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01st September 2011

Our Reference PEMS Reporting

Dear Belinda,

Further to Ofgem's request for information regarding Post Emergency Meter Services carried out via NGG.

The total number of PEMS jobs carried out during calendar year 2009 is 51,229 and has been broken down as follows.

Ref	Value	Value
1	Replacement of Regulator & Kit	35,365
2	Replacement of Credit Meter only or & Kit	12,186
3	Replacement of ETM Meter only or & Kit	2236
4	Other PEMS Jobs	1431
	Total	51,229

The percentage of emergency call-outs that resulted in PEMS activity in 2009 stands at 5%. This has been calculated using the total amount of emergency jobs carried out for 2009 being (Uncontrolled workload = 666841 and controlled workload = 315176)

The total number of PEMS jobs carried out during calendar year 2010 is 60,241 and has been broken down as follows.

Ref	PEMS Work Type 2010	Value
1	Replacement of Regulator & Kit	41,006
2	Replacement of Credit Meter only or & Kit	14,970
3	Replacement of ETM Meter only or & Kit	2916
4	Other PEMS Jobs	1349
		60,241

The percentage of emergency call-outs that resulted in PEMS activity in 2010 stands at 6%. This has been calculated using the total amount of emergency jobs carried out for 2010 being (Uncontrolled workload = 635206 and controlled workload = 368752)

References 1, 2 & 3 include the following job types: Replace Credit Meter, Replace Meter & Governor (credit), Replace Meter & Connector (credit), Replace Meter & Kit, Replace ETM Meter, Replace ETM Meter & Governor, Replace ETM Meter & Connector, and Replace ETM Meter & Kit.

We have no objection to the data being published

Yours Sincerely,

Paul Rogers
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