Department for
Business, Energy
& Industrial Strategy

Downstream Gas Statistics – data sources and methodologies

1. Introduction

The UK's gas markets can be separated into two sections: upstream (gas supply) and downstream (gas demand). The Department for Business, Energy and Industrial Strategy (BEIS)'s gas volume statistics are also separated as such, and are produced by separate teams.

Upstream (US) gas statistics are compiled on a monthly and annual basis, and relate to the supply of natural gas methane (production, trade and stock changes), as well as upstream elements of demand (for example, gas producers' own use of gas) and losses (for example, metering differences). More information on US gas statistics can be found at: https://www.gov.uk/government/collections/gas-statistics

Downstream (DS) gas statistics are compiled on a quarterly and annual basis, and relate to the demand for natural gas methane in the UK. Additionally, supply and demand figures for colliery methane are collected by the DS gas statistics team. This note is concerned with the compilation of downstream gas statistics.

2. Publications

BEIS produces energy statistics tables on a monthly, quarterly and annual basis. On a quarterly and annual basis, "energy balances" are also produced. Energy balances reconcile demand for energy with supply of energy, and it is on this basis that statistics are compiled, and the main tables in Energy Trends (ET) and the Digest of UK Energy Statistics (DUKES) are published.

On an annual basis, natural gas statistics are disaggregated into approximately 42 categories (in 2016) of demand, and published in DUKES, table 4.1, alongside separately identified statistics for Colliery Methane (including production) [1]. The figures for both natural gas and colliery methane are combined in table 4.2. Both DUKES tables 4.1 and 4.2 are in the form of an energy balance. A further annual table, 4.1.1, shows volumes over a longer time span, using classifications consistent with the early years - this is not in energy balance format, but uses the same information as in tables 4.1 and 4.2.

On a quarterly basis, demand for natural gas methane (excluding colliery methane) is disaggregated by approximately nine sectors and published in ET, table 4.1, alongside the US gas statistics in the format of an energy balance. The quarterly figures published in ET table 4.1 are consistent with those published in the DUKES tables 4.1 and 4.2.

Additional annual DS gas statistics are also published in DUKES table 4.4 (gas storage capacity). Data comes from the National Grid, with no additional input from BEIS, and are

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[1] Colliery Methane is methane found in coal seams and beds. It is usually used on the coal mine site or nearby, either for heating or for electricity generation.

thus not covered in this note. More information on maximum demand and storage capacity can be found at:
http://www2.nationalgrid.com/uk/Industry-information/Future-of-Energy/GTYS/

3. Annual statistics

Each year, two gas surveys are carried out – one detailed survey of the main suppliers and one less detailed survey of smaller suppliers. These are supplemented with additional data from the electricity survey of Major Power Producers, the electricity autogenerators survey, the Iron and Steel Statistics Bureau, AEA Technology, as well as internal analysis. The annual statistics are published one year in arrears (t-1), but revisions are typically carried out to the previous two years, t-2 and t-3, where revised data has been received.

Data Sources:

- Main gas surveys:

AG1 survey (see annex 1): approximately 30 main suppliers surveyed electronically – sales volume data and customer numbers for electricity generation, domestic, industry, commercial sectors disaggregated by SIC code[2]. This also includes information on the value of sales, which is used in the calculation of energy prices.

  - Coverage: approximately 95% of gas sales
  - Response rate: 100%

AG2 survey: approximately 150 small suppliers surveyed by post and email - sales volume data for electricity generation, domestic, industry, commercial sectors as well as an estimate for the current year (see annex 2).

  - Respondents list updated annually from Ofgem's list of supply licenses, available at: https://www.ofgem.gov.uk/licences-codes-and-standards/licences
  - Coverage: approximately 5% of gas sales
  - Response rate: approximately 60%
  - Suppliers reporting annual sales of > 1,750 GWh are added to the AG1 (and QG1) survey the following calendar year (t+1)

- Additional data sources:

Electricity Major Power Producers survey (annual): gas used for electricity generation. More information on this can be found in the Electricity methodology note, at: https://www.gov.uk/government/publications/electricity-statistics-data-sources-and-methodologies

Autogenerators survey (quarterly): gas used for electricity generation, by industrial sector. More information on this can be found in the Autogenerators methodology note, at: https://www.gov.uk/government/publications/electricity-statistics-data-sources-and-methodologies

International Steel Statistics Bureau (ISSB) (monthly): gas used by the Iron and Steel industry, Coke Ovens and Blast Furnaces. More information on this can be found in the

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[2] BEIS plans to update to SIC2007 in respect of 2010 data collection, in line with Office for National Statistics changes.

Coal methodology note, at: https://www.gov.uk/government/publications/solid-fuels-and-derived-gases-statistics-data-sources-and-methodologies

AEA Technology (annual analysis, using information from the National Atmospheric Emissions Inventory, as well as operators' own production and emissions data): non-energy use of gas.

BEIS (annual internal analysis, including information from the autogeneration and coal surveys): supply and use of Colliery Methane.

BEIS (annual internal analysis, including information from the Combined Heat and Power Quality Assurance and CHP plants): Heat generation – heat sold to third parties, and the industry that has sold it. More information on this can be found in chapter 1 of DUKES, at: https://www.gov.uk/government/statistics/energy-chapter-1-digest-of-united-kingdom-energy-statistics-dukes

Methodology:

- AG1 and AG2 data receipt and aggregation

Suppliers complete the AG1, and allocate consumption to sectors with reference to the standard industrial classification codes and notes provided with the questionnaire. BEIS is currently looking into the consistency of this allocation with suppliers. When all AG1 surveys are received, they are initially checked to ensure the data are consistent with the quarterly data previously received. Any large disparities are investigated, and any resulting quarterly revisions are then published with the annual data. The data from the AG1 surveys are then collated and aggregated, to give overall totals for the various sectors.

Those AG2 forms returned have the sales figures aggregated by categories, and then pro-rated across the various sub-sectors according to the shares obtained from the aggregated AG1 forms.

- Electricity generation

Gas is used to generate electricity by both major generators (firms whose main business is generate electricity for transfer to the national grid), and autogenerators (firms who generate electricity primarily for their own use, and sell any surplus to the grid). To ensure consistency with the DUKES and ET electricity tables, the figures for gas use by generators must be the same. Total sales for generation as reported in the AG1 forms is often less than that reported as being used by the generators in the MPPs survey, as gas supply companies often do not include supply to power stations within the same organisation (as they are not deemed as sales). Therefore, for the major generators, the volume of gas used is taken from the MPPs survey, rather than the AG1 totals.

Gas used by autogenerators is taken from the autogenerators survey, which also details how this gas use is broken down by sector. In the AG1 survey, however, this is already included within industrial and commercial sales; to avoid double-counting, therefore, these sales are deducted from the industry and commercial totals.

- Iron and Steel

Data for gas used by the Iron and Steel industry is provided by the ISSB survey, rather than the AG1 survey. The ISSB survey is a survey of purchasers and thus, like the MPPs survey, is considered to be more accurate. The ISSB survey is also used to measure other types of fuel used by the Iron and Steel industry, so this provides consistency with the other tables produced by BEIS. The difference between the ISSB consumption total and that obtained from the AG1 survey, is removed from/added to the other industrial categories, according to their share of overall industrial consumption.

- Energy Industry Use

Data for coke ovens and blast furnaces use of gas are also provided by ISSB. Again, this data overwrites that collected from the AG1 survey, for accuracy and consistency with other fuels.

Petroleum refineries' use of gas is also taken from the autogenerators survey, as these direct sales from US gas producers are not picked up in the AG1 survey.

Gas used in oil and gas extraction, and other energy industry use, is consumption of gas by the upstream gas/oil producers and the operators, so data come from the US gas survey.

- Heat Generation

Heat generation is heat produced by industrial users (including petrol refineries), and sold to third parties. As with autogenerators' gas use, the AG1 survey cannot provide this secondary market information. The data are therefore provided from BEIS's own heat generation analysis, which also provides a breakdown of the heat sold by the sector selling it. As this is already included in the sales figures for industry and refineries, to avoid double-counting, this is deducted from the totals given from the AG1 survey.

- Losses

Losses comprise metering differences, theft, own use and leakage. Metering differences data are compiled from the US gas survey. Theft, own use and leakage are estimated by applying fixed percentages to gas supplied to the local distribution networks (total gas supply minus energy industry use). These percentages are sourced from the LDZ Shrinkage Assessment and Adjustment report (published by National grid). More information on this can be found at:
https://www.gasgovernance.co.uk/Shrinkage/Assessment-and-Adjustment

- Non-Energy Use

Natural gas is also used for non-energy purposes, usually as a feedstock in the production of chemicals, such as methanol and ammonia. AEA Technology provides annual data on the amount of gas used for this as part of the preparation of the UK Greenhouse Gas Inventory, with a lag of t-2; as such, the most recent year is extrapolated.

- Colliery Methane

Colliery Methane data are published separately from natural gas in DUKES table 4.1, and combined with natural gas in DUKES table 4.2. BEIS internal analysis provides data on the total supply of this, and the use of it by three sectors – autogenerators, coal extraction

(mining) and industry. The data for autogenerators' use of natural gas already includes Colliery Methane, so this must be deducted from the final figure. Note: the electricity tables include Colliery Methane in autogenerators' gas use.

Balancing:

DUKES tables 4.1 and 4.2 are produced and published as energy balances, where total demand equals total supply. The statistical difference (SD) between the two arises because data collected on production and supply do not match exactly with that collected on sales or consumption. The gross demand figure is adjusted to be within +/- 0.5% of the total gas supply figure calculated by the upstream gas team.

Reported gas demand figures are always lower than the supply figures reported in the upstream statistics. Gas supply data are generally considered to be more accurate than gas demand data because this is easier to record. Therefore, where a large SD exists between the two, it is the gas demand figures that are adjusted to close the deficit.

As described above, gas used for electricity generation (both MPPs and autogenerators) and iron and steel figures (which cut across several of the fuel sources) are fixed against more accurate sources.

Ongoing work with gas supply companies suggests that one reason for lower demand figures is that transfers of gas to industrial sites owned by the supply company are not recorded as 'sales' as they come under 'intra-company transfers', therefore the majority of the adjustments are made to the industrial sector.

Domestic sales figures will be affected by estimated bills when a supplier has been unable to access the property to read the meter. Discussions with gas supply companies suggests that this is likely to affect quarterly sales figures but the annual figures should balance out, therefore adjustments are not made to the domestic sector. Adjustments are carried out with consideration of the current economic and energy climate, and past trends of the individual time-series, rather than using a statistical methodology. When considering the past time-series, it may also be necessary to redistribute consumption from one category to another. In 2016, approximately 2 per cent of total gas sales were estimated.

One consequence of the market opening of gas supply is UK gas companies will only hold data which is of commercial value to them. As such, not all suppliers will have accurate information on the sector of their industrial and commercial customers. Therefore, whilst every effort is made to work with suppliers to improve the accuracy of the data some adjustments may be necessary to get a smooth time series.

4. Quarterly statistics

Each quarter, a survey of approximately 30 major gas suppliers is carried out. This is supplemented with additional data from the monthly electricity survey of Major Power Producers (MPPs), the quarterly autogenerators survey, and the monthly Iron and Steel Statistics Bureau (ISSB) survey. Several other components are estimated using annual figures (from DUKES table 4.1, divided by four). Data are published a quarter in arrears, with revisions made to any quarters in the current calendar year, if revised data has been received. For some sources produced annually (heat generation, colliery methane, non-

energy use, petroleum refineries), until the current year is available, the previous year's quarterly estimates are used.

Data Sources:

• Main gas survey

QG1 survey: approximately 30 main suppliers surveyed electronically – sales data split by: electricity generation; iron & steel; other industry; commercial; and domestic (see annex 3)

- Coverage: approximately 95% of gas sales
- Response rate: 100%

• Additional data sources:

Electricity Major Power Producers survey (monthly): gas used for electricity generation. More information on this can be found in the Electricity methodology note, at: https://www.gov.uk/government/publications/electricity-statistics-data-sources-and-methodologies

Autogenerators survey (quarterly): gas used for electricity generation, by industrial sector. More information on this can be found in the Autogenerators methodology note, at: https://www.gov.uk/government/publications/electricity-statistics-data-sources-and-methodologies

EDF London Underground Greenwich Power Station (quarterly): gas used for electricity generation to power the London Underground.

International Steel Statistics Bureau (ISSB) (monthly): gas used by the Iron and Steel industry, Coke Ovens and Blast Furnaces, including that used for electricity generation. More information on this can be found in the Coal methodology note, at: https://www.gov.uk/government/publications/solid-fuels-and-derived-gases-statistics-data-sources-and-methodologies

BEIS (annual internal analysis, including information from the Combined Heat and Power Quality Assurance): Heat generation – heat sold to third parties, and the industry that has sold it. More information on this can be found in chapter 1 of DUKES, at: https://www.gov.uk/government/statistics/energy-chapter-1-digest-of-united-kingdom-energy-statistics-dukes

Methodology:

• QG1 data receipt and aggregation

Data from the QG1 surveys are aggregated, to give overall totals for the various sectors. Figures are quality assured by comparison with data given for the corresponding quarter in the previous year, and where necessary verified with the suppliers.

• Electricity generation

To ensure consistency with the electricity tables, the figure for gas used by electricity generators is taken from the monthly MPPs survey, rather than the QG1 totals.

As with the AG1 survey, in the QG1 survey, gas used for autogeneration is already included within industrial/commercial sales. Therefore, the figure is taken from the autogenerators survey, with an equivalent amount removed from gas consumption by sector. The monthly ISSB survey provides information on the amount of gas used for electricity generation by the iron and steel industry, so this is deducted from the overall iron and steel gas use figure. Likewise, gas used for generation by the London Underground (LU) power station is deducted from the commercial sector gas use. For the remainder of commercial and industrial gas use, the previous year's share of autogeneration gas use is applied (after deducting the LU and Iron and Steel use).

- Iron and Steel

As with the AG1 survey, data on gas used by the Iron and Steel industry is provided by the monthly ISSB survey, for accuracy and consistency with other fuels, and this overwrites the data obtained from the QG1 survey.

- Energy Industry Use

Energy Industry Use data are published at an aggregate level on a quarterly basis, although more detailed data are collected for use in the energy balances.

Data for coke ovens and blast furnaces use of gas are provided by ISSB. Petroleum refineries' use of gas is calculated as the annual figure divided by four.

Gas used in oil and gas extraction, and other energy industry use, is consumption of gas by the upstream gas/oil producers and the operators, so data come from the US gas survey.

- Heat Generation

As with the AG1 survey, the QG1 survey cannot provide data on the heat sold to third parties by industrial users and petrol refineries. The data are therefore provided from BEIS's own heat generation analysis, which also provides a quarterly breakdown of the heat sold by the sector selling it. Again, as this is already included in the sales figures for industry and refineries, to avoid double-counting, this is deducted from the totals given in the QG1 survey.

- Losses

Losses comprise metering differences, theft, own use and leakage. Metering differences data are compiled from the US gas survey. Theft, own use and leakage are estimated by applying fixed percentages to gas supplied to the local distribution networks (total gas supply minus energy industry use). As with the annual, these sourced from the LDZ Shrinkage Assessment and Adjustment report.

- Non-Energy Use

There are no quarterly data available for natural gas used for non-energy purposes this, so it is calculated as the latest annual figure divided by four.

- Colliery Methane

Colliery Methane data are not included in the quarterly tables, but are already included in the quarterly autogenerators data. It must therefore be deducted from this sector's total,

by using the annual Colliery Methane figure divided by four (the previous year's for latest quarters). Note: the electricity tables include Colliery Methane in autogenerators' gas use.

Balancing & Reconciliation

Balancing of total demand and total supply is also carried out on a quarterly basis. As with the annual balances, the statistical difference (SD) is usually within +/- 0.5% of total supply.

As with the annual, supply data are generally considered to be more accurate than gas demand data because this is easier to record. Therefore, where a large SD exists between the two, it is the gas demand figures that are adjusted to close the deficit. As described above, the generators' (both MPPs and autogenerators) and iron and steel figures (which cut across several of the fuel sources) are fixed against more accurate sources, while the domestic sales figures are considered to be accurate. Therefore, adjustments, if required, are mainly made to the industrial and commercial sales figures.

Adjustments are carried out with consideration of the current economic and energy climate, and past trends of the individual time-series, rather than using a statistical methodology. When considering the past time-series, it may also be necessary to redistribute consumption from one category to another.

After the annual publication, the quarterly data for the current year, and any revised years, are also revised for consistency with the higher quality annual data. This also involves replacing any estimates (eg heat, non-energy use) with more up to date data, and amending any sector adjustments to ensure the totals match the annual figures.

Users of the data
BEIS itself is one of the main users of the downstream gas figures. These statistics are published in monthly, quarterly and annual publications such as Energy Trends and the Digest of United Kingdom Energy Statistics (DUKES) to help provide a complete picture of the UK's energy mix. In addition, these data are used to help inform BEIS's gas policy and projections including import dependency and CO_2 emissions. Outside of BEIS the statistics are used by other government departments, eg Office of National Statistics and Her Majesty's Revenue and Customs, academics and a number of other external organisations. There is also an international interest in these statistics as we are required to submit monthly and annual gas information to the International Energy Agency and Eurostat.

Annex 1

Annual questionnaire for companies selling gas through pipelines *(1)*

Company:			
Name of person completing the form:		Telephone Number:	
Email address of person completing the form:			
Year:			**2017**

1. Sales/transfers to the energy industries:
Please read the notes overleaf

Category	SIC 2007 codes	Volume (GWh)(2)	Value (£000)(3)	Customer Numbers (1000's)(13)
1.1 Electricity generation sales	35.1	0	0	
1.2 Transfers to parent/sister company for electricity generation	35.1	0	0	
1.3 Coal extraction	05; 09.9	0	0	
1.4 Oil and gas extraction	06; 09.1	0	0	
1.5 Coke ovens	19.1	0	0	
1.6 Petroleum refiners	19.2	0	0	
1.7 Nuclear fuel production	24.46	0	0	
1.8 Production and distribution of other energy	35.2 (excl. 35.23); 35.3	0	0	
1.9 Total energy industry sales		0	0	

2. Other industrial sales:
Please read the notes overleaf

Category	SIC 2007 codes	Volume (GWh)(2)	Value (£000)(3)	Customer Numbers (1000's)(13)
2.1 Iron and steel	24 (excl. 24.4; 24.53; 24.54)	0	0	
2.2 Non-ferrous metals	24.4 (excl. 24.46); 24.53; 24.54	0	0	
2.3 Mechanical engineering and metal products	25; 28	0	0	
2.4 Electrical and instrument engineering	26 to 27	0	0	
2.5 Vehicles	29 to 30	0	0	
2.6 Food, beverages and tobacco	10 to 12	0	0	
2.7 Manufacture of chemical and chemical products(4)	20 to 21	0	0	
2.8 Textiles, clothes, leather and leather products	13 to 15	0	0	
2.9 Pulp, paper, printing and publishing	17 to 18	0	0	
2.10 Mineral products	08; 23	0	0	
2.11 Mining of metal ores	07	0	0	
2.12 Construction	41 to 43	0	0	
2.13 Other industries	16; 22; 31 to 32	0	0	
2.14 Total other industrial sales		0	0	

3. Services Sales:
Please read the notes overleaf

Category	SIC 2007 codes	Volume (GWh)(2)	Value (£000)(3)	Customer Numbers (1000's)(13)
3.1 Hotels and restaurants	55 to 56	0	0	
3.2 Wholesale and retail distribution(5)	45 to 47; 77	0	0	
3.3 Insurance, banks, offices	64 to 66; 68 to 70; 73; 78 to 79; 82	0	0	
3.4 Post and telecommunications	53; 58 to 63	0	0	
3.5 Other services	33; 36 to 39; 71 to 72; 74 to 75; 80 to 81	0	0	
3.6 Total services sales		0	0	

4. Public administration:
Please read the notes overleaf

Category	SIC 2007 codes	Volume (GWh)(2)	Value (£000)(3)	Customer Numbers (1000's)(13)
4.1 Public administration, defence and social security	84; 91.01	0	0	
4.2 Educational (including schools and colleges)	85	0	0	
4.3 Health and social work (including hospitals)	86 to 88	0	0	
4.4 Total sales to public administration		0	0	

5. Other:
Please read the notes overleaf

Category	SIC 2007 codes	Volume (GWh)(2)	Value (£000)(3)	Customer Numbers (1000's)(13)
5.1 Agriculture	01 to 03	0	0	
5.2 Transport	49 to 52	0	0	
5.3 Other(6)	90 to 99 (excl 91.01)	0	0	
5.4 Non-energy use(7)		0	0	
5.5 Total sales to other		0	0	

6. Domestic:
Please read the notes overleaf

Category	SIC 2007 codes	Volume (GWh)(2)	Value (£000)(3)	Customer Numbers (1000's)(13)
6.1 Prepayment meters		0	0	
6.2 Credit(8)		0	0	
6.3 Direct debit(9)		0	0	
6.4 Total sales to domestic		0	0	

7. Own Use:
Please read the notes overleaf

Category	SIC 2007 codes	Volume (GWh)(2)	Value (£000)(3)	Customer Numbers (1000's)(13)
7.1 Own use(10)		0	0	
7.2 Total own use		0	0	

8. Summary:

Category	Volume (GWh)	Value (£000)(3)	Number of meter points(11)	Customer Numbers (1000's)(13)
8.1 Domestic	0	0		
8.2 Electricity generation	0	0		
8.3 Energy industry	0	0		
8.4 Other industry	0	0		
8.5 Services	0	0		
8.6 Total sales to final consumers(12)	0	0	0	

Guidance notes for completing the annual questionnaire

(1)   The market share breakdown should be based on the standard industrial classification, 2007 (SIC 2007) - see attached description. The questionnaire should reflect sales to final consumers only, and should not contain data for sales/transfers to other gas suppliers/traders.

(2) 1 thousand therms = 0.0293071 GWh   1 GWh = 34.1214 thousand therms.

(3) Excluding VAT.

(4) Excludes natural gas for non-energy feedstocks (see also note 6, below).

(5)   Excludes sales to other gas retailers

(6) Any sales to customers (other than domestic customers) not covered by the SIC codes given in sections 1 to 5 of this questionnaire.

(7) Non-energy gas is used as a feedstock for petrochemical plants as chemical feedstocks (for ammonia and methanol production), solvents, lubricants and road making material. If actual figures for non-energy use are not available please provide your best estimate.

(8) Credit - any payment methods relating to payment in arrears.

(9) Direct debit - any regular, monthly or quarterly direct payment schemes.

(10) Gas consumed by suppliers on own sites, offices etc.

(11) Please insert the number of unique Meter Point Reference Numbers (MPRNs) which are supplied with gas for each category

(12) Excludes sales to other gas retailers/traders and own use.

(13) A new request for customer numbers, customers who appear in multiple categories should be included in both.

ANNEX 2

ANNUAL QUESTIONNAIRE FOR SMALL[3] GAS SUPPLIERS (**AG2**)

1. Please provide a breakdown of your company's 2016 sales of gas[4] in the table below. Please select whether these figures are in GWh or million therms, and whether these sales are actual or estimated. Category definitions are provided in the attached Annex:

Category	Volume	Unit (GWh or Therms)	Actual/Estimated
Domestic			
Electricity generation			
Energy industry			
Other industry			
Other final users			
Total 2016 sales to final consumers			

2. In 2017, do you expect your company's sales of gas to final consumers (including electricity generators) to exceed 1,750 GWh (60 million therms)? (Please delete/cross out as appropriate): **YES / NO**

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[3] Annual company sales to final consumers of less than 1,750 GWh (60 million therms)
[4] If actual sales are not known at this stage, please provide estimates.

3. Please provide 2017 estimates of sales by category in the table below:

Category	Volume	Unit (GWh or Therms)
Domestic		
Electricity generation		
Energy industry		
Other industry		
Other final users		
Total 2017 sales to final consumers		

4. Please provide details below of the person completing this form (to be consulted in case of queries) and please amend or complete your company details if they are incorrect or incomplete:

Company Name:	
Company Address:	
Individual's Name:	
Individual's email:	
Individual's Telephone Number:	

Please return this form (preferably by email) to the following contact:

ANNEX 3

Annual questionnaire for companies selling gas through pipelines [1]

Company:			
Name of person completing the form:		Telephone Number:	
Email address of person completing the form:			
Quarter:	1	Year:	2017

1) Minor tweak to data collection form to ask about customer numbers as well as volumes;

Quarterly sales/transfers:

Category	SIC 2007 codes	Firm Contract		Interruptible Contract		Customer Numbers[7]
		Volume (GWh)[2]	Value (£000)[3]	Volume (GWh)[2]	Value (£000)[3]	1000'S
Electricity generation sales	35.1	0	0	0	0	0
Transfers to parent/sister company for electricity generation	35.1	0	0	0	0	0
Energy industry	05; 09; 19.1; 06; 09.9; 19.2; 24.46; 35.2; 35.3	0	0	0	0	0
Iron and steel	24 (excl. 24.4; 24.53; 24.54)	0	0	0	0	0
Other industry	07 to 08; 10 to 18; 20 to 23; 24.4 (excl. 24.46); 24.53; 24.54; 25 to 32; 41 to 43	0	0	0	0	0
Non-energy use[4]		0	0	0	0	0
Services and public administration[5]	33; 36 to 39; 45 to 47; 53; 55 to 56; 58 to 66; 68 to 75; 77 to 82; 84 to 88; 91.01	0	0	0	0	0
Other final users	01 to 03; 49 to 52; 90 to 99 (excl. 91.01)	0	0	0	0	0
Domestic		0	0	0	0	0
Total sales to final consumers[5]		**0**	**0**	**0**	**0**	**0**
Own use		0	0			0

Guidance notes for completing the annual questionnaire
(1) The market share breakdown should be based on the standard industrial classification, 2007 (SIC 2007) - see attached description. The questionnaire should reflect sales to final consumers only, and should not contain data for sales/transfers to other gas suppliers/traders.
(2) 1 thousand therms = 0.0293071 GWh   1 GWh = 34.1214 thousand therms.
(3) Excluding VAT.
(4) Non-energy gas is used as a feedstock for petrochemical plants as chemical feedstocks (for ammonia and methanol production), solvents, lubricants and road making material. If actual figures for non-energy use are not available please provide your best estimate.
(5) Excludes sales to other gas retailers.
(6) Excludes sales to other gas retailers/traders and own use.
(7) A new request for customer numbers, customers who appear in multiple categories should be included in both.