

Quality of Service Discretionary Reward Scheme 2008 – 09

Corporate Structure

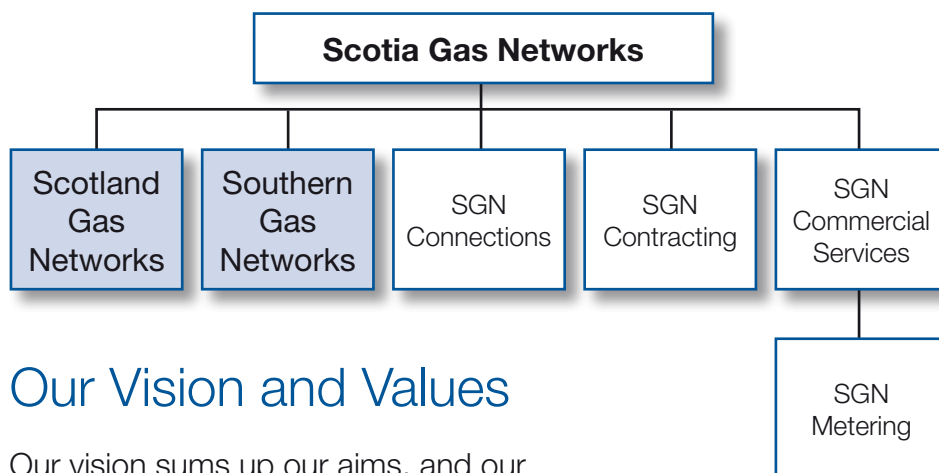
Scotia Gas Networks is the second largest gas distribution company in the UK serving 5.7 million customers in Scotland and the south and south east of England.

Scotland Gas Networks distributes gas to 1.8 million residential and business customers reaching 75% of Scottish households including remote areas through the Scottish Independent Undertakings (SIUs) at Thurso, Wick, Stornoway, Oban and Campeltown.

In the south and south east of England, Southern Gas Networks serves 3.9 million customers in an area stretching from Milton Keynes to Dover in the east and to Lyme Regis in the west, including the London boroughs south of the River Thames.

It is our responsibility to maintain the safety and integrity of the network. We are working on a 30 year programme to replace all metallic pipes within 30m of property with new polyethylene (PE) pipes. We pride ourselves in the work we do and always strive to minimise the inconvenience caused by keeping our customers informed and by working closely with local authorities, police and transport company when planning our projects.

We also provide the gas emergency service responding to suspected gas leaks, 24 hours a day, 365 days a year, regardless of who they buy their gas from. Anyone suspecting a gas leak, inside or outdoors can report it by calling the National Gas Emergency Number on 0800 111 999.



Our Vision and Values

Our vision sums up our aims, and our values are what underpin everything we do and represent and how we behave and respond to both external and internal customers, no matter what job we do for the company.

Our Vision

To be the leading operator of gas networks in the UK. To achieve this we will employ the highest standards of safety throughout, while caring for our customers, our environment and the communities we serve. Our people will take pride in their work, continuously improve, innovate and will make a real difference.

Our Values

Safety

We all take responsibility for our own safety and for the safety of others.

Performance

We strive for commercial success through efficiency, continuous improvement and innovation.

People

We work and develop together with honest communication and respect.

Customers

We listen to and understand our customers' needs, deliver a quality service and keep our promises.

Our World

We show through our actions that we care about our world and the communities around us.

