

2017/18 Performance snapshot

Our 2017/18 Performance Snapshot aims to meet our stakeholders' 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

The area we serve covers more than 29,250 square kilometres from Cromer in the east to Brighton on the south coast.

Overhead lines	45,849 km
Underground cables	142,143 km
Total network length	187,992 km

8,270,529

Number of homes and businesses

Safety



3

Lost Time Incidents (employees and contractors) compared to five last year



Reliability



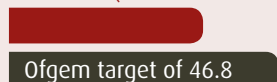
Customer Interruptions¹ (weighted & excluding exceptional events)

38.3

 (31% ahead of Ofgem target)


Customer Minutes Lost² (weighted & excluding exceptional events)

33.5

 (28% ahead of Ofgem target)


Connections



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



Outperformed target by 21%

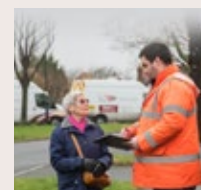
Average time (days) taken to complete a single small connection



Outperformed target by 3%

Penalties against connections performance

0



Cost outperformance



£707.5m

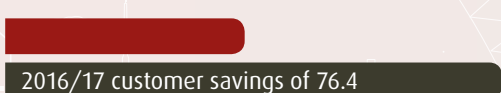
Our network expenditure (2012/13 prices)

We outperformed the Ofgem cost allowance by **10%**

47% of the cost savings are passed on to customers

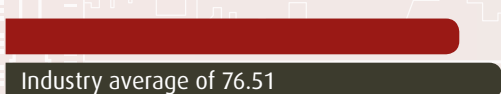
Customer savings in value £m (2012/13 prices)

36.7



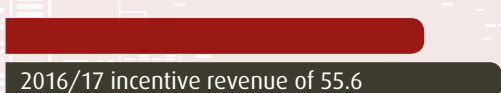
Unrestricted domestic tariff charge (not including domestic customer rebate) £ (2012/13 prices)

69.79



Incentive revenue earned £m (2012/13 prices)

46.8



Customer satisfaction



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

8.7

 Compared to 8.6 in 2016/17

Social obligations



Number of registrations on our Priority Services Register

1,444,386

 38% increase over 2016/17

Environmental



Our Business Carbon Footprint (tCO₂e)

64,427

 Reduction of 17% over the end of DPCRS (2014/15)

Note: Read our RIIO-ED1 Business Plan Commitment Report 2017/18 for more details.

1. Customer Interruptions (CI) are the number of customers interrupted per 100 customers on our network.

2. Customer Minutes Lost (CML) is the average length of time customers are without power, for power cuts lasting three minutes or longer.

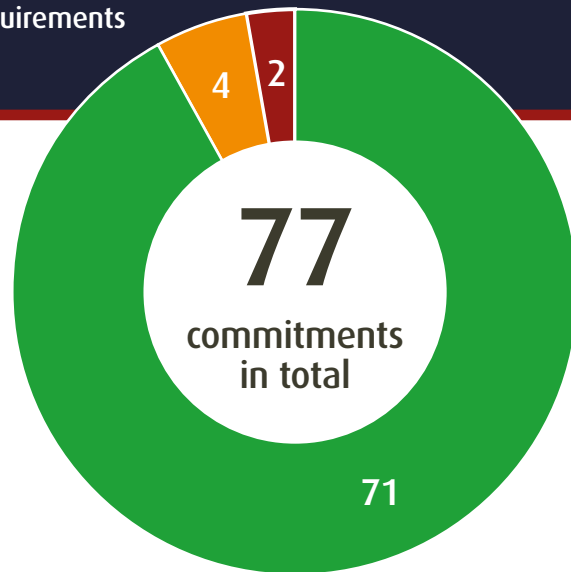
Delivering our commitments to you

We are committed to delivering our 77 output commitments over the RIIO – ED1 period, which were informed by the requirements of our customers and stakeholders.

Our commitment performance

Key

- Successful achievement of an annual output and on target to meet our eight-year output
- Either did not meet the annual output target, but remains on target to meet the eight-year output OR successful achievement of the annual output but uncertainty about likelihood of meeting the eight-year target
- Failed to complete an annual output or forecast to miss the remainder of our eight-year output



Analysis of our Red and Amber commitments

Category	Eight year RIIO-ED1 Output Commitment	2017/18 update	Status
 Reliability and availability	Reduce EPN and SPN Customer Minutes Lost (CML) by more than 19% targeting 35 CML in EPN and 35 CML in SPN for unplanned interruptions (Compared to 2012/13 base).	In 2017/18, there were 37 unplanned Customer Minutes Lost (CMLs) in EPN and 35 in SPN. This performance represents an improvement of 12% and 16% respectively since 2012/13. Our current ED1 to date CML average for both EPN and SPN is better than the ED1 target average and we remain on track to deliver 35 CMLs by the end of the period.	●
 Environment	Reduce cable fluid leakage of 207,000 litres by 2% per annum.	The fluid filled cable leakage in 2017/18 was 211,068 litres, which is above the annual target of 194,827 litres. As part of our ongoing replacement programme we have decommissioned some of the worst performing circuits. In addition we have increased our operational activity to manage leaks when they do occur. This is already showing improvements and we expect this to be reflected in future performance.	●
	Underground the equivalent of 80km of HV overhead line in SPN and 96km of HV overhead line in EPN in Areas of Outstanding Natural Beauty and National Parks.	To date in RIIO-ED1 we have removed 8.2km of overhead lines in SPN and 3.7km in EPN. It is unlikely that we will deliver the km stated in the original target. We will however, continue to engage with stakeholders through steering groups to identify areas for undergrounding.	●
 Connections	Offer two-hour time-banded appointments for site visits.	We now offer two-hour time-banded appointments to customers for site visits. We are in the process of implementing a system that will enable us to measure how often these appointments are kept.	●
 Safety	No formal notices or prosecutions by the HSE under applicable legislation.	We received an Improvement Notice on 15th November 2017 relating to management of replacement of pre-1937 fused neutral cut-outs at service terminations. Remedial actions have since been put in place and the HSE has recognised the efforts and focus expended thus far, resulting in the notice being lifted on 28th March 2018.	●
	Achieve at least one year with no Reporting of Injuries, Diseases and Dangerous Occurrences Regulation (RIDDOR) reportable Lost Time Incidents for employees and contractors by the end of the period.	In 2017/18 there was one RIDDOR reportable Lost Time Incident (LTI) relating to our regulated activities. As we continue to improve safety we aim to achieve a full year with no reportable LTI over the RIIO-ED1 period.	●