

Our performance in 2019/20

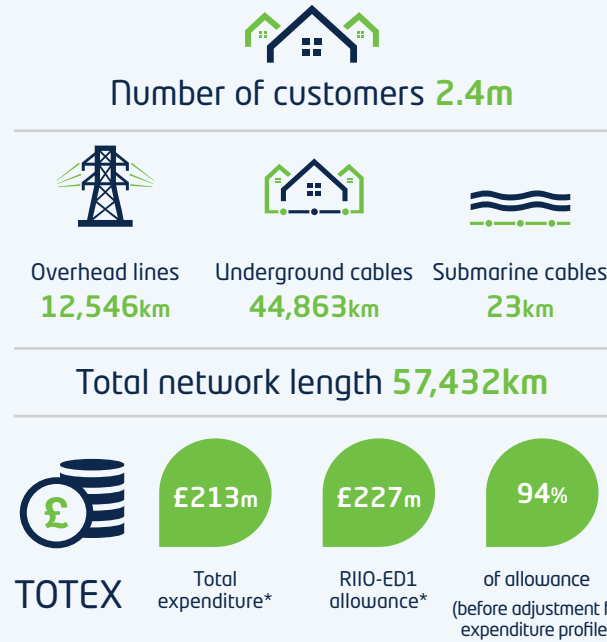
★ Performance significantly better than target ✓ Met target ● On track ● Behind schedule ✗ Missed target

Safety	#1	Site security	Completed in a prior year	-
	#2	Safe climbing	●	P11
	#3	Asbestos management	●	P11
	#41	Management of the risk of link box failures	●	P12
	#42	Rising and lateral mains	●	P12
Social	#4	Enhanced Priority Services Register service	★	P13
	#5	Improve services for vulnerable and Priority Services Register customers – services	●	P13
	#6	Improve services for vulnerable and Priority Services Register customers – staff training	●	P14
	#7	Improve services for vulnerable and Priority Services Register customers – support	●	P14
	#8	Responsible organisation	Completed in a prior year	-
	#9	Resilient supplies to vulnerable locations	Completed in a prior year	-
	#10	Mitigate fuel poverty	●	P15
	#11	Improve overall reliability	Completed in a prior year	-
	#12	Improve overall availability	Completed in a prior year	-
	#13	Complete flood protection programme to all major sites	●	P17
Reliability	#14	Network health – overall risk index	★	P17
	#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	Completed in a prior year	-
	#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	●	P22
	#47	Improve overall availability	●	P22
Customer	#23	Customer survey – composite score	✓	P23
	#24	Complaints – one day	✓	P24
	#25	Complaints - average days to close	✓	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	●	P33
	#44	Facilitating expansion of electric vehicles	●	P33
	#45	Enabling our communities to take part in the low carbon energy transition	✓	P34

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

Performance snapshot

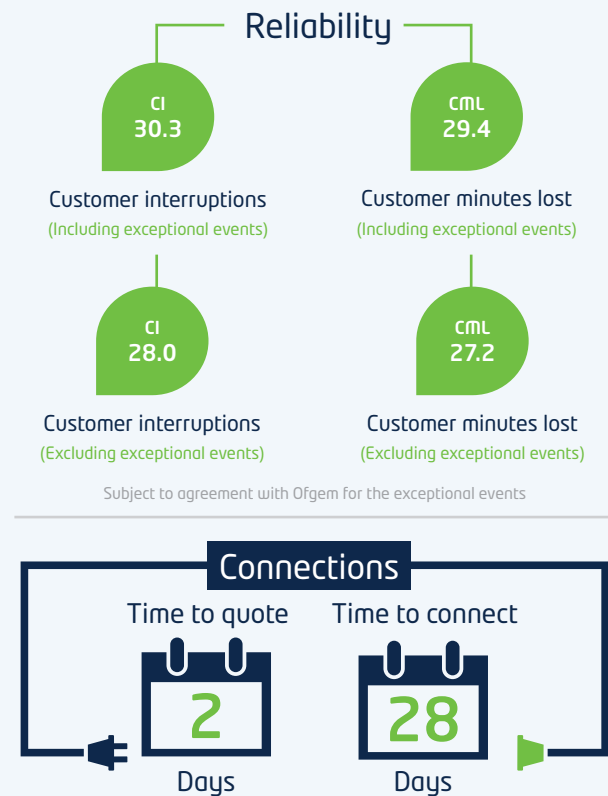
Our network



£73 Our part of a typical household bill*

*The price base for all values is 2012/13
Electricity North West received on average £87 from each home in 2019/20, around 14% of the typical electricity bill. This is equivalent to the £73 above which has been adjusted for the impact of inflation, per Ofgem Business Plan Reporting Guidance.

How we're performing



Our customer commitments



Operating responsibilities

