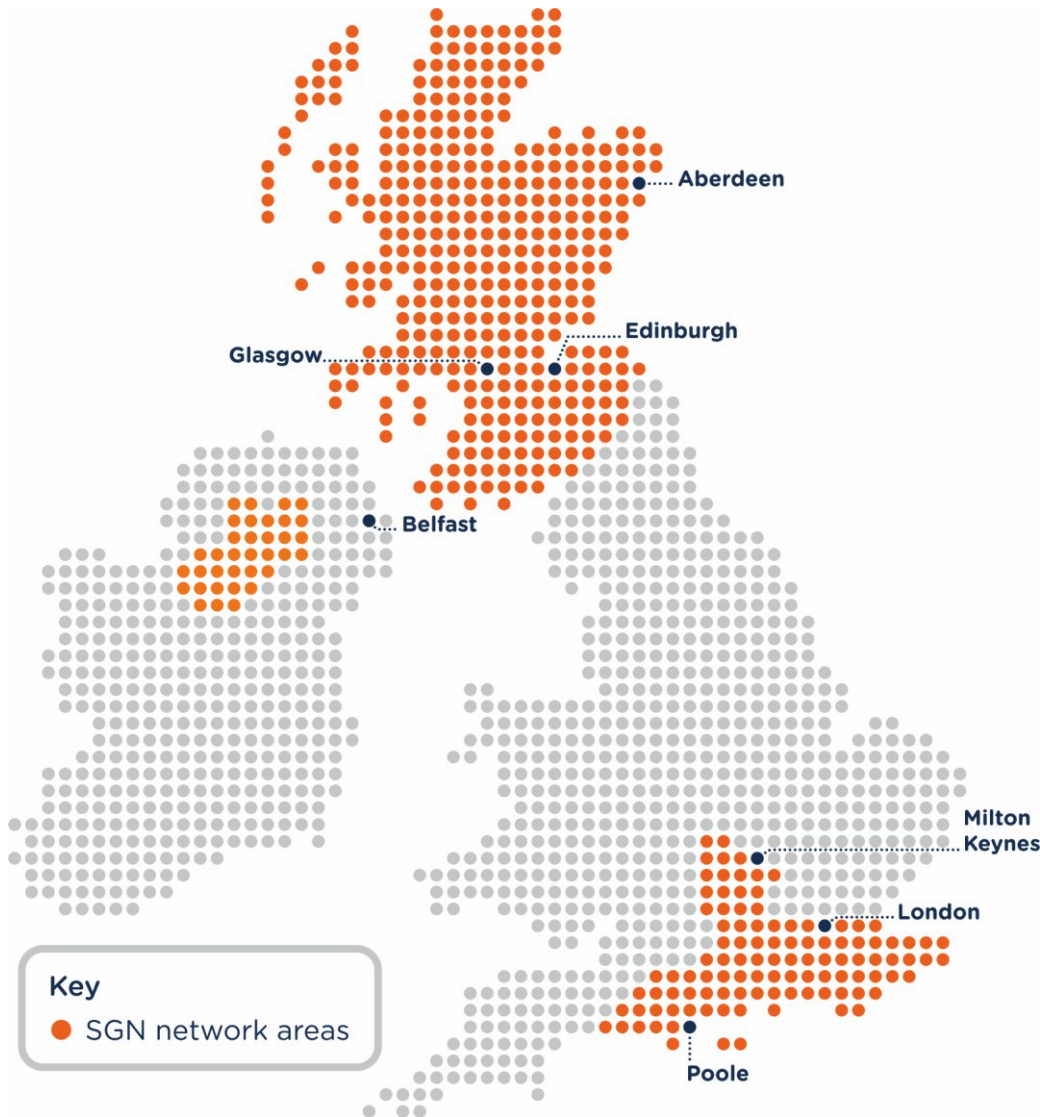




SGN

Your gas. Our network.



We manage the network that distributes natural and green gas to 5.8 million homes and businesses across Scotland and the south of England.

People

- We have **3,700** full time employees and **2,000** contractors
- We have taken on **250** apprentices since 2008

Network

- We transport gas through **74,000km** of pipeline
- We replace **1,000km** of metallic mains with plastic pipes each year

Finance

- Our Regulatory Asset Value is **£4.9 billion**

Emergency

- We respond to **230,000** emergency calls each year
- We attend **98.7%** of gas escapes within an hour

Connections

- We carry out **20,000** connections and alterations each year
- We have delivered over **23,000** fuel poor connections since 2009

Customer service

- Complaints are **down 57%** since 2010

Gas to the West

- We are working with partners on a project to bring gas to **40,000** customers in the west of Northern Ireland