Renewable Energy Ireland), Claremorris Energy Coop, and Ormonde Organics.

By the end of 2015 the workshops have supported the establishment of 4 biogas development projects, and this continues to grow in 2016. Two of these projects entail direct grid injection solutions. Design and licencing

⁶ INTERREG is a series of European Territorial Cooperation programmes that aim to stimulate cross border and inter-regional cooperation in the European Union

⁷ https://ec.europa.eu/research/fp7/index_en.cfm

activities have continued on these and other new projects in 2016, with the first direct grid injection project aiming to commence in late 2016 and be commissioned within a year of that.

Smart Metering

The National Smart Metering Programme (NSMP) has been underway since 2009 under the direction of the CER. Smart gas meters are the next generation of energy meter. Gas Networks Ireland is currently in phase 3 (of 5) of the NSMP which is *Detailed Design and Procurement*. It is expected that the Programme will progress to phase 4, *System Build and Test* in 2019 with mass deployment thereafter. They will replace the traditional gas meter removing the need for a meter reader to visit the home. This will eliminate the need to use estimates whenever a meter cannot be read. Smart meters work by communicating with the customer and their energy provider giving a view of actual energy usage. The benefits to the customer will be to provide information on their gas consumption so that they can be more economical by conserving cost and energy, which in turn helps the environment through reducing overall energy production.

During 2015, Gas Networks Ireland led the re-design of gas market processes to meet the requirements of Smart Metering. This activity was led by Gas Networks Ireland in consultation with Industry. Market processes governing activities such as preparation of billing reads for suppliers, siteworks activities and supplier changes have been re-designed so that end-customers benefit from the improved delivery of these services enabled by Smart Metering. This re-design effort successfully concluded with the approval by the Industry grouping, Gas Market Arrangements Group (GMARG) of the revised set of market processes which will be implemented when smart meters are rolled out. In addition, during 2015, Gas Networks Ireland conducted a successful trial of a smart communications module which can be retro-fitted to Gas Networks Ireland's existing smart-ready meters, thereby enabling full smart capability.

In 2016, Gas Networks Ireland will continue to update existing Market Process Documents ("MPD's") as a result of policy decision made by the NSMP. A review of Internal Business Processes and impact assessments to understand how these will be effected by Smart metering will be undertaken. Gas Networks Ireland will engage with ESB Networks on a number of matters, namely our Communications requirements as ESB Networks go to tender for a Communications Service Provider. Gas Networks Ireland will work with the NSMP as the Programme looks to refresh the Cost Benefit Analysis which was last run in 2014. Gas Networks Ireland will continue to engage with all other Programme work streams to ensure the NSMP progresses in a timely fashion.

Infill

Gas mains infill is the process of connecting houses to the gas mains which are already in the vicinity of the gas network. In the majority of cases, where houses are on (or very close to) the existing gas network, a connection to the network is a cost-effective way of reducing energy bills and carbon emissions, as the majority of these households consume oil for heating purposes. Infill presents the opportunity to reduce emissions, increase utilisation of the network and lower the gas network tariff for all customers and help to mitigate against energy poverty.

In the second half of 2014 a pilot infill campaign was conducted in Templeogue, a Dublin suburb. Over 1,200 houses were surveyed in the designated area. Telesales and direct marketing campaigns continued into 2015 targeting interested parties and 'no answer' households of almost 600 in number. Following a concentrated effort that straddled both 2014 and 2015, 86 households converted their heating systems to natural gas.

Although this campaign was a local campaign using below the line media and a relatively small catchment area, there were significant learnings from this pilot project. In particular, customer perceptions on the cost, disruption and safety were highlighted that can be addressed in future campaigns.

Infill includes two types of households, those that are on an existing gassed street/estates and those that are in non-gas estates where the network is nearby. In order to connect a non-gas estate that is near the network an initial take-up of 20% of the customers on the estate must formally commit to and pay for the connection in order for the project to proceed, this is a requirement under the Connections Policy. While this is to ensure the economic viability of the cost of extending the network, it often presents a barrier in getting further estates connected to the network. Following the Templeogue trial Gas Networks Ireland will consider other geo-targeting promotions.

2.2 Customer service overview

Actively engaging and listening to its customers, meeting their needs and delivering value for money is a key priority for Gas Networks Ireland. The customer experience provided by Gas Networks Ireland is a reflection of the entire organisation. Customer service and customer confidence in the delivery of natural gas is not just delivered by one department, it is delivered by the whole company including outsourced business providers who together provide a range of services from answering queries over the phone to connecting customers to the gas network and responding to gas emergency incidents.

Gas Networks Ireland through the Voice of the Customer Programme⁸ actively surveys customers to evaluate the experience of their interactions with the organisation. Customer issues and complaints are analysed, statistics on calls and queries are interpreted to see if there are opportunities to introduce customer improvement initiatives. Customer feedback includes feedback from both domestic and commercial customers. In addition feedback is also gathered from employees and contractors that engage with customers on a daily basis to see how the overall customer experience can be improved. The users of the *Dial Before You Dig*⁹ service are also surveyed.

A sample of customers are surveyed weekly following their transaction. Customers receive a survey which is tailored to the journey they take and the customer segment in question. Core metrics include; Net Promoter Score (NPS), Customer Satisfaction Scores (CSAT) and Customer Effort Surveys (CES). In addition, performance measures across key touch points and against brand values are collected.

Customers provide a precise account of their customer interaction, these are linked back to the internal references of the specific job to allow for root cause analysis and enable continuous process improvement. All surveys incorporate a service recovery loop, the Gas Networks Ireland customer care team make contact within 24 hours, regarding any issues arising. Reporting is undertaken through an online portal to provide transparency for all staff and business partners, a structured face-to-face monthly session is attended by all process owners to gain employee engagement and commitment to change.

The Customer Service “Insights into Action Strategy” illustrated in Fig 2.3 shows how Gas Networks Ireland listens, communicates and works on solutions to action improvements that benefit customers.

⁸ <http://www.gasnetworks.ie/en-IE/About-Us/Our-commitment/Marketplace/Customer-Service/>

⁹ <http://www.gasnetworks.ie/en-IE/Safety/Dial-Before-You-Dig/>



insightsintoaction



Fig 2.3: Insights into action illustration

These initiatives are captured on a formal register and are tracked to completion. There were 47 initiatives implemented in 2015, some examples of these are;

- Interactive Voice Response (IVR) updates on the emergency line;
- PAYG meter sticker;
- Improved contact request process;
- You Tube videos; and
- Carbon Monoxide (CO) awareness campaign.

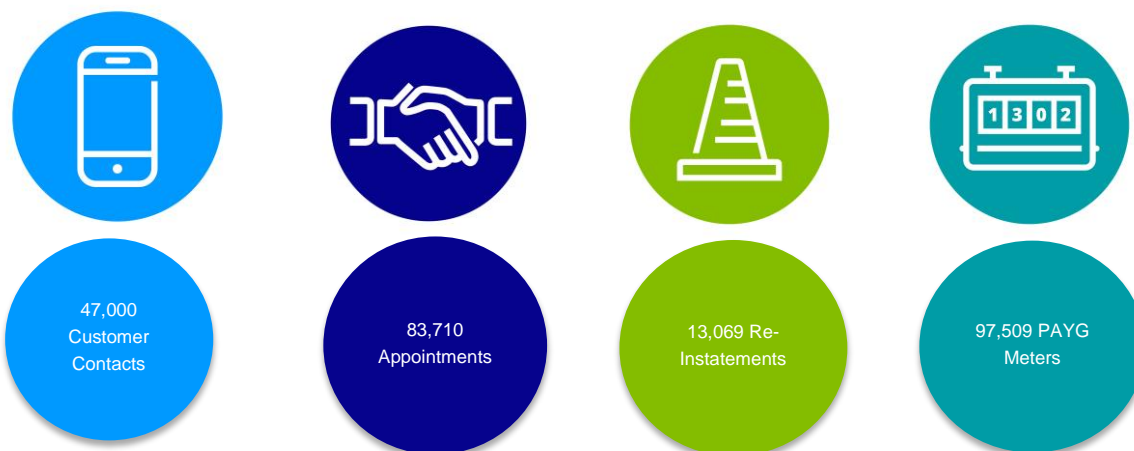
Some of the Customer Service highlights from 2015 are as follows;

- In 2015 Gas Networks Ireland handled over 47,000 customer contacts, agreed and completed over 83,710 appointments and conducted over 13,069 temporary and permanent road surface reinstatements;
- Gas Networks Ireland has supported the successful national roll out of a prepayment metering service. At the end of 2015 there were 97,509 “pay as you go” (PAYG) meters in service, equivalent to 15.2% of the residential gas population;
- Gas Networks Ireland made a number of submissions to UK and International Awards in 2015. Success was achieved in two Global ACE (Achievements in Customer Excellence) awards, receiving an award in both the standard award and overall award. The Customer Service team received a highly commended in the Back Office Customer Service Team of the Year Award at the CCA Global Awards.
- Following the, NSAI Business in the Community Ireland Audit in 2015, the exemplary level of customer service by Gas Networks Ireland was noted; and

- Gas Networks Ireland has excellent levels of performance in respect of its published customer charter's service standards and commitments. Its programme of customer satisfaction monitoring across ten different network activities continues to score very favourably across all processes. The customer commitments and KPI's are shown in table 2.1, these will be explored in greater detail in section 4 (Retail Market).

| Customer Commitments | | |
|---------------------------|--|---------|
| Commitment | KPI | Measure |
| Call response | Call answered within 20 seconds | 80% |
| | Abandoned less than 10 seconds | 7% |
| Quotation turnaround | Respond within 7 working days | 100% |
| Appointment Granting | Schedule appointment within 5 days | 100% |
| Appointment keeping | Contact 1 working day prior | 100% |
| Reinstatement commitments | Excavations back-filled & covered within 24hrs of completion | 100% |
| Gas Supply interruption | 2 days' notice of interruption due to essential maintenance | |
| Gas supply restoration | Restore as quickly as possible (less than 24hrs) | 100% |
| Emergency response | Arrive within 1 hr of report | 97% |
| Complaints handling | Resolve within 10 working days | 85% |
| Payment Guarantee | Aim to resolve claims within 10 working days | 100% |

Table 2.1: Customer Commitments



3 Gas Industry

3.1 Market overview

The CER has responsibility for regulating the natural gas market in the RoI. Gas Networks Ireland connects all customers to the network regardless of which natural gas Supply Company the customer chooses. Additionally, Gas Networks Ireland transports the gas on behalf of the suppliers who sell the gas to the end users. The role of Gas Networks Ireland is also to facilitate meter readings for end-users.

In July 2007 the RoI's retail gas market was opened to competition allowing all gas customers to switch their gas supplier¹⁰. The domestic gas market was subsequently fully deregulated in July 2015 allowing suppliers

¹⁰ [Gas Suppliers List](#)

to set their own tariffs. The intrinsic benefits to consumers are increased choice, greater efficiency, lower prices and higher standards of service.

There are a number of large end-users of gas such as power stations who engage Gas Networks Ireland to transport the gas on their behalf. Collectively the suppliers and these large end users who use the transportation service are known as Shippers.

3.2 Shipper issues

Gas Networks Ireland provides transportation services directly to Shippers operating in the retail and wholesale markets through the Shipper Services Department. The Shippers and large end users (circa 260 industrial customers), are also supported by this department. Part of its role is to support the development of new entrants to both the retail and wholesale markets. It does so by facilitating and mentoring their entry into the gas market through implementation of legal and contractual arrangements required under Irish and European law in relation to Shippers. Some of the responsibilities extend to developing and maintaining strategies for the Irish natural gas wholesale and retail markets and establishing market rules, it manages the contracts of the companies licensed to ship gas through the transportation system.

Gas Networks Ireland supports initiatives from various industry bodies and ensures compliance with European Union (EU) legislation as well as playing a driving role in the development of market arrangements to meet with industry best practice.

Gas Networks Ireland coordinates industry meetings at both retail and wholesale levels in the RoI; at GMARG and Code Modification Forum the process changes are agreed to reduce issues that Shippers may have. Gas Networks Ireland continues to work proactively with Shippers on initiatives to identify possible issues in advance of problems occurring.

All Shipper issues received by the Shipper Services Key Account Management function are systematically logged on the Shipper Services Issues system. Every issue is assigned a unique issue number and Shippers receive an email confirmation where requested regarding the status of their issue within three business days. Gas Networks Ireland provides each Shipper with an issue update every 20 business days thereafter as long as the issue remains open on the Gas Networks Ireland system.

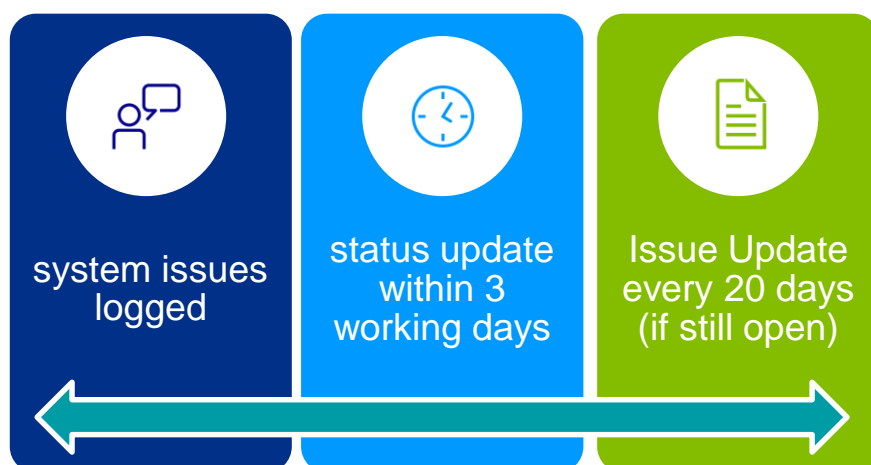


Fig 3.1: Shipper issues process

3.2 Breakdown of opened issues by type

There were 2,231 issues escalated to the Shipper Services Key Account Management department in 2015. The main categories of issues recorded are shown in Figure 3.2.

Revenue Protection has only been recorded as a category since 2014 and Pre-Pay Meters (PAYG) since 2013, due to market and regulatory changes around these dates. The Revenue Protection area is relatively new and it appears that in the first 2 years of reporting there is a consistent number of queries arising.

In 2015, the category of Daily Allocation review became one of the main categories due to two reasons:

- Energy efficiency is becoming increasingly critical to end-users, both from a cost management and environmental policy requirement. This has led to an increase in Supplier queries to Gas Networks Ireland in 2015 from Large Daily Metered (LDM) and Daily Metered (DM) customers looking to clarify energy usage with a view to increasing efficiencies.
- In 2015 Gas Networks Ireland has sought to be more proactive in identifying customer profiles. Through an updated internal process, Shippers are contacted if a customer's consumption profile looks unusual to confirm customer usage and to instigate early investigation if required. The process allows Shippers direct access to the appropriate department in Gas Networks Ireland, and includes an agreed escalation to the Shipper Services department. This streamlined process ensures the most appropriate area within Gas Networks Ireland is aware of and working on an issue. As a result, in 2015 there was a reduction in the number of Job, Read and PAYG queries initially directed to Shipper Services and an increase in consumption queries being correctly directed to Shipper Services, see Figure 3.2.

An explanation of the types of issues experienced by Shippers is provided in Table 3.1. The breakdown of the main categories of issues as a percentage of the total recorded in 2015 are illustrated in Figure 3.2.

| Shipper services issues ¹¹ | |
|---------------------------------------|--|
| Issue type | Explanation |
| SPC & AQ | Query on the calculation of End User's current Supply Point Capacity and Annual Capacity settings. |
| SPC & AQ current | Query on the calculation of End User's Supply Point Capacity and Annual Capacity settings for the previous gas year |
| Daily Allocation review | Query relating to the published Daily consumption allocations for Large LDM/DM customers |
| Revenue protection | Revenue Protection issues (e.g. Locked Consuming reports, Meter Tampering, Non registering meters, Derelict/Demolished houses) |
| Meter Read | Query on a meter read processed |
| Meter Mix up | Issues relating to mismatch of details on GNI systems and the meter details on the ground. |
| PAYG queries | Issues relating to Prepayment meters, End User queries relating to meter or gas card issues. |
| Job | Queries on siteworks activity raised (e.g. Fit meter, exchange, lock and unlock jobs) |
| Information Request | Information requests (e.g. Code of Operations, European directives, Code developments and PRISMA Capacity auctions) |
| Consumption query | End User queries on consumption history |

Table 3.1 Explanation of top 10 categories of Shipper issues

¹¹ Top 10 of 30 categories are used for charting purposes

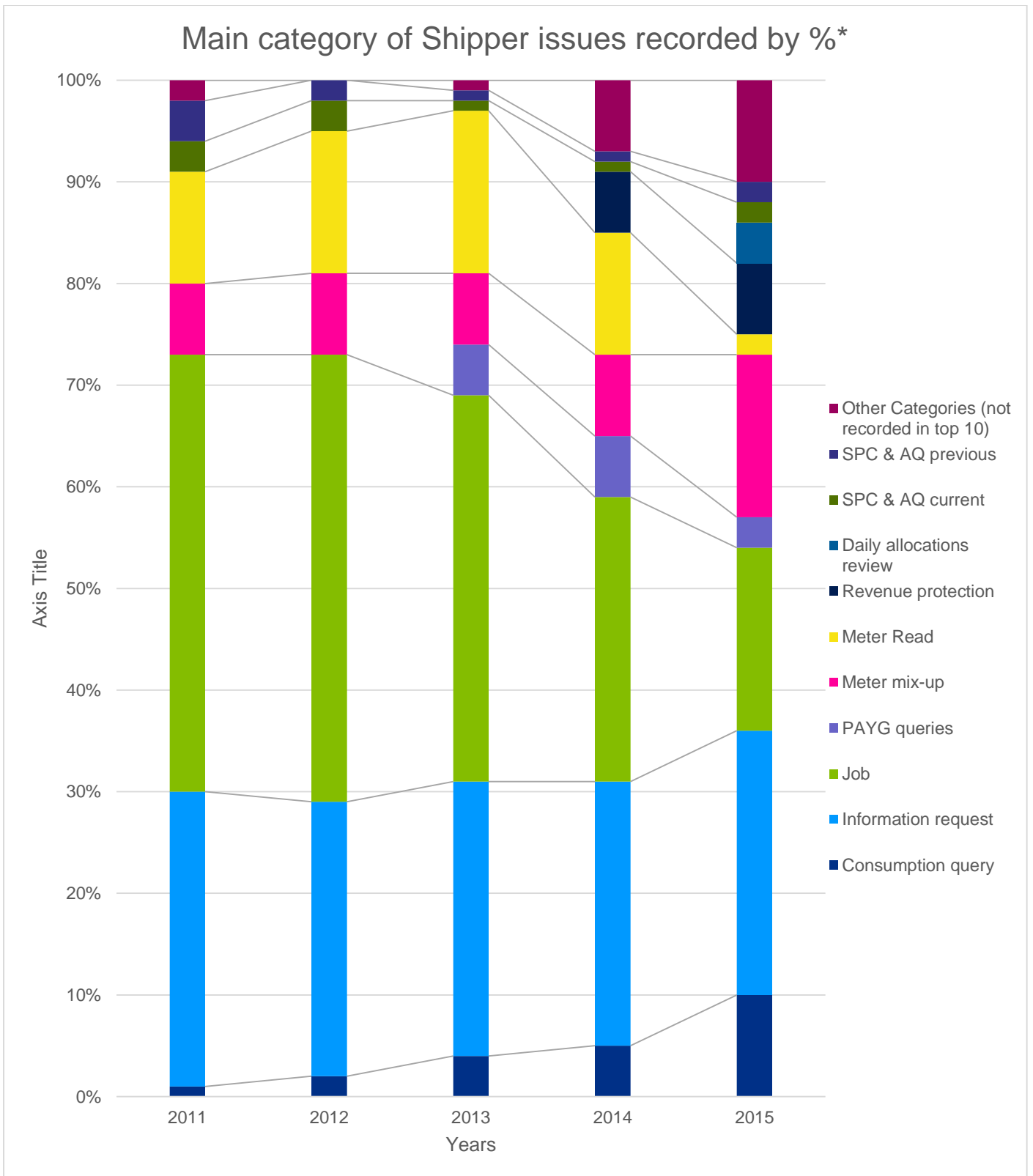


Fig 3.2: Main category of Shipper issues recorded by %

*Top 10 of 30 categories are used for charting purposes – the 90% shown in table 6.2 and Figure 3.2 is for the top 10 categories only

3.3 Average number of days that issue was opened (by issue type)

The average length of time that a Shipper issue was open in 2015 was 4 business days when all issues are included in the calculation, however this figure is 4.9 when the top 10 categories only are used for an average - see Figure 3.4. The average number of business days to resolve Shippers Services issues per category is shown in Figure 3.3, revenue protection has only been recorded as a category since 2014 and PAYG since 2013, due to market and regulatory changes around these dates. An explanation of Shipper issues is given in Table 3.1.

Throughout 2015 the level of service provided to Shippers was maintained and delivered on a par with previous years. This level of service was delivered at a time when the European Network Code implementation project was being delivered, and also coincided with the commissioning of the Bellanaboy Entry Point in Q4.

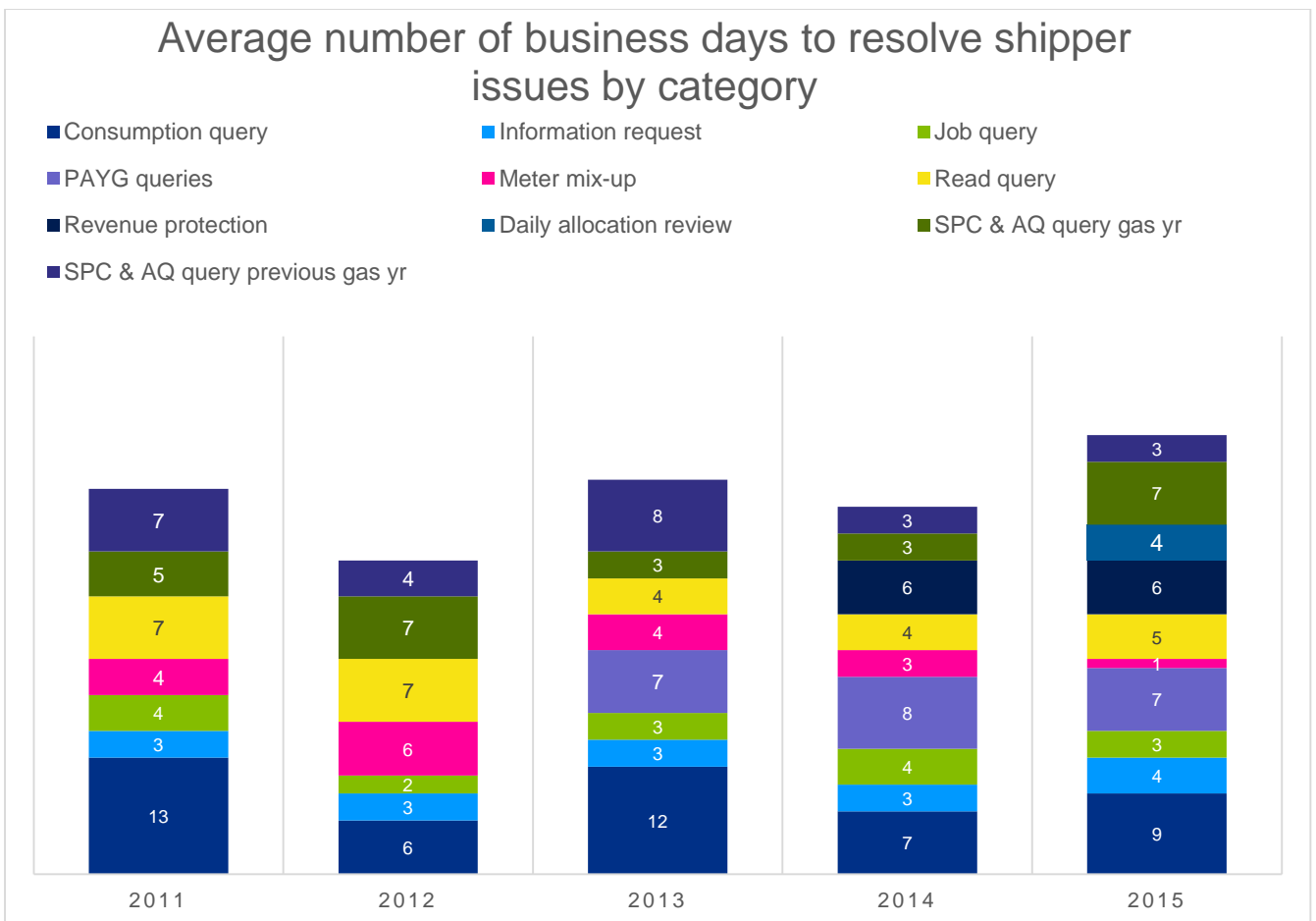


Fig 3.3: Average number of business days to resolve Shipper issues by category

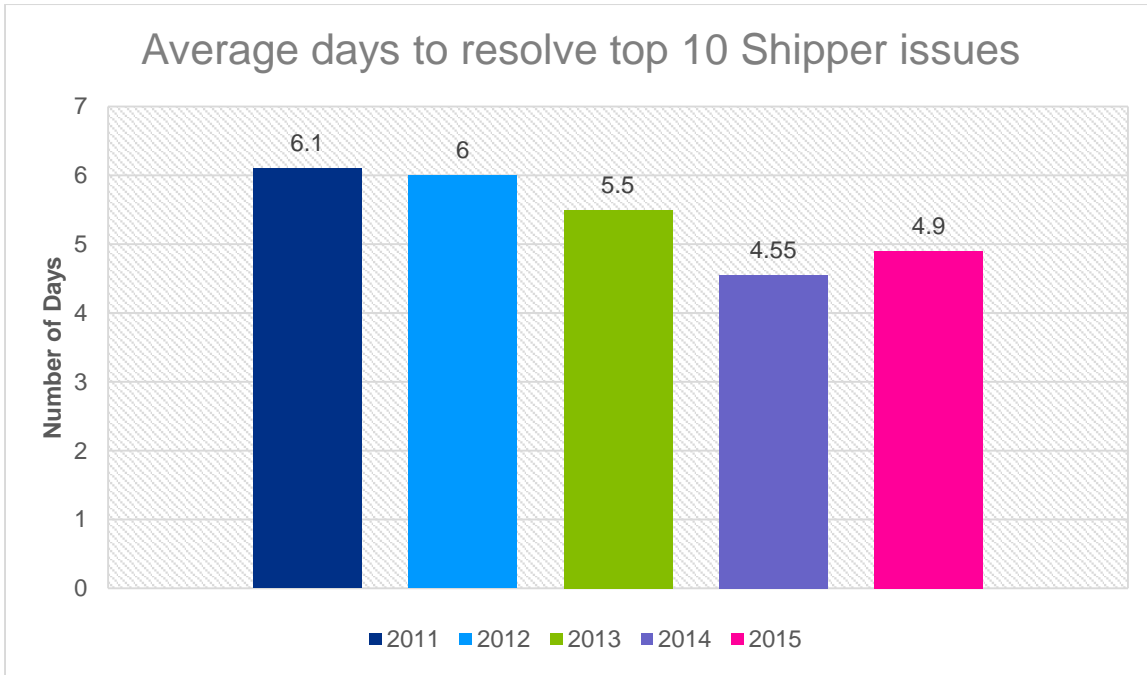


Fig 3.4: Average number of days to resolve Shipper Services issues (top 10 categories)

4 Retail Market

Gas Networks Ireland provides access to the gas pipeline system for Shippers. There are currently 16 Shippers active in the Irish gas market, supplying and selling gas to customers in all segments of the market from power generation to residential. Gas Networks Ireland connects all natural gas customers to the network no matter which supplier they choose.

Gas Networks Ireland is also responsible for works on service pipes and meters to the customers' premises and operates a full 24-hour emergency response service 365 days a year. A range of supporting customer services are managed by Gas Networks Ireland to deliver these activities to its customers, their customers and the general public.

4.1 Customer service

Gas Networks Ireland is committed to putting customers first. Every effort is made to provide a service in a prompt, efficient and safe manner and to a high standard. This commitment is reflected in both the Gas Networks Ireland Customer Charter¹² and the Gas Networks Ireland Codes of Practice¹³.

The Customer Charter provides assurance to our customers of our commitment to these standards and in certain circumstances, Gas Networks Ireland will provide compensation for failing to meet these standards. Details of these standards are outlined in table 2.1 Customer Commitments.

¹² [Customer Charter](#)

¹³ [Codes of Practice](#)

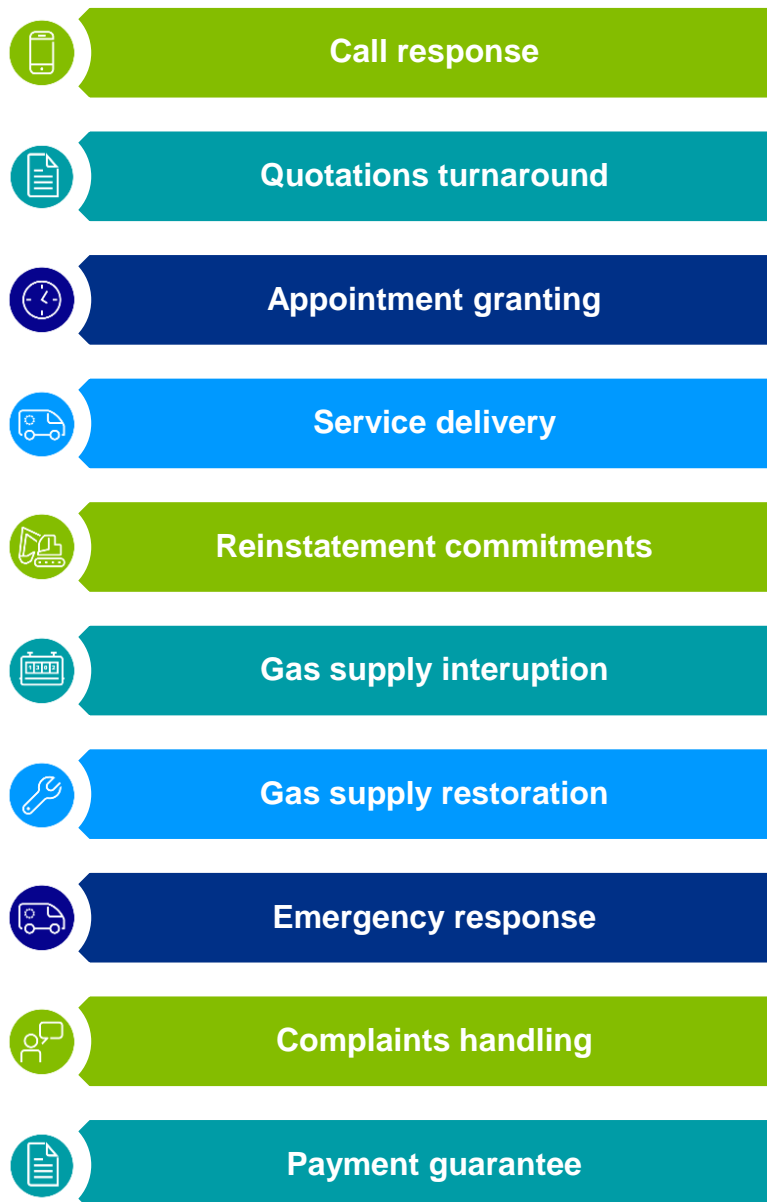


Fig 4.1: Ten customer performance commitments

4.2 Call response

Customer Charter performance commitment
Your call will be answered within 20 seconds

Gas Networks Ireland operates a number of telephone lines¹⁴ for customers to contact the company in relation to a number of key activities including: the 24 hours emergency service, domestic connections, commercial sector, *Dial Before You Dig*, carbon monoxide information and the meter replacement programme.

¹⁴ [Contact numbers](#)

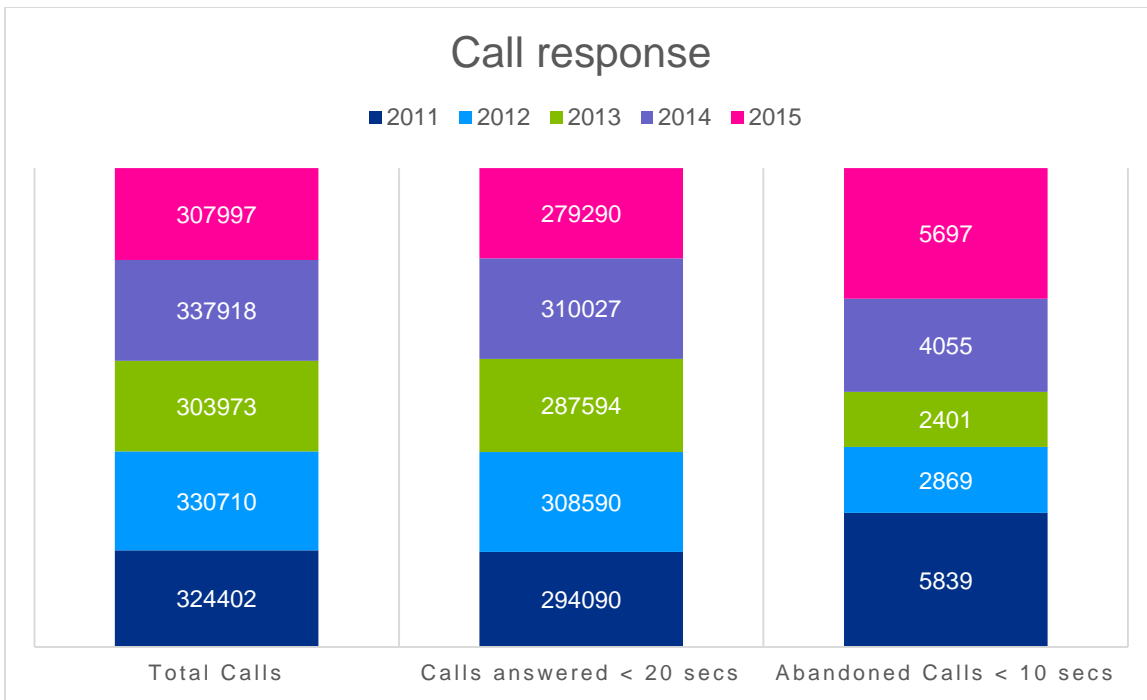


Fig 4.2: Call response

In 2015, Gas Networks Ireland answered almost 308,000 inbound calls, over 90% of these calls were answered within 20 seconds and only 1.7% of calls were abandoned after more than 10 seconds achieving all call handling targets. The volume of inbound calls over the last five years has remained steady with a peak at 324,000 in 2011 and the lowest volume in 2013 at 303,000. However the volume of overall contact with Gas Networks Ireland customers has increased over this time with circa 470,000 contacts in 2015 when outbound calls, emails and letters are included. The email channel in particular has experienced a significant increase in customer contacts over the past five years.

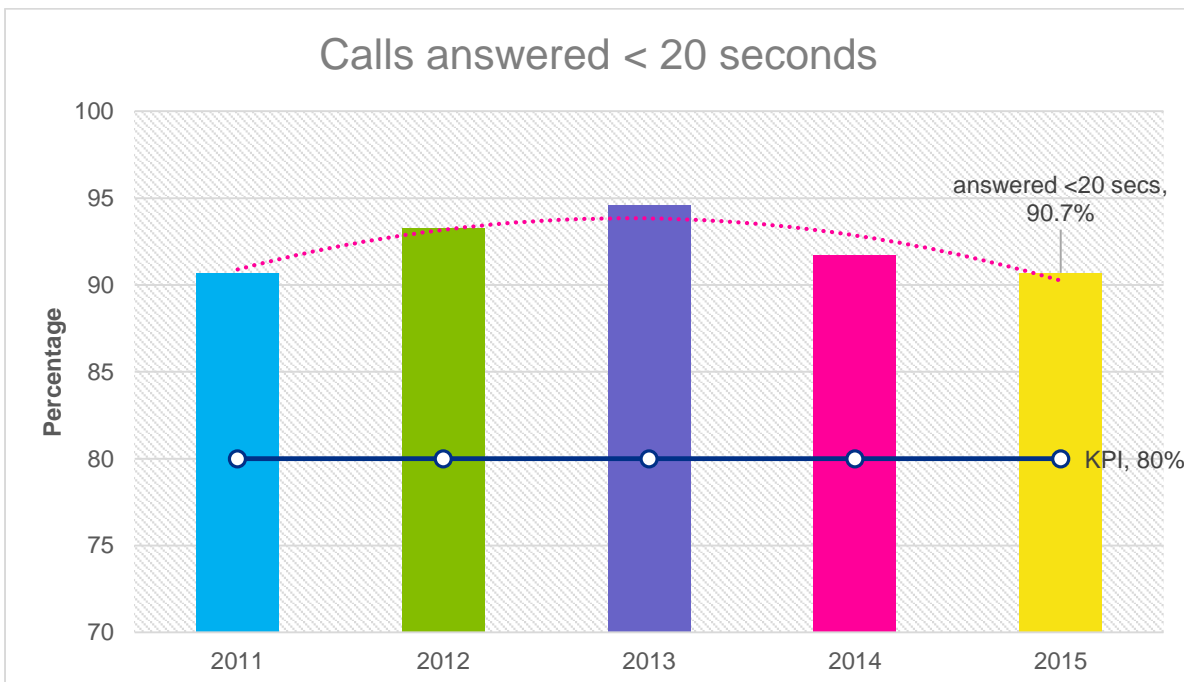


Fig. 4.3: Calls answered < 20 seconds

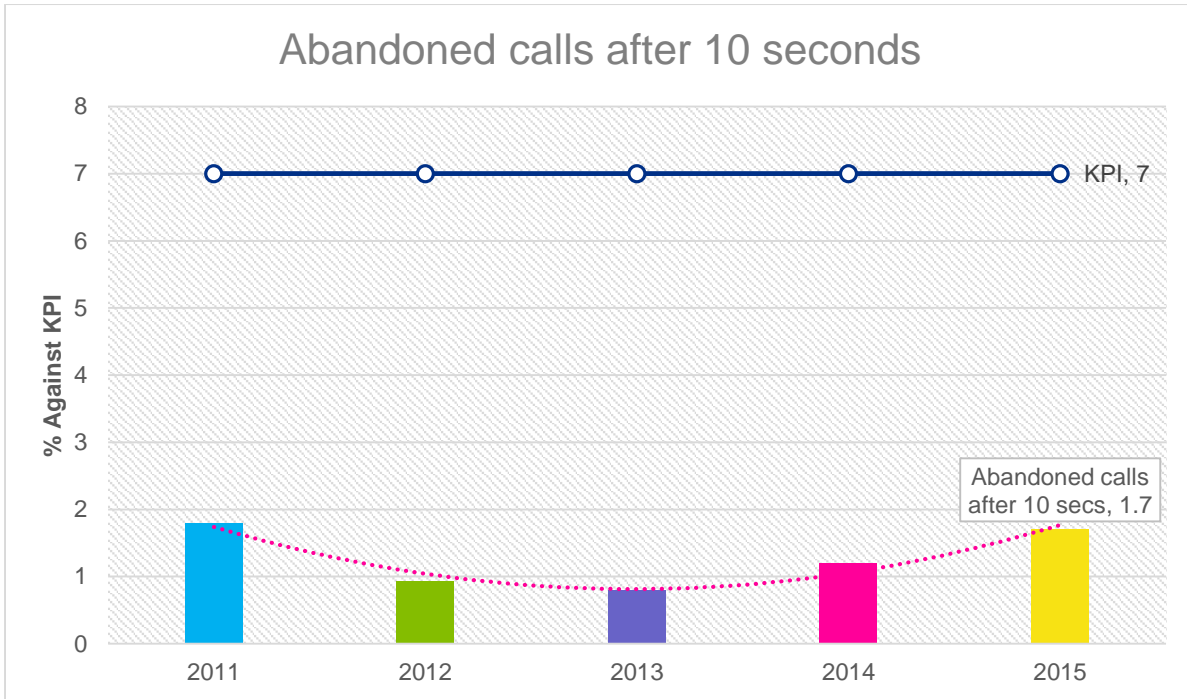
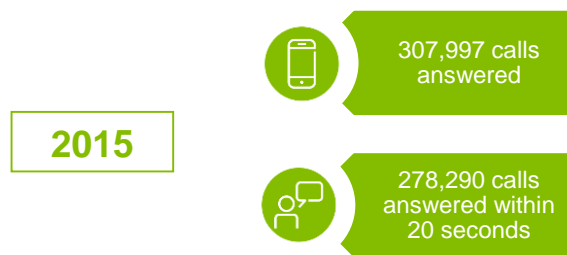


Fig. 4.4: Abandoned calls after 10 seconds

Considerable effort has been made to enhance customer experience by displacing inbound calls with planned outbound calls and text messages to customers at key stages of their interactions with Gas Networks Ireland. These are pro-active calls to remind customers of actions they need to take such as registering with a gas supplier, calls are also made to set up appointments for the meter replacement programme. The aim of the calls is to reduce the number of unnecessary inbound calls, help the customer through the connection process and improve customer service. New introductory messages were also introduced in 2015 to inform customers that they are contacting Gas Networks Ireland instead of their gas supplier.



The consistent focus on driving efficiencies in customer communications has mitigated the anticipated increase in customer inbound calls over the past five years and ensured that calls are answered promptly for customers. In July 2015, Fexco successfully completed an open tender process to be awarded the contract for the contact centre service on behalf of Gas Networks Ireland for the next five years.

4.3 Quotations turnaround

Customer Charter performance commitment
We will respond to all quotation requests within 7 working days

Many of the services provided by Gas Networks Ireland are standard and quotations can be provided quickly over the telephone with minimal information. If the job requirements are more complex, a company representative may need to make a visit to the site in advance of a quotation being issued. For domestic and small commercial (where no design work is required) service pipe connections or connection alteration/reconfiguration involving no main laying activity, the KPI is that quotations will be available within 7 working days from receipt of all necessary data. In 2015, 3,723 quotations were issued within the 7 day period. 2015 showed an increase in Industrial and Commercial (I & C) quotations, the underlying reasons for this is an improvement in the economy and industrial activity. However, there was a decrease in the domestic quotations when compared to 2014, external market conditions are most likely the underlying reason such as a stagnant property market and increased competition from other energy sources.

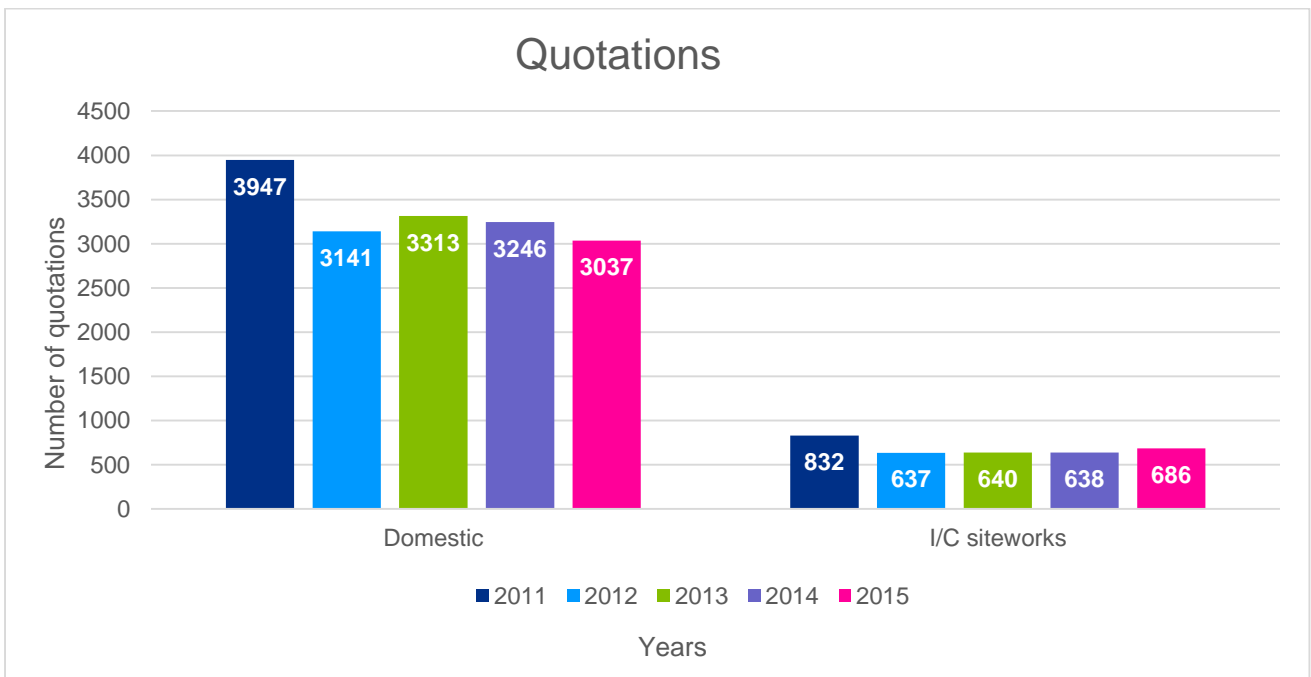


Fig 4.5: Quotations

In 2015, the total amount of quotations (3,723) were issued within the 7 day period, achieving the KPI of 100% performance rate. The KPI of 100% has been achieved consistently over the past 3 years, see table 6.4 and figure 4.6.

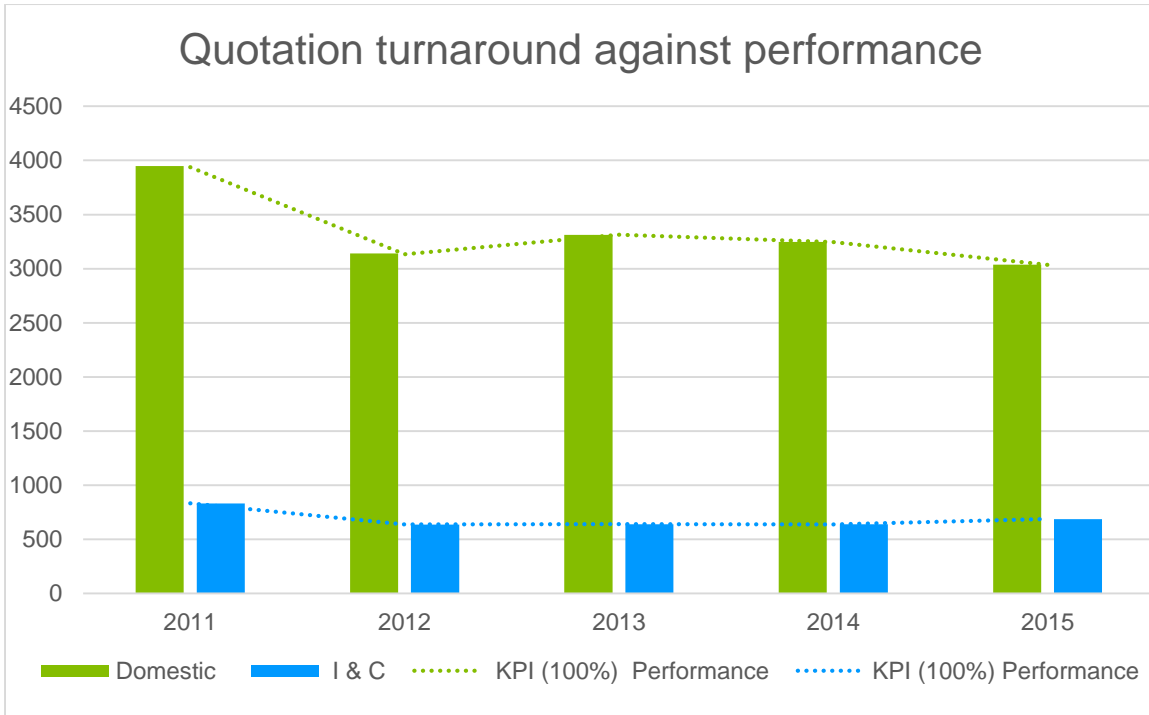


Fig 4.6: Quotation turnaround against performance

As confidence returns to the economy and as growth is experienced in the property, manufacturing and industrial sectors Gas Networks Ireland expects that requests for quotations will mirror developments in the wider economy.



4.4 Appointment granting

Customer Charter performance commitment
We will schedule your appointment within 5 working days of the request

For quotation site visits and domestic metering service appointments, a choice of morning or evening day appointments will be scheduled within 5 days of the receipt of the request. For domestic service pipe laying

appointments, on receipt of payment a commitment to indicating within a 4 weeks' time-frame in which work will commence and then closer to the time a firm date will be agreed with the customer ensuring that sufficient notice is given.

If Gas Networks Ireland fails to grant an appointment commitment within 5 days (quotation) or 4 weeks (domestic works), applicable compensation will be made (subject to restrictive conditions which may be in place by local authorities etc. from time to time). Appointment requests in 2015 were higher than 2014 (meter appointment request totalled 78,565 and service appointment request totalled 5,145).

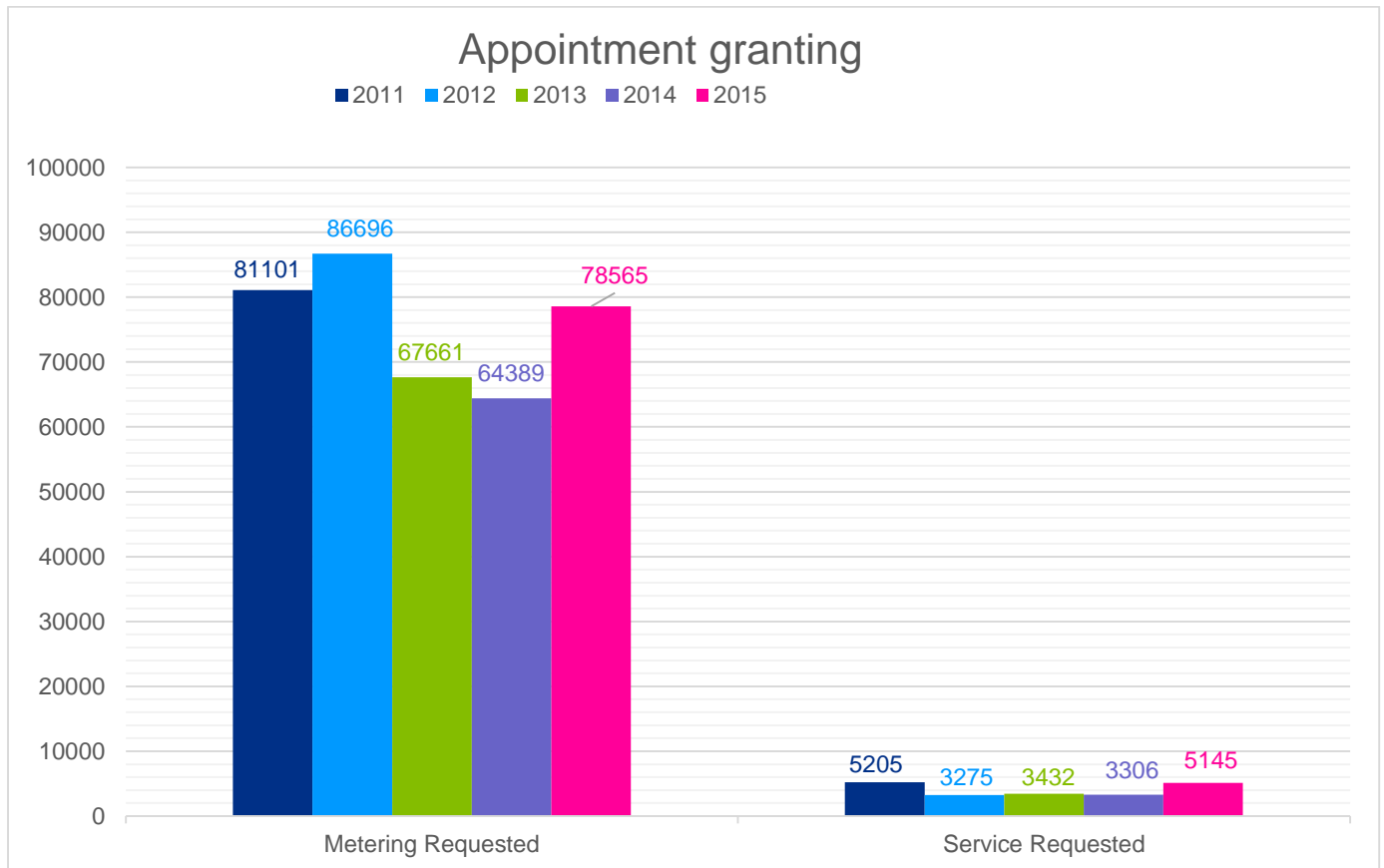


Fig 4.7: Appointment granting

Compliance with services standards was 99.98% for 2015 while for metering compliance was at 99.9%. Gas Networks Ireland endeavours to achieve 100% compliance with Customer Charter performance commitments with regard to the granting of appointments. During 2015, one service appointment was granted outside the 20 working day standard while there were 3 meter appointments granted outside the 5 working day criteria. (See figures 4.8 and 4.9 and Table 6.6).

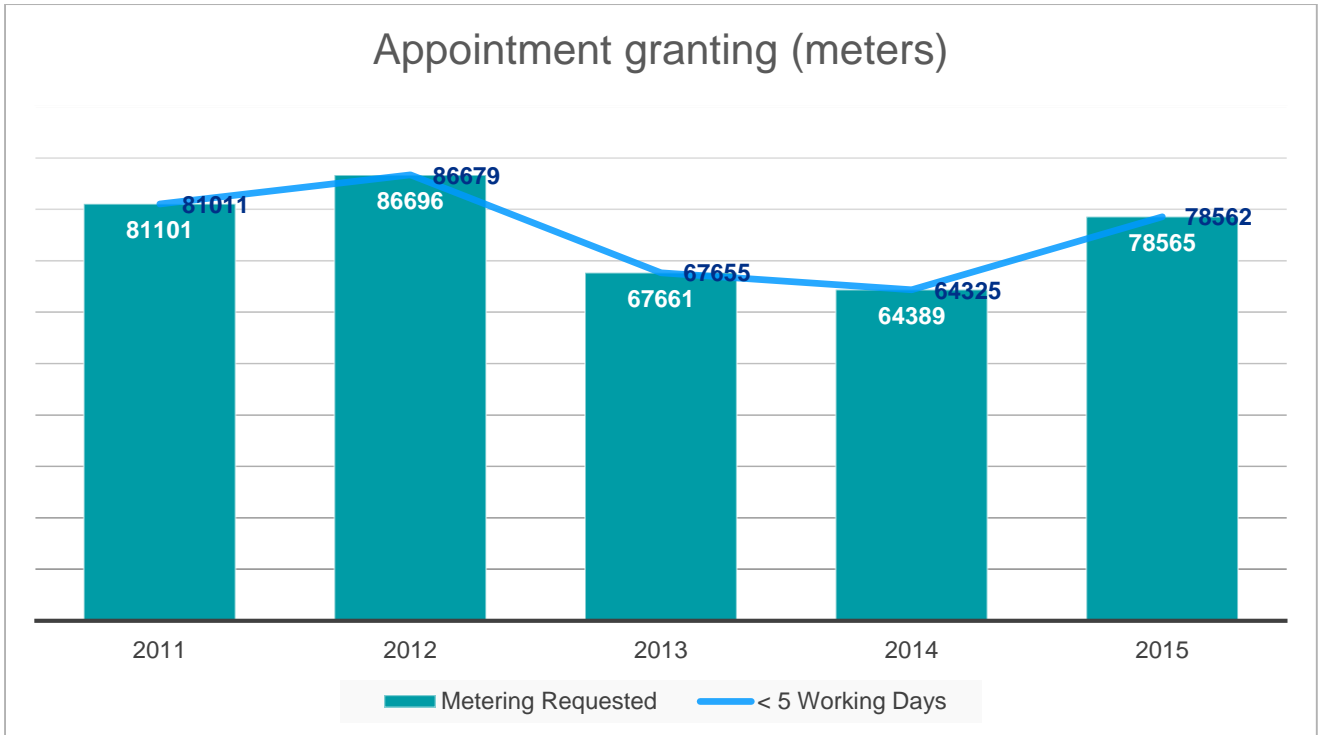


Fig 4.8: Appointment granting (meters)

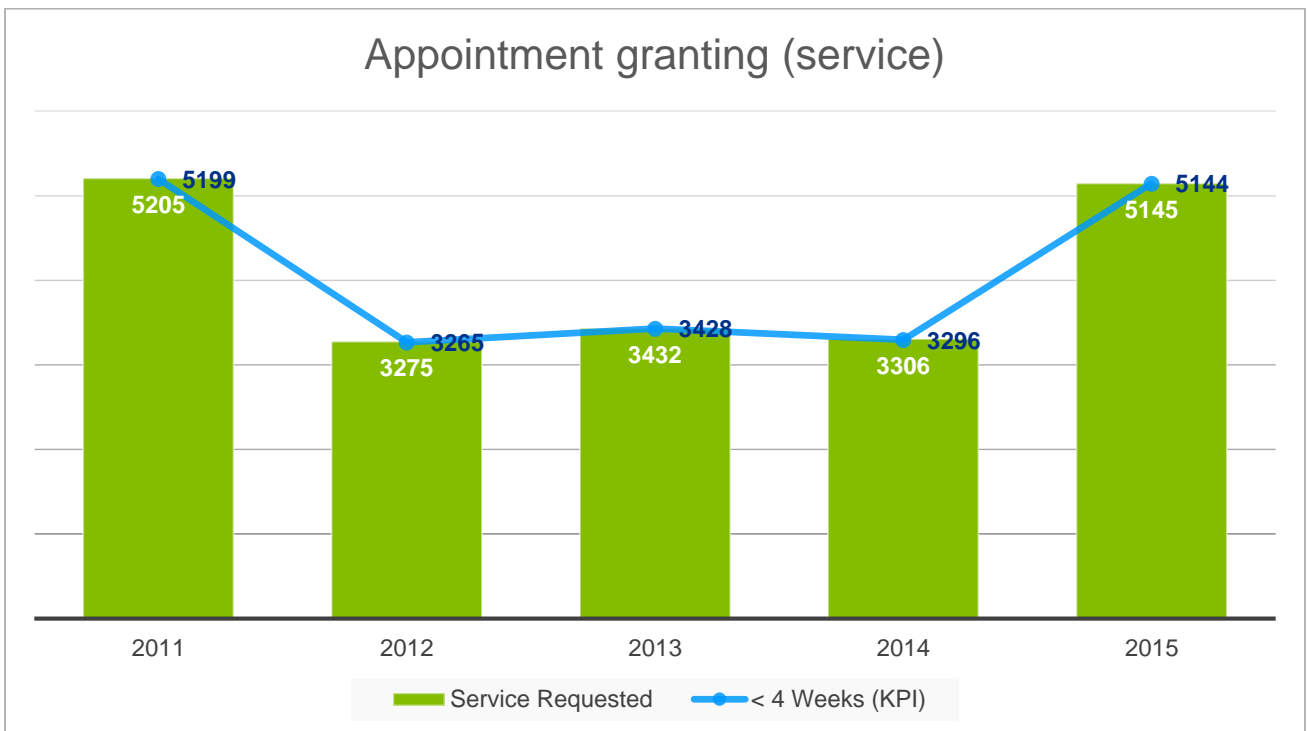


Fig 4.9: Appointment granting (service)

The upturn in the economy has significantly contributed to the increased volume of meter and service requests. In 2015 the quantity was on a par with the rates of 2011, following a decline in the intervening years. There was an uplift of 55.53% in the number of service appointments granted in 2015 compared with 2014.

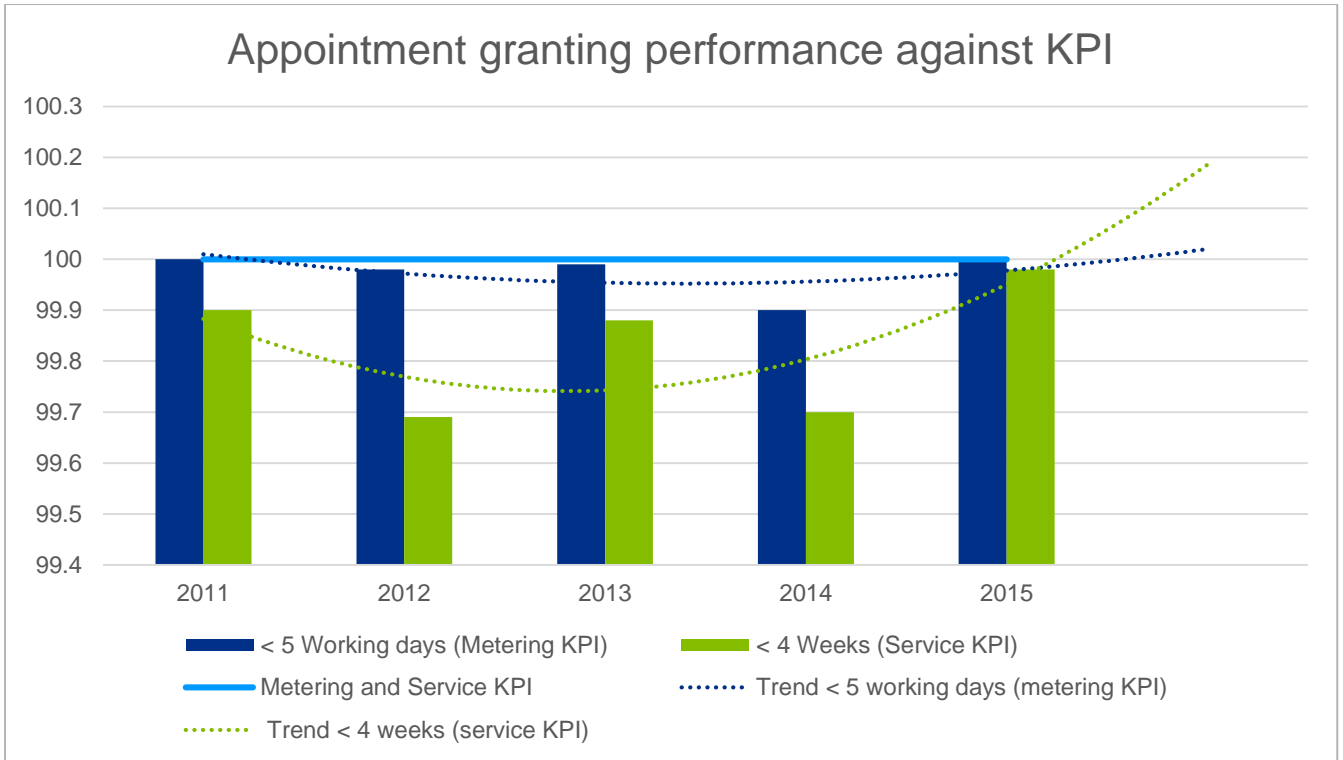
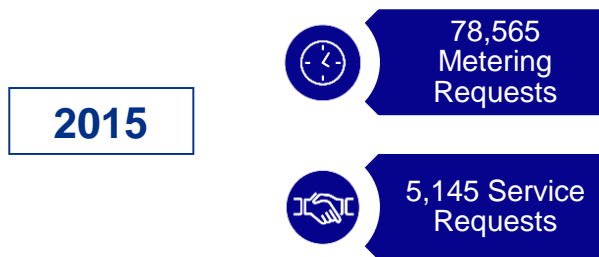


Fig 4.10: Appointment granting performance against KPI

The performance rate of meter appointment requests was 100% in 2015 compared to 99.9% in 2014, however the performance for service requests was under the 100% KPI at 99.8%, but still showed an improvement on the figure of 99.7% in 2014 (see figure 4.10 and table 6.6).



4.5 Appointment keeping

Customer Charter performance commitment
We will contact you a minimum of one working day prior to any appointment rescheduling

Gas Networks Ireland endeavours to keep all appointments with customers on the assigned day and with the nominated timeframe (am., pm. or all day). If unable to keep this appointment contact will be made with the customer a minimum of one working day prior to the scheduled appointment.

Failure to make the appointment or notify the customer of the cancellation on or before the working day prior to the scheduled appointment results in the customer being able to make a compensation claim.

In 2015, there were 73,488 metering appointments which was an increase of 3.46% on the 2014 figures. Compliance for these was at 99.35% which was a slight increase on the 2014 result of 71,030 and 99.28% respectively. In 2015, there were 3,257 service appointments which was an increase of 6.54% on 2014, compliance rate at 97.19% which was a decrease on the 2014 amount. The KPI of 100% is the ultimate service level that we strive to achieve in collaboration with our business partner and key stakeholders. However due to some operational issues, but predominantly local authority issues, it was difficult in some instances to meet the customer appointments offered.

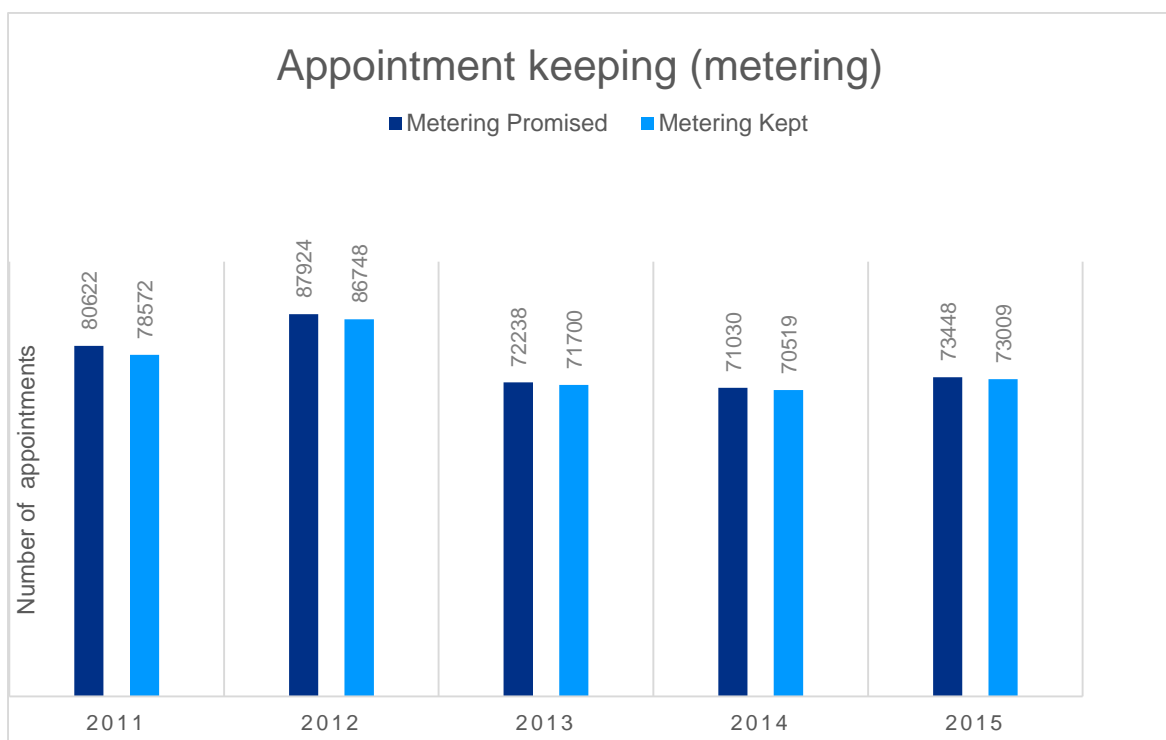


Fig 4.11: Appointment keeping (metering)

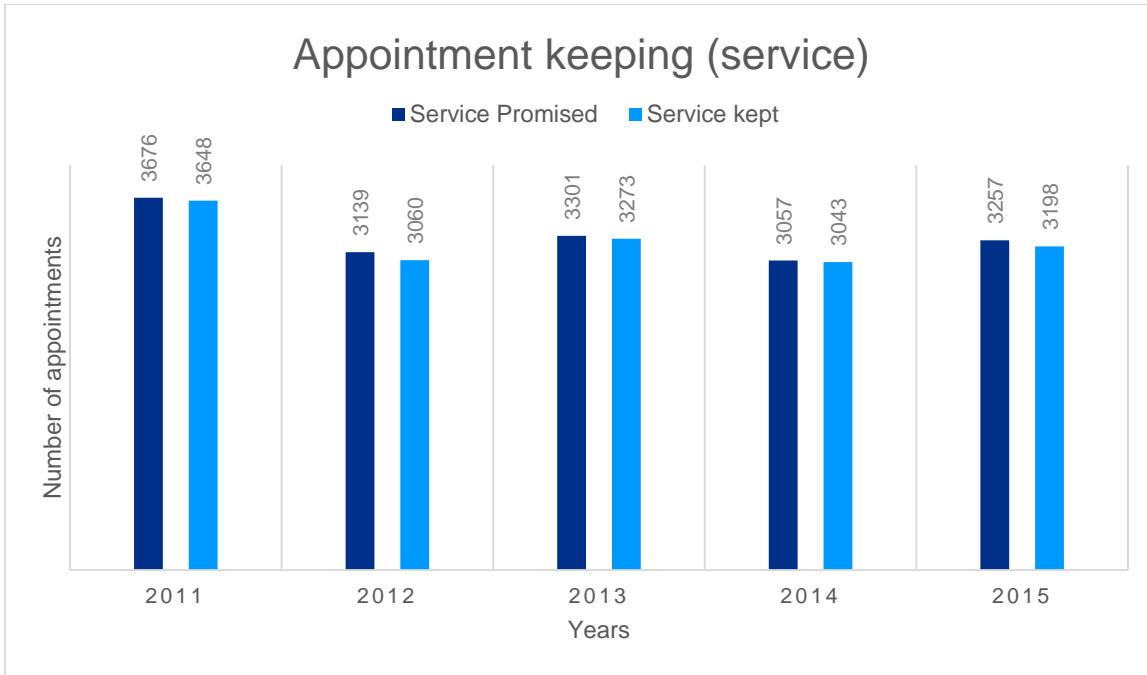


Fig 4.12: Appointment keeping (service)

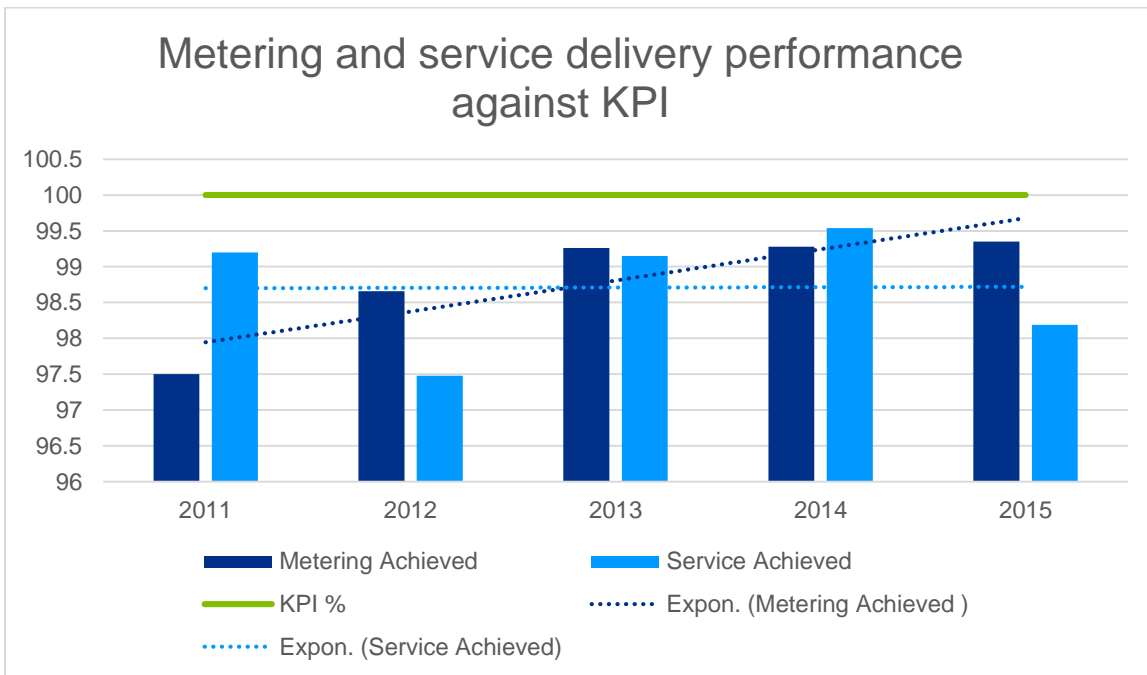
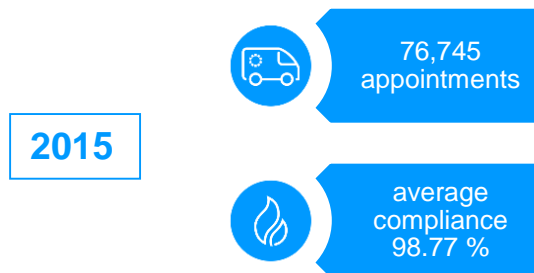


Fig 4.13: Metering and service delivery performance against KPI

The service achieved was lower in 2015 than 2014 mainly due to the local authorities not granting licences in a timely manner. Some appointments were also missed due to operational issues. Gas Networks Ireland have now engaged the local authorities to understand reasons why they are often taking excessive lengths of time to issue licences. The results of this are customers are now given a more realistic date of when their appointment will commence giving better greater completion rates. The Local Authorities introduced a national online road opening licence system mid 2015 called the RMO (Road Management Office) and there was several issues with its implementation which are still been worked through. In some areas the introduction of this RMO

lengthened the time took to get ROL's in that local authority. Gas Networks Ireland is working with the Department of Transport and other key utilities on this system as it will in time give customers a better service.

A total of €1,720 was paid in compensation to customers for Gas Networks Ireland being unable to deliver the service as promised to customers in 2015.



4.6 Reinstatement commitments

Customer Charter performance commitment
We will ensure that all excavations are back-filled and covered securely within 24hrs of work completions

In order to facilitate the laying of the gas connection pipework, Gas Networks Ireland may need to excavate ground on the premises. It is the aim of Gas Networks Ireland to back-fill and securely cover all excavations within 24 hours of work completion.

If there is a failure to complete a temporary reinstatement within 24 hours (as per the KPI) of the work completion, compensation will be paid to the customer, if applied for. Commitments apply only to circumstances where clear access to the site and premises has been provided. Reinstatement commitments do not extend to excavations arising from emergency, renewal or unplanned work.

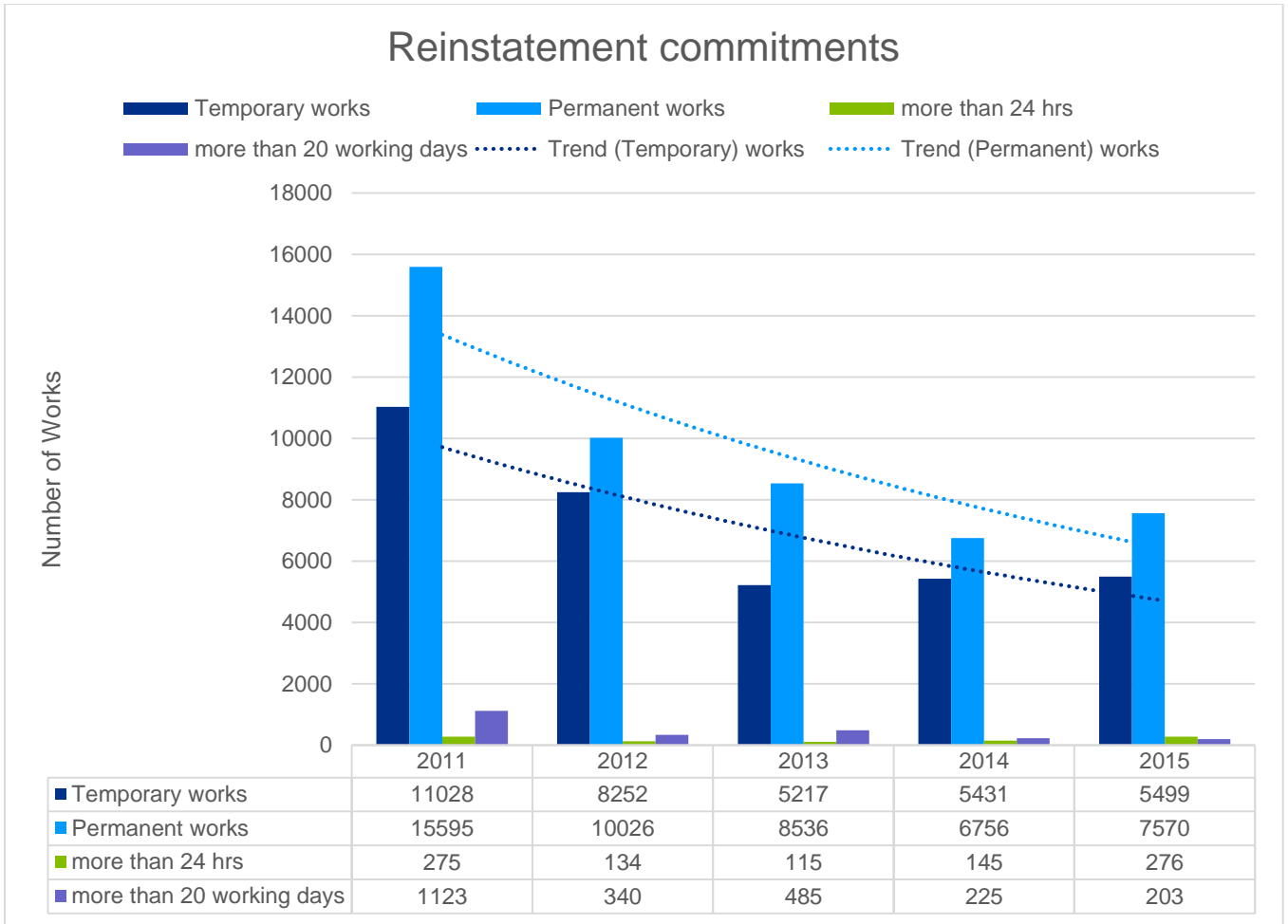


Fig. 4.14: Reinstatement commitments

In 2015 there were 5,775 temporary works completed, 276 of these were completed outside the 24 hours commitment, performance against the KPI was at 94.98% compared to 97.33% in 2014. The total Permanent works carried out in in 2015 was 7,773; 203 of these were completed outside the 20 working days commitment. Figure 4.14 illustrates the re-instatement commitments over the past 5 years and figure 4.15 shows the re-instatement performance against the KPI.

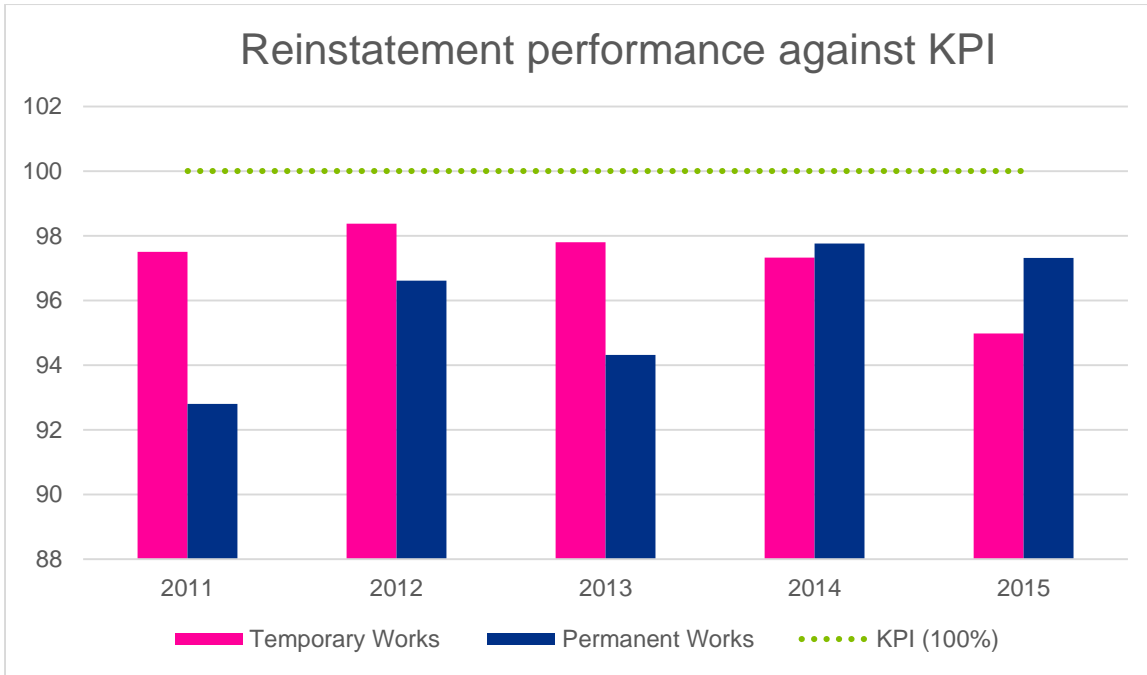


Fig 4.15: Reinstatement performance against KPI

Within the commitments for temporary and permanent reinstatement the KPI percentage rate is more consistent from 2011 through to 2014, and in 2015 there is a slight reduction. In 2015 there were changes to ROL application process and some ongoing difficulties with some Local Authorities. Some of the issues consisted of:

- Longer licence approval times with shorter licence durations, which caused the licence to lapse before permanent reinstatement is completed,
- Majority of ROL requiring site specific Traffic Management Plans (TMP) which take longer to apply for and come through. Previously generic TMP were sufficient for the majority of locations.

Gas Networks Ireland is currently in negotiations with the Department of Transport and Local Authorities with a view to reaching an agreement on a smoother method of applying and receiving licences and working better together on the whole MapRoad IT system.



4.7 Gas supply interruption

Customer Charter performance commitment

We will give at least 2 days' notice if we need to interrupt your gas supply due to essential maintenance

In some instances when carrying out essential planned maintenance work or connecting new customers, Gas Networks Ireland may need to interrupt the gas supply. If this is necessary customers will be given at least 2 days' notice, failure to do so allows the affected customer to claim for compensation. However, very short supply interruptions and interruptions arising from network faults or third party actions are exempt from the guarantee, every effort is made to minimize the inconvenience caused to customers in these instances.

For customers listed as vulnerable¹⁵ on the Special Services Register (as nominated by their natural gas supplier), Gas Networks Ireland will offer alternative heating and cooking facilities during planned gas supply interruption or network outage. In 2015 there were 7,640 vulnerable customers registered.

See figures for 4.17 – Gas supply restoration and table 6.9



4.8 Response to emergencies

Customer Charter performance commitment

Our aim is that the emergency response person will always arrive on site within one hour of the gas escape report being notified to us

One of Gas Networks Ireland's primary objectives is to respond to all emergencies as soon as possible. On notification of an actual or suspected gas escape report, one of the emergency response personnel will be dispatched immediately. The objective is for the response personnel to arrive on site within one hour of the gas escape report being notified, the KPI for getting there and dealing with the incident is 97%.

¹⁵ [Vulnerable customers](#)

At Gas Networks Ireland safety is a key priority. There are a number of ongoing safety campaigns¹⁶ to advertise the steps to take in case of a gas emergency and to promote the emergency number (1800 20 50 50) for instances where a response is required. The aim is make the general public aware of what to do if they smell gas on a premises or on the street. A new gas escapes advert was aired in 2015 to promote the message and phone number and to coincide with the name change from Bord Gáis Networks to Gas Networks Ireland reinforcing who to call in the event of an emergency.

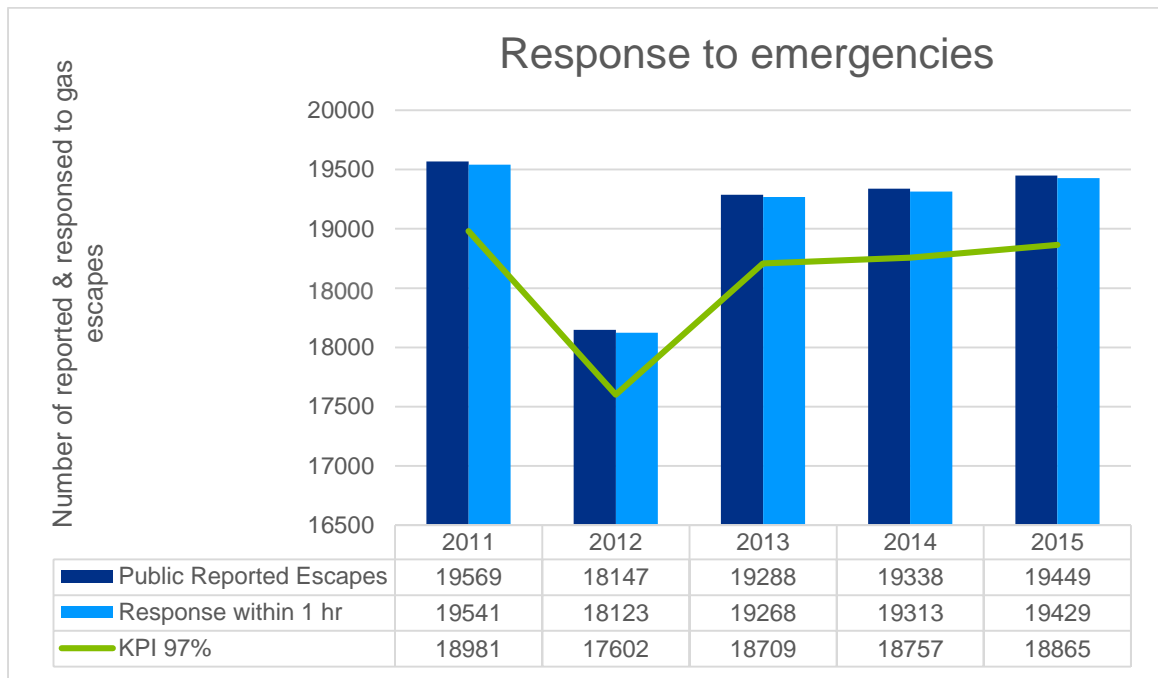


Fig. 4.16: Response to emergencies

The number of emergencies responded to remains steady with 19,449 calls received in 2015, 99.9% of these were attended to within the hour, annually this has been a consistent achievement (see table 6.10). The average response time for 2015 was 28 minutes. The breakdown of incidents is as follows;

- No Trace – 10,631
- Internal – 5,007; and
- External – 3,811

As the number of customers and towns on the network grows there is an expectation of a corresponding incremental increase in the number of emergency calls.

Gas Networks Ireland has been appointed the National Gas Emergency Manager (NGEM) by the CER in accordance with Statutory Instrument (SI) 697 of 2007, should a major gas incident occur. The NGEM has responsibility for declaring a natural gas emergency, as well as coordinating planning arrangements and any emergency response in accordance with the Natural Gas Emergency Plan (NGEP). The scope of the NGEP covers the two elements of emergency arrangements, emergency planning and operational response.

¹⁶ [Safety Campaigns](#)

2015



19,449 reported gas escapes



99.99% of reports were attended within 1 hour

4.9 Gas supply restoration

Customer Charter performance commitment
We will endeavour to restore gas supply as quickly as possible

Occasionally faults may occur on the gas network and as a result there may be an interruption to supply. On receiving a report the company will do everything possible to restore the supply quickly. However, if there is a failure to restore the supply by the end of the following day after notification, where it is a network fault, then customers may make a claim for compensation per day for each 24 hour period without gas subject to a maximum amount. However, where there are exceptional circumstances such as extreme weather conditions or extensive disruption to gas supplies the guarantee and the compensation is not offered. The number of gas supply interruptions was less in 2015 than in 2014. This was due to a mild winter and all but 6 interruptions were resolved within 24 hours.

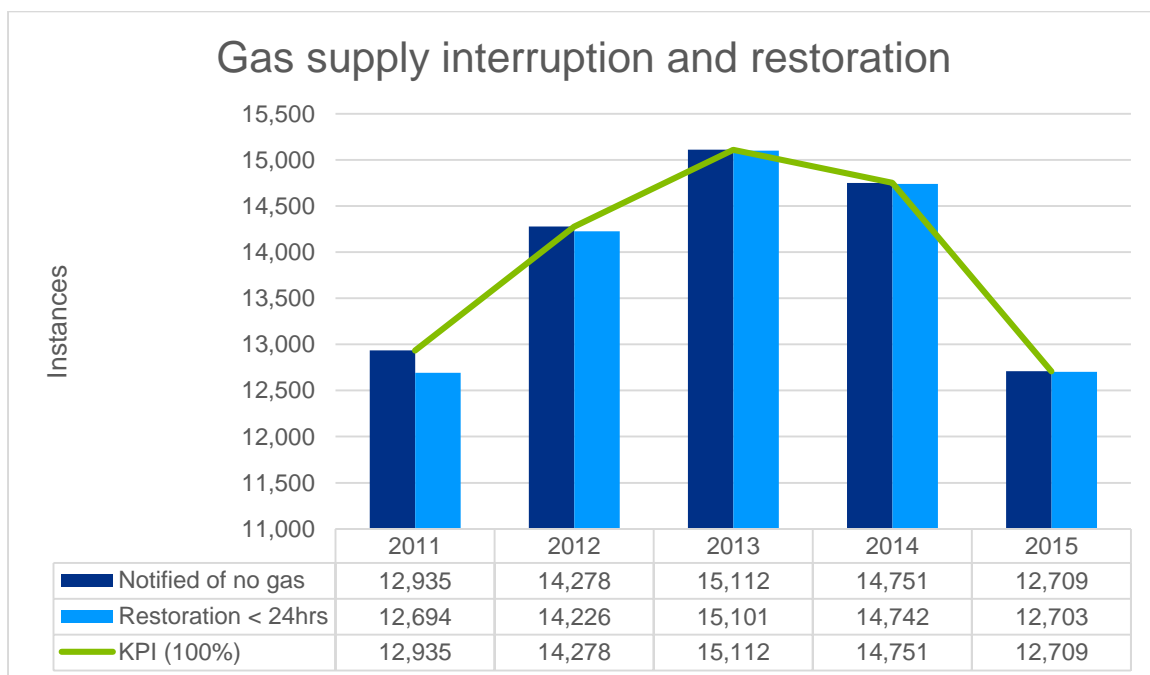
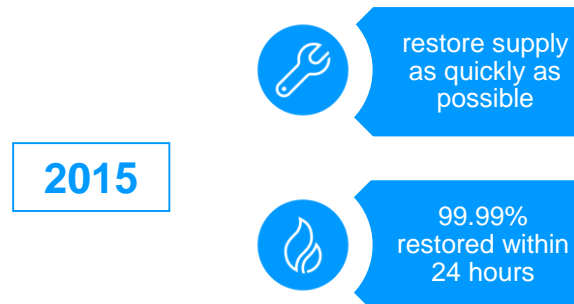


Fig. 4.17: Gas supply interruption and restoration

Gas Networks Ireland has consistently improved its restoration performance since 2011 when 98.14% of all customers had service restored within 24 hours. This has improved to 99.95% in 2015. However, it should also be noted that the number of gas interruptions in 2015 was 12,709 this is considerably less than previous years, down by 13% on 2014 when 14,751 interruptions occurred.



4.10 Complaints handling

Customer Charter performance commitment
We aim to resolve all complaints within 10 working days

Complaints handling process

Complaints may be registered with Gas Networks Ireland, The company endeavours to resolve all complaints within 10 working days of registering the complaint. However property damage or meter mix-up may take up to 30 days from notification to resolve. Complaints are acknowledged within one day from receipt. The complainant will be contacted by Gas Networks Ireland within 4 working days of registering their complaint to check on the progress of the issue.

Gas Networks Ireland has exceeded the complaint handling performance measure since 2011. The number of complaints has risen in the past 2 years, however this is reflective of the increase in Gas Networks Ireland activity in the field over the same period. The complaints handling process is illustrated in figure 4.18.

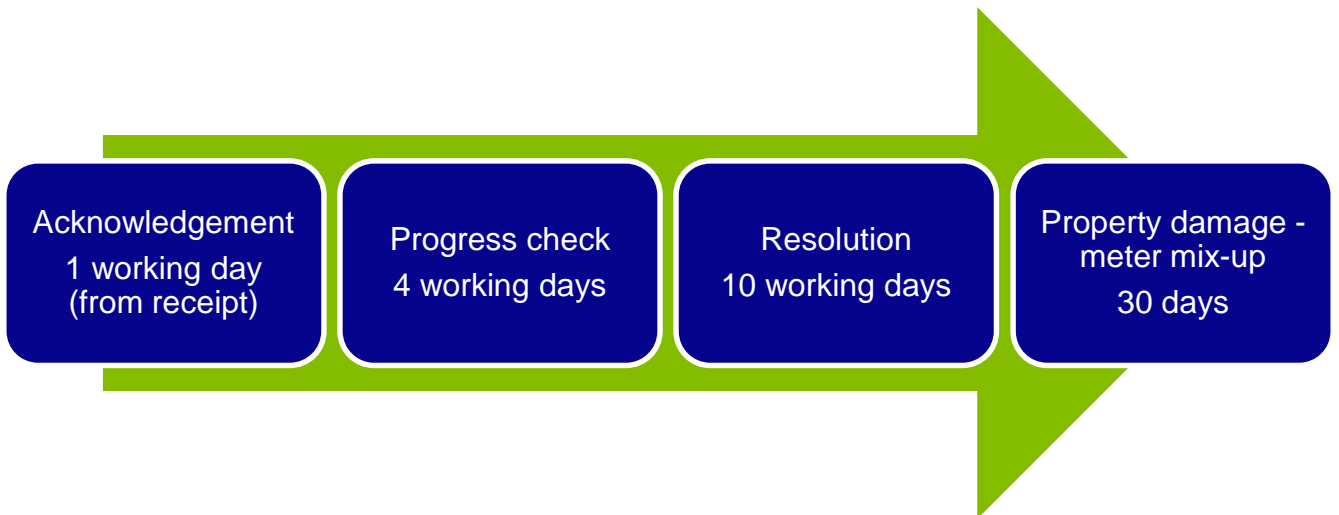


Fig. 4.18 Complaints handling process

In 2015 there were 2,494 complaints and of this number 2,321 were resolved in less than 10 working days and 173 within 30 working days. The KPI for both is 85% achieving 97.6% and 97.8% respectively in 2015. While compliance with the KPI is high the performance on both of these measures was down from 100% in 2015 (see Fig. 4.19 and Table 6.11). The type of complaint and length of time to resolve can vary from year to year (see Fig. 4.20 and Table 6.11.1), which can affect the resolution time scales.

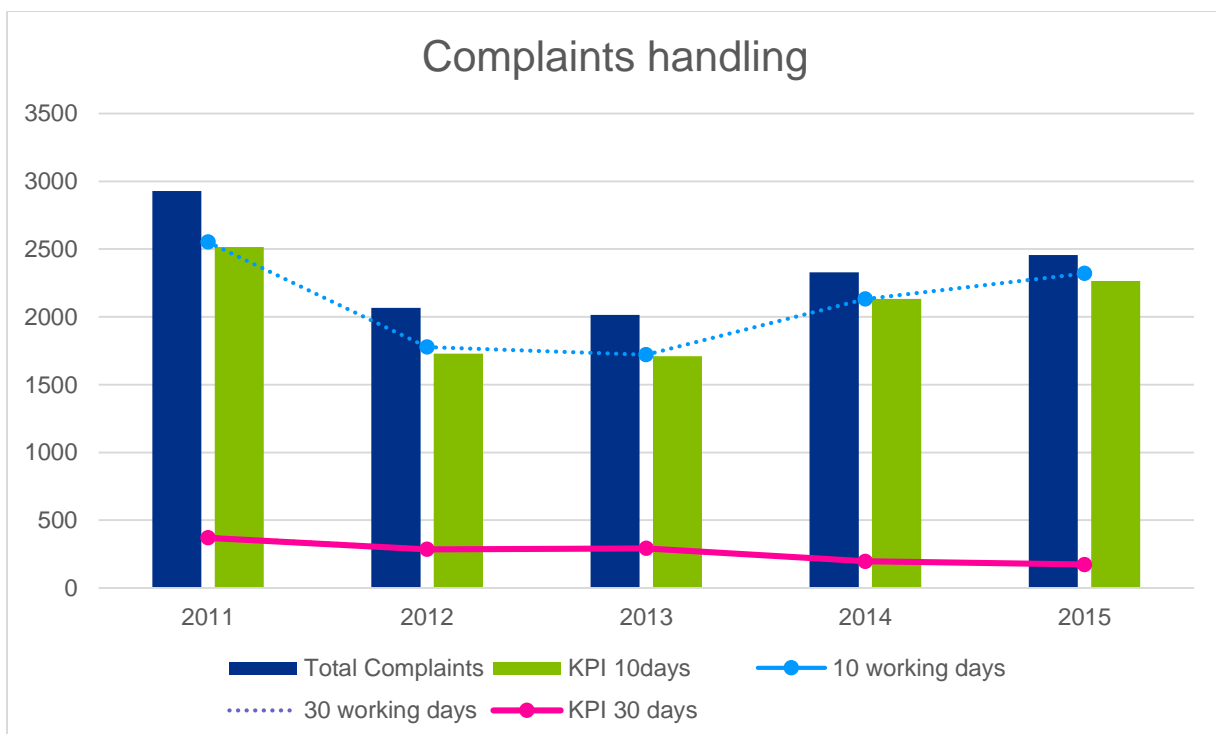


Fig. 4.19: Complaints handling

Under the terms of the Natural Gas Distribution Licence, Gas Networks Ireland published a Complaint Handling Procedure¹⁷ as agreed the CER, this document outlines how Gas Networks Ireland handles complaints.

Categories of complaints

Due to the diversity of the work that Gas Networks Ireland engages in there are many categories of complaint types. The total number of complaints received was 2,455 in 2015. These can vary across all the types of services delivered and can be received from both customers who are having services installed and from non-customers who are affected by the service delivery due to works in their locality.

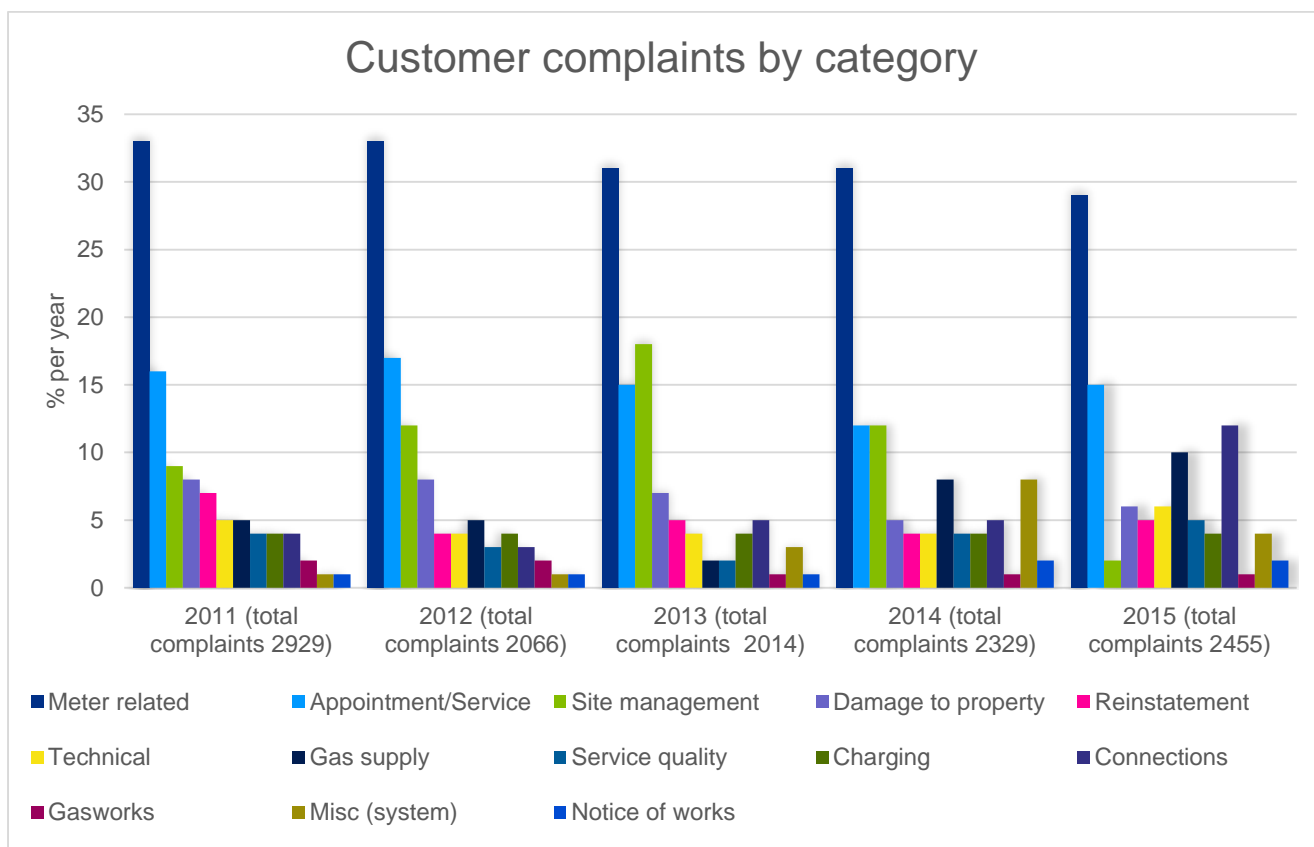


Fig.4.20 Customer complaints by category

The figure for complaints is up on the previous three years (2014 the total complaints was 2,329, in 2013 it was 2014 and 2,066 in 2012) and correlates with the increased work load and activity in the field. The largest number of complaints received falls into the meter related category, this is consistent with previous years. There was an increase in connections complaints in 2015, the main reason for this was a change in the local authorities system for issuing road opening licences and this resulted in a delay in receipt of permission, which in turn delayed the customer connection. Gas Networks Ireland is working with the local authorities to resolve the issues. Gas Networks Ireland continues to monitor all customer complaints to seek improvements to the services offered and address any issues that are within our control.

¹⁷ [Complaints Handling](#)



4.11 Payment guarantee

Customer Charter performance commitment
We aim to resolve all claims or refunds within 10 working days

Gas Networks Ireland will issue a cheque for the appropriate sum in respect of requested or notified refund or any validated Charter compensation claim within 10 working days. If the KPI of 10 working days is not met then compensation will be made in respect of failure to meeting this standard. The performance rate payment guarantee has been 100% since 2012. All claims and refunds in 2015 were paid within the time frame.



4.12 Customer Charter payments

Gas Networks Ireland connects all natural gas customers to the network and is responsible for carrying out related work at the customer’s premises. Every effort is made to provide services in a prompt, efficient, and safe manner and to a high standard. The Customer Charter provides assurances to customers regarding the standards to which these services are provided. In certain circumstance, compensation will be provided for failing to meet these standards where the customer makes a claim. There were 49 compensation payments paid to customers in 2015. The total value of these was €3,075. There was an increase in compensation payments of 36%, this is up from 36 payments in 2014. The reason for the increase is related to the issues outlined in the complaints handling Section 4.9 due to the delays in the granting of the road opening licences

by the local authorities, resulting in a knock on effect in appointments and hence customer compensation for the same. As per the Customer Charter all compensation claims must be made within one month of service failure, however compensation payments to vulnerable customer are automatic.

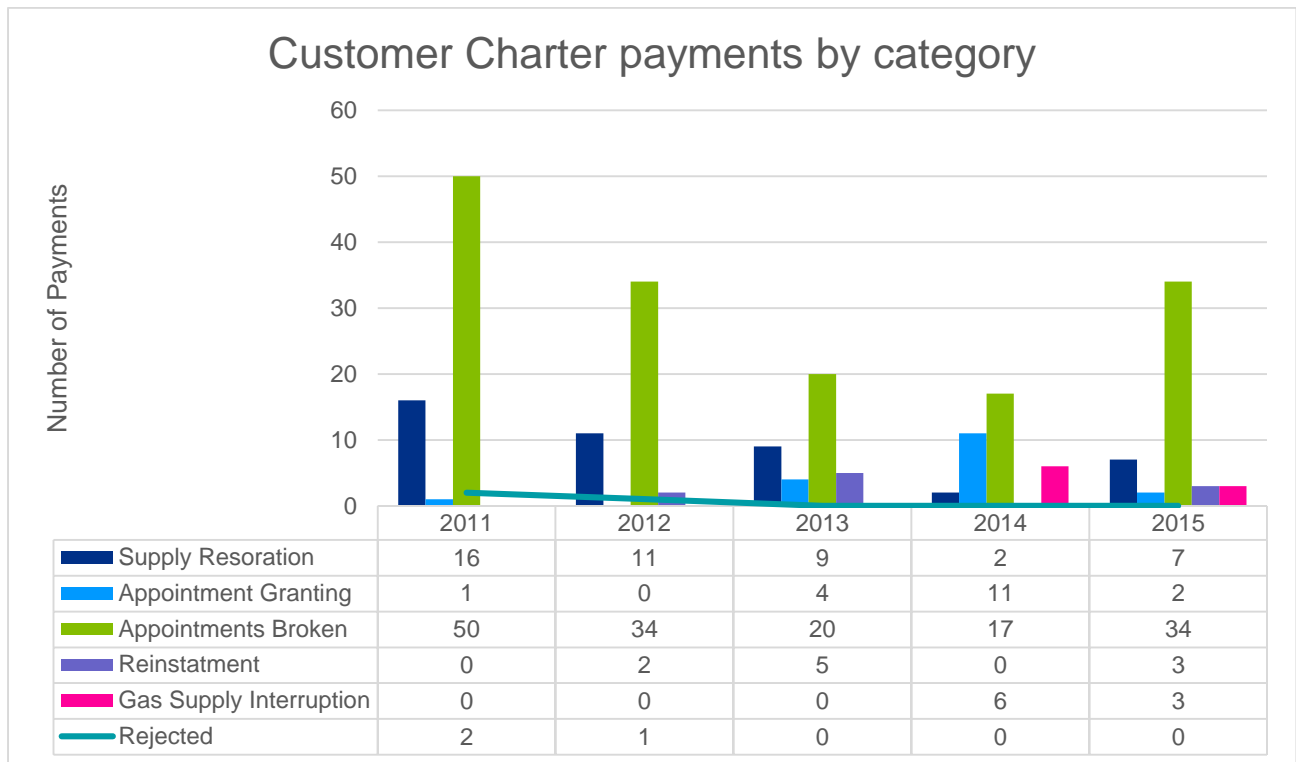


Fig 4.21: Customer Charter payments and compensation claims

5 Conclusion

Overall the performance results for 2015 have been positive for Gas Networks Ireland. In the many areas that we interact with customers we have achieved the KPI levels, set out by the CER and also remained steadfast to the Customer Charter Commitments, which are to the fore of our customers interactions. Customers are able to make contact through various channels which include telephone and digital. Regular engagement with shippers takes place through the GMARG forum. Gas Networks Ireland works in partnership with its stakeholders, including the CER and Shippers to ensure the safe, secure and reliable delivery of gas to all users of natural gas.

Natural gas continues to provide real solutions to many of the economic and environmental challenges faced by policy makers and industry. Growing the network by adding new towns and infill connections remains a key objective for Gas Network Ireland. This will benefit all users through tariff sharing, reducing emissions and realising the economic opportunities that natural gas can deliver. Progress has been made with CNG by conducting successful trials in 2015 and advances continue on developing renewable gas as a sustainable indigenous form of fuel. Development in innovation will provide customers with choice and an opportunity to make a positive impact on emissions.

Commitment to excellent customer service remains a key priority for Gas Networks Ireland. Customers input is encouraged through surveys, by continuously monitoring customer feedback and analysing results, issues are

identified to see how process and practice improvements can be implemented. Every opportunity to minimise customer queries and complaints is taken, by introducing initiatives such as making outbound calls where possible, keeping the customer informed and updating welcome messages so that customers know they are through to the right organisation, when it may be their gas supplier that they require. Gas Networks Ireland and the environment that we operate in is constantly changing, presenting opportunities and challenges, the business is continually adapting to meet customers' needs. The company focus remains firmly on the customer to ensure the delivery of gas in an efficient and safe format, providing a service that meets the needs of both the gas industry and all customers.

6 Appendices

6.1 Glossary of Terms

| | |
|------------------|--|
| ACE | Achievements in Customer Excellence |
| CER | Commission for Energy Regulation |
| CES | Customer Effort Score |
| CNG | Compressed Natural Gas |
| CO | Carbon Monoxide |
| CSAT | Customer Satisfaction Scores |
| DM | Daily Metered |
| DSO | Distribution System Operator |
| EU | European Union |
| FDI | Foreign Direct Investment |
| GMARG | Gas Market Arrangements Retail Group |
| IoM | Isle of Man |
| IVR | Interactive Voice Recording |
| I & C | Industrial & Commercial |
| I/C | Interconnector |
| IRC | Irish Research Council |
| Km | Kilometre |
| KPI | Key Performance indicator |
| MaREI | Marine Energy Ireland |
| MPD | Market Process Documents |
| NGEM | National Gas Emergency |
| NGEP | Natural Gas Emergency Plan |
| NI | Northern Ireland |
| No. | Number |
| NPS | Net Promoter Score |
| NSMP | National Smart Metering Programme |
| NUIG | National University of Ireland Galway |
| PAYG | Pay as you Go |
| RGFI | Renewable Gas Forum Ireland |
| RMO | Road Management Office |
| RoI | Republic of Ireland |
| ROL | Road Opening Licence |
| SFI | Science Foundation Ireland |
| SI | Statutory Instrument |
| TCBB | Technology Centre for Bio refining and Bioenergy |
| TMP | Traffic Management Plan |
| TSO | Transmission System Operator |

UCC University College Cork
UK United Kingdom

6.2 Tables used for Chart Graphics

Shipper services issues

| Main categories of issues recorded * | 2011 | 2012 | 2013 | 2014 | 2015 |
|--------------------------------------|---------|---------|---------|---------|---------|
| Consumption query | 1% | 2% | 4% | 5% | 10% |
| Information request | 29% | 27% | 27% | 26% | 26% |
| Job query | 43% | 44% | 38% | 28% | 18% |
| PAYG queries | - | - | 5% | 6% | 3% |
| Meter mix-up | 7% | 8% | 7% | 8% | 16% |
| Read query | 11% | 14% | 16% | 12% | 2% |
| Revenue Protection | - | - | - | 6% | 7% |
| Daily Allocation Review** | | | | | 4% |
| SPC & AQ query for gas year | 3% | 3% | 1% | 1% | 2% |
| | (11/12) | (12/13) | (13/14) | (14/15) | (15/16) |
| SPC & AQ query for previous gas year | 4% | 2% | 1 % | 1 % | 2 % |
| | (10/11) | (11/12) | (12/13) | (13/14) | (14/15) |
| Total % | 98% | 100% | 99% | 93% | 90% |

Table 6.2: Main categories of Shipper issues recorded

*Top 10 of 30 categories are used for charting purposes – the 90% total shown in table 6.2 and Figure 3.2 is for the top 10 only

** Category did not feature in top 10 in previous years

| Average no of business days to resolve Shipper services issues | 2011 | 2012 | 2013 | 2014 | 2015 |
|--|--------------|--------------|--------------|--------------|------|
| Consumption query | 13 | 6 | 12 | 7 | 9 |
| Information request | 3 | 3 | 3 | 3 | 4 |
| Job query | 4 | 2 | 3 | 4 | 3 |
| PAYG queries | - | - | 7 | 8 | 7 |
| Meter mix-up | 4 | 6 | 4 | 3 | 1 |
| Read query | 7 | 7 | 4 | 4 | 5 |
| Revenue Protection | - | - | - | 6 | 6 |
| Daily Allocation review | - | - | - | - | 4 |
| SPC & AQ query for gas year | 5 (11/12) | 7 (12/13) | 3 (13/14) | 3 (14/15) | 7 |
| SPC & AQ query for previous gas year* | 7 | 4 | 8 | 3 | 3 |

Table 6.2.1: Average number of business days to resolve Shipper issues by type

Call response

| Call response | | | | | | | | | | | | |
|----------------------|-------|---------|------------|---------|------------|---------|------------|---------|------------|---------|------------|--|
| | 2011 | | | 2012 | | | 2013 | | 2014 | | 2015 | |
| | KPI % | No. | KPI rate % | No. | KPI rate % | No. | KPI rate % | No. | KPI rate % | No. | KPI rate % | |
| Total calls answered | | 324,402 | | 330,710 | | 303,973 | | 337,918 | | 307,997 | | |
| <20 secs | 80 | 294,090 | 90.7 | 308,590 | 93.3 | 287,594 | 94.6 | 310,027 | 91.7 | 279,290 | 90.7 | |
| Abandoned <10 secs | 7 | 5,839 | 1.8 | 2,869 | 0.93 | 2,401 | 0.79 | 4,055 | 1.2 | 5,697 | 1.7 | |

Table 6.3: Call response

Quotations turnaround

| Quotations turnaround | | | | | | | | | | | |
|----------------------------|-------|------------|-------|------------|-------|------------|-------|------------|-------|------------|--|
| | 2011 | | 2012 | | 2013 | | 2014 | | 2015 | | |
| KPI 100% (<7 working days) | No. | KPI rate % | No. | KPI rate % | No. | KPI rate % | No. | KPI rate % | No. | KPI rate % | |
| Domestic | 3,947 | 99.8 | 3,141 | 99.8 | 3,313 | 100 | 3,246 | 100 | 3,037 | 100 | |
| I & C Site works | 832 | 100 | 637 | 100 | 640 | 100 | 638 | 100 | 686 | 100 | |
| Total Quotations | 4779 | | 3778 | | 3953 | | 3884 | | 3723 | | |

Table 6.4: Quotations turnaround

Complaints categories

| | 2011 | | 2012 | | 2013 | | 2014 | | 2015 | |
|---------------------|-------------|--------------|-------------|--------------|-------------|--------------|-------------|--------------|-------------|--------------|
| Complaint type | No. | % of Overall | No. | % of Overall | No. | % of Overall | No. | % of Overall | No. | % of Overall |
| Meter related | 978 | 33% | 689 | 33% | 634 | 31% | 722 | 31% | 707 | 29% |
| Appointment/service | 471 | 16% | 346 | 17% | 300 | 15% | 269 | 12% | 364 | 15% |
| Site management | 274 | 9% | 249 | 12% | 365 | 18% | 284 | 12% | 50 | 2% |
| Damage to property | 239 | 8% | 174 | 8% | 148 | 7% | 124 | 5% | 145 | 6% |
| Reinstatement | 206 | 7% | 91 | 4% | 102 | 5% | 98 | 4% | 121 | 5% |
| Technical | 159 | 5% | 92 | 4% | 90 | 4% | 91 | 4% | 142 | 6% |
| Gas supply | 152 | 5% | 109 | 5% | 44 | 2% | 195 | 8% | 252 | 10% |
| Service quality | 129 | 4% | 66 | 3% | 39 | 2% | 90 | 4% | 116 | 5% |
| Charging | 118 | 4% | 81 | 4% | 81 | 4% | 100 | 4% | 95 | 4% |
| Connections | 109 | 4% | 68 | 3% | 108 | 5% | 122 | 5% | 291 | 12% |
| Gasworks | 52 | 2% | 45 | 2% | 24 | 1% | 17 | 1% | 24 | 1% |
| Misc (system) | 27 | 1% | 28 | 1% | 64 | 3% | 177 | 8% | 89 | 4% |
| Notice of works | 15 | 1% | 28 | 1% | 15 | 1% | 40 | 2% | 56 | 2% |
| Grand Total | 2929 | 100% | 2066 | 100% | 2014 | 100% | 2329 | 100% | 2455 | 100% |

Table 6.5: Complaints categories

Appointment granting

| Appointment granting | | | | | | | | | | | |
|---------------------------------------|-------|--------|------------|--------|------------|--------|------------|--------|------------|--------|------------|
| Appointment granting | | 2011 | | 2012 | | 2013 | | 2014 | | 2015 | |
| | KPI % | No. | KPI rate % | No. | KPI rate % | No. | KPI rate % | No. | KPI rate % | No. | KPI rate % |
| Metering requested | | 81,101 | 100 | 86,696 | 99.98 | 67,661 | 99.99 | 64,389 | 99.9 | 78,565 | 100 |
| < 5 working days (Metering Compliant) | 100 | 81,011 | 100 | 86,679 | 99.98 | 67,655 | 99.99 | 64,325 | 99.90 | 78,562 | 100 |
| Service Requested | | 5205 | 99.85 | 3,275 | 99.69 | 3,432 | 99.88 | 3,306 | 99.70 | 5,145 | 99.98 |
| < 4 weeks (service Compliant) | 100 | 5199 | 99.90 | 3,265 | 99.69 | 3,428 | 99.88 | 3,296 | 99.70 | 5,144 | 99.98 |

Table 6.6: Appointment granting

Appointment keeping

| Appointment keeping | | | | | | | | | | | |
|---------------------|-------|--------|------------|--------|------------|--------|------------|--------|------------|--------|------------|
| | | 2011 | | 2012 | | 2013 | | 2014 | | 2015 | |
| | KPI % | No. | KPI rate % | No. | KPI rate % | No. | KPI rate % | No. | KPI rate % | No. | KPI rate % |
| Metering Promised | | 80,622 | | 87,924 | | 72,238 | | 71,030 | | 73,488 | |
| Metering Achieved | 100 | 78,572 | 97.50 | 86,748 | 98.66 | 71,700 | 99.26 | 70,519 | 99.28 | 73,009 | 99.35 |
| Service Promised | | 3,676 | | 3,139 | | 3,301 | | 3,057 | | 3,257 | |
| Service Achieved | 100 | 3,648 | 99.20 | 3,060 | 97.48 | 3,273 | 99.15 | 3,043 | 99.54 | 3,198 | 98.19 |

Table 6.7: Appointment keeping

Reinstatement commitments

| Reinstatement commitments | | | | | | | | | | | |
|---------------------------|-------|--------|------------|--------|------------|-------|------------|-------|------------|-------|------------|
| Works | | 2011 | | 2012 | | 2013 | | 2014 | | 2015 | |
| | KPI % | No. | KPI rate % | No. | KPI rate % | No. | KPI rate % | No. | KPI rate % | No. | KPI rate % |
| Temporary works | 100 | 11,028 | 97.5 | 8,252 | 98.38 | 5,217 | 97.8 | 5,431 | 97.33 | 5,499 | 94.98 |
| <24 hours | | 275 | 2.5 | 134 | 1.62 | 115 | 2.2 | 145 | 2.66 | 276 | 5.02 |
| Permanent works | 100 | 15,595 | 92.8 | 10,026 | 96.61 | 8,536 | 94.32 | 6,756 | 96.76 | 7,570 | 97.32 |
| <20 Working days | | 1,123 | 7.2 | 340 | 3.39 | 485 | 5.68 | 225 | 3.24 | 203 | 2.68 |

Table 6.8: Reinstatement commitments

Gas supply interruption and restoration

| Gas supply interruption and restoration | | | | | | | | | | | |
|---|-------|--------|------------|--------|------------|--------|------------|--------|------------|--------|------------|
| | | 2011 | | 2012 | | 2013 | | 2014 | | 2015 | |
| | KPI % | No. | KPI rate % | No. | KPI rate % | No. | KPI rate % | No. | KPI rate % | No. | KPI rate % |
| Notified of no gas | | 12,935 | | 14,278 | | 15,112 | | 14,751 | | 12,709 | |
| Restoration <24 hours | 100 | 12,694 | 98.1 | 14,226 | 99.63 | 15,101 | 99.27 | 14,742 | 99.93 | 12,703 | 99.95 |

Table 6.9: Gas supply interruption and restoration

Response to emergencies

| Response to emergencies | | | | | | | | | | | |
|-------------------------|-------|--------|------------|--------|------------|--------|------------|--------|------------|--------|------------|
| | | 2011 | | 2012 | | 2013 | | 2014 | | 2015 | |
| | KPI % | No. | KPI rate % | No. | KPI rate % | No. | KPI rate % | No. | KPI rate % | No. | KPI rate % |
| Public reports | | 19,569 | | 18,147 | | 19,288 | | 19,338 | | 19,449 | |
| Within 1 hour | 97 | 19,541 | 99.99 | 18,123 | 99.99 | 19,268 | 99.99 | 19,313 | 99.99 | 19,429 | 99.99 |

Table 6.10: Response to emergencies

Complaints handling

| Complaints handling | | | | | | | | | | | |
|---------------------------------|-------|-------|------------|-------|------------|-------|------------|-------|------------|-------|------------|
| | | 2011 | | 2012 | | 2013 | | 2014 | | 2015 | |
| | KPI % | No. | KPI rate % | No. | KPI rate % | No. | KPI rate % | No. | KPI rate % | No. | KPI rate % |
| To be resolved <10 working days | 85 | 2,516 | 98.6 | 1,728 | 97.3 | 1,709 | 99.3 | 2,132 | 100 | 2,265 | 97.6 |
| Actual | | 2,552 | | 1,777 | | 1,721 | | 2,132 | | 2,321 | |
| To be resolved <30 working days | 85 | 370 | 98.2 | 286 | 99 | 293 | 100 | 197 | 100 | 173 | 100 |
| Actual | | 377 | | 289 | | 293 | | 197 | | 173 | |
| All complaints | 85 | 2,929 | 98.5 | 2,066 | 97.5 | 2,014 | 99.4 | 2,329 | 100 | 2,494 | 97.8 |

Table 6.11: Complaints handling

Complaint type

| | 2011 | | 2012 | | 2013 | | 2014 | | 2015 | |
|---------------------|-------------|--------------|-------------|--------------|-------------|--------------|-------------|--------------|-------------|--------------|
| Complaint type | No. | % of Overall | No. | % of Overall | No. | % of Overall | No. | % of Overall | No. | % of Overall |
| Meter Related | 978 | 33% | 689 | 33% | 634 | 31% | 722 | 31% | 707 | 29% |
| Appointment/service | 471 | 16% | 346 | 17% | 300 | 15% | 269 | 12% | 364 | 15% |
| Site Management | 274 | 9% | 249 | 12% | 365 | 18% | 284 | 12% | 50 | 2% |
| Damage to Property | 239 | 8% | 174 | 8% | 148 | 7% | 124 | 5% | 145 | 6% |
| Reinstatement | 206 | 7% | 91 | 4% | 102 | 5% | 98 | 4% | 121 | 5% |
| Technical | 159 | 5% | 92 | 4% | 90 | 4% | 91 | 4% | 142 | 6% |
| Gas Supply | 152 | 5% | 109 | 5% | 44 | 2% | 195 | 8% | 252 | 10% |
| Service Quality | 129 | 4% | 66 | 3% | 39 | 2% | 90 | 4% | 116 | 5% |
| Charging | 118 | 4% | 81 | 4% | 81 | 4% | 100 | 4% | 95 | 4% |
| Connections | 109 | 4% | 68 | 3% | 108 | 5% | 122 | 5% | 291 | 12% |
| Gasworks | 52 | 2% | 45 | 2% | 24 | 1% | 17 | 1% | 24 | 1% |
| Misc (System) | 27 | 1% | 28 | 1% | 64 | 3% | 177 | 8% | 89 | 4% |
| Notice of Works | 15 | 1% | 28 | 1% | 15 | 1% | 40 | 2% | 59 | 2% |
| Grand Total | 2929 | 100% | 2066 | 100% | 2014 | 100% | 2329 | 100% | 2455 | 100% |

Table 6.11.1: Complaint type

Payment guarantee

| Payment guarantee | | | | | | | | | | |
|-------------------|------|------|------|------|------|-------|------|------|------|-------|
| | 2011 | | 2012 | | 2013 | | 2014 | | 2015 | |
| | No. | KPI% | No. | KPI% | No. | KPI % | No. | KPI% | No. | KPI % |
| Payments | 67 | 97 | 47 | 100 | 38 | 100 | 36 | 100 | 49 | 100 |

Table 6.12: Payments guarantee

Customer Charter payments

| Customer Charter payments | | | | | |
|---------------------------|-------------|--------------|--------------|--------------|--------------|
| Claim by category | 2011 | 2012 | 2013 | 2014 | 2015 |
| Appointment granting | 1 | 0 | 4 | 11 | 2 |
| Appointments broken | 50 | 34 | 20 | 17 | 34 |
| Supply restoration | 16 | 11 | 9 | 2 | 7 |
| Reinstatement | 0 | 2 | 5 | 0 | 3 |
| Supply interruption | 0 | 0 | 0 | 6 | 3 |
| Total claims | 67 | 47 | 38 | 36 | 49 |
| € Value | 6020 | 3,357 | 3,450 | 2,210 | 3,075 |

Table 6.13: Customer charter payments

Compensations claims

| Compensations claims | | | | | |
|----------------------|------|------|------|------|------|
| | 2011 | 2012 | 2013 | 2014 | 2015 |
| Paid | 67 | 47 | 38 | 36 | 49 |
| rejected | 2 | 1 | 0 | 0 | 0 |
| >10 working days | 0 | 0 | 0 | 0 | 0 |

Table 6.14: Compensations claims

6.3 List of Figures

Fig. 2.1 Overview of Gas Networks Ireland Transmission System

Fig 2.2: Structure of Irish gas market

Fig 2.3: Insights into action illustration

Fig 3.1: Shipper issues process

Fig 3.2: Main category of Shipper issues recorded by %

Fig 3.3: Average number of business days to resolve Shipper issues by category

Fig 3.4: Average number of days to resolve Shipper issues

Fig 4.1: Ten customer performance commitments

Fig 4.2: Call response

Fig. 4.3. Calls answered < 20 seconds

Fig. 4.4: Abandoned calls after 10 seconds

Fig 4.5: Quotations

Fig 4.6: Quotation turnaround against performance

Fig 4.7: Appointment granting

Fig 4.8: Appointment granting (meters)

Fig 4.9: Appointment granting (service)

Fig 4.10: Appointment granting performance against KPI

Fig 4.11: Appointment keeping (metering)

Fig 4.12: Appointment keeping (service)

Fig 4.13: Metering and service delivery performance against KPI

Fig. 4.14: Reinstatement commitments

Fig 4.15: Reinstatement performance against KPI

Fig. 4.16: Response to emergencies

Fig. 4.17: Gas supply interruption and restoration

Fig. 4.18: Complaints handling process

Fig. 4.19: Complaints handling

Fig.4. 20: Customer complaints by category

Fig 4.21: Customer Charter payments and compensation claims

6.4 List of Tables

Table 2.1: Customer Commitments

Table 3.1 Explanation of top 10 categories of Shipper issues

Table 6.2: Main categories of Shipper issues recorded

Table 6.2.1: Average number of business days to resolve Shipper issues by type

Table 6.3: Call response

Table 6.4: Quotations turnaround

Table 6.5: Complaints categories

Table 6.6: Appointment granting

Table 6.7: Appointment keeping

Table 6.8: Reinstatement commitments

Table 6.9: Gas supply interruption and restoration

Table 6.10: Response to emergencies

Table 6.11: Complaints handling

Table 6.11.1: Complaint type

Table 6.12: Payments guarantee

Table 6.13: Customer charter payments