Performance snapshot 2025/26

Our network

Number of customers 2.4m

Overhead lines	Underground cables	Submarine cables
12,358 km	45,597 km	23km

Total network length 57,978 km

TOTEX

*The price base for all £ values is 2020/21

£375 m	£370 m	102%
Total expenditure*	RIIO-ED2 (ED2) allowance*	of allowance (before adjustment for expenditure profile)

£100 Our part of a typical annual household bill

*The price base for all £ values is 2020/21.

The typical household bill in current prices, and using a consumption value of 2,900kWh is, £137.

How we're performing

Reliability

CI	CML
24.0	26.1
Unplanned Customer interruptions (Including exceptional events)	Unplanned Customer minutes lost (Including exceptional events)
22.0	23.1
Unplanned Customer interruptions (Excluding exceptional events)	Unplanned Customer minutes lost (Excluding exceptional events)

Connections

Time to quote	Time to connect
2 Days	19 Days

No. of completed connections 8,423

Our customer commitments

Customer satisfaction	Customer Vulnerability score*
93.8%	94.0%
Major Connections Customer Satisfaction*	DSO Stakeholder Survey Score
88.0%	9.2/10
	Panel Assessment Score
	7.7/10

*For full reports please use link below:

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

Operating responsibilities

Safety

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

Lost time injuries	Lost time injury frequency rate
3	0.033*

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

Community Outreach

£111k awarded to community energy projects (Current prices) https://www.enwl.co.uk/future-energy/community-and-local-energy/

Carbon emmisions	Undergrounding for visual amenity
16,805 tCO_2e	3.5km

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

https://www.enwl.co.uk/future-energy/innovation/

Our performance in 2025/26

On track · Below target · Ahead of target

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