

## Performance Snapshot for 2022/23

This performance snapshot is based upon the requirements specified by Ofgem in the Business Plan Commitments Report guidance document, replicating the data submitted in table SI1 of the annual regulatory reporting pack.

	West Midlands	East Midlands	South Wales	South West
<b>Number of Customers</b>				
No. of Customers on DNOs network	2,522,965.0	2,696,717.0	1,155,365.0	1,653,816.0
<b>Network Length</b>				
Overhead lines (km)	23,093.1	20,628.9	17,875.5	27,448.5
Underground lines (km)	43,052.7	54,914.7	18,293.8	23,961.1
Other (Subsea cables) (km)	0.4	-	8.9	83.7
Total DNO Network Length (km)	66,058.6	75,454.7	36,193.1	51,443.5
<b>Total Expenditure (TOTEX)*</b>				
Total Expenditure (£m)*	252.3	264.2	132.7	205.2
RIIO-ED1 allowance (£m)*	266.6	264.6	123.6	222.0
% of Allowed	0.9	1.0	1.1	0.9
<b>Quality of Service (unweighted)**</b>				
Customers Interrupted (including exceptional events)	46.1	31.9	41.0	45.9
Customers Minutes Lost (including exceptional events)	27.4	20.5	20.8	31.4
Customers Interrupted (excluding exceptional events)	44.3	31.9	41.0	45.9
Customers Minutes Lost (excluding exceptional events)	26.3	20.5	20.8	31.4
<b>Unrestricted Domestic Tariff (adjusted for typical consumption)</b>				
Tariff Charge (£)*	87.9	83.7	101.0	104.4
<b>Connections</b>				
Time to quote (LVSSA) (Days)	1.8	1.8	2.0	3.4
Time to connect (LVSSA) (Days)	30.3	30.2	33.9	45.7
<b>Customer Satisfaction</b>				
Overall Broad Measure of Customer Satisfaction score (out of 10)	8.9	9.0	9.2	8.9
<b>Social Obligations</b>				
Individual Stakeholder Engagement and Consumer Vulnerability score (out of 10)				6.5

### Incentive on Connections Engagement (ICE) - penalties incurred under the ICE scheme (£)

To be confirmed

### Safety - qualitative summary

In 2022/23 the accident rate for NGED as a whole was 0.72 accidents per 100 staff. The accident rate is well below the 10% improvement rate set for RIIO-ED1. In 2022/23 there were no improvement notices or prosecutions from the HSE.

### Environmental impact - qualitative summary

NGED's business carbon footprint has reduced by 36% in comparison to our benchmark year of 2012/13, we have beaten our in-year target for 2022-23.

### Innovation - qualitative summary

NGED has delivered 24 innovation projects during 2022/23. We have seen a significant take up of flexibility initiatives, including procurement of flexibility service via the Flexible Power brand which has procured 572MW of flexible services for operation during 2022/23.

\*Values are quoted in 2012/13 prices, as this is the price base used for setting allowances, within licence conditions and within Ofgem financial models. Costs incurred in 2022/23 have been deflated to be comparable to the allowances.

\*\*The values shown are based upon data submitted to Ofgem in table SI1 as part of annual reporting on 31 July 2023. The values in SI1 vary to those stated in other sections of this report. SI1 states the total unweighted impact, whereas in this report we compare performance to targets (which includes application of weighting factors defined by Ofgem). Other differences may arise due to the values used for exceptional event exclusions which are not finalised by Ofgem until after 31 July 2023.