










A nighttime photograph of a city waterfront. On the left, a large, illuminated glass dome structure, likely a modern museum or concert hall, reflects in the water. To its right, a long, low building with many lit windows sits on the waterfront. In the background, a large steel arch bridge spans the river, its lights also reflected in the water. The sky is a deep blue with some clouds. In the foreground, several vertical posts or buoys are visible in the water, with a long horizontal pipe or cable running across them.

# Delivering on our promises

Performance snapshot – Northeast

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

<b>Network</b> 	<b>Network</b>		<b>Actual 2020-21</b>			
	Number of customers		1.6m			
	Total DNO network length		42,002km			
<b>Reliability &amp; Availability</b> 	<b>Reliability &amp; Availability</b>		<b>Actual 2020-21</b>	<b>Target 2020-21<sup>2</sup></b>	<b>Status</b>	<b>Trend<sup>3</sup></b>
	<b>Customer interruptions (CI)<sup>4</sup></b>	Inc. exceptional events	44.1	–	–	▲
		Exc. exceptional events	44.1	57.7	Achieved	▲
	<b>Customer minutes lost (CML)<sup>4</sup></b>	Inc. exceptional events	35.0	–	–	▲
		Exc. exceptional events	35.0	49.7	Achieved	▲
	<b>Incentive performance reward/(penalty) – IIS<sup>5</sup></b>	£m	£10.0m	–	–	▲
		£/customer bill	£2.97	–	–	–
<b>Customer Satisfaction</b> 	<b>Customer Satisfaction</b>		<b>Actual 2020-21</b>	<b>Target 2020-21<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>		9.14 (10th)	8.2	Achieved	▲
	<b>Incentive performance reward/(penalty) – BMCS<sup>7</sup></b>	£m	£2.3m	–	–	▲
		£/customer bill	£0.68	–	–	–
	<b>Connections</b> 	<b>Connections</b>		<b>Actual 2020-21</b>	<b>Target 2020-21<sup>2</sup></b>	<b>Status</b>
Time-to-quote (days) <sup>8</sup>		7.0	4.8	Missed	▼	
Time-to-connect (days) <sup>8</sup>		51.9	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 2020-21</b>	<b>Target 2020-21<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)		5.01 (5th)	–	–	▼
	<b>Incentive reward</b>	£m	£0.22m	–	–	▼
		£/customer bill	£0.07	–	–	–
<b>Innovation</b>  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. 		<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 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. 		<b>Environment</b>  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. 		
<b>Financials</b> 	<b>Financials</b>		<b>Northeast</b>			
	Domestic average annual bill		£78.80 <sup>9</sup>			
	Total expenditure	£m	£177.5			
		% of cost allowances	116%			
		% of cost allowances (ED1 to date)	102%			

<sup>1</sup> 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.

<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 2019-20.

<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> Based on average domestic consumption of 2,900kWh. £94.74 in 2020-21 prices.