# Performance snapshot

Northern Powergrid Yorkshire plc

NORTHERN POWERGRID

# Performance snapshot – Yorkshire[1]

## Network

| Network | Actual 2019-20 |
|---|---|
| Number of customers | 2.3m |
| Total DNO network length | 54,891km |

## Reliability & Availability

| Reliability & Availability | | Actual 2019-20 | Target 2019-20[2] | Status | Trend[3] |
|---|---|---|---|---|---|
| Customer interruptions (CI)[4] | Inc. exceptional events | 52.3 | – | – | ▼ |
| | Exc. exceptional events | 49.8 | 62.7 | Achieved | ▼ |
| Customer minutes lost (CML)[4] | Inc. exceptional events | 43.7 | – | – | ▼ |
| | Exc. exceptional events | 40.2 | 53.0 | Achieved | ▼ |
| Incentive performance reward/(penalty) – IIS[5] | £m | £11.6m | – | – | ▼ |
| | £/customer bill | £1.85 | – | – | – |

## Customer Satisfaction

| Customer Satisfaction | | Actual 2019-20 | Target 2019-20[2] | Status | Trend[3] |
|---|---|---|---|---|---|
| Overall Broad Measure of Customer Satisfaction score out of ten (rank out of 14)[6] | | 8.80 (13th) | 8.2 | Achieved | ▲ |
| Incentive performance reward/(penalty) – BMCS[7] | £m | £2.5m | – | – | ▲ |
| | £/customer bill | £0.39 | – | – | – |

## Connections

| Connections | | Actual 2019-20 | Target 2019-20[2] | Status | Trend[3] |
|---|---|---|---|---|---|
| Time-to-quote (days)[8] | | 7.1 | 4.8 | Missed | ▼ |
| Time-to-connect (days)[8] | | 37.8 | 39.3 | Achieved | ▲ |
| Incentive performance reward/(penalty) – connections lead time | £m | £0.1m | – | – | ▼ |
| | £/customer bill | £0.02 | – | – | – |
| Incentive on Connections Engagement penalty – ICE (if applicable) | £m | Nil | – | – | ▶◀ |
| | £/customer bill | Nil | – | – | – |

## Social Obligations

| Social Obligations | | Actual 2019-20 | Target 2019-20[2] | Status | Trend[3] |
|---|---|---|---|---|---|
| Individual Stakeholder Engagement and Consumer Vulnerability (SECV) score out of ten (rank out of six) | | 6.71 (3rd) | – | – | ▼ |
| Incentive reward | £m | £0.9m | – | – | ▼ |
| | £/customer bill | £0.14 | – | – | – |

## Innovation

In 2019-20 we spent £2.0m on Innovation projects in our Yorkshire license area, funded by our Network Innovation Allowance. Our diverse innovation portfolio contains 32 projects that span our four innovation priorities for ED1: developing our smart grid, delivering smart meter benefits, developing our digital services and improving affordability.

## Safety

Our long-term safety performance is strong and places us in the leading pack among our peers. We achieved our annual headline safety target for Northern Powergrid as a whole in 20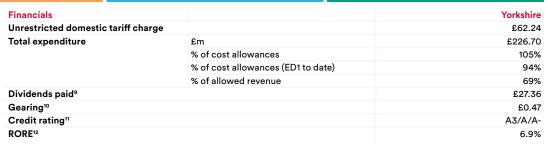19-20, measured by the Occupational Safety and Health Administration (OSHA) rate – 0.14 against a target of 0.31 – representing three reportable accidents in a workforce of around 2,600.

We also achieved no Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) incidents in the year.

## Environment

We achieved our oil leakage and business carbon footprint targets for 2019-20. We are also ahead of our target in putting overhead lines underground in areas of natural beauty in the ED1 period to date.

## Financials

| Financials | | Yorkshire |
|---|---|---|
| Unrestricted domestic tariff charge | | £62.24 |
| Total expenditure | £m | £226.70 |
| | % of cost allowances | 105% |
| | % of cost allowances (ED1 to date) | 94% |
| | % of allowed revenue | 69% |
| Dividends paid[9] | | £27.36 |
| Gearing[10] | | £0.47 |
| Credit rating[11] | | A3/A/A- |
| RORE[12] | | 6.9% |

Notes:
1. All financial figures in 2012-13 prices and refer to Northern Powergrid overall unless otherwise stated. The performance of each licensee is shown in the Annex to this report.
2. Ofgem target (see sections in the main body of the report for performance against our own targets).
3. Trend ▲ getting better ▼ getting worse since 2018-19.
4. Unplanned & unweighted figures. Indicative figures as at July 2020, figures still to be confirmed by Ofgem.
5. Excluding Guaranteed Standards payments.
6. Broad Measure of Customer Satisfaction (BMCS) rank indicative only based on monthly data. Final ranking to be confirmed by Ofgem.
7. Does not include SECV reward.
8. LVSSA (single minor connections).
9. Dividends paid figure relates to dividends from the licensee companies in the year.
10. Gearing figures for Northeast relates to gearing of the licensee company.
11. Credit ratings for Northeast relates to scores for three credit rating agencies (Moody's/Standard and Poor's/Fitch) for the licensee company.
12. RORE forecast for the ED1 period based on notional gearing and including holding company debt.