










An aerial night photograph of a city, likely Manchester, showing a dense urban landscape with numerous lit-up buildings, streets, and a large cathedral with a prominent spire in the foreground. The city lights create a warm, golden glow against the dark night sky.

# Delivering on our promises

Performance snapshot – Northeast



# Performance snapshot – Northeast<sup>1</sup>

<b>Network</b> 	<b>Network</b>		<b>Actual 2021-22</b>			
	Number of customers		1.6m			
	Total DNO network length		42,101km			
<b>Reliability &amp; Availability</b> 	<b>Reliability &amp; Availability</b>		<b>Actual 2021-22</b>	<b>Target 2021-22<sup>2</sup></b>	<b>Status</b>	<b>Trend<sup>3</sup></b>
	<b>Customer interruptions (CI)<sup>4</sup></b>	Inc. exceptional events	66.6	–	–	▼
		Exc. exceptional events	50.2	59.2	Achieved	▼
	<b>Customer minutes lost (CML)<sup>4</sup></b>	Inc. exceptional events	212.2	–	–	▼
		Exc. exceptional events	46.5	52.8	Achieved	▼
	<b>Incentive performance reward/(penalty) – IIS<sup>5</sup></b>	£m	£4.5m	–	–	▼
		£/customer bill	£1.07	–	–	–
<b>Customer Satisfaction</b> 	<b>Customer Satisfaction</b>		<b>Actual 2021-22</b>	<b>Target 2021-22<sup>2</sup></b>	<b>Status</b>	<b>Trend<sup>3</sup></b>
	Overall Broad Measure of Customer Satisfaction score out of ten (rank out of 14) <sup>6</sup>		8.88 (10th)	8.2	Achieved	▼
	<b>Incentive performance reward/(penalty) – BMCS<sup>7</sup></b>	£m	£0.7m	–	–	▼
		£/customer bill	£0.17	–	–	–
<b>Connections</b> 	<b>Connections</b>		<b>Actual 2021-22</b>	<b>Target 2021-22<sup>2</sup></b>	<b>Status</b>	<b>Trend<sup>3</sup></b>
	Time-to-quote (days) <sup>8</sup>		9.3	4.8	Missed	▼
	Time-to-connect (days) <sup>8</sup>		50.1	39.3	Missed	▲
	<b>Incentive performance reward/(penalty) – connections lead time</b>	£m	£0.0m	–	–	–
		£/customer bill	£0.00	–	–	–
	<b>Incentive on Connections Engagement penalty – ICE (if applicable)</b>	£m	Nil	–	–	–
		£/customer bill	Nil	–	–	–
<b>Social Obligations</b> 	<b>Social Obligations</b>		<b>Actual 2021-22</b>	<b>Target 2021-22<sup>2</sup></b>	<b>Status</b>	<b>Trend<sup>3</sup></b>
	Individual Stakeholder Engagement and Consumer Vulnerability (SECV) score out of ten (rank out of six)		3.70 (6th)	–	–	▼
	<b>Incentive reward</b>	£m	£0.0m	–	–	▼
		£/customer bill	£0.00	–	–	–
<b>Innovation</b>  We spent £0.7m across 25 dedicated innovation projects (37% of our Network Innovation Allowance). In the ED1 period to date, our innovative solutions have now delivered benefits to customers in excess of £19m. 		<b>Safety</b>  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 2021-22, measured by the Occupational Safety and Health Administration (OSHA) rate – 0.25 against a target of 0.27 – representing six reportable incidents in a workforce of around 2,450. 		<b>Environment</b>  We achieved our oil leakage and business carbon footprint targets for 2021/22 and we are on track to exceed our commitment in removing overhead lines from areas of natural beauty. 		
<b>Financials</b> 	<b>Financials</b>		<b>Northeast</b>			
	Unrestricted domestic tariff charge		£76.57			
	Total expenditure	£m	£161.0			
		% of cost allowances	113%			
		% of cost allowances (ED1 to date)	103%			
		% of allowed revenue	61%			
	Dividends paid <sup>9</sup>		£20.44			
	Gearing <sup>10</sup>		52.3%			
	Credit rating <sup>11</sup>		A3/A-/A-			
	RORE <sup>12</sup>		9.5%			

<sup>1</sup> All financial figures in 2012-13 prices. The performance of each licensee is shown in the Annex to this report.

<sup>2</sup> Ofgem target (see sections in the main body of the report for performance against our own targets).

<sup>3</sup> Trend ▲ getting better ▼ getting worse since 2020-21.

<sup>4</sup> Unplanned & unweighted figures. Indicative figures as at July 2021, figures still to be confirmed by Ofgem.

<sup>5</sup> Excluding Guaranteed Standards payments.

<sup>6</sup> Broad Measure of Customer Satisfaction (BMCS) rank indicative only based on monthly data. Final ranking to be confirmed by Ofgem.

<sup>7</sup> Does not include SECV reward.

<sup>8</sup> LVSSA (single minor connections).

<sup>9</sup> Dividends paid figure relates to dividends from the licensee companies in the year.

<sup>10</sup> Gearing figures for Northeast relates to gearing of the licensee company.

<sup>11</sup> Credit ratings for Northeast relates to scores for three credit rating agencies (Moody's/Standard and Poor's/Fitch) for the licensee company.

<sup>12</sup> RORE forecast for the ED1 period based on notional gearing and including holding company debt.