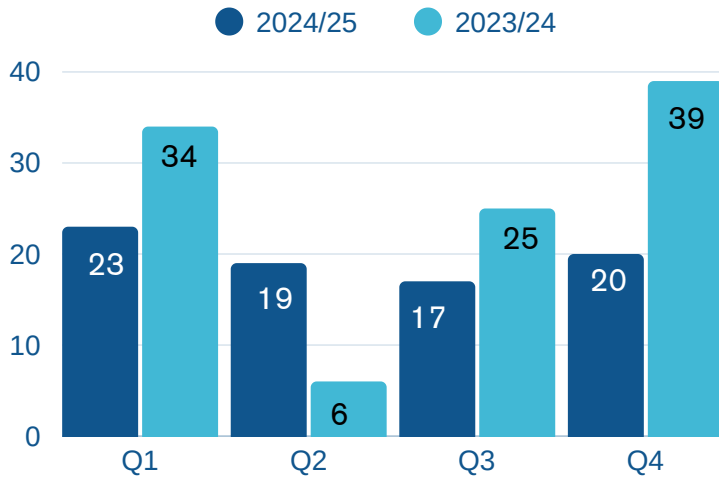


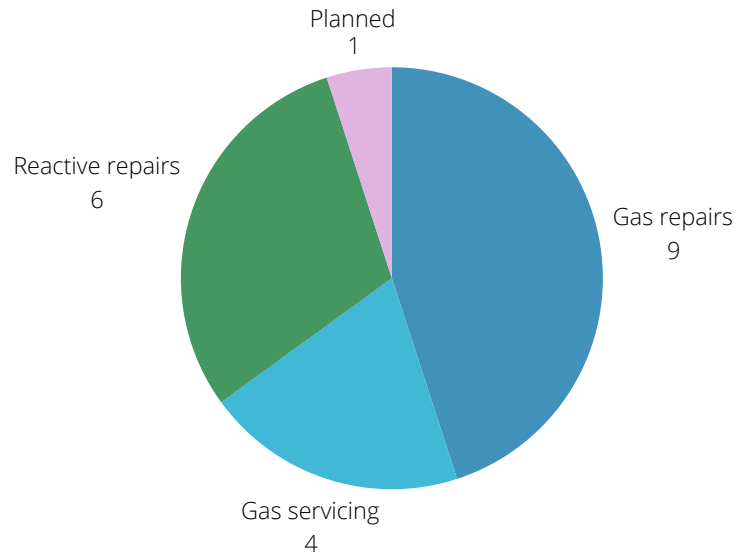
Service requests

1st April 2024 to 31st March 2025

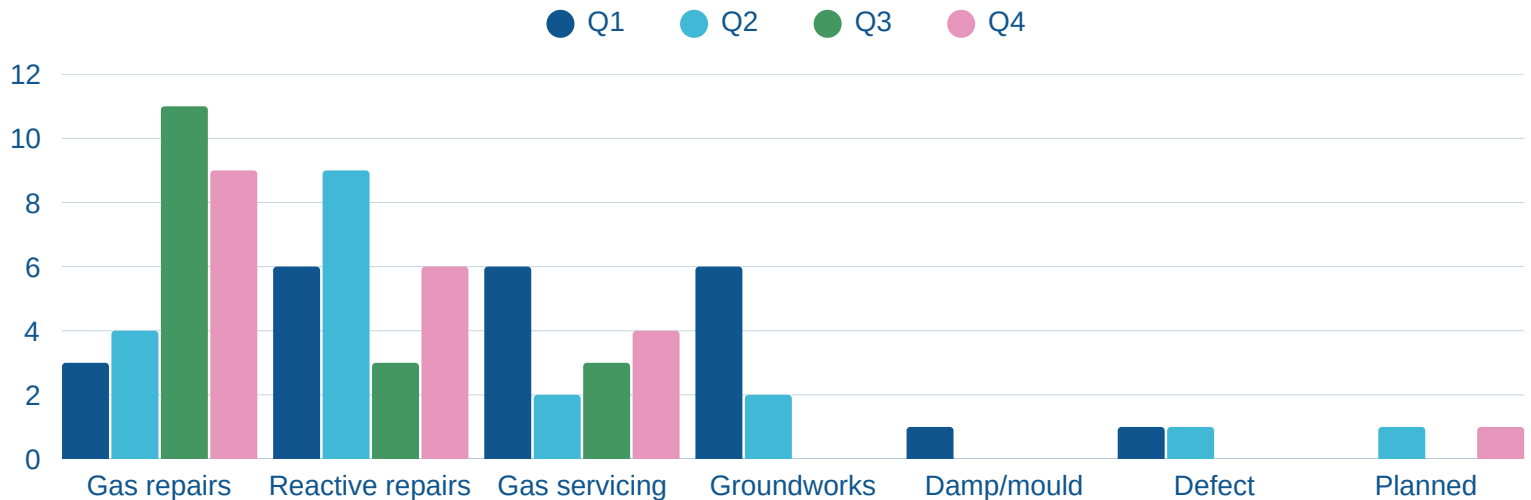
Number of service requests per quarter compared to last year



Service requests per category - Q4



Service requests categories per quarter



Actions taken:-

- Individual issues raised at contractor meetings and minuted
- Regular catch up meetings have been set up with gas contractor
- Weekly monitoring of work in progress jobs with reactive contractor
- Reviewed the gas servicing internal process and improvements to be implemented from June 2025