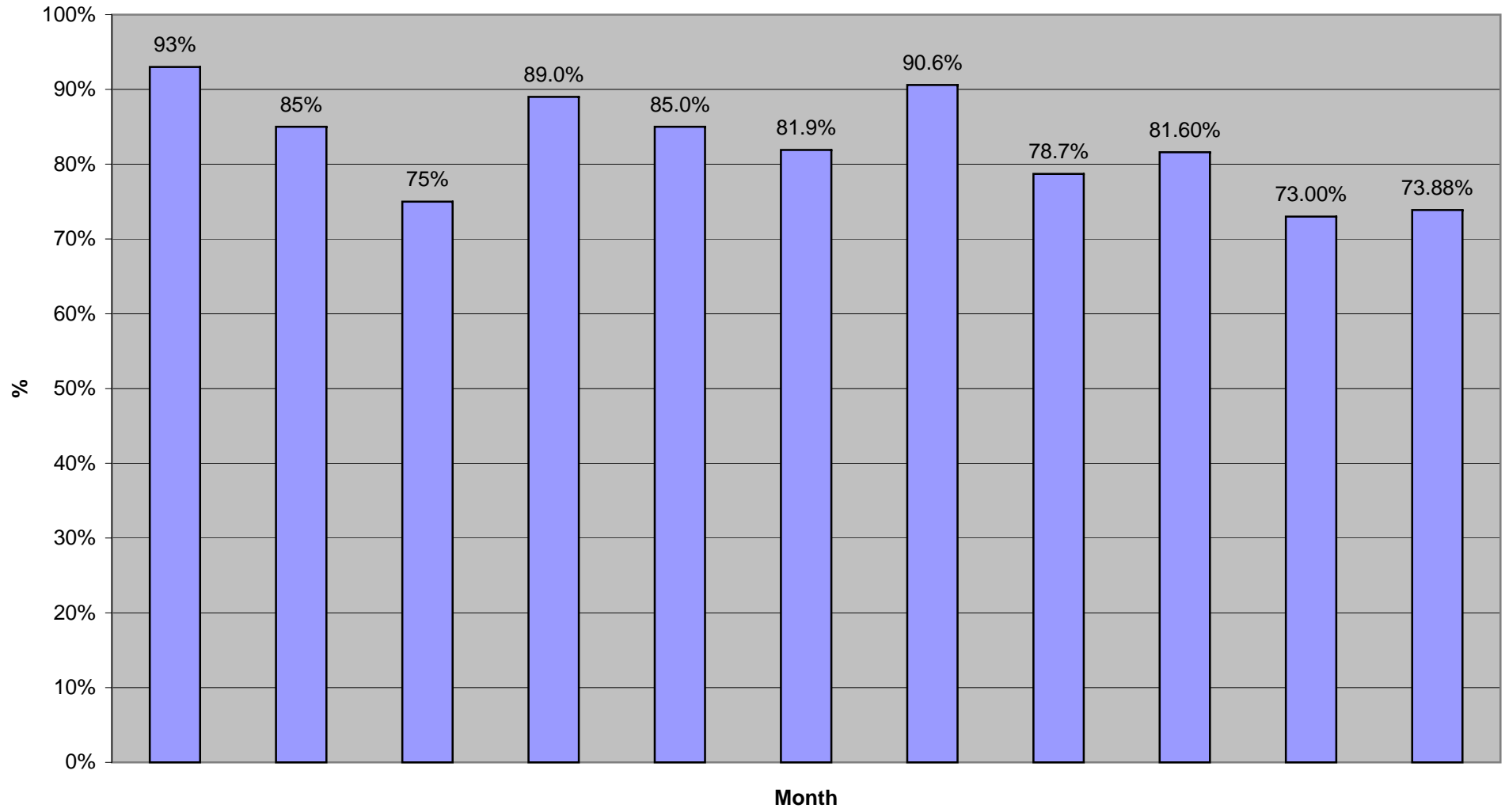


Description	Target 2011	Jan	Feb	March	Apr	May	June	July	August	Sept	Oct	Nov	Dec	YEAR END FORECAST
% of properties with a valid LGSR (gas servicing) certificate	100%	99.67%	98.63%	98.21%	98.64%	98.80%	98.93%	99.31%	99.70%	99.90%	99.95%	99.65%		99.80%
Day to day repairs completed right first time	80%	93%	85%	75%	89.0%	85.0%	81.9%	90.6%	78.7%	81.60%	73.00%	73.88%		82%

### Day to day repairs completed right first time



### % of properties with a valid LGSR (gas servicing) certificate

