

Northern Powergrid (Northeast) plc

Performance in 2023/24

Safety

Our long-term safety performance is strong and places us amongst the strong performers in our industry. However in 2023-24 we missed our annual headline safety target for Northern Powergrid as a whole, measured by the Occupational Safety and Health Administration (OSHA) rate – 0.34 against a target of 0.18 - representing nine reportable incidents in a workforce of around 2,850. We maintained full compliance with all HSE measures.

Environmental impact

We published our [Annual Environment Report](#) alongside this report on the 31st October 2024. We have continued to make progress towards achieving net zero operations by 2040.

Community outreach

Our 2023/24 aggregated customer satisfaction score for our fuel poverty support programme stood at 9.6 out of 10 and for low carbon technology support was 9.3 out of 10.

Vulnerability

Our [Annual Vulnerability Report](#) for 2023/24 was published on 31st July 2024.

We had 440,609 PSM customers registered, meaning we have reached 66.7% of our eligible Northeast vulnerable customers with our PSM service.

Distribution system operation

We published our first [DSO Performance Panel Submission](#) - our performance panel score for 2023-24 was 6.6 out of 10 and our stakeholder satisfaction score was 7.8 out of 10.

Innovation

At a Northern Powergrid level, we spent £2.9m across 34 dedicated innovation projects. These projects are expected to deliver benefits to our customers of £250m in ED2 and beyond.



		Actual	Status	Trend
Network	Number of customers	1.6 million		
	Total network length	42,908km		
Reliability & Availability	Customer interruptions (including exceptional events)	51.5	<div></div>	<div></div>
	Customer minutes lost (including exceptional events)	55.2	<div></div>	<div></div>
Customer Satisfaction	Broad measure of customer satisfaction	9.0 out of 10	<div></div>	<div></div>
Connections	Time to quote	4.1	<div></div>	<div></div>
	Time to connect	31.1	<div></div>	<div></div>
	Number of completed connections	9,018		
	Customer satisfaction	8.9 out of 10	<div></div>	<div></div>
	Major connections satisfaction	7.9 out of 10	<div></div>	<div></div>
Financials	Unrestricted domestic tariff charge	£91.73		
	Total expenditure	£165 million		
	Percentage of allowed expenditure	76%		