

Meter reads are a key aspect of the gas industry, they are used to measure and calculate the volume and energy of gas going through a meter.

In August 2023 we successfully processed over **137 million** (137,420,950) meter reads.

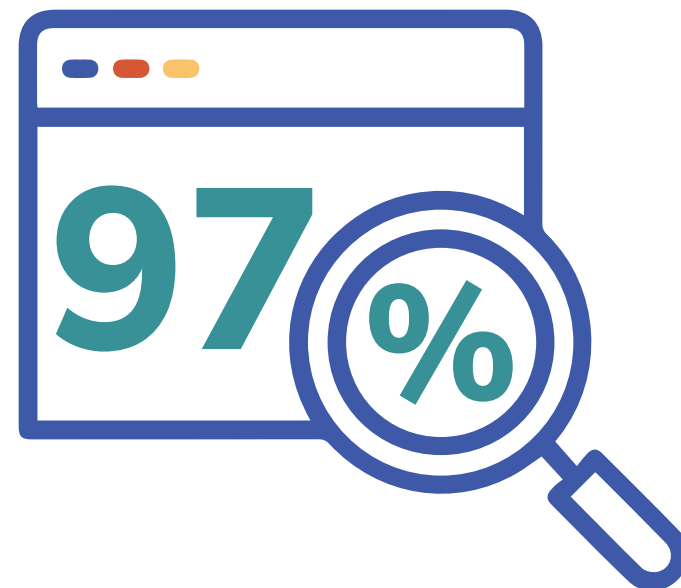
We have seen an increase of approximately 17 million meter reads processed from July 2023.



Annual Quantity (AQ) tells us the amount of gas a site is expected to use on average in one year.

The AQ is used for gas allocation, site capacity and invoicing.

We successfully processed nearly **14 million** (13,953,612) AQ submissions in August 2023.



**34,821** contacts were raised in August 2023 in the Contact Management Service (CMS). 97% of contacts were resolved within four days.

The Address Amendments (ADD) process for Shippers, Distribution Networks, and Independent Gas Transporters is now solely available in new CMS as part of the CMS Rebuild.

9,286 ADD contacts resolved in August.