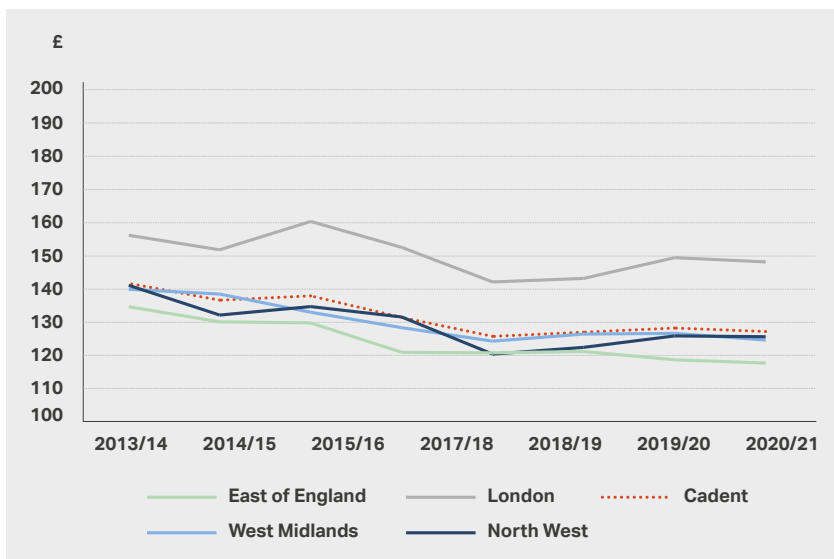
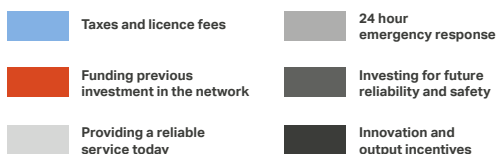
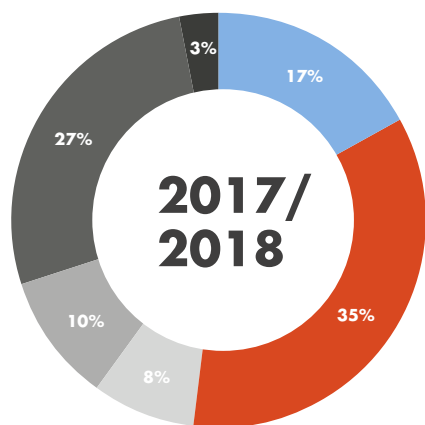


Average domestic bill breakdown

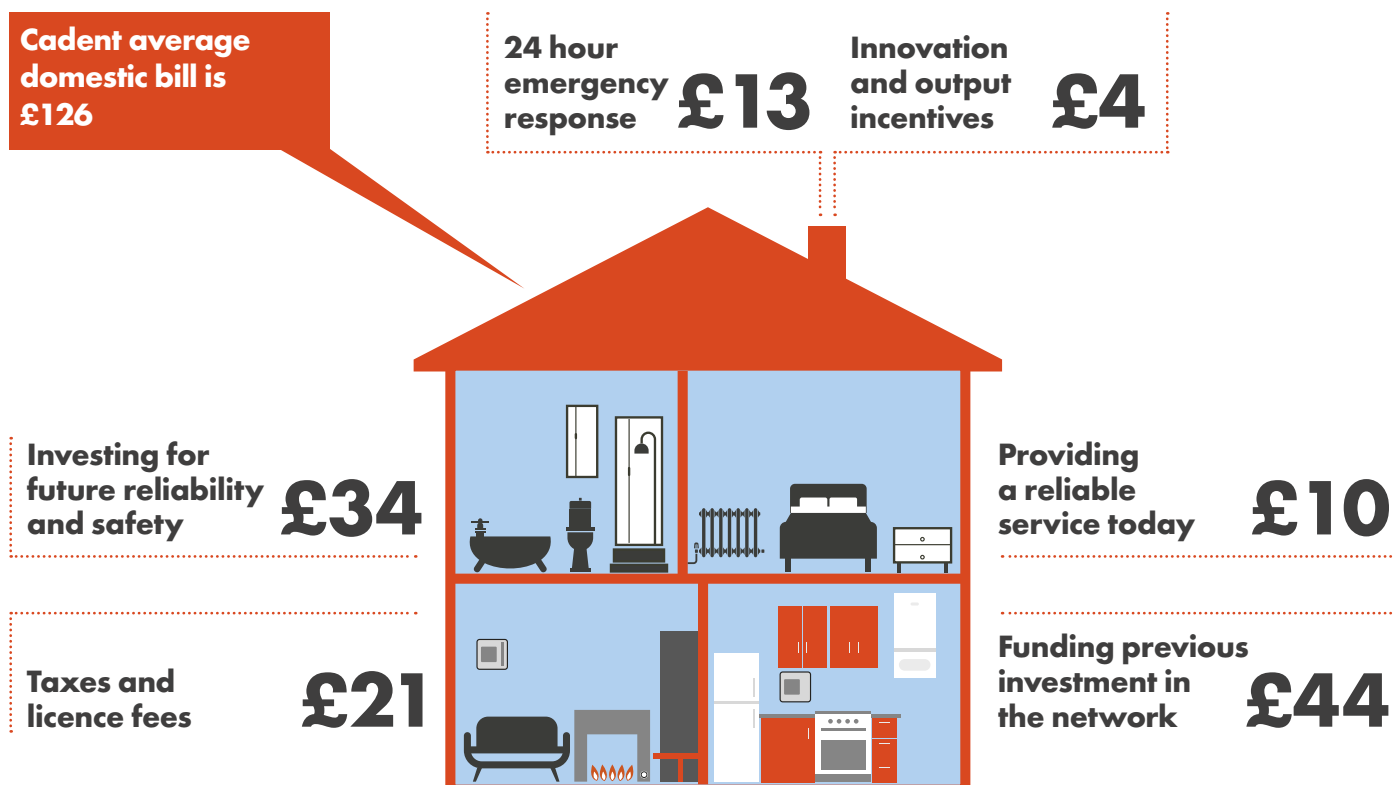
Average domestic bill – 2017/18 prices

£14 reduction over RII0-GD1, the rise in 2019/20 due to the increase in business rates resulting in circa £4 added to domestic customer bills



Taxes and licence fees	Funding previous investment in the network	Providing a reliable service today	24 hour emergency response	Investing for future reliability and safety	Innovation and output incentives
Taxes and business rates paid to central and local government. Also includes the licence fee for industry regulation	Repaying the costs of past investments to construct today's network, like a mortgage	Operating and maintaining equipment to transport gas to you safely and reliably	Taking your calls, attending gas emergencies and making safe	Replacement of old assets and extensions to the network to meet future needs	Innovation and incentive reward for improving customer experience and reducing carbon emissions

Cadent customer bill breakdown 2017/18



Customer bill breakdown 2017/18 – East of England



Average domestic bill is £121 in your region

24 hour emergency response **£12**

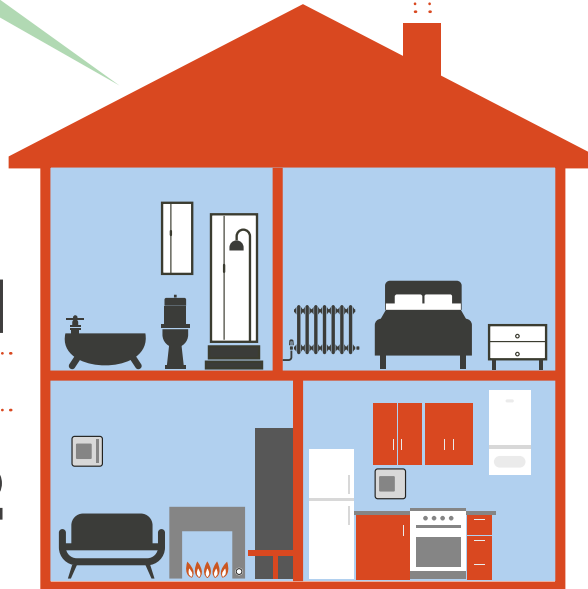
Innovation and output incentives **£4**

Investing for future reliability and safety **£31**

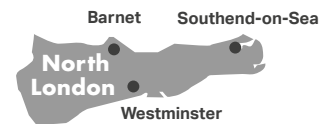
Providing a reliable service today **£8**

Taxes and licence fees **£22**

Funding previous investment in the network **£44**



Customer bill breakdown 2017/18 – London



Average domestic bill is £142 in your region

24 hour emergency response **£15**

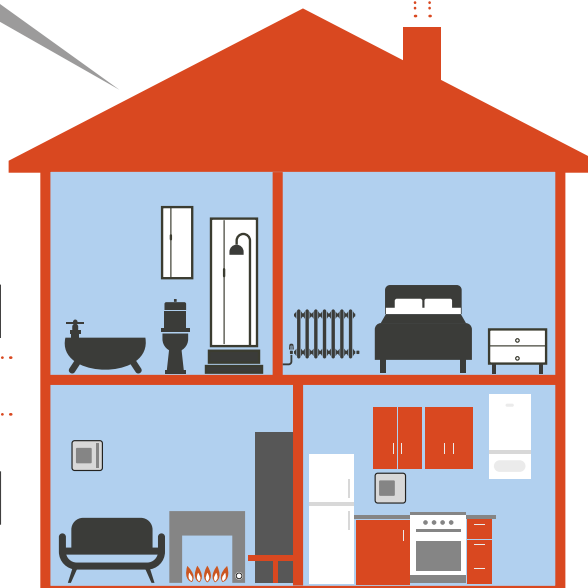
Innovation and output incentives **£4**

Investing for future reliability and safety **£41**

Providing a reliable service today **£13**

Taxes and licence fees **£21**

Funding previous investment in the network **£48**



Customer bill breakdown 2017/18 – North West



Average domestic bill is £120 in your region

24 hour emergency response **£12**

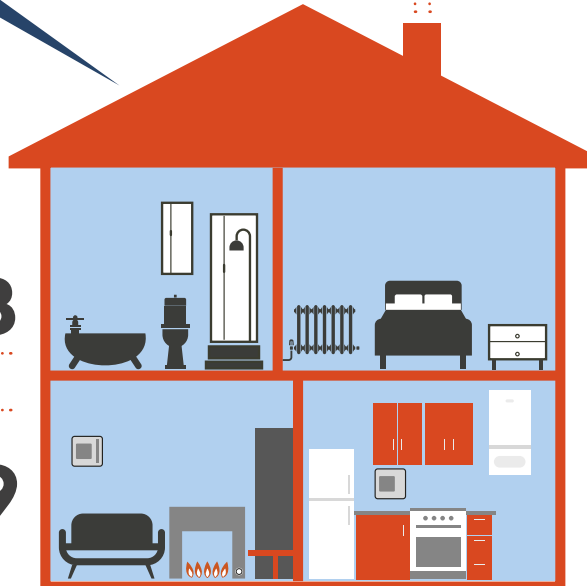
Innovation and output incentives **£3**

Investing for future reliability and safety **£33**

Providing a reliable service today **£9**

Taxes and licence fees **£19**

Funding previous investment in the network **£44**



Customer bill breakdown 2017/18 – West Midlands



Average domestic bill is £124 in your region

24 hour emergency response **£12**

Innovation and output incentives **£3**

Investing for future reliability and safety **£34**

Providing a reliable service today **£11**

Taxes and licence fees **£20**

Funding previous investment in the network **£44**

