



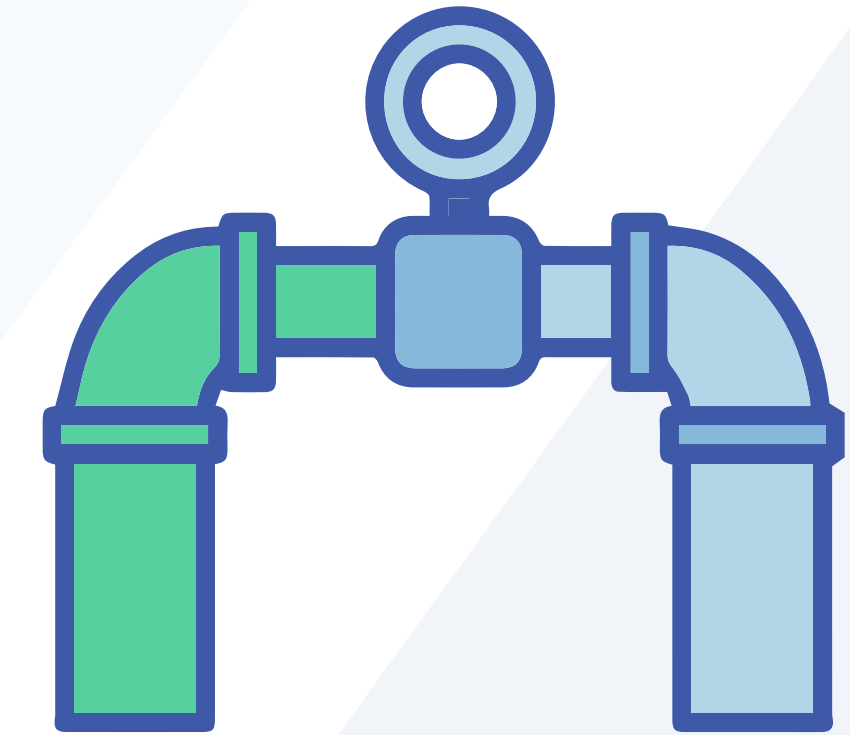
998 reports were issued in July

All reports were issued within the prescribed SLA period to support customers with the smooth operation of their organisational and industry processes.

Gas is transported from the terminal through the NTS and LDZ networks to the supply meter points.

There are charges which relate to the various aspects of the supply and delivery of gas.

2,695 invoices were issued in July to support NTS Gemini and Transportation invoicing.



1,201 operational queries were raised in July.

These queries were relating to key processes such as invoicing, RGMA, SPA and AQ.

96.19% were resolved right first time.