



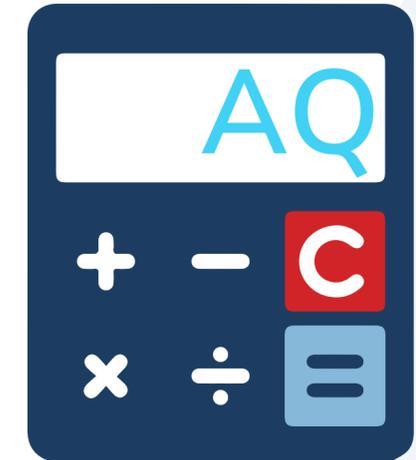
Meter Readings are used for a variety of reasons, such as to calculate the volume and energy of gas going through a meter, to feed Annual Quantity (AQ), allocation, and ultimately to calculate the gas bill of an end user.

In December 2023 the CDSP successfully processed **122,917,261** meter reads.

Annual Quantity (AQ) tells us the amount of gas that a site is expected to use on average in one year. The average is calculated based on a view of seasonal normal weather.

The AQ is also used as a basis for gas allocation and charging.

The CDSP successfully processed **14,495,455** AQ submissions in December 2023.



12,118 contacts were raised in December 2023 within the Contact Management Service (CMS). **98%** of contacts were resolved within four days.

On 24 February two new processes will be launched in CMS:

- Known Meter Issue (KMI)
- Shipper Agreed Reads (SAR)