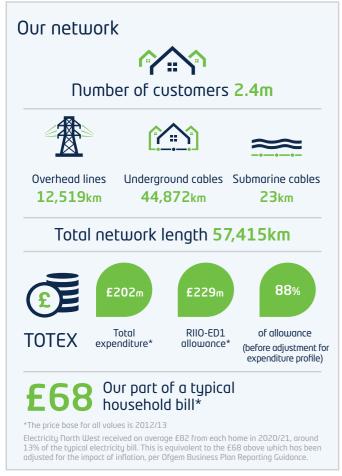
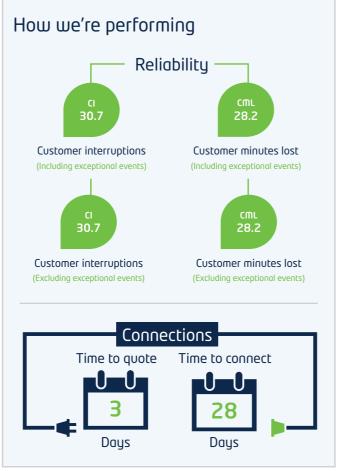
Performance snapshot to 31 March 2021





Our customer commitments Customer satisfaction Social obligations Stakeholder Engagement Scored 6.61 Pass Incentive on connections engagement (ICE) Penalties incurred under the ICE scheme NONE



Our performance in 2020/21

#1	Site security	*	Comple
#2	Safe climbing	•	P. 11
#3	Asbestos management	•	P. 11
#41	Management of the risk of link box failures	•	P. 12
#42	Rising and lateral mains	•	P. 12
#4	Enhanced Priority Service Register service	*	P. 13
#5	Improve services for vulnerable and Priority Service Register customers – services	*	P. 13
#6	Improve services for vulnerable and Priority Service Register customers – staff training	•	P. 14
#7	Improve services for vulnerable and Priority Service Register customers – support	•	P. 14
#8	Responsible organisation	/	Compl
#9	Resilient supplies to vulnerable locations		Compl
#10	Mitigate fuel poverty	*	P. 15
#48	Support electricity users in vulnerable circumstances and deliver the commitments of our pilot partnership with Citizens Advice Manchester (new for 2020/21)	•	P. 15
#11	Improve overall reliability	*	Compl
#12	Improve overall availability	*	Compl
#13	Complete flood protection programme to all major sites	•	P. 17
#14	Network health – overall risk index	•	P. 17
#15	Network health – fault rate	*	P. 18
#16	Strategic site security		Compl
#17	Ensure all major substations have appropriate backup battery capacity	•	P. 18
#18	Reconfigure the network where appropriate to ensure redundancy in event of major incident	/	Comp
#19	Improve performance for worst-served customers (WSC)	•	P. 19
#20	Ensure that the loading risk of the network is appropriately managed – overloaded substations	*	P. 19
#21	Ensure that the loading risk of the network is appropriately managed – larger transformers	•	P. 20
#22	Ensure that network constraints to the connection of Distributed Generation are removed	•	P. 20
#46	Improve overall reliability	•	P. 21
#47	Improve overall availability	•	P. 21
#23	Customer survey – composite score	*	P. 23
#24	Complaints – 1 day	*	P. 24
#25	Complaints - average days to close	*	P. 24
#26	Stakeholder engagement	/	P. 25
#27	Guaranteed Standards		P. 25
#28 #29 #30	Storms	✓	P. 26
	Connection quotation – single domestic connections	*	P. 27
	Connection quotation – up to four domestic connections	*	P. 27
#31	Connection quotation – all other connections	*	P. 28
#32	Connection completion – single domestic connections	*	P. 28
#33	Connection completion – up to four domestic connections	*	P. 29
#34	Connection completion – all other connections below Extra High Voltage	/	P. 29
#35	Engagement – Incentive on connections engagement	✓	P. 30
#36	Guaranteed Standards of performance	✓	P. 30
#37	Reduce carbon footprint	*	Compl
#38	Reduce losses	✓	Compl
#39	Reduce oil lost from cables	*	P. 31
#40	Undergrounding overhead lines	•	P. 31
#43	Driving transition to DSO	•	P. 32
#44	Facilitating expansion of electric vehicles	•	P. 32
	• 1		

The ten commitments that were completed in prior years have been excluded from the detailed sections that follow in this report.