

# Performance snapshot to 31 March 2022

## Our network

**Number of customers 2.4m**

Overhead lines **12,513km**    Underground cables **45,158km**    Submarine cables **24km**

**Total network length 57,695km**

TOTEX **£208m**    Total expenditure\*  
**£241m**    RIIO-ED1 allowance\*  
**86%**    of allowance (before adjustment for expenditure profile)

**£66** Our part of a typical household bill\*

\*The price base for all values is 2012/13. The typical household bill in current prices and using Ofgem's latest consumption value of 2900kWh is £79.

## How we're performing

### Reliability

**CI 30.9\***    **cML 71.2\***  
 Customer interruptions (Including exceptional events)    Customer minutes lost (Including exceptional events)

**CI 25.8\***    **cML 27.4\***  
 Customer interruptions (Excluding exceptional events)    Customer minutes lost (Excluding exceptional events)

\*The Customer Interruptions and Customer Minutes Lost values are based on the weighted averages rather than the unweighted values quoted in the Performance Summary table in the RRP.

### Connections

**Time to quote 3 Days**    **Time to connect 28 Days**

## Our customer commitments

### Customer satisfaction

**88.7%**

Incentive on connections engagement (ICE)  
Penalties incurred under the ICE scheme

**NONE**

### Social obligations

Stakeholder Engagement  
**Scored 4.31 Pass**

## Operating responsibilities

### Safety

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

**Lost time injuries 5**    **Lost time injury frequency rate 0.058\***

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

**Carbon emissions 14,649 tCO<sub>2</sub>e**    **Undergrounding for visual amenity 5.7km**

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# Our performance in 2021/22

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

Safety	#1	Site security	★	Completed	
	#2	Safe climbing	●	P11	
	#3	Asbestos management	●	P11	
	#41	Management of the risk of link box failures	●	P12	
Social	#42	Rising and lateral mains	●	P12	
	#4	Enhanced Priority Service Register service	●	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	
	#8	Responsible organisation	✓	Completed	
	#9	Resilient supplies to vulnerable locations	✓	Completed	
	#10	Mitigate fuel poverty	★	P15	
	#48	Support electricity users in vulnerable circumstances and deliver the commitments of our pilot partnership with Citizens Advice Manchester	★	P15	
	Reliability	#11	Improve overall reliability	★	Completed
#12		Improve overall availability	★	Completed	
#13		Complete flood protection programme to all major sites	●	P17	
#14		Network health – overall risk index	●	P17	
#15		Network health – fault rate	★	P18	
#16		Strategic site security	✓	Completed	
#17		Ensure all major substations have appropriate backup battery capacity	●	P18	
#18		Reconfigure the network where appropriate to ensure redundancy in event of major incident	✓	Completed	
#19		Improve performance for worst-served customers (WSC)	●	P19	
#20		Ensure that the loading risk of the network is appropriately managed – overloaded substations	★	P19	
#21		Ensure that the loading risk of the network is appropriately managed – larger transformers	●	P20	
#22		Ensure that network constraints to the connection of Distributed Generation are removed	●	P20	
#46		Improve overall reliability	★	P21	
#47		Improve overall availability	★	P21	
Customer		#23	Customer survey – composite score	✓	P23
		#24	Complaints – 1 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	★	Completed	
	#38	Reduce losses	✓	Completed	
	#39	Reduce oil lost from cables	★	P31	
	#40	Undergrounding overhead lines	●	P31	
Low carbon	#43	Driving transition to DSO	●	P32	
	#44	Facilitating expansion of electric vehicles	●	P32	
	#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.