Gas
Networks
Ireland

Customer
Performance
Report
2016

gasnetworks.ie

Contents

01.

Executive Summary

The Gas Networks Ireland Performance Report has been published annually since 2008. In 2015 the report format was changed; the original single report has been 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 2016 in relation to customer oriented activities. This report analyses the key areas where Gas Networks Ireland provides services to customers and over a five year period the performance of these services is benchmarked against key performance indicators (KPI) as per the Customer Charter[1]. Gas Network Ireland's aim is to provide customer services in a prompt, efficient, and safe manner and to a high standard. The levels of service provided to our customers is continuously monitored on a daily basis and aims to achieve service excellence in all aspects of the business and customer interactions.

Gas Networks Ireland has a Customer Charter which provides assurance to customers of the company's dedication to **ten performance commitments**

Gas Networks Ireland has a Customer Charter which provides assurance to customers of the company's dedication to ten performance commitments, whereby, in certain circumstances, compensation will be provided for failing to meet these standards. In 2016, the programme of customer satisfaction monitoring, across ten different network activities, continues to score very favourably across all processes.

Ensuring the safety of customers and the general public is of prime importance to Gas Networks Ireland. The response to emergencies in 2016 has been consistent with previous years where 99.9% of reported escapes were attended to within the hour. This is above the required performance level of 97%. However, there was a 10% drop in the number of gas escapes reported in 2016 compared to 2015, which may possibly be attributed to milder weather in 2016.

The volume of calls received by Gas Networks Ireland was 305,388 in 2016. This was circa 9.6% less than the previous year. However, there has been an increase in customer utilisation of alternative digital contact channels such as email, website and social media. The number of appointments managed in 2016 decreased significantly when compared with the previous year; for example there were 51,023 metering appointments requested in 2016, which contrasts to the 78,565 in 2015. It should however be noted that there had been a major rise in the number of appointments in 2015 when compared with the previous year; rising from a figure of 64,389 in 2014. The total number of complaints in 2016 was 1,979 down from 2,455 in 2015, showing an overall reduction of 19%. The complaints categories that experienced the greatest reduction are Damage to Property and Reinstatement.

Following a consultation in 2016, the Commission for Energy Regulation (CER) issued a decision in 2017 on Gas Networks Ireland's Customer Performance Indicators, deciding to incentivise Gas Networks Ireland in key areas of its customer service such as the customer contact centre response, complaints metrics and the results from customer surveys. During the PC4 price control period, which will commence in October 2017 and continue for five years, the CER proposes to introduce financial incentives on Gas Networks Ireland with respect to these key customer performance indicators. These indicators will be reported in future Customer Performance Reports.

Operationally Gas Networks Ireland has performed within the KPI levels for customer contacts and provided a consistent level of service to its entire customer base throughout 2016.

02.

Introduction

The Customer Performance report satisfies the licence conditions pertaining to "overall standards and performance" of the four licences currently held by Gas Networks Ireland, granted by the CER;
· Distribution System Owner Licence,
· Distribution System Operator (DSO) Licence,
· Transmission System Owner Licence, and
· Transmission System Operator (TSO) Licence.

The performance standards have been developed by Gas Networks Ireland and approved 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. The annual performance reports are published on the Gas Networks Ireland website, gasnetworks.ie.

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

680,000 natural gas customers in over 175 population centres

2.1 Company and network overview

Gas Networks Ireland was incorporated in 2015 as a wholly owned subsidiary of Ervia (formally known as Bord Gáis Éireann). It is responsible for developing, maintaining and operating the gas transmission and distribution systems. Gas Networks Ireland ensures that over 680,000 natural gas customers in over 175 population centres in 20 counties throughout the country receive a safe, efficient and secure supply of natural gas, 24 hours a day, 365 days a year. Natural gas has played a vital role in Ireland's energy mix and in Ireland's social and economic progress. In terms of demand, natural gas accounts for 30% of Ireland's primary energy mix. The gas demand market is categorised into Power, Industrial and Commercial (I & C) and Residential sectors accounting for circa[2] 55%, 30% and 15% of the demand respectively. The Corrib gas field which came into operation at the end of 2015 ensures an indigenous supply of natural gas, meeting up to 60% of Ireland's natural gas demand. Ireland's interconnection with the United Kingdom (UK) as a gateway to the European gas markets, guarantees security of energy supply to the Irish economy.

Figure 2.1: RoI gas market demand
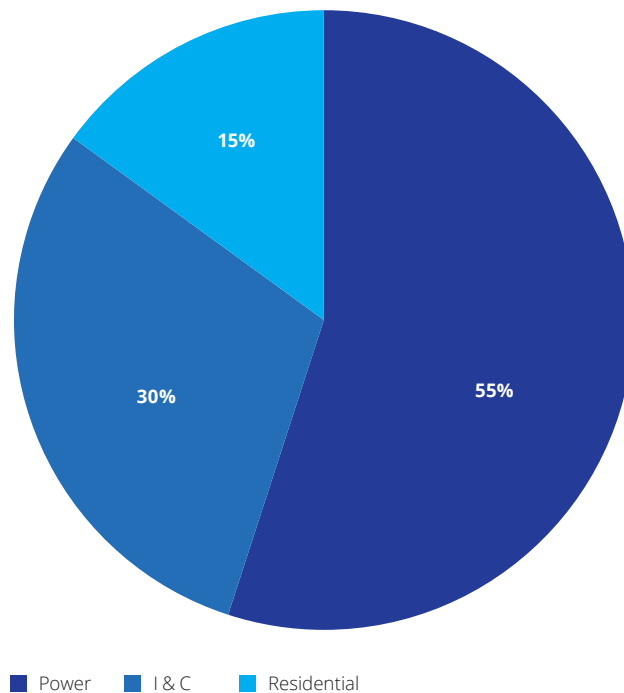
Power ■ I & C ■ Residential

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transmission pipeline
2,427km

distribution pipeline
11,527km

Figure 2.1: RoI gas market demand

Natural gas is transported through a total network of 13,954km of 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 delivered to end users is not owned by Gas Networks Ireland. Gas Networks Ireland transports the gas on behalf of shippers and suppliers who purchase the gas from the wholesale market and use the transportation services of Gas Networks Ireland to deliver gas to businesses and homes throughout Ireland. The gas network supplies energy to 14 power stations, more than 26,000 businesses, (including multi-nationals) and to over 654,000 homes.

The Gas Networks Ireland system includes infrastructure in RoI regulated by the CER; in NI regulated by the Utility Regulator; and in South West Scotland regulated by Ofgem. The natural gas network is differentiated as transmission and distribution and this is determined by the prevailing pressure in the pipes:
- High pressure transmission network which operates above 16 barg (the total length of transmission pipeline is 2,427km[3]); and
- Distribution network which operates below 16 barg (the total length of distribution pipeline is 11,527km).

A map of the transmission system is provided in Figure 2.2.

The transmission pipes link Ireland's major urban areas and also connect Ireland to the UK at Moffat in Scotland. Electricity generating power stations and some large industrial customers are also directly connected to the transmission network. Mostly residential and small to medium commercial customers are connected to natural gas in the distribution network.

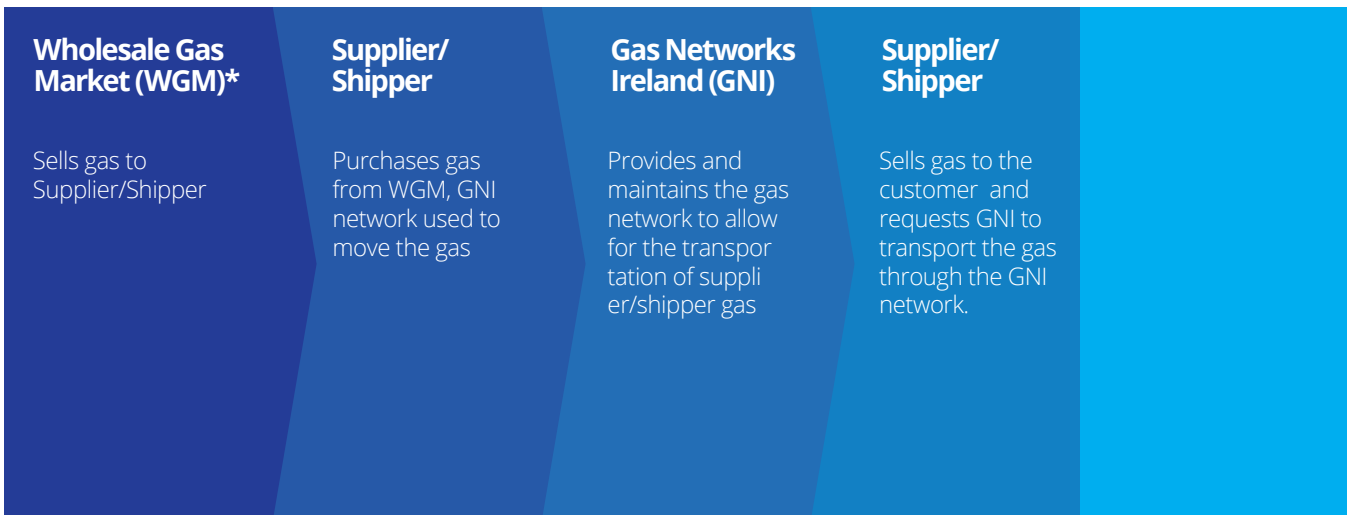3   Total length of transmission pipeline is the entire network including pipeline in RoI, NI and on-shore Scotland.

Figure 2.2: Overview of Gas Networks Ireland Transmission System

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Suppliers[4] are retail market players that sell gas and provide services to end users i.e. customers. Shippers include suppliers and also some large end users such as power stations. These power stations consume large amounts of gas allowing them to purchase gas directly from the wholesale market and use the Gas Networks Ireland natural gas transmission system to transport the gas directly to their sites.

Figure 2.3: Structure of Irish gas market

Wholesale Gas Market (WGM)*	Supplier/ Shipper	Gas Networks Ireland (GNI)	Supplier/ Shipper
Sells gas to Supplier/Shipper	Purchases gas from WGM, GNI network used to move the gas	Provides and maintains the gas network to allow for the transportation of supplier/shipper gas	Sells gas to the customer and requests GNI to transport the gas through the GNI network.

* The Wholesale Gas Market (WGM) is where the gas is purchased by energy traders and shippers.

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 on average almost 19,000 call-outs a year.

Through the Gas Networks Ireland Connections Policy[5], Gas Networks Ireland continually brings the benefits of natural gas to new customers and new towns. The Connections Policy is a Gas Networks Ireland document which is approved by the CER. The Connections Policy is based on high level objectives to encourage the connection of new customers; provide transparency around charges; treat connections consistently and minimise the impact on tariffs. The more customers that are connected to the gas network the more throughput there is on the system which in turn reduces the tariffs for the benefit of all gas customers.

Gas Networks Ireland actively promotes natural gas as a fuel of choice for homes businesses and industry, encourages greater utilisation of the natural gas network and looks for opportunities to expand the network where economically viable. Construction on connecting Nenagh town to the natural gas network commenced in October 2015. Water and waste water infrastructure will be delivered as part of

4   Gas Suppliers List
5   Connections Policy

The clear
benefits of gas
for the customer
are that it is
**cheaper,
cleaner and
more reliable**
than other fossil
fuels.

the Ervia multi-utility project in Nenagh town centre; a collaboration between Irish Water and Gas Networks Ireland. Developing water and gas infrastructures as one project reduces costs and minimises disruption, avoiding the need for a second major construction project in the town. On completion, which is expected to be late 2017, Nenagh will have a future-proofed infrastructure that will benefit the town, its people and its businesses 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 bringing natural gas to Wexford town became operational early in 2016 with the major anchor loads commencing gas off-take by mid-year. The initial town network development, which is also a multi-utility project, commenced on the 19th October 2016. This stage also involves the site investigation required for the planning of subsequent development, expected to commence in late 2017 or early 2018.

Towns connected to the gas network have a significant competitive advantage, benefits include economic possibilities, efficiencies and lower emissions that are associated with gas. It was announced in October 2016 that Listowel in Co. Kerry will be connected to the natural gas network via a feeder main from Foynes, Co. Limerick. Construction work on the feeder main to Listowel commenced in summer 2017.

As a low carbon fuel with low energy costs, natural gas is appealing to multi-national organisations. Cities and towns that have natural gas infrastructure are attractive for Foreign Direct Investment (FDI), and can benefit through direct employment and investment in the local economy. The natural gas network developed by Gas Networks Ireland has sufficient capacity to meet the gas demands of a modern Ireland competing in the global economy, contributing to Ireland's social and economic progress.

The clear benefits of gas for the customer are that it is cheaper, cleaner and more reliable than other fossil fuels. It is also 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[6]; it produces approximately 22% less CO_2 than oil and 40% less than coal[7]. Natural gas provides energy security for Ireland through existing infrastructure. The indigenous sources at Corrib will continue to meet over 50% of RoI total gas requirements 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.

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6   SEAI
7   The Irish Academy of Engineering Policy Advisory The Future of Oil and Gas, published February 2013

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The benefits range from cheaper fuel for transportation, lower air pollution and reduction in noise pollution.

Future Development

Growing the natural gas network is a key priority for Gas Networks Ireland, in order to ensure the existing natural gas network infrastructure can be more efficiently utilised. Gas infill aims to extend (infill) the distribution mains in urban areas to a greater number of 'within reach' properties and opportunities to expand the network are explored where viable. Sales and marketing activity increased in 2016 in line with economic growth and increasing activity in the various sectors in which Gas Networks Ireland operates, such as new housing and I & C sectors. There is considerable emphasis on investing in innovation and new business areas such as renewable gas, natural gas vehicles and smart metering.

Infill

Gas mains infill is the process of connecting premises to the gas mains which are already in the vicinity of the gas network. In the majority of cases, where houses or businesses 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 latter part of 2016 an infill sales and marketing campaign "Towns Revisited" was conducted in Navan, Co. Meath. This followed a pilot campaign in Templeogue, Dublin, conducted during 2014, 2015 and early 2016. The learnings from the Templeogue campaign were used to improve the communications to potential customers and to address any concerns around cost, disruption and safety. Over 1,600 houses and small businesses were surveyed within Navan, however, as there is a long lead time from orders received to connections fitted, the outcome of the campaign will be measured and assessed in 2017.

Infill includes two types of properties, those that are on an existing gassed street/estates and those that are in non-gas housing 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. This is to ensure the economic viability of the cost of extending the network.

CNG

Compressed Natural Gas (CNG) in transport is a globally used technology, whereby natural gas is pressurised and used as an alternative vehicle fuel to diesel and petrol. Vehicle refuelling occurs at a standard refuelling station – providing vehicles with refuelling times and travel ranges similar to traditionally fuelled vehicles. The benefits range from cheaper fuel for transportation, lower air pollution and reduction in noise pollution. With more gas flowing through the network, the use of CNG may ultimately lead to lower tariffs for all natural gas users. CNG is a proven technology that is widely used in other countries. During 2016, Gas Networks Ireland applied for and was awarded €6.5m of funding from the Innovation Network Executive Agency of the European Commission, under the Connecting Europe Facility (CEF) to support the Causeway Project. In September 2016, Gas Networks Ireland sought €12.83m of

Renewable gas is a clean, renewable and **carbon neutral fuel**

funding to complete the project. Following a consultation period, the CER approved an innovation allowance of €12.83m as part of PC4. This project entails the installation of 14 high capacity fast fill CNG stations and one medium to large scale renewable gas injection point. The impact of this infrastructure on the gas network will be assessed as part of the project. National University of Ireland Galway (NUIG) is a project partner. The CNG stations will be strategically located in line with the main motorway networks in RoI. Gas Networks Ireland continues to work with all stakeholders in the transport market including government departments, regulatory agencies, vehicle manufacturers and distributors, forecourt operators and most importantly end-users. The Innovation Fund continues to support research, renewable gas 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, delivering cleaner, cheaper transport to the truck, bus and van segments of the market. The CNG Vehicle Fund, which was introduced in early 2017, is intended to support the uptake of CNG vehicles in Ireland. A number of dedicated CNG vehicles are currently in use in Ireland across a range of operators including waste collection, laundry services and agricultural haulage. The data gathered through the Vehicle Fund will inform other vehicle operators as to the benefits of CNG for Irish operators.

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 sustainable organic materials, upgraded to bio methane and then injected into existing gas distribution infrastructure. It is widely used in other European countries and Gas Networks Ireland believes it has a major role to play in assisting the countrys' transition to a low carbon economy. Renewable gas has a role to play in attracting future FDI to Ireland as it provides an appealing solution to many multinationals that have mandatory targets set for renewable energy[8], it also provides a solution for national waste management and a renewable indigenous fuel source.

The Governments' Energy White Paper[9] published in December 2015; notes the positive benefits associated with anaerobic digestion and committed to completing an economic assessment of the potential for biogas development.

In October 2016, the CER published the Renewable Natural Gas Bridging Paper, which requires Gas Networks Ireland to progress development of a Connection Policy and Market Arrangements for grid injection of renewable gas. Gas Networks Ireland engaged with the Renewable Gas Forum of Ireland (RGFI) to coordinate industry stakeholder workshops that will progress these developments. The first grid injection project was selected for location in County Kildare with Green Generation; due to be commissioned in the latter half of 2017. This project will act as the template for all future grid injection projects.

The International Energy Research Centre (IERC), Gas Networks Ireland and RGFI are jointly funding a project with Deutsche Biomasseforschungszentrum (DBFZ)

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8   http://www.wbcsd.org/Overview/About-us
9   White Paper

02.   Introduction

Smart gas meters are the **next generation of energy meter**

and the German Energy Agency, to develop a certification scheme for renewable gas in Ireland. Marine & Renewable Energy Ireland (MaREI) will be assisting DBFZ in engaging the relevant Irish government departmental and state authorities on this project. Green Gas Certificates will allow end users to purchase renewable gas in confidence and give government and regulators the certainty that the sales of renewable gas are transparent and accounted for. The scheme will be the first of its kind in Ireland, and will deliver a robust methodology for calculating and accounting for greenhouse gas emissions savings from various renewable gas technologies, in accordance with international best practice and European Union (EU) legislation. It will consider all generations of technologies, different feed stocks, processes, potential end uses and will be tailored to Irish conditions. The project will develop a blueprint for a renewable gas registry that will provide a secure, reliable means of verifying and tracing all transactions, to be accredited by the National Standards Authority of Ireland (NSAI), the World Resources Institute (WRI) and the CDP (formerly the Carbon Disclosure Project).

Smart Metering

The National Smart Metering Programme (NSMP) is under the direction of the CER. Smart gas meters are the next generation of energy meter. The NSMP is currently in phase 3 (of 5) which is Detailed Design and Procurement. It is expected that the Programme will progress to phase 4, System Build and Test, however it should be noted that the timeline for progress to phase 4, with deployment thereafter, is yet to be determined by the CER. The smart meters 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 near real-time actual energy usage. The benefits to the customer will be, timely 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.

In 2016, Gas Networks Ireland continued the re-design of gas market processes to meet the requirements of Smart Metering as a result of policy decisions made by the NSMP. This activity was led by Gas Networks Ireland in consultation with Industry. Gas Networks Ireland completed a detailed cost benefit analysis (CBA) in conjunction with the CER to refresh the overall NSMP CBA. The previous CBA was run in 2014 and this refresh provided essential information to the CER to facilitate a decision with regard to the financial viability of the overall programme. Gas Networks Ireland developed detailed gas service requirements, these were provided to ESB Networks (ESBN), to ensure all gas smart services are sufficiently detailed for inclusion in the Communication and Data Service Provider (CDSP) procurement. In addition, Gas Networks Ireland worked with the CER to re-baseline the overall NSMP plan.

In 2017, Gas Networks Ireland will work with the CER and all other key stakeholders to develop and agree a robust programme plan to ensure the delivery of the NSMP. Gas Networks Ireland will continue to engage with ESBN on a number of matters, namely our service requirements, the overall NSMP security model and input as required to progress the ESBN CDSP procurement. Gas Networks Ireland will engage with all other programme work streams to ensure the NSMP progresses in a timely fashion.

The customer experience provided by Gas Networks Ireland is **delivered by the entire organisation**

2.2 Customer service overview

Engaging with and listening to customers, meeting their needs and delivering value for money are key priorities for Gas Networks Ireland. The customer experience provided by Gas Networks Ireland is delivered by the entire organisation, 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 Insights into Action Programme[10] actively surveys customers to evaluate the experience of their interactions with the organisation. Customer feedback includes feedback from both domestic and commercial customers. Customer issues and complaints are analysed, statistics on calls and queries are interpreted to see if there are opportunities to introduce customer improvement initiatives. 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*[11] service are also surveyed.

A sample of customers is surveyed weekly following their transaction with Gas Networks Ireland. The survey is tailored to the journey they take and to the customer segment to which they belong. 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 accounts 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 contact the customer 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.

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10   https://www.gasnetworks.ie/home/customer-care/our-customers/
11   https://www.gasnetworks.ie/home/safety/dial-before-you-dig/

02.   Introduction

The Customer Service "Insights into Action Strategy" illustrated in Figure 2.4 shows how Gas Networks Ireland listens, communicates and works on solutions to action improvements that benefit customers.

Figure 2.4: Insights into action illustration

*insights*intoaction

Insights	Communicate	Solution	Action
Listen	Daily alerts	Monthly meetings	Respond
Understand	Monthly reports	Customer experience days	Initiatives
Analyse	Feedback	Workshops	Implement
Monitor	Multiple channels	Stop and think day	Monitor
	Testimonials	Engagement with process owners	Feedback
	Balance scorecard	Learn from best practice	Celebrate
	The Board		

430,000
customer contacts
54,745
appointments
13,538
Re-instatements
100,332
PAYG

These initiatives are captured on a formal register and are tracked to completion. There were 37 initiatives implemented in 2016, some examples of these are:
- Implemented new 'safe' password security code for fitters to use with customers who are registered as vulnerable;
- Survey of Local Authorities (key stakeholders) commenced and initiatives to enhance relationships underway;
- Menu Boards with customer experience results and testimonials introduced in Gas Networks Ireland restaurants and meeting rooms to keep staff informed;
- Developed online portal to capture, follow up and analyse contact requests from customers who were surveyed;
- Developed online initiatives register to provide visibility and facilitate ease of capture and amendments for all initiatives which will enhance our customers' experience; and
- Shared customer workshops commenced with Gas Suppliers to collaborate and learn.

Gas Networks
Ireland has
excellent levels
of performance
in respect of
its published
**Customer
Charter
service
standards and
commitments**

Some of the Customer Service highlights from 2016 are as follows;
- In 2016 Gas Networks Ireland handled over 430,000 customer contacts, agreed and completed over 54,745 appointments and conducted over 13,538 temporary and permanent road surface reinstatements;
- Gas Networks Ireland has continued to support the successful national roll out of a prepayment metering service. At the end of 2016 there were 100,332 "pay as you go" (PAYG) meters in service, equivalent to 15.4% of the residential gas population;
- Gas Networks Ireland was successful for the third year running in the Global ACE (Achievements in Customer Excellence) awards, receiving the Judges Choice Award for insights with our business partner w5 and with whom the inaugural Best Customer Experience Award from the Marketing Society of Ireland was awarded. Two members of Gas Networks Ireland's Customer Care team were recognised as Emerging Leaders by the CCA Global (Contact Centre Association). The Gas Networks Ireland's Customer Care team was shortlisted for AIM – All Ireland Marketing Awards for Customer Experience; CCA Global for the Business Process Outsourcing Partnership between Gas Networks Ireland and our partners, FEXCO and CCMA Best Customer Experience Award.
- The International Gas Union (IGU) published an article in their bi-annual newsletter on Gas Networks Ireland Insights into Action strategy and in the Confirmit Award Showcase ebook.

Gas Networks Ireland has excellent levels of performance in respect of its published Customer Charter service standards and commitments. Its programme of customer experience monitoring across 10 different network activities continues to score very favourably across all processes. The customer commitments and KPIs are shown in Table 2.1, these will be explored in greater detail in section 4 (Retail Market).

Table 2.1: Customer Commitments

Commitment	KPI	Measure/Target
Call response	Call answered within 20 seconds	80%
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	100%
Gas supply restoration	Restore as quickly as possible (less than 24hrs)	100%
Emergency response	Arrive within 1 hour of report	97%
Complaints handling	Resolve within 10 working days	85%
Payment Guarantee	Aim to process payment following claim within 10 working days	100%

03.

Gas Industry

3.1 Market overview

The CER has responsibility for regulating the natural gas market in 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 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 supplier[12]. The domestic gas market was subsequently fully deregulated in July 2015 allowing suppliers 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".

12   Gas Suppliers List

Gas Networks Ireland supports initiatives from various industry bodies and ensures **compliance with EU legislation**

3.2 Shipper queries

Gas Networks Ireland provides transportation services directly to shippers operating in the wholesale and retail markets through the Shipper Services Department. The shippers/suppliers and large end users (circa 270 industrial customers), are 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 information provision, system setup, training and 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. Shipper Services also 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 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 RoI; at the Gas Market Arrangements Retail Group (GMARG) and Code Modification Forum 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.

Throughout 2016 the level of service provided to shippers was maintained and delivered on a par with previous years. This level of service was delivered while taking on extra responsibility for the Gas Transportation Management System (GTMS) and PRISMA systems, successfully managing the market entry of a new retail supplier and smooth transition of systemisation of shipper financial security requirements, which included system design specification, implementation and training of all 23 shippers. Gas Networks Ireland introduced an enhanced Virtual Reverse Flow service. A gas balancing platform is currently under development.

All issues received by the Shipper Services Key Account Management function are systematically logged on the Shipper Services Issues system and issue resolution is managed to successful conclusion. This includes stakeholder management of internal and external departments. Every issue is assigned a unique issue number and an email confirmation is sent 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.

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There were **2,240 issues escalated** to the Shipper Services Key Account Management department in 2016

3.3 Breakdown of issues by type

There were 2,240 issues escalated to the Shipper Services Key Account Management department in 2016. The main categories of issues recorded are shown in Table 3.1 below.

With the implementation of the European Network Codes in November 2015, shippers have had to use the PRISMA[13] capacity auction platform to procure their capacity requirements to facilitate the entry of gas from the UK into RoI. Shipper Services is responsible for the administration of the PRISMA system in RoI and is the first point of contact within business hours for any issues. The PRISMA auction platform is actively used by the RoI shippers. PRISMA issue type is new to the top 10 categories of shipper services issues, its' inclusion in the top 10 has been mostly driven by the number of registration requests.

A definition of the types of issues experienced by shippers is provided in Table 3.1. The breakdown in the main categories of issues as a percentage of the total recorded in 2016 is illustrated in Figure 3.1.

Table 3.1 Explanation of top 10 categories of Shipper issues[14]

Issue type	Definition
Information Request	Information requests (e.g. Code of Operations, European directives, code developments and PRISMA capacity auctions)
Siteworks job query	Queries on siteworks activity raised (e.g. fit meter, exchange, lock and unlock jobs)
Consumption query	End user queries on consumption history
Meter Mix up	Issues relating to mismatch of details on GNI systems and the meter details on the ground
Revenue protection	Revenue protection issues (e.g. locked consuming reports, meter tampering, non registering meters, derelict/demolished houses)
Daily Allocation review	Query relating to the published daily consumption allocations for Large Daily Metered(LDM) / Daily Metered (DM) customers
GTMS Issue	3rd Party user requests for access to GTMS system and queries on wholesale capacity bookings and nominations
PRISMA Issue	Issues related to the European PRISMA capacity platform (registration requests, issues with participating in auctions and secondary capacity transfers)
Read Query	Query on a meter read processed
PAYG queries	Issues relating to prepayment meters, end user queries relating to meter or gas card issues

13   https://corporate.prisma-capacity.eu/
14   Top 10 of 30 categories are used for charting purposes

The breakdown of the main categories of **issues as a percentage** of the total recorded in 2016

Figure 3.1: Main category of shipper issues recorded by %*

2012   2013   2014   2015   2016
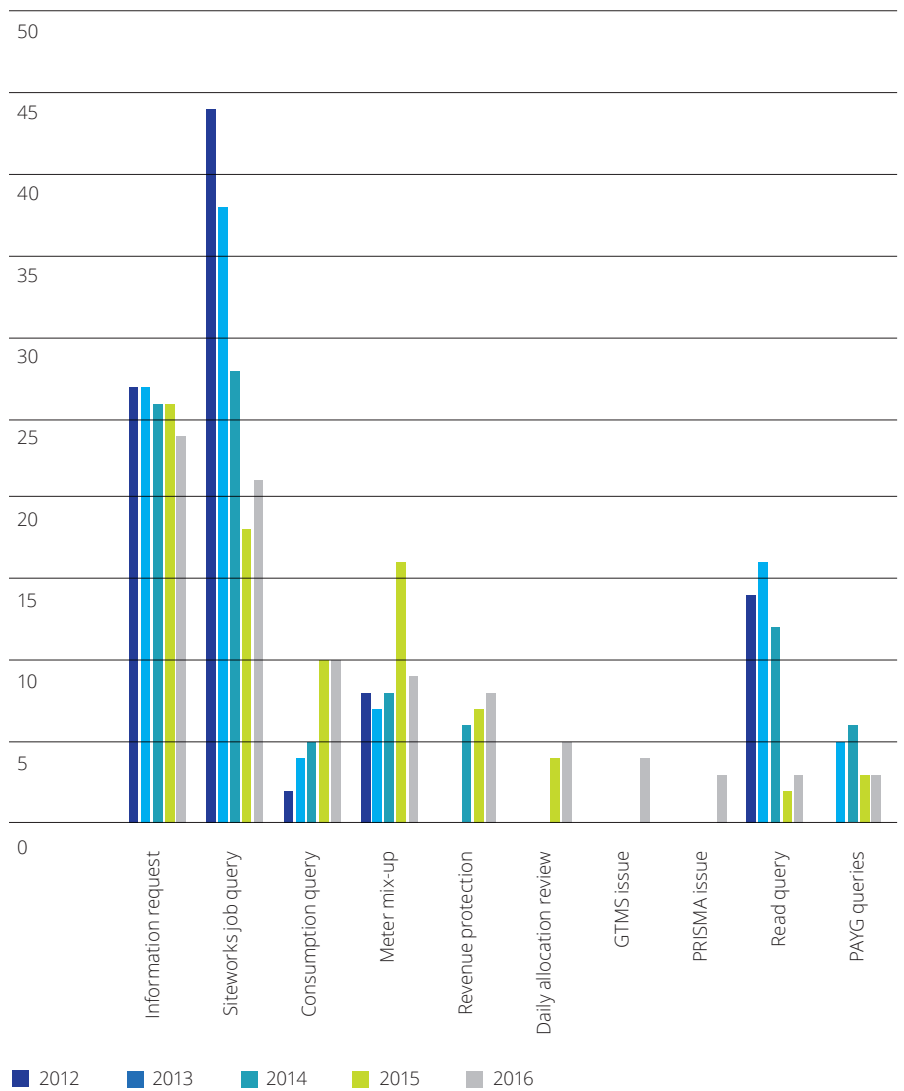
*Top 10 of 28 categories are used for charting purposes – the 89% shown in Table 3.2 and Figure 3.1 is for the top 10 categories only

03. Gas Industry

Average
4 days to resolve all shipper issues in 2016

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

The average length of time that a shipper issue was open in 2016 was 4 business days, when all issues are included in the calculation. Gas Networks Ireland has initiated a "Customer First" programme internally to increase customer focus, and has also increased engagement with shippers to reduce queries and improve resolution times. The average number of business days taken to resolve Shipper Services issues per category is shown in Figure 3.2 below. Revenue protection has only been recorded as a category since 2014, PAYG since 2013 and PRISMA issues since Q4 2015, corresponding to regulatory changes around these dates. Shipper issues are defined in Table 3.1.

Figure 3.2: Average number of business days to resolve Shipper issues by category

Legend:
- Consumption query
- Job query
- Meter mix-up
- PRISMA issue
- Revenue protection
- Information request
- GTMS issue
- Read query
- Daily allocation review
- PAYG queries
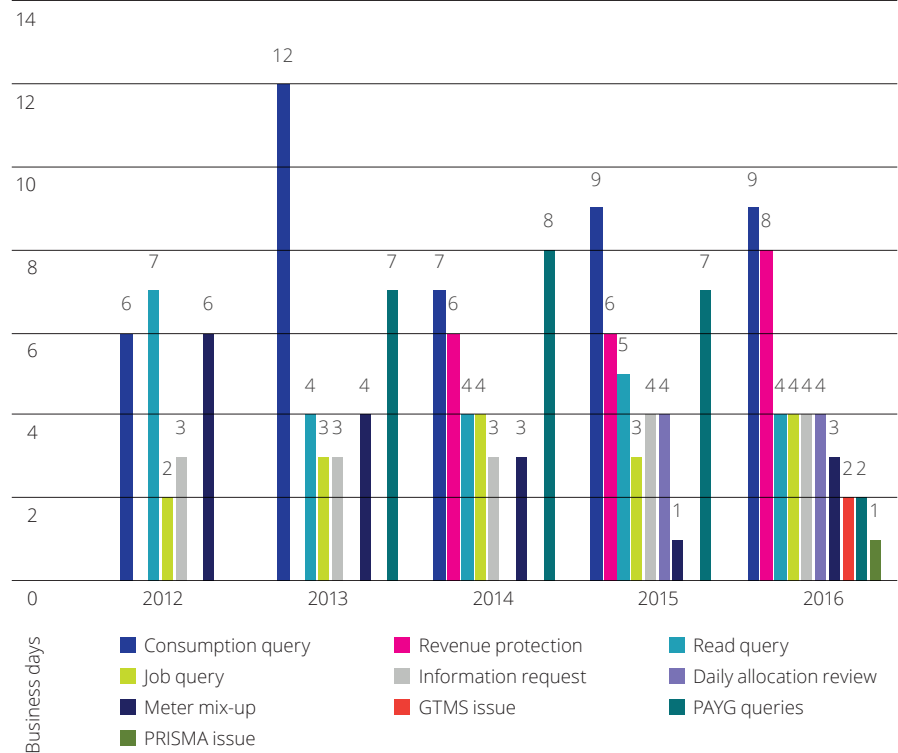
Figure 3.3: Average number of days to resolve Shipper Services issues (top 10 categories)

Number of days
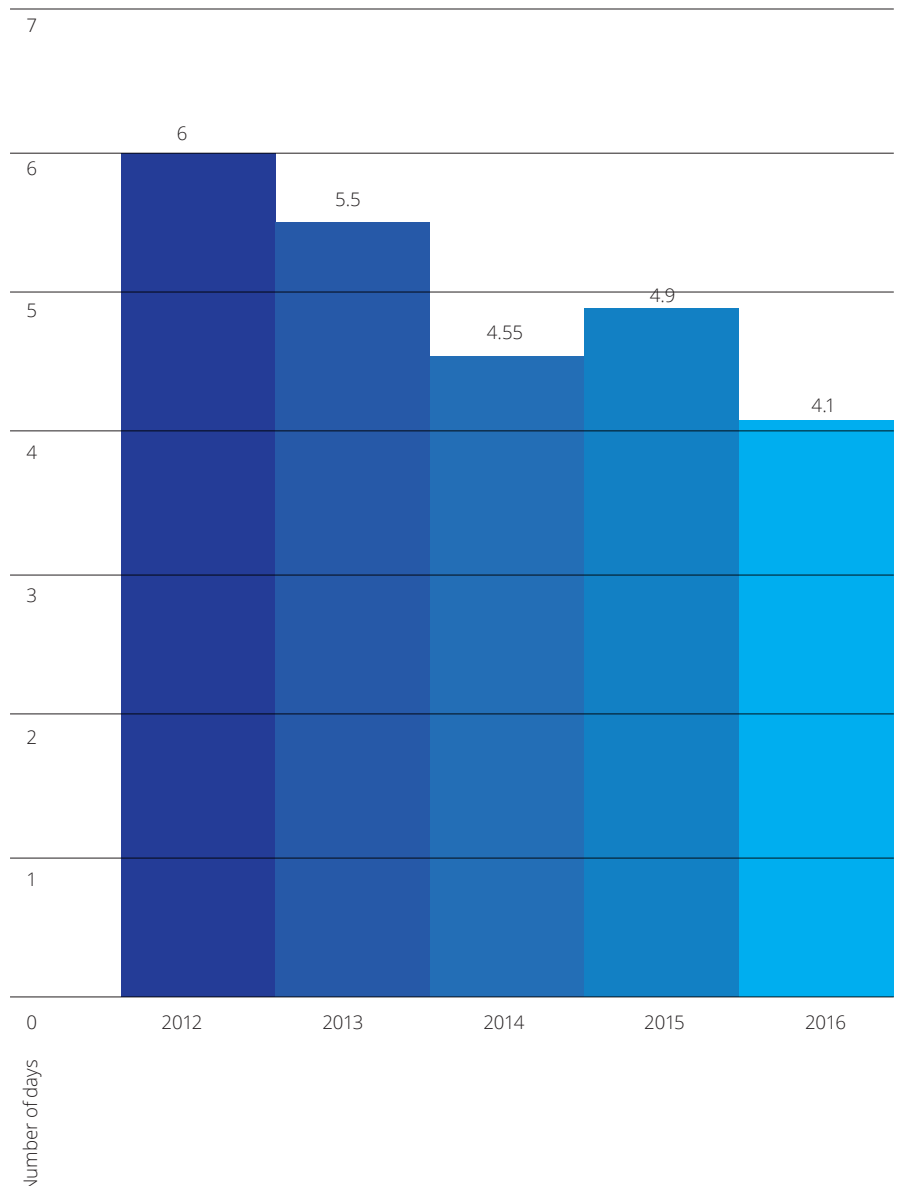
04.

Retail Market

Gas Networks Ireland provides access to the gas pipeline system for shippers. There are currently 23 shippers active in the Irish gas market, supplying and selling gas to customers in all segments of the market from power generation to residential. Of the total 23 Shippers there are 7 who engage in the retail supply market. 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 customers' premises and operates a full 24-hour emergency response service 365 days a year. A range of supporting customer services is managed by Gas Networks Ireland to deliver these activities to its customers, their customers and the general public.

Gas Networks Ireland is committed to putting **customers first**

4.1 Customer service

Gas Networks Ireland is committed to putting customers first. This commitment is reflected in its' day to day operations and in both the Gas Networks Ireland Codes of Practice[15] and the Gas Networks Ireland Customer Charter[16].

The Codes of Practice include the Vulnerable Customer Guide. This outlines Gas Networks Ireland's commitment to providing the best customer service possible for all customers; specifically the provisions made for those who require special services. Customers are encouraged to register, if necessary, on the Special Services Register with their gas supplier to automatically avail of these provisions.

The Customer Complaint Handling Guide provides guidance to customers on how their complaint will be handled. It details the steps Gas Networks Ireland will take to handle all customer complaints. The Disconnection Code of Practice outlines Gas Networks Ireland's obligations towards customers when disconnecting their occupied property; following a request from their gas supplier. The Customer Charter provides assurance to customers of Gas Networks Ireland's commitment to these standards and in certain circumstances, compensation will be provided for failure to meet these standards. Details of these standards are outlined in Table 2.1 Customer Commitments.

The customer guides have been translated into six different languages with input from disability groups to ensure that they are accessible to all customers. The guides are available to download on gasnetworks.ie, or by contacting the Gas Networks Ireland Contact Centre. They may be requested in braille if required.

Figure 4.1: Ten customer performance commitments

Call response		Gas supply interuption	
Quotations turnaround		Gas supply restoration	
Appointment granting		Emergency response	
Service delivery		Complaints handling	
Reinstatement commitments		Payment guarantee	

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15   Complaint Handling, Disconnection Code of Practice,
16   Customer Charter
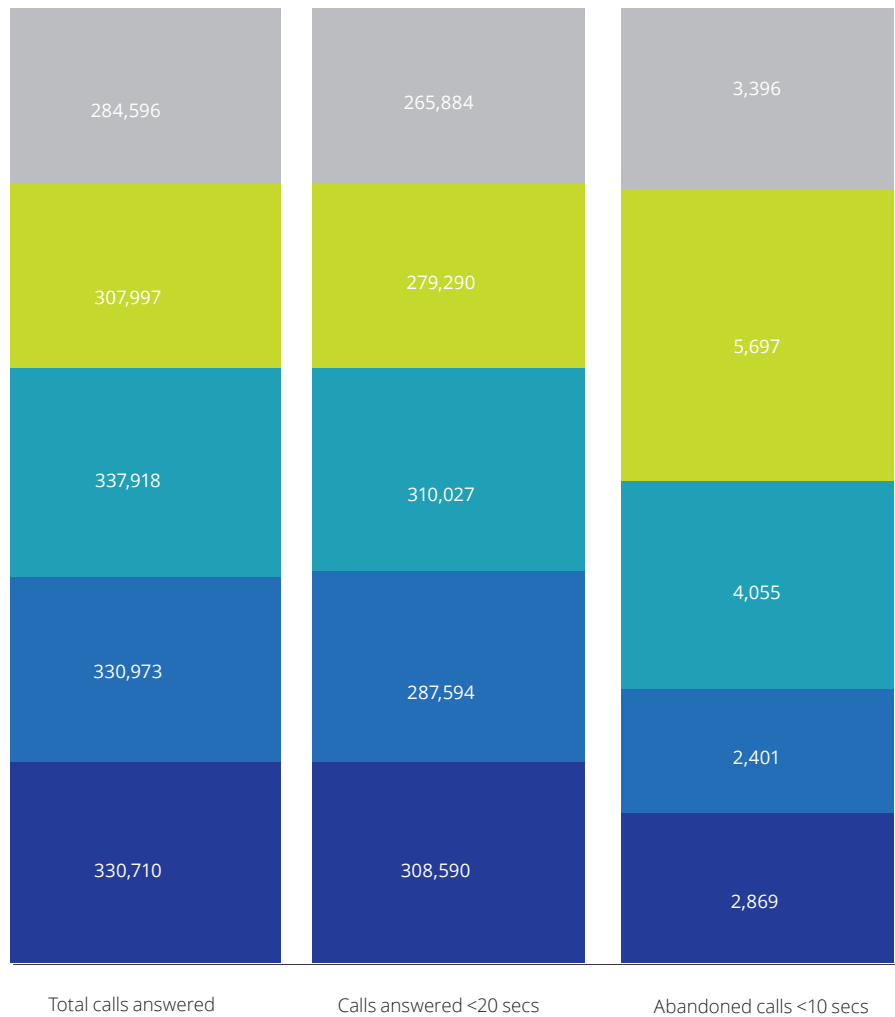
04.   Retail Market

Customer Charter performance commitment **your call will be answered within 20 seconds**

4.2 Call response

Gas Networks Ireland operates telephone lines[17] for customers to contact the company in relation to a number of key activities including: the 24 hours emergency service; domestic connections; commercial connections; Dial Before You Dig; carbon monoxide information; and the meter replacement programme.

Figure 4.2: Call response

	Total calls answered	Calls answered <20 secs	Abandoned calls <10 secs
2016	284,596	265,884	3,396
2015	307,997	279,290	5,697
2014	337,918	310,027	4,055
2013	330,973	287,594	2,401
2012	330,710	308,590	2,869

Legend: ■ 2012 ■ 2013 ■ 2014 ■ 2015 ■ 2016

17   Contact numbers

Gas Networks Ireland handled over **305,000 inbound calls**

In 2016, Gas Networks Ireland handled over 305,000 inbound calls. Out of the calls received, 93.4% were answered within 20 seconds and only 1.12% of calls were abandoned after more than 10 seconds; meaning all call handling targets were achieved. The volume of inbound calls over the last few years has remained steady with a peak at 324,000 in 2011 and the lowest volume in 2013 at 303,000. However, the customer contact volume with Gas Networks Ireland has increased over this time with circa 430,000 contacts in 2016; including all channels of communication. A number of initiatives and improvements have been introduced to reduce unnecessary customer contacts and to serve customers through more efficient and cost effective channels. The key elements are; enhanced Interactive Voice Recording (IVR) information messages for customers, proactive outbound calling and engagement with Gas Suppliers on shared customer processes. These include the use of Social Media, the "web a read" functionality on gasnetworks.ie and YouTube. Twitter, YouTube and gasnetworks.ie have seen increased traffic; highlighting customers' preference for using these channels and the necessity to continue to provide and enhance digital channels as a contact option. Understanding the effectiveness of digital channels with regard to displacing unnecessary contacts is also a key consideration.

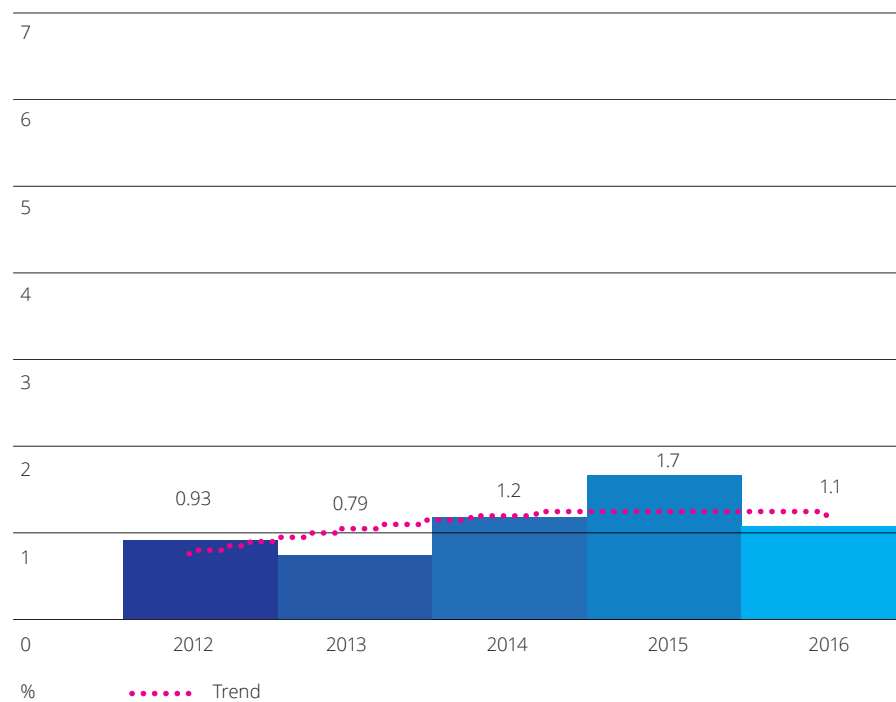**Figure 4.3: Calls answered < 20 seconds**
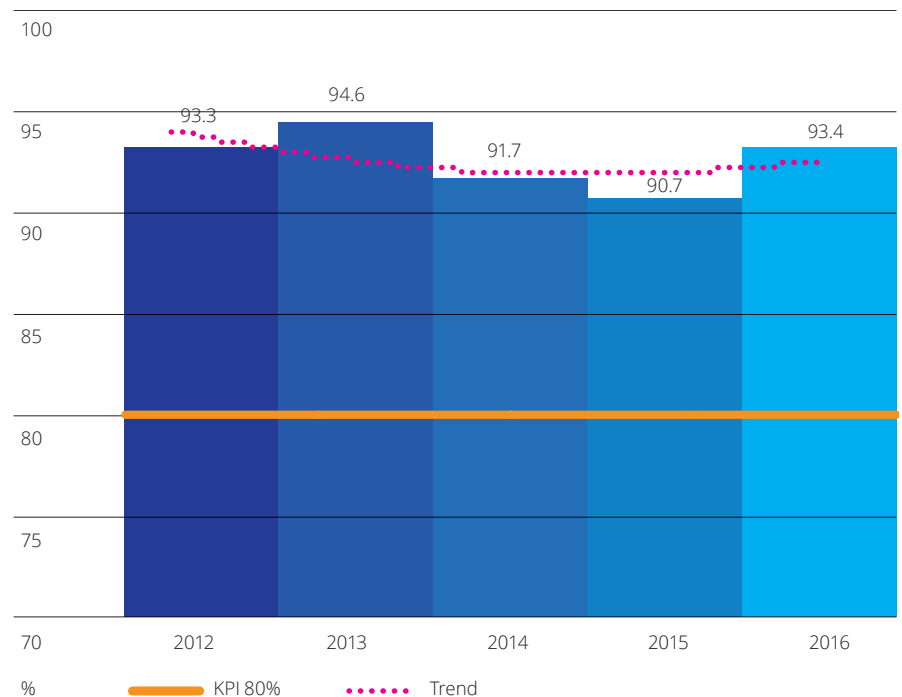
04.   Retail Market

Considerable effort has been made to **enhance customer experience**

Figure 4.4: Abandoned calls after 10 seconds

	2012	2013	2014	2015	2016
	0.93	0.79	1.2	1.7	1.1

%   •••••• Trend

Considerable effort has been made to enhance the 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.

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. Fexco are contracted to provide the contact centre service on behalf of Gas Networks Ireland. The contract with Fexco is in place until 2020.

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

4.3 Quotations turnaround

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 service pipe connections (where no design work is required) 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 2016, a total of 3,708 quotations 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 4 years, see Table 4.2 and Figure 4.5. In 2016, there was a decrease in I & C and domestic quotations issued of 11% and 8% respectively.

Figure 4.5: Quotations
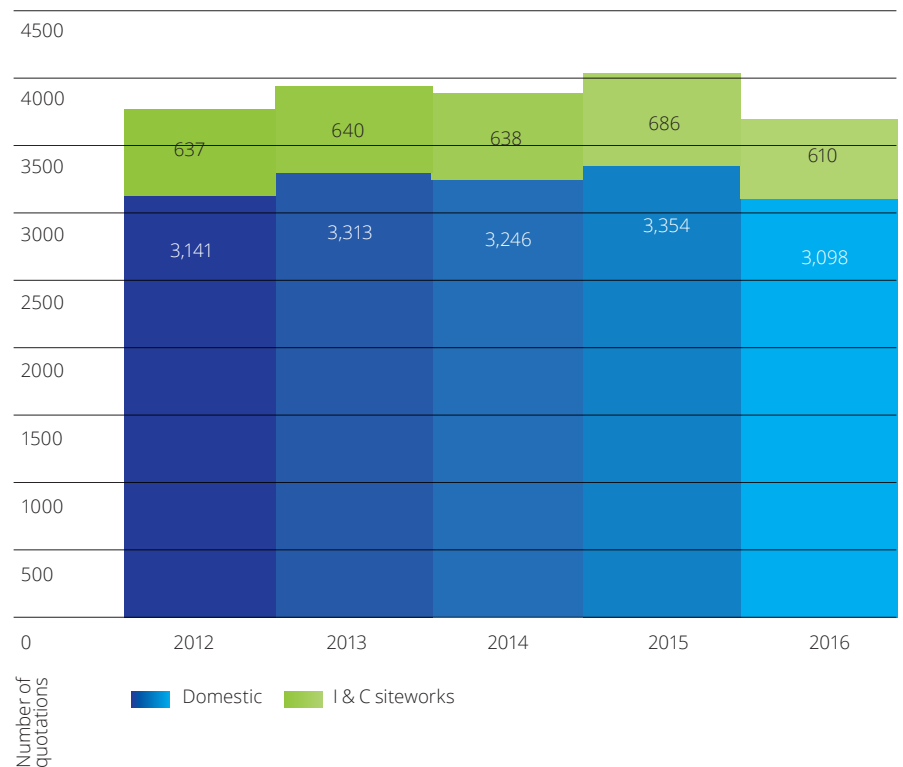
04. Retail Market

Figure 4.6: Quotation turnaround against performance
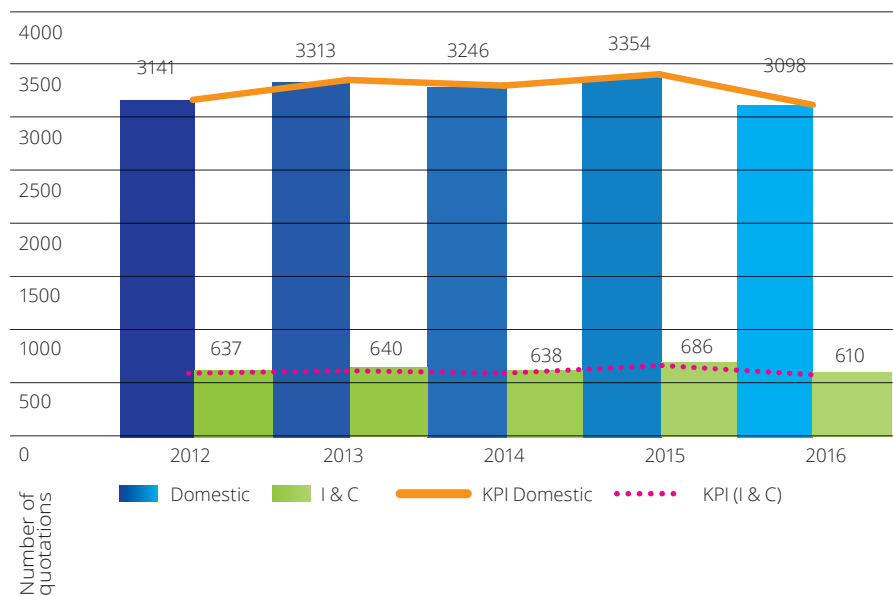
Although quotation requests increased in 2015, there was a decrease in the 2016 numbers. However, as confidence returns to the economy and as growth is experienced in the property, manufacturing and industrial sectors; Gas Networks Ireland expects that requests for quotations will mirror developments in the wider economy.
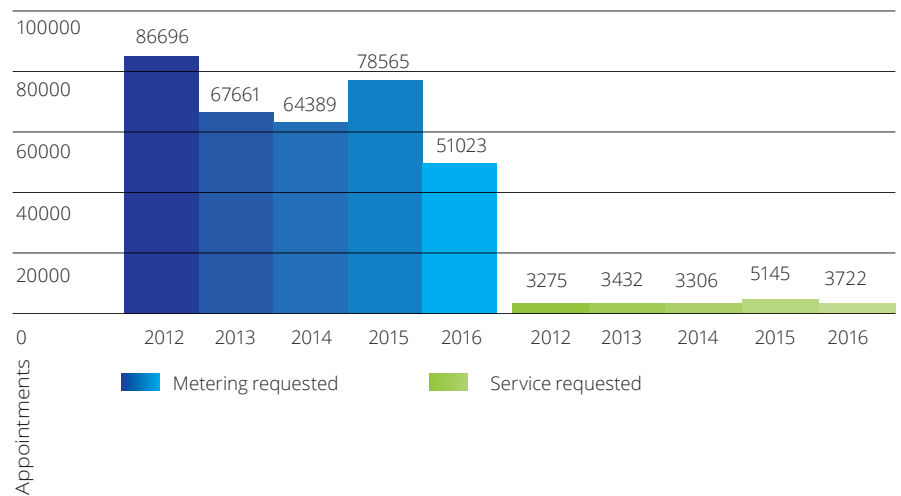
4.4 Appointment granting

For quotation site visits and domestic metering service appointments, a choice of morning or evening day appointments will be scheduled within 5 days of receipt of request. An indicative time-frame of within 4 weeks, in which work will commence, will be given for domestic pipe laying appointments on receipt of payment. 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 2016 were lower than 2015, meter appointment requests totalled 51,023 and service appointment requests totalled 3,722 versus 78,565 and 5,145 in 2015 respectively.

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

Compliance with services standards was **98.5%** for 2016, while metering compliance was at 99.3%.

Figure 4.7: Appointment granting

Compliance with services standards was 98.5% for 2016, while metering compliance was at 99.3%. Gas Networks Ireland endeavours to achieve 100% compliance with Customer Charter performance commitments with regard to the granting of appointments. During 2016, zero service appointments were granted outside the 20 working day standard. There were 11 meter appointments granted outside the 5 working day criteria. (See Figures 4.8 and 4.9 and Table 4.4).

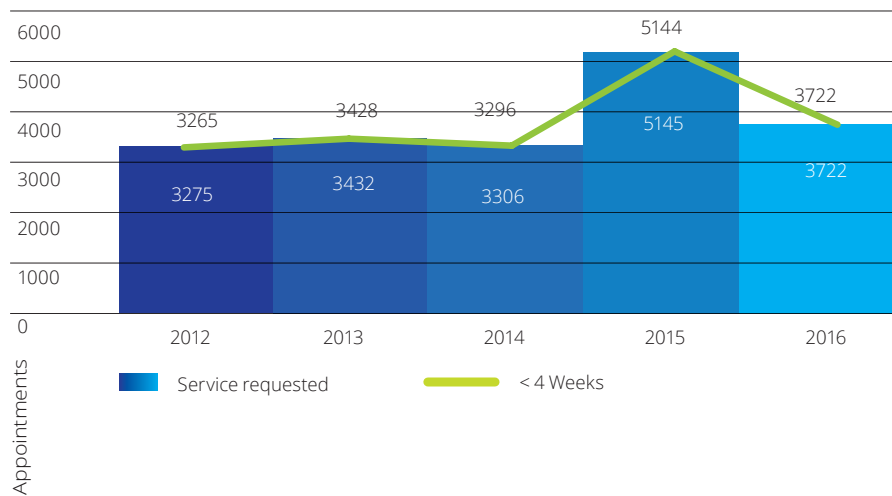**Figure 4.8: Appointment granting (meters)**
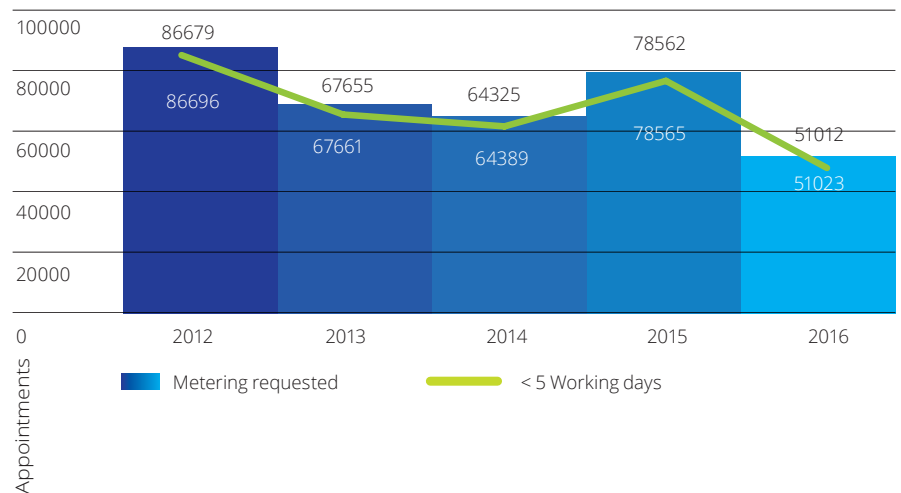
04. **Retail Market**

In 2016 Gas Networks Ireland granted **3,722 appointments**

Figure 4.9: Appointment granting (service)

In 2016 Gas Networks Ireland granted 3,722 appointments. This represents a decline on the 2015 figures by 38%. The number of appointments in 2015 rose dramatically to 5,145 from 3,306 the previous year. This is mostly attributable to a surge in economic growth, leading to more activity during this period and then levelling off in 2016.

Figure 4.10: Appointment granting performance against KPI
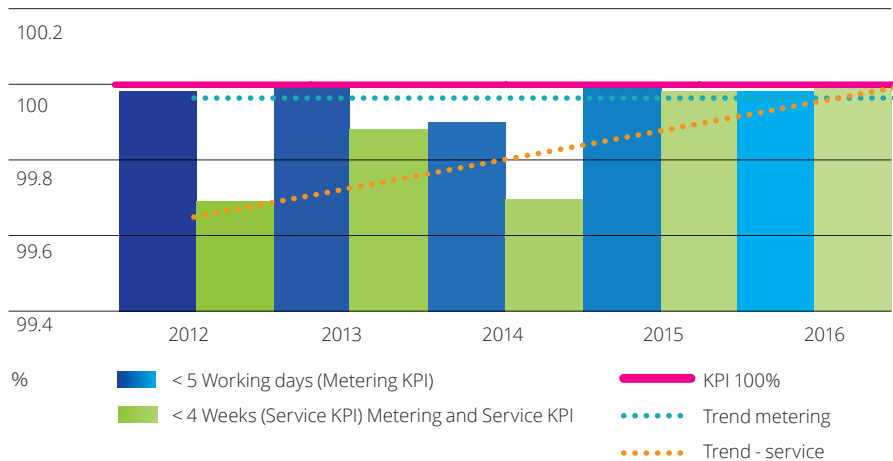
The performance rate of meter appointment requests was 99.98% in 2016, this was comparable with 2015 figures. The performance for service requests was 100% in 2016, this is an improvement on 2015 figures. (See Figure 4.10 and Table 4.4).

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

4.5 Appointment keeping

Gas Networks Ireland endeavours to keep all appointments with customers on the assigned day and within the nominated timeframe (morning, afternoon, 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 2016, there were 66,549 metering appointments which was a decrease of 10.4% on the 2015 figures. Compliance for these was at 99.3% which was the same result as 2015. In 2016, there were 2,919 service appointments which represents a decrease of 11.57% on 2015, the compliance rate of 98.5% is an increase on 2015 figures. The KPI of 100% is the ultimate service level that Gas Networks Ireland strives to achieve in collaboration with business partners and key stakeholders. However, due to some operational and Local Authority issues, it was difficult in some instances to meet the customer appointments offered. Gas Networks Ireland is actively engaged with all relevant Local Authorities, meetings have been organised throughout 2017 to understand any difficulties or issues with the Road Opening Licence (ROL) applications. Gas Networks Ireland is also engaged with the Department of Transport, Tourism and Sport (DTTAS) and the Road Management Office (RMO); regarding the online licencing system, temporary Traffic Management Plans and the national payment mechanism for ROL in 2017. Through on-going engagement an improvement is expected in the appointment keeping statistics. Gas Networks Ireland plans to introduce handheld devices to the reinstating crews in 2017. The aim is to further improve the reporting of reinstatements, enabling accurate and real time reporting. The outcome should have a positive effect on appointment reporting.

Figure 4.11: Appointment keeping (metering)
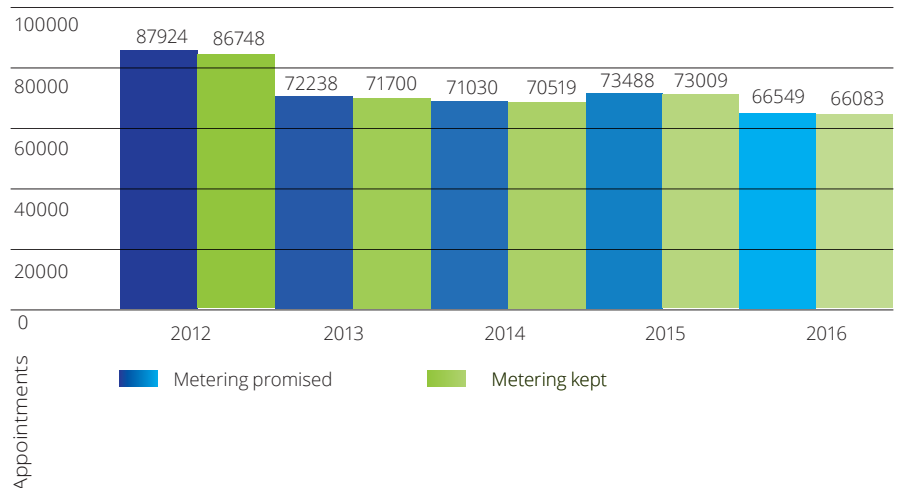
04. Retail Market

The **service achieved** was slightly higher in 2016 than 2015

Figure 4.12: Appointment keeping (service)
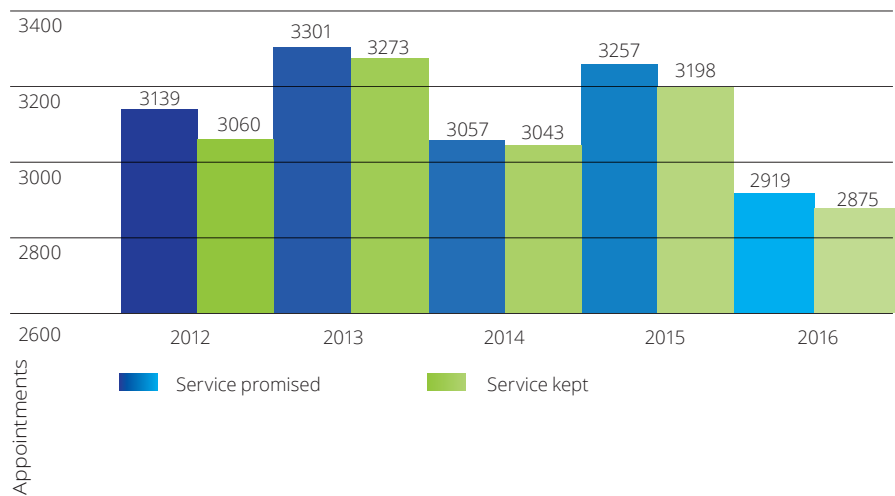
Figure 4.13: Metering and service delivery performance against KPI
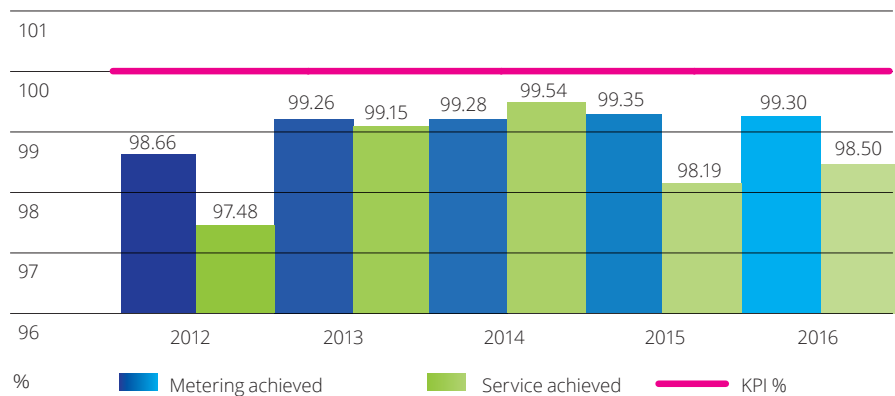
The service achieved was slightly higher in 2016 than 2015 mainly due to identifying actual lead times on licences from local authorities. Some appointments were also missed due to operational issues. Gas Networks Ireland continues to engage with the local authorities to understand reasons why they are often taking a longer than usual length of time to issue licences. This has resulted in giving customers a more realistic date of when their appointment will commence achieving better completion rates. The Local Authorities introduced a national online ROL system in mid-2015 called the RMO and there were several issues with its implementation

It is the aim of Gas Networks Ireland to back-fill and **securely cover all excavations within 24 hours of work completion**

which are still being worked through. In some areas the introduction of this RMO has lengthened the time taken to get ROLs' in that Local Authority. Gas Networks Ireland is working with DTTAS and other key utilities on this system as it will in time give customers a better service.

4.6 Reinstatement commitments

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.

Figure 4.14: Reinstatement commitments
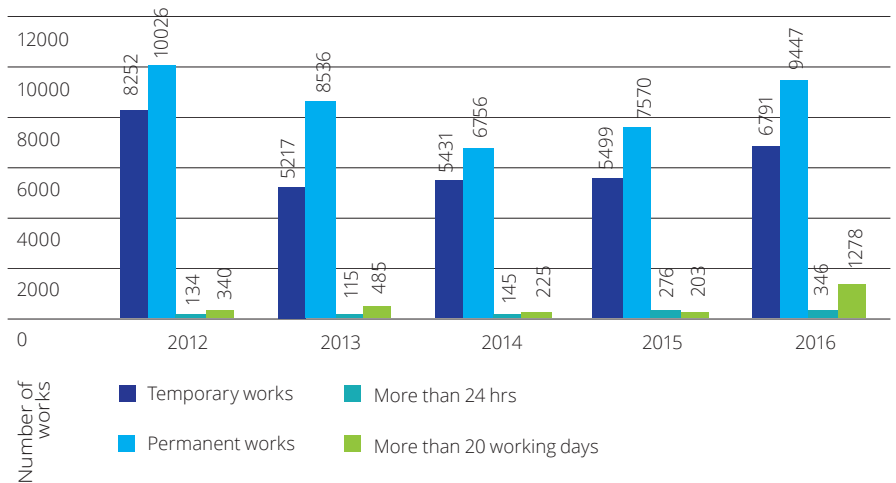
In 2016, there were 6,791 temporary works completed, 346 of these were completed outside the 24 hours commitment, performance against the KPI was at 94.91%; this is on par with 2015. The total permanent works carried out in in 2016 was 9,447; 1,278 of these were completed outside the 20 working days 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.

04.   Retail Market

Figure 4.15: Reinstatement performance against KPI
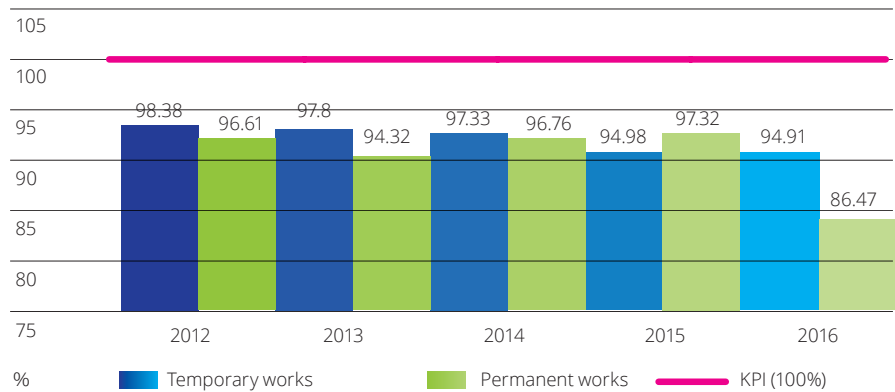
6,791
temporary
works
9,447
permanent
works

Temporary reinstatement KPI percentage is consistent with that of 2015. The permanent reinstatement KPI has reduced and can be attributed to some of the following issues:
- The introduction of the national MapRoad system by some Local Authorities has presented some challenges with ROL conditions. These challenges have resulted in permanent reinstatement lead times going outside of KPI criteria. Gas Networks Ireland is engaging with the relevant Local Authorities on the issues.
- Longer ROL approval times is now the norm with tighter and shorter licence durations, this has caused the licence to lapse before the permanent reinstatement is completed.
- Through to 2017 Gas Networks Ireland is working closely with it's business partner to review the whole reinstatement process to better meet the current needs of customers and the KPI. The outcome of this will be realised in 2017.

Gas Networks Ireland is continuing on-going engagement with DTTAS and the RMO in the development and updating of the purple book, "Guidelines for Managing Openings in Public Roads". Once fully implemented nationally, this will greatly help to deliver a better service to customers and aid completion of reinstatements in a timely manner.

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

4.7 Gas supply interruption

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 minimise the inconvenience caused to customers in these instances. For customers listed as vulnerable[18] 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 2016, there were 9,775 vulnerable customers registered. See Figure 4.17 – Gas supply restoration and Table 4.7.

4.8 Response to emergencies

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 arriving and dealing with the incident is 97%.

At Gas Networks Ireland safety is a key priority. There are a number of ongoing safety campaigns[19] 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 to make the general public aware of what to do if they smell gas on a premises or on the street.

Figure 4.16: Response to emergencies
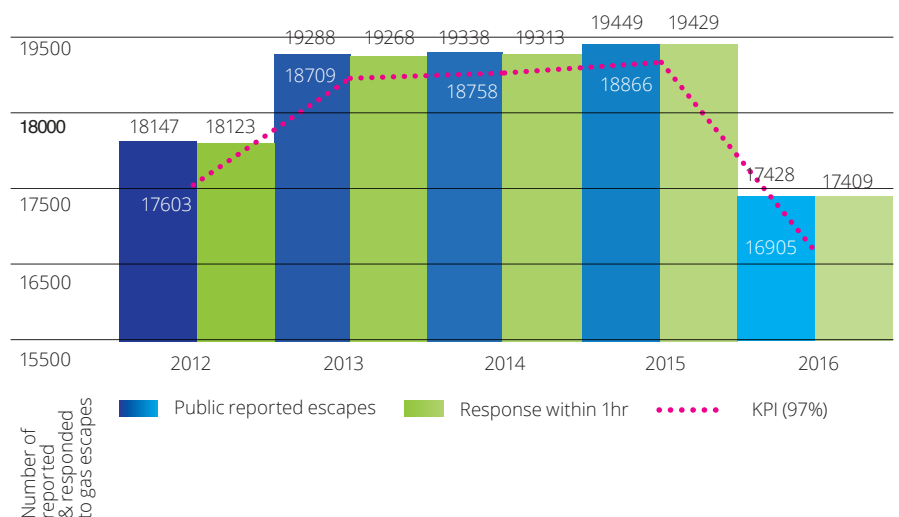
18　　Vulnerable customers
19　　Safety Campaigns

04. Retail Market

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

The number of reported emergency gas escapes was 17,428 in 2016, 99.9% of these were attended to within the hour. Annually this has been a consistent achievement (see Table 4.8). The average response time for 2016 was 28 minutes. The breakdown of incidents is as follows;
- No Trace – 9,422;
- Internal – 4,214; and
- External – 3,691.

The number of reported gas escapes in 2016 was down circa 10% when compared to 2015. It is possible that the reduction in reports may be attributed to milder weather experienced in 2016.

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 emergency arrangements, emergency planning and operational response.

4.9 Gas supply restoration

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 has decreased over the past 2 years, with the number of instances reported declining. This is due to mild winters and all but 2 interruptions were resolved within 24 hours in 2016.

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

Figure 4.17: Gas supply interruption and restoration
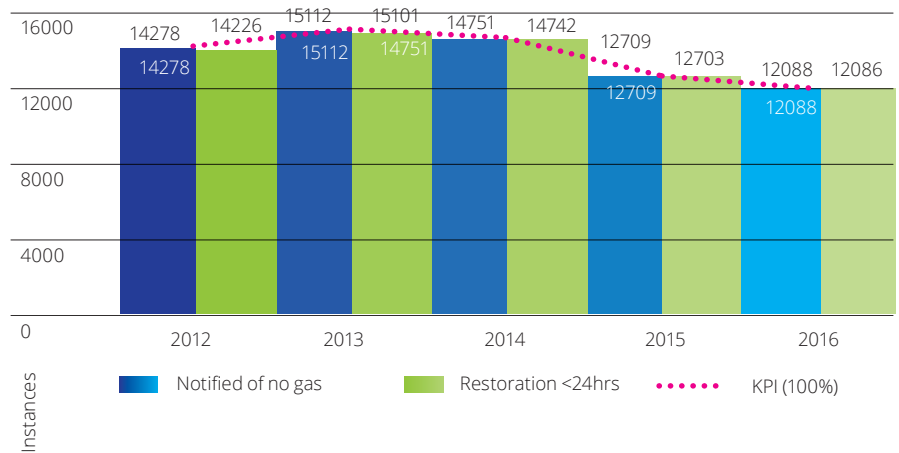
Gas Networks Ireland has consistently improved its restoration performance since 2012, the number of customers who had service restored outside 24 hours has been steadily declining. The performance remained at 99.98% in 2016. However, it should also be noted that the number of gas interruptions in 2016 was 12,088, down by 5% on 2015 when 12,709 interruptions occurred.

4.10 Complaints handling

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-ups may take up to 30 days from notification to resolve. Complaints are acknowledged within one day from receipt and 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 fallen circa by 21% since 2015 from 2,494 to 1,979. The complaints handling process is illustrated in Figure 4.18.

In 2016, Gas Networks Ireland received a total of 1,979 complaints. Of this number

Figure 4.18: Complaints handling process

Acknowledgement	Progress check	Resolution	Property damage - meter mix-up
1 working day (from receipt)	4 working days	10 working days	30 days

04.   Retail Market

In 2016, Gas Networks Ireland received a total of 1,979 complaints, of this number 1,758 were closed out in less than **10 working days and 221 within 30 working days**

1,758 were closed out in less than 10 working days and 221 within 30 working days. The KPI for both is 85%. In 2016, Gas Networks Ireland achieved 97.1% and 100% performance respectively. While compliance with the KPI is high the performance on both of these measures was in line with 2015 figures, The type of complaint and length of time to resolve can vary from year to year (see Figure 4.19 and Table 4. 9), which can affect the resolution time scales.

Figure 4.19: Complaints handling
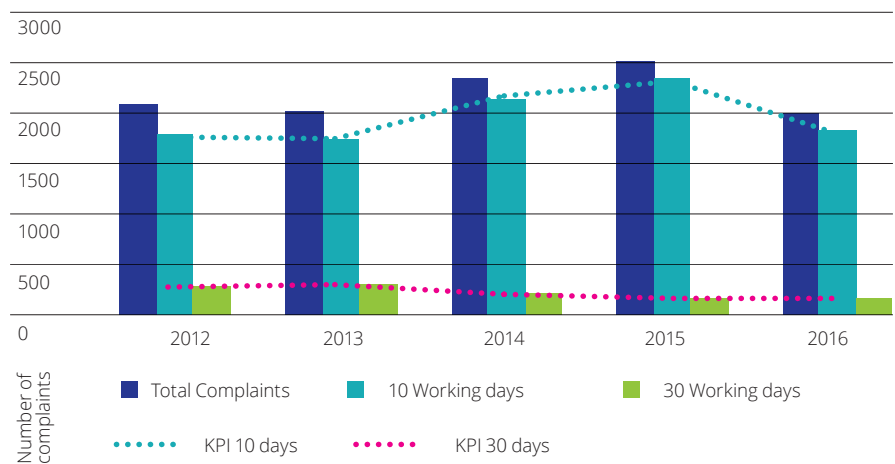
Under the terms of the Natural Gas Distribution Licence, Gas Networks Ireland published a Complaint Handling Procedure[20] as agreed with the CER. This document outlines how Gas Networks Ireland handles complaints.

97.1% of
complaints
closed out
within 10 days

4.11 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 1,979 in 2016. Complaints can vary across all the types of services delivered by Gas Networks Ireland. Complaints are received from both customers who are having services installed and may also come from non-customers who are affected by the works undertaken by Gas Networks Ireland in their locality.

Figure 4.20: Customer complaints by category
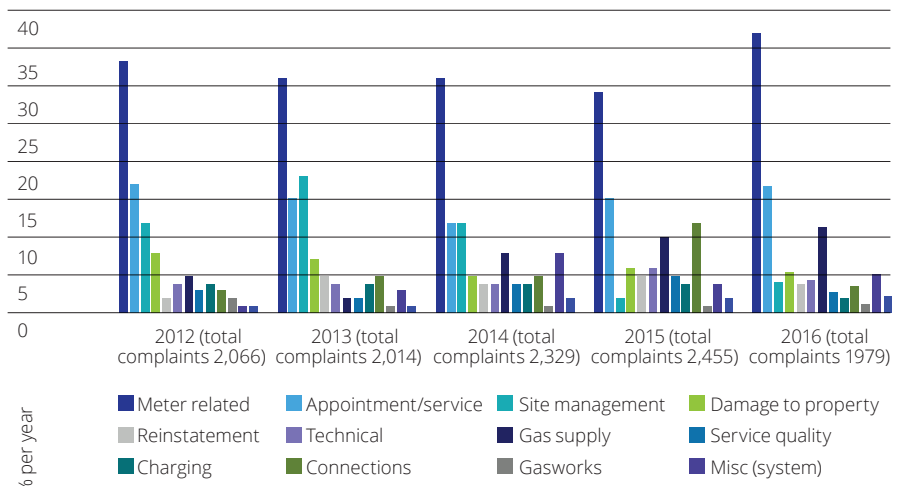
The figure for complaints decreased compared to the previous three years (2015 the total complaints was 2,494, in 2014 it was 2,329 and in 2013 it was 2,014). The largest number of complaints received falls into the meter related category, this is consistent with previous years. Gas Networks Ireland continues to monitor all customer complaints to seek improvements to the services offered and address any issues that are within it's control.

04. Retail Market

€

All **claims and refunds** in 2016 were paid within the time frame

4.12 Payment guarantee

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 meet this standard. The performance rate payment guarantee has been 100% since 2012. All claims and refunds in 2016 were paid within the time frame.

4.13 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 circumstances, compensation will be provided for failing to meet these standards where the customer makes a claim. There were 22 compensation payments paid to customers in 2016. The total value of these was €1,310. There was a significant decrease in compensation payments this year of 55%, from 49 payments in 2015. Additionally, there was a marked decrease of 22% in the number of complaints in 2016, when compared to those in 2015 (1,979 vs 2,455), these are referred to in Section 4.10 - Complaints handling.

Figure 4.21: Customer Charter payments and compensation claims
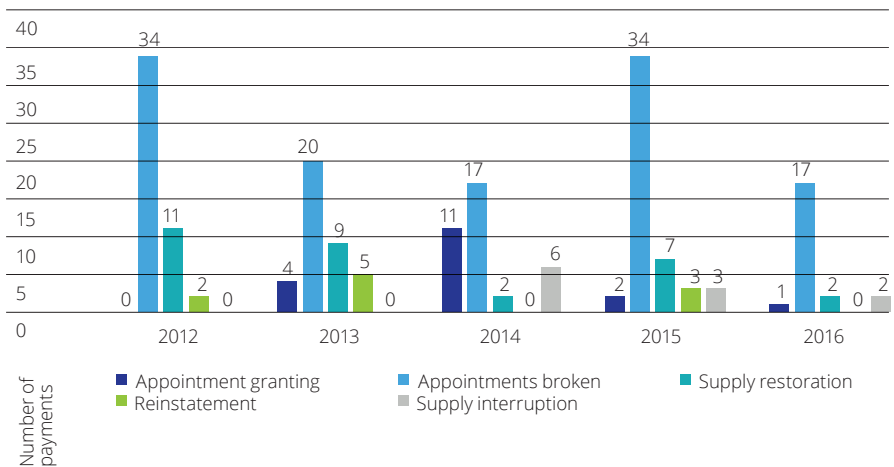
Number of payments

- Appointment granting
- Reinstatement
- Appointments broken
- Supply interruption
- Supply restoration

€

The Customer Charter **provides assurances to customers** regarding the standards to which these services are provided

Figure 4.22: Customer Charter payments

€4,000				
€3,500	€3,357	€3,450		
€3,000			€3,075	
€2,500				
€2,000		€2,210		
€1,500				€1,310
€1,000				
€500				
€0	2012	2013	2014	2015	2016

Total payments

■ Customer Charter payments • • • • • • Trend
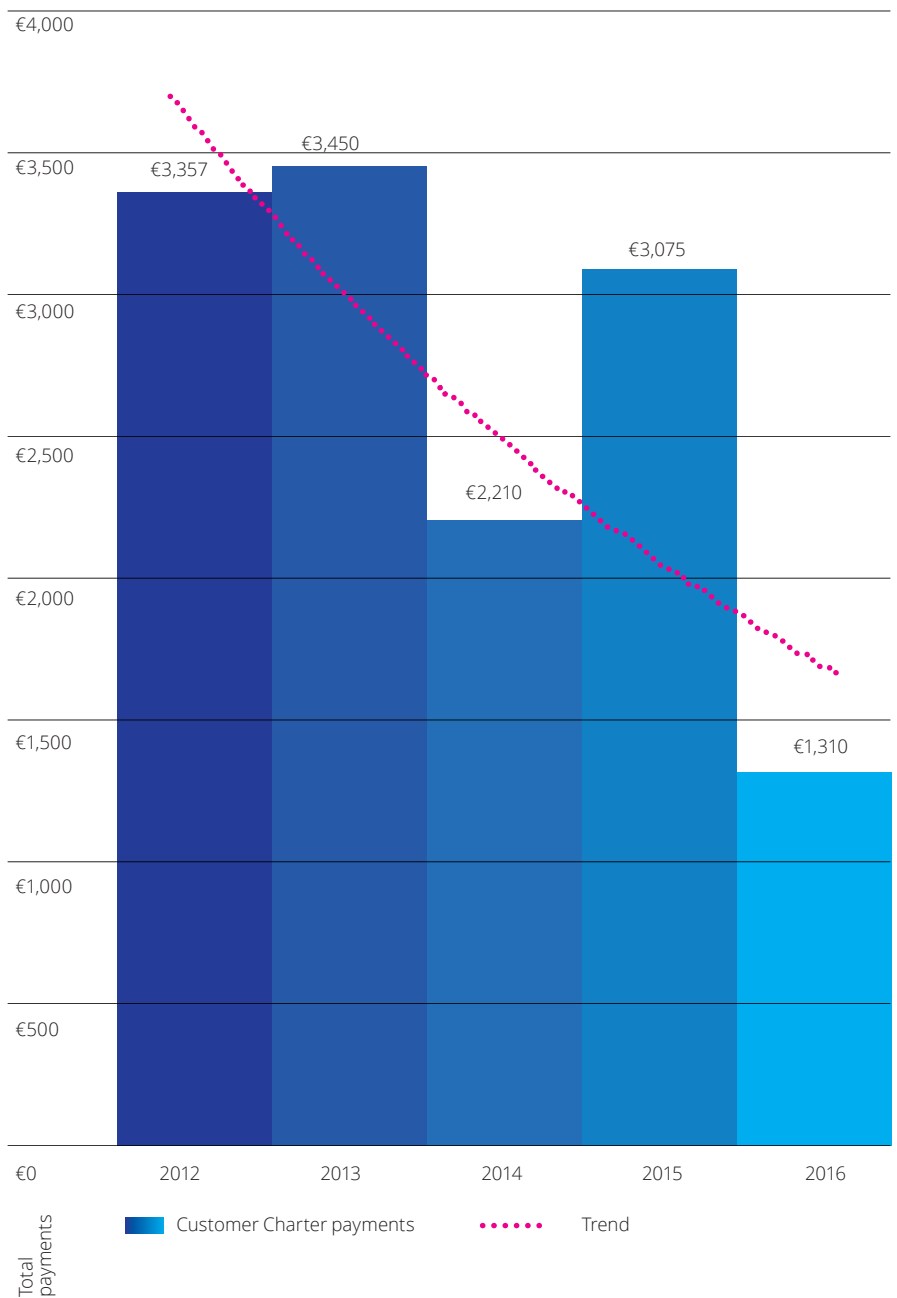
05.

Conclusion

Gas Networks Ireland performance results for 2016 have been positive overall. In the many areas of customer interaction we have achieved the KPI levels; set out by Gas Networks Ireland and accepted by the CER and also remained dedicated to the commitments set out in the Customer Charter. These commitments are to the fore of our customer interactions. 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 and to identify areas for improvement. Customers have the facility to make contact through various means of communication which include telephone and digital channels, their input is also encouraged through surveys. Regular active participation with shippers takes place through the GMARG and Code Modification Forums. Gas Networks Ireland continuously monitors customer feedback, analyses results and KPI metrics. Issues are then examined to identify how process and practice improvements can be implemented.

Development in innovation provides customers with choice and an opportunity to make a **positive impact on emissions**

Growing the network by adding new towns and infill connections remains a key objective for Gas Networks Ireland. The network connection to Listowel was announced in 2016 and ongoing construction continued in both Nenagh and Wexford. Maximising the natural gas infrastructure will benefit all users through tariff sharing, reducing emissions and realising the economic opportunities that natural gas can deliver. Integrated promotional campaigns were executed in 2016 highlighting the benefits of connecting to natural gas. The marketing campaign included the addition of tools to gasnetworks.ie to facilitate ease of contact for customers who are interested in getting connected to natural gas. Further strategic digital developments with a customer focus are planned for gasnetworks.ie in 2017.

Development in innovation provides customers with choice and an opportunity to make a positive impact on emissions. A project is underway for Gas Networks Ireland to deliver 14 high capacity fast fill CNG stations and one medium to large scale renewable gas injection point. Renewable gas is a sustainable indigenous form of fuel. Together with CNG, natural gas continues to provide real solutions to many of the economic and environmental challenges currently faced by policy makers and industry.

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. Commitment to excellent customer service remains a key priority for Gas Networks Ireland. The company focus remains firmly on the customer to ensure that the service provided meets the needs of the gas industry, customers and stakeholders.

06.

Appendices

6.1 Glossary of Terms

ACE	Achievements in Customer Excellence
CBA	Cost Benefit Analysis
CER	Commission for Energy Regulation
CES	Customer Effort Score
CNG	Compressed Natural Gas
CO	Carbon Monoxide
CSAT	Customer Satisfaction Scores
DBFZ	Deutsche Biomasseforschungszentrum
DM	Daily Metered
DSO	Distribution System Operator
DTTAS	Department of Transport Tourism and Sport
EU	European Union
ESBN	ESB Networks
FDI	Foreign Direct Investment
GMARG	Gas Market Arrangements Retail Group
GTMS	Gas Transportation Management System
IERC	International Energy Research Centre
IGU	International Gas Union
IoM	Isle of Man
IRC	Irish Research Council
IVR	Interactive Voice Recording
I & C	Industrial & Commercial
I/C	Interconnector
km	Kilometre
KPI	Key Performance indicator
LDM	Large Daily Metered
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
NSAI	National Standards Authority of Ireland
NSMP	National Smart Metering Programme
NUIG	National University of Ireland Galway

PAYG	Pay as you Go
PRISMA	PRISMA operates the internet platform where capacity rights for natural gas transport can be traded or marketed
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
WRI	World Resources Institute

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6.2 Tables used for Chart Graphics

Table 3.2: Main categories of Shipper issues recorded*

	2012	2013	2014	2015	2016
Information request	27%	27%	26%	26%	24%
Siteworks job query	44%	38%	28%	18%	21%
Consumption query	2%	4%	5%	10%	10%
Meter mix-up	8%	7%	8%	16%	9%
Revenue protection	-	-	6%	7%	8%
Daily allocation review**				4%	5%
Read query	14%	16%	12%	2%	3%
GTMS issue**	-	-	-	-	4%
PRISMA issue**	-	-	-	-	3%
PAYG queries	-	5%	6%	3%	3%
Total %	100%	99%	93%	90%	89%

*Top 10 of 30 categories are used for charting purposes – the 90% total shown in Table 3.2and Figure 3.1 is for the top 10 only

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

Table 3.3: Average number of business days to resolve Shipper issues by type

	2012	2013	2014	2015	2016
Consumption query	6	12	7	9	9
Revenue protection	-	-	6	6	8
Read query	7	4	4	5	4
Siteworks job query	2	3	4	3	4
Information request	3	3	3	4	4
Daily allocation review	-	-	-	4	4
Meter mix-up	6	4	3	1	3
GTMS issue	-	-	-	-	2
PAYG queries	-	7	8	7	2
PRISMA issue	-	-	-	-	1

Table 4.1: Call response

	KPI %	2012 No.	KPI rate %	2013 No.	KPI rate %	2014 No.	KPI rate %	2015 No.	KPI rate %	2016 No.	KPI rate %
Total calls answered		330,710		303,973		337,918		307,997		284,596	
<20 secs	80	308,590	93.3	287,594	94.6	310,027	91.7	279,290	90.7	265,884	93.4
Abandoned <10 secs	7	2,869	0.93	2,401	0.79	4,055	1.2	5,697	1.7	3,396	1.1

Table 4.2: Quotations turnaround

KPI 100% (<7 working days)	2012 No.	KPI rate %	2013 No.	KPI rate %	2014 No.	KPI rate %	2015 No.	KPI rate %	2016 No.	KPI rate %
Domestic	3,141	99.8	3,313	100	3,246	100	3,354	100	3,098	100%
I & C site works	637	100	640	100	638	100	686	100	610	100%
Total quotations	3778		3953		3884		4,040		3,708	

Table 4.3: Complaints categories

Complaint type	2012 No.	% of Overall	2013 No.	% of Overall	2014 No.	% of Overall	2015 No.	% of Overall	2016 No.	% of Overall
Meter related	689	33%	634	31%	722	31%	707	29%	728	36.8%
Appointment/service	346	17%	300	15%	269	12%	364	15%	332	16.8%
Site management	249	12%	365	18%	284	12%	50	2%	82	4.1%
Damage to property	174	8%	148	7%	124	5%	145	6%	109	5.5%
Reinstatement	91	4%	102	5%	98	4%	121	5%	80	4%
Technical	92	4%	90	4%	91	4%	142	6%	88	4.5%
Gas supply	109	5%	44	2%	195	8%	252	10%	223	11.3%
Service quality	66	3%	39	2%	90	4%	116	5%	58	2.9%
Charging	81	4%	81	4%	100	4%	95	4%	38	1.9%
Connections	68	3%	108	5%	122	5%	291	12%	69	3.5%
Gasworks	45	2%	24	1%	17	1%	24	1%	24	1.2%
Misc. (system)	28	1%	64	3%	177	8%	89	4%	104	5.3%
Notice of works	28	1%	15	1%	40	2%	56	2%	44	2.2%
Grand total	2066	100%	2014	100%	2329	100%	2455	100%	1,979	100%

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Table 4.4: Appointment granting

	KPI %	2012 No.	KPI rate %	2013 No.	KPI rate %	2014 No.	KPI rate %	2015 No.	KPI rate %	2016 No.	KPI rate %
Metering requested		86,696	99.98	67,661	99.99	64,389	99.9	78,565	100	51,023	99.98%
< 5 working days (Metering compliant)	100	86,679	99.98	67,655	99.99	64,325	99.90	78,562	100	51,012	99.98%
Service requested		3,275	99.69	3,432	99.88	3,306	99.70	5,145	99.98	3,722	100%
< 4 weeks (service compliant)	100	3,265	99.69	3,428	99.88	3,296	99.70	5,144	99.98	3,722	100%

Table 4.5: Appointment keeping

	KPI %	2012 No.	KPI rate %	2013 No.	KPI rate %	2014 No.	KPI rate %	2015 No.	KPI rate %	2016 No.	KPI rate %
Metering promised		87,924		72,238		71,030		73,488		66,549	
Metering achieved	100	86,748	98.66	71,700	99.26	70,519	99.28	73,009	99.35	66,083	99.3%
Service promised		3,139		3,301		3,057		3,257		2919	
Service achieved	100	3,060	97.48	3,273	99.15	3,043	99.54	3,198	98.19	2875	98.5%

Table 4.6: Reinstatement commitments

Works	KPI %	2012 No.	KPI rate %	2013 No.	KPI rate %	2014 No.	KPI rate %	2015 No.	KPI rate %	2016 No.	KPI Rate %
Temporary works	100	8,252	98.38	5,217	97.8	5,431	97.33	5,499	94.98	6,791	94.91
>24 hours		134	1.62	115	2.2	145	2.66	276	5.02	346	5.09
Permanent works	100	10,026	96.61	8,536	94.32	6,756	96.76	7,570	97.32	9,447	86.47
>20 Working days		340	3.39	485	5.68	225	3.24	203	2.68	1,278	13.52

Table 4.7: Gas supply interruption and restoration

	KPI %	2012 No.	KPI rate %	2013 No.	KPI rate %	2014 No.	KPI rate %	2015 No.	KPI rate %	2016 No.	KPI rate %
Notified of no gas		14,278		15,112		14,751		12,709		12,088	
Restoration <24 hours	100	14,226	99.63	15,101	99.27	14,742	99.93	12,703	99.95	12,086	99.98

Table 4.8: Response to emergencies

	KPI %	2012 No.	KPI rate %	2013 No.	KPI rate %	2014 No.	KPI rate %	2015 No.	KPI rate %	2016 No.	KPI rate %
Public reports		18,147		19,288		19,338		19,449		17,428	
Within 1 hour	97	18,123	99.99	19,268	99.99	19,313	99.99	19,429	99.99	17,409	99.98

Table 4.9: Complaints handling

	KPI %	2012 No.	KPI rate %	2013 No.	KPI rate %	2014 No.	KPI rate %	2015 No.	KPI rate %	2016 No.	KPI rate %
To be resolved <10 working days	85	1,728	97.3	1,709	99.3	2,132	100	2,265	97.6	1,758	97.1%
Actual		1,777		1,721		2,132		2,321		1,810	
To be resolved <30 working days	85	286	99	293	100	197	100	173	100	169	100%
Actual		289		293		197		173		169	
All complaints	85	2,066	97.5	2,014	99.4	2,329	100	2,494	97.8	1,979	97.4%

Table 4.10: Complaint type

Complaint type	2012 No.	% of Overall	2013 No.	% of Overall	2014 No.	% of Overall	2015 No.	% of Overall	2016 No.	% of Overall
Meter related	689	33%	634	31%	722	31%	707	29%	728	36.8%
Appointment/service	346	17%	300	15%	269	12%	364	15%	332	16.8%
Site management	249	12%	365	18%	284	12%	50	2%	82	4.1%
Damage to Property	174	8%	148	7%	124	5%	145	6%	109	5.5%
Reinstatement	91	4%	102	5%	98	4%	121	5%	80	4%
Technical	92	4%	90	4%	91	4%	142	6%	88	4.5%
Gas supply	109	5%	44	2%	195	8%	252	10%	223	11.3%
Service quality	66	3%	39	2%	90	4%	116	5%	58	2.9%
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Connections	68	3%	108	5%	122	5%	291	12%	69	3.5%
Gasworks	45	2%	24	1%	17	1%	24	1%	20	1.2%
Misc. (System)	28	1%	64	3%	177	8%	89	4%	104	5.3%
Notice of works	28	1%	15	1%	40	2%	59	2%	39	2.2%
Grand total	2066	100%	2014	100%	2329	100%	2455	100%	1,979	100%

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Table 4.11: Payments guarantee

	2012		2013		2014		2015		2016	
	No.	KPI%	No.	KPI%	No.	KPI %	No.	KPI%	No.	KPI %
Payments	47	100	38	100	36	100	49	100	22	100%

Table 4.12: Customer Charter payments

Claim by category	2012	2013	2014	2015	2016
Appointment granting	0	4	11	2	1
Appointments broken	34	20	17	34	17
Supply restoration	11	9	2	7	2
Reinstatement	2	5	0	3	0
Supply interruption	0	0	6	3	2
Total claims	47	38	36	49	22
€ Value	3,357	3,450	2,210	3,075	1,310

Table 4.13: Compensations claims

	2012	2013	2014	2015	2016
Paid	47	38	36	49	22
rejected	1	0	0	0	0
>10 working days	0	0	0	0	0

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