The energy networks play a vital role in all of our lives. The wires and pipes that deliver electricity and gas around the country and into our homes and businesses are a fundamental part of life in our society.

Gas networks service over 23 million customers – almost 85% of homes and businesses rely on gas across the UK.

Ofgem surveys show customer satisfaction in network services of more than 80%.

Over 80% Customer Satisfaction
The services provided by energy network companies are ranked amongst the very best in the UK Customer Satisfaction Index.

On average, electricity distribution network companies scored 86% for customer service, achieving higher than the Ofgem target of 82%.

On average, gas distribution network companies scored 87% for customer satisfaction in 2015-16, achieving higher than the Ofgem target of 83%.

This scores favourably with other sectors such as retail (non-food), transport and telecommunications.
In 2015/16, gas network companies made **over 61,000 new gas connections.**

Gas can often be the **most cost-effective fuel for heating.**

The gas distribution networks **offer funding to vulnerable and fuel poor households towards the cost of connecting to the gas network through the Fuel Poor Extension Scheme.**

Gas distribution networks will **connect 91,000 fuel poor households** over the eight year period to 2021, saving customers hundreds of pounds in fuel.
All gas distribution companies exceeded Ofgem’s target of answering 90% of emergency calls within 30 seconds.

90% answered in 0:00:30s

On average, gas distribution companies resolve almost half of complaints within 1 day.

The electricity network serves over 29 million customers.

Around 100,000 new customers are connected to the local electricity distribution network each year.

References available on request. Please contact Energy Networks Association: www.energynetworks.org