

# Customer Performance Report 2022





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# 1 Executive Summary

The Gas Networks Ireland Performance Report has been published annually since 2008. There are now two specific reports;

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

The Customer Performance Report provides an overview of how the natural gas transmission and distribution systems have operated during 2022 in relation to customer-oriented activities. Customer processes are measured, and insights gained are shared with stakeholders.

Gas Networks Ireland has a **Customer Charter<sup>1</sup> 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.** This Customer Performance Report analyses the key areas where Gas Networks Ireland provides services to customers over a five-year period from 2018 to 2022. The performance of these services is benchmarked against Key Performance Indicators (KPIs) as per the Customer Charter. Gas Networks Ireland aims to provide customer services to a high standard in a prompt, efficient, and safe manner.

In 2022, we achieved excellent levels of performance in respect of our published Customer Charter service standards

and commitments. Our programme of customer experience monitoring continued to score favourably across all processes meeting or ahead of targets for 2022 with 27 customer improvement implemented against our target of 24.

Ensuring the safety of customers and the general public is of prime importance to Gas Networks Ireland. In 2022, 99.85% of publicly reported escapes were attended to within the hour with an average response time of 28 minutes.

507,912 inbound and outbound customer contacts were handled by our Contact Centre in 2022 with 55,729 customer appointments made and 55,446 customer appointments kept.

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<sup>1</sup> Gas Networks Ireland Customer Commitment





Two suppliers left the market in 2022, during what has been a very volatile period for the global gas market, with wholesale gas price increases and energy supply challenges. There was a 6.8% reduction in customer complaints received in 2022 versus 2021 with the largest number of complaints received fell into the meter-related category, which is consistent with previous years.

In September 2022, the Commission for Regulation of Utilities (CRU) Price Control 4 period concluded. Gas Networks Ireland will look to establish new performance

metrics with the CRU as part of customer incentives under Price Control 5 which is due to commence in 2023.

Operating, maintaining and developing our network in an efficient and economic manner is a key element of our strategy. In 2022, we delivered 46,612 planned maintenance work orders on the transmission and distribution network and transported 75.9TWh, including 41GWh of biogas with no gas quality non conformances.

Despite the difficult market conditions experienced in 2022 following Russia's invasion of Ukraine, gas demand in Ireland was 2.4% higher than in 2021, when gas demand was impacted by Covid-19 restrictions with the gas network transporting 32% of Ireland's primary energy needs in 2022.

Gas Networks Ireland has continued to promote public safety awareness via a range of campaigns, including the Gas Emergency Service, Dial-Before-You-Dig, Meter Tampering, Always Use a Registered Gas Installer and Carbon Monoxide campaigns. During 2022, a new campaign, featuring

the banjo-playing canary character "Tommy McAnairey" was launched for carbon monoxide awareness, promoting the steps to take when a carbon monoxide alarm goes off. The latest consumer awareness research conducted on behalf of Gas Networks Ireland at the end of 2022 found that 54% of all Irish adults can now spontaneously name two correct actions they should take, should their carbon monoxide alarm go off which was 7% above our yearly target, and 10% more than in 2021.



Our performance in each of these areas is reported in detail in Section 4.0. The table below gives a summary of the 2022 Customer Performance Report.

Metric	2022 Target /KPIs	2022 Performance	2021 Performance
Appointment keeping: Contact one working day prior	100%	99.5%	99.5%
Appointment Keeping for metering and services	100%	99.5%	99.5%
Gas supply restoration: Restore as quickly as possible (less than twenty four hours)	100%	99.98%	100%
Emergency response (arrive within one hour of report)	97%	99.98%	99.99%
Complaints handling: Resolve within ten working days	85%	95.4%	98%
Total number of complaints	N/A	1,079	1,158
Percentage resolved within ten working days	N/A	95.4%	N/A
Percentage resolved within thirty working days	85%	98%	100%
Call response (Call answered within twenty seconds)	80%	93.3%	93.89%
Calls abandoned after ten seconds	N/A	0.58%	0.87%
Customer Charter Payments	N/A	€1,849	€2,215
Quotation turnaround: Respond within seven working days	100%	100%	100%
Appointment Granting Schedule: Appointment within five days	100%	99.98%	99.98%
Payment Guarantee : Aim to process payment following claim within ten working days	100%	100%	100%



## 2 Introduction

The Customer Performance Report is produced to comply with the licence conditions pertaining to “overall standards and performance” of the four licences currently held by Gas Networks Ireland, granted by the Commission for Regulation of Utilities (CRU):

- **Distribution System Owner Licence;**
- **Distribution System Operator (DSO) Licence;**
- **Transmission System Owner Licence; and**
- **Transmission System Operator (TSO) Licence.**

Gas Networks Ireland is responsible for developing, maintaining and operating the gas transmission and distribution systems. The performance standards have been developed by Gas Networks Ireland and approved by the CRU, who may amend performance criteria from time to time.





The annual performance reports are produced under licence condition 17 of the TSO licence and condition 19 of the DSO licence. Reporting provides an opportunity for Gas Networks Ireland and the CRU to review the company performance over a twelve-month period. The annual performance reports are published on the Gas Networks Ireland website, [Gas Networks Ireland Homepage](#).

Gas Networks Ireland has a Customer Charter where we outline ten commitments to the customer in terms of the services provided. Section 4 of this report illustrates Gas Networks Ireland's performance in these ten areas over a five-year period.

## 2.1 Company and network overview

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Ireland's gas network plays a critical role in providing a cleaner, competitive and secure energy supply for the country. Operated by Gas Networks Ireland, the gas network is flexible, reliable and resilient. It delivers a safe and secure supply of gas to over 713,000 customers, 365 days a year, powers almost half of the country's electricity and supports the deployment of renewable electricity generation. In 2022, the gas network, transported 32% of Ireland's primary energy needs.

Natural gas continues to be a major contributor to electricity supplies, generating 48% of Ireland's electricity in 2022 with gas electricity generation peaking at 92% of demand. Natural gas accounted for 40% of direct energy used in heat.

During 2022, 26% of gas supplies for the Republic of Ireland came from the Corrib gas field, while 74% of supplies were imported via the Interconnectors to the United Kingdom. Ireland's interconnection with the UK provides a gateway to the European gas markets, ensuring security of energy supply to the Irish economy. In addition, 41 GWh of indigenously produced biomethane was transported in the gas network via the entry point at Cush in County Kildare.

Natural gas is transported through a total network of 14,696km 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). Gas Networks Ireland transports 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 Networks Ireland system includes infrastructure in ROI regulated by the Commission for Regulation of Utilities (CRU); in Northern Ireland (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 2,477km<sup>2</sup>); and
- Distribution network which operates below 16 barg (the total length of distribution pipeline is 12,219km).

**A map of the transmission system is provided in Figure 2.1.**

The transmission pipes link Ireland's major urban areas and 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 on the distribution network.

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

Figure 2.1: Overview of Gas Networks Ireland Transmission System

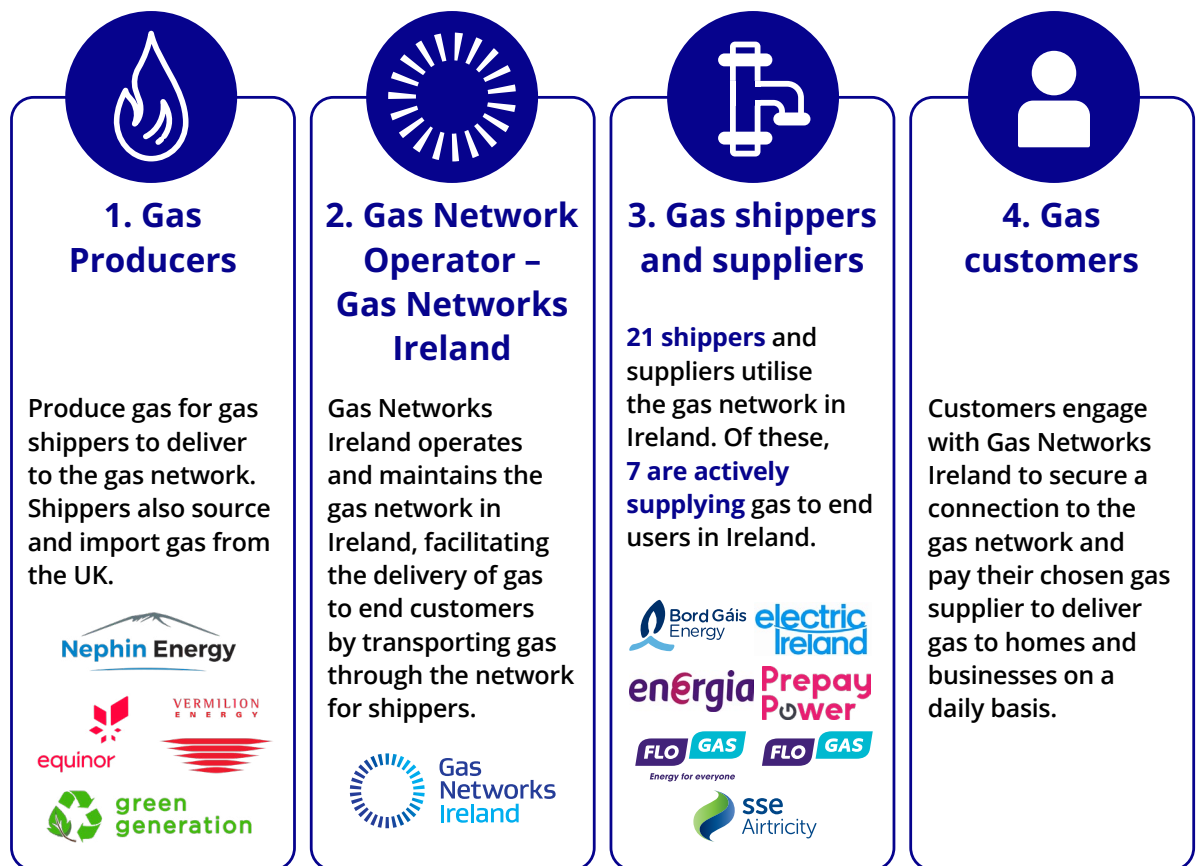


A wide range of stakeholders are engaged in the delivery of natural gas for Ireland. These span the breadth of the supply chain from production to delivery to the customer.

Within the Irish market, seven suppliers provide natural gas to gas customers. Customers engage with Gas Networks Ireland to secure a connection to the network and pay their chosen supplier to deliver gas to their homes and businesses.

Two suppliers left the market in 2022, during what has been a very volatile period for the global gas market, with wholesale gas price increases and energy supply challenges. Under the supplier of last resort (SOLR) process, customers of the two suppliers were transferred to the SOLR, Bord Gáis Energy.

Figure 2.2: Structure of Irish gas market





## 2.2 Customer Experience Overview

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Gas Networks Ireland strives to consistently deliver excellent customer experiences through all customer interactions. Working collaboratively with all departments, business partners and stakeholders, Gas Networks Ireland works towards driving a truly customer centric culture and organisation, enabled through our 'Actions into Insights' programme.

The Customer Service 'Insights into Action Strategy' (Figure 2.3) illustrates how Gas Networks Ireland listens, communicates and works on solutions to action improvements of benefit to our customers.

### Customer Experience (CX) Monitoring and Insights Programme

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A sample of customers are surveyed following their interaction with Gas Networks Ireland with each survey tailored to the journey and the segment to which they belong. Core metrics include:

- Net Promoter Score (NPS) (Likelihood to recommend Gas Networks Ireland as an organisation to deal with)
- Customer Satisfaction Scores (CSAT) (Satisfaction with Gas Networks Ireland's overall performance) Net Easy Score (NES) (Customer's ease of dealing with Gas Networks Ireland)

- Customer Centricity - This metric is a composite score incorporating an average of the three measures from our Net Promoter Score, Net Easy, and Very Satisfied metrics<sup>3</sup>. The customer centricity objective is to determine how customer centric we are as an organisation, with a view to enhancing the service we deliver.

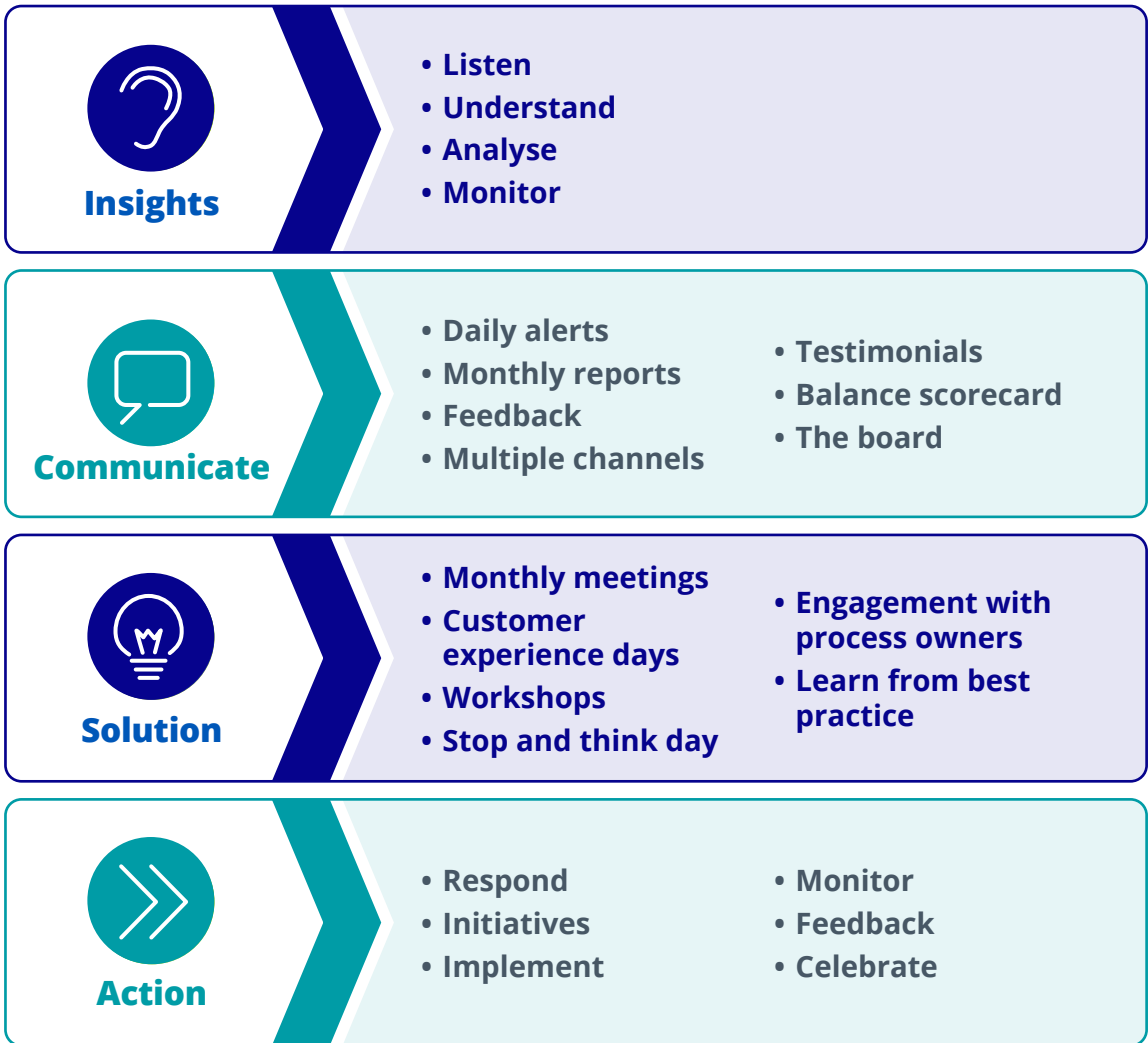
We monitor our performance across key customer touch points and collect insights into how customers perceive our staff and our business partners, as well as how we are seen to live our brand values.

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<sup>3</sup> See appendix 7.2 for further information



Figure 2.3: Insights into action



Customers provide feedback on their experience, which is linked back to the specific journey to allow for root cause analysis and enable continuous process improvement. All surveys (except complaints) incorporate a service recovery loop where the Gas Networks Ireland Customer Care team contacts the customer within one working day if requested, regarding any issues arising that may be unresolved. As part of our complaints process, customers can escalate their

complaint or issue to the CRU, if they are not satisfied with the resolution provided.

Reporting is undertaken through an online survey portal to provide transparency and survey feedback for all staff and business partners. In 2022, structured bi-monthly hybrid CX results review sessions were attended by all process owners to encourage employee engagement and commitment to change.

Customer service improvement initiatives are captured on a formal register and are tracked to completion. There were 27 initiatives implemented in 2022, some examples of which were:

**PowerBI tool enhanced to better monitor delivery of new connections:**

This was delivered through collaboration by Digital, Connection Coordination, Customer Acquisition, Project Delivery, and Project Services teams.

**Multi-occupancy buildings:**

New customer meter information leaflet developed by Project Services and Communications teams.

**Creation of a new PowerGen Strategic working group:**

As an output of the monthly meetings between Customer and Business Development and the Assets/COO teams involved in the delivery of PowerGen projects, the Business Development team suggested the creation of a new strategic group who will meet monthly to review and discuss potential customer or PR risks, associated with the delivery of the PowerGen Transmission Connection projects.

**Customer communications and publications were updated:**

Following the 2021 replacement of all 1850 public telephone numbers with 1800 or 0818, all customer communications and publications were updated accordingly.

**Monthly field operational business partners collaborative sessions:**

Engaged to supporting our critical business partners to achieve customer KPIs.

**Customer communications portal:**

Developed an internal shared resource for customer related communications and publications.

**Out-of-Hours DBYD TX queries:**

Developed process to handle out of hours Transmission Main (TX) Dial-Before-You-Dig queries.

**4G connectivity for handheld devices:**

Updates were made on field handheld devices, enabling 4G connectivity and enhancing coverage.

**Gas Appreciation training:**

Delivered Gas Appreciation training in our Networks Services Centre in Finglas, Dublin to CRU and various supplier delegations.

**Certificates for renewable gases:**

Gas Networks Ireland has been officially appointed as the body responsible for issuing Guarantee of Origin certificates for renewable gases.

## Customer Service highlights 2022 include:

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Gas Networks Ireland handled 507,912 customer contacts in 2022.

We achieved excellent levels of performance in respect of its published Customer Charter service standards and commitments. Our programme of customer experience monitoring continued to score favourably across all processes meeting or ahead of targets for 2022.

There was a 6.8% reduction in customer complaints received in 2022 versus 2021 and 27 customer improvement initiatives were implemented against our target of 24. The delivery of our new 'Customer of the Future' strategy, which captured over 130 initiatives focused on enhancing customer experience for our Large Industrial & Commercial customers and biomethane producers.

Gas Networks Ireland was shortlisted for Best Impact for CX Impact for Utilities and Services at the 2022 CX Impact Awards.

€22,346 was raised in 2022 through our customer satisfaction monitoring programme. Of this total, €10,450 was donated to Irish Red Cross Ukraine Crisis Appeal. €11,896 was donated to Age Action's 'Care and Repair Programme' assisting older people who find it difficult to complete household tasks. As part of the 'Care and Repair' programme, 25 Gas Networks Ireland employees volunteered for Age Action's gardening blitz, enabling this group to live independently by getting their gardens 'Winter ready' and making safe any hazards.

Two Customer Experience events were held in 2022, at the River Lee Hotel in Cork last July and at the Guinness Storehouse in Dublin in November. These events gave us opportunities to come together to hear from our customers and recognise the progress made towards a sustainable future for our organization.

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**

Measure	Target	2021 Performance	2022 Performance
Call response: Call answered within twenty seconds	80%	96.6%	93.3%
Quotation turnaround: Respond within seven working days	100%	100%	100%
Appointment Granting Schedule: Appointment within five days	100%	99.98%	99.98%
Appointment keeping: Contact one working day prior	100%	99.5%	99.5%
Reinstatement commitments within twenty four hours of completion	100%	94.6%	97.3%
Gas supply restoration: Restore as quickly as possible (less than twenty four hours)	100%	100%	99.98%
Emergency response: Arrive within one hour of report	97%	99.99%	99.98%
Complaints handling: Resolve within ten working days	85%	98%	95.4%
Payment Guarantee: Aim to process payment following claim within ten working days	100%	100%	100%

## 3 Gas Industry

### 3.1 Market overview

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The Commission for Regulation of Utilities (CRU) has responsibility for regulating the natural gas market in Ireland. 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.

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



## 3.2 Shipper queries

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Gas Networks Ireland provides transportation services to shippers operating in the wholesale and retail markets. The shippers/suppliers and large end users (circa 300 industrial customers) are supported by the Shipper Services team. In addition, Shipper Services also supports 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 the necessary legal and contractual arrangements.

Gas Networks Ireland supports initiatives from various industry bodies and ensures compliance with EU legislation as well as playing a key 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 Ireland; at the Gas Market Arrangements Retail Group (GMARG) and Code Modification Forum respectively. These groups process changes agreed to reduce shipper issues. Gas Networks Ireland continues to work proactively with shippers on initiatives to identify possible issues in advance of problems occurring.

Gas Networks Ireland continued its engagement with shippers during 2022 to maintain the levels of service achieved in previous years. All issues received by the Shipper Services Key Account Management team are logged onto the Shipper Services Issues system and issue resolution is managed to a successful conclusion. This includes stakeholder management of internal teams (such as Gas Networks Ireland Asset Operations, Grid Control, and Sitework teams) and external organisations (such as Wholesale shipper and gas supply companies).

### 3.3 Breakdown of issues by type

There were 3,157 issues directed to the Shipper Services Key Account Management department in 2022. A definition of the main categories of issue 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 2022 is illustrated in Table 3.2.

**Table 3.1: Explanation of the main categories of Shipper issues**

Issue Category	Explanation
Siteworks query	Queries relating to the status of various siteworks jobs such as fit meters, meter unlocks, etc.
Information request	General Shipper queries on a broad range of issues such as customer historical consumption, market messages, capacity register, etc.
Supply Point Capacity (SPC)/Annual Quantity (AQ) Queries	Questions relating to customers SPC/AQ values or the annual SPC/AQ process
IT Issues	Gas Transport Management System (GTMS) access requests, problems with GTMS access, issues relating to the marketing messaging system (Gasmap), issues related to PRISMA the European Gas Capacity Booking system
Connection Issues	Any issue relating to a new gas connections or disconnections e.g. disconnection quotations
Financial Security	Questions relating to the financial security policy, the shipper's transactions with GAS NETWORKS IRELAND in relation to financial security deposits, letter of credit etc.
Metering/Billing	Any query that relating to billing for individual customers - in general these are driven by meter-related issues such as a notified possible high consumption issue, Pay As You Go (PAYG) end user queries, etc.
Other	Any issue not captured by the above categories



**Table 3.2: Main category of shipper issues recorded by %.**

Shipper Issue category	2020		2021		2022	
	Issue No.	%	Issue No.	%	Issue No.	%
Metering & Billing	1019	37	1101	35	1081	34%
Information Request	751	27	726	23	776	25%
Siteworks Queries	263	10	361	11	352	11%
IT Issues	273	10	345	11	318	10%
SPC/AQ Queries	187	7	250	8	292	9%
Financial Security	108	4	194	6	203	6%
Connection Issues	137	5	181	6	144	5%
Other	25	1	12	0	1	0%

Over 90% of shipper issues are resolved within one day. The more difficult issues can take longer to resolve, and their resolution times can vary significantly.

## 4 Retail Market

Gas Networks Ireland provides access to the gas pipeline system for shippers. At the end of 2022, there were 21 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 21 shippers, there were 7 who engaged in the retail supply market. Gas Networks Ireland connects all natural gas customers to the network irrespective of 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.



## 4.1 Customer service

Gas Networks Ireland's customer commitments reflected in day-to-day operations and in both the Gas Networks Ireland Codes of Conduct<sup>4</sup> and the Gas Networks Ireland Customer Charter<sup>5</sup>. 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 4.1 Customer Commitments.

The Codes of Conduct include the Vulnerable Customer Guide<sup>6</sup>. 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.

In addition to this, Gas Networks Ireland also works with our charity partners Age Action to promote the services that we provide for our vulnerable customers and to support Age Action's cause. We have been supporting Age Action since 2016 and have donated 8,695 carbon monoxide alarms for installation in the homes of people supported by Age Action.

In 2022, we raised €11,896 through our customer survey programme, which was donated towards the 'Care and Repair Programme' supporting older people who find it difficult to complete household tasks. The Customer Complaint Handling Guide<sup>7</sup> provides step-by-step guidance to customers on how complaints are handled. The Disconnection Code of Practice<sup>8</sup> outlines Gas Networks Ireland's obligations towards customers when disconnecting their occupied property, following a request from their gas supplier.

Figure 4.1: Ten customer performance commitments



4 [Code of Conduct](#)

5 [Customer Charter](#)

6 [Vulnerable Customer Guide](#)

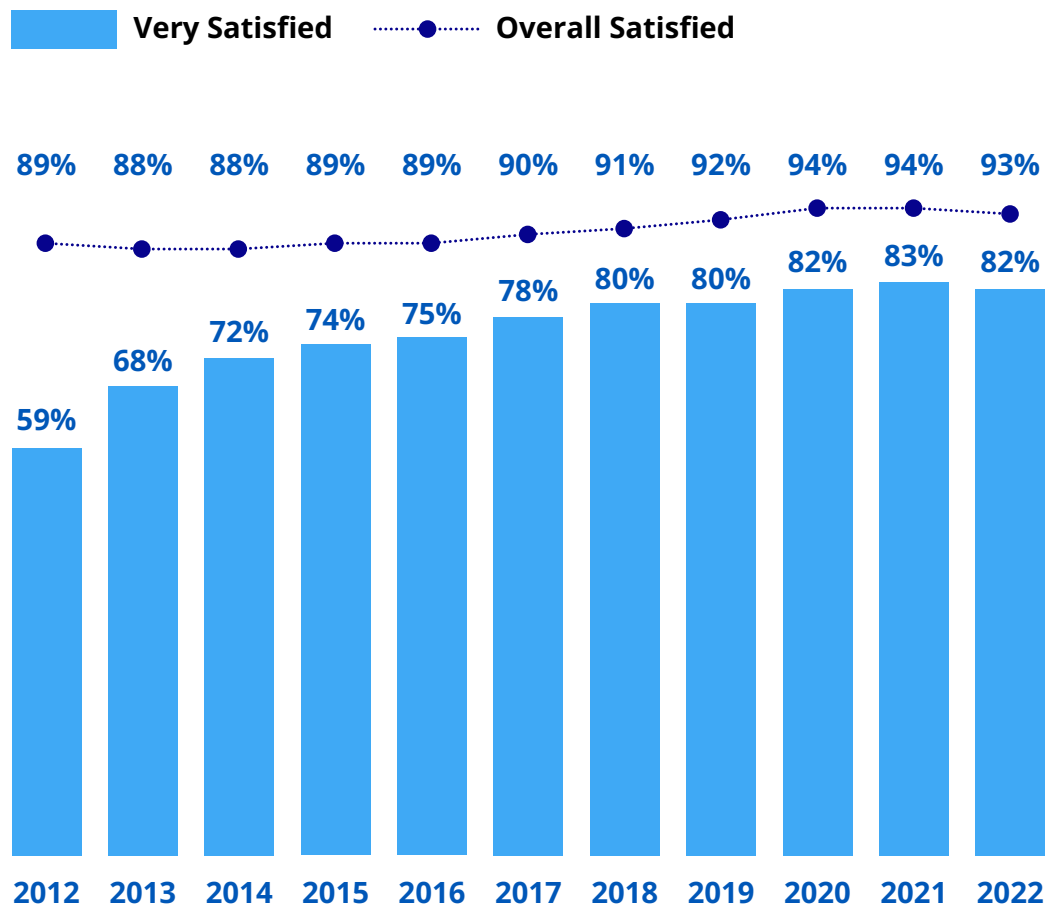
7 [Customer Complaint Handling Guide](#)

8 [Disconnection Code of Practice](#)

The customer guides have been translated into six different languages and they are prepared as accessible to all customers. Available to download on the Gas Networks Ireland website, or by contacting Gas

Networks Ireland's Contact Centre, they are also available in braille. End User Customer Satisfaction ratings have continued to return steady results above 90% since 2018.

**Graph 1: End User Customer Satisfaction Ratings**



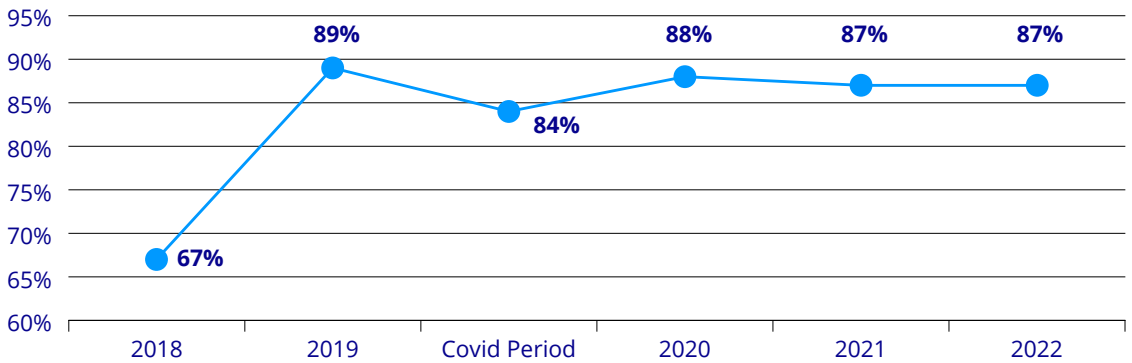




In addition, Gas Networks Ireland carried out three surveys of gas shippers and suppliers in 2022. The first two surveys were aimed at operational staff in supplier organisations with a specific focus on how Gas Networks Ireland handles day-to-day queries from suppliers in the retail market.

Operational satisfaction has maintained in 2022 at 87%, representing year-on-year stability.

Graph 2: Shipper Operational Survey Customer Satisfaction Ratings



The third survey, aimed at management level staff in both shipper and supplier organisations, had a much broader remit across wholesale and retail activities. Graph 3 illustrates the Gas Networks Ireland

Net Promoter Score (NPS) (likelihood to recommend) from a negative baseline of -5 in 2017 to +47 in 2022, and an impressive increase from +33 in 2021.

Graph 3: Shipper & Supplier Management Survey Net Promoter Score

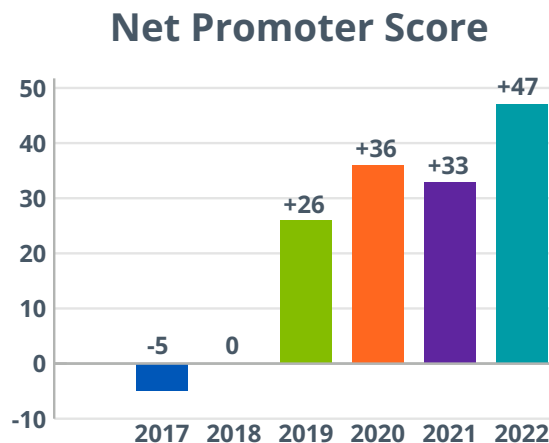


Table 4.1 provides a breakdown of the Shipper & Supplier Management Survey Results.

#### Shipper & Supplier Management Survey

Year	2022	2021	2020
NPS	47	33	36
CSAT	8.2	7.7	8
BV Performance	8.4	7.9	8.4
BV Integrity	9.2	8.9	9.1
BV Safety	9.2	9.2	9.4
BV Collaboration	8.5	8	8.1
BV Customer Service	8.1	7.8	8

The purpose of the surveys is to gauge shipper and supplier sentiment towards Gas Networks Ireland and to look at ways in which these relationships could be improved. Based on the survey outcomes, a plan was developed across fifteen internal Gas Networks Ireland teams with initiatives for improvement identified and the initiatives shared with both the Wholesale and Retail industry fora. These focus areas are set out in table 4.2 below.

#### Table 4.2: Shipper/Supplier Survey Response Focus Areas

##### Shipper / Supplier Survey Response Focus Areas

Focused engagement and face-to-face meetings in 2023

Support stakeholders with knowledge building sessions, and delivery of in-person training

Curate an online FAQ resource

Tighten response times for query emails

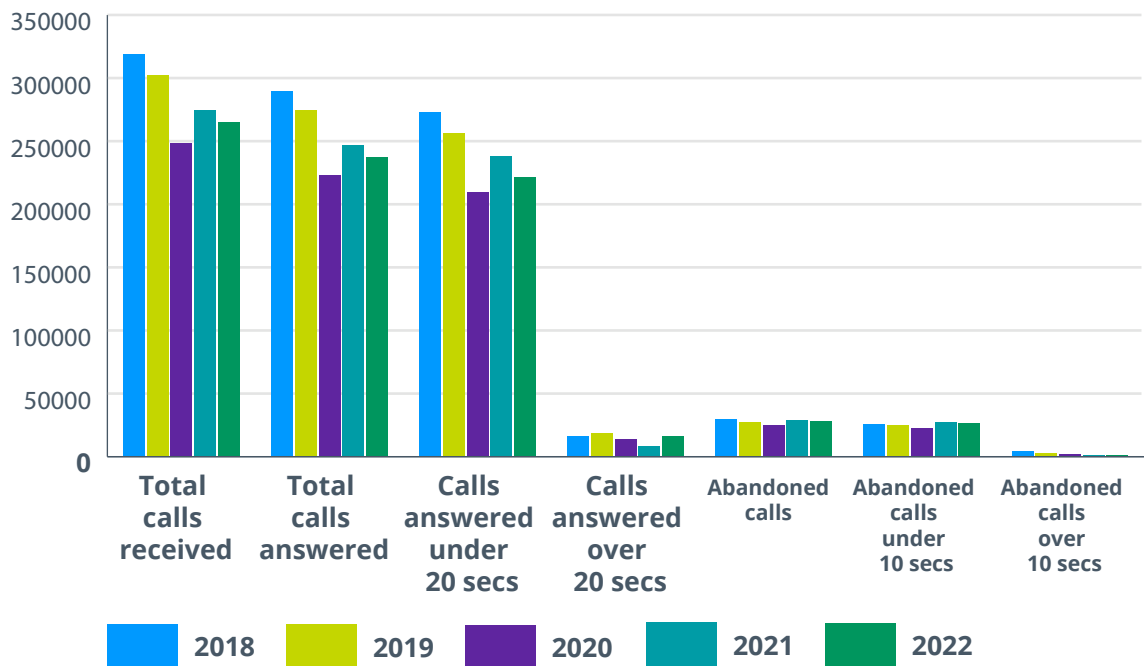
Security of Supply

Facilitate discussion around Ireland's emergency gas reserves and the decarbonisation of the industry

## 4.2 Call response

Gas Networks Ireland operates telephone lines for customers to contact the company in relation to several 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



In 2022, Gas Networks Ireland handled 265,386 inbound calls. This total includes calls related to emergencies, domestic and business queries, and meter readings. Out of the calls received, 93.3% (a 3.3% decrease on 2021 figures) were answered within 20 seconds and only 0.58% of calls were abandoned by the caller after more than 10 seconds; meaning all call handling targets were achieved. The easing of Covid-19 restrictions and issues relating to security of supply and increased gas costs saw a rise in contact activity as expected across 2022.

In total, Gas Networks Ireland handled 507,912 customer interactions in 2022, up from 506,864 in the previous 12 months.



Table 4.2: Contact Breakdown

Call Type	Volume	% Split	Volume	% Split
	2022	2022	2021	2021
Outbound Call	35,005	6.9%	37,498	7.4%
E-Mail	50,763	10%	51,187	10.1%
SMS	85,532	16.8%	84,050	16.6%
Call Handled with IVR	84,678	16.7%	93,664	18.5%
Correspondence (Letters)	71,226	14%	59,338	11.7%
Inbound Agent Handled Calls	180,708	35.6%	181,127	35.7%
Total Customer Interactions	507,912		506,864	

Gas Networks Ireland continued to focus on reducing unnecessary inbound customer contacts and to serve customers through more efficient and cost-effective channels. This was particularly challenging given the issues in the external market driven by the Ukraine/Russian conflict on the Energy industry. Q1 saw a ramp up in activity as we exited Covid-19 combined with an increase in planned programmes.

Customer contact throughout 2022 remained consistent with the previous year. The main increase in activity was recorded in the later part of the year with September through to October accounting for 48% of all calls handled for 2022, with a substantial

increase in supplier-related queries driven by gas prices. Given the emotive nature of gas prices, contact by phone remained the channel of choice for customers.

The key customer channels are:

- I. Enhanced Interactive Voice Recording (IVR) information messages for customers;
- II. Proactive outbound calling;
- III. Email; and,
- IV. Engagement with gas suppliers on shared customer processes.

Management of 'business as usual' contact centre processes was key strategic focus in 2022. We completed the contact centre tender process in July 2022, and a new contract was awarded to our contact centre partners Fexco, following an extensive public procurement process.

In 2022, Gas Networks Ireland also focused on enhancing its social media strategy to provide maximum value to our customers, frequently utilising our social media channels to reach as wide an audience as possible, with our safety messages. Often the first point of contact we have with our customers, it helps support our 'always-on' approach and it is continually monitored.

Our website facilitates gas meter queries, general customer queries, Dial Before You Dig map requests through our online portal and gas connection requests through bespoke journeys for different customer groups. Our customer and user experience on the website continued to strengthen in 2022, as we recorded almost 700,000 visits to the site, a 67% increase on the previous year.

Our Customer Relationship Management (CRM) system managed the connection journeys of 5,994 enquires in 2022 across six different sectors and PowerBI allowed the business to see key reporting metrics allowing business owners to make key strategic decisions with real time information. This added significant value, informed growth strategies, and drove strong efficiencies for the business.

**Figure 4.3: Calls answered < 20 seconds**

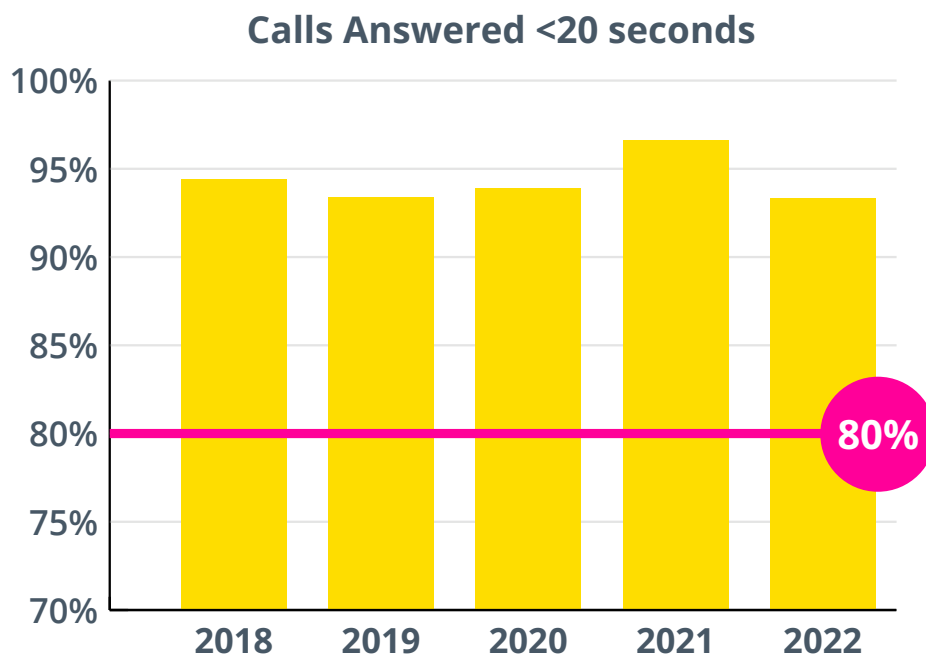
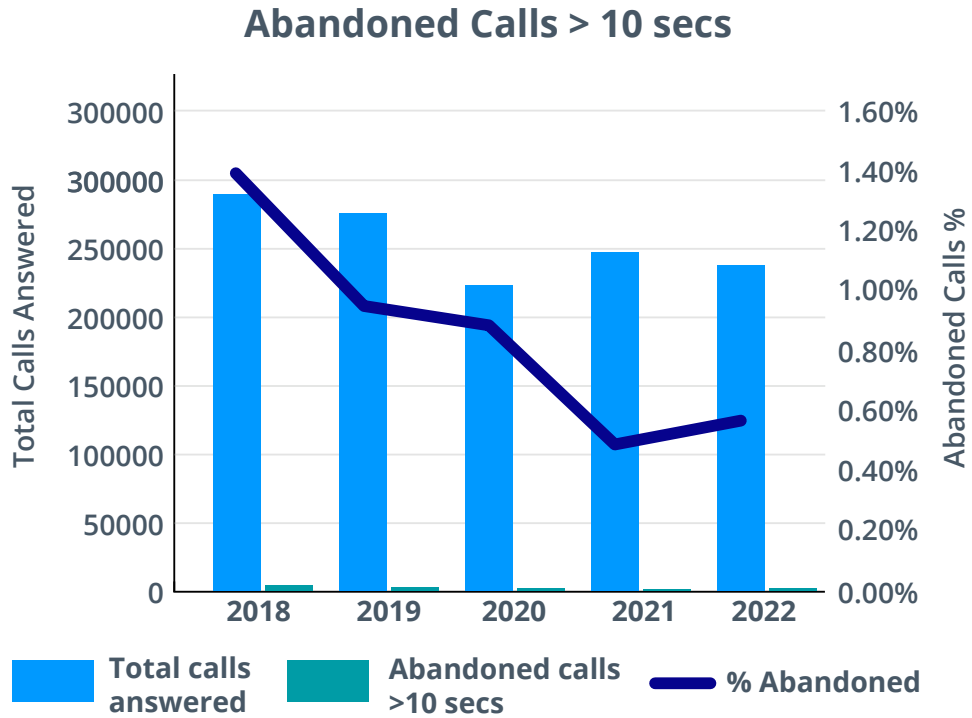






Figure 4.4: Abandoned calls after 10 seconds.



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### 4.3 Quotations turnaround

Many services provided by Gas Networks Ireland are standard and quotations can be provided quickly over the telephone. If the job requirements are more complex, a company representative may need to visit the site before a quotation is 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 seven working days from receipt of all necessary data.

In 2022, a total of 3,227 quotations were issued within the seven-day period, achieving the KPI of 100% performance rate. The KPI of 100% has been achieved consistently over the past five years, see Figure 4.6.



Figure 4.5: Quotations

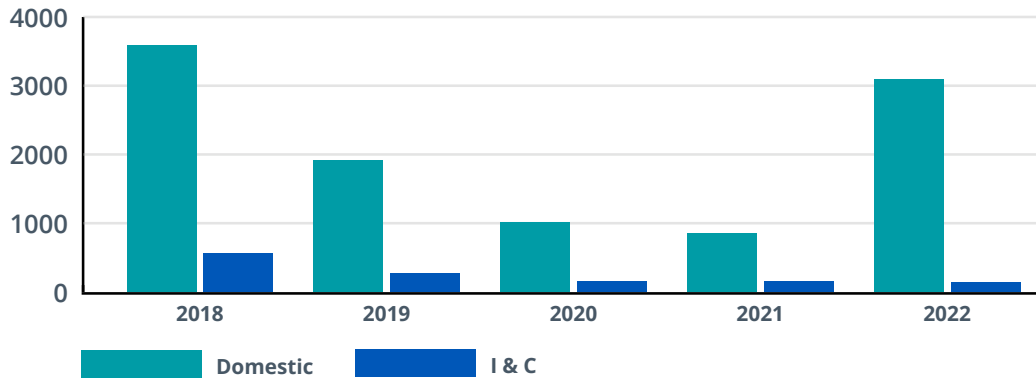
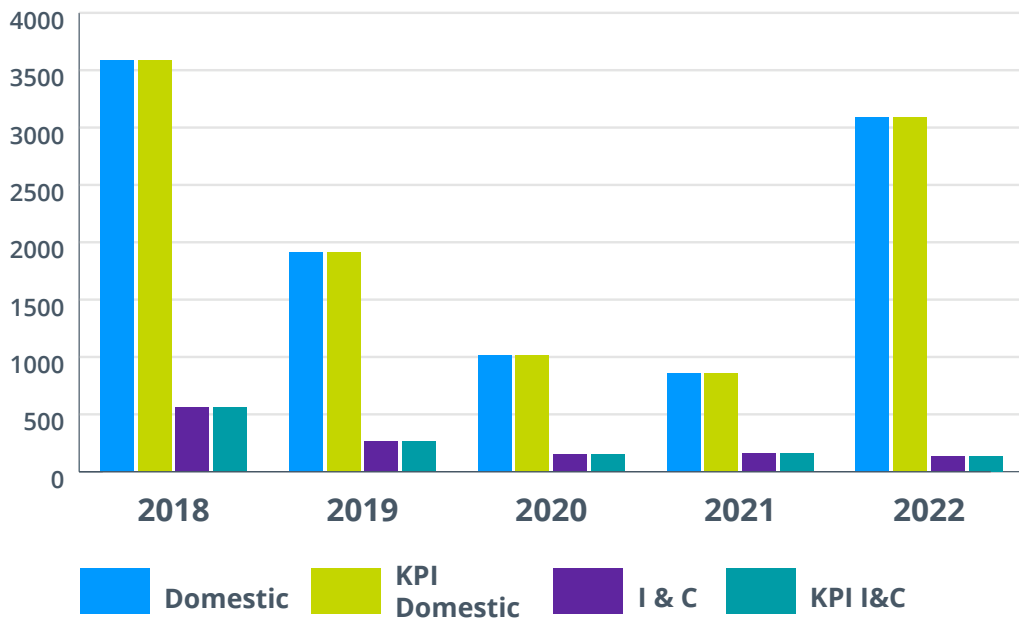


Figure 4.6: Quotation turnaround in 7 working days against KPI

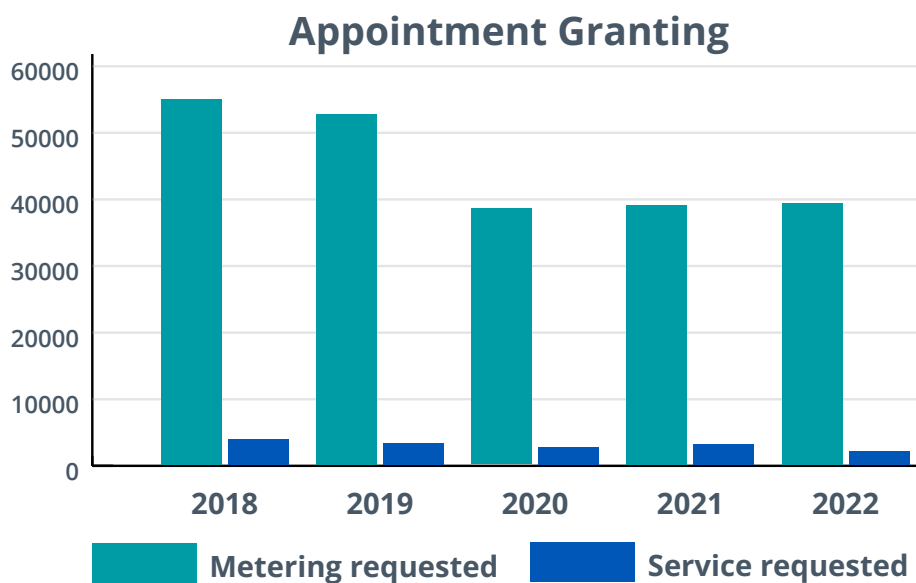


## 4.4 Appointment granting

For quotation site visits and domestic metering service appointments, a choice of morning or evening day appointments is scheduled within five days of receipt of request. For domestic pipe laying appointments, an appointment is given, on receipt of payment which takes into account the realistic timeframe to acquire a Road Opening Licence (ROL) if required. If no ROL or additional restrictions are required, Gas Networks Ireland endeavours to offer an appointment within four weeks. 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 five days (quotation) or four weeks (domestic works), applicable compensation can be claimed, subject to conditions. These conditions include, but are not limited to, restrictions put in place by local authorities including road closures, moratoriums, operation free flow and severe weather restrictions on certain roads. These conditions would prevent charter payments taking place. This request will adhere to the Customer Charter process.

Figure 4.7: Appointment Granting



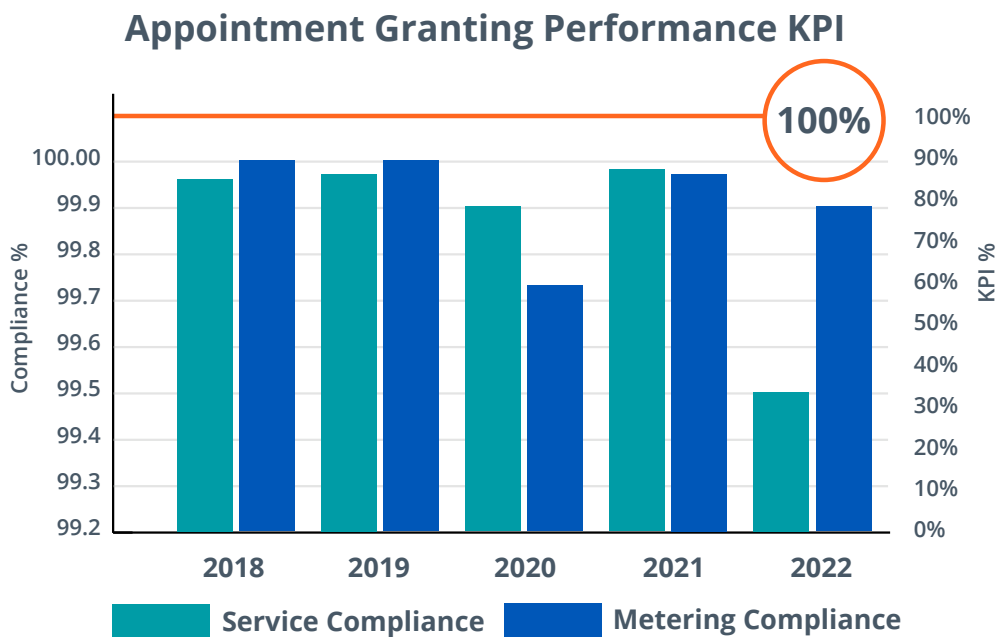
In 2022, Gas Networks Ireland’s compliance around pipe laying was adhered to and customers were advised as necessary, while compliance was at 99.95%, just below the KPI of 100%, where twenty requests were not granted. Gas Networks Ireland endeavours to achieve maximum compliance with Customer Charter performance commitments, in relation to the granting of appointments.

The performance rate of meter appointment requests was 39,285 in 2022, an increase of 3.5% on 2021 figures of 37,909. The performance for meter compliance was 99.95% which is in line with 2021 results (see Figure 4.8).

In relation to appointments, it is important to note that there has been continued downward pressure on domestic connections due to new building regulations and the increasing competitiveness of heat pump pricing.

Gas Networks Ireland granted 2,068 service appointments during 2022. This represents a decrease of 45.5% on the 2021 figure of 3,009. The performance for service requests was 100%, which is in line with 2021 results.

**Figure 4.8: Appointment granting performance against KPI**



This graph depicts the compliance of metering and service appointments granted between 2018 and 2022.

The graph illustrates the KPI performance for each sector was 99.5% and 99.9% respectively.

## 4.5 Appointment keeping

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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 request for a compensation claim. This request will adhere to the Customer Charter process.

In 2022, there were a total of 55,729 appointments (metering and services) which was a decrease of 0.6% on the 2021 figure. Total compliance for these appointments was at 99.5%, which is in line with 2021 results. There were 2,280 service appointments which represents a decrease of 42.28% on 2021. The compliance rate for service appointments was 99.9%; which is an increase of 0.7% on 2021 figures.

There were 53,449 metering appointments in 2022, which represents an increase of 1.21% on 2021. The compliance rate for metering appointments was 99.5%; which is in line with 2021 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.

Gas Networks Ireland maintains active engagement with all relevant Local Authorities. Regular meetings take place to improve the Road Opening Licence (ROL) applications process. Gas Networks Ireland also engages with key stakeholders and agencies, including the Department of Transport, Tourism and Sport (DTTAS); City & County Managers Association (CCMA) and the Road Management Office (RMO); other utilities; and representative organisations. Ongoing engagement continued throughout 2022 to provide service excellence to customers and to improve the customer experience.





Figure 4.9: Appointment keeping (metering)

### Appointment Keeping (Metering)

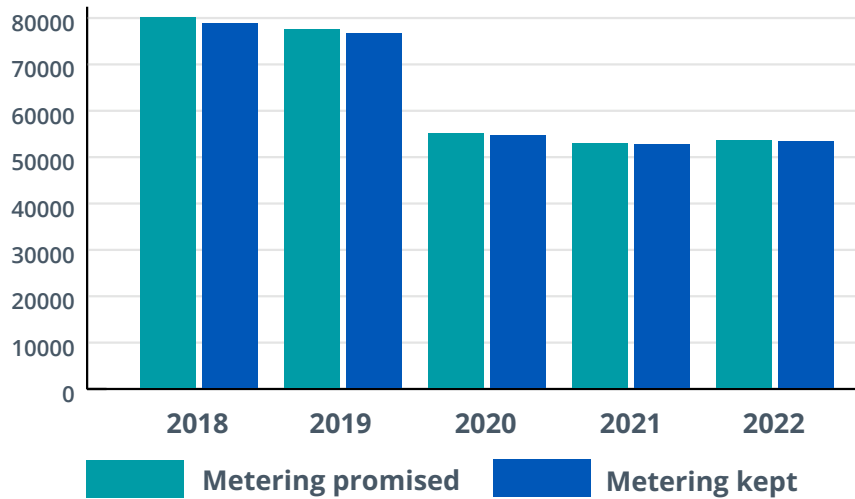
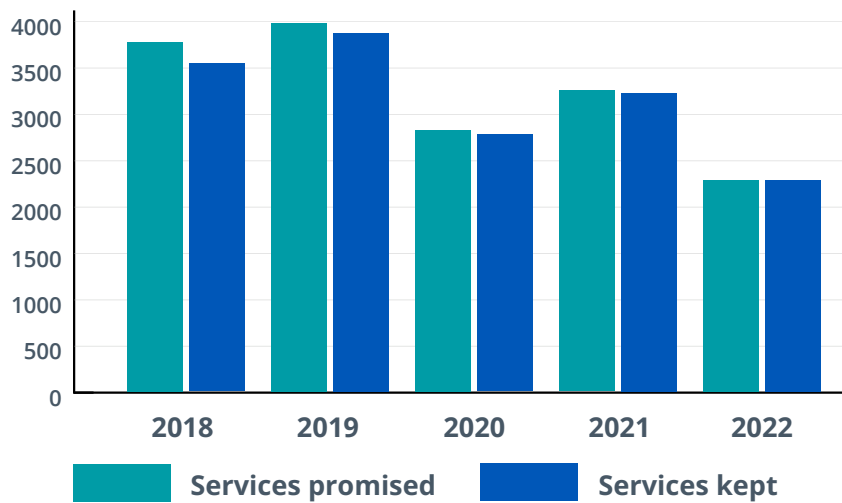


Figure 4.10: Appointment keeping (service)

### Appointment Keeping (Services)



## 4.6 Reinstatement commitments

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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 backfill and securely cover all excavations within 24 hours of work completion.

If there is a failure to complete a temporary reinstatement within 24 hours (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 is associated with the level of new connection activity therefore commitments do not extend to excavations arising from emergency, renewal or unplanned work.

In 2022, there were 2,834 temporary reinstatements completed, 2,757 of which were completed within the 24 hour commitment criteria, resulting in a performance of 97.3% against the KPI. Works are all either permanently reinstated first-time; temporarily reinstated; or selected openings are backfilled, secured with barriers/steel plates or footpath boards and reinstated within two days.

The total permanent reinstatements carried out in 2022 was 8,403. Of these, 603 were completed outside the twenty working days commitment. The majority of these were addressing legacy reinstatements, an issue in getting Road Opening Licence extended to complete the reinstatement, or difficulty in accessing the area due to parked vehicles etc. Figure 4.12 shows the reinstatement performance against the KPI.



Figure 4.11: Reinstatement commitments

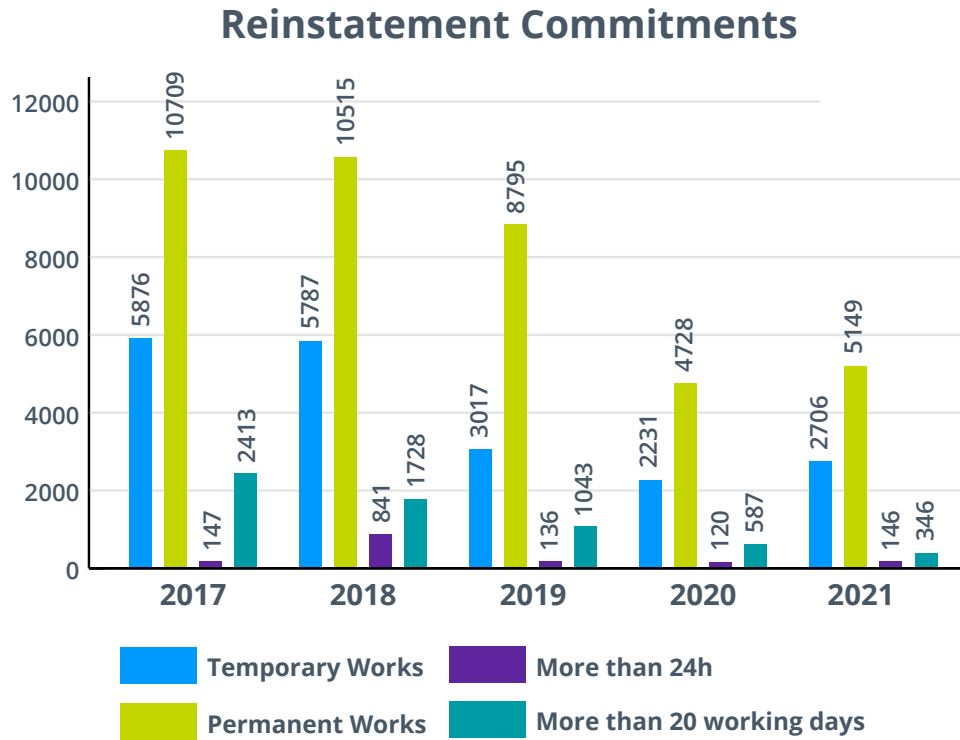
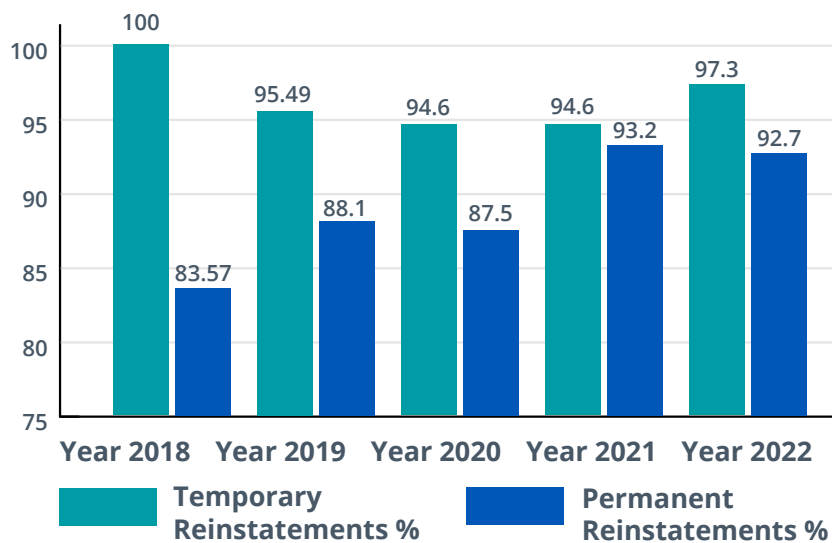


Figure 4.12: Reinstatement performance against KPI.



## 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 two days' notice. Failure to do so allows the affected customer(s) 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 on the Special Services Register (as registered by their natural gas supplier); Gas Networks Ireland will offer alternative heating and cooking facilities during planned gas supply interruption or network outage. See Figure 4.14 - Gas supply restoration.

In 2022, there were 18,924 vulnerable customers registered. See Table 4.3 - 2022 Register of Vulnerable Customers which is managed by the gas suppliers (shippers). In 2022, there was no system-wide emergency which necessitated the download/ use of the vulnerable customer list.





Table 4.3: 2022 Register of Vulnerable Customers

Description	Count of GPRN
Dexterity Impaired	87
Elderly	10,386
Hearing Impaired	2,001
Language Difficulty	360
Learning Difficulty	
Mental Health	
<b>Total Customer Interactions</b>	<b>18,924</b>

39

## 4.8 Response to emergencies

At Gas Networks Ireland safety is a key priority and one of our primary objectives is to respond to all emergencies without delay. 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 such incidents is 97%.

In addition, there are several ongoing safety campaigns 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 at a premises or on the street.

The number of publicly reported emergency gas escapes was 14,550 in 2022, 99.98% of which were attended to within one hour. Annually this has been a consistent achievement (see Figure 4.13). The average response time to these reported emergency gas escapes in 2022 was 28 minutes.



Figure 4.13: Response to emergencies

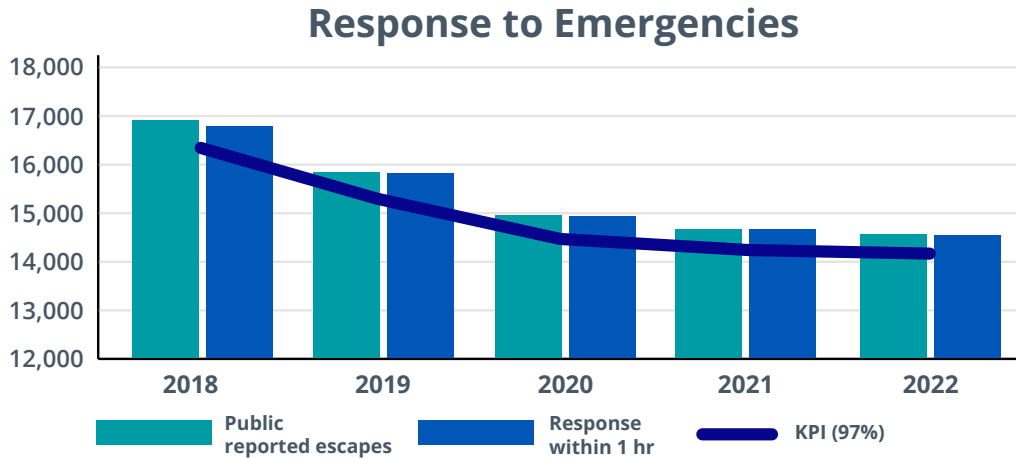
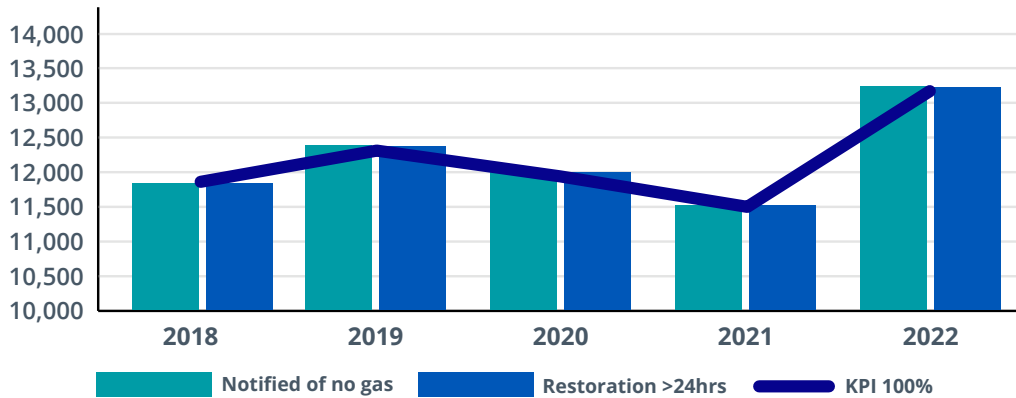


Figure 4.14: Gas supply interruption and restoration



Gas Networks Ireland is the National Gas Emergency Manager (NGEM), appointed by the CRU, 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

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Occasionally, faults occur on the gas network and as a result, there may be an interruption to supply. On receiving a report, Gas Networks Ireland will do everything possible to restore the supply as quickly as possible. However, if there is a failure to restore the supply by the end of the following day after notification and it is a network fault, customers may make a claim for compensation per day, for each 24-hour period without gas subject to a maximum amount. Where there are exceptional circumstances such as extreme weather conditions or extensive disruption to gas supplies, the guarantee and the compensation will not be offered.

In 2022, there was an increase of 14.8% in the number of gas interruptions on the previous year with 99.98% of customers having their service restored within a 24-hour period. This increase was due to a particularly cold spell in December, outages, and an increase in discovery of leaks (resulting in supply being interrupted as a safety precaution) on the network originating from the various leak survey programmes undertaken during the course of the year.

## 4.10 Complaints handling

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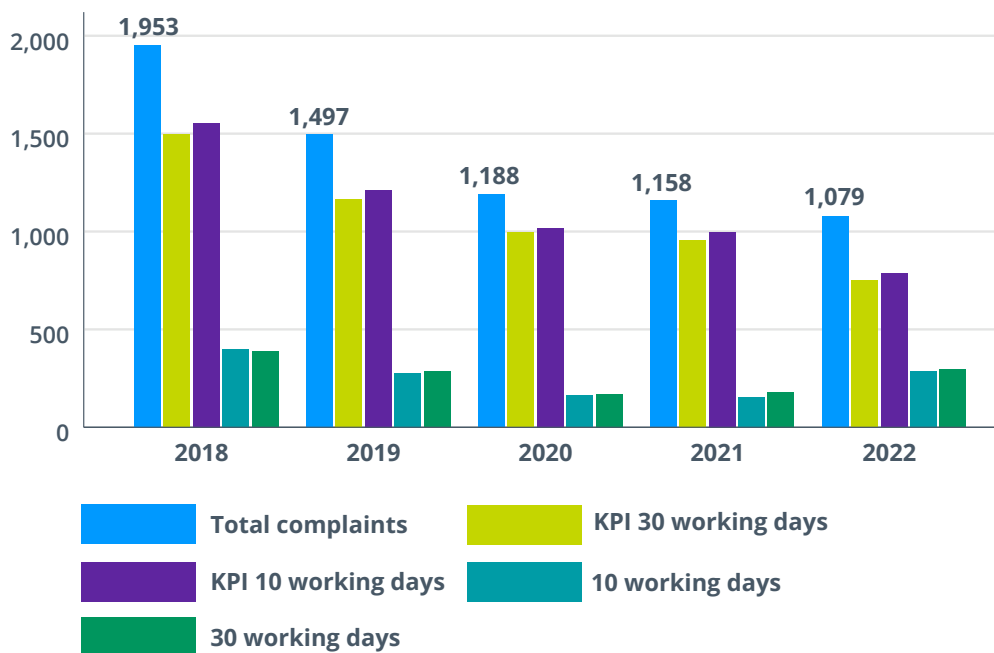
Complaints may be registered with Gas Networks Ireland. The company endeavours to resolve all complaints within ten working days of registration of the complaint. However, property damage or meter mix-ups may take up to 30 days from notification to resolution. Complaints are acknowledged within one day of receipt and the complainant will be contacted by Gas Networks Ireland within four 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.

In 2022, Gas Networks Ireland received a total of 1,079 complaints. There was a total of 785 ten-day complaints of which 749 were completed within the ten days, 36 were completed outside of the ten-day window. There was a total of 294 thirty-day complaints, of which 288 were completed within thirty days, 6 were completed outside the thirty-day window

The number of complaints has fallen by approximately 44% over the last five years from 1,953 in 2018 to 1,079 in 2022, driven primarily by continuous

improvement and improved internal feedback processes. The complaints handling process is illustrated in Figure 4.15.

**Figure 4.15: Complaints handling**



Gas Networks Ireland’s performance for resolution of all complaints was 95.4% in 2022 against a CRU approved KPI of 85%.

Under the terms of the Natural Gas Distribution Licence, Gas Networks Ireland published a Complaint Handling Procedure as agreed with the CRU. This document outlines how Gas Networks Ireland handles complaints.

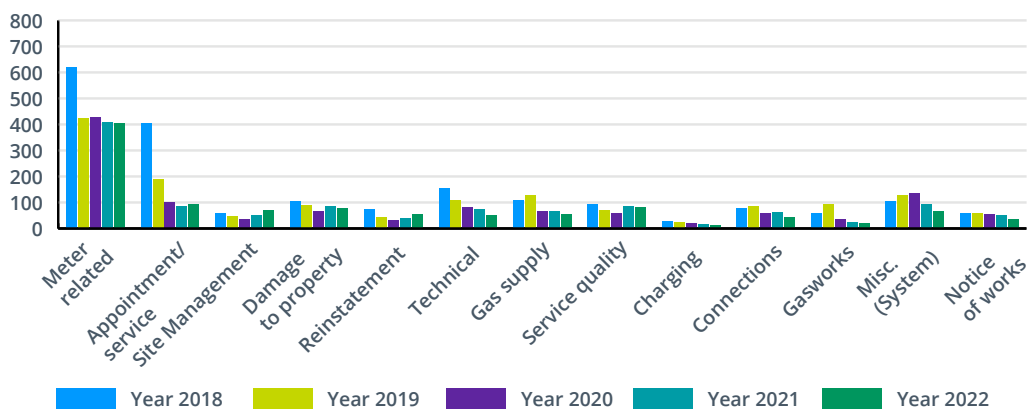
## 4.11 Categories of complaints

Due to the diversity of work managed by Gas Networks Ireland, there are many categories of complaint type. These categories are outlined in Figure 4.16 below. The total number of complaints received was 1,079 in 2022, representing a decrease of 6.8% on 2021.

The largest number of complaints received fell into the meter related category, which is consistent with previous years. The meter related category consists of 30 different types of complaints which includes complaints pertaining to Meter

Mix Up, Meter Replacement and Inaccurate Estimates used in the billing process. Gas Networks Ireland continues to monitor all customer complaints to seek improvements to the services offered and address any issues that are within its control. Gas Networks Ireland has appointed a Customer Advocate in the Contact Centre to be a single point of contact for complaints. In addition, individual reports are issued to departments highlighting the volume and type of complaint received. This helps to highlight areas in need of improvement.

Figure 4.16: Customer complaints by category



## 4.12 Payment guarantee

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Gas Networks Ireland will issue a cheque for the appropriate sum in respect of a requested or notified refund or any validated Charter compensation claim within ten working days. If the KPI of ten 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 2022 were paid within the required time frame.

## 4.13 Customer Charter payments

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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. In such instances, the customer is directed to the Customer Charter page on the Gas Networks Ireland website where instructions on making

a claim are available. The Customer is normally expected to look for a Charter Payment if Gas Networks Ireland does not fulfil its service correctly, however on some occasions they may be offered a payment as a result of a complaint or just a delay on work being carried out. Other payments are made because Gas Networks Ireland is directed to do so as a complaint resolution by the CRU.

In 2022, eight compensation payments were made to customers. The total value of these payments was €735. A further nine payments to the value of €1,114 were made to customers as directed by the CRU.



Figure 4.17: Customer Charter payments and compensation claims

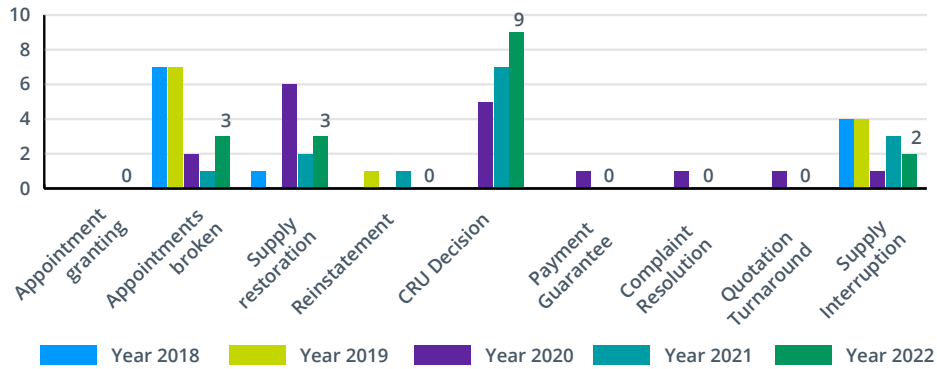
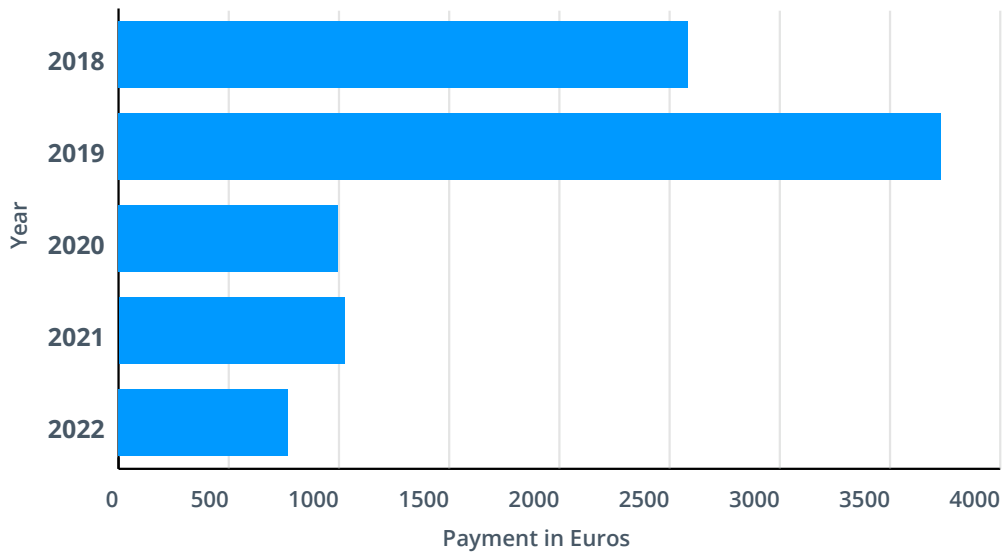


Figure 4.18: Customer Charter payments

### Customer Charter Payments



## 5 Future Development

The gas network is crucial to Ireland's energy mix and imperative to achieving climate action targets. Our vision is for a net zero carbon gas network by 2050, by replacing natural gas with renewable gases, such as carbon neutral biomethane

made from agricultural and food waste and carbon free green hydrogen.

Below we set out further detail on developments in hydrogen, biomethane and compressed natural gas.





## Hydrogen

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A carbon-free renewable gas that can be made from renewable electricity and stored until needed, hydrogen is vital to both Ireland's and the EU's ambition for a net-zero energy system by 2050. Hydrogen also demonstrates how greater integration between Ireland's gas and electricity networks can support a low-carbon economy, while also enhancing energy security and diversity.

The 'Testing of Blends of Hydrogen and Natural Gas (HyTest)' report on the first phase of hydrogen testing at the Network

Innovation Centre was published at the Hydrogen Ireland Conference in November 2022. Led by Gas Networks Ireland's Innovation Delivery team, together with Dr Ali Ekhtiari and Dr Eoin Syron from University College Dublin's Energy Institute (UCDEI) the research team tested the operation and performance of household appliances with varying levels of hydrogen and natural gas blends at the recently refurbished Network Innovation Centre located at Citywest, Dublin and the UCD Integrated Energy Lab.

## Biomethane

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A carbon-neutral renewable gas made from farm and food waste, biomethane is fully compatible with Ireland's existing gas infrastructure, technologies and appliances. The volume of indigenously produced biomethane flowing into Ireland's gas network at the country's only purpose-built gas injection facility in Cush, Co. Kildare increased to 41 GWh during 2022.

Gas Networks Ireland has been appointed as the body responsible for issuing Guarantees of Origin for renewable gases in line with European Union (Renewable Energy) Regulations 2022, which has passed into Irish law. We will issue Guarantees of Origin in accordance with a supervisory framework to be established by the CRU. Producers of renewable gas will be issued with a Guarantee of Origin for every megawatt hour of renewable gas injected into Ireland's national gas network.

## Compressed Natural Gas

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CNG involves the deployment of technologies which deliver gas that has been compressed to high pressures (over 200 bar) for use in transport is compatible with both natural and renewable gas.

With four public and three private CNG stations operational in 2022, Ireland's CNG consumption fell back slightly on 2021 volumes in line with the geopolitical situation, despite a 25% growth in gas in transport vehicles. Amid challenging market conditions (Covid-19, the

unfolding geopolitical situation and the resulting gas price increases), the progress on Causeway station delivery has been slower than anticipated.

Notwithstanding the current challenges, the potential for CNG vehicles to be fuelled by biomethane (Bio-CNG) offers a significant opportunity to fully decarbonise HGV transport in the future, which is one of the most difficult sectors to decarbonise. To this end, in Q4 2022, all operational CNG stations moved to supplying renewable gas.

## Smart Metering & PAYG Metering

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Gas Networks Ireland carried out a technical and economic review (including CBA) of smart metering options for gas in 2021 and issued its 'Gas Smart Metering Options Analysis' report to CRU in July 2021, seeking direction from CRU regarding next steps. Having reviewed the recommendations, CRU requested further information from Gas Networks Ireland. As a result, Gas

Networks Ireland generated a further report which delivered more definitive recommendations to CRU in October 2022. The key message in the report is that Gas Networks Ireland is eager to implement new and improved PAYG meters and the associated PAYG system.



Figure 5.1: Smart Metering Update 2022 – Gas Networks Ireland’s Recommendations



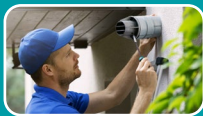
**PAYG Deployment without delay**

- GNI recommends proceeding with the rollout of smart PAYG metres without delay
- This will provide a modern and user-friendly PAYG service for gas customers which is a key priority for GNI



**Defer Credit Meter Decision**

- Decision regarding the deployment of credit meters to be deferred subject to the outcomes of a credit metering pilot (run in parallel with the PAYG deployment)



**Replace rather than Retrofit**

- Replace existing meter with off-the-shelf smart meters rather than retrofitting



**Thin Meters rather than Thick Meters**

- GNI recommends adopting a thin metering model
- This will deliver a cost-effective, flexible solution for customers and supplier



**Independent Gas Communications**

- GNI recommends an independent gas communications approach rather than an integrated approach leveraging the ESB networks communications network
- The availability of low-power communications solutions such as NB IoT and LTE-M can reduce the costs and complexities involved in an integrated solution



**In-Home Device (IHD) Not Provided**

- Marsh metering to be provided to the consumer via the consumers personal device (i.e. computer, phone, tablet) rather than via a dedicated In-Home Device (IHD)
- As a result, the provision of a Home Area Network (HAN) to support the IHD is unnecessary



**Procure meters from multiple manufacturers**

- GNI recommends mature will be procured from more than 1 m manufacturer to ensure resilience against issues arising with one manufacturer
- A universal or multilingual head end system will be procured to facilitate the collection and distribution of data to/from multiple meter types

2022 Recommendations

2021 Recommendations which remain unchanged

## 6 Conclusion

Gas Networks Ireland works in partnership with its stakeholders, including the CRU and shippers to ensure the safe, secure and reliable delivery of gas to all users. Our operating environment is constantly changing, presenting new opportunities and challenges. We continuously seek and monitor customer feedback, analyses results and KPI metrics with our programme of customer experience monitoring which continues to score favourably across all processes as illustrated in this report.

In 2022, we continued to record a reduction in complaints received and increase on key CX metrics- Customer Centricity, NPS and Easy scores on 2021 values. We developed a new CX strategy, changing landscapes both internally and externally and implemented 27 customer improvement initiatives. Gas Networks Ireland was appointed the body responsible for issuing Guarantees of Origin for renewable gases injected into Ireland's national gas network.



Customer contact remained consistent with the previous year while our user experience on the website continued to strengthen in 2022 as we focused on enhancing our social media strategy. We continued to strengthen our partnership with Age Action through donations and supporting Age Action's causes along with donations to Irish Red Cross to aid humanitarian efforts in Ukraine.

We continued to promote public safety awareness via a range of campaigns, including the Gas Emergency Service, Dial-Before-You-Dig, Meter Tampering, Always Use a Registered Gas Installer and Carbon Monoxide campaigns and Gas Networks Ireland was shortlisted for Best Impact for CX Impact for Utilities and Services at the 2022 CX Impact Awards.

Looking ahead, Gas Networks Ireland's customer strategy will continue to drive a customer centric focus across the business, by proactively monitoring feedback and undertaking monthly trends analysis to identify areas for improvement and maintain a high consistency of service.

Our gas network is kept strong by individual acts of care and professionalism with a focus on serving our customers and playing our part in meeting Ireland's energy needs and we are committed to delivering excellent customer service in a sustainable manner while supporting the social and economic development of communities in which we operate.

# 7 Appendices

## 7.1 Glossary of Terms

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CCA Customer Contact Association	Km Kilometre
CNG Compressed Natural Gas	KPI Key Performance indicator
CO Carbon Monoxide	MPD Market Process Documents
ComReg Commission for Communications Regulation	NGEM National Gas Emergency
CRU Commission Regulation of Utilities	NGEP Natural Gas Emergency Plan
CSAT Customer Satisfaction Scores	NI Northern Ireland
DBYD Dial Before You Dig	No. Number
DSO Distribution System Operator	NPS Net Promoter Score
EU European Union	NSMP National Smart Metering Programme
ESBN ESB Networks	PAYG Pay as you Go
GNI Gas Networks Ireland	RMO Road Management Office
GMARG Gas Market Arrangements Retail Group	RoI Republic of Ireland
GTMS Gas Transportation Management System	ROL Road Opening Licence
IoM Isle of Man	SI Statutory Instrument
I & C Industrial & Commercial	TMP Traffic Management Plan
I/C Interconnector	TSO Transmission System Operator
	UK United Kingdom

## 7.2 Customer Centricity Scores

Metric	Assessment of metric (Survey Question & Scale)	How score is calculated?
<b>Net Promoter Score (NPS)</b>	<p>Following your recent experience how likely are you to recommend Gas Networks Ireland as an organisation to deal with?</p> <p>(On a scale of 0 to 10, where 0 is 'Not at all likely' and 10 is 'Very likely')</p>	<p>Subtract the % of detractors (scoring 0 to 6) from promoters (scoring 9 to 10)</p>
<b>NetEasy</b>	<p>Overall, how easy was your experience of dealing with Gas Networks Ireland?</p> <p>Out of 10 (On a scale of 1 to 10 where 1 is 'Extremely difficult' and 7 is 'Extremely easy')</p>	<p>Subtract the % stating it was difficult to some extent 1 to 3, from those stating it was easy 6 to 7</p>
<b>Satisfied</b>	<p>Overall, how satisfied were you with your experience?</p> <p>(On a scale of 1 to 10, where 1 is 'Very dissatisfied' and 10 is 'Very satisfied')</p>	<p>Overall satisfied defined as those scoring 7 to 10, with Very Satisfied defined as those scoring 9 to 10</p>
<b>Customer Centricity</b>	<p>This metric is not a score, but rather a composite score comprising three other measures.</p>	<p>An average of total promoters (9-10), total easy (6-7) and total very satisfied (9-10), i.e. take the three scores and divide by 3.</p>



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Table 4.1: Shipper/Supplier Survey Response Focus Areas

Table 4.2: Contact Breakdown

Table 4.3: Register of vulnerable customers

## 7.5 Customer Contact Numbers

Old Number	Description	Area
1850 200 694	Customer Care (Dom)	Customer Care
1850 205 050	Gas Control Emergency Line	Emergency Dispatch
1850 211 447	IC Cert	Customer Care
1850 211 512	Fitter Support Line	Emergency Dispatch
1850 211 540	RGI Line	Customer Care
1850 211 573	Regulatory and Corporate services	Regulatory Services
1850 211 615	Scada Test Line	IT
1850 211 792	Scheduling & Dispatch (GNI Fitter Support)	Scheduling and Dispatch
1850 211 816	IT Service Desk	IT
1850 411 511	Business Link Line	Customer Care
1850 427 261	Gas Point Registration Office (GPRO)	Regulatory Operations
1850 427 399	Aurora Emergency Line	Aurora
1850 427 732	Automated Meter Reading Service	Customer Care
1850 427 737	Project Line	Customer Care
1850 427 747	Dial before you Dig Line	HSQE
1850 504 060	New Connection Line	Commercial
1850 774 636	Leak Survey	Scheduling and Dispatch
1850 797 979	Carbon Monoxide Line	HSQE

## 7.6 Charter Payment Breakdown 2022

Charter Commitment	Total Payment €	YTD	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Call Response	€0	0	0	0	0	0	0	0	0	0	0	0	0	0
Quotation Turnaround	€0	0	0	0	0	0	0	0	0	0	0	0	0	0
Appointment Granting	€0	0	0	0	0	0	0	0	0	0	0	0	0	0
Appointment Keeping	€105	3	0	0	0	0	1	0	0	0	1	1	0	0
Reinstatement Commitment	€0	0	0	0	0	0	0	0	0	0	0	0	0	0
Gas Supply Interruption	€175	2	0	1	0	1	0	0	0	0	0	0	0	0
Emergency Response	€0	0	0	0	0	0	0	0	0	0	0	0	0	0
Gas Supply Restoration	€455	3	1	1	0	0	0	0	0	0	0	1	0	0
Complaint Resolution	€0	0	0	0	0	0	0	0	0	0	0	0	0	0
Payment Guarantee	€0	0	0	0	0	0	0	0	0	0	0	0	0	0
CRU Decision	€1,114	9	3	0	0	0	0	1	1	3	0	0	1	0
<b>Total Number</b>		17	4	2	0	1	1	1	1	3	1	2	1	0
<b>Total Payment €</b>	€1,849	€735	€65	€100	€0	€140	€35	€0	€0	€0	€35	€360	€0	€0
<b>CRU Payments</b>		€1,114	€624	€0	€0	€0	€0	€35	€70	€275	€0	€0	€110	€0

The main contact details for  
Gas Networks Ireland are:

.....  
**General Enquiries**

**1800 464 464**

Lines open Monday to Friday 8am – 8pm  
and Saturday 9am – 5.30pm

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**24 Hour Emergency Service**

**1800 20 50 50**

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[networksinfo@gasnetworks.ie](mailto:networksinfo@gasnetworks.ie)

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 [@GasNetIrl](https://twitter.com/GasNetIrl)  
[gasnetworks.ie](http://gasnetworks.ie)