










# Performance snapshot

Northern Powergrid Northeast plc





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

<b>Network</b> 	<b>Network</b>		<b>Actual 2019-20</b>			
	Number of customers		1.6m			
	Total DNO network length		41,923km			
<b>Reliability &amp; Availability</b> 	<b>Reliability &amp; Availability</b>		<b>Actual 2019-20</b>	<b>Target 2019-20<sup>2</sup></b>	<b>Status</b>	<b>Trend<sup>3</sup></b>
	Customer interruptions (CI) <sup>4</sup>	Inc. exceptional events	50.7	–	–	▲
		Exc. exceptional events	45.5	58.0	Achieved	▲
	Customer minutes lost (CML) <sup>4</sup>	Inc. exceptional events	42.7	–	–	▲
		Exc. exceptional events	41.2	50.7	Achieved	▲
	Incentive performance reward/(penalty) – IIS <sup>5</sup>	£m	£5.8m	–	–	◀▶
		£/customer bill	£1.79	–	–	–
<b>Customer Satisfaction</b> 	<b>Customer Satisfaction</b>		<b>Actual 2019-20</b>	<b>Target 2019-20<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>		9.02 (10th)	8.2	Achieved	▲
	Incentive performance reward/(penalty) – BMCS <sup>7</sup>	£m	£2.0m	–	–	▲
		£/customer bill	£0.49	–	–	–
<b>Connections</b> 	<b>Connections</b>		<b>Actual 2019-20</b>	<b>Target 2019-20<sup>2</sup></b>	<b>Status</b>	<b>Trend<sup>3</sup></b>
	Time-to-quote (days) <sup>8</sup>		7.6	4.8	Missed	▼
	Time-to-connect (days) <sup>8</sup>		40.5	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	–	–	–
<b>Social Obligations</b> 	<b>Social Obligations</b>		<b>Actual 2019-20</b>	<b>Target 2019-20<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)		6.71 (3rd)	–	–	▼
	Incentive reward	£m	£0.6m	–	–	▼
		£/customer bill	£0.15	–	–	–
<b>Innovation</b>  In 2019-20 we spent £1.5m on Innovation projects in our Northeast 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. 	<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 2019-20, 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. 		<b>Environment</b>  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. 			
<b>Financials</b> 	<b>Financials</b>		<b>Northeast</b>			
	Unrestricted domestic tariff charge		£74.36			
	Total expenditure	£m	£181.30			
		% of cost allowances	110%			
		% of cost allowances (ED1 to date)	99%			
		% of allowed revenue	70%			
	Dividends paid <sup>9</sup>		£20.71			
	Gearing <sup>10</sup>		51.0%			
Credit rating <sup>11</sup>		A3/A-/A-				
RORE <sup>12</sup>		8.0%				

## 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.