



Gas Distribution: GDN non contractual interruptions data

- Ofgem requires the eight gas distribution networks in Great Britain to submit information on the number and duration of planned and unplanned non contractual interruptions
- The information provided here gives the number and duration of non contractual interruptions on each network for each year from 2003-04 to 2007-08, and the causes of those interruptions.

NOTE: During 2004, it became clear that the information reported by GDNs on non contractual interruptions was not as robust as expected. A report commissioned by Ofgem highlighted that the reported number of interruptions had been understated and the duration of interruptions significantly overstated due to issues surrounding the collection and handling of the data.

As part of the changes associated with the gas distribution price control review we introduced minimum standards for the quality of data submitted by GDNs. The data on the number and duration of interruptions must be at least 95 per cent complete from 1 April 2009.

Glossary

GDN - Gas distribution network
NGG - National Grid Gas
NGN - Northern Gas Network
SGN - Scotia Gas Networks
WWU - Wales & West Utilities

The Number and Duration of Non-Contractual Interruptions, (by Network, by Planned)
Reporting Period : Annual 2007/08

GDN	Network Name	Cause Type Description	Number Of Interruptions In Each Network	Total Interruptions Duration In Each Network (minutes)	Number Of Consumers In Each Network
NGG	East of England	Consumer/Shipper Initiated Service Alteration	421	143,161	
		Consumer Initiated Mains Diversion	2,729	959,751	
		GDN Initiated	68,742	31,149,827	
		Network Total	71,892	32,252,739	3,941,377
	London	Consumer/Shipper Initiated Service Alteration	6	2,385	
		Consumer Initiated Mains Diversion	439	102,891	
		GDN Initiated	35,139	22,258,801	
		Network Total	35,584	22,364,077	2,284,082
	North West	Consumer/Shipper Initiated Service Alteration	1	540	
		Consumer Initiated Mains Diversion	2,192	492,715	
		GDN Initiated	52,041	28,468,363	
		Network Total	54,234	28,961,618	2,678,620
	West Midlands	Consumer/Shipper Initiated Service Alteration	0	0	
		Consumer Initiated Mains Diversion	1,274	432,827	
		GDN Initiated	39,528	17,251,174	
		Network Total	40,802	17,684,001	1,950,314

NGN	North of England	Consumer/Shipper Initiated Service Alteration	53	146,646	
		Consumer Initiated Mains Diversion	0	0	
		GDN Initiated	66,828	37,387,154	
		Network Total	66,881	37,533,800	2,490,449
SGN	Scotland	Consumer/Shipper Initiated Service Alteration	3,389	1,066,903	
		Consumer Initiated Mains Diversion	8	3,045	
		GDN Initiated	31,905	11,783,329	
		Network Total	35,302	12,853,277	1,735,710
	South of England	Consumer/Shipper Initiated Service Alteration	6,612	1,889,081	
		Consumer Initiated Mains Diversion	34	13,620	
		GDN Initiated	62,760	33,995,242	
		Network Total	69,406	35,897,943	4,005,052
WWU	Wales and the West	Consumer/Shipper Initiated Service Alteration	432	89,280	
		Consumer Initiated Mains Diversion	43	16,560	
		GDN Initiated	53,990	19,830,180	
		Network Total	54,465	19,936,020	2,411,381
Total		Consumer/Shipper Initiated Service Alteration	10,914	3,337,996	
		Consumer Initiated Mains Diversion	6,719	2,021,409	
		GDN Initiated	410,933	202,124,070	
		Total Networks	428,566	207,483,475	21,496,985

The Number and Duration of Non-Contractual Interruptions, (by Network, by Unplanned)
Reporting Period : Annual 2007/08

GDN	Network Name	Cause Type Description	Number Of Interruptions in each Network	Total Interruptions Duration in each Network (minutes)	Number of Consumers in each Network
NGG	East of England	Inadequate Network Capacity	0	0	
		> 1:20 Conditions Exceeded	0	0	
		Leaking Service	5,359	3,572,809	
		Mechanical Pipe/Plant Failure	366	313,651	
		Non Mechanical Pipe/Plant Failure	4	1,020	
		NTS (Upstream) Failure	0	0	
		Third Party Action	2,775	897,088	
		Network Total	8,504	4,784,568	3,941,377
	London	Inadequate Network Capacity	0	0	
		> 1:20 Conditions Exceeded	0	0	
		Leaking Service	3,990	6,688,963	
		Mechanical Pipe/Plant Failure	212	807,422	
		Non Mechanical Pipe/Plant Failure	0	0	
		NTS (Upstream) Failure	0	0	
		Third Party Action	653	201,975	
		Network Total	4,855	7,698,360	2,284,082
	North West	Inadequate Network Capacity	0	0	
		> 1:20 Conditions Exceeded	0	0	
		Leaking Service	7,839	6,998,008	
		Mechanical Pipe/Plant Failure	289	377,447	
		Non Mechanical Pipe/Plant Failure	0	0	
		NTS (Upstream) Failure	0	0	
		Third Party Action	1,434	383,628	
		Network Total	9,562	7,759,083	2,678,620

	West Midlands	Inadequate Network Capacity	0	0	
		> 1:20 Conditions Exceeded	0	0	
		Leaking Service	3,760	2,745,936	
		Mechanical Pipe/Plant Failure	210	229,514	
		Non Mechanical Pipe/Plant Failure	0	0.00	
		NTS (Upstream) Failure	0	0	
		Third Party Action	923	384,209	
		Network Total	4,893	3,359,659	1,950,314

NGN	North of England	Inadequate Network Capacity	0	0	
		> 1:20 Conditions Exceeded	0	0	
		Leaking Service	9,725	7,491,801	
		Mechanical Pipe/Plant Failure	126	17,316	
		Non Mechanical Pipe/Plant Failure	93	1,094,148	
		NTS (Upstream) Failure	62	0	
		Third Party Action	4,043	3,163,062	
		Network Total	14,049	11,766,327	2,490,449

SGN	Scotland	Inadequate Network Capacity	380	278,199	
		> 1:20 Conditions Exceeded	0	0	
		Leaking Service	3,767	2,624,761	
		Mechanical Pipe/Plant Failure	3,014	1,808,478	
		Non Mechanical Pipe/Plant Failure	54	48,870	
		NTS (Upstream) Failure	0	0	
		Third Party Action	1,771	473,149	
		Other Upstream Events	20	75,886	
		Network Total	9,006	5,309,343	1,735,710
	South of England	Inadequate Network Capacity	661	739,540	
		> 1:20 Conditions Exceeded	0	0	
		Leaking Service	12,358	9,215,856	
		Mechanical Pipe/Plant Failure	8,782	10,512,039	
		Non Mechanical Pipe/Plant Failure	352	109,665	
		NTS (Upstream) Failure	0	0	
		Third Party Action	4,161	1,972,884	
Other Upstream Events		27	24,758		
	Network Total	26,341	22,574,742	4,005,052	

WWU	Wales and the West	Inadequate Network Capacity	41	10,380	
		> 1:20 Conditions Exceeded	3	960	
		Leaking Service	8,938	4,882,440	
		Mechanical Pipe/Plant Failure	30	5,940	
		Non Mechanical Pipe/Plant Failure	16	4,320	
		NTS (Upstream) Failure	0	0	
		Third Party Action	634	147,960	
		Network Total	9,662	5,052,000	2,411,381
Total		Inadequate Network Capacity	1,082	1,028,119	
		> 1:20 Conditions Exceeded	3	960	
		Leaking Service	55,736	44,220,574	
		Mechanical Pipe/Plant Failure	13,029	14,071,807	
		Non Mechanical Pipe/Plant Failure	519	1,258,023	
		NTS (Upstream) Failure	62	0	
		Third Party Action	16,394	7,623,955	
		Other Upstream Events	47	100,644	
		Network Total	86,872	68,304,082	21,496,985

The Number and Duration of Non-Contractual Interruptions, (by Network, by Planned)
Reporting Period : Annual 2006/7

GDN	Network Name	Cause Type Description	Number Of Interruptions In Each Network	Total Interruptions Duration In Each Network (minutes)	Number Of Consumers In Each Network
NGG	East of England	Consumer/Shipper Initiated Service Alteration	177	49,203	
		Consumer Initiated Mains Diversion	2,583	742,357	
		GDN Initiated	66,995	30,604,546	
		Network Total	69,755	31,396,106	3,916,134
	London	Consumer/Shipper Initiated Service Alteration	1	240	
		Consumer Initiated Mains Diversion	1,653	372,636	
		GDN Initiated	37,121	18,719,477	
		Network Total	38,775	19,092,353	2,262,628
	North West	Consumer/Shipper Initiated Service Alteration	0	0	
		Consumer Initiated Mains Diversion	2,035	317,866	
		GDN Initiated	66,101	37,452,327	
		Network Total	68,136	37,770,193	2,664,167
	West Midlands	Consumer/Shipper Initiated Service Alteration	1	180	
		Consumer Initiated Mains Diversion	1,662	267,879	
		GDN Initiated	47,998	20,430,894	
		Network Total	49,661	20,698,953	1,931,091

NGN	North of England	Consumer/Shipper Initiated Service Alteration	42	2,645,984	
		Consumer Initiated Mains Diversion	0	0	
		GDN Initiated	46,039	21,265,500	
		Network Total	46,081	23,911,484	2,632,288
SGN	Scotland	Consumer/Shipper Initiated Service Alteration	1,201	201,956	
		Consumer Initiated Mains Diversion	37	3,725	
		GDN Initiated	21,000	6,878,805	
		Network Total	22,238	7,084,486	1,729,102
	South of England	Consumer/Shipper Initiated Service Alteration	2,308	397,961	
		Consumer Initiated Mains Diversion	30	8,640	
		GDN Initiated	44,224	18,635,343	
		Network Total	46,562	19,041,944	3,991,858
WWU	Wales and the West	Consumer/Shipper Initiated Service Alteration	2,619	488,520	
		Consumer Initiated Mains Diversion	50	9,480	
		GDN Initiated	36,182	12,663,840	
		Network Total	38,851	13,161,840	2,395,723
Total		Consumer/Shipper Initiated Service Alteration	6,349	3,784,044	
		Consumer Initiated Mains Diversion	8,050	1,722,583	
		GDN Initiated	365,660	166,650,732	
		Total Networks	380,059	172,157,359	21,522,991

The Number and Duration of Non-Contractual Interruptions, (by Network, by Unplanned)
Reporting Period : Annual 2006/7

Annual

GDN	Network Name	Cause Type Description	Number Of Interruptions in each Network	Total Interruptions Duration in each Network (minutes)	Number of Consumers in each Network
NGG	East of England	Inadequate Network Capacity	0	0	
		> 1:20 Conditions Exceeded	0	0	
		Leaking Service	4,574	3,467,108	
		Mechanical Pipe/Plant Failure	266	169,214	
		Non Mechanical Pipe/Plant Failure	3	390	
		NTS (Upstream) Failure	0	0	
		Third Party Action	2,781	563,851	
		Network Total	7,624	4,200,563	3,916,134
	London	Inadequate Network Capacity	0	0	
		> 1:20 Conditions Exceeded	0	0	
		Leaking Service	3,968	8,794,302	
		Mechanical Pipe/Plant Failure	184	608,885	
		Non Mechanical Pipe/Plant Failure	0	0	
		NTS (Upstream) Failure	0	0	
		Third Party Action	451	1,011,408	
		Network Total	4,603	10,414,595	2,262,628
	North West	Inadequate Network Capacity	0	0	
		> 1:20 Conditions Exceeded	0	0	
		Leaking Service	6,396	8,268,092	
		Mechanical Pipe/Plant Failure	260	201,486	
		Non Mechanical Pipe/Plant Failure	0	0	
		NTS (Upstream) Failure	0	0	
		Third Party Action	1,249	483,530	
		Network Total	7,905	8,953,108	2,664,167

	West Midlands	Inadequate Network Capacity	0	0	
		> 1:20 Conditions Exceeded	0	0	
		Leaking Service	3,135	2,642,820	
		Mechanical Pipe/Plant Failure	265	404,917	
		Non Mechanical Pipe/Plant Failure	0	-	
		NTS (Upstream) Failure	0	0	
		Third Party Action	1,040	286,060	
		Network Total	4,440	3,333,797	1,931,091

NGN	North of England	Inadequate Network Capacity	0	0	
		> 1:20 Conditions Exceeded	0	0	
		Leaking Service	10,800	4,057,501	
		Mechanical Pipe/Plant Failure	128	10,397	
		Non Mechanical Pipe/Plant Failure	6,900	26,942,150	
		NTS (Upstream) Failure	0	0	
		Third Party Action	2,395	553,227	
		Network Total	20,223	31,563,275	2,632,288

SGN	Scotland	Inadequate Network Capacity	0	0	
		> 1:20 Conditions Exceeded	0	0	
		Leaking Service	2,694	2,036,701	
		Mechanical Pipe/Plant Failure	22	24,668	
		Non Mechanical Pipe/Plant Failure	3	480	
		NTS (Upstream) Failure	0	0	
		Third Party Action	1,431	777,156	
		Network Total	4,150	2,839,005	1,729,102

	South of England	Inadequate Network Capacity	0	0	
		> 1:20 Conditions Exceeded	0	0	
		Leaking Service	10,502	10,702,525	
		Mechanical Pipe/Plant Failure	186	371,649	
		Non Mechanical Pipe/Plant Failure	0	0	
		NTS (Upstream) Failure	0	0	
		Third Party Action	4,510	1,028,771	
		Network Total	15,198	12,102,945	3,991,858

WWU	Wales and the West	Inadequate Network Capacity	0	0	
		> 1:20 Conditions Exceeded	0	0	
		Leaking Service	6,465	1,929,960	
		Mechanical Pipe/Plant Failure	27	8,640	
		Non Mechanical Pipe/Plant Failure	23	5,640	
		NTS (Upstream) Failure	0	0	
		Third Party Action	1,219	223,440	
		Network Total	7,734	2,167,680	2,395,723

Total	Inadequate Network Capacity	0	0	
	> 1:20 Conditions Exceeded	0	0	
	Leaking Service	48,534	41,899,009	
	Mechanical Pipe/Plant Failure	1,338	1,799,856	
	Non Mechanical Pipe/Plant Failure	6,929	26,948,660	
	NTS (Upstream) Failure	0	0	
	Third Party Action	15,076	4,927,443	
	Network Total	71,877	75,574,968	21,522,991

The Number and Duration of Non-Contractual Interruptions, (by Network, by Planned)
Reporting Period : Annual 2005/6

GDN	Network Name	Cause Type Description	Number Of Interruptions In Each Network	Total Interruptions Duration In Each Network (minutes)	Number Of Consumers In Each Network
NGG	East of England	Consumer Initiated Mains Diversion	591	94,146	
		Consumer/Shipper Initiated Service Alteration	1316	346,036	
		GT Initiated	62,921	26,173,213	
		Network Total	64,828	26,613,395	3,898,599
	London	Consumer Initiated Mains Diversion	196	30,079	
		Consumer/Shipper Initiated Service Alteration	675	174106	
		GT Initiated	23,672	11,296,525	
		Network Total	24,543	11,500,710	2,259,069
	North West	Consumer Initiated Mains Diversion	590	280,875	
		Consumer/Shipper Initiated Service Alteration	910	125356	
		GT Initiated	47,744	25,779,050	
		Network Total	49,244	26,185,281	2,662,259
	West Midlands	Consumer Initiated Mains Diversion	86	15,492	
		Consumer/Shipper Initiated Service Alteration	597	142,065	
		GT Initiated	41,787	13,177,228	
		Network Total	42,470	13,334,785	1,926,025

NGN	North of England	Consumer/Shipper Initiated Service Alteration	43	8,737	
		Consumer Initiated Mains Diversion	783	176,205	
		DN initiated	32,733	13,942,568	
		Network Total	33,559	14,127,510	2,481,885
SGN	Scotland	Consumer/Shipper initiated service alteration	970	227677	
		Customer initiated mains diversion	465	100070	
		GT initiated	12405	6673784	
		Network Total	13,840	7,001,531	1,725,386
	South of England	Consumer/Shipper initiated service alteration	273	99,775	
		Customer initiated mains diversion	-	-	
		GT initiated	40,391	14,236,726	
		Network Total	40,664	14,336,501	3,977,432
WWU	Wales and the We	Consumer/Shipper Initiated Service Alteration	62	9,280	
		Consumer Initiated Mains Diversion	331	132,317	
		Transco Initiated	19,699	6,914,068	
		Network Total	20,092	7,055,665	2,389,798
	Total	Consumer/Shipper Initiated Service Alteration	2,811	766,061	
Consumer Initiated Mains Diversion		5,077	1,196,155		
GDN Initiated		281,352	118,193,162		
Total Networks		289,240	120,155,378	21,320,450	

The Number and Duration of Non-Contractual Interruptions, (by Network, by Unplanned)
Reporting Period : Annual 2005/6

GDN	Network Name	Cause Type Description	Number Of Interruptions In Each Network	Total Interruptions Duration In Each Network (minutes)	Number Of Consumers In Each Network
NGG	East of England	Inadequate Network Capacity	0	0	
		> 1:20 Conditions Exceeded	0	0	
		Leaking Service	4684	3,005,497	
		Mechanical Pipe/Plant Failure	318	218,995	
		Non Mechanical Pipe/Plant Failure	5	945	
		NTS (Upstream) Failure	0	0	
		Third Party Action	2693	8,549,403	
		Network Total	7,700	11,774,840	3,898,599
	London	Inadequate Network Capacity	0	0	
		> 1:20 Conditions Exceeded	0	0	
		Leaking Service	3,533	8,277,548	
		Mechanical Pipe/Plant Failure	214	982,271	
		Non Mechanical Pipe/Plant Failure	2	480	
		NTS (Upstream) Failure	0	0	
		Third Party Action	435	372,560	
		Network Total	4,184	9,632,859	2,259,069
	North West	Inadequate Network Capacity	0	0	
		> 1:20 Conditions Exceeded	0	0	
		Leaking Service	5,835	6,358,178	
		Mechanical Pipe/Plant Failure	197	154,167	
		Non Mechanical Pipe/Plant Failure	2	195	
		NTS (Upstream) Failure	0	0	
		Third Party Action	1,316	740,779	
		Network Total	7,350	7,253,319	2,662,259

	West Midlands	Inadequate Network Capacity	0	0	
		> 1:20 Conditions Exceeded	0	0	
		Leaking Service	3,106	2,564,604	
		Mechanical Pipe/Plant Failure	218	203,412	
		Non Mechanical Pipe/Plant Failure	0	0	
		NTS (Upstream) Failure	0	0	
		Third Party Action	935	267,282	
		Network Total	4,259	3,035,298	1,926,025

NGN	North of England	Inadequate Network Capacity	0	0	
		> 1:20 Conditions Exceeded	0	0	
		Leaking Service	3,440	2,388,898	
		Mechanical Pipe/Plant Failure	1,744	9,040,896	
		Non Mechanical Pipe/Plant Failure	5	3,729	
		NTS (Upstream) Failure	1	75	
		Third Party Action	1,227	320,354	
		Network Total	6,417	11,753,952	2,481,885

SGN	Scotland	Inadequate Network Capacity	0	0	
		> 1:20 Conditions Exceeded	0	0	
		Leaking Service	2254	1847643	
		Mechanical Pipe/Plant Failure	52	79697	
		Non Mechanical Pipe/Plant Failure	2	120	
		NTS (Upstream) Failure	0	0	
		Third Party Action	627	233740	
		Major Incidents	486	1051920	1,725,386
	South of England	Inadequate Network Capacity	0	0	
		> 1:20 Conditions Exceeded	0	0	
		Leaking Service	8842	5876318	
		Mechanical Pipe/Plant Failure	374	219923	
		Non Mechanical Pipe/Plant Failure	1	240	
		NTS (Upstream) Failure	0	0	
Third Party Action		2976	636743		
Major Incidents		402	842920		
	Network Total	12,595	7,576,144	3,977,432	

WWU	Wales and the West	Inadequate Network Capacity	0	0	
		> 1:20 Conditions Exceeded	0	0	
		Leaking Service	4,789	4,240,679	
		Mechanical Pipe/Plant Failure	130	48,485	
		Non Mechanical Pipe/Plant Failure	1	315	
		NTS (Upstream) Failure	0	0	
		Third Party Action	1,071	254,975	
		Network Total	5,991	4,544,454	2,389,798
Total		Inadequate Network Capacity	20,598	22,594,725	
		> 1:20 Conditions Exceeded	13,787	18,323,702	
		Leaking Service	5,229	4,545,648	
		Mechanical Pipe/Plant Failure	134	48,920	
		Non Mechanical Pipe/Plant Failure	6,607	10,250,693	
		NTS (Upstream) Failure	33,513	44,320,751	
		Third Party Action	1,959	2,149,815	
		Network Total	81,827	102,234,254	21,320,450

The Number and Duration of Non-Contractual Interruptions, (by Network, by Planned)
Reporting Period : Annual 2004/5

Network Name	Cause Type Description	Number Of Interruptions In Each Network	Total Interruptions Duration In Each Network (minutes)	Number Of Consumers In Each Network
East of England	Consumer/Shipper Initiated Service Alteration	5,343	655,001	
	Consumer Initiated Mains Diversion	207	73,659	
	Transco Initiated	34,100	24,026,726	
	Network Total	39,650	24,755,386	3,873,304
London	Consumer/Shipper Initiated Service Alteration	2,253	412,891	
	Consumer Initiated Mains Diversion	0	0	
	Transco Initiated	26,104	15,272,515	
	Network Total	28,357	15,685,406	2,253,685
North West	Consumer/Shipper Initiated Service Alteration	627	101,330	
	Consumer Initiated Mains Diversion	2	470	
	Transco Initiated	48,464	30,741,210	
	Network Total	49,093	30,843,010	2,654,810
West Midlands	Consumer/Shipper Initiated Service Alteration	836	99,193	
	Consumer Initiated Mains Diversion	1	120	
	Transco Initiated	29,740	17,645,678	
	Network Total	30,577	17,744,991	1,918,967
North of England	Consumer/Shipper Initiated Service Alteration	720	180,053	
	Consumer Initiated Mains Diversion	14	2,611	
	Transco Initiated	15,221	18,670,162	
	Network Total	15,955	18,852,826	2,467,921

Scotland	Consumer/Shipper Initiated Service Alteration	1,536	367,961	
	Consumer Initiated Mains Diversion	28	5,079	
	Transco Initiated	10,917	5,574,540	
	Network Total	12,481	5,947,580	1,707,836
South of England	Consumer/Shipper Initiated Service Alteration	4,440	983,518	
	Consumer Initiated Mains Diversion	9	495	
	Transco Initiated	22,670	34,882,812	
	Network Total	27,119	35,866,825	3,944,451
Wales and the West	Consumer/Shipper Initiated Service Alteration	1,956	439,009	
	Consumer Initiated Mains Diversion	21	5,619	
	Transco Initiated	14,534	33,473,910	
	Network Total	16,511	33,918,538	2,368,842
Transco total	Consumer/Shipper Initiated Service Alteration	17,711	3,238,956	
	Consumer Initiated Mains Diversion	282	88,053	
	Transco Initiated	201,750	180,287,553	
	Total Networks	219,743	183,614,562	21,189,816

The Number and Duration of Non-Contractual Interruptions, (by Network, by Unplanned)
Reporting Period : Annual 2004/5

Network Name	Cause Type Description	Number Of Interruptions in each Network	Total Interruptions Duration in each Network (minutes)	Number of Consumers in each Network
East of England	Inadequate Network Capacity	0	0	
	> 1:20 Conditions Exceeded	0	0	
	Leaking Service	3,578	2,868,397	
	Mechanical Pipe/Plant Failure	218	253,022	
	Non Mechanical Pipe/Plant Failure	6,465	12,148,974	
	NTS (Upstream) Failure	1	4,440	
	Third Party Action	2,345	773,908	
	Network Total	12,607	16,048,741	3,873,304
London	Inadequate Network Capacity	0	0	
	> 1:20 Conditions Exceeded	0	0	
	Leaking Service	4,809	10,012,270	
	Mechanical Pipe/Plant Failure	22	83,413	
	Non Mechanical Pipe/Plant Failure	0	0	
	NTS (Upstream) Failure	0	0	
	Third Party Action	973	761,390	
	Network Total	5,804	10,857,073	2,253,685
North West	Inadequate Network Capacity	0	0	
	> 1:20 Conditions Exceeded	0	0	
	Leaking Service	6,754	5,111,878	
	Mechanical Pipe/Plant Failure	98	71,892	
	Non Mechanical Pipe/Plant Failure	307	222,545	
	NTS (Upstream) Failure	0	0	
	Third Party Action	2,477	1,096,109	
	Network Total	9,636	6,502,424	2,654,810

West Midlands	Inadequate Network Capacity	0	0	
	> 1:20 Conditions Exceeded	0	0	
	Leaking Service	3,078	4,853,706	
	Mechanical Pipe/Plant Failure	6	831	
	Non Mechanical Pipe/Plant Failure	2	700	
	NTS (Upstream) Failure	0	0	
	Third Party Action	778	399,917	
	Network Total	3,864	5,255,154	1,918,967

North of England	Inadequate Network Capacity	0	0	
	> 1:20 Conditions Exceeded	0	0	
	Leaking Service	3,698	3,579,079	
	Mechanical Pipe/Plant Failure	57	36,740	
	Non Mechanical Pipe/Plant Failure	16	2,598	
	NTS (Upstream) Failure	0	0	
	Third Party Action	1,175	543,332	
	Network Total	4,946	4,161,749	2,467,921

Scotland	Inadequate Network Capacity	0	0	
	> 1:20 Conditions Exceeded	0	0	
	Leaking Service	3,730	1,919,918	
	Mechanical Pipe/Plant Failure	164	216,971	
	Non Mechanical Pipe/Plant Failure	123	58,796	
	NTS (Upstream) Failure	0	0	
	Third Party Action	1,309	486,274	
	Network Total	5,326	2,681,959	1,707,836

South of England	Inadequate Network Capacity	0	0	
	> 1:20 Conditions Exceeded	0	0	
	Leaking Service	6,567	10,796,673	
	Mechanical Pipe/Plant Failure	259	702,756	
	Non Mechanical Pipe/Plant Failure	130	134,277	
	NTS (Upstream) Failure	0	0	
	Third Party Action	1,933	749,633	
	Network Total	8,889	12,383,339	3,944,451

Wales and the West	Inadequate Network Capacity	0	0	
	> 1:20 Conditions Exceeded	0	0	
	Leaking Service	2,076	4,460,188	
	Mechanical Pipe/Plant Failure	6	879	
	Non Mechanical Pipe/Plant Failure	0	0	
	NTS (Upstream) Failure	0	0	
	Third Party Action	597	393,140	
	Network Total	2,679	4,854,207	2,368,842

Transco total	Inadequate Network Capacity	0	0	
	> 1:20 Conditions Exceeded	0	0	
	Leaking Service	34,290	43,602,109	
	Mechanical Pipe/Plant Failure	830	1,366,504	
	Non Mechanical Pipe/Plant Failure	7,043	12,567,890	
	NTS (Upstream) Failure	1	4,440	
	Third Party Action	11,587	5,203,703	
	Network Total	53,751	62,744,646	21,189,816

The Number and Duration of Non-Contractual Interruptions, (by Network, by Planned)
Reporting Period : Annual 2003/4

Network Name	Cause Type Description	Number Of Interruptions In Each Network	Total Interruptions Duration In Each Network (minutes)	Number Of Consumers In Each Network
East of England	Consumer/Shipper Initiated Service Alteration	5,062	633,726	
	Consumer Initiated Mains Diversion	738	75,402	
	Transco Initiated	16,153	17,302,879	
	Network Total	21,953	18,012,007	3,851,687
London	Consumer/Shipper Initiated Service Alteration	2,586	509,446	
	Consumer Initiated Mains Diversion	531	90,632	
	Transco Initiated	17,708	58,866,417	
	Network Total	20,825	59,466,495	2,258,409
North West	Consumer/Shipper Initiated Service Alteration	3,022	446,032	
	Consumer Initiated Mains Diversion	1,059	141,985	
	Transco Initiated	30,760	31,570,888	
	Network Total	34,841	32,158,905	2,651,848
West Midlands	Consumer/Shipper Initiated Service Alteration	1,807	267,500	
	Consumer Initiated Mains Diversion	412	145,727	
	Transco Initiated	23,461	17,366,565	
	Network Total	25,680	17,779,792	1,921,323
North of England	Consumer/Shipper Initiated Service Alteration	2,332	345,465	
	Consumer Initiated Mains Diversion	671	90,475	
	Transco Initiated	11,879	12,508,450	
	Network Total	14,882	12,944,390	2,457,658

Scotland	Consumer/Shipper Initiated Service Alteration	2,191	523,876	
	Consumer Initiated Mains Diversion	835	142,974	
	Transco Initiated	8,572	4,051,773	
	Network Total	11,598	4,718,623	1,690,148
South of England	Consumer/Shipper Initiated Service Alteration	4,985	1,055,659	
	Consumer Initiated Mains Diversion	889	155,790	
	Transco Initiated	16,394	33,021,010	
	Network Total	22,268	34,232,459	3,932,673
Wales and the West	Consumer/Shipper Initiated Service Alteration	3,049	770,648	
	Consumer Initiated Mains Diversion	301	56,292	
	Transco Initiated	10,372	21,673,312	
	Network Total	13,722	22,500,252	2,347,224
Transco total	Consumer/Shipper Initiated Service Alteration	25,034	4,552,352	
	Consumer Initiated Mains Diversion	5,436	899,277	
	Transco Initiated	135,299	196,361,294	
	Total Networks	165,769	201,812,923	21,110,968

The Number and Duration of Non-Contractual Interruptions, (by Network, by Unplanned)
Reporting Period : Annual 2003/4

Network Name	Cause Type Description	Number Of Interruptions in each Network	Total Interruptions Duration in each Network (minutes)	Number of Consumers in each Network
East of England	Inadequate Network Capacity	1	435	
	> 1:20 Conditions Exceeded	0	0	
	Leaking Service	2,286	2,422,666	
	Mechanical Pipe/Plant Failure	239	767,553	
	Non Mechanical Pipe/Plant Failure	7	3,913	
	NTS (Upstream) Failure	1	238	
	Third Party Action	1,714	785,531	
	Network Total	4,248	3,980,336	3,851,687
London	Inadequate Network Capacity	0	0	
	> 1:20 Conditions Exceeded	0	0	
	Leaking Service	3,286	13,552,440	
	Mechanical Pipe/Plant Failure	0	0	
	Non Mechanical Pipe/Plant Failure	0	0	
	NTS (Upstream) Failure	0	0	
	Third Party Action	490	674,754	
	Network Total	3,776	14,227,194	2,258,409
North West	Inadequate Network Capacity	0	0	
	> 1:20 Conditions Exceeded	0	0	
	Leaking Service	4,307	10,302,558	
	Mechanical Pipe/Plant Failure	4	23,841	
	Non Mechanical Pipe/Plant Failure	4	112,280	
	NTS (Upstream) Failure	0	0	
	Third Party Action	1,647	861,346	
	Network Total	5,962	11,300,025	2,651,848

West Midlands	Inadequate Network Capacity	0	0	
	> 1:20 Conditions Exceeded	0	0	
	Leaking Service	2,509	5,759,701	
	Mechanical Pipe/Plant Failure	5	19,122	
	Non Mechanical Pipe/Plant Failure	65	84,794	
	NTS (Upstream) Failure	0	0	
	Third Party Action	709	451,035	
	Network Total	3,288	6,314,652	1,921,323

North of England	Inadequate Network Capacity	0	0	
	> 1:20 Conditions Exceeded	0	0	
	Leaking Service	1,605	2,340,697	
	Mechanical Pipe/Plant Failure	10	8,199	
	Non Mechanical Pipe/Plant Failure	5	648	
	NTS (Upstream) Failure	0	0	
	Third Party Action	661	214,818	
	Network Total	2,281	2,564,362	2,457,658

Scotland	Inadequate Network Capacity	0	0	
	> 1:20 Conditions Exceeded	0	0	
	Leaking Service	1,614	1,336,044	
	Mechanical Pipe/Plant Failure	51	11,141	
	Non Mechanical Pipe/Plant Failure	4	3,065	
	NTS (Upstream) Failure	0	0	
	Third Party Action	245	112,357	
	Network Total	1,914	1,462,607	1,690,148

South of England	Inadequate Network Capacity	0	0	
	> 1:20 Conditions Exceeded	0	0	
	Leaking Service	4,435	14,057,883	
	Mechanical Pipe/Plant Failure	78	122,253	
	Non Mechanical Pipe/Plant Failure	144	158,677	
	NTS (Upstream) Failure	0	0	
	Third Party Action	2,029	1,334,980	
	Network Total	6,686	15,673,793	3,932,673

Wales and the West	Inadequate Network Capacity	0	0	
	> 1:20 Conditions Exceeded	0	0	
	Leaking Service	879	1,367,150	
	Mechanical Pipe/Plant Failure	3	899	
	Non Mechanical Pipe/Plant Failure	3	611	
	NTS (Upstream) Failure	0	0	
	Third Party Action	453	173,568	
	Network Total	1,338	1,542,228	2,347,224

Transco total	Inadequate Network Capacity	1	435	
	> 1:20 Conditions Exceeded	0	0	
	Leaking Service	20,921	51,139,139	
	Mechanical Pipe/Plant Failure	390	953,008	
	Non Mechanical Pipe/Plant Failure	232	363,988	
	NTS (Upstream) Failure	1	238	
	Third Party Action	7,948	4,608,389	
	Network Total	29,493	57,065,197	21,110,968