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

All figures are based on the financial year 2013/14 unless otherwise stated