

Performance snapshot 2024/25

Our network



Number of customers 2.4m



Overhead lines
12,389 km



Underground cables
47,324 km



Submarine cables
23km

Total network length **59,736 km**



TOTEX
*The price base for all E values is 2020/21

£342 m
Total expenditure*

£344 m
RfIO-ED2 (ED2) allowance*

99%
of allowance (before adjustment for expenditure profile)

£124 Our part of a typical annual household bill

The typical annual household bill in current prices, and using a consumption value of 2,900kWh, is £142.

Our customer commitments

Customer satisfaction

92.9%

Major Connections Customer Satisfaction*

87.1%

Customer Vulnerability score*

94.5%

DSO Stakeholder Survey Score

8.9/10

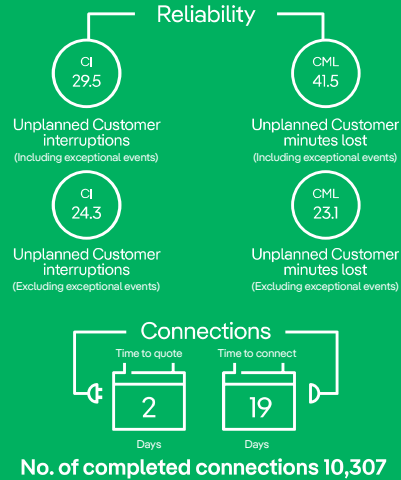
Panel Assessment Score

6.7/10

*For full reports please use link below:

www.enwl.co.uk/about-us/engaging-with-our-stakeholders/stakeholder-engagement-publications/

How we're performing



Operating responsibilities

Safety

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

Lost time injuries

1

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

Lost time injury frequency rate

0.011*

Community Outreach

£84k awarded to community energy projects www.enwl.co.uk

Carbon emmissions

17,882 tCO₂e

Undergrounding for visual amenity

0.4km

<https://www.enwl.co.uk/about-us/regulatory-information/environment-report/>

Our performance in 2024/25

On track Behind schedule Missed target

Safety	#1	Make electricity safer in high rise buildings	On track	P12
	#2	Deliver safety campaigns	On track	P12
	#3	Increase safety and STEM education	On track	P13
	#4	Improve overhead line safety	On track	P13
	#5	Keep rural transformers safe	On track	P14
	#6	Enhance security at major sites	On track	P14
	#7	Improve the safety of underground cable pits	On track	P15
	#8	Safety check on cut-outs	On track	P15
	#9	Comply with legislation on PCBs	On track	P16
Customer	#10	Make it easier for customers to contact us	On track	P18
	#11	Provide additional support to businesses during power cuts	On track	P18
	#12	Improve the speed and quality of our responses to customers	On track	P19
	#13	Provide faster quotes and completion for new domestic connections	On track	P19
	#14	Reduce the time it takes to complete emergency roadworks	On track	P20
	#15	Increase community focused engagement	On track	P20
	#16	Maintain high levels of competition in the Northwest	On track	P21
	#17	Extend Smart Street to a further 250,000 households in our region	Behind schedule	P21
Reliability	#18	Reduce the number of power cuts	Behind schedule	P22
	#19	Reduce the duration of power cuts	Behind schedule	P22
	#20	Improve performance for worst-served customers (WSC)	Behind schedule	P23
	#21	Measure and report short power cuts	On track	P23
Vulnerability	#22	Increase collaboration with other utilities	On track	P24
	#23	Increase investment in referral work	On track	P24
	#24	Expand our priority services register	On track	P25
	#25	Create an innovation fund	On track	P25
	#26	Support customers in fuel poverty	On track	P26
	#27	Develop a new customer advisory panel	On track	P26
	#28	Conduct home welfare visits for vulnerable customers during long-duration power cuts	Behind schedule	P29
	#29	Introduce all-colleague training for vulnerable circumstances and mental wellbeing	On track	P29
Resilience	#30	Improve flood protection	On track	P30
	#31	Plant 10,000 trees every year	On track	P30
	#32	Increase cyber resilience	On track	P31
	#33	Maintain resilience in a changing climate	On track	P31
	#34	Improve network health	Behind schedule	P32
	#35	Improve telecommunications resilience	On track	P32
	#36	Invest in electricity system restoration readiness	On track	P33
Environment	#37	Reduce carbon footprint	On track	P34
	#38	Reduce oil lost from cables	On track	P34
	#39	Undergrounding overhead lines	On track	P35
	#40	Reduce losses	On track	P35
	#41	Reduce potent emissions	Missed target	P36
	#42	Create wildlife havens	On track	P36
Net Zero	#43	Help customers connect low carbon technologies	On track	P38
	#44	Remove constraints for renewables	On track	P38
	#45	Establish a new annual community energy fund	On track	P39
	#46	Unloop customers' power supplies	On track	P39