










The background of the entire page is a high-angle, aerial photograph of a city at night. The city is densely packed with buildings, many of which are illuminated from within, creating a warm glow against the dark sky. A river or canal winds through the city, reflecting the lights. In the foreground, a large, dark-roofed building with a prominent tower is visible. The overall atmosphere is one of a vibrant, active urban environment.

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 2021-22²	Status	Trend³
	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 2021-22²	Status	Trend³
	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 2021-22²	Status	Trend³
	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 2021-22²	Status	Trend³
	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 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. 		Safety 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. 		Environment 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. 		
Financials 	Financials		Yorkshire			
	Unrestricted domestic tariff charge		£64.40			
	Total expenditure	£m	£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 SECY 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.