

## 2022-23 Performance Snapshot - Northeast

Network	Network		Actual				
	Number of customers		1.6m				
	Total network length		42,486km				
Reliability & Availability	Reliability & Availability		Actual	Target <sub>2</sub>	Status	Trend <sub>3</sub>	
	Customer Interruptions <sub>4</sub>	inc. exceptional events	47.6	-	-	▲	
		exc. exceptional events	46.9	58.6	Achieved	▲	
	Customer Minutes Lost <sub>4</sub>	inc. exceptional events	45.4	-	-	▲	
		exc. exceptional events	44.0	50.9	Achieved	▲	
	Incentive performance reward/(penalty) - Interruptions Incentive Scheme <sub>5</sub>	£m £/customer bill	4.8 £1.12	- -	- -	▼ -	
Customer Satisfaction	Customer Satisfaction		Actual	Target	Status	Trend	
	Broad Measure of Customer Satisfaction (rank out of six) <sub>6</sub>		8.85 (12th)	82.0%	Achieved	▲	
	Incentive performance reward/(penalty) - BMCS <sub>7</sub>	£m £/customer bill	1.5 £0.35	- -	- -	▲ -	
		Connections	Connections		Actual	Target	Status
Time to quote (days) <sub>8</sub>			8.4	4.8	Missed	▲	
Time to quote (days) <sub>8</sub>			44.9	39.3	Missed	▲	
Incentive performance reward/(penalty) – connections lead time	£m £/customer bill		0.0 £0.00	- -	- -	▲ -	
	Incentive on Connections Engagement (ICE) penalty (if applicable)		£m £/customer bill	Nil Nil	- -	- -	- -
Social Obligations			Social Obligations		Actual	Target	Status
	Individual Stakeholder Engagement and Consumer Vulnerability (SECV) score out of ten (rank out of six)		3.30 (6th)	-	-	▲	
	Incentive reward	£m £/customer bill	0.0 £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 <sub>9</sub>		19.3				
	Gearing <sub>10</sub>		47%				
	Credit rating <sub>11</sub>		A3/A-				
Regulatory return on equity <sub>12</sub>		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.