

# Transforming experiences

Customers. Communities. Colleagues.

Our gas network plays a critical role in delivering affordable, safe and reliable heating to over 80% of domestic homes and fuelling major industry, businesses, schools and hospitals in England. We will be at the forefront of shaping and delivering the road to Net Zero emissions through facilitating clean gas and demonstrating a hydrogen pathway for our current and future customers.

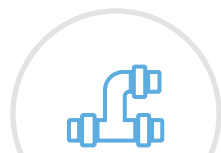


## Keeping the energy flowing safely and reliably



**99.9%**

Reliability keeping customers on gas



**1,705km**

Of old metallic mains replaced each year – a distance greater than John O’Groats to Land’s End



**35mins**

World-class emergency response service with average arrival time of 35 minutes



**>£500m**

Cost efficiency savings for customers embedded in our Plan



## A quality experience for all our customers and stakeholders



**60%**

Reduction in time interrupted for customers in multi-occupancy buildings



**36,500**

Interventions to support households in fuel poverty



**2m**

Direct conversations to raise awareness of the Priority Services Register



**3m**

Alarms issued and 200k customers educated on the dangers of carbon monoxide



## Tackling climate change and improving the environment



**14-17%**

Reduction in leakage from our network

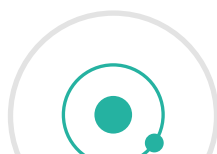


Road to Net Zero



**CO<sub>2</sub>**

Carbon neutral in other operations by 2026 with zero emissions emergency response vehicles across our regions



**HyNet**

Innovation to decarbonise the North West with hydrogen



**Clean gas**

Enabling network capacity for greener resources



## Trusted to act for our communities



**£6m p.a.**

>1% post-tax profit invested back into our communities through our charitable foundation – c. £6m p.a.



**>10%**

Saving p.a. in customer bills in real terms (excluding inflation)



**£537m**

Net social value delivered for our communities through our Consumer Value Proposition



**60%**

Of colleagues giving back to our communities through volunteering

Continuous engagement with our stakeholders and customers across all of our regions through **#Cadentvoices** and multiple channels