



**Delivering on
our promises**

Performance snapshot – Yorkshire

Performance snapshot – Yorkshire¹

Network		Network		Actual 2021-22			
		Number of customers			2.3m		
		Total DNO network length			55,092km		
Reliability & Availability		Reliability & Availability		Actual 2021-22	Target 2021-22 ²	Status	Trend ³
		Customer interruptions (CI) ⁴	Inc. exceptional events	56.7	-	-	▼
			Exc. exceptional events	51.2	62.0	Achieved	▼
		Customer minutes lost (CML) ⁴	Inc. exceptional events	62.1	-	-	▼
			Exc. exceptional events	43.9	53.5	Achieved	▼
		Incentive performance reward/(penalty) – IIS ⁵	£m	£8.2m	-	-	▼
£/customer bill	£1.31		-	-	-		
Customer Satisfaction		Customer Satisfaction		Actual 2021-22	Target 2021-22 ²	Status	Trend ³
		Overall Broad Measure of Customer Satisfaction score out of ten (rank out of 14) ⁶		8.77 (13th)	8.2	Achieved	▼
		Incentive performance reward/(penalty) – BMCS ⁷	£m	£0.9m	-	-	▼
			£/customer bill	£0.14	-	-	-
Connections		Connections		Actual 2021-22	Target 2021-22 ²	Status	Trend ³
		Time-to-quote (days) ⁸		7.2	4.8	Missed	▼
		Time-to-connect (days) ⁸		43.7	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 2021-22	Target 2021-22 ²	Status	Trend ³
		Individual Stakeholder Engagement and Consumer Vulnerability (SECV) score out of ten (rank out of six)		3.70 (6th)	-	-	▼
		Incentive reward	£m	£0.0m	-	-	▼
			£/customer bill	£0.00	-	-	-
Innovation		<p>We spent £1.0m 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 £28m.</p> 					
Safety		<p>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.</p> 					
Environment		<p>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.</p> 					
Financials		Financials		Yorkshire			
		Unrestricted domestic tariff charge		£64.40			
		Total expenditure		£219.0			
		% of cost allowances		112%			
		% of cost allowances (ED1 to date)		98%			
		% of allowed revenue		66%			
		Dividends paid ⁹		£27.05			
		Gearing ¹⁰		47.1%			
		Credit rating ¹¹		A3/A/A-			
		RORE ¹²		8.9%			

1 All financial figures in 2012-13 prices. 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 2020-21.

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 Dividends paid figure relates to dividends from the licensee companies in the year.

10 Gearing figures for Yorkshire relates to gearing of the licensee company.

11 Credit ratings for Yorkshire 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.