

# Performance snapshot to 31 March 2021

## Our network

Number of customers **2.4m**

Overhead lines **12,519km**    Underground cables **44,872km**    Submarine cables **23km**

Total network length **57,415km**

TOTEX **£202m**    Total expenditure\*  
**£229m**    RIIO-ED1 allowance\*  
**88%**    of allowance (before adjustment for expenditure profile)

**£68** Our part of a typical household bill\*

\*The price base for all values is 2012/13  
 Electricity North West received on average £82 from each home in 2020/21, around 13% of the typical electricity bill. This is equivalent to the £68 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) **CI 30.7**

Customer minutes lost (Including exceptional events) **cml 28.2**

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Customer minutes lost (Excluding exceptional events) **cml 28.2**

### Connections

Time to quote **3** Days

Time to connect **28** Days

## Our customer commitments

Customer satisfaction **90.8%**

Social obligations **Scored 6.61 Pass**

Stakeholder Engagement

Incentive on connections engagement (ICE) **NONE**

Penalties incurred under the ICE scheme

## Operating responsibilities

### Safety

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

Lost time injuries **1**

Lost time injury frequency rate **0.012\***

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

Carbon emissions **14,090 tCO<sub>2</sub>e**

Undergrounding for visual amenity **11.2km**

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# Our performance in 2020/21

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

Safety	#1 Site security	★	Completed		
	#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		
Social	#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	✓	Completed		
	#9 Resilient supplies to vulnerable locations	✓	Completed		
	#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		
	Reliability	#11 Improve overall reliability	★	Completed	
		#12 Improve overall availability	★	Completed	
#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		✓	Completed		
#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		✓	Completed		
#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		
Customer		#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 Storms	✓	P. 26	
		Connections	#29 Connection quotation – single domestic connections	★	P. 27
			#30 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	
Environment	#37 Reduce carbon footprint		★	Completed	
	#38 Reduce losses		✓	Completed	
	#39 Reduce oil lost from cables	★	P. 31		
	#40 Undergrounding overhead lines	●	P. 31		
Low carbon	#43 Driving transition to DSO	●	P. 32		
	#44 Facilitating expansion of electric vehicles	●	P. 32		
	#45 Enabling our communities to take part in the low carbon energy transition	✓	Completed		

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