

Richard,

Following Ofgem's request for information regarding Gas Post Emergency Meter Services (PEMS), please find below the detail required.

The total number of PEMS jobs carried out during calendar year 2008 is 77,570 and has been broken down as follows.

Replacement of regulator and/or flexible tubing	53,176
Replacement of credit meter	9,254
Replacement of prepayment meter	2,378
Other PEMS jobs	12,762

The percentage of emergency call-outs that resulted in PEMS activity in 2008 stands at 14%. This has been calculated using the total amount of emergency jobs carried out for 08/09 being 554,373. (Uncontrolled workload = 421,413 and controlled workload = 132,960).

We have no objection to the data being published.

Regards,

Sally.

**Sally Brown**

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