

NGED Customer Panel

16 March 2023
Held remotely on Zoom

nationalgrid



Attending

16 March 2023 – Zoom

Customer Panel members	
Alex Spreadbury	B&Q
Gabby Mallett	Customer representative - Chair
Bob Radford	Kirklington Parish Council
Gemma Parker	South West Water
Richard Hellen	The Schumacher Institute
Graham Biggs	Rural England Network
William Baker	Fuel Poverty Research Network
Noni Roberts	British Red Cross
Jo Giles	Cadent

National Grid:	
Alison Sleightholm	Regulatory & Corporate Director
Chris Hayton	Head of External Affairs
Emma Vincent	Corporate Communications Manager
Richard Allcock	Stakeholder Engagement Manager
Tracey Cullen	Social Obligations Officer
Ellie Patey	Social Obligations Officer
Nicki Johnson	Stakeholder Engagement Officer

Partners:	
Karn Shah	Centre for Sustainable Energy (CSE)
Eleanor Hodges	Centre for Sustainable Energy (CSE)

Customer Panel Agenda

- 09.45 Closed member session – optional for all members
- 10.00 **Director's update**
Alison Sleightholm, Regulation & Corporate Director
- 10.30 **Feedback from surgeries**
Gabby Mallett, Chair, NGED Customer Panel
- 11.00 **Smart Energy Action Plans – presentation and round table discussion**
Karn Shah, Centre for Sustainable Energy
- 11.30 **COMFORT BREAK**
- 11.45 **Update on results from Winter Preparedness communications**
Emma Vincent, Corporate Communications Manager
- 12.15 **Update on UAT and ThePSR.co.uk**
Nicki Johnson, Stakeholder Engagement Officer
- 12.30 **National Grid Social Value – we need your help!**
Ellie Patey, Social Obligations Officer

Director's update

Alison Sleightholm
Regulatory & Corporate Director

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Today's slides

- An update on our new President
- RIIO-ED2 – the final determination agreed with Ofgem
- Grid:voice update

Our new President

- National Grid Electricity Distribution (NGED) President Phil Swift leaves on 31st March 2023
- Cordi O'Hara, currently President of National Grid Ventures, will become NGED's President from 1st April 2023
- After successfully leading the National Grid Ventures team over the last few years, Cordi will be focused on the next stages of the ED integration, bringing the best-in-class customer organisation deeper into the wider National Grid operating model and culture
- Cordi is already working closely with Phil Swift, spending time learning the business and ensuring a smooth transition into her new role ahead of the official start date



RIIO-ED2 Final Determination



National Grid



We have £5.9 billion to delivery the services for our stakeholders - that the largest amount of any DNO in the UK.



For RIIO-ED2 we can invest around £1.2 billion per year which is higher than in RIIO-ED1 at £1.05 billion per year.



We have accepted this outcome and are not appealing.



We need to deliver our commitments for at least 5% below allowances.



We are finalising our delivery plan to ensure we will deliver the 42 core commitments and other outcomes.

So we will need to focus on the following to deliver in RIIO-ED2 and beyond

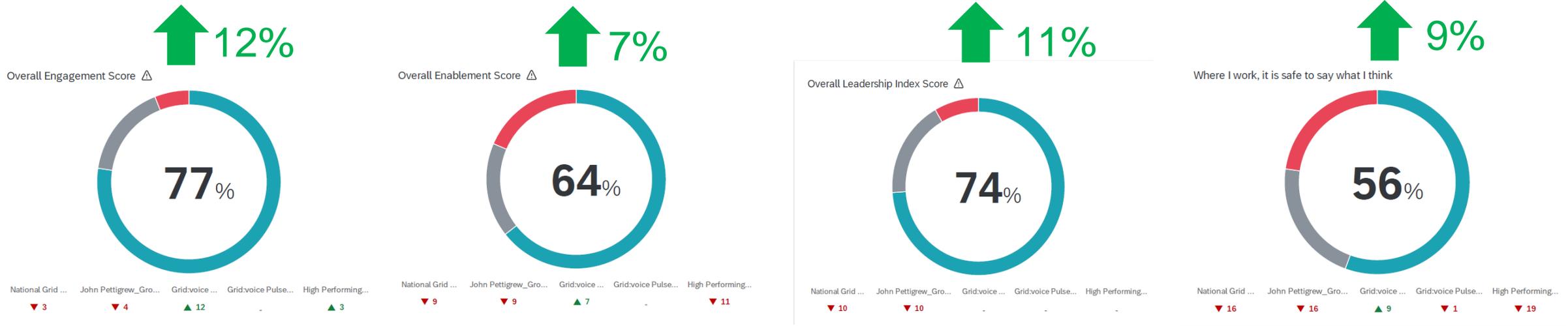
We will

- Drive at step change in operational efficiency to meet customer value for money expectations.
- Improve customer speed and ease of connection enabled by simple digital solutions to facilitate scaling.
- Work with key stakeholders to enable regional local energy area plans and have ambitious decarbonisation targets for our business.
- Architect the DSO of the future, to enable right sized anticipatory investment and new flexibility services.
- Invest in our people today and develop our workforce of the future.

Grid:voice results

Achieved a 71% response rate (57% in 2022)

Increase in scores in all areas with the exception of our focus on customers and their needs



Our strengths are: our focus on safety, results and our team based approach

Our focus areas going forwards are:

- Improving our engagement with colleagues and explaining change
- Supporting our colleagues to deliver for the customer
- Ensuring colleagues are valued in a “Safe to Say” environment

Grid:voice – next steps

- Overall NGED view of results to be communicated early April and during roadshows
- Each manager to review their own results in full and share them with their team
- Acknowledge the positives
- Develop an action plan utilising the guidance, webinars and the support of the team
- Keep it simple and focus on 1-3 areas of improvement for the year
- Upload an action plan so initiatives can be shared
- All teams to be briefed as part of April team brief
- Managers to work with teams on the action plan during the year

Questions



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Social Obligations and Connections and Investment Surgeries

Gabby Mallett

Chair – Customer Panel

16th March 2023

Social Obligations Surgery – 19th January 2023

Results from Power Up and Affordable Warmth projects

Key findings

The fuel poverty programme has seen increased demand

Partners report that cases are complex

Customers are very worried about winter and the cost of living crisis

More people who were “just about managing” are now falling into fuel poverty

Priority Services Register remains the key hook in engaging customers

Energy Affordability Fund

Six key projects Nov 22-April 23

Funding Total £101,600

Social obligations event – November 2022

Event to consult stakeholders on:

- Plans for RIIO-ED2
 - Scheme results and case studies
 - Challenges of supporting customers in immediate crisis
 - Supporting customers through this winter
 - Smart and fair energy transition for all
-
- 54 stakeholders representing 43 organisations
 - Mainly charities (34%), local authorities and utilities
 - 92.3% found interesting or very interesting

Feedback/proposed actions

- Increase in the Energy Affordability Fund aimed at 12 month projects to provide increased stability and partner innovation
- Develop and roll out resilience training to front line teams who are seeing more people in greater need
- Use Community Energy Engineers to share the message and sign up new referral partners
- Discuss collaboration opportunities with other utilities for rolling out of NGED pilot NHS scheme to develop common support provision
- Smart Energy Pilot plans to be delivered by CSE and feedback can shape the enduring programme

➤ **The Panel endorsed all of these actions**

Following discussion

New PSR landing page

➤ **NGED request for feedback from Panel**

NGED to create a visual showing the relationship between local authorities/partners and DNOs and the link to social contract

Also to pull together list of potential referral partner types and share with panel

Connections and Investment Surgery

2nd February 2023

Feedback from Connections workshop held in November 2022

111 attendees, in person and remote

Designed to get feedback on

Access and Forward-Looking Charges Significant Code Review (SCR)

NGED road map to self serve online connections

Supporting the transition to net zero via the 'Take Charge' initiative

Commitment to delivering a future energy network 'DSO' Distribution System Operator

Actions speak louder than words

Examples given of where feedback has been acted upon

2020 feedback to

“Make it as easy as possible for customers to connect LCTs and reduce times to provide approval to install LCT equipment.”

Actions now to provide online acceptance for most domestic LCTs

Any necessary upgrades completed retrospectively

Domestic EV online self-serve real-time application – Went live 7th December 2022.

Actions speak louder than words cont...

Other examples

Feedback 2020 – provide online mapping of cables and assets

Action – delivery of self serve LV estimating tool July 2022

Feedback 2019 – work with partners to develop better EV at service stations

Action – ‘Take Charge’ solution effective in Exeter July 2022

This year's feedback

Now working on feedback from 2022 event

Feedback - customers are treated far too much as 'experts'

Proposed action – ensure communications are clear, simple and concise. Use test case scenarios

Feedback – Data is too high level

Proposed action – enhancements to 'connect lite' map part of budgeting tool

Feedback – two way information flow needed to show capacity

Proposed action – investigate potential for two way comms

➤ The Panel endorsed all of these actions

Local Network Investment Workshops

11 events in local depots

102 stakeholders

46 took up option of 20 min face to face meetings (very useful and well received)

Objectives

Meet Distribution Managers and local teams

Find out more about NGED, Business plans and local area investment

Help NGED understand the local growth agenda, including Local Area Energy Planning

Discuss connections policy and SCR (Significant Code Review)

Explain DFES (Distribution Future Energy Scenarios)

Share ambitions for low carbon technologies

Speak about any specific community issues

Feedback/proposed actions

Produce some simple guides (video or flow chart for example) for the website to complement new LCT application process

Work with Community Energy engineer on information and support for CE groups who may find system more difficult than commercial orgs

Improve online mapping tool to allow stakeholders to see more accurately where capacity is available which may affect their planning decisions

Provide virtual site visits to save time and allow clearer quotes to be achieved

Online applications for all LCTs could be available as self-serve

Continue to utilise surgeries and workshops to inform NG's Best View on required investment

Provide a template or guide for Local Authorities to support them in their production of LAEPs

Consider publishing further data in relation to capacity, renewable generation and battery storage, esp for Las to assist in their area planning

➤ **The Panel endorsed all of these actions**



Smart Energy Action Plans – a Pilot

Karn Shah, Senior Project Manager

16th March 2023

We help people change the way they think and act on energy.

cse.org.uk





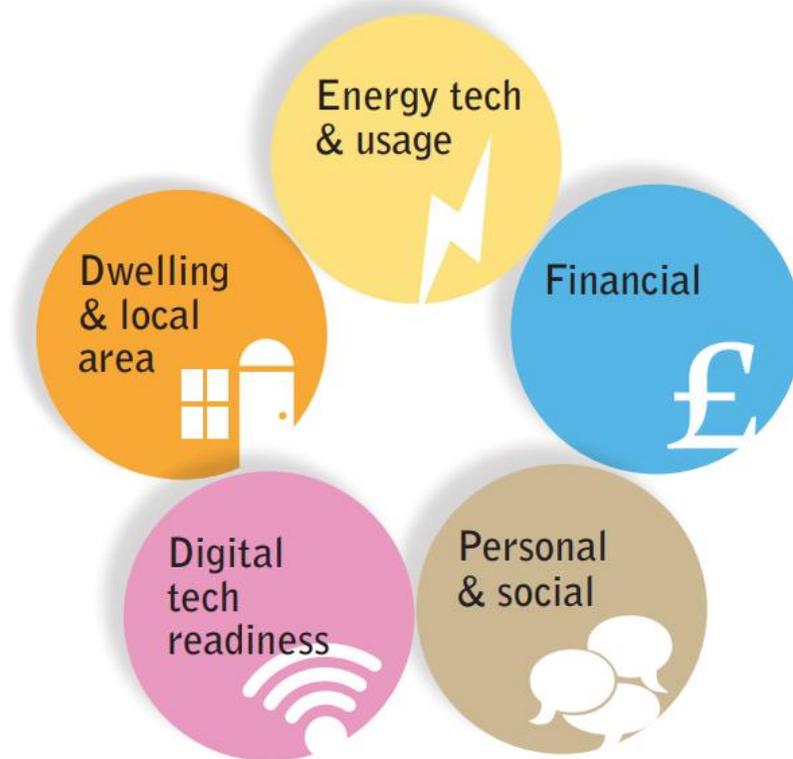
The context: NGED commitments

- RIIO-ED2 (2023-28) Business Plan:
“We will deliver a first class programme of inclusive support. This will include offering 600,000 smart energy action plans for vulnerable customers each year, ensuring no one is left behind in a smart future.”
- Targeted advice and support for vulnerable customers in relation to low carbon technologies, smart meters, and flexible energy services for example.
- Type and depth of advice will need to vary to suit different customer needs and capabilities.



The context: a smarter energy system

- CSE's 'Smart and Fair' work looked at how we ensure we develop a future energy system that is both smart and fair
- We identified a series of customer capabilities or characteristics needed to participate and benefit from the transition





Our approach

Using our experience gained from our Smart and Fair work and the delivery of the Power Up advice project in the South West, we designed a pilot focusing on customers who would typically need extra support from an energy advice agency such as ours – e.g. Power Up! customers.

The pilot includes the following activities:

1. Develop tools to provide introductory or in-depth advice around how a customer could participate in and benefit from a smart energy system, tailored to their circumstances and needs.
2. Rolling evaluation and refinement of tools, templates and recruitment strategy
3. Evaluation of customer experience, recommendations for next steps



The Smart Energy Action Plan options

Introductory plan

For customers who are not ready for an in-depth conversation with our smart energy team, but need some tailored advice on a specific offer or option, e.g. on smart meters, air source heat pumps, or solar PV, or a broad overview of the smart energy transition, what it entails and how they can participate.

Customer will receive telephone advice on one or two offers, measures or capabilities, followed up with a tailored plan and any relevant factsheets.



The Smart Energy Action Plan options

Detailed Plan

An in-depth review of the customer's personal situation, priorities and objectives, how this impacts their participation in the smart energy transition, and discussion of all the smart energy offers or products that might be appropriate to them.

Key components:

- Overview of what a smart energy action plan means – key definitions, benefits
- Questionnaire – Helps us determine customer's priorities and 'capabilities' or circumstances
- Suggested actions – to be broken down into capability development, smart controls, smart heating, tariffs, EV's, renewables

Question for panel: what are the key benefits of the two approaches? How can we maximise engagement of customers on these two approaches?



Customer recruitment

1. Power Up customers in South West referred to CSE
2. Self-generated National Grid PSR customers supported by CSE
3. Other National Grid customers (not on the PSR) supported by CSE advice line and casework projects



Evaluation

- Focus groups/workshops with smart energy advisors
- Ongoing feedback from smart energy advisors
- Online surveys sent to all customers 2-3 weeks after receiving detailed smart energy action plans
- Follow-up in-depth telephone interview with customers



Progress update:

- Work done so far:
 - Developing 'tool' – iterative process
 - Preparing resources – new factsheets, guidance documents
 - Training for Power Up! advisors
 - ~100 introductory plans, ~20 detailed plans to date
 - Rolling evaluation with advisors
 - Ongoing surveys of customers receiving detailed plans



Key findings so far

- Challenging time to engage customers on the smart energy transition
 - Cost of living crisis is highest priority – customers focused on here and now, and on low- or no-cost options.
 - Digital skills and capabilities a significant barrier to participation
 - Not many time of use tariffs available on the market
 - Mistrust of smart meters, heightened by suppliers remotely switching smart meters to pre-payment meter mode.
- Yet, there are some opportunities:
 - Dynamic Flexibility Services in the media.
 - Funding for low-carbon retrofit – e.g. ASHPs, solar PV, smart heating controls
 - Focus on low-cost options

Question for panel: How can we overcome these challenges? Are there any other challenges or opportunities we should consider?



Key findings so far

- Popular topics of advice have been smart meters, shifting usage, awareness of usage.
- Detailed plans have been an even split between smart meters and renewables. Not much engagement on EVs and energy storage
- Likely to change as more variety of tariffs become available
- Scope of detailed plan is large and complex, often taking over an hour to complete the call.
- Products and offers are rapidly changing – advice needs to be kept relevant.



Next steps

- Further trialling of plans with Power Up! customers
- Evaluation and recommendations on next steps
- Incorporate introductory advice in to a typical Power Up! call
- Training of National Grid Contact Centre teams
- Sharing lessons learned across the industry
- Develop “self-serve” tools for customers who do not need the additional support from an energy advice agency.



Questions for discussion:

- What does the panel think are the key benefits of the two approaches (introductory and in-depth plans)?
- How can we maximise engagement of customers on these two approaches?
- How can we overcome the challenges identified in this pilot? Are there any other challenges or opportunities we should consider?
- Any feedback on the materials sent to customers?

Winter preparedness communications

Emma Vincent
Corporate Communications Manager



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Introduction

National Grid Electricity Distribution launched an advertising campaign that ran from late December 2022 into February 2023 to promote winter preparedness messaging and awareness of the Priority Services Register (PSR).



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★ The campaign took place across our four licence areas

★ Organised in-house

★ Two big media companies were used:
Reach and **Global**

Newspapers and digital

We ran a mix of print, digital and social ads as well as content marketing with Reach in the South West, South Wales and the Midlands.

Two full page ads were published in more than 25 daily and weekly titles.

One promoting PSR and the other winter preparedness.

In some papers we also had front page ads

The ads ran w/c Monday 26 December 2022 and Monday 2 January 2023 with a total readership of 1.7 million across publications including:

Birmingham Mail

Stoke Sentinel

Western Morning News

South Wales Evening Post

Ads supplemented for two weeks from w/c Monday 2 January 2023 with:

Digital display ads

Content marketing articles

Social media posts on

Facebook and Instagram

Content marketing article

A 450-word content article, supporting winter preparation and PSR, promoted via Reach's 'Live' brands and 'In Your Area' websites had **260,000 page views**.

The dwell times for NGED's article across the Live brands ranged from **2 to 4 minutes - higher than the average**.
(Articles with a dwell time of under 1 minute 30 seconds are likely to have been skim read.)

The Coventry Live audience was the highest for the article with **5,100 page views and 4,600 users**.

The longest read time was on Birmingham Live - **4 minutes 47 seconds**.

Google display network ad impressions totalled **5.4 million, with 40,595 clicks**.

This article was also promoted on Reach's Live brands' Facebook pages:

Area	Impressions	Actions	Clicks
Midlands	729,692	15,307	74,905
South Wales	56,989	1,655	6,636
South West	240,585	5,537	21,924



Digital display adverts

We supplied digital display adverts to run in mobile banner and digital billboard formats.

Together they gained 5.5 million impressions and more than 10,000 clicks.

Area	Impressions	Clicks	Click Through Rate
Midlands	3,500,000	6,908	0.20%
South Wales	1,050,000	1,794	0.17%
South West	1,000,000	1,690	0.17%

Reach say the average click through rate (CTR) for digital display ads is **0.008%**

NGED's performance compares favourably.

The attention metric of inview time (*the amount of time the adverts were visible*) was **39,490 hours**.

A high inview rate gives NGED's brand greater exposure as more people have seen the message and are more likely to remember the information.

This campaign had an **86% inview rate** - the average inview rate is between 30 - 40% which suggests the campaign excelled in reaching the target audience.

The most engaged audience was female at 70%

The most engaged age group was 45-54

The most engaged demographic was families at 60%

Social media

On Facebook and Instagram, two sets of ads ran - linking to the following URLs:

nationalgrid.co.uk/winter-hub

nationalgrid.co.uk/psr

Both earned more than **2.2 million impressions**, **46,000 engagements** and nearly **25,000 link clicks**.

The winter preparedness posts outperformed the PSR ones however the targeted audience was different.

PSR ads

Area	Audience age	Impressions	Engagements	Engagement rate
Midlands	M&F 55-65+	536,674	7,070	1.3%
South Wales	M&F 55-65+	84,646	1,040	1.6%
South West	M&F 55-65+	233,676	3,076	1.3%

Winter ads

Area	Audience age	Impressions	Engagements	Engagement rate
Midlands	M&F 18-65+	864,959	19,221	2.5%
South Wales	M&F 18-65+	134,135	4,831	3.6%
South West	M&F 18-65+	427,720	11,060	2.5%

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Keep a torch and batteries handy, avoid candles – these are a fire risk.

CALL 105

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Keep your mobile phone charged, and any other devices you rely on.

CALL 105

Radio advertising

We worked with Global group, which runs national brands such as Heart and Capital, to broadcast a series of **30-second radio adverts** across their Smooth and Gold radio stations in our four licence areas. These stations were chosen to target an older demographic.

The ads promoted the **105 power cut number** and the **PSR**, and ran in spots throughout the day for two weeks from 9-22 January.

Station	Spots	Reach
Gold East Mids Derbyshire	82	18,000
Gold East Mids Northants	52	21,000
Gold East Mids Notts	71	56,000
Smooth Radio West Midlands	111	442,000
Smooth Radio South Wales	96	93,000
Smooth Radio Devon (Exeter)	105	22,000
Smooth Radio Devon (Plymouth)	82	14,000
Smooth Radio West Country (Bristol and Bath)	108	39,000
Smooth Radio West Country (Gloucestershire)	97	12,000
TOTAL	804	717,000

Bus advertising

Adverts themed around “Let’s Get Ready for Winter” were displayed on the rear of 300 buses for two weeks from 16-29 January 2023.

This ad directed people to the winter hub for tips and advice.

A second ad with a PSR focus ran on bus rears and sides in the same areas from 23 January to 5 February 2023.

The buses operated out of depots in:

MIDLANDS: Birmingham, Cheltenham, Derby, Gloucester, Hinkley, Kidderminster, Shrewsbury, Walsall, Wolverhampton

SOUTH WALES: Aberdare, Cardiff, Caerphilly, Haverfordwest, Merthyr Tydfil, Newport, Pontypridd, Port Talbot, Swansea

SOUTH WEST: Cornwall, Exeter, Plymouth, Torquay, Weymouth

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Let’s get ready for winter

To find out what additional support we can offer go online: nationalgrid.co.uk/psr

POWER CUT?
CALL 105



Website traffic

We reviewed traffic to NGED's website for the periods coinciding with the adverts and have provided figures for 2021 for some comparison.

National Grid - Winter hub

Winter Hub hits:

9 Jan-5 Feb 2023:

26,314

9 Jan-5 Feb 2021:

105

The 2023 figures include all the traffic interacting with other pages on the winter hub page, including a PSR page. Winter hub didn't exist in 2021 but stats come from equivalent pages.

National Grid - Priority Services

PSR hub hits:

9-22 Jan:

10,461 (across our Priority services pages)

2,967 to the PSR hub in particular.

Comparative PSR data is not included as 2021 figures show high traffic following an email campaign.

Your feedback

Prior to launching the campaign you were asked for your feedback on the campaign approach and visuals

Your feedback:

Radio advert – approved

Social media visuals – Could we utilise the standard 'Power cut? Call 105' messaging instead of just 'Call 105'?

Email & Letter –

- Add info on updating any other information we may hold
 - Add 105 number
- Bring messaging around emergency power cuts being unlikely higher within the wording
 - Shorten the letter content

Our response:

Radio advert – nothing required

Social media visuals – Had some additional visuals developed with the 'Power cut? Call 105' messaging

Email & Letter –

- Added additional wording with the weblink to detail updating any other information we hold
 - 105 number was added within contact details
 - This was discussed with the contact centre and remained within the emergency power cuts section but we made bold
 - Letter content was kept at the same length – feedback from customers showed they were asking questions on these topics so all relevant

Learnings

- **Spreading our ad spend on various platforms prevented over-reliance on one channel and potentially could have helped reinforce messaging as it was seen in different settings.**
- **Dwell times for the content article suggested customers found the information within it useful and that the timing of publication was appropriate.**
- **Running a radio campaign over two weeks was the most minimal period of time to be effective and extending to three or four week should be considered for a future campaign to ensure as many listeners as possible hear it repeatedly.**
- **Planning for future winter campaigns should start earlier given the need to create adverts in multiple formats and with theme variations. Advertising lead times (up to three weeks for buses) and pressure for slots around Christmas and New Year should also be considered in relation to campaign launch timing.**
- **More planning time would also allow for further experimentation with creative - for example, the use of iVans – vehicles with display screens and dwell time tracking camera technology – at big events and/or strategic locations, e.g. outside GP surgeries.**
- **An NGED advertising campaign of this size has not been conducted in recent years, so the data from this one will help set a valuable base for the future.**

User Acceptance Testing (UAT) for ThePSR.co.uk

Nicki Johnson
Stakeholder Engagement Officer

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ThePSR.co.uk

Electricity Distribution Network Operators (DNOs) and Gas Distribution Networks (GDNs) across England and Wales have collaborated to create ThePSR.co.uk.

The website landing page which will make it easy for any organisation to help its service users to join the Priority Services Register (PSR) wherever they live.

Ahead of the website being launched, National Grid sent a link to the test website to Panel members to review and provide feedback, to be considered before approving the final version.

Thank you to those of you who have provided feedback – this has been shared and will be incorporated, where possible, before ‘go live’ tomorrow



Feedback summary

Panel member's suggestions about the content of the site included:

- The opening description of the PSR may be interpreted as suggesting that the PSR is an advice service and could be restructured to avoid this.
- It appears that the user is assumed to understand the difference between supplier and distributor and perhaps this should be clarified.
- The PSR eligibility section isn't totally clear that the list of conditions is not exhaustive.
- On PSR sign up pages for different operators, the eligibility criteria is more specific on some than it is on others, and different from the central page. A more uniformed approach across all may be an approach to consider.

“Seems like a brilliant idea to have a single place for vulnerable people to be directed to sign up to the PSR.”

“The main sentence describing the PSR - The Priority Services Register (PSR) is a free UK wide service which provides extra advice and support, including when there's an interruption to your electricity or gas supply - might be easier for users to digest if the sentence is split in two. It might be interpreted as meaning the PSR is an advice service.”

“I think the text assumes users know the difference between electricity / gas distributors and suppliers. It might be helpful to explain the difference and say that suppliers have PSRs too.”

“The site might benefit to explain the differences between distributor and supplier as this may cause confusion and lack of sign ups when the users supplier is not listed.”

“Might need to check all the websites to ensure nothing is missed as above about eligibility... The paragraph "The Priority Services Register (PSR) is a free UK wide service which provides extra advice and support when there's an interruption to your electricity or gas supply." could be misunderstood as it doesn't mention about needing to be eligible and it's not open to everyone.”

Feedback summary

Panel member's suggestions about the format of the site included:

- More information about the PSR and eligibility could be moved above or adjacent to the postcode box so that people can understand the PSR and the tool before they're being given the means to use it.
- If the top links menu was anchored on the screen, the site options could be navigated without having to scroll back up to the top of the site.
- The same colour green is used in places for both hyperlinks and plain text in a few places.
- Presentation is clean and easy to read but quite basic, however the site is there to serve a function and only test site was being reviewed.



"I would move 'am I eligible' on top before the postcode search and 'the benefits of PSR' somewhere after the postcode search."

"One bit of feedback – I wonder if the information relating to the PSR could be higher up? It feels a little backwards to have the details of how to sign up ahead of the information about why it might be useful for you to sign up."

"Something that might be worth consideration is the same colour green is used for both text that are hyperlinks and also (in places) that are designed just to be plain text. I would also consider displaying the anchor links top menu after a selection has been made so the site options can be navigated without scrolling back to the top of the site."

"Very clean - perhaps too much white screen for my personal taste but I think the design works well for those who are visually impaired (many of whom might be on or eligible for PSR)"

"Great to have in one place, clean, easy to use. Perhaps not the most inspiring of looks and not too sure about the 'the' within the logo."

"Very clean and neat and easy to read."

National Grid Social Value

Ellie Patey
Social Obligations Officer

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Social Value – National Grid Group

- **NGED have been using ‘social value’ modelling as a tool to measure our impact for a number of years (e.g. in our Social Contract and stakeholder engagement submissions)**
- **This takes into account the wider benefits to society and the environment we generate, over and above every pound we invest**
- **We are now supporting National Grid to drive a shift from measuring social value outputs to outcomes across the group, to:**
 - better capture the true value delivered for our customers and communities
 - improve our external recognition as a socially responsible business (for customers, key investors, stakeholders and regulators)
 - align with the industry in using a common social value tool
 - inform internal decision-making and prioritisation of initiatives
- **We are seeking your views on the proposed approach**

Appendix: Performance



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IIS Outturn 2022/23

	NGED West Midlands		NGED East Midlands		NGED South Wales		NGED South West	
	CI	CML	CI	CML	CI	CML	CI	CML
Ofgem IIS Target 2022/23	77.3	50.3	49.8	34.9	51.5	32.0	57.1	42.1
IIS Outturn 2022/23	43.55	30.48	31.42	21.12	41.87	28.83	50.11	40.18
% Out Performance	43.7%	39.4%	36.9%	39.5%	18.7%	9.9%	12.2%	4.6%
*Potential reward (£m†)	18.40		17.77		2.67		2.53	

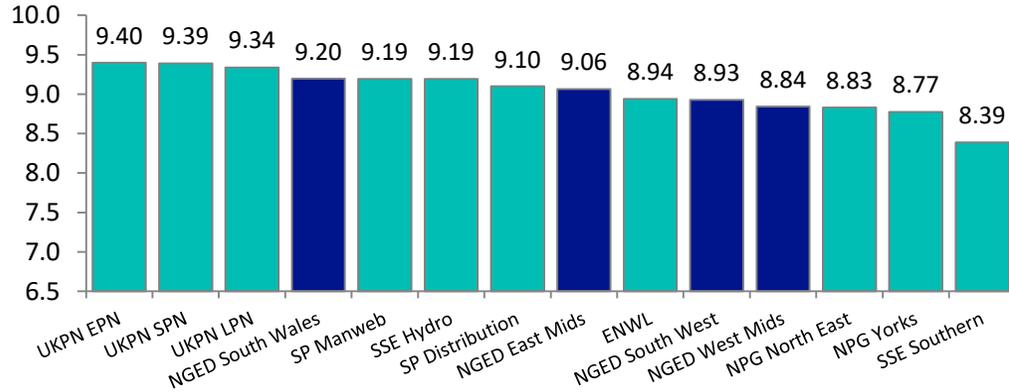
As at end January 2023

*Subject to Ofgem audit

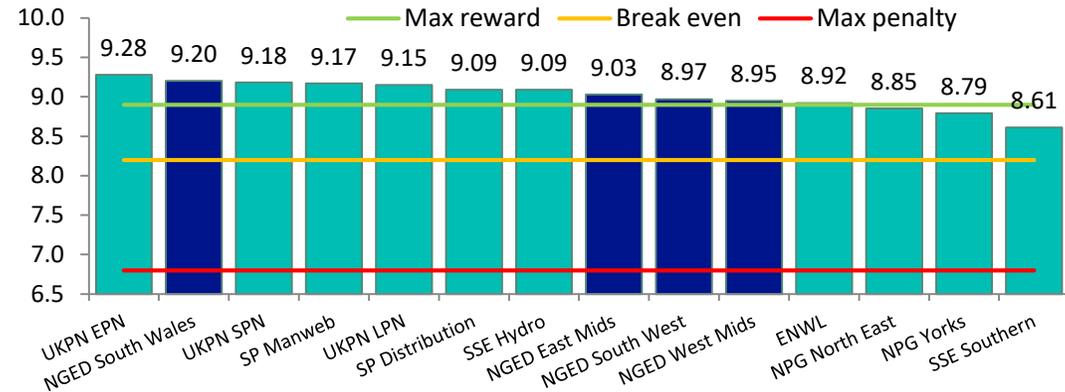
†At 2022/23 prices

Broad Measure Survey – RYTD to January 2023

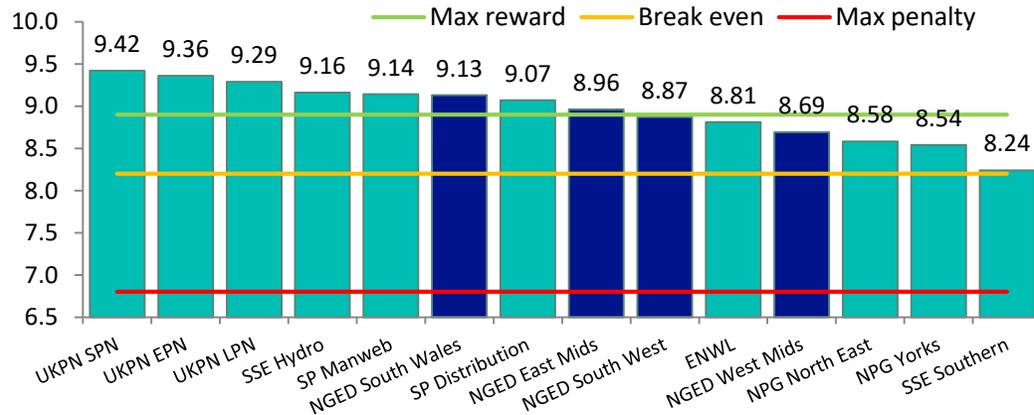
Overall Combined



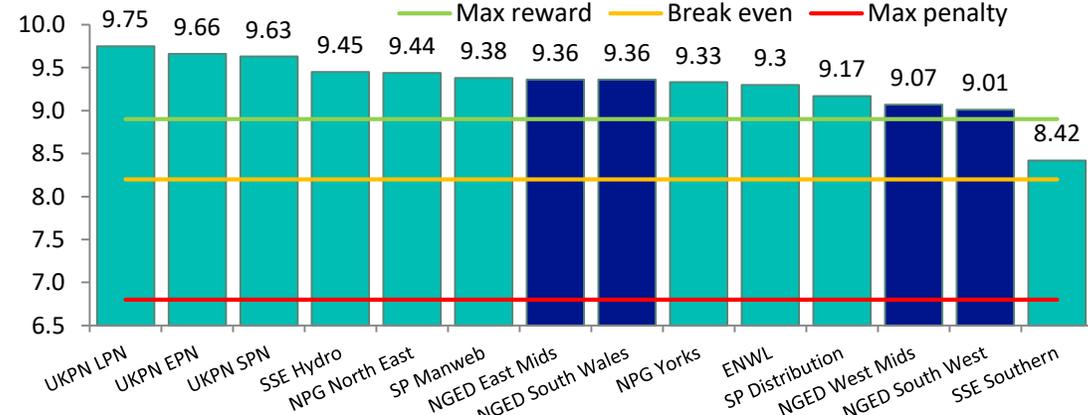
Interruptions



Connections



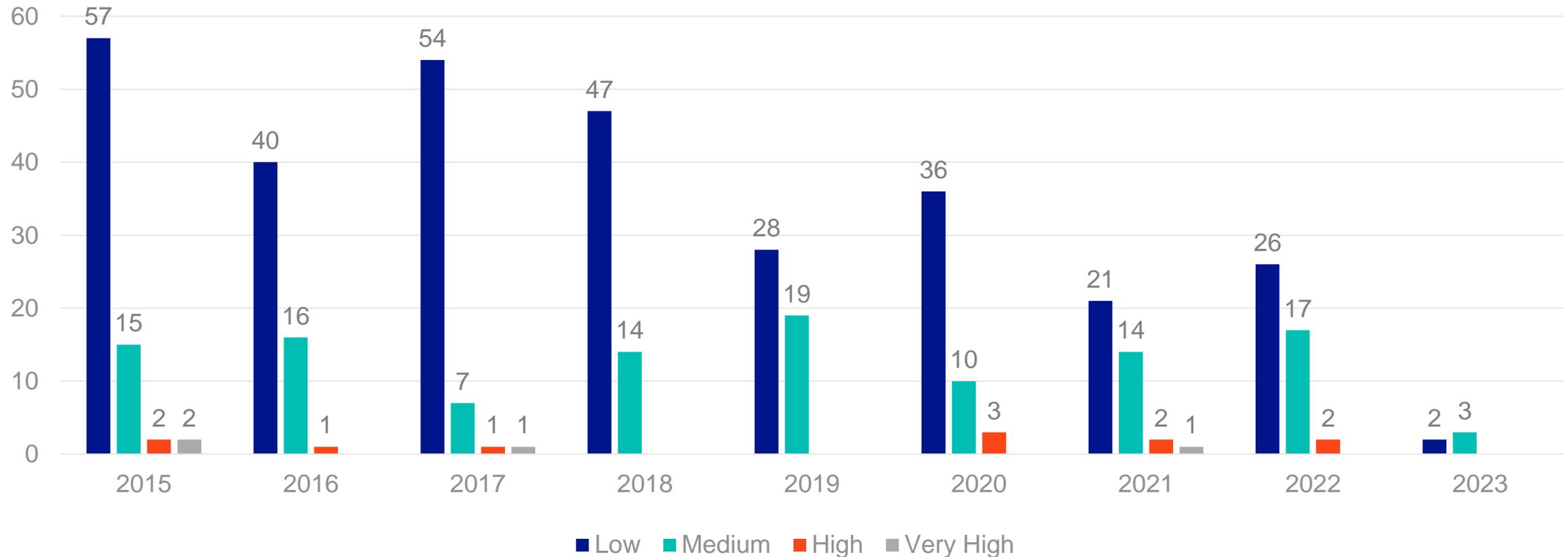
General Enquiries



Note: Ofgem's incentive only considers individual performance in the 3 categories. An overall score is generated for summary purposes, using Ofgem's weightings of : 30% Interruptions; 50% Connections; 20% General Enquiries

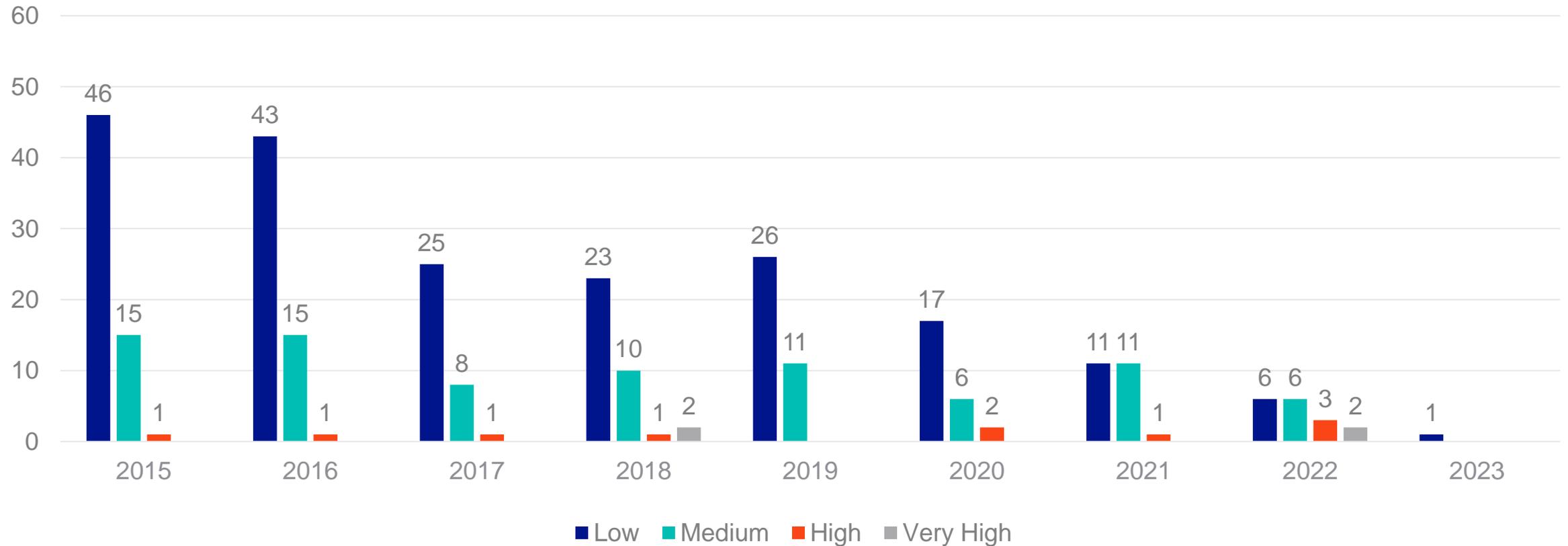
Staff Accidents

Staff Accident Category based on 'Actual' or 'Most Likely' Outcome



Contractor Accidents

Contractor Accident Category based on 'Actual' or 'Most Likely' Outcome



Contact Centre Performance

April 2022- January 2023

Inbound

Service	Total calls	
General enquiries	162,338	Average speed of response - Calls 3.56 seconds
No supply	597,772	Average speed of response - Twitter 3 mins 54 secs
		Average speed of response - Webchat 44 seconds
Calls to 105 (included above)		322,045 (54.15%)

Outbound – Proactive

	Total call backs	Total to vulnerable customers
During fault	779,615	771, 856
When ETR changes (Estimated Time of Restoration)	91,541	40,894
Post fault	233,159	102,185
Total	110,4315	915,035
Total proactive text messages sent		643,054

Priority Services Register data cleanse

	Total contacts
Customers attempted to contact	911,942
Success rate	24.2%
Onward referrals made (e.g. for fuel poverty support)	14,719 (including 5,857 referrals to fire service)

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