Our Performance – Gas

The RIIO framework determines our regulatory cost allowance and the revenues that we are allowed to recover. For 2015/16 our revenue was around £1bn. Of the portion of the £1bn that flows through to the domestic customer bill approximately 2.7% was related to Gas Transmission services. This means that Gas Transmission services make up about £19 of the average domestic gas energy bill and we expect that this part of the bill will fall by up to £1 by 2021.

- 13 out of 14 outputs met
- Doubled the volume of works delivered to improve the safety and reliability of our assets
- Reduced routine maintenance days by 50%
- 2 out of 2 outputs met
- Achieved compliance targets to deliver extra capacity to the system
- 44 innovation projects under development
- On track to meet target to reduce Greenhouse gas emissions across our UK and US businesses by 45% by 2020 (based on 1990 level)

Key:
- Target met
- Target not met
- On track
- Zero lost time in Gas transmission in 2015/16
- Lowest ever year end injury frequency rate of 0.07 in the UK business
- Stakeholder satisfaction
- Consistent performance of 6.15/10 in the stakeholder engagement incentive scheme
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- Exceeded customer and stakeholder satisfaction score targets
- 100%
- We’ve met all timescales for customer connection applications
- 100%

- Greenhouse Gas emissions target missed by 5%
- 4 out of 6 outputs met
- Zero lost time in Gas transmission in 2015/16
- Lowest ever year end injury frequency rate of 0.07 in the UK business
- Stakeholder satisfaction
- Consistent performance of 6.15/10 in the stakeholder engagement incentive scheme
- Exceeded customer and stakeholder satisfaction score targets
- 100%
- We’ve met all timescales for customer connection applications
- 100%

- Reliability
- Environment
- Customer connections
- Safety
- Stakeholder satisfaction