

Our 2022/23 Performance snapshot aims to meet our stakeholders' request to provide more easily accessible information on our RIIO-ED1 business plan performance metrics. The RIIO-ED1 price control covers the period April 2015 – March 2023.

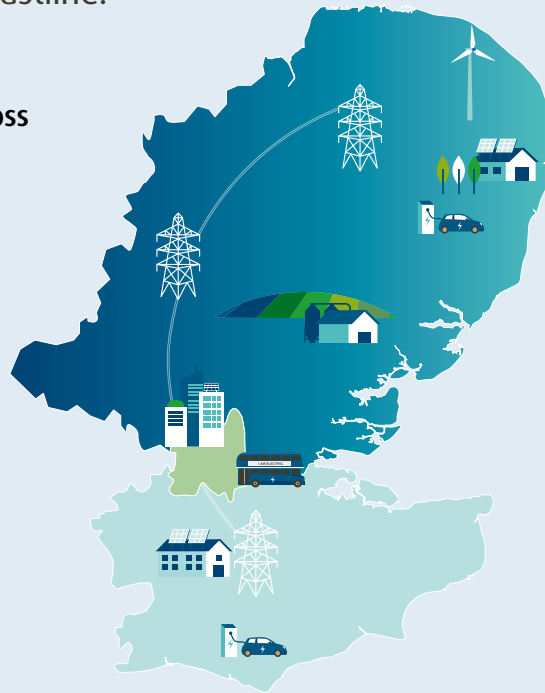
## Our operations

We deliver power to North London and East Anglia, encompassing a diverse range of urban and rural areas as well as a huge coastline.

...keep the lights on across  
**20,379km<sup>2</sup>**

...maintain  
**99,080km**  
of overhead lines and underground cables

...support and serve  
**3,698,654**  
customers



## Financial performance

**£408m**  
Our network expenditure (2022/23 prices)  
We outperformed the Ofgem cost allowance by 1%

**£5m**  
Cost out-performance in value (2022/23 prices)  
2021/22 cost out-performance of £2m

**£40.3m**  
Incentive revenue earned (2022/23 prices)  
2021/22 revenue of £33.4m

**£125.73**  
Unrestricted domestic tariff charge (not including domestic customer rebate) (2022/23 prices)  
Industry average of £130.88

## Customer satisfaction

**9.41**  
Overall Broad Measure of Customer Satisfaction (BMoCS) (score out of 10)  
Compared to 9.33 in 2021/22

## Social obligations

**1,138,040**  
Number of registrations on our Priority Services Register  
10% increase over 2021/22

## Environmental impact

**22,670**  
Our Business Carbon Footprint (tCO<sub>2</sub>e)  
Reduction of 30% compared to 2014/15 (baseline year)

## Safety

**0**  
Lost time incidents (employees and contractors)  
Compared to one last year

## Reliability

Customer interruptions<sup>1</sup> (weighted & excluding exceptional events)  
**42.8** 65.6  
Ofgem target  
35% better than target

Customer Minutes Lost<sup>2</sup> (weighted & excluding exceptional events)  
**33.1** 45.0  
Ofgem target  
26% better than target

## Connections

Average time (days) taken to provide a quote for a single small connection  
**3.08** 4.84  
Ofgem target  
36% better than target

Average time (days) taken to complete a single small connection  
**36.13** 39.28  
Ofgem target  
8% better than target

**0** ICE scheme penalties incurred

1. Customer Interruptions (CI) are the number of customers interrupted per 100 customers on our network. This includes both planned and unplanned network outages.

2. Customer Minutes Lost (CML) are the average length of time customers are without power, for power cuts lasting three minutes or longer. This includes both planned and unplanned network outages.

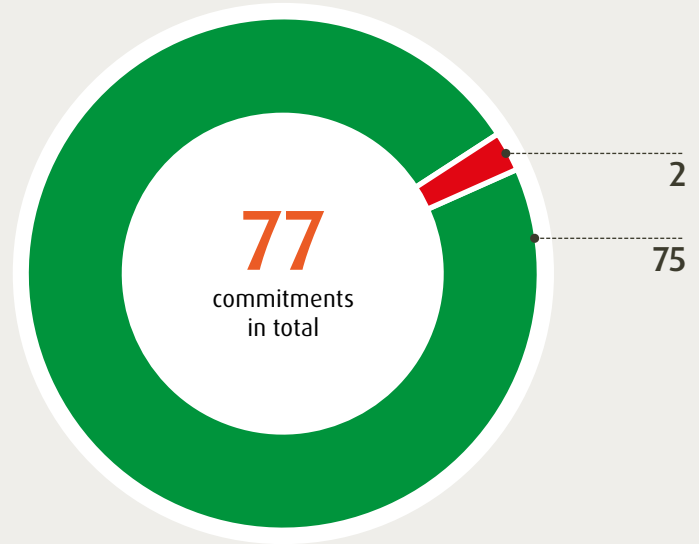
# Delivering our commitments to you

We are happy to have delivered on 75 of our 77 output commitment over RIIO - ED1 period, which were informed by the requirements of our stakeholders.

## Our commitment performance

### Key

- Successful achievement of an annual output
- Failed to complete an annual output



Category	Eight year RIIO-ED1 commitment	2022/23 update	Status
Environment	Underground the equivalent of 80km of HV overhead lines in SPN and 96km of HV overhead lines in EPN in Areas of Outstanding Natural Beauty and National Parks.	In RIIO-ED1 we have removed 12.9km of overhead lines in SPN and 32.2km in EPN. This is significantly below our target and we are working with our key stakeholders to apply our learning from RIIO-ED1 to ensure a smoother delivery process to ensure that we spend our full allowance in RIIO-ED2.	<span style="color: red;">●</span>
Environment	Reduce cable fluid leakage of 207,000 litres by 2% per annum.	In 2022/23, a total of 188,355 litres of oil were lost from fluid filled cables in our three licence areas. This is slightly higher than the RIIO-ED1 commitment when considering a reduction of leakage by 2% year on year from a baseline of 207,000 litres, which would lead to an annual leakage of 176,107 litres. However, it should also be noted our focus on investing in our fluid filled cable network has reduced leakage by 34% over the RIIO-ED1 period compared to 2014/15 level of 283,434 litres.	<span style="color: red;">●</span>

