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Dear Rachel,

PEMS information request under Section 34 of Gas Act 1986

I am writing on behalf of Wales & West Utilities Limited (WWU) in response to your letter of 14th December 2007 that requested us to provide:

- the total number of PEMS jobs carried out in 2005, 2006 and 2007 broken down by the following categories:
 - Small jobs e.g. tighten nuts or replace washers
 - Replacement of regulator and/or flexible connectors
 - Replacement of credit meter
 - Replacement of pre-payment meter
- an indication of the percentage of emergency call-outs that resulted in PEMS activity

The information requested is provided in tables 1 and 2 below. Please note the following text should be read in conjunction with reviewing the tables:

- For the months January to April 2005 the PEMS service in the Wales & West geography was provide by National Grid and we are not able to provide the data requested for these months therefore for 2005 the data relates to May to December.
- With regard to small jobs you will see from the tables that there are very few small jobs done under the PEMS contract. Most of these jobs are done as emergencies under WWU's licence obligation to attend emergencies. The licence obligation requires WWU to complete the repair if the work will take no longer than 30 minutes and the materials cost will not exceed £4.65 (index linked). This will include repairs on Wales & West Utilities transportation assets, the meter installation and the customer's pipework downstream of the meter. Wales & West Utilities does not record the details of work done under the licence obligation. Therefore the figures under "small jobs" relates only to PEMS chargeable jobs, these include wind on of credit on pre-payment meters and clearing faults and tampers on prepayment meters. These jobs should be done as metering jobs

24 hour gas escape number
Rhif 24 awr os bydd nwy yn gollwng

0800 111 999*

*calls will be recorded and may be monitored
caiff galwadau eu recordio a gellir eu monitro

requested by Meter Asset Managers however a few emergency call outs do result in this type of job charged under PEMS typically because the emergency call handling centre did not identify the job as a non-emergency job when the call was received.

Table 1 - Total number of PEMS jobs carried out by WWU in 2005, 2006 and 2007

	2005 (May to December)	2006	2007 *
Small jobs	404	712	651
Replacement of regulator and or flexible tubing	8,487	14,156	11,304
Replacement of credit meter	2,414	4,282	4,185
Replacement of pre-payment meter	350	560	460
Total	11,655	19,710	16,660

Table 2 - Total number of emergencies handled by Wales & West Utilities and the percentage of jobs that result in a PEMS job

	2005 (May to December)	2005	2006	2007 *
Total emergency call outs	77,054	117,719	118,772	114,714
Total PEMS jobs from above	11,655		19,710	16,660
PEMS as % of total	15.1%		16.6%	14.5%

** 2007 figures are provisional at this time and may be subject to change*

If you require any further information or clarification please contact Richard Pomroy, Commercial Manager, Metering on richard.pomroy@wwutilities.co.uk or 029 20 278 552.

Yours sincerely



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