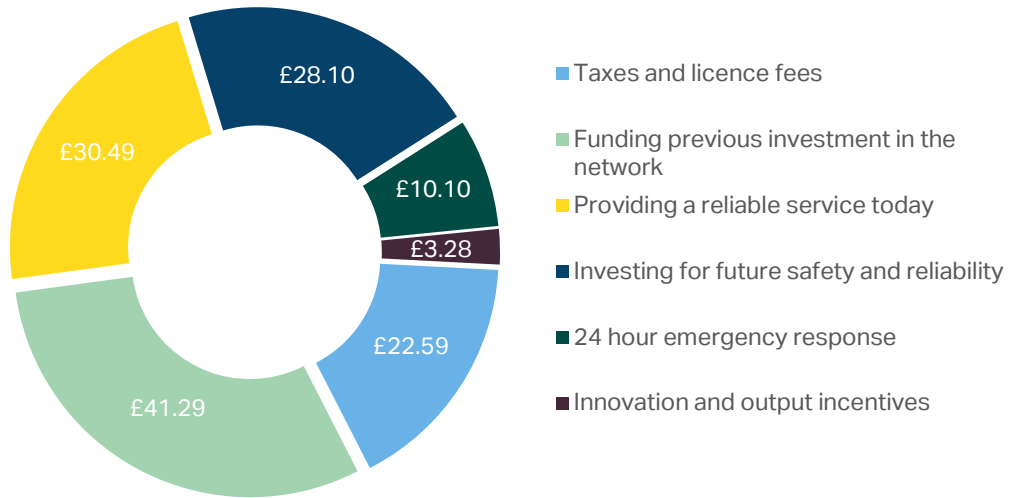


## Breakdown of Customer Bill

### 2020/21 contribution to domestic energy bills

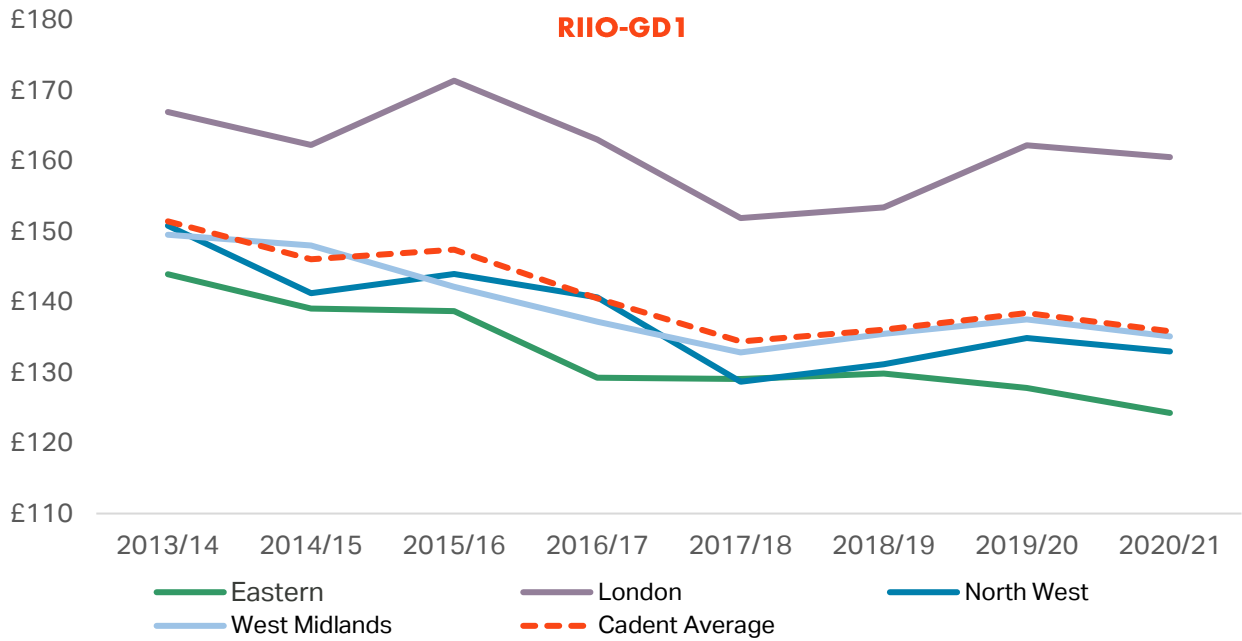
In support of our 2015/16 Annual Performance report, Cadent led on an initiative to develop a common methodology across GDNs for articulating domestic bill composition in a way that is meaningful for Customers. An updated position for 2020/21 is shown below:

### Breakdown of Cadent average customer bill



Taxes and licence fees	Funding previous investment in the network	Providing a reliable service today	Investing for future safety and reliability	24 hour emergency response	Innovation and output incentives
Taxes and business rates paid to central and local government. Also includes the licence fee for industry regulation	Repaying the costs of past investments to construct today's network, like a mortgage.	Operating and maintaining equipment to transport gas to you safely and reliably	Replacement of old assets and extensions to the network to meet future needs	Taking your calls, attending gas emergencies and making safe	Innovation and incentive reward for improving customer experience and reducing carbon

Overall, we have seen that our contribution to average domestic energy bills has reduced by £16 per annum (or 10%) in real terms across RIIO-GD1 (represents circa 20% of customers' total gas bill).



### Cadent Customer Bill Breakdown 2020/21

Cadent Average domestic bill is £136, just **37p a day**

24 hour emergency response **£10**

Investing for future reliability and safety **£28**

Taxes and licence fees **£23**

**£3** Innovation and output incentives

**£30** Providing a reliable service today

**£41** Funding previous investment in the network

## Customer bill breakdown by network

### Customer Bill Breakdown 2020/21 - Eastern



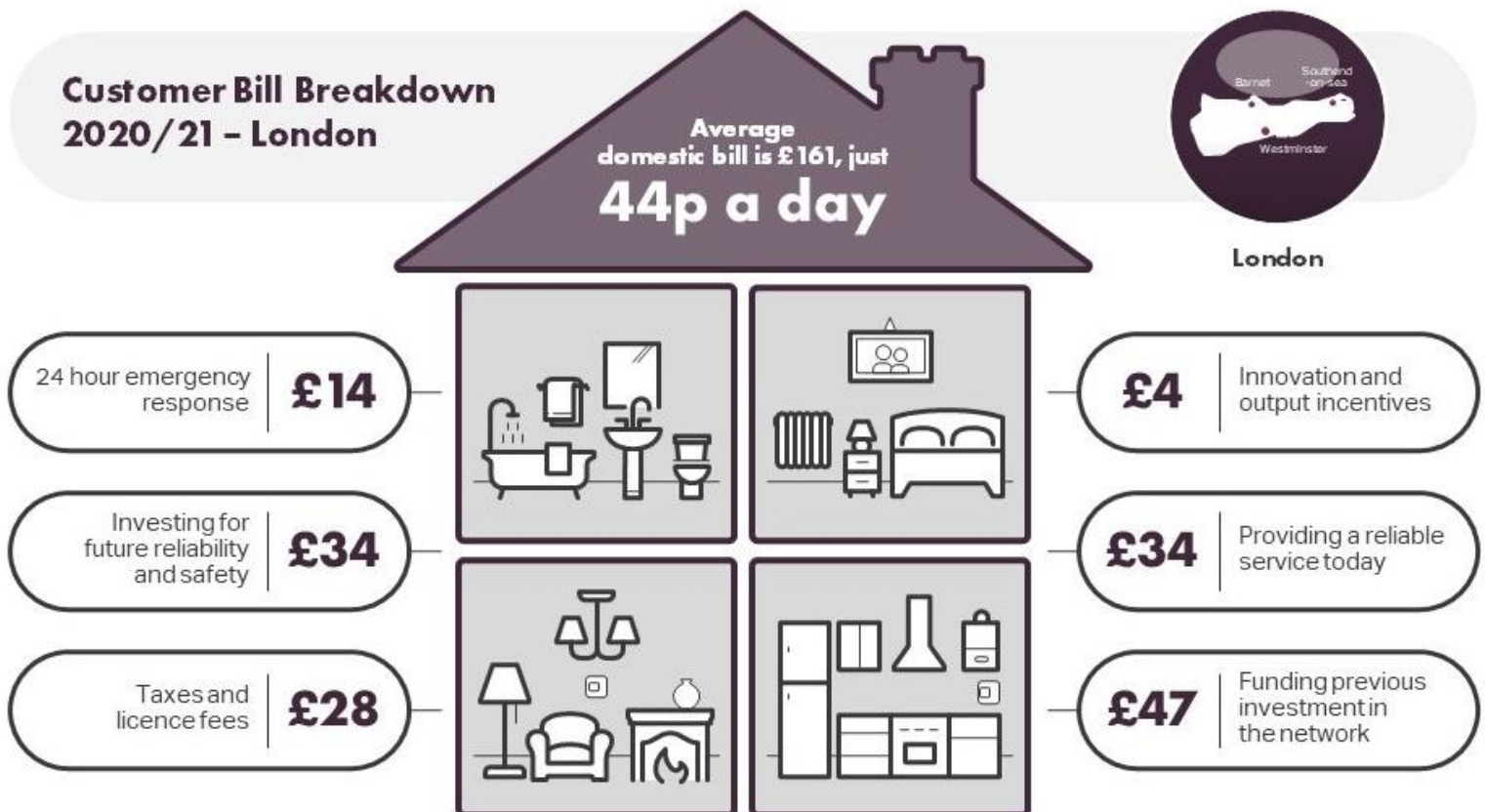
Eastern



### Customer Bill Breakdown 2020/21 - London



London



## Customer Bill Breakdown 2020/21 - North West

Average  
domestic bill is £133, just  
**36p a day**



North West



## Customer Bill Breakdown 2020/21 - West Midlands

Average  
domestic bill is £135, just  
**37p a day**



West Midlands

