South Eastern Power Networks (SPN)

2016/17 Performance snapshot

Our 2016/17 Performance Snapshot aims to meet our stakeholder's request to provide more easily accessible information on our RIIO-ED1 business plan performance metrics. The RIIO-ED1 price control covers the period April 2015 - March 2023.

Our operations

We serve South London, Kent, East Sussex, and parts of Surrey and West Sussex, covering a rich variety of customers and locations.

Overhead lines

12,361 km

Underground cables

40,563 km

Total Distribution Network Operators' network length

52,924 km

2,288,599

Number of homes and businesses

Safety

2

Lost time Incidents (employees and contractors)

compared to one last year

Reliability

Customer Interruptions[1] (weighted & excluding exceptional events)

47.7 (26% ahead of Ofgem target)

Ofgem target of 64.7

Customer Minutes Lost[2] (weighted & excluding exceptional events)

35.1 (28% ahead of Ofgem target)

Ofgem target of 48.4

Connections

Average time (days) taken to provide a quote for a single small connection

Ofgem target: 8.2

Outperformed target by 32%

Average time (days) taken to complete a single small connection

Ofgem target: 42.1

Missed target by 26%

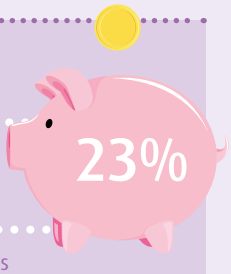
Penalties against connections performance

Cost outperformance

£189m

Our network expenditure (2012/13 prices)

We outperformed the Ofgem cost allowance by



47% of the cost savings are passed on to customers

Customer savings in value £m (2012/13 prices)

25.7

2015/16 customer savings of 28.0

Unrestricted domestic tariff charge (not including domestic customer rebate) £ (2012/13 prices)

86.7

Industry average of 84.7

Incentive revenue earned £m (2012/13 prices)

14.8

2015/16 incentive revenue of 14.8

Customer satisfaction

Broad Measure of Customer Satisfaction (BMoCS) (score out of 10)

8.7

Compared to 8.6 in 2015/16

Social obligations

Number of registrations on our Priority Services Register

339,172

39% increase over 2015/16

Environmental

Our Business Carbon Footprint (tCO_2e)

19,648

Reduction of 21% since the end of DPCR5 (2014/15)

Note: Read our Annual Review for more information. www.ukpowernetworks.co.uk/annualreview2017

1. Customer Interruptions (CI) are the number of customers interrupted per 100 customers on our network.
2. Customer Minutes Lost (CML) are the average length of time customers are without power, for power cuts lasting three minutes or longer.

A day in the life of a domestic prosumer

The domestic customer experience could look very different from today and expectations will continue to increase.

At the heart of the transformation to the low carbon future is the interaction customers, companies and communities will have with their energy use and the energy market. Looking to the low carbon future, we explore how a day in the life will be different for a domestic 'prosumer' – an active domestic customer who both consumes and produces electricity.

1. Being part of a community energy scheme

At 6am Daniel wakes up and hops into the shower, still amazed that the hot water is being supplied by the local Combined Heat and Power plant down the road. He's now been in his house for a month, part of a wider new development with a specially designed community energy scheme, linking the plant, households and their solar panels, offices and battery storage together.

2. Optimising power usage with a home smart hub

After breakfast, Daniel loads the washing machine and sets the cycle to complete by 5pm. This information is relayed to his 'Home Smart Hub' which can communicate and control the smart electrical devices in the household. The Hub checks the forecast and, seeing that it's going to be a sunny afternoon, schedules the washing machine run for 2pm, when the solar panels on the roof will be generating at their maximum. Based on the forecast, he is expecting that the panels will generate excess electricity, which is good since he earns money from the local scheme for the electricity he can sell.

3. Saving and making money through adaptable charging priorities

Daniel unplugs his electric vehicle which has reached 90% charge. As he set it to a medium charge priority (guaranteeing 70% charge and using the spare capacity to offer flexibility to the community energy scheme) the spare capacity must have been utilised for flexibility services. Daniel leaves for work, smiling at the thought of the extra money earned.

4. Coordinating smart appliances to offer flexible services

The Hub recognises the house is now empty and coordinates the smart appliances in the household to provide flexible demand services to the community energy scheme, with the fridge and freezer temperatures allowed to vary by +/-1°C.

5. Flexible charging rates for electric vehicles

Daniel arrives home from work, plugs in his EV and sets the charge priority to high which guarantees him a full charge by the morning. He's off on holiday tomorrow and has a long drive in the morning so needs the car battery to be at full capacity. The Hub detects the car being plugged in and removes the offer of flexibility from the community energy scheme.