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26 August 2011

Dear Belinda,

PEMS information request under Section 34 of Gas Act 1986

In response to Steve Rowe's letter of 9th August 2011 please find the PEMS information requested in tables 1 and 2 below.

Please note the following text should be read in conjunction with reviewing the tables:

With regard to small jobs you will see from the tables that there are very few small jobs done under the PEMS contract. Most of these jobs are done as emergencies under WWU's licence obligation to attend emergencies. The licence obligation requires WWU to complete the repair if the work will take no longer than 30 minutes and the materials cost will not exceed £4.65 (index linked). This will include repairs on Wales & West Utilities transportation assets, the meter installation and the customer's pipework downstream of the meter. Wales & West Utilities does not record the details of work done under the licence obligation. Therefore the figures under "small jobs" relate only to PEMS chargeable jobs, these include wind on of credit for pre-payment meters and clearing faults and tampers on prepayment meters. These jobs should be done as metering jobs requested by Meter Asset Managers; however a few emergency call outs do result in this type of job charged under PEMS typically because the emergency call handling centre did not identify the job as a non-emergency job when the call was received.

Table 1 - Total number of Billed PEMS jobs carried out by WWU in 2009 and 2010

	2009	2010
Small jobs	371	273
Replacement of regulator and or flexible tubing	16,914	17,252
Replacement of credit meter	4,354	4,626
Replacement of pre-payment meter	770	679
Total	22,409	22,830

24 hour gas escape number
Rhif 24 awr os bydd nwy yn gollwng

0800 111 999*

*calls will be recorded and may be monitored
caiff galwadau eu recordio a gellir eu monitro

Wales & West Utilities Limited
Registered Office:
Wales & West House, Spoooner Close, Coedkernew, Newport NP10 8FZ
Registered in England and Wales: No. 5046791

Table 2 - Total number of emergencies handled by Wales & West Utilities and the percentage of jobs that result in a Billed PEMS job

	2009	2010
Total emergency call outs	108,686	113,009
Total PEMS jobs from above	22,409	22,830
PEMS as % of total	20.1%	20.2%

I can confirm that we consent to the publication of our attached response. However, please note that this consent is based wholly on all other GDNs also consenting to the publication of their response. Should any GDN not consent to the disclosure of their response, WWU would like a further opportunity to comment and provide consent for its release before it is published.

If you require any further information or clarification please contact Richard Pomroy, Commercial Manager, Metering on richard.pomroy@wwutilities.co.uk or 029 20 278 552.

Yours sincerely,



Steve Edwards
Head of Regulation and Commercial
Wales & West Utilities