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# Annual Stakeholder Report **2014/15**

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# Welcome from our CEO

This report shows how our business has performed during 2014/15 – the fifth and final year of our five-year price control period, known as Distribution Price Control Review period 5, set by the Office of Gas and Electricity Markets (Ofgem).

WPD's business is a simple one. We keep the lights on by providing a safe and reliable electricity service to almost 7.8 million customers who rely on us every day. This is achieved by maintaining and improving a network of wires, poles, pylons, cables and substations that distribute electricity to homes and businesses across four geographical distribution areas – West Midlands, East Midlands, South Wales and the South West.

Our customers are at the heart of our business and our focus is to provide the best service possible, whether we are upgrading the network, responding to power cuts or providing new electricity connections. We are also committed to reducing the number of power cuts and the length of time that our customers are without power, while taking care to consider the impact of our work on the natural environment.



Robert Symons, CEO

# Performance summary 2014/15



	How we did	Overall performance measure	How we ranked against other networks	Trend over time	For more details see page												
<b>Safety</b>	Downward trend in the number of days taken off due to Lost Time Accidents and Non Lost Time Accidents. <b>In 2014/15, the total number of Lost Time Accidents and Non Lost Time Accidents was 75</b> (trend table shows <b>Non Lost Time Accidents</b> ).	●	Data not available to compare with other Distribution Network Operators.	<table border="1"> <caption>Number of Non Lost Time Accidents</caption> <thead> <tr> <th>Year</th> <th>Number of Accidents</th> </tr> </thead> <tbody> <tr> <td>2010/11</td> <td>126</td> </tr> <tr> <td>2011/12</td> <td>116</td> </tr> <tr> <td>2012/13</td> <td>122</td> </tr> <tr> <td>2013/14</td> <td>80</td> </tr> <tr> <td>2014/15</td> <td>71</td> </tr> </tbody> </table>	Year	Number of Accidents	2010/11	126	2011/12	116	2012/13	122	2013/14	80	2014/15	71	
Year	Number of Accidents																
2010/11	126																
2011/12	116																
2012/13	122																
2013/14	80																
2014/15	71																
<b>Reliability</b>	Downward trend for the frequency and duration of power cuts. <b>The number of interruptions recorded per 100 connected customers in 2014/15 was 56.1, resulting in customers being without power for a total of 30.8 minutes on average</b> (trend table shows <b>Customer Minutes Lost</b> ).	●	1st/6	<table border="1"> <caption>Customer Minutes Lost</caption> <thead> <tr> <th>Year</th> <th>Minutes Lost</th> </tr> </thead> <tbody> <tr> <td>2010/11</td> <td>59.1</td> </tr> <tr> <td>2011/12</td> <td>41.3</td> </tr> <tr> <td>2012/13</td> <td>38.0</td> </tr> <tr> <td>2013/14</td> <td>33.8</td> </tr> <tr> <td>2014/15</td> <td>30.8</td> </tr> </tbody> </table>	Year	Minutes Lost	2010/11	59.1	2011/12	41.3	2012/13	38.0	2013/14	33.8	2014/15	30.8	
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<b>Environment</b>	<b>Slight increase in carbon dioxide emissions in 2014/15 compared with 2013/14, but 0.9% improvement compared with 2010/11</b> (see trend table). Continued downward trend with regard to fluid losses, and a decrease in the amount of waste produced and increase in the amount of waste being recycled.	●	Data not available to compare with other Distribution Network Operators.	<table border="1"> <caption>Tonnes of carbon dioxide emissions</caption> <thead> <tr> <th>Year</th> <th>Tonnes</th> </tr> </thead> <tbody> <tr> <td>2010/11</td> <td>102,903</td> </tr> <tr> <td>2011/12</td> <td>105,258</td> </tr> <tr> <td>2012/13</td> <td>89,377</td> </tr> <tr> <td>2013/14</td> <td>95,897</td> </tr> <tr> <td>2014/15</td> <td>101,978</td> </tr> </tbody> </table>	Year	Tonnes	2010/11	102,903	2011/12	105,258	2012/13	89,377	2013/14	95,897	2014/15	101,978	
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2011/12	105,258																
2012/13	89,377																
2013/14	95,897																
2014/15	101,978																
<b>Connections</b>	Significant increase in number of enquiries dealt with and connections made, with only three Ofgem Guaranteed Standards of Performance failures. It took us an average of 5 days to provide a quote for a single service Low Voltage connection and an average of 40.9 days to complete the works. <b>In 2014/15, we scored 8.63/10 for connections customer satisfaction</b> (see trend table).	●	1st/6	<table border="1"> <caption>Connections customer satisfaction</caption> <thead> <tr> <th>Year</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>7.98</td> </tr> <tr> <td>2012/13</td> <td>8.38</td> </tr> <tr> <td>2013/14</td> <td>8.64</td> </tr> <tr> <td>2014/15</td> <td>8.63</td> </tr> </tbody> </table>	Year	Score	2011/12	7.98	2012/13	8.38	2013/14	8.64	2014/15	8.63			
Year	Score																
2011/12	7.98																
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2014/15	8.63																
<b>Customer satisfaction</b>	<b>Number one Distribution Network Operator for customer satisfaction for the fourth consecutive year, with a score of 8.75/10</b> (see trend table). Number one rated Distribution Network Operator for: • Interruptions • Connections • General Enquiries More than 1.1 million calls handled, with more than 99.5% inbound calls answered in 20 seconds.	●	1st/6	<table border="1"> <caption>Overall customer satisfaction</caption> <thead> <tr> <th>Year</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>8.23</td> </tr> <tr> <td>2012/13</td> <td>8.49</td> </tr> <tr> <td>2013/14</td> <td>8.71</td> </tr> <tr> <td>2014/15</td> <td>8.75</td> </tr> </tbody> </table>	Year	Score	2011/12	8.23	2012/13	8.49	2013/14	8.71	2014/15	8.75			
Year	Score																
2011/12	8.23																
2012/13	8.49																
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2014/15	8.75																
<b>Social obligations</b>	<b>We proactively contacted more than 76,000 vulnerable customers to update their records and offer power cut resilience advice.</b> In addition, we proactively contacted more than 115,000 vulnerable customers to offer support during power cuts. Our fuel poverty referral schemes supported more than 1,400 customers in the first three months of 2015. This puts us on track to support more than 5,000 customers in the next 12 months.	●	1st/6 in Ofgem's Stakeholder Engagement and Customer Vulnerability trial assessment	NA													
<b>Network losses</b>	We consulted with stakeholders on our Losses Strategy in November 2014 and then published our updated report in January 2015 – available on our website: <a href="http://www.westernpower.co.uk/docs/Innovation-and-Low-Carbon/Losses-Strategy-Final.aspx">www.westernpower.co.uk/docs/Innovation-and-Low-Carbon/Losses-Strategy-Final.aspx</a> . We will continue to engage with stakeholders and report on losses annually for the 2015-2023 Ofgem price control period.	N/A	N/A	N/A	N/A												
<b>Innovation</b>	In 2014/15, WPD secured funding from Ofgem's competitive Low Carbon Network Fund, worth £11.5 million for our 'Network Equilibrium' project. This brings the total number of innovations projects funded to six over the past five years, which is more than any other Distribution Network Operator group.	N/A	N/A	N/A	N/A												

# Who we are and what we do

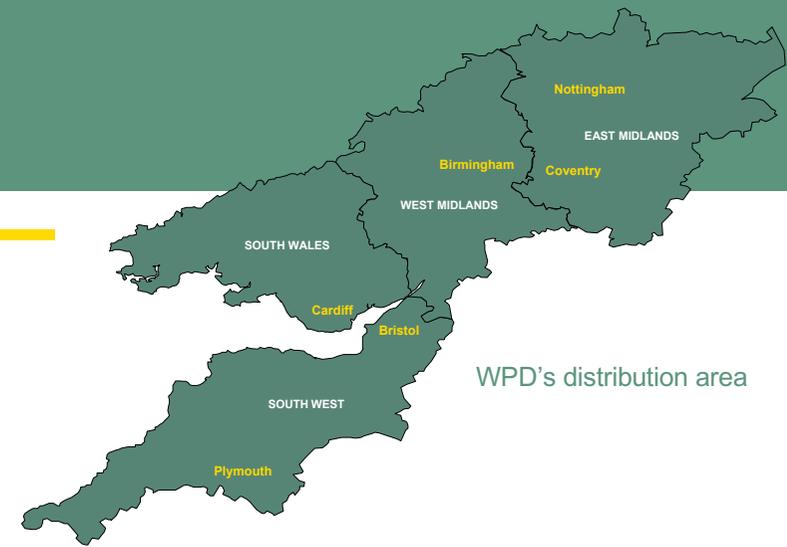
## Who we are

WPD is one of six Distribution Network Operators (DNOs) who deliver electricity to homes and businesses across England, Wales and Scotland. Our network is the largest in the UK and very diverse, covering densely populated residential areas and widely dispersed rural communities. We operate from the Lincolnshire coast, across the Midlands, South Wales and the South West to the Isles of Scilly.

We are not a supplier. We do not buy and sell electricity, or directly bill customers. Our costs account for around 16% of an average annual domestic electricity bill, which customers pay to their supplier.

### A regulated company

WPD is a regional monopoly – our customers are such because of where they live and work. We are therefore regulated by Ofgem to make sure we provide the highest level of services possible. It issues licences to DNOs that set out our responsibilities and the revenues we're allowed to earn each year. Our performance is measured against targets set by Ofgem. We also consult widely with our stakeholders and set many additional targets for ourselves to make sure we continually improve services for customers.

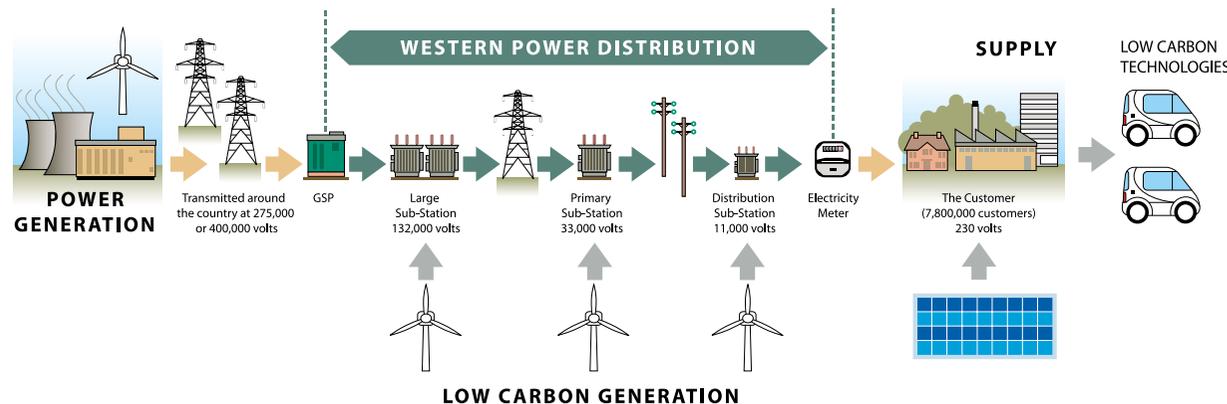


WPD's distribution area

## What we do

- We operate our network effectively to 'keep the lights on';
- We maintain our network of wires, poles, pylons, cables and substations so that they are in a condition to remain reliable;
- We fix these assets if they get damaged or if they are faulty;
- We upgrade the existing networks or build new ones to provide additional electricity supplies or capacity to our customers.

### Distributing electricity to our customers



### Western Power Distribution IN NUMBERS:

COVERING  
**55,500**  
KILOMETRES<sup>2</sup>



**7.8 million**  
CUSTOMERS

**220,000**  
KILOMETRES OF  
LINES AND CABLES

**185,000**  
SUBSTATIONS

# Safety

Safety is the number one priority for WPD. Our staff work around the clock, in all conditions, to keep the lights on for our customers.

We constantly review our design standards, processes and ways of working to minimise the risk of injury to staff, contractors and the public.

We also work in partnership with the Health and Safety Executive and other organisations at local, regional and national level to help to make sure that safety training reduces the risk and likelihood of incidents happening.



## Overall performance rating 2014/15

This includes:

### ▶ Number of Lost Time Accidents

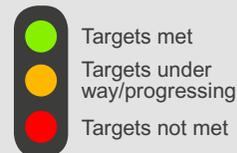
Downward trend in the number of days taken off due to accidents

### ▶ Number of Non Lost Time Accidents

Reduction in the number of accidents not resulting in days off work

### ▶ Working with schools

Expanded programme with more than 250 safety/education events that involved around 50,000 school children



## Our performance in detail:

# Safety

The safety of our 6,500 staff is paramount and we always strive for zero accidents. Working towards that goal, the number of accidents reported within WPD remains at a very low level.



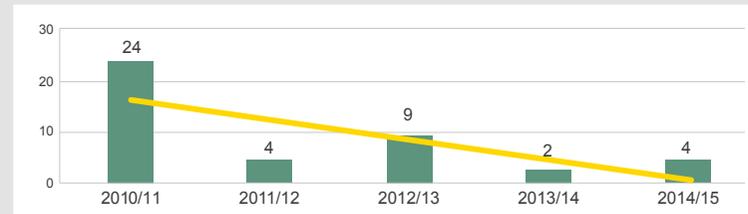
## Lost Time Accidents

A Lost Time Accident (LTA) is a work-related accident resulting in a day or more away from work.

### 2014/15 performance

	Number of LTAs
West Midlands	0
East Midlands	1
South Wales	2
South West	1

### Long-term trend – All WPD Number of Lost Time Accidents



## Non Lost Time Accidents

A Non Lost Time Accident (NLTA) is a work-related accident that does not result in any time away from work.

### 2014/15 performance

	Number of NLTAs
West Midlands	29
East Midlands	22
South Wales	5
South West	15

### Long-term trend – All WPD Number of Non Lost Time Accidents



## In addition

- New Site Safety Visit courses were developed for Team Managers, in Fitting, Overhead and Jointing. 238 staff attended courses at WPD's Taunton Training School.
- 176 WPD Senior Managers attended Institute of Occupational Safety and Health (IOSH) courses, leading to nationally recognised IOSH qualifications in Safety.

# Safety

## Working with schools

### 2014/15 performance

Our work with schools has evolved during 2014/15. Alongside key safety advice and information, we also educate the public about how electricity works and about careers in the energy sector. In 2014/15 WPD:

- Took part in over 250 safety and education events;
- Educated around 50,000 schoolchildren;
  - These included school visits and lifeskills initiatives across all WPD regions.



### Case study: Working with school children

Our education programme includes school visits, lifeskills initiatives and a range of activities such as 'Big Bang', the science initiative organised by STEM (the Science, Technology, Engineering, Maths Network). 'Big Bang' aims to show 7-19-year-olds the many rewarding opportunities there are for people with the right experience and qualifications. During the year, around 2,000 youngsters attended Big Bang events sponsored by WPD.

We also supported Techniquest, the Cardiff-based science and technology organisation, to run the 'Alarming Electrics' project.

The project consisted of a series of workshops for primary school pupils to explore the uses of electricity in a fun and interactive way – like seeing how circuits work or discovering how to make an alarm triggered by light, pressure contact or sound. It also helped them to develop their team working, planning and communication skills.



### Safety: What's next?

To maintain our focus on safety, we run a programme of safety workshops for all 6,500 WPD staff every year. **For the period 2015-23, we have committed to:**

- ▶ Target zero improvement notices from the Health and Safety Executive
- ▶ Reduce our overall accident frequency rate by 10%
- ▶ Educate 50,000 school pupils a year on safety around electrical equipment

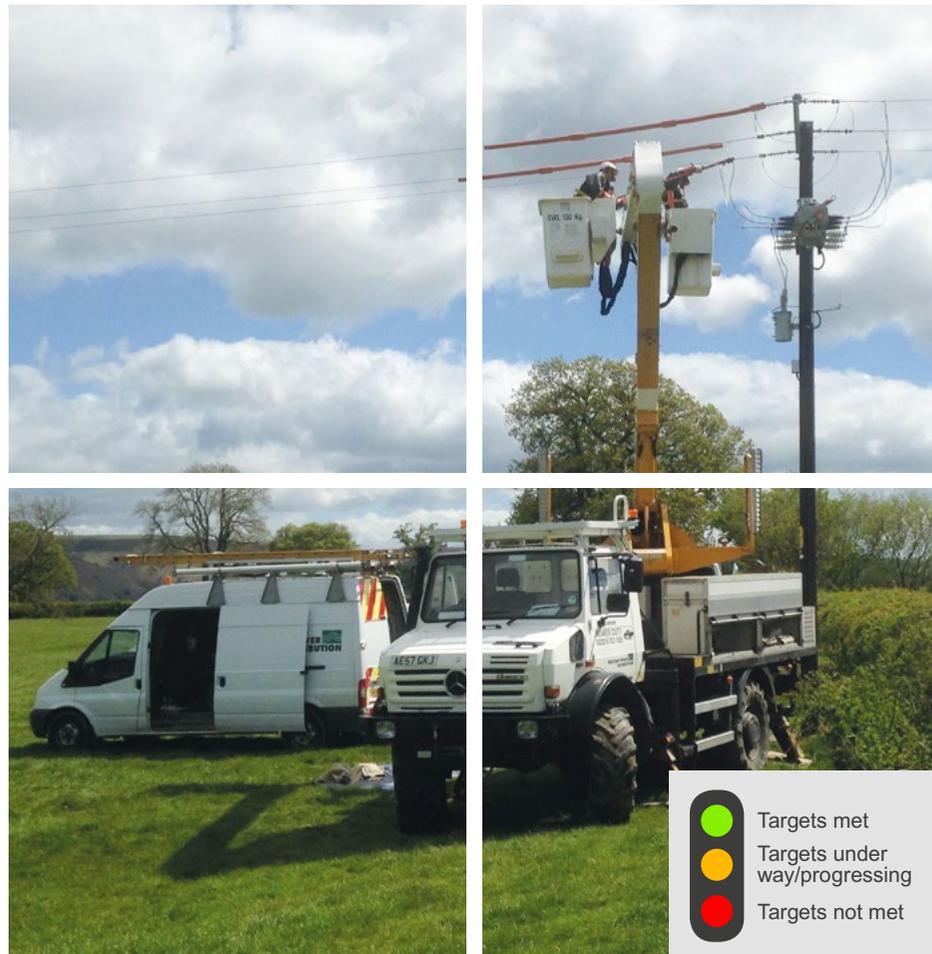
[Click below to read more about...](#)

# Reliability

We work hard to keep the lights on, all year round.

Despite our best efforts, however, power cuts do happen.

This can be due to high winds, snow or damage to our equipment, for example. When the power goes off, we work to keep disruptions to a minimum and restore the power as quickly and safely as possible.



- Targets met
- Targets under way/progressing
- Targets not met

## Overall performance rating 2014/15

This includes:

### ▶ Customer Interruptions

30% better than Ofgem's targets across the whole business

### ▶ Customer Minutes Lost

Year-on-year improvements across the whole business

### ▶ Speed of restoration of supply

Significant reduction in the number of customers off supply for more than 12 hours. 89.6% of customers back on supply within 60 minutes of a High Voltage fault

### ▶ Flood defences and resilience tree trimming

Carried out 43 flood defence projects, investing more than £4.5 million, and invested £5.1 million clearing and trimming 806 kilometres of trees

# Reliability

## We measure the reliability of the electricity network in three important ways:

- ▶ The **number of times** there is an interruption to the supply of electricity
- ▶ The **length of time** there is an interruption to supply
- ▶ The **speed of restoring** the supply.

We report our performance to Ofgem annually, who then set targets to ensure we continually improve performance. These targets are different for the West Midlands, East Midlands, South West England and South Wales licence areas, reflecting differences in the size and type of electricity network.



## Frequency of interruptions – ‘Customer Interruptions’ (CI)

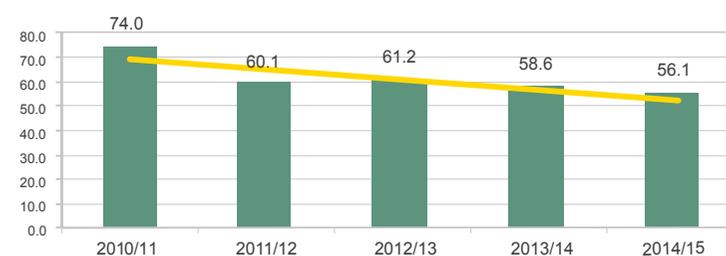
This is the number of interruptions recorded per 100 connected customers in a year.

### 2014/15 performance

	West Midlands	East Midlands	South Wales	South West
<b>Our performance</b>	<b>69.8 CI*</b>	<b>46.0 CI*</b>	<b>56.5 CI*</b>	<b>51.3 CI*</b>
<b>Ofgem target</b>	109.9 CI	75.7 CI	79.5 CI	73.6 CI
<b>% better than target</b>	<b>36.5%</b>	<b>39.3%</b>	<b>29.0%</b>	<b>30.3%</b>

This means that, on average, customers in South Wales, the South West and the East Midlands areas are likely to be without power **once every two years** and those in the West Midlands **once every 18 months**. Some of this time will be due to planned work, in addition to any unplanned power cuts.

### Long-term trend – All WPD Customer Interruptions



\* These figures are based on all power cuts lasting longer than three minutes and 50% of the total figures caused by pre-arranged shutdowns for maintenance. Subject to agreement with Ofgem, we exclude the impact of some exceptional events, such as those caused by very severe weather.

# Reliability



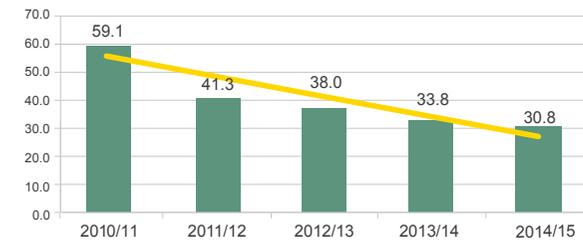
## Duration of interruptions – ‘Customer Minutes Lost’ (CML)

This is the average number of minutes that a customer has their supply interrupted.

### 2014/15 performance

	West Midlands	East Midlands	South Wales	South West
<b>Our performance</b>	<b>34.2 CML*</b>	<b>22.9 CML*</b>	<b>30.4 CML*</b>	<b>38.9 CML*</b>
<b>Ofgem target</b>	94.2 CML	67.4 CML	44.6 CML	51.0 CML
<b>% better than target</b>	<b>63.7%</b>	<b>66.1%</b>	<b>31.8%</b>	<b>23.7%</b>

### Long-term trend – All WPD Customer Minutes Lost



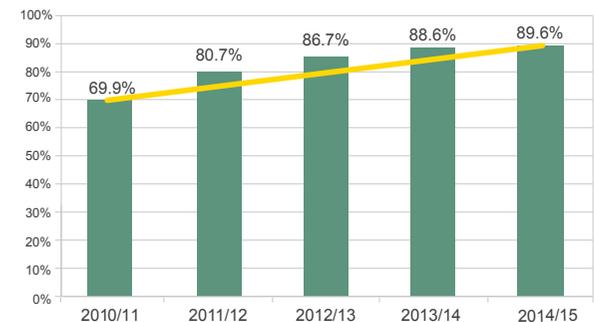
## Speed of restoration – ‘Target 60’

As well as the measures set by Ofgem, WPD have our own initiative called ‘Target 60’, to restore supplies to as many customers as possible within 60 minutes of a fault on our High Voltage network.

### 2014/15 performance

	% customers restored within one hour of a high voltage fault
<b>West Midlands</b>	<b>91.5%</b>
<b>East Midlands</b>	<b>91.0%</b>
<b>South Wales</b>	<b>88.3%</b>
<b>South West</b>	<b>84.2%</b>

### Long-term trend – All WPD % restored within 60 minutes



\* These figures are based on all power cuts lasting longer than three minutes, and 50% of the total figures caused by pre-arranged shutdowns for maintenance. Subject to agreement with Ofgem, we exclude the impact of some exceptional events, such as those caused by very severe weather.

# Reliability



## Speed of restoration – 12-hour standard

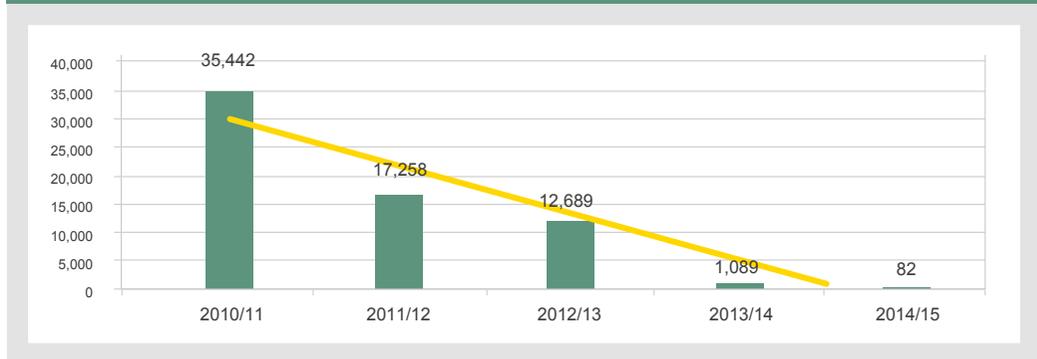
Ofgem sets standards of service that all networks should provide to customers called ‘Guaranteed Standards of Performance’. If we fall short of these, we make a compensation payment to the customers affected.

Since April 2015, Ofgem has reduced the standard time allowed for restoring supplies during normal weather conditions from 18 to 12 hours. Following feedback from stakeholders, WPD has been working to the tougher 12 hour target since 2012/13.

### 2014/15 performance

	Number of customers off supply over 12 hours
West Midlands	0
East Midlands	1
South Wales	13
South West	68

### Long-term trend – All WPD Customers off supply over 12 hours



## Ofgem’s Guaranteed Standards of Performance (GSoP)

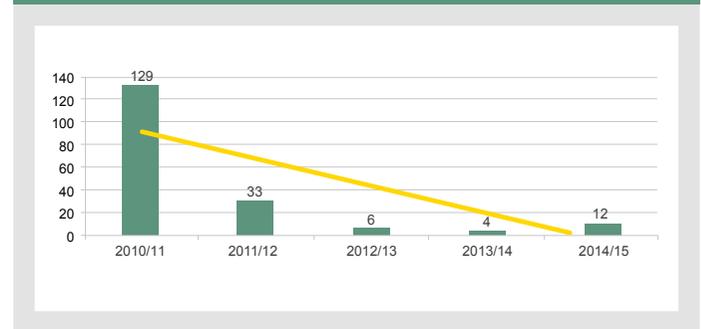
Following stakeholder feedback, WPD voluntarily double the payments set by Ofgem for any failures. The following standards for supply reliability, came into effect from April 2015:

Weather conditions	Timescale for restoring supplies	Payment set by Ofgem	WPD’s payments
Normal weather	12 hours	£75 domestic £150 business	£150 domestic £300 business
	24 hours (Incidents affecting more than 5,000 customers)	£75 domestic £150 business	£150 domestic £300 business
		£35 for additional period of 12 hours	£70 for additional period of 12 hours
Severe weather	24 hours	£70 domestic £70 business	£75 domestic & business
	48 hours	£70 domestic £70 business	£75 domestic & business
		£70 for additional period of 12 hours	£70 for additional period of 12 hours

### 2014/15 performance

Number of failures	
West Midlands	5
East Midlands	0
South Wales	0
South West	7

### Long-term trend – All WPD number of GSoP failures



# Reliability

## Flood defences and resilience tree trimming

Since 2011, we have carried out an extensive programme installing flood defences at our substations and clearing and trimming trees across our four licence areas in order to improve the reliability of the network.

### 2014/15 performance

During 2014/15, we carried out 43 flood defence projects, investing more than £4.5 million. We also invested £5.1 million clearing and trimming 806 kilometres of trees to prevent them falling onto lines during storms. This was in addition to the £42.37 million that we spent as part of the routine tree clearance that is done regularly every five years.

### Case studies:

#### Flood defences in the Devon area

As part of the on-going Flood Protection works, 2014/15 saw the completion of significant investment plans to major 132kV substations in Devon. Large scale works were completed at two major sites in Barnstaple plus major sites at Newton Abbott and Tiverton.

These complemented works were already undertaken at major substations in Exeter.

More than 190,000 customers are supplied from these sites and therefore enjoy a more resilient electricity

supply as a result. In total, over £2 million has been invested in these sites.

#### Resilience tree trimming

**Neath/Port Talbot:** We refurbished 7.5 kilometres of 11kV overhead line, which included a large number of pole changes and extensive tree cutting, costing approximately £170,000.



### Reliability: What's next?

We have committed to improve network performance by the end of 2023 so that on average customers will have 13% fewer power cuts and have their electricity supplies restored 20% quicker. We will also make sure that a minimum of 85% of customers have their power restored within one hour of a High Voltage fault occurring.

[Click below to read more about...](#)

# Environment

Our business can have a big impact on the environment.

We recognise our responsibility to limit this impact, and as a minimum, meet our legal obligations.

We're constantly striving for high environmental compliance standards and greater operating efficiency. Over the last few years we have raised the profile of environmental responsibility and sustainability amongst our staff and managers. We also work closely with partners representing a range of environmental and heritage interest bodies.



● Targets met  
● Targets under way/progressing  
● Targets not met

## Overall performance rating 2014/15



This includes:

### Business carbon footprint

Slight increase in carbon dioxide emissions in 2014/15 compared with 2013/14, but 0.9% improvement compared with 2010/11



### Fluid losses

Downward trend across all WPD areas since 2010/11



### Waste management

Continued increase in the amount of waste being recycled



### Undergrounding in Areas of Outstanding Natural Beauty (AONBs)

We invested £3.8 million undergrounding 36.7 kilometres of overhead cables in AONBs, which is an increased investment of 52% compared to 2013/14



# Environment



## Business carbon footprint

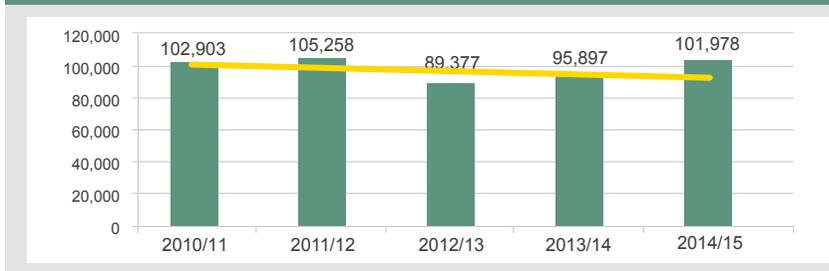
We measure our business carbon footprint annually. It includes things like the amount of carbon dioxide (CO<sub>2</sub>) we emit from our buildings and vehicles. We are continuing to minimise business miles and make improvements to building and vehicle efficiency.

At the same time, we are improving and expanding the scope of our reporting. As a result, in 2014/15 our business carbon footprint increased slightly due to: changes in the way that government calculates CO<sub>2</sub> emissions; improved reporting from our main contractors; and reporting on a broader range of CO<sub>2</sub> emissions emitted by our contractors.

### 2014/15 performance

	Total tonnes of carbon dioxide emissions
West Midlands	29,723
East Midlands	30,172
South Wales	18,330
South West	23,753

### Long-term trend – All WPD tonnes of carbon dioxide emissions



## Fluid losses

New Extra High Voltage underground cables now use a solid plastic-like insulation. Old designs of 33kV and higher voltage cables used an insulating oil inside the cable. Whilst these cables are normally very reliable, sometimes due to a fault, or more commonly when there is damage by third parties digging the street, this oil may leak out.

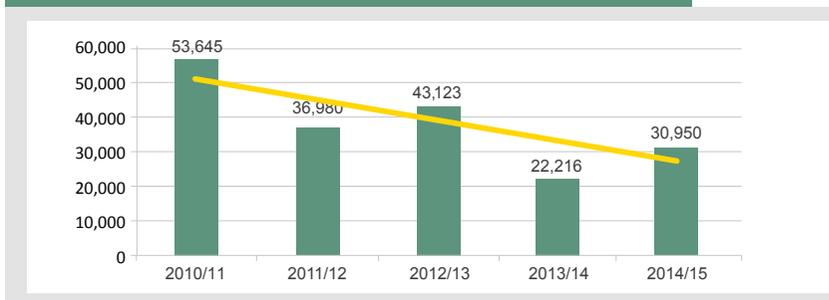
Over recent years these losses have reduced because we have more accurate data and are quicker at detecting leaks. Weather conditions have an impact on fluid losses and the drier conditions experienced during 2014/15, compared with 2013/14, meant that cables were more prone to leakage over the

12 months. In comparison to the three other licence areas, there is very little fluid filled cable in South Wales and we experience very few leaks especially compared to the Midlands. No leaks were recorded in South Wales in 2014/15.

### 2014/15 performance

	Fluid losses – litres
West Midlands	19,717
East Midlands	9,303
South Wales	0
South West	1,930

### Long-term trend – All WPD litres of cable fluids lost



# Environment



## Waste Management

WPD is committed to reducing the amount of waste we produce and also the amount of waste which is disposed of to landfill. There was a 3.9% reduction in the overall amount of waste being produced during 2014/15 compared with 2013/14. We have also seen a continued trend throughout 2014/15 of increases in the amount of waste being recycled, and therefore diverted from landfill.

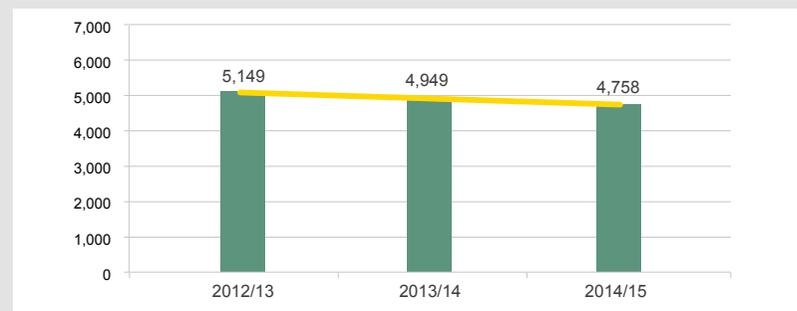
### 2014/15 performance

	Tonnes of waste produced
West Midlands	<b>4,758</b>
East Midlands	
South Wales	
South West	

### 2014/15 performance

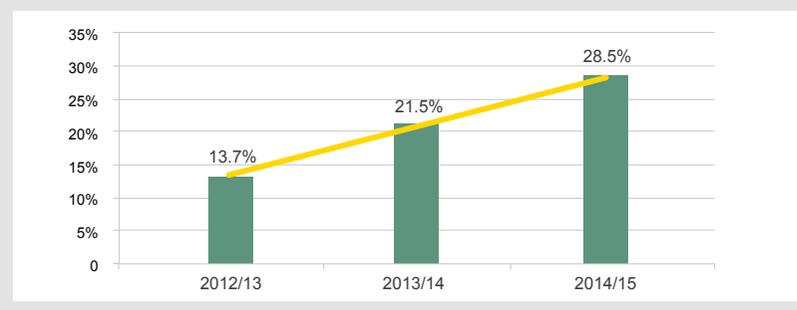
	% waste recycled
West Midlands	<b>27.2%</b>
East Midlands	<b>33.9%</b>
South Wales	<b>30.1%</b>
South West	<b>19.5%</b>

### Long-term trend – All WPD tonnes of waste produced



Data not available for 2010/11 or 2011/12 and only available for June 2012 to March 2013

### Long-term trend – All WPD % waste recycled



Data not available for 2010/11 or 2011/12 and only available for June 2012 to March 2013

## In addition

WPD have again been successfully re-certified to the ISO14001 standard, the national environmental standard. In 2014/15, we further expanded the scope of our certification to include every company depot in all WPD's distribution areas.

# Environment



## Undergrounding of cables in Areas of Outstanding Natural Beauty (AONBs)

Since 2010/11, we have carried out an extensive programme to underground 77.6 kilometres of overhead cables in AONBs. This investment helps to improve the visual amenity of these environmentally-sensitive areas.

### 2014/15 performance

During 2014/2015 we carried out 36.7 kilometres of undergrounding and invested £3.8 million, which was an increase of 52% compared to 2013/14.

### Case study:

In the Autumn of 2014 we completed a £107,000 project to underground overhead lines in the Brecon Beacons National Park. The project saw the removal of 2 kilometres of overhead line providing an improved visual impact to the Tretower Castle Cadw site.



### Environment: What's next?

Over the next few years we will continue to reduce our carbon footprint and the risk of leaks. We will:

- ▶ Ensure all replacement vehicles have lower CO<sub>2</sub> emissions than those they are replacing;
- ▶ Reduce the amount of waste sent to landfill by 20% in both 2015/16 and 2016/17, based on 2012/13 figures, and 5% per year thereafter;
- ▶ Ensure all new or substantially refurbished buildings meet, as a minimum, the 'excellent' standard under the Building Research Establishment Environmental Assessment Method (BREEAM);
- ▶ Reduce by 75% the volume of oil lost through leaks from oil filled cables;
- ▶ Reduce by 17% the volume of gases lost from switchgear.

[Click below to read more about...](#)

# Connections

We are proud to provide new connections to a wide range of customers.

We provide new connections (to use electricity), generation connections (to connect things such as solar panels or wind turbines) and unmetered connections (typically street lighting).



## Overall performance rating 2014/15

This includes:

### ▶ New connections

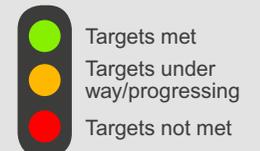
Reduction in the number of days it takes us to provide a quote for a connection and the number of days to make a connection, but still slightly above target in some areas

### ▶ Ofgem's Guaranteed Standards of Performance

Out of the 118,697 services that we provided under Ofgem's Guaranteed Standards of performance, we only had three failures across the whole business

### ▶ Connections customer satisfaction

Top performer in the industry for the fourth consecutive year



# Connections



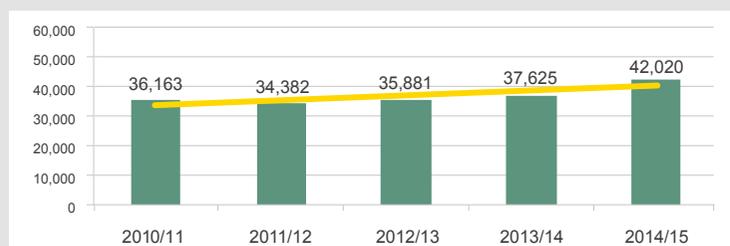
## New connections

We measure the number of new connections we make each year. These connections include demand connections, such as those for new houses, commercial buildings and factories, and they also include generation connections, for example for solar farms, wind farms and biomass generators.

### 2014/15 performance

	Connections made
West Midlands	11,335
East Midlands	12,627
South Wales	5,836
South West	12,222

### Long-term trend – All WPD New connections



## Quotation and connection times

While we are dealing with more enquiries and providing more quotes, we continue to meet our Low Voltage and High Voltage quotation time targets.

### 2014/15 performance

	Average time to send a quotation from minimum information			
	Low Voltage	High Voltage	Extra High Voltage	Distributed Generation
	Average No of days	Average No of days	Average No of days	Average No of days
West Midlands	2.6	4.7	47.8	9.3
East Midlands	2.9	5.2	45.7	9.7
South Wales	5.0	6.9	42.0	29.1
South West	2.6	4.3	43.3	18.0
Target	4	7	45	10

### Time to quote (working days)

	2012/13	2013/14	2014/15
Connections for single premises	8	7.1	5
Connections for projects with 1-4 premises <sup>(1)</sup>	13.4	9.5	7

### Time to connect (working days)

	2012/13	2013/14	2014/15
Connections for single premises	45.4	57.6	40.9
Connections for projects with 1-4 premises <sup>(1)</sup>	56.3	82.9	50.7

(1) Connections for projects with 1-4 premises: 2-4 single domestic connections; or for connections to 1-4 single domestic premises involving an extension to our Low Voltage network; or single small to medium commercial premises (not requiring an extension to the Low Voltage network).

# Connections



## Connections enquiries and applications

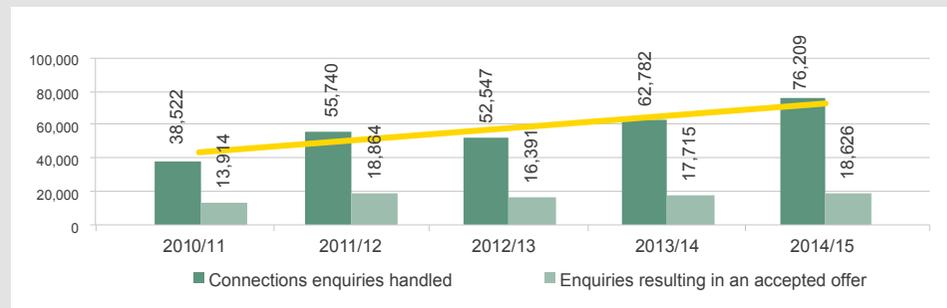
We have seen an increase in requests for information about connecting to the network and for quotations.

### 2014/15 performance

	Connection enquiries handled	Enquiries resulting in an accepted offer
West Midlands	19,045	4,856
East Midlands	22,728	5,782
South Wales	10,024	2,646
South West	24,412	5,342

A single enquiry can lead to multiple connections

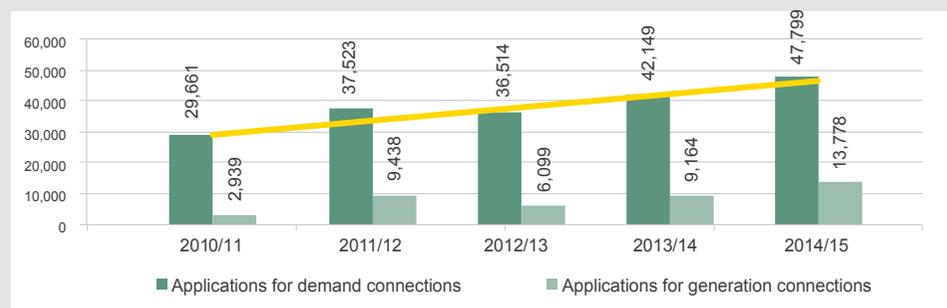
### Long-term trend – All WPD connections enquiries and accepted offers



### 2014/15 performance

	Applications for demand connections	Applications for generation connections
West Midlands	13,389	1,910
East Midlands	15,224	3,460
South Wales	6,376	1,755
South West	12,810	6,653

### Long-term trend – All WPD connections applications



# Connections



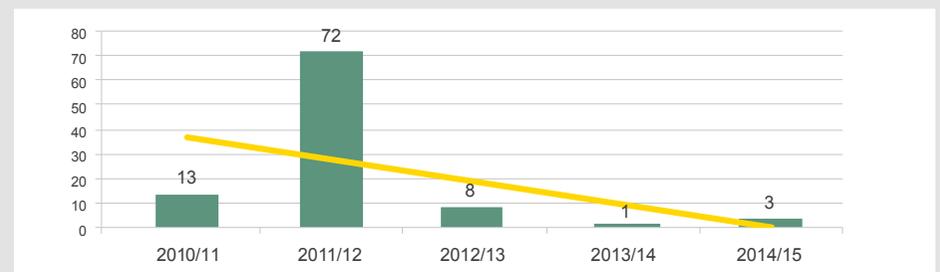
## Ofgem's Guaranteed Standards of Performance (GSoP)

The way we provide quotes and carry out connections is covered by multiple Ofgem Guaranteed Standards of Performance. In 2014/15, we provided 118,697 services under the guaranteed standards and only had three failures. One was in relation to failing to make contact with the customer to schedule dates, one for not providing a design submission in time, and the other for not providing connection information in time.

### 2014/15 performance

	GSoP connections failures
West Midlands	1
East Midlands	2
South Wales	0
South West	0

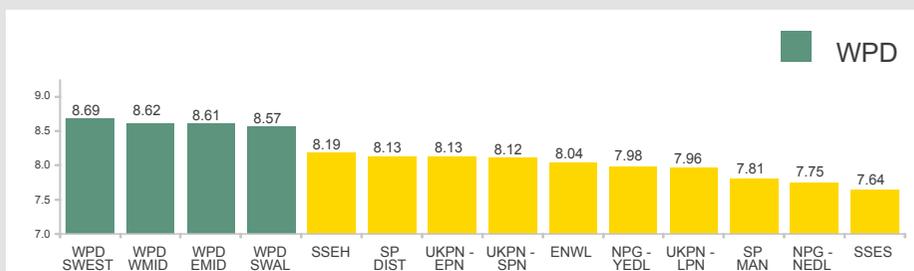
### Long-term trend – All WPD GSoP connections failures



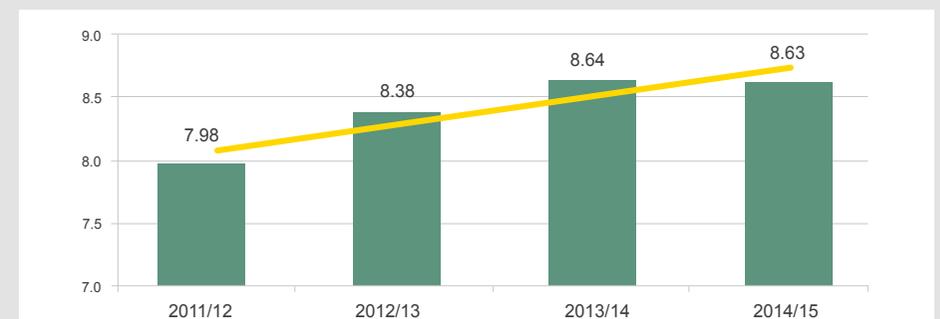
## Customer satisfaction surveys

Thousands of connections customers from every network company are surveyed each year to measure their satisfaction. As part of this, customers are specifically surveyed following a connections service (applying for a quotation or having completed work). Performance is measured as a score out of 10. WPD has been rated number one by customers for connections since surveys began in 2011. In 2014/15 we maintained our leading position.

### 2014/15 performance



### Long-term trend – All WPD connections customer satisfaction



# Connections



## Distributed Generation connections – customer satisfaction

In recent years we have seen a big increase in the numbers of customers wanting to connect technologies such as solar panels or wind turbines to our network. This is called 'Distribution Generation' (DG). To measure performance and identify improvements, we carried out bespoke surveys with DG customers, in addition to industry satisfaction surveys. The surveys measure customer satisfaction for both connections quotations and completed connections (out of 10).

### 2014/15 performance



### Long-term trend – All WPD quotations and completed connections



## Connections Customer Steering Group (CCSG)

In 2013 we created a permanent panel of connections experts that we meet with regularly to help develop and improve our connections services, called the Connections Customer Steering Group (CCSG). The CCSG is made up of a broad range of connection stakeholders from a variety of sectors, including Public Lighting Authorities, Large Commercial, Distributed Generation Developers, Community Energy Schemes, Independent Connection Providers and Independent Distribution Network Operators. The group meets three times a year and we hold 'update and review' workshops to help guide all our decision-making and make sure we work together to deliver improvements.

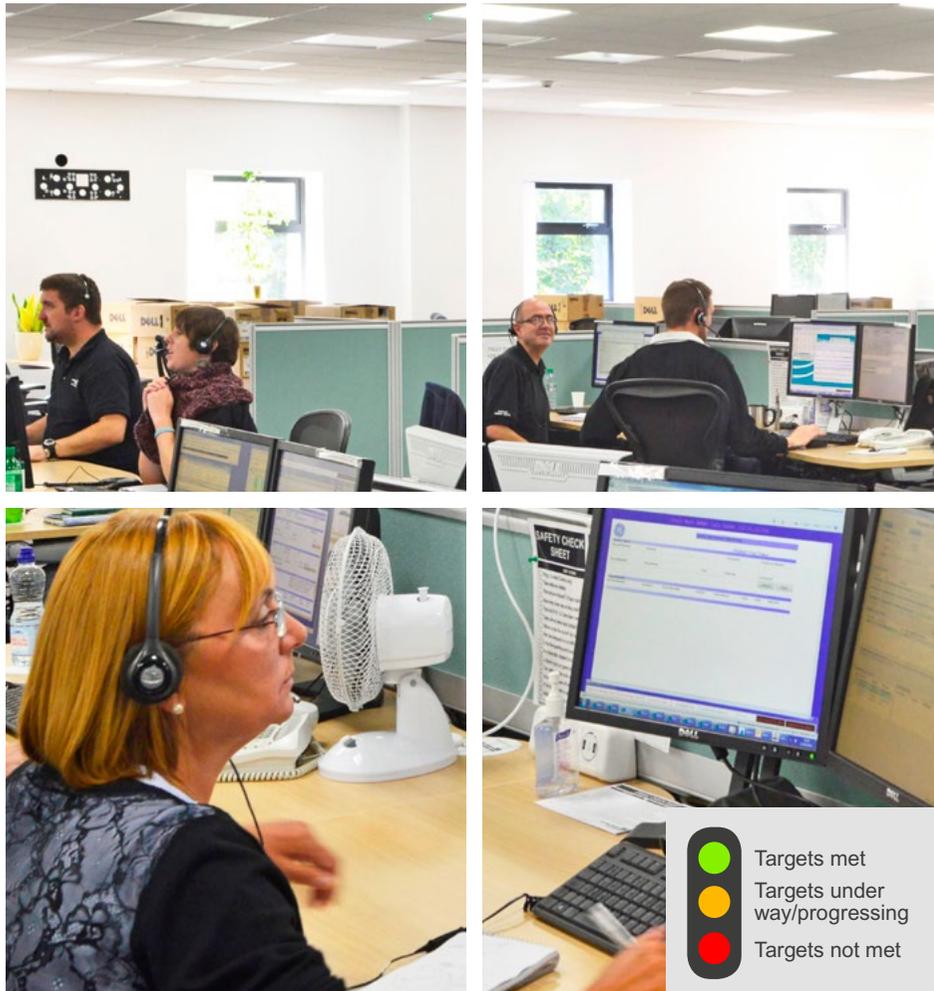
### Connections: What's next?

While we may be number one for connections customer satisfaction across the industry, we know that we can do better and our customers continue to tell us that we can do more to improve. We will continue to work towards improving the time it takes for us to connect our customers and our target is a 20% improvement by 2023. We will continue to work through the CCSG, and will implement actions from our connections improvement plan. To improve our service to customers, we have developed our online services and recently launched our 'downloadable small scale mapping' tool as well as making available a 'heat/capacity maps' and an on-line application function.

**Click below to read more about...**

# Customer Satisfaction

At WPD our goal is to ensure that we provide excellent customer service first time, every time.



## Overall performance rating 2014/15

This includes:

### Overall Customer satisfaction

Number one rated Distribution Network Operator for:

- Supply interruptions
- Connections
- General enquiries

### Complaints

84.5% of complaints resolved within one day

### Telephony

More than 1.1 million calls handled, with 99.53% of power cut calls answered in 20 seconds

### Stakeholder engagement

Number one rated Distribution Network Operator for fourth consecutive year

# Customer Satisfaction



## Customer Satisfaction surveys:

Every year, more than 15,000 WPD customers are surveyed to measure their satisfaction with the service they received from WPD. The surveys are conducted by an independent research company on behalf of Ofgem. Customers from every DNO are identically surveyed to allow comparisons to be made across Great Britain.

Customers are surveyed following three types of service:

- ▶ Supply interruption (including planned or unplanned power cuts);
- ▶ Connections (including quotations and completed connections);
- ▶ General Enquiries.

Scores from these categories are combined to produce an overall satisfaction score.

## Customer Satisfaction surveys: Overall score

This is the fourth consecutive year WPD has been rated number one for customer satisfaction compared with the other DNOs. As a combined company our performance has improved year-on-year since 2011/12, when surveys first began. Survey scores are out of 10.

Rated number

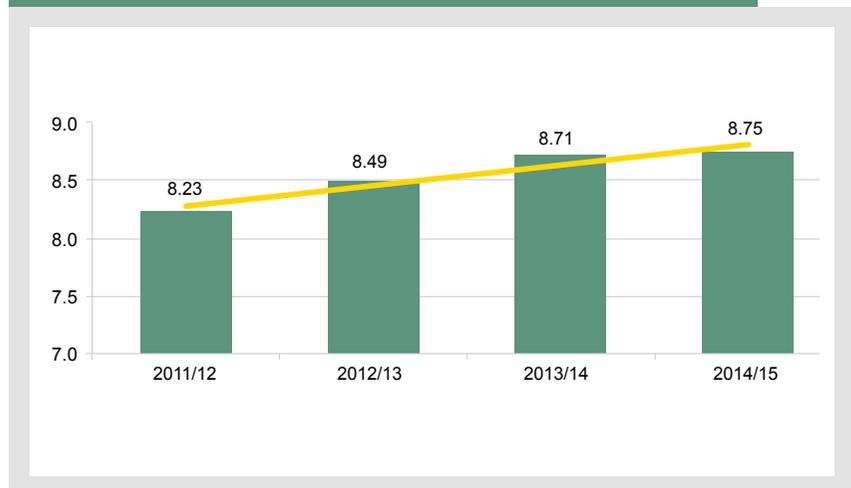


for customer satisfaction for the fourth consecutive year

2014/15 performance



Long-term trend – All WPD overall customer satisfaction

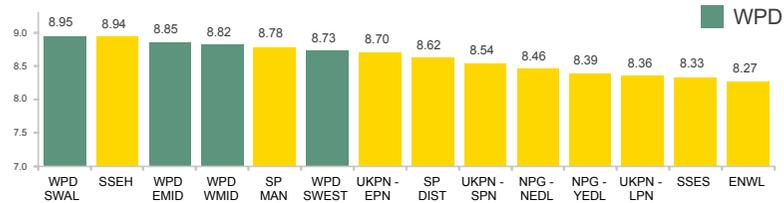


# Customer Satisfaction

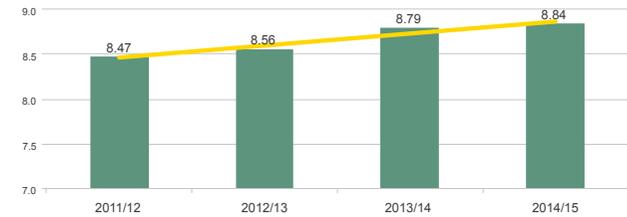


## Customer Satisfaction surveys: Power cuts (including planned and unplanned power cuts)

### 2014/15 performance

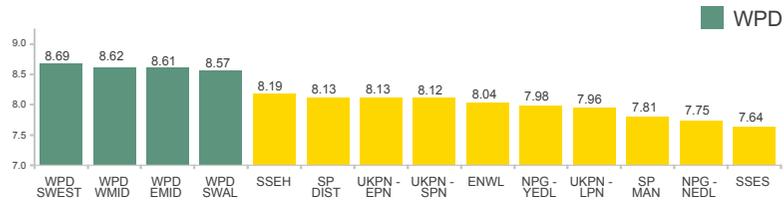


### Long-term trend – All WPD Power cuts customer satisfaction

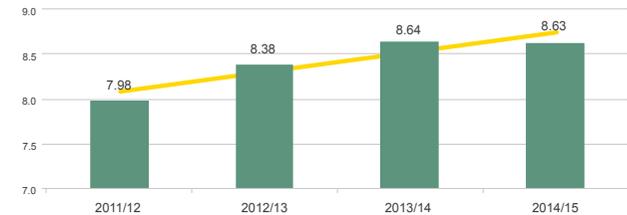


## Customer Satisfaction surveys: Connections (including quotations and completed connections)

### 2014/15 performance

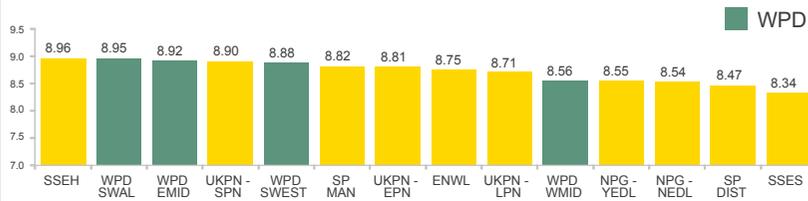


### Long-term trend – All WPD Connections customer satisfaction

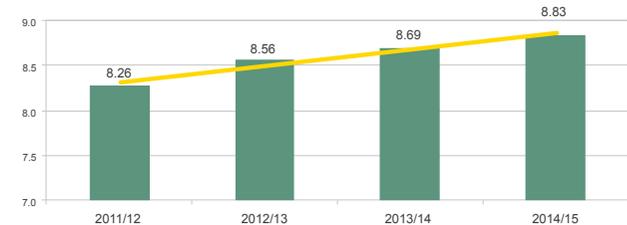


## Customer Satisfaction surveys: General Enquiries

### 2014/15 performance



### Long-term trend – All WPD General enquiries customer satisfaction



# Customer Satisfaction



## Complaints

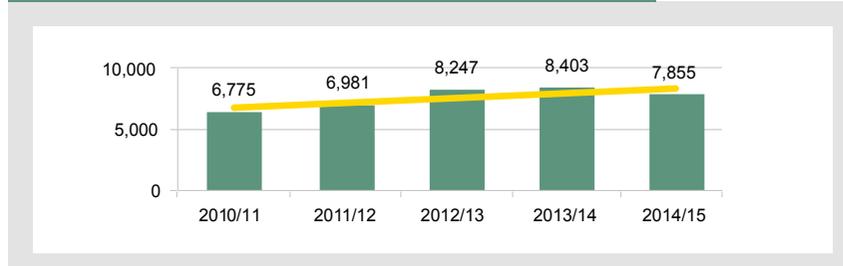
We work hard to get things right first time, every time. When we fail to do so, we make sure that we respond swiftly and fully resolve customer complaints as quickly as possible.

The proportion of complaints resolved within one day and within 31 days has continued to increase since 2010/11.

### 2014/15 performance

	Total number of complaints
West Midlands	2,177
East Midlands	1,844
South Wales	1,209
South West	2,625

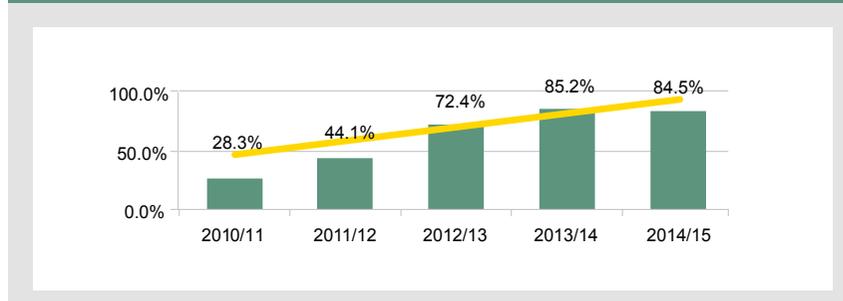
### Long-term trend – All WPD number of complaints



### 2014/15 performance

	% of complaints resolved within one day (of being received)
West Midlands	87.2%
East Midlands	86.2%
South Wales	82.6%
South West	81.9%

### Long-term trend – All WPD % complaints resolved within one day



# Customer Satisfaction

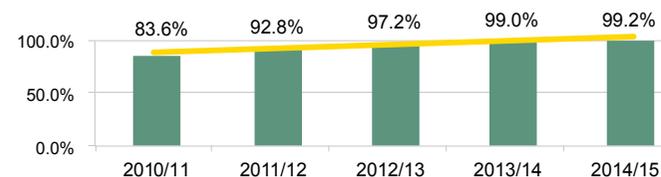


## Complaints – continued

### 2014/15 performance

	% of complaints resolved within 31 days
West Midlands	99.4%
East Midlands	99.1%
South Wales	99.1%
South West	99.2%

### Long-term trend – All WPD % complaints resolved within 31 days



## Complaints to the statutory Energy Ombudsman Scheme

While the speed that we respond is important, it's vital that the issue is resolved to the customer's full satisfaction. We therefore monitor the number of 'repeat' complaints, where a customer returns to WPD at a later date to complain about the same issue. We also monitor the number of customers that were unable to resolve their issue with WPD directly and therefore have taken their complaint to the Energy Ombudsman.

2014/15	West Midlands	East Midlands	South Wales	South West
Repeat complaints	0	0	0	0
Complaints taken up by Ombudsman	0	0	0	0

This year, WPD South West and WPD South Wales completed a sixth year of the statutory Energy Ombudsman Scheme with zero customer complaints and WPD East Midlands and WPD West Midlands achieved a third year with zero customer complaints.

# Customer Satisfaction



## Telephony

WPD handles more than 1.1 million customer calls a year, outbound and inbound, via two UK-based contact centres.

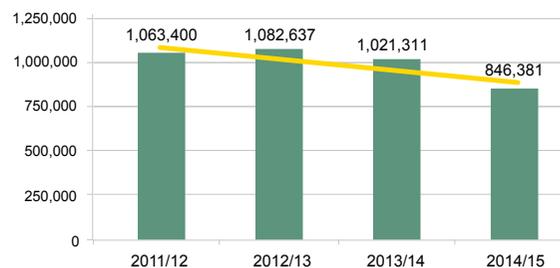
### Calls received

Customers call us when they have a power cut and with general enquiries about their supply. The volume of power cut calls we received during 2014/15 fell, because we significantly increased the number of proactive calls to customers which has greatly increased customer satisfaction. We have also introduced new methods for customers to communicate with us, such as Twitter and live webchat.

#### 2014/15 performance

	Total number of calls received
Power cut calls	656,488
General enquiries	189,893
All calls received	846,381

#### Long-term trend – All WPD number of calls received



Full data not available for 2010/11

In addition to measuring overall customer satisfaction with the service they received, we also monitor how quickly we answer the telephone and how many customers abandon their call before they get a response from us.

#### 2014/15 performance

Measure		Target 2014/15	Actual 2014/15
Power cut calls	Speed of response	Answer 80% of calls in 20 seconds	99.53% answered in 20 seconds
	Calls abandoned	Abandoned rate of 4% or less	Abandoned rate 0.10%
General enquiries	Speed of response	Answer 80% of calls in 20 seconds	99.75% answered in 20 seconds
	Calls abandoned	Abandoned rate of 4% or less	Abandoned rate 0.03%

#### Long-term trend – All WPD call handling

Measure		Target	Actual 2010/11	Actual 2011/12	Actual 2012/13	Actual 2013/14	Actual 2014/15
Power cut calls	Speed of response	Answer 80% of calls in 20 seconds	99.20%	99.20%	99.40%	99.30%	99.53%
	Calls abandoned	Abandoned rate of 4% or less	0.11%	0.08%	0.09%	0.15%	0.10%
General enquiries	Speed of response	Answer 80% of calls in 20 seconds	99.70%	99.80%	99.50%	99.60%	99.75%
	Calls abandoned	Abandoned rate of 4% or less	0.01%	0.01%	0.01%	0.01%	0.03%

Data only available for South Wales and South West for 2010/11

# Customer Satisfaction



## Telephony – continued

### Proactive contact – in particular to vulnerable customers

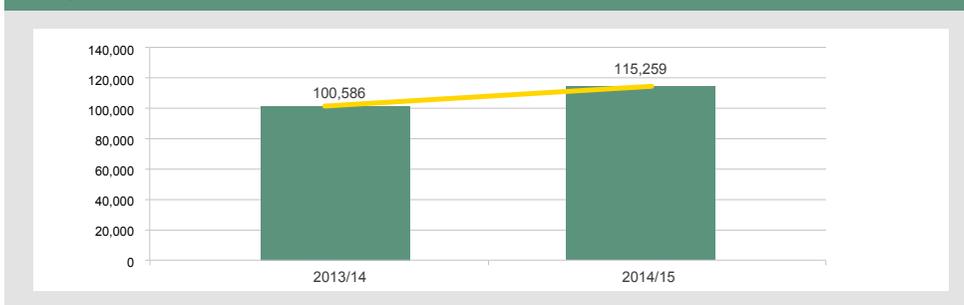
We know that access to information is vital during a power cut. In order to make life easier for customers, we're working hard to improve our service by significantly increasing the amount of proactive contact we make with customers. This includes updates during incidents, as well as courtesy calls after power is restored to apologise and explain what happened. This also includes paying particular attention to contacting our vulnerable customers.

We know that power cuts can be particularly difficult for our most vulnerable customers, for example those who rely on electricity for medical reasons. We therefore work hard to proactively contact vulnerable customers who are on our Priority Service Register (PSR) to check that they are okay and give them the latest information.

#### 2014/15 performance

	Total number of calls made
All proactive calls	305,512
All calls to PSR customers	115,259

#### Long-term trend – All WPD number of outbound calls to vulnerable customers



Data only available for 2013/14 and 2014/15

## Social media and text messaging performance

We offer a range of additional ways for customers to access information. For example, in 2014/15 we expanded our Twitter service to offer a 24 hour, 7 days a week service.

#### 2014/15 performance

Twitter	Total number
Tweets received by WPD	22,036
Tweets sent by WPD	13,398
Re-tweets (either sent by us or our messages sent on by others)	5,515

Text messaging	Total number of texts	% increase since 2013/14
Proactive text messages sent	1,574,144	131%

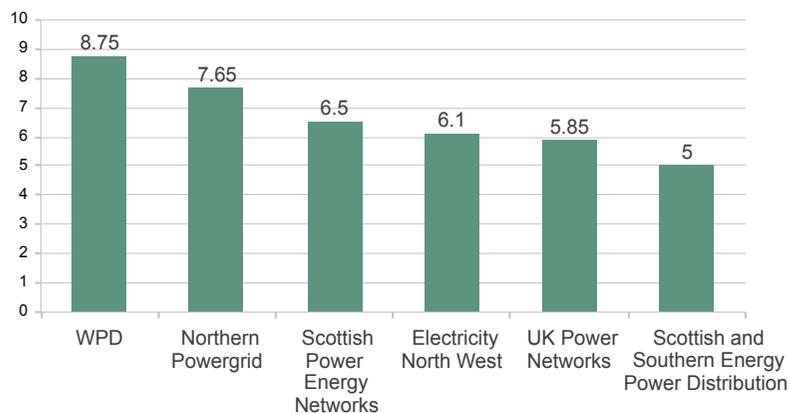
# Customer Satisfaction



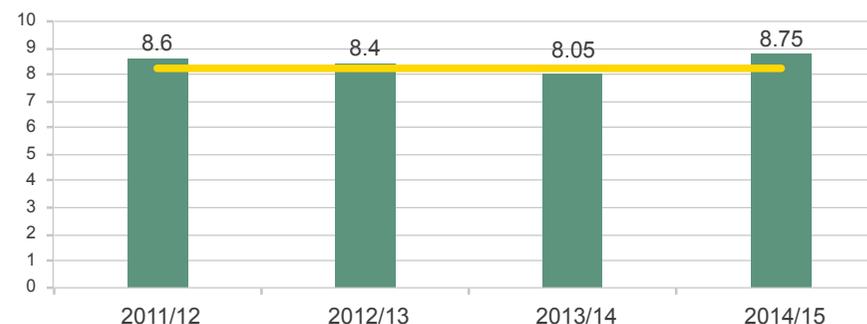
## Stakeholder engagement

Every year, Ofgem assesses the quality of our stakeholder engagement – in particular how well we consult with stakeholders and use their feedback to shape decisions and drive improvements to our services. Following written submissions and a face-to-face interview with an Ofgem-appointed panel of experts, every DNO is given a rating out of 10. In 2014/15, WPD was rated the number one performer out of every electricity distribution, gas distribution and transmission company for the fourth consecutive year.

2014/15 performance



Long-term trend – All WPD stakeholder engagement assessment



## Stakeholder workshops

Each year we invite a broad cross-section of stakeholders to a series of engagement workshops. The workshops are an opportunity for WPD to report on how we are performing, get feedback on key work areas (such as our connections work plan and our social obligations programme), and ask stakeholders to shape our future plans. More details about our stakeholder engagement programme and how to get involved, can be found on page 36.

## Customer Panel

We also hold quarterly Customer Panel meetings attended by expert members representing a wide range of stakeholder interests. These meetings are led by our Chief Executive and give us the opportunity to update members on our strategy. Every meeting focuses on one long-term priority, followed by surgery sessions to develop action plans and deliver specific improvements.

# Customer Satisfaction



## Customer satisfaction: What's next?

### Customer satisfaction surveys:

While we have the highest customer satisfaction levels in our industry, there are still areas where our customers are telling us we can improve. For example, to try to improve our connections and general enquiries services, we have recently introduced a standard to contact customers within one day of their enquiry. We also contact customers at the end of every enquiry to ensure they are fully satisfied and that no aspects of work are still outstanding.

### Complaints:

We will continue to aim to resolve at least 70% of customer complaints within one day and aim for zero complaints where the Ombudsman has to get involved.

### Telephony:

Our priority is to increase proactive contact to our customers. We will do this by –

- ▶ Increasing the number of proactive calls that we make to customers;
- ▶ Increasing the number of mobile phone records we hold;
- ▶ Increasing the number of text messages we send to customers.

### Stakeholder engagement:

Now that our Business Plan and investment up to 2023 is agreed, it is vital that we continue to give stakeholders the opportunity to shape our business. We will make sure that our engagement never becomes a series of talking shops, that stakeholders are always given the opportunity to influence change, and that engagement continues to lead to action. Following our workshops in 2015, our stakeholders identified nine long term issues for WPD:

- ▶ Keeping the lights on;
- ▶ Smart networks;
- ▶ Workforce renewal, skills & training;
- ▶ Government legislation & policy;
- ▶ Vulnerability;
- ▶ Affordability;
- ▶ Customer information & data;
- ▶ Customer awareness;
- ▶ Environment & sustainability.

Over the next four years, each of WPD's annual workshops will focus in detail on at least two of these long-term priorities, in order to gain a fuller understanding of the issues, review how WPD have started to address these and to inform our plans for the future.



We contact customers within one day of their enquiry

We aim to resolve at least **70%** of complaints within one day



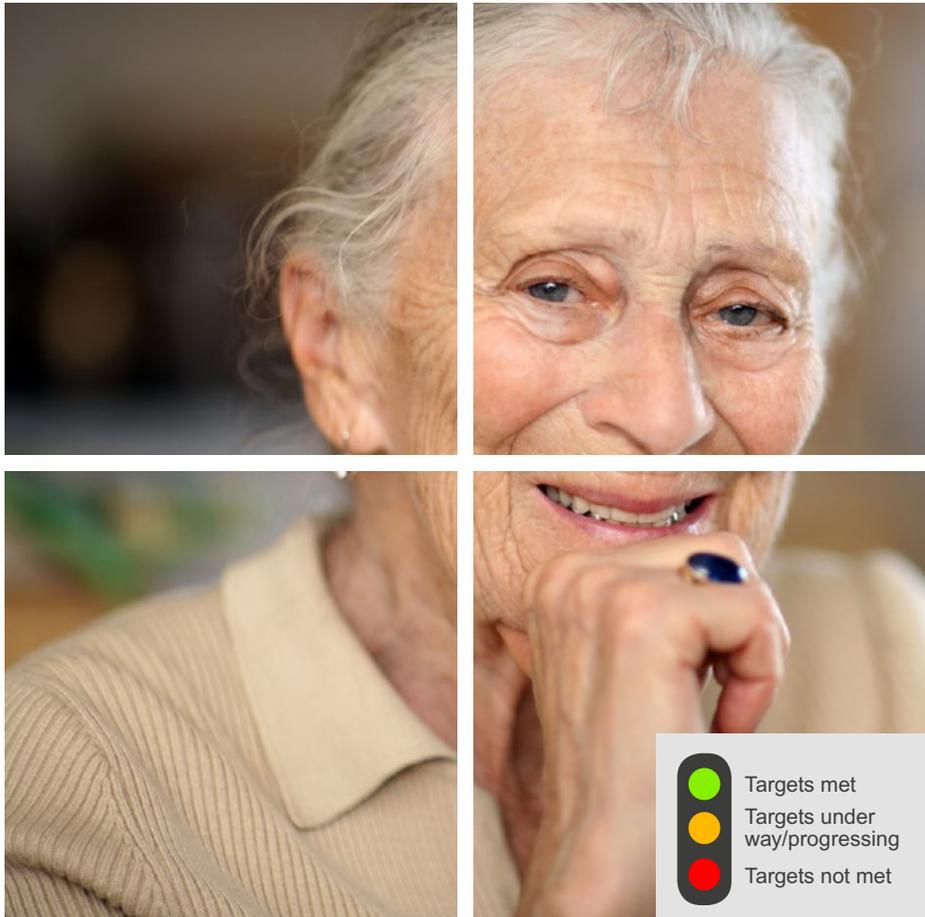
Customers who are deaf, hard-of-hearing or have speech difficulties will be able to text us when they have a power cut

**Click below to read more about...**



# Social Obligations

WPD's social obligations programme focuses on supporting vulnerable customers in relation to power cuts, improving the data we hold on vulnerable customers and addressing wider social issues such as fuel poverty by delivering practical support.



## Overall performance rating 2014/15

This includes:

- ▶ **Improving our understanding of vulnerability**  
 Successful audits against British Standards Institute and Customers Service Excellence standards
- ▶ **Improving the accuracy of the data held on our Priority Service Register (PSR)**  
 Proactively updated more than 191,000 vulnerable customer records in 2014/15
- ▶ **Improving the services for vulnerable customers during power cuts**  
 Expanded our partnership with the British Red Cross to provide crisis packs and to sign up customers to our PSR
- ▶ **Addressing fuel poverty by helping customers to access support**  
 Expanded Fuel Poverty 'Power Up!' referral schemes – helping more than 1,400 customers in the first three months of 2015

# Social Obligations



## Our social obligations programme

WPD’s approach to social obligations has historically focused on ‘vulnerability to a power cut’, and therefore customers on our Priority Service Register (PSR) who are registered as being dependent on electricity due to age, disability or chronic illness. Following extensive stakeholder engagement, in 2013 we redefined our approach in this area. While the PSR continues to be core to our work, we now address social obligations in relation to a broader group of customers who are vulnerable because they may be in ‘fuel poverty’ or struggle to pay their energy bills.

**Our programme is divided into four categories:**

- ▶ Improving our understanding of vulnerability;
- ▶ Improving the accuracy of the data held on our Priority Service Register;
- ▶ Improving the services for vulnerable customers during power cuts;
- ▶ Addressing fuel poverty by helping customers to access support.

## Improving our understanding of vulnerability

To help us to provide the best service for our vulnerable customers, we first need to develop our understanding of ‘vulnerability’. We are therefore externally audited by the British Standards Institute (BSI) against their Standard for Inclusive Services (BS18477), and under the Customer Service Excellence (CSE) standard.

### British Standards Institute – BS18477: Standard for Inclusive Services

We were the first company in the UK to be successfully audited by the BSI as compliant against the Standard’s 36 elements for the second consecutive year. The Standard recognises the broad and complex nature of vulnerability. It reviews how well companies are addressing this, from having responsible business practices, to ensuring staff are trained to identify vulnerability, to communicating information in accessible formats. Being assessed against the BSI Standard has also helped to improve our understanding of vulnerability and ensures that our new projects are effectively addressing a range of customer needs.

### Customer Service Excellence standard

The CSE standard reviews WPD’s engagement strategy, delivery, timeliness, provision of information and staff commitment. We use the outcomes of the audit to identify improvements to our services. The standard consists of 57 elements, with one third assessed annually. There are four potential outcomes ranging from ‘non-compliance’ to ‘Compliance Plus’ (which is the highest level possible and indicates best practice across multiple sectors). In 2014/15 we achieved eight new ‘Compliance Plus’ grades, which means that WPD now holds the highest levels of achievement in over half of the standard.

Performance against Customer Service Excellence standard				
	Previous	2015	Difference	New total
Compliance Plus	2	10	+8	29 (out of 57)
Full Compliance	17	9	N/A	28 (out of 57)

# Social Obligations



## Improving the accuracy of the data held on our Priority Service Register

### Updating Priority Service Register data records

At the end of 2013 we set up a dedicated team to update our Priority Service Register (PSR) database to make sure we hold accurate details about our vulnerable customers. By making sure our records are up-to-date we are able to provide updates and targeted support to vulnerable customers during a power cut.

Following stakeholder feedback at WPD's workshops, in 2015 we expanded our original team of 10, to 20 call handlers. Following further feedback from our Customer Panel, we have since increased the number of records we are updating by checking customers details when they've had a power cut. These additional measures have resulted in significant increases in the number of records updated.

### 2014/15 performance

	PSR customers contacted by PSR dedicated team	PSR customers contacted proactively in a power cut	Totals
Customers contacted	140,180	115,259	255,439
PSR records updated	76,572	115,259	191,831

## Improving the services for vulnerable customers during power cuts

### Welfare support

We have arrangements in place with the British Red Cross (BRC) to provide help, including warm drinks and meals, for our older, disabled or other vulnerable customers during a power cut.

In 2014 we expanded our partnership with BRC to provide crisis packs to our vulnerable customers and to sign up customers to our PSR through BRC Swansea's local service provision. This includes, for example, when supporting their clients who have been discharged from hospital.

As part of their services BRC Swansea will, with permission from the customers, sign-up at least 2,250 customers to WPD's PSR in the next three years.

We have also introduced a new agreement with the Nationwide Caterers Association so that we can call on caterers anytime day or night to provide hot food and drinks for customers (including, but not exclusively, those on the PSR) during prolonged power cuts.



# Social Obligations

## Addressing fuel poverty by helping customers to access support

When contacting PSR customers to update records, we identified an opportunity to support vulnerable customers facing wider social issues, including fuel poverty. In 2013, we therefore developed a fuel poverty referral scheme, called 'Power Up!' working with Coventry Citizens Advice Bureau (CAB). As a pilot scheme, the project helped almost 700 customers, delivering support and savings ranging from switching energy tariffs to energy efficiency advice. Following positive feedback from stakeholders at our engagement workshops and quarterly Customer Panel, we significantly expanded the initiative at the

beginning of 2015, and we now have three Power Up! schemes in place. As well as continuing to work with Coventry CAB across the Midlands, we now work with the Energy Saving Trust in South Wales and the Centre for Sustainable Energy in the South West.

In the first three months of 2015, the projects have resulted in more than 1,400 customers receiving support. This puts us on track to provide support to more than 5,000 vulnerable customers over 12 months.

### Case study: Fuel Poverty Power Up! projects case study – Birmingham

Coventry Citizens' Advice contacted one of WPD's PSR customers in January 2015 following a referral from WPD. The customer was living with their disabled partner and 49 year old son in a 3 bedroom mortgaged house. Both the customer and their partner are elderly and have long term health conditions. They were struggling financially and having difficulty coping with energy bills. They had recently switched to a cheaper energy tariff but were still paying an average of £155 per month for gas and electric.

Both the customer and their partner were in receipt of state pension, a private pension and Attendance Allowance. The advisor completed a benefits check and identified that the customer and their partner were able to apply for the 'Carers' Addition' element of Carers' Allowance. This meant that they were entitled to Pension Credit worth £30 per week. They were also entitled to Council Tax Rebate at rate of £22 per week. The customer was supported to make these applications.

### Social Obligations: What's next?

- ▶ In 2016 we will again be assessed against the BSI standard and the CSE standard.
- ▶ We will continue to improve the way in which we update the PSR database, both internally and by working with other agencies, including the fuel suppliers and the gas network companies.
- ▶ We will continue to develop referral networks, including with our Power Up! partners, to gain 'informed consent' from our customers to directly sign them up to our PSR.
- ▶ We will roll-out training for front-line WPD staff to widen the organisation's understanding of vulnerability and the support services WPD can provide.



Click below to read more about...



# Our finances

## Network investment

Since April 2010, we have invested £2,164 million (in 2014/15 prices) on the electricity network. We have done this to upgrade the network so that we can keep meeting the demand for electricity, allow local generation to export power, protect against the impact of climate change and ensure that the network remains reliable. Prior to the start of the price control period (Distribution Price Control Review period 5) in 2010, Ofgem determined the amount that we were allowed to spend on our network each year.

In 2014/15, we spent the following amount on the network compared to Ofgem's allowance:

### 2014/15 performance

Expenditure (£m in 2014/15 prices)	Total investment	Ex ante allowance	Investment as a percentage of allowance
West Midlands	187.1	162.3	115%
East Midlands	226.4	158.6	143%
South Wales	72.1	59.4	121%
South West	85.4	92.0	93%
WPD	571.0	472.3	121%

In 2014/15 WPD has carried out investment levels that exceed regulatory allowances as a result of delivering additional tasks.

Expenditure (£m in 2014/15 prices)	West Midlands	East Midlands	South Wales	South West	WPD
Asset replacement	88.1	87.6	42.8	56.6	275.1
General reinforcement	62.5	86.3	11.4	5.6	165.8
Quality of supply & 'worst served customers'	7.7	5.4	2.4	3.4	19.0
Flooding & Environmental	3.0	8.6	1.4	2.7	15.7
Network Diversions	11.1	16.3	5.9	5.0	38.3
Other	14.6	22.3	8.3	12.0	57.2
<b>Totals*</b>	<b>187.1</b>	<b>226.4</b>	<b>72.1</b>	<b>85.4</b>	<b>571.0</b>

\* Totals may not be equal due to rounding of figures.



In 2014/15 we spent:

**£275.1m**

### REPLACING ASSETS

that have reached the end of their operational life

**£165.8m**

### INSTALLING ADDITIONAL CAPACITY

to the network to manage increases in electricity demand

**£19.0m**

### REDUCING THE QUANTITY AND DURATION OF INTERRUPTIONS

experienced by customers and carrying out improvements for those who have the most interruptions

**£15.7m**

### IMPROVING OUR FLOOD DEFENCES

at major substations and other environmental initiatives

**£38.3m**

### RE-ROUTING OR RE-POSITIONING DISTRIBUTION ASSETS

**£57.2m**

### ON OTHER ACTIVITIES

such as meeting legal obligations, improving site security, operational communication systems and visual amenity

# Our finances

## Return on Regulatory Equity

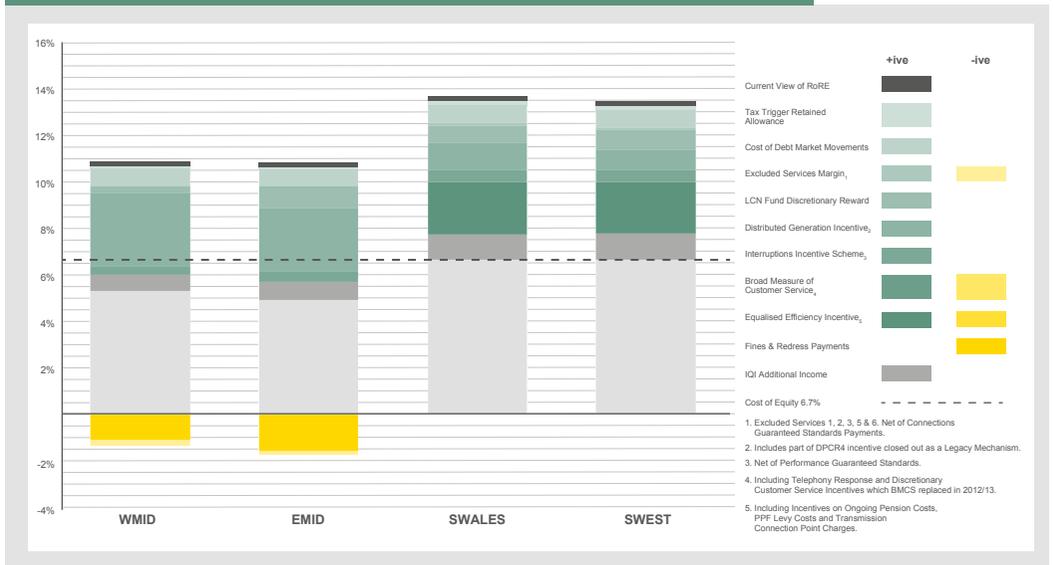
Distribution Network Operators' performance over the Distribution Price Control Review period 5 (DPCR5) can be measured using our Return on Regulatory Equity (RoRE). This presents a comparative measure of annual equity returns for DNOs of different sizes. It is presented on a post-tax basis, that is, after allowing for the impact of corporation tax.

The chart on the right shows WPD's RoRE performance for all four of WPD's licence areas for the whole of the DPCR5 period, from 2010/11 to 2014/15, taken from Ofgem's DPCR5 Performance Report\*. There are still some mechanisms to be determined for DPCR5 therefore this is a provisional upper bound estimate. Note that the Interruptions Incentive Scheme RORE impact is calculated as the reward earned that year, despite the reward being received on a two year lag basis.

\*To see Ofgem's DPCR5 Performance Report please visit:

[www.ofgem.gov.uk/sites/default/files/docs/electricity\\_distribution\\_company\\_performance\\_2010-2015.pdf](http://www.ofgem.gov.uk/sites/default/files/docs/electricity_distribution_company_performance_2010-2015.pdf)

### DPCR5 RoRE between Regulatory Years 2010/11 and 2014/15



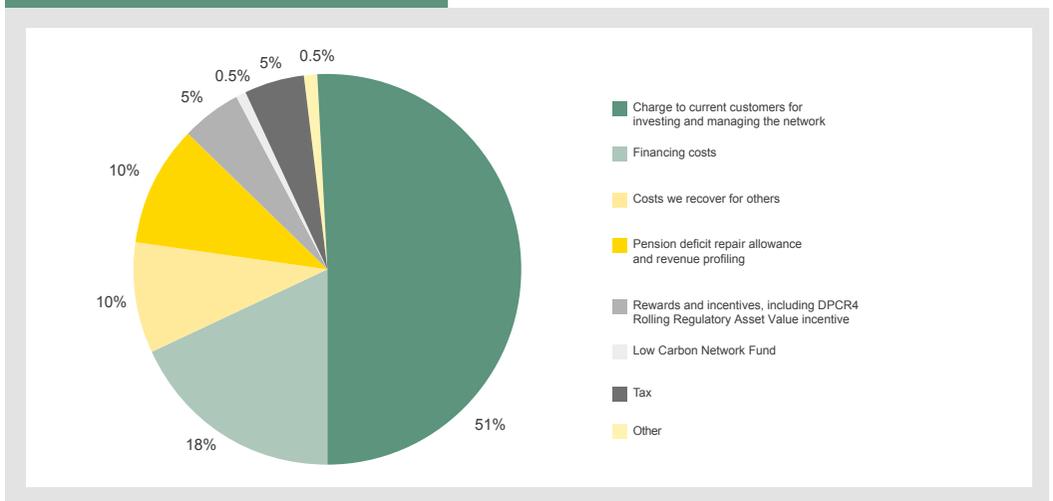
## Breakdown of your electricity bill 2014/15

The chart on the right shows how an average WPD customer's bill breaks down. This is based on the money we receive as a condition of our licence with Ofgem, as well as additional income from the rewards we receive for performing well.

**The weighted average charge to a domestic customer in the WPD area for the 2014/15 regulatory year was £93.89.**

This is based on consumption of 3,100 kWh per year and takes into account the £5 rebate off customer bills in 2014/15 which will be recovered in 2016/17.

### Electricity bill 2014/15



# Find out more

## How you can get involved

### Stakeholder engagement workshops

Every year we run a series of workshops across our licence areas where we engage with a broad cross-section of stakeholders including customers, small businesses, parish councillors, connections providers, DNOs, Councils, Local Enterprise Partnerships and other utilities. These give us the opportunity to report on our performance and also to ask our stakeholders what they think of our workplan and to identify our priorities for the future. To ensure feedback is received first hand, and to give stakeholders the opportunity to speak directly to WPD staff, all roundtable discussions are facilitated by WPD local managers. This fits with our strategy to embed engagement in the way we operate and make decisions.

If you would like to attend one of next year's workshops please see the contact details on the right.



# How to contact us

## Working with us

If you have any questions about our work, or you would like to take part in future workshops and/or customer panels:

@ Email: [awilkes@westernpower.co.uk](mailto:awilkes@westernpower.co.uk)

✉ Write to us:  
**Alex Wilkes, Stakeholder Engagement Manager,  
Western Power Distribution, Pegasus Business Park,  
Herald Way, Castle Donington, DE74 2TU**

i You will also find more information on our website at [www.westernpower.co.uk](http://www.westernpower.co.uk) under 'Our Stakeholders'. You can also register to attend WPD's stakeholder events.

## Making a complaint

We're committed to providing you with excellent customer service, first time every time. However, sometimes things can go wrong. We want to know when this happens so we can resolve any problems as quickly as possible.

To make a complaint:

☎ Please call us free on **0800 0556 833**

📍 On our website at: [www.westernpower.co.uk/Contact-us/Complaints](http://www.westernpower.co.uk/Contact-us/Complaints)

@ Email: [complaints@westernpower.co.uk](mailto:complaints@westernpower.co.uk)

✉ Write to us:  
**Tony Taylor, Information Centre Manager, Western Power Distribution,  
Avonbank, Feeder Road, Bristol BS2 0TB**

Please tell us your address and postcode and a contact telephone number.

## Reporting a power cut

If you experience a power cut, please call us on **0800 6783 105**



Western Power Distribution (East Midlands) plc, No2366923  
Western Power Distribution (West Midlands) plc, No3600574  
Western Power Distribution (South West) plc, No2366894  
Western Power Distribution (South Wales) plc, No2366985  
Registered in England and Wales  
Registered Office: Avonbank, Feeder Road, Bristol BS2 0TB