



Transmission and Distribution System

Performance Report 2009

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Introduction

On 4th July 2008 Gaslink was established as the Independent System Operator for the Gas Transmission and Distribution systems in Ireland in compliance with the unbundling requirements of the EU Gas Directive 2003/55/EC (“the Directive”). The Directive was transposed into Irish Law in December 2005 through the publication of Statutory Instrument (SI) No. 760. This SI was amended in 2007 by SI 377 and together, they set out the requirement for Bord Gais Éireann (BGÉ) to form and register Gaslink as a private subsidiary company limited by shares. The SI’s also specified that BGÉ and Gaslink enter into an Operating Agreement to fulfil their respective functions regarding the transportation system and to ensure Gaslink has sufficient resources to enable it to fulfil its responsibilities. This agreement was signed by both parties and came into effect on 4th July 2008.

Under this model Gaslink executes most of its functions through the Operating Agreement with Bord Gáis Networks (BGN). The Operating Agreement sets out the functions and services that are provided under contract by BGÉ (and BGN acting on its behalf) to Gaslink. Gaslink oversees BGN’s delivery of services on its behalf through monitoring its performance against the terms set out in the Operating Agreement, with governance structures in place to support this. Prior to Gaslink’s establishment, BGN operated the network.

The Transmission System Operator (TSO) and Distribution System Operator (DSO) licences granted to Gaslink are published on the CER website. Condition 17 of the TSO licence and Condition 19 of the DSO licence require Gaslink to report against a range of criteria in relation to the overall standards of performance of the Transmission and Distribution Systems. The performance standards have been determined by the CER based on performance criteria which Gaslink submitted for approval by the CER. These performance criteria may be amended as required by the CER from time to time by notice to Gaslink.

Section 1: Transmission System

Transmission System Data

1.1.1. Throughput

Throughput is the total amount of gas transported through the Transportation System in Ireland each year.

Table 1.1.1

	Total Gas Transported (GWh)	Daily Average Transported (GWh)	Peak Day Transported (GWh)
2009	56,426	155	225
2008	58,680	161	229

1.1.2. System Efficiency

(a) Delivery

Table 1.1.2 reflects the amount of Gas delivered to Shippers as a percentage of the actual nomination amount.

Table 1.1.2(a)

KPI	Nominated vs. Delivered Target*	Actual Performance	
		2009	2008
Moffat Delivery ±3%	99%	100%	100%
Inch Delivery ±5%	99%	97% ¹	99%

* Target is to be within KPI limits 99% of the time

(b) Meter Read Verification

Meter Read Verification gives an indication of the number gas points that require meter reading adjustments as a result of failing meter reading validation². Table 1.2.2(b) below notes that 1.3% of all meters verified in 2009 required adjustment.

Table 1.2.2(b)

KPI	Target – No. of	2009 - Actual	2008 - Actual No.
-----	-----------------	---------------	-------------------

¹ The Inch Delivery KPI has dropped to 97% in 2009 as a result of reduction in hourly flows through Inch

² Adjustments typically arise as a result of

(i) a communications failure – e.g. a site telemetry failure resulting in advances in the site meter not properly communicated to GTMS via SCADA; or

(ii) an issue with the meter correction equipment on site.

	Adjustments	No. of Adjustments	of Adjustments
Metering Data Validation	<2% of sites	1.3%	1.2%

1.1.3. Unaccounted for Gas (UAG)³

KPI	Target	2009 - Actual	2008 - Actual	2009 - Actual	2008 - Actual
UAG	±1%	0.05%	-0.05%	+33.5 GWh	-37 GWh

1.1.4. Carbon Usage / Emissions

This is a measurement of the tonnes of Carbon Emissions produced in 2009 at each of the compressor stations

Table 1.1.4

Compression site	tonnes
Midleton	3,073
Beattock	44,916
Brighouse	61,155

1.1.5. Usage of Inventory Product and Storage

The table below outlines the amount of gas kept in storage during 2009 (Calendar Year). "I/C Inventory Space" relates to the IC2 interconnector with UK, and "Inch" relates to gas that is stored in the depleted Kinsale Gas field.

Table 1.1.5

	2009 (GWh)	2008 (GWh)
I/C Inventory Space Utilised	123	353
Inch Export to Storage	1069	801

³ Volume as a percentage of total gas.

1.1.6. Demand change

Table 1.1.6

	2009 Change	2009 Change
Demand change	-2,254 GWh	-3.8%

Table 1.1.6 reflects the reduced demand for gas in 2009, down 3.8% from the previous year.

1.1.7. Capacity bookings

Exit Capacity is the total amount of booked capacity by shippers on the transmission system. As of 31/12/09, 318.96 GWh was reserved on the BGN (T&D) system (Note: This excludes PTL's booking in Scotland for 89.77 GWh)

The Moffat and Inch Entry Capacity bookings on 31/12/2009 amounted to 334.99 GWh.

1.1.8. Total number of Transmission Connections (by category) at year end plus % change from previous year.

Table 1.1.8

Category	2009 Actual	% change from 2008
Transmission LDM	35	-10.26
Transmission DM	19	-9.52

1.1.9. Total Length of Pipeline and number of installations on the Transmission System up to December 2009

Table 1.1.9

Length of Onshore Pipeline (km)	1967	Decommissioned (km)	24*
Length of Offshore Pipeline (km)	401	Decommissioned	0
Total Length of Pipeline (km)	2368	Decommissioned	24

Total No of AGI's	186	Decommissioned	7
Total No Of Compressor Stations	3	Decommissioned	0
Total No of Valve Pits	22	Decommissioned	4
Total No of UGI's	5	Decommissioned	3
Total No of Installations	216	Decommissioned	14

(* Inclusive of pipe recorded on the system decommissioned in or before 2009)

1.1.10. Performance Standards

(a) BGN Transmission Service Standards – Performance 2009

Table 1.1.10(a)

Customer Commitments	Performance Target	Actual Performance
<u>Maintenance Days⁴</u>		
Unscheduled Maintenance / Interruptions	Zero	0
Interruptions due to maintenance	5	0
<u>Safety & Quality</u>		
Reportable Safety Incidents	Zero	0
<u>Communications & Instrumentation</u>		
GTMS Availability	99.8%	99.9%

(b) System balancing:

A Balancing Action means a Balancing Gas Buy or a Balancing Gas Sell under a Balancing Gas contract in respect of a Day is required.

Table 1.1.10 (b)

	Target	2009	2008
System Balancing Actions	48 (12 per Qtr.)	20	12
Shipper Imbalance as % of total flow	N/A	0.25%	0.26%

⁴ See Code of Operations Part G Section 5.1.3(b)

1.2 GPRO

The GPRO is a register of Gas Points that is operated and maintained by BGN on behalf of Gaslink. Table 1.2 sets out the number of Large Daily Metered, Daily Metered, and Non Daily Metered registered Gas Points in 2009 as well as requests to change shipper and provides Historical Consumption

Table 1.2

Category	GasPoints* Registered @ 31 Dec 2009	Total Gas Points Registered during 2009	Gas Points Deregistered @ 31 Dec 2009	Total Deregistered during 2009	Change of Shippers Jan-Dec 2009	Historical Consumption Requests Jan –Dec 2009
LDM	71	4	N/A	N/A	5	13
DM	228	14	N/A	N/A	27	104
NDM I/C	23,784	1,077	635	1	6,116	2,760
NDM Domestic	619,065	12,488	3,268	50	2,377	0
Total	643,148	13,583	3,903	51	8,525	2,877

(* Transmission and Distribution)

1.3 Achievement of Capital Programme

Table 1.3.1

Reinforcement	Comment
Ballynora/Lehenaghmore Pipeline	Commissioned
Ballyveelish Upgrade	Commissioned
Midleton to Lochcarrig Lodge Pipeline II	Commissioned
Curraleigh West to Midleton Pipeline	Commissioned
Nangor AGI (Permanent Works)	Commissioned
Cherrywood	On hold ⁵
Cork Gas to Wilton	Commissioned
Cork Area MOP Uprating	Commissioned

⁵ Project necessity is driven by development. Development is now on hold.

Table 1.3.2

Refurbishment	Comment
Operations Upgrades	Under Construction
Mullagh Diversion, NEP 3	Commissioned
Royal Oak UGI	Commissioned
Fonthill Road Diversion, NEP 1	On hold ⁶
Pfizers	Commissioned
Kilshane Block Valve	Construct 2010
Midleton Recycle Valve	Under Construction
Midleton Control System	Under Construction
Dublin 4 Pipeline Replacement	Construct 2010/'11
Ballough Bypass	Design Stage

Table 1.3.3

Third Party	Comment
N8 Diversion, Mitchelstown	Commissioned
Newlands Cross Diversion	Commissioned
Cork Docklands	On Hold ³

Table 1.3.4

Interconnectors	Comment
Beattock Suction Pressure Control	Under Review
Brighthouse Bay Bypass	Construct 2010

Table 1.3.5

New Supply	Comment
Aghada CCGT	Commissioned
Whitegate CCGT	Commissioned
Conoco Philips	Commissioned
Newtownfane to Haynestown (Mullagharlin)	Postponed until 2010
Dublin Airport	Commissioned
Ballyhugh Ph3 - Supply to Gort	Commissioned
Gas to IDA, Athenry	On Hold ⁷
Gas to Merck, Carlow	Commissioned
Rochestown AGI, Supply to Cahir	Commissioned
Baile Foods	Commissioned
Tarbert	Preliminary Engineering
Great Island	Preliminary Engineering
Kilkenny OCGT	Design Stage

⁶ Project necessity is driven by development. Development is now on hold.

⁷ IDA are no longer seeking a connection in the town

1.4 Gas Safety

1.4.1 High Level Safety Statistics

1.4.1.1 Introduction

This section of the report is an extract from the report submitted to CER under the natural gas safety regulatory framework (the 'Framework'). All information has been provided to the best ability of BGN at the time of submittal to the CER. The report includes Key Performance Indicator (KPI) measures and statistics that have been under continuous monitoring and improvement during 2009.

1.4.1.2 Key Performance Indicators

1.4.1.2.1 High Level Transmission Safety KPI's

The reference number (ref: 1 - 6) denotes KPI grouping under the Six Key Safety Regulatory Objectives.

TRANSMISSION UNDERTAKINGS & KPI's:

TRANSMISSION UNDERTAKINGS			2007	2008	2009	Notes:
t.1	Pressure Control	% of SCADA system availability	100%	100%	100%	
t.2	Gas Quality (cv / wobbe)	% of time, monitoring systems operational	100%	100%	100%	
t.3	Gas Emergency Exercises	No. of emergency exercises v's Plan	5 of 5	3 of 3	2 of 2	

TRANSMISSION KPI's:

	KPI	Compliance Monitor	Transmission:			Notes:	
			2007	2008	2009		
1	A	Public Reported Escapes	Total Reported Escapes	6	7	0	All related to Gas Installations
	B	Third Party Damage	Development enquiries requiring action	383	390	319	
			Total encroachments/events	24	26	30	
	C	Transmission Pipelines	Line breaks (major leakage)	0	0	0	
Line damaged (sustainable level of leakage)			0	0	0		
			Line damaged (no gas leakage)	0	1	0	2008 Third Party Damage hit, minor damage only
2	A	Pressure Control	Pressure drops leading to supply interruptions Pressure greater than 1.1 times Maximum Operating Pressure (1.1 x MOP)	0	0	0	
	B	Gas Outages	No. of Unplanned Outages	0	0	0	
3	A	Gas Quality (C.V., Wobbe)	Non compliant events	0	0	0	
4	A	Gas Supply Emergencies (Transmission Related)	Local Gas Supply Emergencies 1,000 - 9,999 customers affected	0	0	0	

			NGEM Emergencies > 10,000 customers affected	0	0	0	
5	A	Incidents	Gas Related Incidents	0	0	0	

1.4.1.2.2 Analysis of 2009 Transmission Safety KPI's

Commentary on the high level KPI's is presented under the six key Regulatory Objectives, which support the overall Strategic Objective of the Framework. This is consistent with one of the fundamental principles of the Framework: that gas safety risks must be mitigated by the undertaking to a level that is deemed to be as low as reasonably practical (ALARP).

1.4.1.2.2.1 Minimising the Risk of Loss of Containment

The high level KPI's, over the period, demonstrate consistent performance in this area. Of particular note are:

- 1.a. - Public Reported Escapes – No reported escapes in 2009 as per the KPI statistics.
- 1.b. / t.1 – Aerial/Ground Patrol – 100% achieved for planned vs. completed. Ground control carried out 51 additional surveys above planned.
- 1.c. - Third Party Damage - Development enquiries decreased and encroachment events increased from the 2008 level by 4 in 2009;
- 1.d. - Transmission Pipelines - Line breaks remain at zero from 2007/8 in 2009 and line damage in 2009 was at zero;

1.4.1.2.2.2 Maintaining Safe System Operating Pressure

All KPI's have demonstrated a very high performance with improvement in % Availability of Scada maintained at 100% and Scheduled Maintenance Completed at 93%. The annual target for BGN maintenance is 100% but BGN report if the maintenance level falls below 95%. This report includes the remedial actions taken or required to return maintenance to the 100% target.

1.4.1.2.2.3 Minimising the Risk of Injecting Gas of Non-Conforming Quality

The KPI's have demonstrated there were no gas quality (C.V., Wobbe) non-compliant results. Odour tests planned versus tests undertaken were 3% above planned for 2009, an increase on both 2007 and 2008. The 1 non-compliant result in 2009 for odorant occurred on the Mayo-Galway pipe-line at Srahyconigaun AGI.

1.4.1.2.2.4 Providing an Efficient and Coordinated Response to Gas Emergencies

No gas supply emergencies to report.

1.4.1.2.2.5 Minimising the Safety Risks Associated with the Utilisation of Gas

No incidents to report.

1.4.1.2.3 Review of 2008 and 2009 against Strategic Objective

In line with the overall **strategic objective** of the Framework, BGN intend to continue:

To ensure that adequate measures are taken to protect life and property from the dangers associated with natural gas by ensuring that gas related activities within the scope of Bord Gáis Networks' responsibilities are carried out in a safe manner.

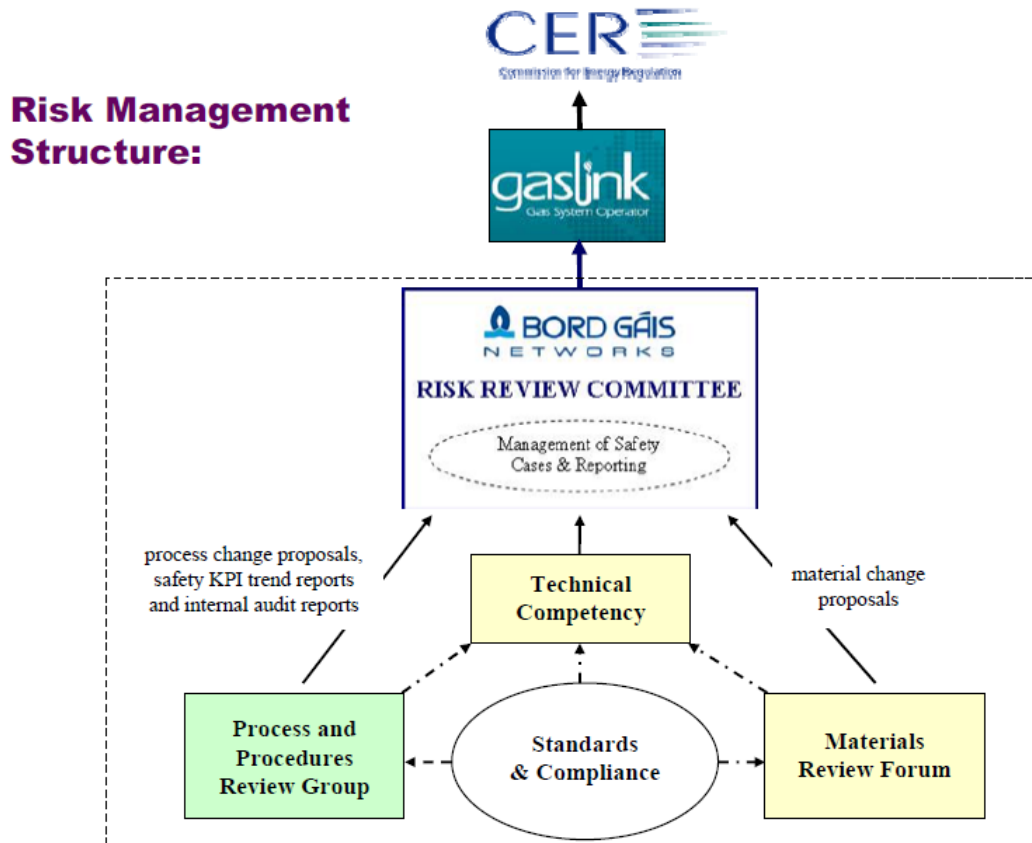
Achieving the overall strategic objective of the Framework is the desired safety outcomes of no natural gas related incidents, injuries or fatalities.

Natural Gas reportable Incidents:	2008	2009
Total Incidents:		
Fire	0	0
Explosion	0	0
Injuries:		
Fire	0	0
Explosion	0	0
Fatalities:		
Fire	0	0
Explosion	0	0

1.4.1.3 Adoption of Natural Gas Safety Regulatory Framework

1.4.1.3.1 Risk Management Structure

BGN plan to operate a Risk Management Structure as illustrated below. The primary objective of this structure is to demonstrate that gas safety risks are being managed to a level that is deemed to be as low as reasonably practical (ALARP).



1.4.1.3.1.1 Risk Review Committee

The Asset Risk Review Committee (A.R.R.C.), consisting of Networks senior management, is responsible for the review of findings and proposals from sub-committees. The primary objective of the Asset Risk Review Committee is to report periodically on the safety KPI's and propose Safety Case material and process changes to Gaslink.

1.4.1.3.1.2 Risk Review Sub-Committees

The sub-committees reporting directly into the Risk Review Committee are the “Materials Review Forum”, “Technical Competency Review Group” and “Technical Process and Procedures Review Group”.

The “Standards & Compliance” group will consist of BGN representatives on ISO/CEN/Marcogaz/NSAI technical gas committees. The primary function of this group is to monitor developments of gas technical standards and legislation to ensure compliance of

BGN processes and procedures, and BGN materials selection and procurement with the relevant standards and legislative requirements.

All subcommittees are common to Transmission and Distribution except the “Materials Review Forum” which review materials, tooling and equipment relating to the specific network.

1.4.1.4 Update on Safety Case

Gaslink’s safety case was submitted to the CER and approved in June 2009. Within the safety case framework a quarterly KPI report is submitted to CER for review. The primary objectives of the Safety Case document are: the safe control and operation of the transmission network; to ensure that BGN adequately manages the life cycle of its assets; that it sets out the emergency response and activation of the NGEM; and that adequate communication systems, staff and risk management practices are in place. It provides information to demonstrate that BGN works with all other bodies that have safety duties and ensures arrangements are in place for dealing with gas escapes and investigations into incidents.

1.4.1.5 Update on National Gas Emergency Manager (currently Network Emergency Manager) activities

Pursuant to SI 697 of 2007 the CER appointed Gaslink as the National Gas Emergency Manager and approved the Natural Gas Emergency Plan submitted by Gaslink to the CER in November 2008. The NGEP was rolled out and published on the Gaslink website in Q2 2009.

1.4.1.6 Compliance with Codes of Practice

Codes of Practice

There are no specific Codes of Practice for Transmission.

1.4.1.7 Compliance with Licence Conditions

Both Gaslink and BGN have system operator and system owner licences respectively. Both organisations maintain a log in which reported breaches of compliance are noted, investigated and reported on. There were no material breaches of the Transmission Asset Owner Licence Conditions or the Transmission Operator Licences during 2009.

1.4.1.8 Other improvements/initiatives during the year

1.4.1.8.1 Code Modifications

The following Code Modifications were approved during 2009:

- The Bellanaboy Entry Point Arrangements;
- Reclassification of Offtake Points;
- The Isle of Man Arrangements;
- The Shipper of Last Resort;
- Update to the Code of Operations to reflect Gaslink's role as Transporter; and
- End User Agreements and Emergency Provision.

The following Code Modification Proposal was rejected during 2009:

- Trading of Secondary Capacity

Section 2: Distribution System

2.1 Customer Service (Performance against Customer Charter)

As service provider to Gaslink, BGN connects all natural gas customers to the network and is responsible for carrying out related work at customer premises. The services provided include: safety and emergency response, pipeline service laying and modification, and meter installations/alterations. Every effort is made to provide services in a prompt, efficient, and safe manner and to a high standard. BGN continuously seeks to improve the levels of service that it provides. The Customer Charter provides assurances to customers regarding the standards to which these services are provided. In certain circumstances, BGN will provide compensation for failing to meet these standards.

Results for 2009 were as follows:

Bord Gáis Networks Customer Charter Service Standards - Performance 2009				
Customer Commitments	Total Occurrences	% Achieved	No of Claims	Compensation Paid
Administrative Standards				
Call Handling				
Handling 80%+ < 20sec	242,826	85.00%	0	€0
Abandon < 7%	17,867	7.40%	0	€0
Mystery Shopper Calls	1,003	90.00%	0	€0
Call Follow-up surveys	999	91.00%	0	€0
Quotation Issuing				
Quotations Issued < 7w/day	3,238	99.90%	0	€0
Complaint Resolution				
10 w/day >85%	2,683	99.10%	0	€0
30 x/day >85%	763	98.70%	0	€0
Payment Guarantee				
Compensation / Refunds	26	100.00%	0	€0
Service Delivery Standards				
Appointment Granting				
5 w/day	31,146	99.90%	0	€0
20 w/day	2,905	99.90%	0	€0
Appointments Kept				
5 w/day	31,382	97.60%	8	€400
20 w/day	2,575	98.00%	0	€0
Reinstatement				
Temporary < 1 w/day	4,936	99.50%	0	€0
Permanent < 20 w/day	6,137	89.40%	0	€0
Gas Supply Standards				
Supply Restoration				
Gas on <24.00 next day	11,396	91.60%	14	€3,120
Emergency Response				
97% attend site < 1 hr	20,418	99.92%	0	€0

2.1.1 Customer Service – Performance on Charter Commitments

BGN's performance across a range of customer service perspectives is measured relative to customer charter standards and planned performance levels (PPL's) agreed with the CER and published in March 2007. An updated version of the customer charter document was published in 2009 but the commitments remained as originally agreed.

2.1.2 Administrative Standards

2.1.2.1 Call Handling

Performance for 2009 as a whole in respect of 243k calls handled was 85.0% (Planned Performance Level (PPL)@ 80% minimum) answering within 20 seconds and 7.4% abandonment (PPL @ 7% maximum). Overall for 2009 differential levels of service were delivered in respect of both emergency and commercial call lines where answering within 20 seconds ranges from 86.4% to 89.3% respectively.

Analysis of 2009 call abandonment reveals that the majority of calls are abandoned within the BGN service criteria (79% < 20 seconds) and indeed within 3 rings (71% < 10 seconds). In respect of emergency call abandonment these percentages are substantially higher (99.1% & 97.8% respectively) suggesting that most of these abandons are as a result of the Interactive Voice Recognition (IVR) clarifying for the customer that they are on the wrong line. Commercial abandonment profile is also better than that for general call traffic (71.2% < 20 sec; 53.5% < 10 sec V 56.9% & 42.5% respectively). Whilst headline abandonment for the year was 7.4% the vast majority of abandons occurred within the service standard and the net abandonment level was 1.6% in 2009.

2.1.2.2 Quotation Issuing

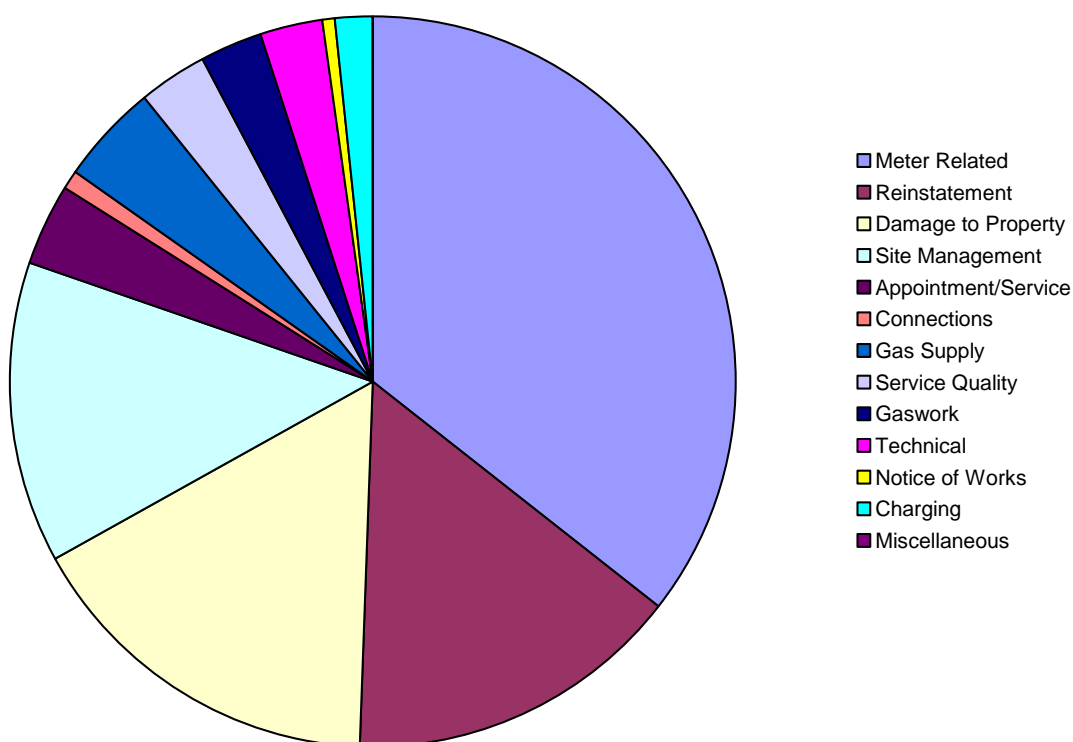
2009 quotation performance remained highly compliant (99.9%) versus the PPL of seven work/day turnaround and with average turnaround of 2 days with overall only four of more than 3000 quotations issuing outside the standard.

2.1.2.3 Complaint Resolution

Complaints registered in 2009 were down 27% on the volume registered in 2008 with a total of 3,410 created. Resolution compliance was at 99% (PPL @ 85% minimum) in respect of the 3,446 complaints closed-out throughout 2009, with only 35 complaints resolved late. Average time to resolve was 5wk/days in respect of 10-day type complaints and 10 wk/days in respect of 30-day type.

The nature and relative frequency of complaint types is registered below;

Nature of Complaints Received 2009



Nature of Complaint ⁸	Number	Percentage
Meter Related	1216	36%
Damage to Property	554	16%
Reinstatement	509	15%
Site Management	454	13%
Gas Supply	144	4%
Appointment/Service	132	4%
Service Quality	109	3%
Technical	95	3%
Gaswork	89	3%
Charging	53	2%
Connections	28	1%
Notice of works	25	1%
Miscellaneous	2	0%
Total	3410	100%

⁸ The 'Gaswork' category relates to complaints from customers where BGN have carried out work at their meter which may have interfered with the supply of gas to the property, e.g. delay completing Gaswork, delay restoring gas/renewals, quality of gaswork. 'Meter Related' complaints relate to meter reading issues or problems with a meter, e.g. meter reading, meter mix-up, repair meter box, meter position, problem PPM, faulty meter.

2.1.2.4 Compensation

Charter compensations for 2009 totalled 22 approved (of 26 claimed) for aggregate payout of €3,520. 2009 compensation payments related to supply restoration delays (14) and broken appointments (8). All payments were made within 10 working days.

2.1.3 Service Delivery Standards

2.1.3.1 Appointment Granting

Appointment requests in 2009 were substantially down (meter appointment requests at 31,146 down 28% and service appointment requests at 2,905 down 30%). Throughout 2009 only 15 of more than 31,000 metering appointments were granted outside the 5 day criteria and only 1 of almost 3000 service appointments was granted outside the 4 wk/week standard.

2.1.3.2 Appointment Delivery

2009 performance achieved 98%. This improved performance can be attributed primarily to improved contractor arrangements and lower activity volumes throughout the year. In 2009 742 of more than 31,000 metering appointments and 50 of almost 3000 service lay appointments were not delivered as booked.

2.1.3.3 Temporary Reinstatement⁹

Performance in 2009 was highly compliant with 99.5% of almost 5000 temporary reinstatements conducted within the 24hr standard.

2.1.3.4 Permanent Reinstatement

89.4% of the 6000 permanent reinstatement activities during 2009 were performed within the 20 wk/day PPL. Overall out-turn in respect of this service standard was adversely impacted early in the year in mopping-up outstanding reinstatements that had been allocated to the terminated contractor Enterprise.

2.1.4 Gas Supply Standards

2.1.4.1 Emergency Response

17 of 20,418 responses in 2009 were outside the 1 hr maximum standard for 99.9% compliant performance. The average response time across all responses was 25 minutes.

⁹Once a gas service has been installed in an excavation reinstatement of the ground takes three stages: 1. Back filling, 2. Temporary reinstatement (within 24 hours) and 3. Permanent reinstatement (within 20 working days). Once the excavation is back filled, it is temporarily reinstated with tarmac to make safe. The purpose of temporarily reinstating the ground is to allow time for the backfill in the excavation to settle so there is a lower chance of the reinstatement sinking in the future. Permanent reinstatement is then carried out in the original material of the site e.g concrete, cobble lock, etc, (within 20 working days).

2.1.4.2 Interruption Notification and Supply Restoration

The target set out in BGN's Customer Charter approved by the CER is to restore gas supply by midnight of the following day in the event of an unplanned interruption. BGN's performance was 91.6% compliance for 2009.

2.2 Distribution System Data

2.2.1 Annual total, annual daily average and peak day flows and comparison to previous year

Dx DM I/C		2009	2008	% Change
Annual Total	MWh	2,819,773	2,855,090	-1.24%
Annual Daily Average	MWh	7,725	7,801	-0.97%
Peak Day Flow	MWh	11,196	11,287	-0.81%
Dx NDM I/C				
Annual Total	MWh	3,976,354	4,092,091	-2.83%
Annual Daily Average	MWh	10,894	11,181	-2.56%
Peak Day Flow	MWh			
Dx NDM RES				
Annual Total	MWh	8,056,248	8,706,642	-7.47%
Annual Daily Average	MWh	22,072	23,789	-7.22%
Peak Day Flow	MWh			
Dx NDM Total				
Annual Total	MWh	12,032,602	12,798,733	-5.99%
Annual Daily Average	MWh	32,966	34,969	-5.73%
Peak Day Flow	MWh	79,673	74,138	7.46%
Dx Total				
Annual Total	MWh	14,852,375	15,653,822	-5.12%
Annual Daily Average	MWh	40,691	42,887	-5.12%
Peak Day Flow	MWh	90,693	85,317	6.30%

2.2.2 Shrinkage

Shrinkage as a % of total distribution throughput in 2009 = 1.1% (compared to 1.2% in 2008)

2.2.3 Total number of Connections (by category) at year end plus % change from previous year.

Connections		2009	2008	% Change
Dx DM I/C - Connects	Num	221	210	5.24%
Dx NDM I/C - Connects	Num	22,697	21,572	5.22%
Dx NDM RES - Connects	Num	612,325	603,171	1.52%
Dx Total - Connects	Num	635,243	624,953	1.65%

2.3 Total length of pipe in distribution system

Distribution Network Lengths - Systems Lengths at end 2009* (Material)

	PE 2009	PE 2008	Cast 2009	Cast 2008	Other 2009 **	Other 2008 **	Totals 2009	Totals 2008
Eastern Region (incl. Carlow & Kilkenny)								
Total Length (km)	7600	7201.624	1	231.562	66	68.641	7667	7501.827
Cork								
Total Length (km)	1512	1495.866	0.1	0.107	8	7.795	1520	1503.768
Limerick & S.E.								
Total Length (km)	1222	1187.043	0	0	8	7.83	1230	1194.873
Galway & West								
Total Length (km)	364	299.587	0	0	1	0.623	365	300.21

*Distribution Pipes of Diameter 63mm and greater.

**Other materials are Steel, Ductile Iron, Wrought Iron and Gun Barrel.

	% Ratio - PE: Cast: Other
Eastern Region (incl. Carlow & Kilkenny)	99 : : 1
Cork	99.5 : : 0.5
Limerick and S.E. Midlands	99.3 : : 0.7
Galway and West	99.7 : : 0.3
Nationally	99.2 : : 0.8

National Totals	PE	Cast	Other
Total Length by Material Nationally (km)	10698	1	83
Total Distribution System Length (km)	10782		

2.4 Achievement of Capital Programme

2.4.1 Cast iron mains replacement progress

In 2009, 233 km of old metallic mains were renewed which completed the Accelerated Cast Iron Replacement Programme.¹⁰ Piecemeal renewal and/or investigative work continued in early 2010 to eliminate isolated sections and verify records.

From 2004 to 2009, a total of 1,233km of old metallic mains have now been replaced, 95% of which were in the Greater Dublin Area and 5% in Cork. The programme included the renewal of approximately 49,000 old metallic services and the transfer of 34,000 existing PE services. In addition, approximately 65,000 internal inspections were conducted during the course of the programme to assure that it was safe to reintroduce gas.

2.5 New connections during year (by category)

Meters	
One off residential	3997
New Housing	8267
Industrial / Commercial	1072

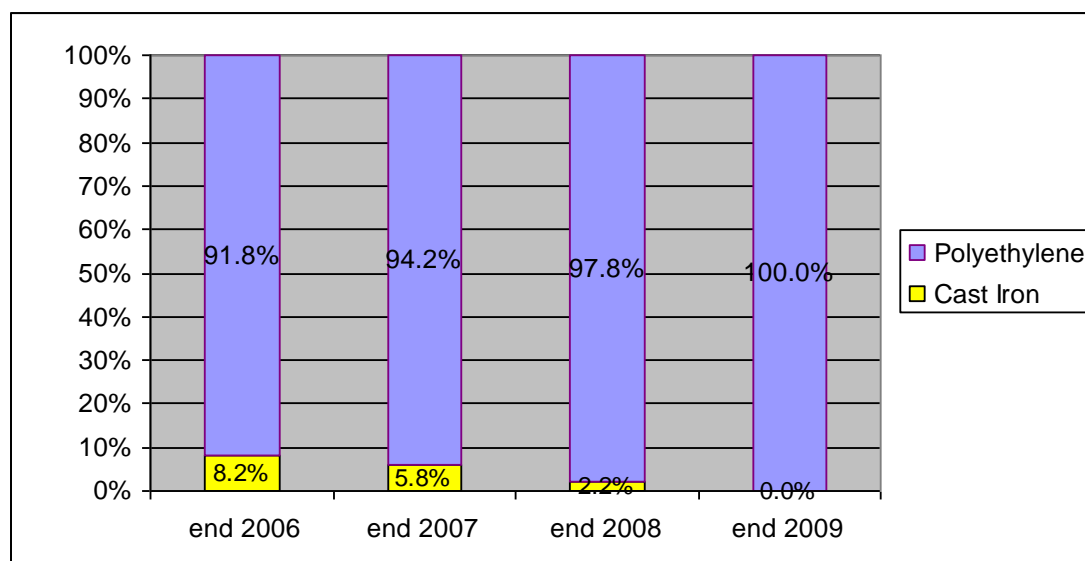
Capital Programme	Total 2009 Actual	Total 2009 Allowance	% Achieved
Total Services (nos)	8016	26735	30%
Total New Mains kms	137	319	43%
Total Mains Renewed	233	153	152%

***See graphic and commentary below on renewal programme achievement**

The above table shows that BGN laid 57% less main. This is accounted for in the drop off in new housing mains and services as a result of the economic downturn.

¹⁰ See also section 2.5.1.

2.5.1 Network Composition – Renewal Programme Impact



The percentage of non-PE pipe in the distribution network at the end of 2009 was almost 0% which compared to 2.2% at end of 2008. Actual renewal for the year as a whole was 233km, which was greater than the CER target allowance of 153km by just over 52% due to a re-phasing of work from previous years. BGN completed its renewal programme in January 2010.

2.6 Update on new towns receiving gas

BGN has carried out numerous feasibility studies on various towns to assess the economic viability of connecting the selected towns to the Distribution Network. These studies are carried out in line with a BGN Connection Policy approved by the CER in April 2006. At present BGN has three phases on the New Towns projects as follows:

- (i) New Towns Phase I: Mayo-Galway
- (ii) New Towns Phase II: Mayo, Galway, Tipperary and Kildare
- (iii) New Towns Phase III: Cork, Tipperary and Meath

New Towns Phase I and II are at construction stage.

New Towns Phase III is at tender stage.

The following is a brief update on each Phase.

2.6.1 New Towns Phase I

To date, 7 towns (Castlebar, Westport, Craughwell, Headford, Ballina, Claremorris, Crossmolina) have been connected to the Distribution Network under Phase I. The remaining towns (Tuam, Athenry, Ballyhaunis, Knock) await the signing of key anchor loads prior to construction commencement.

2.6.2 New Towns Phase II

In 2009, 4 towns Gort, Loughrea, Ballinrobe and Monasterevin were completed, and connected to the Distribution Network.

The remaining town of Cahir in Co Tipperary is subject to the signing of an anchor load prior to construction commencement.

2.6.3 New Towns Phase III

There are 4 No. towns approved for connection to the Distribution Network subject to signing of anchor loads as follows: Kinsale, Innishannon, Tipperary and Kells. BGN has prepared a programme to connect these towns to the Network over a period of 18 months.

2.6.4 2009 Reinforcement Performance Review

All of the planned Reinforcement projects were completed on programme and within budget for 2009. There were 26 projects in total.

1. Intel to Maynooth
2. Cloghran to Ballymacartle
3. Kilkenny Reinforcement II
4. Monkstown Farm Reinforcement
5. New DRI - Athlone
6. Rush Reinforcement
7. Kilcullen to Newbridge
8. Monasterevin to Kildare
9. Stillorgan Park Link
10. Brownsbarn Reinforcement
11. Portlaoise Town Reinforcement
12. Dublin Low Pressure
13. Northern Ring Road Mideton
14. Davis Row, Clonmel
15. Maple Court, Clonmel
16. Marian Terrace, Clonmel
17. Redmonstown, Clonmel
18. Lenden Lea, Clonmel
19. Ringaskiddy, Cork
20. Gracedieu, Waterford
21. Barrett Place, Waterford
22. Cliona Park, Limerick
23. Saint Gerard Street, Limerick
24. Annacotty, Limerick
25. River Suir Crossing Ph1 Waterford
26. Cork City Low Pressure

A total of 50km of reinforcement mains were laid in 2009. The Monasterevin to Kildare Reinforcement project, with a length of 9.4 Km of 315PE was the largest project undertaken during 2009 and was successfully commissioned in October 2009. This project substantially reinforced the local County Kildare distribution network.

2.7 Gas Safety

2.7.1 Introduction

This is an extract of the first report under the natural gas safety regulatory framework (the 'Framework'). All information has been provided to the best ability of BGN at the time of submittal to the CER. The report includes Key Performance Indicator (KPI) measures and statistics that have been under continuous monitoring and improvement during the reported period of 2009. Safety performance is a key priority for both Gaslink and BGN.

2.7.2 New Initiatives

In 2009 BGN targeted plant hire companies to ensure any individual taking out plant hire equipment would notify BGN of any impending works planned. The focus of this initiative was to ensure that individuals would not rupture gas pipelines whilst digging/excavating with plant hire equipment.

2.7.3 Key Performance Indicators

2.7.3.1 High Level Distribution Safety KPI's

The reference number (ref: 1 - 6) denotes KPI grouping under the Six Key Safety Regulatory Objectives. Consult section 3.2 for detailed analysis.

DISTRIBUTION UNDERTAKINGS & KPI's:

DISTRIBUTION UNDERTAKINGS			2007	2008	2009	Notes:
d.1	Replacement Mains					
d.1.1		Cast Iron Remaining	494 km	231 km	1 km	
d.1.2		Cast Iron Replaced	177 km	263 km	230 km	
d.2	Gas Emergency Exercises	No. of emergency exercises v's Plan	2 of 2	2 of 2	3 of 3	

	Ref	Subject	High Level KPI	Distribution:			Notes:
				2007	2008	2009	
1	A	Public Reported Escapes	No. of External Escapes	3460	3716	3350	
			No. of Internal Escapes	5816	4710	4464	
	B	Third Party Damage	No. of Main Damages	320	202	113	
			No. of Service Damages	1249	900	572	
C	Gas in Buildings	No. of Gas in Buildings	4	4	4		
D	Evacuations	No. of BGN initiated evacuations	3	2	3		
2	A	Gas Outages	No. of unplanned outages (not including renewals works) affecting				
			> 15	10	5	9	
			> 100	1	4	0	
			> 250	4	1	0	
3	A	Gas Supply Emergencies	No. of gas supply emergencies	0	0	0	
	B	Public Reported Escapes	% attended within one hour	99.9569 %	99.9994 %	99.9164 %	
4	A	Incidents	No. of reportable gas related incidents - downstream of the meter	4	3	3	(1) March: B - Property damage, boiler installation. (2) December: C - Property damage, boiler installation. (3) December: C - Property damage, gas

						fire installation.	
	B	Carbon Monoxide	CO incidents	0	1	0	
5	A	Emergency Reports	No. of emergency calls received via the 24-hour emergency telephone number (1850 20 50 50)	20,898	20,186	20,333	
	B	Carbon Monoxide Helpline	No. of CO-related calls received via the 'Carbon Monoxide Helpline (1850 79 79 79)	5215	3005	2427	
	C	Third Party Damage	No. of calls received via the 'Dial-Before-You-Dig' telephone number (1850 427 747)	4780	4699	5135	

2.7.3.2 Analysis of 2009 Distribution Safety KPI's:

Commentary on the high level KPI's is presented under the six key Regulatory Objectives, which support the overall Strategic Objective of the Framework. This is consistent with one of the fundamental principles of the Framework: that gas safety risks must be mitigated by the undertaking to a level that is deemed to be as low as reasonably practical (ALARP).

2.7.3.2.1 Minimising the Risk of Loss of Containment

The majority of high level KPI's, over the period reported, demonstrates considerable improvement. Of particular note are:

1.a. - Public Reported Escapes

The Number of internal escapes in 2009 was 4464 (down 1,352 from 2007 and 246 from 2008);

The number of external escapes had increased from 3,460 (2007) to 3,716 (2008), this figure has reduced to 3350 (2009).

1.b. - Third Party Damage – No. of Damages in 2009 was 685 (down 884 from 2007 and 417 from 2008);

The following comments are to put into context the KPI measurements that appear to have not shown significant improvement.

1.f. - Cathodic Protection – Faults per test point tested:

All faults detected are due to a drop off in Anode potential. A fault report is issued against this test point, and anodes have either been replaced or are scheduled within programme for replacement.

2.7.3.2.2 Maintaining Safe System Operating Pressure

The high level KPI's demonstrate considerable improvement over the period reported. Of particular note is:

2.a - Pressure Control – No. of instances of pressure outside permitted range:

2009 figures up 13 from 2008. The increase is due to the logger recording error and an increase in the number of monitoring stations. Recording error has been rectified.

2.b. - Gas Outages – No. of unplanned outages (down by 1 event on 2008, and 6 on 2007 figures).

2.7.3.2.3 Minimising the Risk of Injecting Gas of Non-Conforming Quality

All KPI's have demonstrated there were zero effective non-conformances outside criteria.

The two non compliant events were as a result of over-odourisation of the Westport Distribution feeder line. The town is now connected, with natural gas flowing, and the issue is resolved.

2.7.3.2.4 Providing an Efficient and Coordinated Response to Gas Emergencies

The high level KPI's demonstrate consistent high performance and increased improvement over the period reported. Of particular note is:

- 4.a. - Gas Supply Emergencies – No. of gas supply emergencies (Zero for 2007, 2008 and 2009);
- 4.b. - Public Reported Escapes - % attended within one hour (retained the 2008 stat of above 99%)
- 4.c. - Emergency Exercises, both DM and NDM exercises were undertaken and completed.

2.7.3.2.5 Minimising the Safety Risks Associated with the Utilisation of Gas

The high level KPI's demonstrate considerable improvement over the period reported, in most areas. Of particular note are:

- 5.a. - Reportable Incidents which were gas related that were attended by BGN totalled 4 for 2009.

The explosion of a house in Blackrock resulted in an injury. The remaining three incidents related to damage to property.

- 5.c. - Events recording meter tampering was 55 for 2009.

2.7.3.2.6 Promoting Public Awareness of Gas Safety

The high level KPI's demonstrate considerable improvement over the period reported, in most areas. Of particular note are:

- 6.b - Carbon Monoxide Reports – No. of CO-related calls received via the 'Carbon Monoxide Helpline / Safety Inspection Request' (1850 79 79 79) have reduced to 2427 / 537 respectively in 2009.

- 6.c - No. of calls received via the "Dial-Before-You-Dig" telephone number is up from 4699 (2008) to 5135 (2009).

2.7.3.3 Review of 2008 and 2009 against Strategic Objective

In line with the overall **strategic objective** of the Framework, BGN intend to continue:

To ensure that adequate measures are taken to protect life and property from the dangers associated with natural gas by ensuring that gas related activities within the scope of Bord Gáis Networks' responsibilities are carried out in a safe manner.

Achieving the overall strategic objective of the Framework is the desired safety outcomes of no natural gas related incidents, injuries or fatalities.

Natural Gas reportable Incidents:	2008	2009
Total Incidents:		
Fire	3	2
Explosion	2	1
Carbon Monoxide	1	0
Reportable 'Non-Reportable' ¹¹	1	2
Injuries:		
Fire	0	0
Explosion	0	1
Carbon Monoxide	0	0
Fatalities:		
Fire	0	0
Explosion	0	0
Carbon Monoxide	1	0

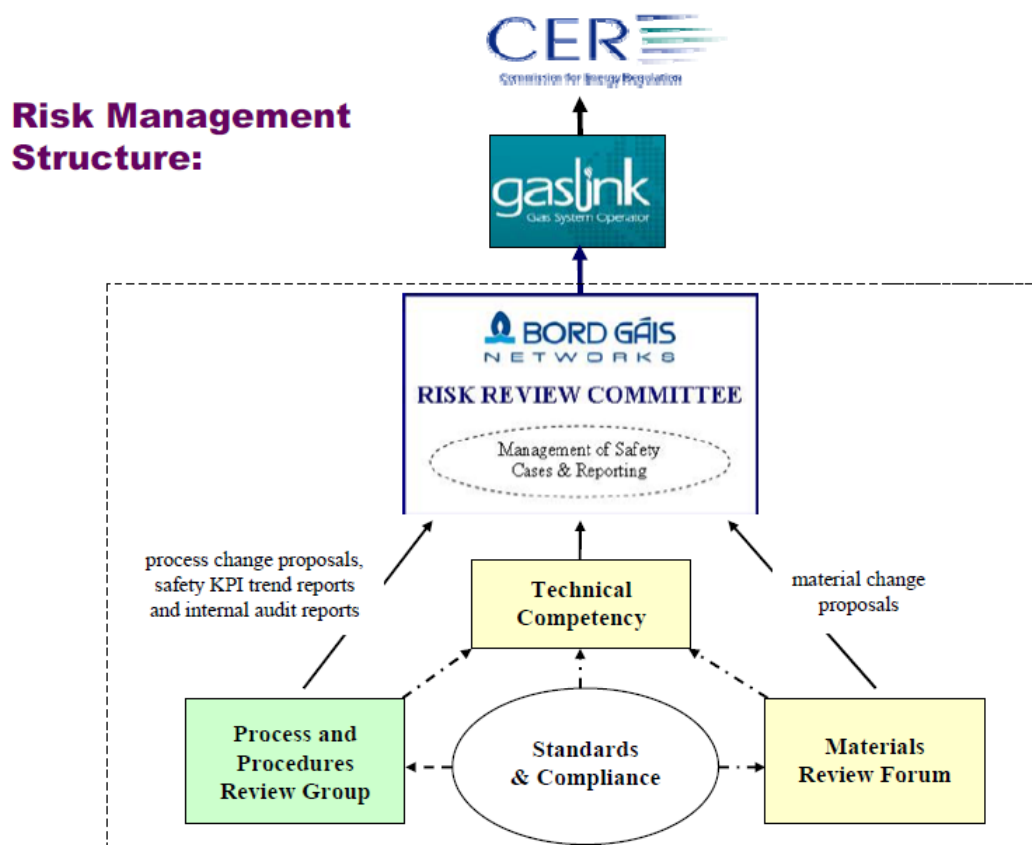
¹¹ *These are incidents which did not impact upon people or property but were publicly reported.*

2.7.4 Adoption of Natural Gas Safety Regulatory Framework

Gaslink and BGN have adopted the Natural Gas Safety Regulatory Framework. The following structure is in place to manage the Distribution Safety Case requirements.

2.7.4.1 Risk Management Structure

BGN operates a Risk Management Structure as illustrated below. The primary objective of this structure is to demonstrate that gas safety risks are being managed to a level that is deemed to be as low as reasonably practical (ALARP).



2.7.4.1.1 Risk Review Committee

The Asset Risk Review Committee (A.R.R.C.), consisting of BGN senior management, is responsible for the review of findings and proposals from sub-committees. The primary objective of the Asset Risk Review Committee is to report periodically on the safety KPI's and propose Safety Case material and process changes to Gaslink.

2.7.4.1.2 Risk Review Sub-Committees

The sub-committees reporting directly into the Risk Review Committee are the “Materials Review Forum”, “Technical Competency Review Group” and “Technical Process and Procedures Review Group”.

The “Standards & Compliance” group will consist of BGN representatives on ISO/CEN/Marcogaz/NSAI technical gas committees. The primary function of this group is to monitor developments of gas technical standards and legislation to ensure compliance of

BGN processes and procedures, and BGN materials selection and procurement with the relevant standards and legislative requirements.

All subcommittees are common to Transmission and Distribution except the “Materials Review Forum” which review materials, tooling and equipment relating to the specific network.

2.7.5 Compliance with Codes of Practice

2.7.5.1 Codes of Practice

Every effort is made by BGN and Gaslink to provide services in a prompt, efficient and safe manner and to a high standard. This commitment is reflected in BGN’s Customer Charter and four Codes of Practice¹².

The Customer Charter benchmarks the performance standards that BGN strives to achieve and provides assurance to customers of BGN’s commitment to these standards. The four Codes of Practice outline the procedures and processes BGN adheres to in each of the relevant areas.

The BGN Customer Charter and Codes of practice can be found on the BGN website and are as follows:

- Customer Charter
- Customer Service Code of Practice
- Vulnerable Customers Code of Practice
- Complaints Handling Code of Practice
- Disconnection Code of Practice

2.7.5.2 Customer Service Code of Practice

BGN , via its Customer Service Code, has agreed a minimum service standards, and defined its service capabilities, whilst ensuring that it is easily contactable across a range of approaches and media that customers would reasonably expect.

The results of these efforts are outlined across this Performance Report.

2.7.5.3 Vulnerable Customers Code of Practice

BGN has implemented a vulnerable customer register and is fully compliant with all procedures as outlined in Vulnerable Customer Code of Practice.

As of the 31st of December 2009, there were 941 vulnerable customers registered on the BGN database.

No of Customers 31st December 2009		
Type	Description	Total Customers
1	Visually Impaired	49

¹² See <http://www.bordgais.ie/networks/index.jsp?1nID=102&pID=103&nID=641>

2	Mobility Impaired	135
3	Hearing Impaired	142
4	Elderly	821
	Total Types	1147

The following customers are eligible to be designated as vulnerable

- Visually impaired
- Deaf
- Mobility Impaired
- Elderly (66 years or over)
 - Living alone
 - Living with another elderly person
 - Living with a minor

2.7.5.4 Complaints Handling Code of Practice

BGN has implemented a Complaints Handling Procedure. A report on the complaints received and compensation paid as a result of the introduction of this Code are outlined above.

2.7.5.5 Disconnection Code of Practice

The disconnection of gas supply at an End User's premises may be required under a range of circumstances. Disconnection can inconvenience End Users and as such a set of practices is set down and followed to ensure that the reason for disconnection is validated, appropriately communicated to the End User and carried out in the correct manner.

Table 2.7.5.5

Disconnection of gas supply	2009 Actual
Total number of Lock Requests Dispatched	10,109
Total number of Locks failed	4669
Total number of Successful Locks	5440

2.7.6 Compliance with Licence Conditions

Both Gaslink and BGN have system operator and system owner licences respectively. Both organisations maintain a log in which reported breaches of compliance are noted, investigated and reported on. There were no material breaches of the Distribution Asset Owner Licence Conditions or the Distribution Operator Licences during 2009.

2.7.7 Other improvements/initiatives during 2009

2.7.7.1 Customer Service

2.7.7.1.1 Service Quality Improvements

Satisfaction Monitoring

W5, BGN's independent survey company, phone customers who have contacted the BGN call centre within one week on the customer's initial contact to ascertain the level of customer satisfaction with the service provided. Call Back monitoring for 2009 yielded overall satisfaction of 91% which is a 5 percentage point improvement compared to 2008's overall satisfaction score. This improvement is a result of ongoing monitoring and training of the call centre agents to ensure best practice.

Mystery Shopper surveys are carried out by W5 staff who phone the call centre posing as customers and ask a series of questions to evaluate the quality of service provided by the agents. Scenarios are continuously developed and tested to ensure that the core functions of BGN are processed in a confident and efficient manner. Mystery Shopper satisfaction achieved an overall performance of 90% in 2009, a substantial improvement on 2008 outturn (81%).

Both of these surveys are licence required programs, with each based on 1000 surveys carried out during 2009.

2.7.7.1.2 Service Information Improvements

Leaflets & Brochures

Throughout the year BGN continued to produce and distribute customer information material aimed at managing customer expectations and clarifying service delivery processes. In 2009 publications included: An agri-business brochure, a guide to Q Smart Gas Meters and a Self Trenching Guide for Residential customers.

Call Centre Manual

A comprehensive call centre manual was developed and training given to the call centre agents in 2009 documenting all the BGN customer facing processes in detail.

Correspondence

All customer facing letters were reviewed and refreshed to ensure customer friendly language.

2.7.7.1.3 Service Delivery Improvements

Improved service provision performance and customer satisfaction were reflected in BGN (in conjunction with its outsourced call centre and surveying partners winning the prestigious CCA (UK) award for Contact Centre of the Year for the UK& Ireland and being sector winner for Best customer experience in the Mobile, Telecoms and Utilities category. BGN also won awards for Best Small/Growing Outsource Service Centre and Best Quality Measurement

Programme at the Irish CCMA awards. In December 2009 the BGN Call Centre provider Fexco was awarded CCAs global excellence standard for its BGN operation.

2.7.8 Siteworks Performance

The BGN Customer Charter incorporates explicit commitments in respect of a range of customer facing services. In 2009 BGN implemented a revised CER Siteworks charging regime. The prices included in this Siteworks Charging regime have been determined in the context of continuing to provide these customer facing services in line with those published commitments.

However Gaslink and BGN recognise that Shippers and Suppliers are eager to understand what expectations they should have in respect of service commitments for those services which they procure from BGN whether for themselves or on behalf of their end-user customers.

The proposed standards outlined below are in respect of data turnaround and attendance/access as appointed by Shippers. The standards outlined reflect current BGN work practices, service provision models and technology and represent achievable stretch performance in the context of current BGN resources. The prices proposed in respect of these services as outlined in the CER approved Siteworks Charging regime assume service commitments at these levels.

BGN proposes these Shipper/Supplier facing commitments as an initial formalisation of performance expectation/delivery. It is expected that these would evolve/tighten over time as changes and developments within BGN permit.

Bord Gáis Networks Siteworks Service Standards - Performance 2009		
Supplier Requested Work Returns		
Meter Related Activity Domestic & Commercial	Standard	Performance
Confirmation Out-turn/Read from Activity - Special Read Requests - All Other Requests	90% <= 5 w/days 100% <= 10 w/days 90% <= 10 w/days 100% <= 20 w/days	96% <= 5 w/days 99% <= 10 w/days 95% <= 10 w/days 99% <= 20 w/days
Appointment Grant from Request - Special Read Requests - All Other Requests	<= 5 work days <= 5 work days	100% <= 5 work days 100% <= 5 work days
Supplier Requested Work Access Standards		
Meter Related Activity Domestic & Commercial	Standard	Performance
Debt Management Related Isolation/Disconnection - Attended As Appointed - Access % Achieved All Other Activities - Attended As Appointed - Access % Achieved	100% 60% 100% 100%	100% 58% 100% 100%

Key Performance Indicator Comments			
Description	Standard	Performance	Reason
Debt Management Related Isolation / Disconnection Access % Achieved	60%	58%	Trying to achieve positive out turns on Credit locks is difficult due to customers refusing access or access not being available. As these are not customer appointments, Suppliers choose the appointment slots and the end user is naturally not aware of the appointment time. BGN now offer out of hours appointments for credit locks for suppliers to select.

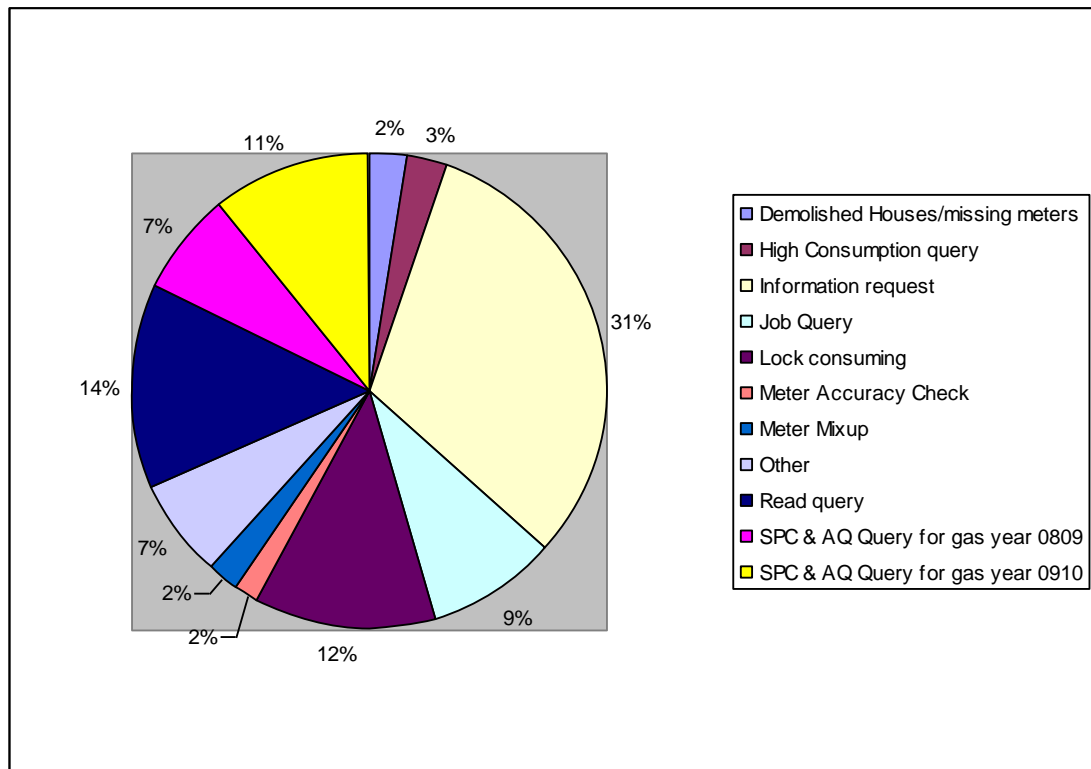
Section 3: Other Performance Criteria

3.1 Shipper Issues

3.1.1 Breakdown of Opened Shipper escalations by type

There were 870 issues escalated to Shipper Services Operations Key Account Management.

The main categories of issue recorded in 2009 were:

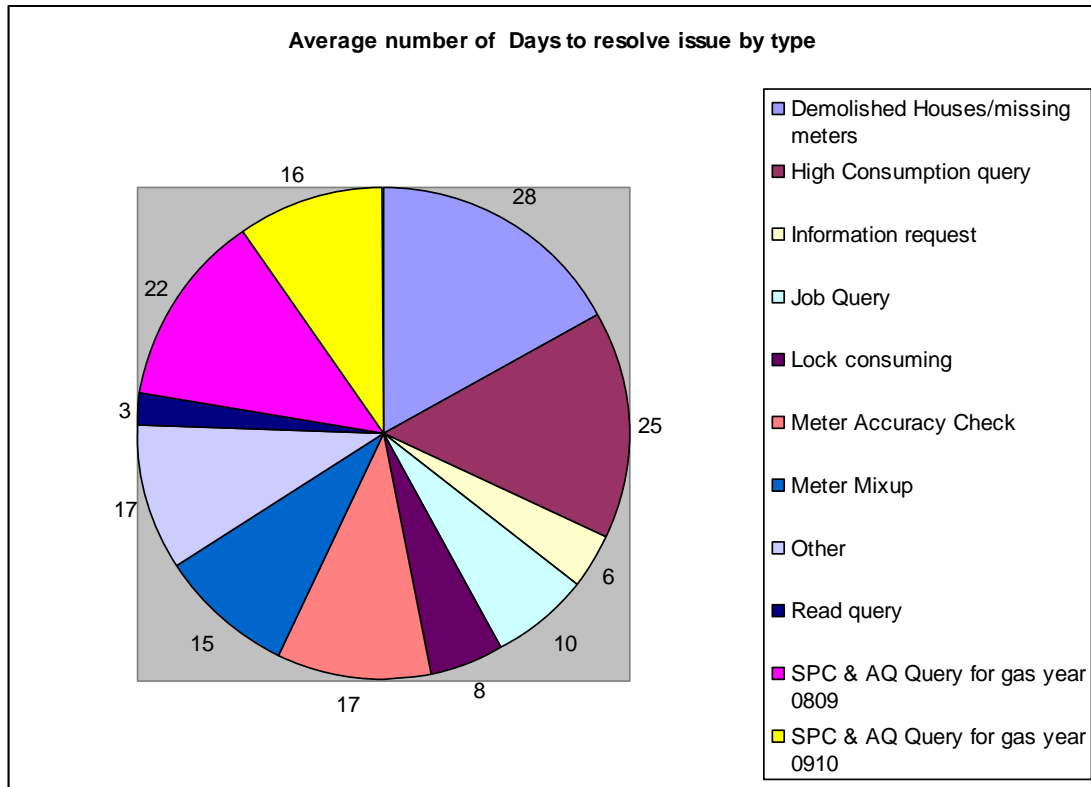


There are a wide variety of issues escalated to the Shipper Services Operations Key Account Management function, covering everything from metering consumption queries to siteworks performance. New systems for recording data have being put in place to allow for trending analysis. The results of these measures include better reporting and issue management.

BGN and Gaslink are currently working with industry at GMARG and Code Mod Forum to agree process changes to reduce some of these issues. BGN and Gaslink are also working proactively with Shippers on initiatives such as identifying possible Supply Point Capacity issues in advance of issues occurring.

3.1.2 Average number of days that an escalation was open (by issue type)

The average length of time that an escalation was open was 11 business days.



3.1.3 Shipper Issues Management

All Shipper issues will be systematically logged by BGN Shipper Account Management team in a new enhanced Shipper Issues system. Every issue will be assigned a unique issue number and Shippers will receive an email confirmation of each issue with a unique identification number and status within 3 business days. BGN will provide each Shipper with an issue update every 20 business days thereafter as long as the issue remains open on its system.

3.1.4 Other BGN Service Standards – Performance 2009

Customer Commitments	Performance Target	Actual Performance
Shipper Operations		
DM Change of Shipper	100%	100%
Entry Capacity Booking Requests	Process <= 20 days	100%
Exit Capacity Booking Requests	Process <= 20 days	100%
Trading and Settlements		
Invoice circulation	By 12 th day of month	100%
Provision of shrinkage gas quantity/cost estimates	Prior to October billing	100%
Meter Reading Services		
Access Rate	80%	86.6%
MRS Read Rate	Average 3.2 Reads per site per year	3.55
Forecasting, Allocation and Reconciliation (FAR) Domestic reconciliation	80% within accuracy of 1,250 kWh	88.17%
FAR IC reconciliation	80% within accuracy of 4,500 kWh	72.37%

Key Performance Indicator Comments												
Description	Standard	Performance	Reason									
FAR IC reconciliation within accuracy of 4,500 kWh	80%	72.37%	<p>The metric measures the % of reconciliation's, in kWh, which are under 4,500kWh for IC sites, against a target of 80%. A systematic statistical analysis of root causes was undertaken which showed that the key driver for the metric reduction was the adjustment of the read cycle for each site according to its AQ. This adjustment was undertaken from August-October 2007. There are approximately 20,000 IC sites and the table below summarises the read frequency before and after the adjustment.</p> <table border="1"> <thead> <tr> <th># GPRN</th> <th>Before</th> <th>After</th> </tr> </thead> <tbody> <tr> <td>Read monthly (typically 12 actual reads per year)</td> <td>16,848</td> <td>9,655</td> </tr> <tr> <td>Read bi monthly (typically 3 reads per year before August 07)</td> <td>4,276</td> <td>13,276</td> </tr> </tbody> </table> <p>This adjustment freed up resources to increase the read frequency of bi-monthly read sites from 3 to 4 reads per year. The FAR metric for the bi-monthly read sites improved strongly. However, the adjustment also resulted in a 43% reduction in the number of sites read monthly, by moving the low AQ sites, which have a higher probability of having low reconciliation differences, into a bi-monthly cycle. High AQ sites are far less</p>	# GPRN	Before	After	Read monthly (typically 12 actual reads per year)	16,848	9,655	Read bi monthly (typically 3 reads per year before August 07)	4,276	13,276
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			<p>likely to satisfy the metric, as the median of reconciliation differences is approximately 4000kWh. This effect is reflected in the metric behaviour.</p> <p>The metric is far better suited to describing the performance of the FAR process for low AQ sites. The analysis showed that the metric is not well suited to large AQ sites and that the choice of metric is not conducive to evaluating the FAR process performance. A metric which measures reconciliation accuracy as a proportion of AQ may be more suitable for this purpose.</p> <p>Because the range for IC sites is so large this metric is not very reflective.</p>
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