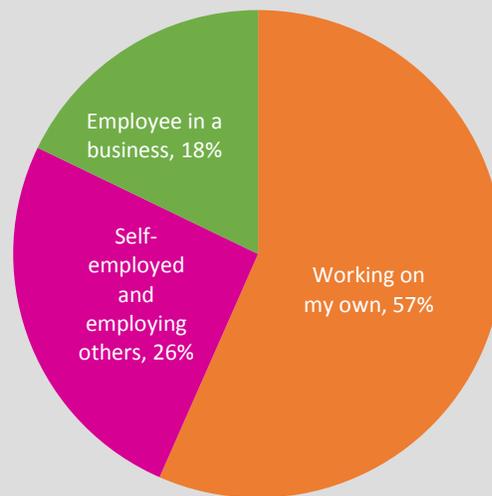


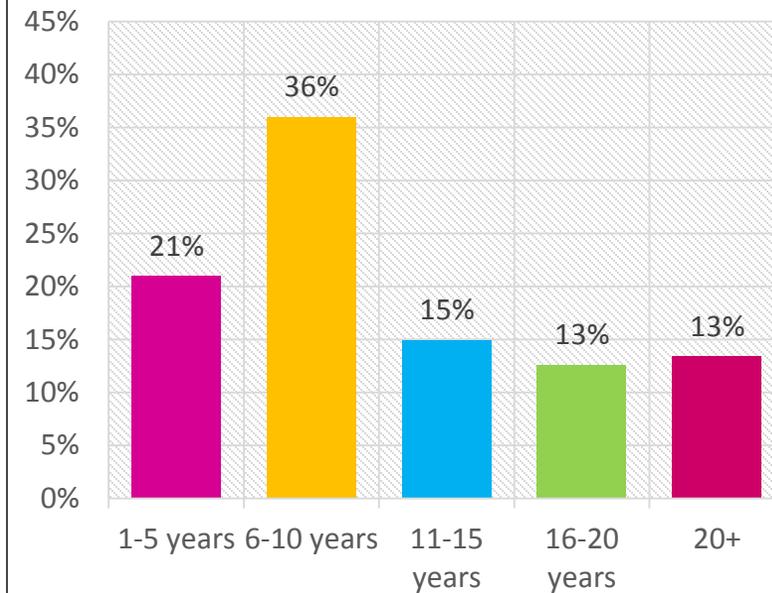
W5, our independent monitoring partners, recently undertook a survey of RGIs, on our behalf, in an effort to understand how they felt about Gas Networks Ireland and what together we can do to help each other.

139 RGIs took part from all areas of the country and participants varied in both employment type and the length the time they have been in business.

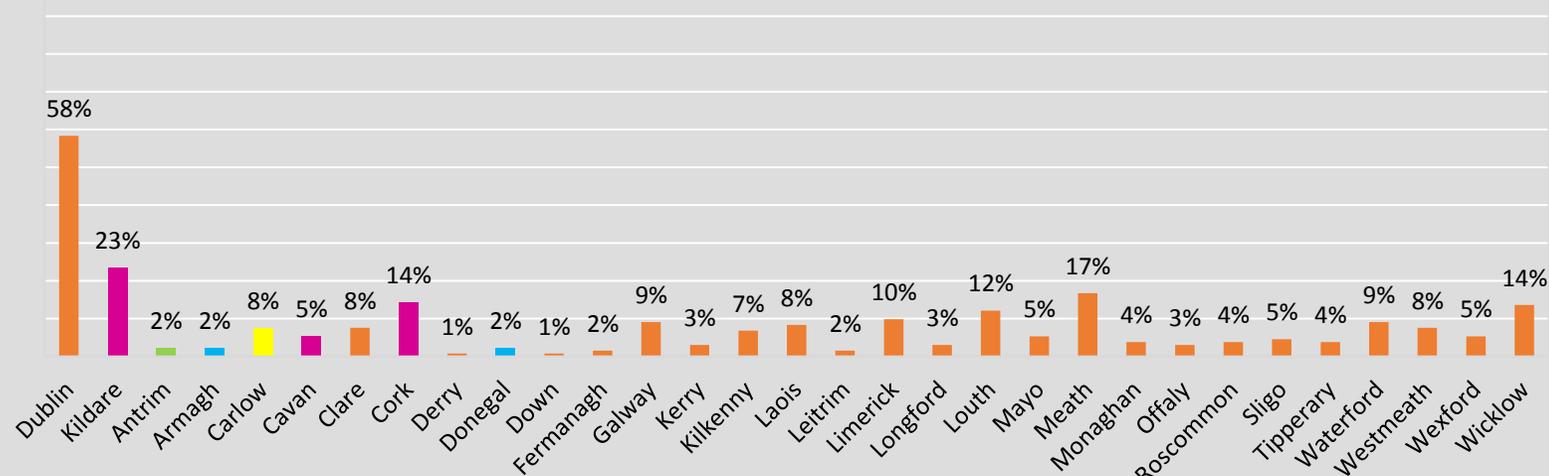
EMPLOYMENT TYPE



OVERALL



COUNTY



THE KEY CHALLENGES FOR RGI's

Sustaining high quality work in the current market

Managing the existing workload (for single man operations)

Planning ahead in terms of workload (for larger operations)

Finding good people (other RGI's/partners)

Planning their future as RGI gets older (for single man operations)

Keeping customers, in the context of low cost deals in the marketplace

WHAT COULD GNI DO TO ENCOURAGE MORE CUSTOMERS TO GO WITH GAS?

Reduce the cost of connection

Expand the Network

Promote the benefits of gas

RGI's did not have a great deal to say about Gas Networks Ireland. A number of RGI's indicated that they didn't really have many dealing with us.

Overall RGI's considered that it took little effort to deal with GNI, with an effort score of 1.98 (1 being low effort and 5 being high effort).

**Reduce the
cost of
connection**



Gas Networks Ireland Connection Costs are regulated by The Commission for Regulation of Utilities (CRU) and are set out in the Gas Networks Ireland Connections Policy, available to view [here](#).

**Expand the
Network**



Gas Networks Ireland are currently expanding the gas network in Nenagh, Wexford and Listowel. More information can be found [here](#).

**Promote the
benefits of
gas**



There are a number of benefits to choosing gas. These are promoted [here](#).