

# Performance snapshot

## Our network



Number of customers **2.4m**



Overhead lines  
**12,592km**



Underground cables  
**44,733km**



Submarine cables  
**24km**

Total network length **57,349km**



**TOTEX**

**£233m**

Total expenditure\*

**£225m**

RIIO-ED1 allowance\*

**104%**

of allowance  
(before adjustment for  
expenditure profile)

**£69** Our part of a typical household bill\*

\*The price base for all values is 2012/13

Electricity North West received on average £80 from each home in 2018/19, around 14% of the typical electricity bill. This is equivalent to the £69 above which has been adjusted for the impact of inflation, per Ofgem Business Plan Reporting Guidance.

## How we're performing

### Reliability



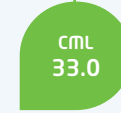
Customer interruptions  
(Including exceptional events)



Customer minutes lost  
(Including exceptional events)



Customer interruptions  
(Excluding exceptional events)



Customer minutes lost  
(Excluding exceptional events)

Subject to agreement with Ofgem for the exceptional events

### Connections

Time to quote



Days

Time to connect



Days

## Our customer commitments

Customer satisfaction



**86.5%**

Social obligations



Stakeholder  
Scored  
**4.54**  
Pass

Incentive on connections engagement (ICE)

Penalties incurred under the ICE scheme



**NONE**

## Operating responsibilities

### Safety

Licensee safety performance and compliance with Health and Safety Executive (HSE) legislation

Lost time injuries



Lost time injury frequency rate



\*Number of lost time injuries per 100,000 hours worked

Carbon emissions



Undergrounding for visual amenity



**7.3km**

[www.enwl.co.uk/innovation](http://www.enwl.co.uk/innovation)

# Our performance in 2018/19

★ Performance significantly better than target    ✓ Met target    ● On track    ● Behind schedule    ✗ Missed target

Safety	#2. Safe climbing	●	P11
	#3. Asbestos management	●	P11
	#41. Management of the risk of link box failures	●	P12
	#42. Rising and lateral mains <i>New for 2018/19</i>	●	P12
Social	#4. Enhanced Priority Service Register service <i>Updated for 2018/19</i>	●	P13
	#5. Improve services for vulnerable and Priority Service Register customers – services	●	P13
	#6. Improve services for vulnerable and Priority Service Register customers – staff training	●	P14
	#7. Improve services for vulnerable and Priority Service Register customers – support	●	P14
	#10. Mitigate fuel poverty	●	P15
	#13. Complete flood protection programme to all major sites	●	P17
	#14. Network health – overall risk index <i>Updated for 2018/19</i>	★	P17
Reliability	#15. Network health – fault rate	★	P18
	#16. Strategic site security	●	P18
	#17. Ensure all major substations have appropriate backup battery capacity	●	P19
	#18. Reconfigure the network, where appropriate, to ensure redundancy in event of major incident	✓	P19
	#19. Improve performance for worst-served customers (WSC)	●	P20
	#20. Ensure that the loading risk of the network is appropriately managed – overloaded substations	★	P20
	#21. Ensure that the loading risk of the network is appropriately managed – larger transformers	●	P21
	#22. Ensure that network constraints to the connection of distributed generation are removed	●	P21
	#46. Improve overall reliability <i>Enhanced for 2018/19</i>	●	P22
	#47. Improve overall availability <i>Enhanced for 2018/19</i>	●	P22
	Customer	#23. Customer survey – composite score	✓
#24. Complaints – one day <i>Updated for 2018/19</i>		✓	P24
#25. Complaints – average days to close <i>Updated for 2018/19</i>		✓	P24
#26. Stakeholder engagement		✓	P25
#27. Guaranteed Standards		✓	P25
#28. Storms		✓	P26
Connections	#29. Connection quotation – single domestic connections	★	P27
	#30. Connection quotation – up to four domestic connections	★	P27
	#31. Connection quotation – all other connections	★	P28
	#32. Connection completion – single domestic connections	✗	P28
	#33. Connection completion – up to four domestic connections	★	P29
	#34. Connection completion – all other connections below Extra High Voltage	✓	P29
	#35. Engagement – Incentive on connections engagement	✓	P30
	#36. Guaranteed Standards of performance	✓	P30
Environment	#37. Reduce carbon footprint	★	P31
	#38. Reduce losses	●	P31
	#39. Reduce oil lost from cables	●	P32
	#40. Undergrounding overhead lines	●	P32
Low carbon	#43. Driving transition to DSO <i>New for 2018/19</i>	●	P33
	#44. Facilitating expansion of electric vehicles <i>New for 2018/19</i>	●	P33
	#45. Enabling our communities to take part in the low carbon energy transition <i>New for 2018/19</i>	●	P34

The three commitments that were delivered in 2017/18 and the two original reliability commitments (enhanced targets for 2018/19) have been excluded from the above and the rest of this report.