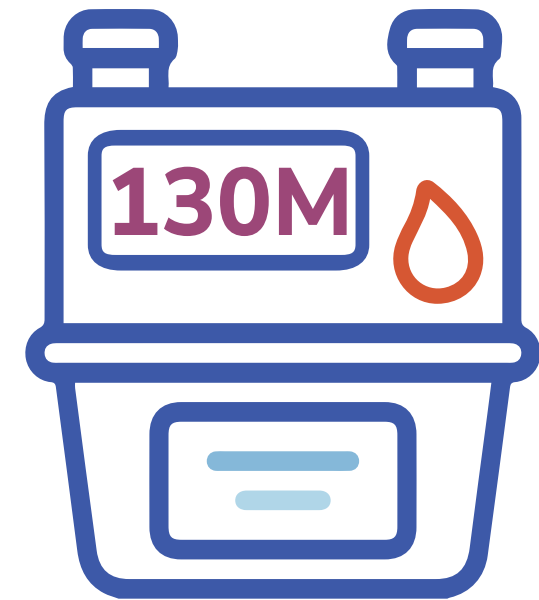Meter reads are a key aspect of the gas industry, they are used to measure and calculate the volume and energy of gas going through a meter.
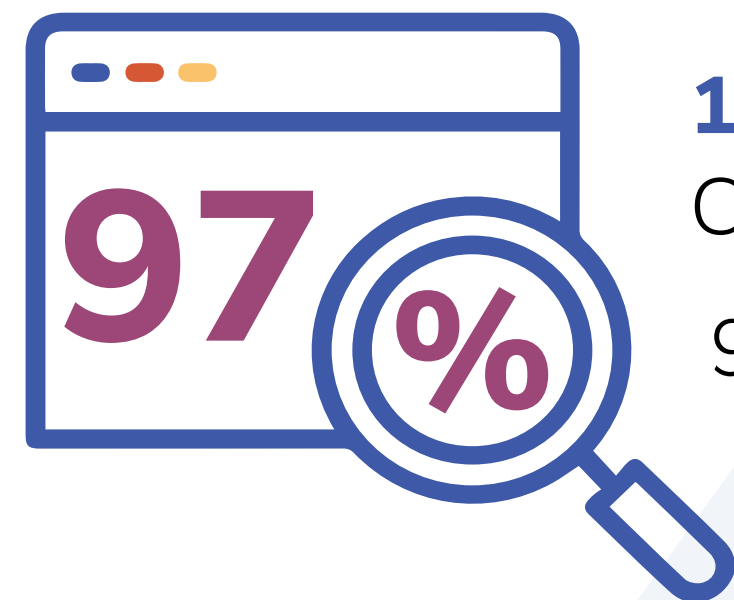
In August 2024 we successfully processed over **130 million** (130,605,875) meter reads.

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 over **14 million** (14,569,563) AQ submissions in August 2024.

19,243 contacts were raised in August 2024 within the Contact Management Service (CMS).

97% of contacts were resolved within four days.