

Date: 26 August 2011

Belinda Littleton  
Ofgem  
9 Millbank  
London  
SW1P 3GE

Dear Belinda,

**Subject: PEMS Information Request**

In response to your letter of 09 August 2011, set out below is the information you requested relating to the Post Emergency Metering Services (PEMS) for the years 2009 and 2010. We have included previous years data for reference.

	2005	2006	2007	2008	2009	2010
Replacement of regulator and/or flexible tubing	10,618	9,951	10,659	10,525	8,043	8,010
Replacement of credit meter	3,454	3,812	3,052	3,050	1,929	1,987
Replacement of prepayment meter	525	516	499	482	208	151
Other PEMS jobs	n/a	n/a	n/a	n/a	776	802
<b>TOTAL</b>	<b>14,597</b>	<b>14,279</b>	<b>14,210</b>	<b>14,057</b>	<b>10,956</b>	<b>10,950</b>
Percentage of emergency call-outs that resulted in PEMS activity	10.6%	9.9%	9.3%	11.5%	9.3%	8.4%
<b>Year on Year % change</b>		<b>-2.18%</b>	<b>-0.48%</b>	<b>-1.08%</b>	<b>-22.06%</b>	<b>-0.05%</b>

The decrease from circa 14k jobs in 2008 to circa 11k in 2009 and 2010 is due to the impact of severe winters in both years. The PEMS arrangements allow for the suspension of PEMS work during periods of high gas emergency workload allowing attendance of gas escapes to take precedent during these periods.

If you require any further information then please do not hesitate to contact me.

Yours sincerely

Methab Afzal  
Regulation Officer  
Northern Gas Networks Ltd