



Delivering on our promises

Performance snapshot – Northeast

Performance snapshot – Northeast¹

Network 	Network		Actual 2020-21			
	Number of customers		1.6m			
	Total DNO network length		42,002km			
Reliability & Availability 	Reliability & Availability		Actual 2020-21	Target 2020-21²	Status	Trend³
	Customer interruptions (CI) ⁴	Inc. exceptional events	44.1	–	–	▲
		Exc. exceptional events	44.1	57.7	Achieved	▲
	Customer minutes lost (CML) ⁴	Inc. exceptional events	35.0	–	–	▲
		Exc. exceptional events	35.0	49.7	Achieved	▲
	Incentive performance reward/(penalty) – IIS ⁵	£m	£10.0m	–	–	▲
£/customer bill		£2.97	–	–	–	
Customer Satisfaction 	Customer Satisfaction		Actual 2020-21	Target 2020-21²	Status	Trend³
	Overall Broad Measure of Customer Satisfaction score out of ten (rank out of 14) ⁶		9.14 (10th)	8.2	Achieved	▲
	Incentive performance reward/(penalty) – BMCS ⁷	£m	£2.3m	–	–	▲
		£/customer bill	£0.68	–	–	–
Connections 	Connections		Actual 2020-21	Target 2020-21²	Status	Trend³
	Time-to-quote (days) ⁸		7.0	4.8	Missed	▼
	Time-to-connect (days) ⁸		51.9	39.3	Missed	▼
	Incentive performance reward/(penalty) – connections lead time	£m	£0.0m	–	–	▼
		£/customer bill	£0.00	–	–	–
	Incentive on Connections Engagement penalty – ICE (if applicable)	£m	Nil	–	–	◀▶
£/customer bill		Nil	–	–	–	
Social Obligations 	Social Obligations		Actual 2020-21	Target 2020-21²	Status	Trend³
	Individual Stakeholder Engagement and Consumer Vulnerability (SECV) score out of ten (rank out of six)		5.01 (5th)	–	–	▼
	Incentive reward	£m	£0.22m	–	–	▼
£/customer bill		£0.07	–	–	–	
Innovation In 2020-21 we spent £1.6m on Innovation projects in our Northeast license area, funded by our Network Innovation Allowance. Our diverse innovation portfolio contains 34 projects that focus on decarbonisation, reliability, digitalised solutions and value for money. 						
	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 2020-21, measured by the Occupational Safety and Health Administration (OSHA) rate – 0.18 against a target of 0.27 – representing four reportable incidents in a workforce of around 2,600. 					
Environment We achieved our oil leakage and business carbon footprint targets for 2020-21 and we are on track to exceed our commitment in removing overhead lines from areas of natural beauty. 						
	Financials 	Financials				
Domestic average annual bill					£78.80 ⁹	
Total expenditure		£m				£177.5
		% of cost allowances				116%
	% of cost allowances (ED1 to date)				102%	

¹ All financial figures in 2012-13 prices and refer to Northern Powergrid Northeast 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 2019-20.
⁴ Unplanned & unweighted figures. Indicative figures as at July 2021, 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 Based on average domestic consumption of 2,900kWh. £94.74 in 2020-21 prices.