

### Gas Servicing - Outstanding > 12 Months (Per Calendar Month)

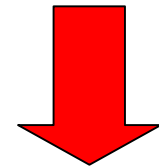
South West

Lower is better

Target: 0

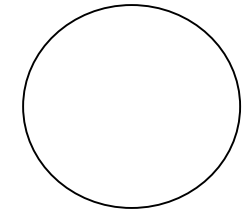
Direction of Travel

(from Quarter 4 to Quarter 1)



Deteriorating

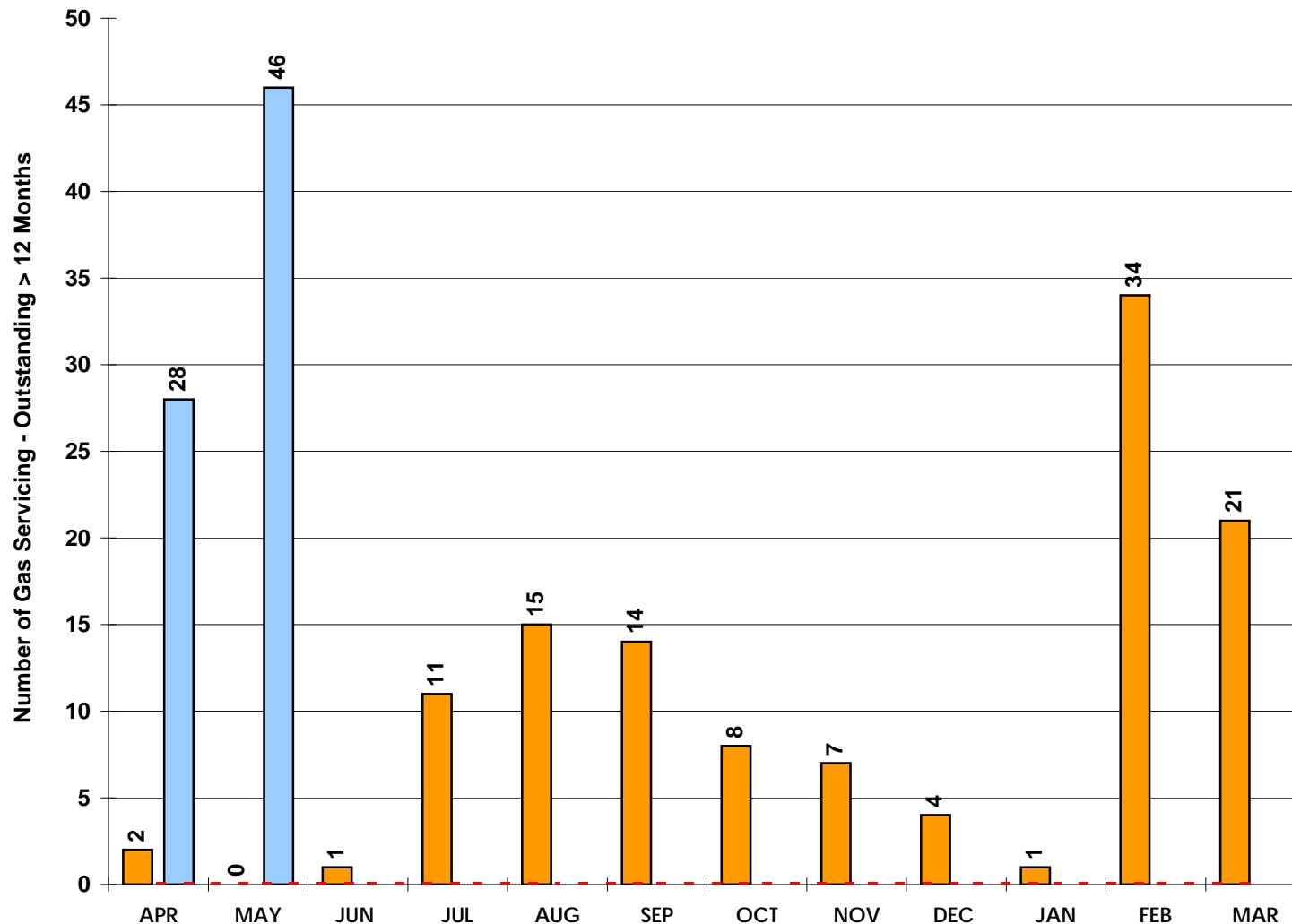
Prediction against end of year target



#### Comments

**Lower is better** - The number of outstanding gas services has increased from 28 in April to 46 in May. This is due to customers not receiving their appointment letters on time, the cause of the problem is still under investigation and we are tracking a number of letters throughout the whole delivery process to determine the cause.

As a remedial measure we will be sending the letters for processing a week earlier to avoid late deliveries until the cause of the delay has been determined.



Performance 07/08

Performance 08/09

Target 08/09