

2022-23 Performance Snapshot - Northeast

Network	Network		Actual			
	Number of customers		1.6m			
	Total network length		42,486km			
Reliability & Availability	Reliability & Availability		Actual	Target ₂	Status	Trend ₃
	Customer Interruptions ₄	inc. exceptional events	47.6	-	-	▲
		exc. exceptional events	46.9	58.6	Achieved	▲
	Customer Minutes Lost ₄	inc. exceptional events	45.4	-	-	▲
		exc. exceptional events	44.0	50.9	Achieved	▲
Incentive performance reward/(penalty) - Interruptions Incentive Scheme ₅	£m	4.8	-	-	▼	
		£/customer bill	£1.12	-	-	-
Customer Satisfaction	Customer Satisfaction		Actual	Target	Status	Trend
	Broad Measure of Customer Satisfaction (rank out of six) ₆		8.85 (12th)	82.0%	Achieved	▲
	Incentive performance reward/(penalty) - BMCS ₇	£m	1.5	-	-	▲
		£/customer bill	£0.35	-	-	-
Connections	Connections		Actual	Target	Status	Trend
	Time to quote (days) ₈		8.4	4.8	Missed	▲
	Time to quote (days) ₈		44.9	39.3	Missed	▲
	Incentive performance reward/(penalty) – connections lead time	£m	0.0	-	-	▲
		£/customer bill	£0.00	-	-	-
		£m	Nil	-	-	-
	Incentive on Connections Engagement (ICE) penalty (if applicable)	£/customer bill	Nil	-	-	-
Social Obligations	Social Obligations		Actual	Target	Status	Trend
	Individual Stakeholder Engagement and Consumer Vulnerability (SECV) score out of ten (rank out of six)		3.30 (6th)	-	-	▲
	Incentive reward	£m	0.0	-	-	-
		£/customer bill	£0.00	-	-	-

Innovation	Safety	Environment
We spent £1.8m across 15 dedicated innovation projects (73% of our Network Innovation Allowance). In the ED1 period, our innovative solutions have now delivered benefits to customers in excess of £26m.	Our long-term safety performance is strong and places us in the leading pack among our peers. However in 2022-23 we missed our annual headline safety target measured by the Occupational Safety and Health Administration (OSHA) rate – 0.38 against a target of 0.22 - representing nine reportable incidents in a workforce of around 2,650.	We achieved our oil leakage and business carbon footprint targets for 2022/23 and we achieved our commitment in removing overhead lines from areas of natural beauty.

Financials	Financials	Northeast	
	Unrestricted domestic tariff charge	£93.76	
	Total expenditure	£m	126.9
		% of cost allowances (2022-23)	87.8%
		% of cost allowances (ED1 total)	101%
		% of allowed revenue	42%
	Dividends paid ₉	19.3	
	Gearing ₁₀	47%	
	Credit rating ₁₁	A3/A-	
	Regulatory return on equity ₁₂	10.4%	

- 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.
- Ofgem target (see sections in the main body of the report for performance against our own targets)
- ▲ getting better ▼ getting worse since 2021-22.
- Unplanned & unweighted figures. Indicative figures as at July 2023, figures still to be confirmed by Ofgem
- Excluding Guaranteed Standards payments
- Broad Measure of Customer Satisfaction (BMCS) rank indicative only based on monthly data. Final ranking to be confirmed by Ofgem.
- Does not include SECV reward
- LVSSA (single minor connections)
- Dividends paid figure relates to dividends from the licensee companies in the year.
- Gearing figures for Northeast relates to gearing of the licensee company.
- Credit ratings for Northeast relates to scores for three credit rating agencies (Moody's/Standard and Poor's/Fitch) for the licensee company.
- RORE forecast for the ED1 period based on notional gearing and including holding company debt.