Welcome to our RIIO-ED1 Business plan commitments report 2019/20.

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Safety
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Future energy
Towards a net zero world
A day in the life of a future customer

Key contacts

Towards a net zero energy future

RIIO-ED1 Business plan commitments report 2019/20
Our vision and values

UK Power Networks is the UK’s biggest electricity distributor delivering power to 8.3 million homes and businesses across London, the east and south east of England. We keep the lights on across 29,250 square kilometres, serving 19 million people from Cromer in the east to Brighton on the south coast.

Our vision:
To be consistently the best-performing Distribution Network Operator in the UK.

Our values:
We deliver high performance within an agreed set of values.

**Integrity**
We will do what we say and build trust and confidence by being honest to ourselves, our colleagues, our partners and our customers.

**Respect**
We treat our colleagues and our customers the way in which we would want to be treated.

**Continuous improvement**
We are committed to learning, development, innovation and achievement.

**Responsibility**
We always act in an ethical, safe, socially and environmentally aware manner.

**Diversity and inclusiveness**
We recognise and encourage the value that difference and constructive challenge can bring.

**Unity**
We are stronger together and this comes from a shared vision, a common purpose and supportive and collaborative working.

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**An employer of choice**
- The safest – with an exemplary safety record
- An organisation that employees are proud to work for
- An appropriately skilled workforce for both today and the long term
- Embracing diversity

**A respected and trusted corporate citizen**
- The most reliable networks
- The most satisfied customers
- The most innovative
- The most socially and environmentally responsible
- Ensure we meet the needs of our customers in vulnerable circumstances, both now and in the future
- Enable the net zero transition for all
- The leading UK Distribution System Operator

**Sustainably cost-efficient**
- Be the lowest-cost electricity distributor for our customers
- Deliver on our commitments in a collaborative way

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Chief Executive’s introduction

2019/20 has been the most successful year ever for UK Power Networks

This year we have delivered our best ever performance with respect to safety, customer service, reliability and stakeholder engagement.

Our people are the key to delivering this continuing performance improvement across our business, and as a company we do our utmost to make UK Power Networks a great place to work. It is rewarding to see this effort bearing fruit in our day-to-day work; it is also satisfying to see it reflected in the recognition we receive from third parties.

A crucial element of this continuing performance improvement is our progress against the 77 commitments we promised to deliver over the current price control period, known as RIIO-ED1, which covers the period from April 2015 to March 2023. I am pleased to report that we continue to make good progress. Seventy-five of the commitments are graded as green, that’s three more than last year. This means that 97% of our RIIO-ED1 commitments have either been delivered or we are on track to deliver them by the end of the period. The world has changed significantly since we set these original commitments and we have continually worked with our stakeholders to identify and deliver additional outcomes that meet their evolving needs. This has ranged from accelerating the deployment of our industry leading Active Network Management system by two years to help facilitate the deployment of renewable generation, to setting an ambitious target to reach all fuel poor homes in our region with our fuel poverty programmes by 2023.

Our one commitment graded as amber and one graded as red. The amber commitment relates to ensuring that there is no employee or contractor is unable to come into work due to a work-related injury. This year we have had two such incidents, thankfully in both cases the employee has recovered fully and is back in work, however, we recognise that is two too many. Safety is always our number one priority and last year we re-launched our major safety campaign, Stay Safe, which is designed to keep our employees safe at work. This is a major project involving significant training for each employee. By 2020/21 we will have reached every one of our 6,000 employees and the programme will be thoroughly embedded in our way of working. We believe that all accidents are preventable and this principle underpins the Stay Safe approach to safety at work.

We have one commitment graded as amber and one graded as red. The amber commitment relates to having a year where no employee or contractor is unable to come into work due to a work-related injury. This year we have had two such incidents, thankfully in both cases the employee has recovered fully and is back in work, however, we recognise that is two too many. Safety is always our number one priority and last year we re-launched our major safety campaign, Stay Safe, which is designed to keep our employees safe at work. This is a major project involving significant training for each employee. By 2020/21 we will have reached every one of our 6,000 employees and the programme will be thoroughly embedded in our way of working. We believe that all accidents are preventable and this principle underpins the Stay Safe approach to safety at work.

Our one red commitment relates to the undergrounding of overhead lines in Areas of Outstanding Natural Beauty. Our commitment is to underground the equivalent of 176km of HV overhead lines in Areas of Outstanding Natural Beauty and National Parks. To date we have undergrounded 21km, with an additional 24km that is currently in the delivery stage or has been approved. We believe that there is a significant risk that this commitment will not be delivered by the end of this price control period and that is why it has been graded red.

There are, however, still opportunities for further undergrounding and we will continue to engage with stakeholders through steering groups in order to progress additional schemes.

The UK is the first major economy in the world to pass laws to end its contribution to global warming by 2050. Our greatest contribution to reducing greenhouse gases is in facilitating others to reduce their carbon footprint, but we are also working hard to reduce our own. In 2019/20 we reduced our carbon footprint to its lowest ever level and, importantly, this reduction has been accredited by the Carbon Trust. This is a first for a Distribution Network Operator (DNO) and we are going further by working with the Carbon Trust to develop science-based targets to support our own journey to net zero.

We are acutely aware that when we decide to invest we are spending our customers’ money. Our aim at UK Power Networks is to deliver the services that our customers want at the lowest cost. We are acutely aware that when we decide to invest we are spending our customers’ money. Our aim at UK Power Networks is to deliver the services that our customers want at the lowest cost. Our one red commitment relates to the undergrounding of overhead lines in Areas of Outstanding Natural Beauty. Our commitment is to underground the equivalent of 176km of HV overhead lines in Areas of Outstanding Natural Beauty and National Parks. To date we have undergrounded 21km, with an additional 24km that is currently in the delivery stage or has been approved. We believe that there is a significant risk that this commitment will not be delivered by the end of this price control period and that is why it has been graded red.

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Performance snapshot – General indicators

<table>
<thead>
<tr>
<th>Key</th>
<th>Our three regulated networks are:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Eastern Power Networks</td>
</tr>
<tr>
<td></td>
<td>London Power Networks</td>
</tr>
<tr>
<td></td>
<td>South Eastern Power Networks</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total DNO network length</th>
<th>98,394 km</th>
<th>37,457 km</th>
<th>53,253 km</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overhead lines</td>
<td>33,355 km</td>
<td>19 km</td>
<td>12,263 km</td>
</tr>
<tr>
<td>Underground cables</td>
<td>65,039 km</td>
<td>37,437 km</td>
<td>40,990 km</td>
</tr>
<tr>
<td>Number of customers</td>
<td>3,653,242</td>
<td>2,369,157</td>
<td>2,311,511</td>
</tr>
</tbody>
</table>

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Welcome to our RIIO-ED1 Business plan commitments report 2019/20.

Use the contents below to navigate the document. You can return to the start of the report by clicking on the ‘home’ button, at the bottom of the page.

<table>
<thead>
<tr>
<th>Company</th>
<th>Total Expenditure (2012/13 prices)</th>
<th>Total Expenditure as a percentage of Ofgem cost allowance</th>
<th>Unrestricted Domestic Tariff Charge (not including domestic customer rebate) (2012/13 prices)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>UK Power Networks</strong></td>
<td>£694.6m</td>
<td>92%</td>
<td>£66.74</td>
</tr>
<tr>
<td><strong>Eastern Power Networks</strong></td>
<td>£305.9m</td>
<td>96%</td>
<td>£66.93</td>
</tr>
<tr>
<td><strong>London Power Networks</strong></td>
<td>£197.6m</td>
<td>88%</td>
<td>£60.23</td>
</tr>
<tr>
<td><strong>South Eastern Power Networks</strong></td>
<td>£191.1m</td>
<td>91%</td>
<td>£74.03</td>
</tr>
</tbody>
</table>
## Performance snapshot – Regional summary

### Reliability

<table>
<thead>
<tr>
<th></th>
<th>Eastern Power Networks</th>
<th>London Power Networks</th>
<th>South Eastern Power Networks</th>
<th>UK Power Networks</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Customer Interruptions</strong>&lt;sup&gt;1&lt;/sup&gt; (unweighted, including exceptional events)</td>
<td>47.0</td>
<td>12.9</td>
<td>53.1</td>
<td>39.0</td>
</tr>
<tr>
<td><strong>Customer Minutes Lost</strong>&lt;sup&gt;2&lt;/sup&gt; (unweighted, including exceptional events)</td>
<td>39.0</td>
<td>14.2</td>
<td>40.8</td>
<td>32.4</td>
</tr>
<tr>
<td><strong>Customer Interruptions</strong>&lt;sup&gt;1&lt;/sup&gt; (unweighted, excluding exceptional events)</td>
<td>41.9</td>
<td>12.9</td>
<td>44.0</td>
<td>34.2</td>
</tr>
<tr>
<td><strong>Customer Minutes Lost</strong>&lt;sup&gt;2&lt;/sup&gt; (unweighted, excluding exceptional events)</td>
<td>29.4</td>
<td>14.2</td>
<td>30.4</td>
<td>25.4</td>
</tr>
</tbody>
</table>

### Connections

<table>
<thead>
<tr>
<th></th>
<th>Eastern Power Networks</th>
<th>London Power Networks</th>
<th>South Eastern Power Networks</th>
<th>UK Power Networks</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Time to Quote</strong>&lt;sup&gt;3&lt;/sup&gt; (LVSSA)&lt;sup&gt;4&lt;/sup&gt; days</td>
<td>4.8</td>
<td>5.3</td>
<td>6.4</td>
<td>5.4</td>
</tr>
<tr>
<td><strong>Time to Connect</strong>&lt;sup&gt;3&lt;/sup&gt; (LVSSA)&lt;sup&gt;4&lt;/sup&gt; days</td>
<td>36.6</td>
<td>35.4</td>
<td>36.4</td>
<td>36.4</td>
</tr>
<tr>
<td><strong>ICE scheme penalties incurred</strong>&lt;sup&gt;4&lt;/sup&gt; £m (2012/13 prices)</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
</tr>
</tbody>
</table>

1. Customer Interruptions (CI) are the number of customers interrupted per 100 customers on our network.
2. Customer Minutes Lost (CML) are the average length of time customers are without power, for power cuts lasting three minutes or longer.
3. Low Voltage Single Service Connection.
4. Subject to review, Ofgem process is ongoing.

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UK Power Networks  RIIO-ED1 Business plan commitments report 2019/20
### Performance snapshot – Regional summary continued

- **Customer Satisfaction**
  - Overall BMOCS score out of 10:
    - Eastern Power Networks: 9.15
    - London Power Networks: 9.05
    - South Eastern Power Networks: 8.98
    - UK Power Networks: 9.06¹

- **Social Obligations**
  - Individual stakeholder engagement & consumer vulnerability score out of 10:
    - Eastern Power Networks: 8.30
    - London Power Networks: 8.30
    - South Eastern Power Networks: 8.30
    - UK Power Networks: 8.30²

- **Additional qualitative summary information on:**
  - **Lost Time Injury Frequency Rate (LTIFR)**
    - LTI/100,000 hours worked³:
      - Eastern Power Networks: n/a
      - London Power Networks: n/a
      - South Eastern Power Networks: n/a
      - UK Power Networks: 0.01
  - **Environmental impact Business Carbon Footprint (tCO₂e):**
    - Eastern Power Networks: 24,658
    - London Power Networks: 15,513
    - South Eastern Power Networks: 17,414
    - UK Power Networks: 57,584
  - **Innovation spend by each licensee (£m (2012/13 prices)):**
    - Eastern Power Networks: 5.70
    - London Power Networks: 5.32
    - South Eastern Power Networks: 2.94
    - UK Power Networks: 13.96
  - **Number of connections made:**
    - Eastern Power Networks: 20,737
    - London Power Networks: 14,598
    - South Eastern Power Networks: 11,843
    - UK Power Networks: 47,178

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¹ UK Power Networks’ score is an average of our three networks.
² Score is given to group but applied to each licence area.
³ Reported at a group level regulated business only.
Customer satisfaction

We do our best to see the world through the eyes of our customers. We are aware that the customers we serve do not have a choice about who delivers their electricity. That means that we have a responsibility to provide a smooth-running service that simply works. When issues with our service do arise, as is inevitable, we do everything we can to ensure that the service we provide is exactly what our customers want and need. In order to meet our customers’ diverse needs, we keep a constant and critical watch on our methods and practices so we can provide the best service possible. We are proud to say that our continued focus on customer service has led to our best ever customer satisfaction score. Careful data analysis is one of the key ways in which we have achieved this.

Data continues to play an increasingly prevalent role in our operations. It not only improves our reliability and facilitates our progress towards a net zero economy, but it also improves our customer service. The way we use data is critical to increasing our understanding of what leads to customer satisfaction. We have been using ever-more sophisticated ways to analyse the information that we collect from our operations. We are now able to look at what we know about our customers and the services they use from many perspectives, such as network performance, geography, and the particular customer journey or circumstances.

An example relating to the general maintenance service that we provide for both domestic and commercial customers illustrates how this data-driven approach has improved customer satisfaction. We noticed that, on average, our commercial customers were less satisfied than our domestic customers who receive the same service. We looked into this, and found that there was a communication breakdown between the person who conducted the initial site visit to assess the commercial customers’ needs and the engineers who later carried out the work. To remedy this, we changed our processes; now, the engineer who carries out the work also attends the initial site visit. This eliminates the communication breakdown and has led to an improvement in satisfaction scores among this subset of our customers, from 81% in 2019 to 92% this year.

Although using data to improve our methods is important, it is only part of the story. A company may have the best possible customer service processes, but if the people carrying out these processes are not doing so in a friendly and informative manner then the actual service delivered to customers is not as good as it should be. That is why we have focused relentlessly on building a culture of collaboration and cooperation between different parts of our business. We have helped everyone who works at UK Power Networks to understand how the role they play contributes to the excellent service that the company provides to its customers. With even more training and communication, our people recognise how their role fits in to the overall service culture and the ways that they can improve our customers’ experience. For example, when a field engineer is working on a planned power cut and something goes awry, at the same time as pursuing the technical solution on the ground, they will also call up our service delivery centre to make them aware of the delay and ask what they can each do to let affected customers know what is happening and provide the support they need.

<table>
<thead>
<tr>
<th>Customer satisfaction scores</th>
<th>Eastern Power Networks</th>
<th>London Power Networks</th>
<th>South Eastern Power Networks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Power cuts</td>
<td>9.13</td>
<td>9.03</td>
<td>8.99</td>
</tr>
<tr>
<td>General enquiries</td>
<td>9.45</td>
<td>9.33</td>
<td>9.28</td>
</tr>
<tr>
<td>Connections</td>
<td>9.04</td>
<td>8.95</td>
<td>8.85</td>
</tr>
<tr>
<td>2019/20 Broad measure of customer satisfaction (weighted average across the regions)</td>
<td>9.15</td>
<td>9.05</td>
<td>8.98</td>
</tr>
</tbody>
</table>
Customer satisfaction continued

<table>
<thead>
<tr>
<th>No.</th>
<th>Eight year RIIO-ED1 Output Commitment</th>
<th>2019/20 update</th>
<th>2019/20 status</th>
<th>2018/19 status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Improve performance of all UK Power Networks’ DNOs in all components of the customer satisfaction survey, achieving an average overall performance of 8.3 for EPN and SPN and 8.1 for LPN over RIIO-ED1.</td>
<td>Our Customer Satisfaction Survey scores continue to improve and exceed the targets we set ourselves for RIIO-ED1. We have achieved scores out of ten of 9.15, 9.05 and 8.98 in Eastern Power Networks (EPN), London Power Networks (LPN) and South Eastern Power Networks (SPN) respectively.</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>2</td>
<td>On average, answer calls from customers within five seconds.</td>
<td>Further enhancements in our proactive communication to customers and the self service options available to customers has enabled us to deliver an average time to answer calls of 2.2 seconds.</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>3</td>
<td>Resolve 70% of all customer complaints within one day and 95% within 31 days.</td>
<td>Complaints performance continues to improve, with 86% of complaints now resolved on the first day compared with 82% the previous year, and 99% resolved in 31 days compared with 97% the previous year.</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>4</td>
<td>Contact 100% of customers within 24 hours to ensure any work they have requested has been completed to their satisfaction.</td>
<td>Each day we review all Connections and General Enquiries work that has been completed. We attempt contact with all these customers within 24 hours to check that the work they have requested has been completed to their satisfaction.</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>5</td>
<td>Get the lights back on for 90% of HV power cuts within two hours.</td>
<td>We restored power for 96% of high voltage (HV) power cuts within two hours, helping to minimise the impact of power cuts to our customers.</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>6</td>
<td>Provide multiple ways for customers to stay regularly updated on the estimated time for supply restoration and on any changes to the estimated time. As a minimum this will include phone, SMS text, Twitter and online.</td>
<td>Since the beginning of RIIO-ED1, our customers have had multiple channels available to them to stay up to date on the status of power cuts. These channels include phone, text messages, Twitter, Facebook, our online interactive map, web chat, and we were the first to launch video chat and Facebook Messenger. This is in addition to inclusive service channels such as Sign Live for our deaf and hard of hearing customers and our new fast track service which bypasses any call options, routing customers directly to our trained advisors. Over the 2019/20 regulatory year we also added WhatsApp and what3words to the available channels.</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>7</td>
<td>Proactively contact 100% of registered vulnerable customers to offer support if they are without power.</td>
<td>When a power cuts occur and we are made aware of the outage, we contact all registered vulnerable customers via our automated SMS and voice message service, as well as with agent to customer proactive calls which occur between 8am and 11pm. Proactive updates are provided to customers 24/7.</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>8</td>
<td>Continue with our three Critical Friends Panels (CFP) per DNO per annum.</td>
<td>We have held six CFP forum within the last year across our regions to listen to the diverse views across the communities we serve. This formed part of our wider volume of 504 stakeholder engagements.</td>
<td>●</td>
<td>●</td>
</tr>
</tbody>
</table>
Customer satisfaction continued

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>Publish and review a UK Power Networks business plan update every year.</td>
<td>This document, the RIIO-ED1 Business Plan Commitment Report, includes an update on all our output commitments from our RIIO-ED1 business plan. In the Value for Money section, later in this report, you will find an update on our expenditure forecast for the remainder of RIIO-ED1.</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>10</td>
<td>Publish an annual strategic development statement for Central London.</td>
<td>We published our fourth update to the Central London Strategy covering the 2018/19 regulatory year which can be found here. We will publish an update covering the 2019/20 year in January 2021.</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>11</td>
<td>Review our economic assumptions with our Critical Friends Panels each year.</td>
<td>This year UK Power Networks published its Distribution Future Energy Scenarios (DFES) which can be found here. These scenarios provide a range of forecasts for housing and commercial floor space growth and also cover a range of low-carbon technologies. We held three industry roundtable sessions looking specifically at our assumptions on the take up of EVs, the rollout of decarbonised heat and the deployment of renewable generation. In addition, the scenarios were also presented to a range of Local Enterprise Partnerships and other regional planning bodies including the Greater London Authority to get their input and feedback. The scenarios and all the underlying data were published on our website in March 2020.</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>12</td>
<td>Appoint an independent chairperson to our Critical Friends Panels.</td>
<td>All Critical Friends Panels sessions have independent chairpersons.</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>13</td>
<td>Hold a Distributed Generation forum annually.</td>
<td>We held two Distributed Generation forums in 2019/20, and they continue to be useful both for customers and ourselves. Our engagement with these customers continues to help more low-carbon generation to be connected to the UK energy system.</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>14</td>
<td>Continue to use our stakeholder feedback to improve our customer-facing business processes.</td>
<td>We use a ‘You said, we did’ approach to our stakeholder feedback to ensure we track and implement the actions we agree with our stakeholders. Our stakeholder submission (available here) gives details of all the improvements we have made to our business processes as a direct result of stakeholder feedback.</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>
Customer satisfaction continued

More sophisticated use of data, along with our continued focus on creating a culture of collaboration and cooperation has led to our best ever year for customer service.

9.06
Customer Satisfaction score – best ever

2.2 seconds
average time to answer a customer call

25%
% reduction in customer complaints from last year, least complained about DNO group

2,500 hrs
freed up to spend on customer work in just six months of deploying our predictive algorithm

Using Artificial Intelligence to improve customer service

We are always on the lookout for innovative thinking that we can bring in from outside the sector. Our newly formed analytics team took machine-learning experience gleaned from technology disruptors, like Netflix and Amazon, to develop an advanced machine-learning tool to be used in the area of customer connections. Taking three years of customer feedback combined with our own internal performance data, we created a predictive algorithm to flag up potential dissatisfaction in each individual customer’s journey. We demonstrated that the algorithm could achieve 91% accuracy, and it continues to learn and improve as more data is added to it. Our customer service teams use this tool, which displays daily prioritised recommendations to support early interventions and anticipate problems before they arise. This has helped our customer-facing teams to understand individual customers’ particular needs and so provide them with a more tailored service.
Reliability and availability

Generally speaking, our customers are unaware of the service we provide; it is taken for granted that the lights will come on and the kettle will work, and we want to keep it this way. When our domestic customers become aware of us, it usually means something has gone wrong with the network. Electricity is a necessity of modern life, and it is our responsibility to make its supply as reliable as possible, and to restore it without delay when it fails. We are pleased to note that UK Power Networks remains the most reliable DNO across the course of RIIO-ED1.

Two key metrics measure the reliability of our network: Customer Interruptions (CIs) and Customer Minutes Lost (CMLs). CIs refer to the number of customers interrupted per 100 customers on our network, and CMLs refer to the duration of these interruptions. At the beginning of RIIO-ED1, we made the commitment to maintain our London network’s (LPN) position of having the lowest CIs and CMLs in the UK, targeting fewer than 23 CIs and 30 CMLs. We are proud to say that LPN remains the most reliable network in the UK, and that this year we achieved 13 CIs and 14 CMLs, which is far ahead of our targets.

Because a significant proportion of our Eastern and South Eastern networks is made up of overhead lines, which are more susceptible to weather-related incidents, it is considerably more difficult to achieve the same level of performance that we do in our London network. We have, nonetheless, made great progress, achieving reductions of 23% and 17% in CIs for EPN and SPN respectively compared to 2013. We have also achieved reductions of 31% and 28% in CMLs for EPN and SPN respectively. These are all far ahead of the targets we set ourselves at the beginning of RIIO-ED1.

Like many aspects of our business – such as safety and customer satisfaction – the reliability and availability of our network is multi-faceted, and improvements in this area can be looked at from both a technological and a human perspective.

This year, we have continued to pay close attention to the human element in maintaining a reliable network. Last year we introduced a new role ‘Head of Quality of Supply’. This role is designed to give us a company-wide view of all aspects of network reliability, and ensure that the various elements of our operations are seamlessly connected, learning from each other, and working together as efficiently as possible. We have built on this approach by introducing weekly performance review meetings, attended by all the relevant directors, senior managers and engineers involved in the performance of the network.

Indicators of performance, such as numbers of faults and the time it takes to repair faults, are captured continuously throughout each week. We have a laser-like focus on the reliability of our networks, and we take every opportunity to improve our performance. This data is rigorously reviewed and analysed, and we focus on areas that are falling behind where they should be.

Percentage improvement since 2012/13 in network reliability and availability

<table>
<thead>
<tr>
<th></th>
<th>Eastern Power Networks</th>
<th>London Power Networks</th>
<th>South Eastern Power Networks</th>
<th>UK Power Networks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Interruptions</td>
<td>23%</td>
<td>47%</td>
<td>17%</td>
<td>25%</td>
</tr>
<tr>
<td>Customer Minutes Lost</td>
<td>31%</td>
<td>56%</td>
<td>28%</td>
<td>37%</td>
</tr>
</tbody>
</table>
Reliability and availability continued

<table>
<thead>
<tr>
<th>No.</th>
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<tr>
<td>15</td>
<td>Maintain LPN’s position as having the lowest level of Customer Interruptions (CIs) and Customer Minutes Lost (CMLs) in the UK targeting 23 CIs (7% improvement) and 30 CMLs (8% improvement) for unplanned interruptions (Compared to 2012/13 base).</td>
<td>LPN continued to be the best performing network for both CIs and CMLs. There were only 12.9 unplanned CIs and 14.2 unplanned CMLs. This is an improvement of 47% and 56% respectively since 2012/13.</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>16</td>
<td>Reduce EPN and SPN Customer Interruptions by more than 12% targeting 51 CIs in EPN and 49 CIs in SPN for unplanned interruptions (Compared to 2012/13 base).</td>
<td>There were 41.9 unplanned Customer Interruptions per 100 customers in EPN in 2019/20. This represents a 23% improvement since 2012/13. SPN reduced unplanned CIs to 44.0, which is an 17% improvement since 2012/13.</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>17</td>
<td>Reduce EPN and SPN Customer Minutes Lost by more than 19% targeting 35 CMLs in EPN and 35 CMLs in SPN for unplanned interruptions (Compared to 2012/13 base).</td>
<td>In 2019/20, there were 29.4 unplanned Customer Minutes Lost in EPN, and 30.4 SPN. This performance represents an improvement of 33% and 28% respectively since 2012/13.</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>18</td>
<td>Maintain the health of the network during RIIO-ED1 as measured by the health index, at least at the end of DPCR5 levels.</td>
<td>Since the submission of our RIIO-ED1 business plan, the Common Network Asset Indices Methodology was introduced across all DNOs in Great Britain and our target was reset by Ofgem to be as challenging as the original. We remain on target to deliver 100% of this new Health Index target. At the end of the 2019/20 regulatory year we are slightly ahead of the required year on year position.</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>19</td>
<td>Continue to improve the load index of the networks by reducing the number of highly rated sites to 16 in EPN, 14 in SPN and 12 in LPN by the end of RIIO-ED1.</td>
<td>In this context, highly rated sites are those that are heavily loaded and so are in need of attention. To date in RIIO-ED1 there were six highly rated sites in EPN, seven in SPN and one in LPN. This is ahead of the RIIO-ED1 target and we continue to work to ensure we maintain risk levels within the target.</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>20</td>
<td>Protect 78 substation sites from the risk of flooding.</td>
<td>In 2019/20, we protected nine substation sites from the risk of flooding bringing the total number of mitigations so far in RIIO-ED1 to 49. We are on target to protect the full 78 sites by the end of RIIO-ED1.</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>21</td>
<td>Reduce the number of 12 hour failures by more than 30%.</td>
<td>We aim to restore all supplies within 12 hours for unplanned power cuts. In 2019/20, the number of customers who experienced a power cut longer than 12 hours was 9,632 people. This is a reduction of 59% since we made this commitment in 2012/13.</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>22</td>
<td>Reduce worst served customers to less than 10,000 in either EPN or SPN.</td>
<td>‘Worst served customers’ is a category specified by Ofgem that identifies those customers who receive service that is below a stipulated level. In 2019/20 there were 6,575 and 5,549 worst served customers in EPN and SPN respectively. There are 29 schemes currently in the planning and delivery stages, which will result in an improved service to 3,524 EPN and 2,519 SPN customers. The average reduction in Customer Interruptions for all schemes delivered since the start of ED1 is 62%, against a threshold of 25%.</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

Key:
- ● Failed to complete an annual output or forecast to miss the remainder of our eight-year output
- ○ Either did not meet the annual output target, but remains on target to meet the eight-year output OR Successful achievement of the annual output but uncertainty about likelihood of meeting the eight-year target
- ■ Successful achievement of an annual output and on target to meet our eight-year output
Reliability and availability continued

Refining and reforming our procedures, as well as investing in innovation and assets, means we are tackling the issue of network reliability from as many angles as possible.

28 mins
average time off supply per year, compared to over an hour in 2010/11

56%
improvement in CMLs in our London network since 2012/13

59%
reduction since 2012/13 in the number of power cuts longer than 12 hours

High Voltage Feeder Monitoring
This innovation project is designed to pre-empt faults on our network and alert us in real-time, so we can stop faults before they happen. The project makes use of a Distribution Fault Anticipation device (DFA-Plus), which is an online monitoring device that applies sophisticated high-precision waveform analysis to the data (real-time current and voltage) that it captures. It compares the detected activity against an internal library of known activity characteristics. The device then determines whether the data is normal or abnormal and if it’s abnormal, it matches the activity with the most likely fault type by using proprietary analysis. It then reports its findings via a web-based interface, emails or SMS.

This is the first holistic solution to be developed that pre-empts faults by identifying disturbances in advance. Using DFA-Plus will be cheaper overall than the traditional method of reactive fault repairs, and provide a better service to our customers.

Duration of power cuts (minutes)
A customer connected to our network will be off supply on average for just 28 minutes per year. This is a 56% improvement on 2010/11 when the average duration was 64 minutes.
Environment

At the end of the 2018/19 regulatory year we launched our Green Action Plan. This focused on minimising our impact on the environment, leading by example, and supporting the transition to a low-carbon economy. After its first full year of operation the Plan has helped us to identify short term targets, and to build a strong foundation on which to make long term, significant differences in the years to come. It has been a hugely informative year for us. We have learnt valuable lessons about managing our waste, our own carbon footprint, and setting meaningful environmental targets. These lessons have helped us reduce our environmental impact, and as a result we are the first DNO to have achieved the Carbon Trust Standard for Carbon, which recognises an organisation’s success in cutting its carbon footprint.

One of our commitments – diverting waste from landfill and recycling our streetworks spoil – has benefited directly from our rethinking of how we set and achieve environmental targets. Rather than looking at increasing the percentage of waste that we aim to divert from landfill, we want to think more about reducing the absolute amount of waste that we generate. If we bring that number down significantly it will, inevitably be more difficult to divert a high proportion of it to landfill, but the benefit we will generate is greater. This year we are making strategic decisions about the integrity of our targets and measures to ensure that we are delivering the best result for the environment.

Three of the commitments we made at the start of RIIO-ED1 concerned the impact of our operations. Specifically, they were about the amount of carbon we emit as a business, the amount of sulphur hexafluoride (SF6) leakage, a greenhouse gas we use in some of our high voltage electrical equipment, and the amount of oil leakage from our cables. We are happy to say that on all three measures, we are ahead of target. Since 2014/15 we have recorded a 26% reduction in our Business Carbon Footprint and a 40% reduction in fluid leakage, as well as maintaining our SF6 leakage below the stipulated level.

Regrettably, despite our ambition to be the most socially and environmentally responsible DNO, we have not met all our environmental commitments this year. At the start of RIIO-ED1 we set ourselves the target of undergrounding 80km of overhead lines in Areas of Outstanding Natural Beauty and National Parks in SPN, and 96km in EPN. Five years in to our eight year target, we have removed 8.2km in SPN, and 12.6km in EPN, with an additional 23.5km that is in the delivery stage or has been consented. This is behind target, and it is unlikely that we will achieve our target for RIIO-ED1. We will, however, continue to engage with stakeholders to identify key areas for undergrounding, and intend to underground as many kilometres of overhead lines as possible.

The COVID-19 pandemic has undoubtedly had an effect on our environmental initiatives that is difficult to quantify. On the one hand our business energy usage is down, as more employees work from home. On the other hand, our plans to reduce water waste with the introduction of button taps had to be put on hold as they would have increased the number of touch points. Also, our engineers are unable to share vehicles safely, and now have to travel separately to reduce the risk of transmission. This results in more vehicles being used and so our fuel consumption is greater. Overall, these unusual patterns will produce some anomalies in our environmental reporting. We hope that, in the long run, they will be nothing more than a small glitch and overall trends will resume.

Reducing our impact on the environment – a year of great progress for UK Power Networks

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No. Eight year RIIO-ED1 Output Commitment | 2019/20 update | 2019/20 status | 2018/19 status
---|---|---|---
23 | Reduce our Business Carbon Footprint by 2% per annum. | Our Business Carbon Footprint in 2019/20 was 57,584 tCO2e, a 25.5% reduction compared to 2014/15 levels, which is our baseline year. This is ahead of our target for the year of 69,607 tCO2e. | 〇 | 〇 |
24 | Continue to divert 70% of office and depot waste from landfill and recycle 98% of streetworks spoil. | In 2019/20, we diverted approximately 88% of our waste from landfill and we have recycled 99.4% of our streetworks spoil. We continue to work to maintain this performance over the RIIO-ED1 period. | 〇 | 〇 |
25 | Maintain sulphur hexafluoride (SF6) leakage at less than 0.2% as a proportion of SF6 in service. | We achieved the target of emitting less than 0.2% of the total amount of SF6 in service. SF6 leakage overall in UK Power Networks was 0.1% of the SF6 in service in 2019/20. We continue to aim to minimise the leakage of SF6, in order to reduce the impact on the environment. | 〇 | 〇 |
26 | Reduce cable fluid leakage of 207,000 litres by 2% per annum. | The fluid filled cable leakage in 2019/20 was 158,921 litres, which is below this year's target of 187,112 litres. We will continue to ensure our fluid filled cable leakage remains a point of focus. | 〇 | 〇 |
27 | Underground the equivalent of 80km of HV overhead lines in SPN and 95km of HV overhead lines in EPN in Areas of Outstanding Natural Beauty and National Parks. | To date in RIIO-ED1 we have removed 8.2km of overhead lines in SPN and 12.6km in EPN. It is unlikely that we will deliver the km stated in the original target. However, there are still opportunities for further undergrounding and we will continue to engage with stakeholders through steering groups in order to progress with schemes going forward. There are an additional 23.5km that are currently in the delivery stage or have been consented. | 〇 | 〇 |
28 | Innovation expenditure of 0.5% of allowed revenues and win largest market share of the NIC competition. | In 2019/20 we spent £8.3 million (at 2019 prices) on innovation projects. This is greater than 0.5% of allowed revenue. At the end of 2019, we have won the highest market share of Network Innovation Competition (NIC) funding. Our Optimise Prime project was successful and will contribute to our RIIO-ED1 portfolio. We continue to bid into the funding competition with our Constellation project with notification of whether we have been successful in November 2020. We continue to invest in innovation projects where there is potential to achieve benefits for our customers. For example in the first five years of RIIO-ED1 we have delivered £232m of benefits through deployment of innovative solutions. | 〇 | 〇 |
29 | Investigate all noise issues and address all non-compliant sites. | Forty three noise enquiries were received in the 2019/20 regulatory year, all of which were investigated. Where appropriate, sound measurements were taken. Six substations had mitigation measures applied, five of which were related to secondary substation transformers. One scheme was related to a primary substation where a new transformer and bespoke acoustic enclosures were installed. | 〇 | 〇 |
Achieving our environmental ambitions is a cause that is close to our employees’ hearts. We will continue to play our role in achieving net zero carbon emissions through sustainable operations and facilitating ever more low-carbon technologies on our network.

89,000 electric vehicles on our network

26% reduction in our Business carbon Footprint

First DNO to achieve the Carbon Trust Standard for Carbon

Science based targets and the Carbon Trust

We are working closely with the Carbon Trust to understand all the carbon that is embedded in our business, so we can work to reduce it and play our part in helping to reduce global warming to as close to 1.5°C as is possible. With the support of the Carbon Trust, we are formalising the concept of science-based targets as a key element in our approach to carbon reduction. A science-based target is one that is in line with what the latest science says is necessary to meet the Paris Agreement; that is to limit global warming to well below 2°C and pursue further efforts to reach a reduction of 1.5°C. Our work with the Carbon Trust has also enabled us to develop a ‘carbon budget’ that will stand us in good stead to plan for our next regulatory period that starts in 2023, known as ED2.
Connections

With the UK’s ambition to reach net zero carbon emission by 2050, low-carbon technologies (LCTs) are connecting to our networks in higher numbers and at higher capacities than ever before. This will only accelerate in the future. We welcome this trend and are always looking for more effective ways to facilitate such connections to our networks.

Engagement with our customers is key to improving our service, and we have a number of engagement mechanisms that allow us to gather consistent and useful feedback. This year we held eight technical forums, two local government forums, and over 180 direct customer meetings. Engagement sessions of this type are one of the main ways we are able to improve our service year on year, and over the 2019/20 regulatory year we completed 37 initiatives that our customers told us would improve our service.

Of course, the best way to deliver effective connections is to make sure that every customer receives their quote and subsequent connection as quickly as possible, with the minimum of disruption for them. At the beginning of RIIO-ED1, we made the commitment to achieve an average time to quote of 8.2 days for low voltage single services, and 11.7 days for low voltage multiple services. We are happy to say that thanks to the ongoing improvements that we have made to our connections processes, we have not only beaten this target, but recorded a 22% reduction in the time taken to quote for a low voltage single service, and a 34% reduction for low voltage multiple services on 2018/19 levels; which were already significantly better than our targets.

We also made the commitment to achieve an average time to connect of 42 days for low voltage single services, and 53 days for low voltage multiple services. With a time to connect of 36.4 days for single services, and 43.2 days for multiple services, this is now the third year in a row we have beaten our target.

Making sure the process of connecting LCTs to our networks is as streamlined as possible is a critical role we play in the wider national ambition of reaching net zero carbon emissions. The volumes of LCT connections we have facilitated over RIIO-ED1 demonstrate this. Over the past five years we have connected over 42,000 domestic solar panels, 34,000 electric vehicle charge points, and 7,000 heat pumps.

Ensuring all our domestic and commercial customers receive cost-effective and reliable connections to our networks.
Connections continued

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<tr>
<td>30</td>
<td>Achieve an average time to quote from the time of enquiry of 8.2 days for low voltage single services and 11.7 days for low voltage multiple services.</td>
<td>In 2019/20 we achieved an average time to quote of 5.4 days for low voltage single services and 6.3 days for low voltage multiple services.</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>31</td>
<td>Achieve an average time to connect of 42 days for low voltage single services and 53 days for low voltage multiple services.</td>
<td>In 2019/20 we achieved an average time from quote acceptance to connection of 36.4 days for low voltage single services and 43.2 days for low voltage multiple services.</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>32</td>
<td>Achieve in excess of 99% compliance with our Guaranteed Standards of Performance (GSoP) targets.</td>
<td>In 2019/20 we achieved 99.89% compliance with our GSoP targets.</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>33</td>
<td>From Q3 2014 we will commence the introduction of new online services for customers requiring new or altered metered services and all customers requiring unmetered connections. These services will include: Submission of service requests, Quotations and estimates, Service request and job delivery tracking, Payment, and Appointment booking.</td>
<td>We have decided to switch off the company portal due to system issues. We have improved our connections webpages, offering web based application forms, vastly improved information and guidance, and the soon to be relaunched surveyor visit process. We believe that customer preferences have changed since we made this commitment back in 2014 and we have changed our targets to reflect this. We have decided to offer these services to all connections customers face-to-face and over the phone.</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>34</td>
<td>Integrate Flexible Plug and Play connection offers (as per our Low Carbon Network Fund Project) into business-as-usual by Q2 2015.</td>
<td>As planned, we have successfully completed the rollout of Flexible Connections, our new state of the art Active Network Management (ANM) system went live across all three of our licence areas during Q4 2019. This has made Flexible Connections accessible for new generation customers wanting to connect to any of UKPN’s HV and EHV networks. In addition, as of 1 October 2019, Flexible Connections have been integrated into our business as usual connections process. Customers can now apply for a Flexible Connection in the same way as for a traditional connection, governed by the same Guaranteed Standard of Performance. We have also removed the requirement for a feasibility study in advance of applying for a Flexible Connection, saving customers both time and money. The website has been refreshed and the improved customer journey with essential links has been published.</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>35</td>
<td>Engage regularly with other connections stakeholders on a frequency agreed with them.</td>
<td>We engage with our connections stakeholders through a variety of channels throughout the year. More detail can be found in our Work Plan and Incentive on Connections Engagement (ICE) reports.</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>36</td>
<td>From 2014, agree and publish a Service Development Plan with associated key performance indicators.</td>
<td>We published our Incentive on Connections Engagement (ICE) plan 30 April. This can be found here.</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>37</td>
<td>Publish quarterly updates to communicate progress against the Service Development Plan.</td>
<td>Quarterly ICE updates for 2019/20 can be found here.</td>
<td>✔️</td>
<td>✔️</td>
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**Connections continued**

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<tr>
<td>38</td>
<td>Review and revise the plan annually in agreement with stakeholders.</td>
<td>We published our ICE Workplan to Ofgem on 30 April. It can also be found <a href="#">here</a>.</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>39</td>
<td>Publish an annual progress update to Ofgem and stakeholders.</td>
<td>We publish voluntary quarterly incentive on Connections Engagement reports. We also publish a formal mid-year review based on feedback from Ofgem and customers. The reports can be found <a href="#">here</a>.</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>40</td>
<td>Complete an annual independent audit of our achievements against the agreed Service Development Plan.</td>
<td>AccountAbility completed an independent review of our Service Development Plan and Looking Back report. The review included interviews with both internal and external stakeholders. The findings are published in our Looking Back Report which can be found <a href="#">here</a>.</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>41</td>
<td>Work with Connections stakeholders to develop our products and services through ‘user groups’ three times per annum with common interest customer groups to gain insight into their needs and requirements and shape innovation and development within UK Power Networks.</td>
<td>We held ten major connections forums, nine scrutiny panels and eight technical working groups throughout the year. These are all described in our Work Plan, our quarterly updates and our Looking Back and Looking Forward reports published in May 2020. The report can be found <a href="#">here</a>.</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>42</td>
<td>Offer account management to any business/commercial customer who requests this service. Develop more ‘pre-application’ support for customers to enable them to make informed decisions on their schemes.</td>
<td>We continue to offer an Account Manager to anyone who requests one. We held 180 meetings in 2019/20 with account managed customers.</td>
<td>●</td>
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<td></td>
<td></td>
<td>We continue to offer Connections Surgeries for all customer groups. They can be booked <a href="#">here</a>. In 2019/20 we ran 99 ‘Ask the Expert’ surgeries which customers have found useful and received a customer satisfaction score of 9.5/10.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>43</td>
<td>Extend our ‘Ask the Expert’ service to include phone, web chat and face-to-face options.</td>
<td>Our pre-application support services are now available across all channels as business-as-usual.</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td></td>
<td></td>
<td>The outcome was reported in our Looking Back report in 2019/20 <a href="#">here</a>.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>44</td>
<td>Publish ‘heat maps’ to provide an overview of current network capacities by location.</td>
<td>We have now extended our heat maps to show constraints on the LPN network. The heat maps are available <a href="#">here</a>.</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Every year we run a workshop with our customers to develop additional functionality for our heat maps to make sure they are current and relevant.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>45</td>
<td>Provide access via a web portal to cable diagrams, allowing customer access to up to date information.</td>
<td>Customers have access to the web portal LineSearch Before You Dig to allow them to download our maps.</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td></td>
<td></td>
<td>In addition, Independent Connection Providers now have direct web access to Netmap Webview, which contains our electricity cable plans.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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**Future Energy**

Towards a net zero world

A day in the life of a future customer

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**Key Contacts**

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Connections continued

<table>
<thead>
<tr>
<th>No.</th>
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<th>2018/19 status</th>
</tr>
</thead>
<tbody>
<tr>
<td>46</td>
<td>Extend the online price illustrator to include all market segments and provide indicative timescales in addition to cost illustrations.</td>
<td>UK Power Networks has migrated Connections to a new mobile-responsive website. The price calculator for Small Services can be found <a href="#">here</a>. The price illustrator for business customers can be found <a href="#">here</a>.</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>47</td>
<td>Extend our current DG surgery sessions to other customer groups to allow customers to discuss their connection proposals informally prior to application. Increase the choice and flexibility of connections services available to customers.</td>
<td>All market segments covered by the ICE Report are now included as set out in our ICE Looking Back report for 2019/20. There were 99 Surgeries across all market segments in 2019/20.</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>48</td>
<td>Introduce longer office hours for our contact centre. (a) 08.00 to 20.00 weekdays, (b) 09.00 to 16.00 Saturdays.</td>
<td>Connection Services customers who call out of standard out of office hours are handled by customer service advisors 24/7.</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>49</td>
<td>Offer two-hour time-banded appointments for site visits.</td>
<td>We now offer two-hour time-banded appointments to customers for site visits. We have also now implemented a system that enables us to measure how often these appointments are kept.</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>50</td>
<td>Schedule work delivery across a wider working window to include evenings and weekends.</td>
<td>Delivery of new connections to the network are available at evenings and weekends if that is what the customer requests.</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>51</td>
<td>Extend the convertible quotes concept so that quotations offered in a competitive market segment can be fully or partly accepted dependent on the customer’s preference.</td>
<td>convertible quotes have been issued to connections customers since October 2015, making it easier for them to consider competitive options for delivery of their connection.</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>52</td>
<td>Self-determination of the Point of Connection for an increasing range of connections.</td>
<td>We introduced self-determination of Point of Connection in October 2015 for all connections up to 140kVA in LPN and up to 1,000kVA in SPN and EPN. We continue to engage with companies that provide independent connections and will seek to extend the scope of these arrangements further where possible.</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>53</td>
<td>HV jointing to existing networks to include all associated planning and operational activities.</td>
<td>As of October 2015, third party connections providers are able to carry out all associated activities of high voltage (HV) jointing to existing networks. This ensures effective competition.</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>54</td>
<td>Extend live LV jointing to the LPN interconnected area.</td>
<td>We have introduced live low voltage (LV) jointing for third party connections providers in LPN. This gives customers a greater choice of provider for a wider range of activities relating to their connection.</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>
Connections continued

In the ambition to reach net zero carbon emission, faster, more reliable, and smarter connections are more important than ever. We relish the chance to provide this service while catering to all our customers’ connection needs.

- **753,800**
  MWh of additional renewable generation enabled by Active Network Management

- **Over 10,000**
  EV charge points connected to our networks in 2019/20

- **Ranked 1st**
  in the UK and Europe, and 2nd globally in the Smart Grid Index

- **£184m**
  Target for savings through flexibility over 2019/20 and 2020/21

Getting ready for Distribution System Operation

As the UK progresses towards a zero carbon emissions economy, the nature of the electricity system is changing rapidly. Over the next couple years, we plan to spend £100m on smart grid technologies such as sensors, monitors, remote switches and other smart devices. These will enable flexible management of our network and resources, resulting in a more efficient network that is cheaper to run. Over 2019/20 and 2020/21 we are targeting £184m of savings through flexibility and a reduction in our Business Carbon Footprint equivalent to 38 million tonnes of carbon dioxide.
Safety

Electricity can be dangerous. This is always at the forefront of our minds at UK Power Networks, and our number one priority is to make sure that no one is hurt or made unwell because of our actions, equipment or processes. We are committed to maintaining our standing as the safest Distribution Network Operator in the country.

Working safely depends on the people carrying out the work, and on the processes in place to keep those people and others safe. Identifying and combating the potential triggers of unsafe working has been integral to our ongoing commitment to safety. This year, we are proud to say we achieved our best ever year for safety. We registered two Lost Time Injuries (LTIs), and an injury frequency rate of 0.01 injuries per 100,000 hours worked, which is half the threshold we set ourselves for the year.

That being said, we recognise that any injury is one too many. Even with this excellent safety performance, it is our vision to achieve a perfect safety record, so we made the commitment to go a full year without any LTIs. Despite reducing the number of LTIs year on year, we have not yet achieved this challenging target, but we believe that this ambitious target demonstrates our commitment to strive relentlessly for better safety performance.

One of the ways we changed our processes this year was to make sure our contractors share our safety culture to the same degree as our employees. To do this, we provide a wealth of information to their respective organisations to enable them to brief front-line staff about staying safe when they are working at UK Power Networks. This approach has paid off. In 2019/20, for the first time, we went the entire year without any contractor accidents.

This year we focused on some of the human factors that lead to unsafe behaviour, one of the most prevalent of which is post-holiday lapses in concentration. It is a well-established phenomenon that accidents are more likely to happen immediately after time away. In the past, it was certainly our experience that the accident rate crept up after the summer holidays and in the New Year when people return to work after Christmas. For the last four years, we have implemented highly focused safety campaigns to reverse this trend. Their aim is to remind people to focus on the potential risks involved in what they are doing and how they can minimise those risks by altering their behaviour. We ran these campaigns in 2019/20, featuring checklists and reminders as well as encouraging people to talk about risks with their colleagues. These campaigns have resulted in a 54% reduction in all employee and contractor injuries.

Our Number One priority is to keep our people, our customers, and the general public as safe as possible.

>68,000
promoted safety to over 68,000 children,

key industries, and members of the public

2 million
number of people engaged with on public safety
over RIIO-ED1 to date
No. | Eight year RIIO-ED1 Output Commitment | 2019/20 update | 2019/20 status | 2018/19 status
--- | --- | --- | --- | ---
55 | No formal notices or prosecutions by the HSE under applicable legislation. | We received no formal notices or prosecutions by the Health and Safety Executive (HSE) relating to incidents during the 2019/20 regulatory year. | | 
56 | Deliver the high safety criticality element of the asset health/risk index (deliver all asset improvements with a high safety criticality score (4) in the asset risk index). | Since publishing our RIIO-ED1 business plan, we have implemented the Common Methodology for measuring asset risk. This methodology encourages us to focus on high safety criticality assets and we are committed to delivering the target risk reduction under this new methodology. | 
57 | Reduce the Total Recordable Injuries rate (accident rate per 100,000 hours worked) by 10% per annum to less than 0.5. | Total Recordable Injuries (TRI) includes all workplace injuries that result in an individual either being absent from work, receiving professional medical treatment or receiving first aid treatment at work. The TRI rate in 2019/20 was 0.22, which is ahead of the target of 0.50 set for the end of RIIO-ED1. We continue to work hard to ensure this great performance is maintained and improved year-on-year. | 
58 | Reduce the Lost Time Recordable Injuries (LTRI) rate (accident rate per 100,000 hours worked) by 10% per annum to less than 0.05. | Lost Time Recordable Injuries is the measure relating to the most serious injuries and only includes injuries which result in the person being absent from work. The LTRI rate in 2019/20 was 0.01, which is ahead of the target set for the end of RIIO-ED1. We continue to work hard to ensure this great performance is maintained and improved. | 
59 | Achieve at least one year with no RIDDOR reportable lost time incidents for employees and contractors by the end of the period. | In 2019/20 there were two RIDDOR-reportable LTIs relating to our regulated activities (both were employees). As we continue to improve safety, we aim to achieve a full year with no reportable LTIs over the RIIO-ED1 period. | 
60 | At least one year with no RIDDOR reportable public harm resulting from our activities. | In 2019/20 there was one RIDDOR reportable injury to a member of the public relating to our activities. The safety of the public remains a top priority for us and we continue to improve the ways we work to reduce risk associated with the work that we do. This commitment is graded green as we had no public harm injuries in 2018/19 or 2017/18. | 
61 | Engage with two million children and members of the public, either through face-to-face or via online interaction, on public safety issues over RIIO-ED1. | In 2019/20 we engaged with 686,642 people through our website, school visits, and other interaction with young people and the public. This means that over RIIO-ED1 to date we have engaged with 2,053,299 people on public safety. This means we have exceeded our target and we will continue to engage with members of the public on safety. | 

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Our safety mantra is ‘beyond zero’, which encapsulates the idea that it is possible to go further than aiming for zero incidents; we aim to identify and tackle possible factors that could give rise to an incident and so remedy them before an incident happens.

54% reduction in injuries to the public over the last three years

42% reduction in builders’ injuries (general building, extension etc)

69% reduction in construction workers’ injuries over the past three years

This graph shows the improvement in our Lost Time Injury Frequency Rate since 2010/11.

‘what3words’

Thanks to our close relationship with the National Farmers Union, we learnt about an app called what3words that is increasingly being used by the emergency services to locate people calling for assistance. It is a geo-coding system that has mapped the whole world into three-square-metre packages that can each be identified by a unique three-word label.

For UK Power Networks, it speeds up our ability to locate faults on our network. For example, a farmer who wants to report a damaged power line can call our service desk and provide the what3words reference, and our operator will know exactly where the fault is. Similarly, a customer contacting us during a storm can report a damaged power line using what3words. what3words has reduced the time it takes us to locate faults from two or three minutes to 30–40 seconds. In the past, we used postcodes to locate problems, but this system is many times more accurate.
One of the three pillars that make up our vision to be the best performing Distribution Network Operator is to be a respected and trusted corporate citizen. This means, among many other important objectives, that we aim to be the most socially and environmentally responsible DNO, ensuring both now and in the future that we meet the needs of our customers whose circumstances mean they are vulnerable.

In order to meet the needs of our customers in the most vulnerable circumstances, we first need to get to know them. We need to know where they are and what their specific needs are. Our Priority Services Register (PSR) allows us to do that. The PSR is a register of customers in our area whose circumstances mean they are vulnerable. That information allows us to deliver specific care and support when the lights go out. We offer many different services to customers on the PSR, ranging from personal calls with information about power cuts, to hot meals, and even alternative accommodation or a mobile generator. The PSR is crucial to our being able to provide customers with additional support when they need it, and that’s why we made the commitment to double the number of customers on the PSR. We are delighted to say that we now have more than 1.86 million customers on the PSR. That’s almost a four-fold increase from when we made the commitment in 2013/14.

Aside from providing additional support during power cuts, we also take a proactive stance on social responsibility. We seek out customers in vulnerable circumstances and engage with them about energy efficiency and energy bills to help them save money.

We have developed both face-to-face ‘energy cafés’ and energy efficiency workshops to help customers across our three regions. Our energy advice has helped over 845,000 customers save more than £43.7m, and our face-to-face meetings have helped an additional 16,550 customers save £4.5m.

This year, matters were complicated by the COVID-19 pandemic, but this did not stop us from delivering additional services for customers in vulnerable circumstances. We are adapting our service and finding new ways to operate in order to accommodate the extra pressures that COVID-19 has brought with it. The pandemic has also honed our awareness of the link between fuel poverty and poor mental and physical health. For example, living in a cold, damp home can cause stress and can exacerbate circulatory and respiratory illnesses. People living in fuel poverty are a key focus for us and we have made concerted efforts to reach and engage with them to improve our understanding of how we can alleviate their situation.

Social responsibility is in our DNA; we understand that our customers have varied needs and we do all we can to meet them.
Continued

Social

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>62</td>
<td>Double the number of customers on our Priority Services Register.</td>
<td>We now have in excess of 1.86 million registered properties on our Priority Services Register, which is an increase of more than 394% since we made this commitment in 2013/14 when we had 378,614. This means we have already achieved our goal, and we continue to work hard to ensure all customers with additional needs are identified and receive the care they need during power cuts.</td>
<td></td>
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<tr>
<td>63</td>
<td>Proactively contact all registered vulnerable customers to offer support if they are without power.</td>
<td>When power cuts occur, we proactively seek to make contact with 100% of the affected registered vulnerable customers we know are affected to make sure they have the support they need until their power is restored. We are working hard along with local charities and parish councils to increase the number of customers in vulnerable circumstances registered on our systems.</td>
<td></td>
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</tr>
<tr>
<td>64</td>
<td>Extend our local authority joint response pilot across our geographical footprint and standardise triggers.</td>
<td>This is now part of our business-as-usual operations. We alert the local authority at the outset of more significant power cuts and work with them through to restoration of power supplies, keeping our customers informed.</td>
<td></td>
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</tr>
<tr>
<td>65</td>
<td>Provide every vulnerable customer an alternative high priority dedicated number.</td>
<td>Customers in vulnerable circumstances on our Priority Services Register have a dedicated Freephone number for them to call in case of a power cut.</td>
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<tr>
<td>66</td>
<td>Distribute welcome packs to all new customers on the Priority Services Register.</td>
<td>Welcome packs are provided to all new customers on the Priority Services Register. The packs include the information these customers require to ensure that they can receive the additional support they need if they experience a power cut.</td>
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</tr>
<tr>
<td>67</td>
<td>Host two subject-specific priority issue focus groups on vulnerable customers and fuel poverty every year.</td>
<td>In 2019/20 we delivered 92 engagements on consumer vulnerability, directly reaching more than 13,000 stakeholders, conducted by UK Power Networks. This is in addition to the 29,000 stakeholders we reached through partners at community events conducted by UK Power Networks.</td>
<td></td>
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</tr>
<tr>
<td>68</td>
<td>Maintain our community fund investing £300,000 per annum.</td>
<td>Through Matched Funding, Team Sport Awards, Community funding and charity partnership donations we have provided £305,487 funding for local community schemes and charities in 2019/20.</td>
<td></td>
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<tr>
<td>69</td>
<td>Work with National Energy Action (NEA) to map and profile fuel poor customers within our footprint.</td>
<td>We worked with NEA to understand the variation of vulnerability across our region. We did this by mapping levels of unemployment, fuel poverty, customers on the PSR and other indices. This data is updated annually to ensure it is accurate. This map allows us to target energy efficiency advice and customer care to the most deprived areas.</td>
<td></td>
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</tr>
<tr>
<td>70</td>
<td>Publish information to targeted customers on how energy efficiency and demand-side activity can be used to manage energy consumption.</td>
<td>We have posted information about smart metering directing customers to the Ofgem website, and we continue to send packs to our Priority Services Register customers containing information on energy efficiency advice.</td>
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</tr>
<tr>
<td>71</td>
<td>Deliver a series of targeted consumer surgeries for vulnerable residents designed to raise awareness of energy efficiency and how to manage energy bills.</td>
<td>We have developed further face to face energy café and energy efficiency workshops through trusted partners, helping customers across our three regions. We have helped more than 845,638 customers save more than £48.7m through our energy efficiency advice with an additional 16,509 customers saving more than £4.5m through face to face personalised support.</td>
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</tbody>
</table>

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UK Power Networks RIIO-ED1 Business plan commitments report 2019/20
### Social continued

#### No. Eight year RIIO-ED1 Output Commitment 2019/20 update

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<td>72</td>
<td>Publish a strategy to explain how smart meters can be used to reduce fuel poverty.</td>
<td>Our innovative project, energywise, researched how smart meters can benefit customers who are in fuel poverty. The findings from this project have been used to inform our strategy. We created bespoke supplier and customer satisfaction frameworks specifically for smart meter interventions so that we can measure and monitor our service.</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>73</td>
<td>Create a group of UK Power Networks local community energy champions.</td>
<td>We have partnered with Community Energy South, London Sustainability Exchange, Rural Coffee Caravan, Repowering and Carers Trust to create a group of local energy champions. These energy champions advise customers face-to-face about energy savings, renewable energy and finding the right tariffs.</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>74</td>
<td>Develop a project with NEA to educate young carers about energy efficiency.</td>
<td>In 2014/15, we worked with National Energy Action and held five workshops on energy efficiency. We received 95% positive feedback and learnt that it was difficult to track benefits. As a result, this year we have focused on providing advice to customers on our PSR. For example, we have worked with other utilities to produce information on how to make a home more energy and water efficient.</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>75</td>
<td>Organise and deliver school activity days to encourage safe, efficient use of energy.</td>
<td>UK Power Networks supports and attends multiagency safety events (Crucial Crew and Junior Citizen), as well as partnering with The Scouts association to sponsor the Local Knowledge Badge. The activities we undertake across our network area are designed to teach young people (aged 10 and 11 years) about the dangers of electricity and the network. In 2019/20 we engaged with over 221,000 young people, face-to-face and online, about safety.</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>76</td>
<td>Measure ourselves against other companies and seek inter and intra sector recognition/accreditation by participating in external benchmarking such as achieving membership of the Sunday Times 100 Best Big Companies to Work For</td>
<td>We maintained our position on the Sunday Times 'Top 25 Best Big Companies to Work For' list in 2020. We were placed 10th and maintained our place in the top ten. We became the first DNO to be National Equality Standard (NES) reaccredited, appear on the Inclusive Employers Top 50 list and achieved Investors in People IiP Platinum, placing us among the top 2% of companies globally to achieve the highest accreditation IiP offers.</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>77</td>
<td>Recruit and train over 1,000 staff as well as up-skill and develop existing employees to ensure that we maintain a suitably skilled and motivated workforce.</td>
<td>As the workforce ages, skilled staff retire and new skills are required. We have an effective pipeline that supplies us with trained staff so that we can keep the lights on. This has resulted in the recruitment and training of 1,777 staff so far in RIIO-ED1.</td>
<td>✔️</td>
<td>✔️</td>
</tr>
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Social continued

In an increasingly digitised world, we recognise the role that face-to-face interactions with our customers can play. We design as much of our service for customers in vulnerable circumstances to be delivered face-to-face where possible.

1.9m
customers on the Priority Services Register

25,000
training hours delivered to our teams and partners on consumer vulnerability

£53.2m
of customer savings through our engagement

Emphasis on face-to-face support

We know that when things are tough for our customers, they value a personal approach. More and more in 2019/20 we are designing our support to be delivered face to face whenever possible, because that is what makes our customers feel cared for and looked after. In practice, this means that our operational employees who go into customers’ homes are now more empowered to take action on behalf of our customers when they see the need, rather than having to refer back to the customer service team as they did in the past. For example, if an engineer visiting someone’s home to fix a fault sees that a customer would benefit from a locking gas cooker valve, or advice from an energy efficiency adviser, they can arrange that directly.
Value for money

Being a publicly-funded business brings with it certain responsibilities around what we spend money on. We never forget that every £1 we spend is £1 of our customers’ money. This means that we are constantly looking for new and innovative ways to cater to our customers’ varied requirements at the lowest possible cost to them. We also recognise our duty to the communities we serve, and the role we can play in tackling energy-related issues. One of our commitments at the start of RIIO-ED1 was to deliver consumer surgeries to customers in vulnerable circumstances, to give advice on how to manage energy bills and increase energy efficiency. We are proud to say that over the past five years we have helped more than 860,000 customers save over £53 million through our energy efficiency advice.

We and other Distribution Network Operators are regulated in a way that incentivises us to deliver key outputs for the lowest cost. Under the current framework, we are given a set cost allowance each year, and every £1 that we save is shared approximately 50:50 with our customers. In 2019/20, we outperformed our cost allowances by 8% and as a result customers benefited by £33 million. Our aim is to outperform our allowances by 11% over the entire RIIO-ED1 period. If we achieve this, it will benefit customers to the value of £384 million.

Although underspending against our allowance is of course an effective way of saving our customers money, it cannot be done at the expense of our service. Underspend must be balanced by ensuring that the condition and capacity of our networks are maintained. These factors are measured by the Health Index and Load Index respectively. The Health Index measures the condition of our network and, in order to meet our target for the whole eight-year RIIO-ED1 period, we aim to deliver 12.5% of our target each year. This means that over the first five years of RIIO-ED1, we would expect to have delivered 62.5% of the target. We are proud to say that we have exceeded this target across all three of our networks, delivering on average 70% of the target. The capacity of our network is monitored by the Load Index, which measures the current load of the network against its maximum load. We have a minimum level for the Load Index for the year 2023 which we should not exceed. In 2019/20 our networks were on average 67% better than the pro-rated 2019/20 target.

Providing a safe and reliable service at the lowest cost to our customers continues to be one of our proudest achievements. Over the first five years of RIIO-ED1, we have saved our customers £316m.

Expenditure analysis

<table>
<thead>
<tr>
<th>(in 2019/20 prices)</th>
<th>Eastern Power Networks</th>
<th>London Power Networks</th>
<th>South Eastern Power Networks</th>
<th>UK Power Networks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Actual</td>
<td>Allowance</td>
<td>Difference</td>
<td>Percentage difference</td>
</tr>
<tr>
<td>2019/20 expenditure</td>
<td>363</td>
<td>379</td>
<td>16</td>
<td>4%</td>
</tr>
<tr>
<td>RIIO-ED1 expenditure</td>
<td>2,735</td>
<td>3,013</td>
<td>278</td>
<td>9%</td>
</tr>
<tr>
<td>To date</td>
<td>1,734</td>
<td>1,952</td>
<td>217</td>
<td>11%</td>
</tr>
</tbody>
</table>
Value for money continued

Through collaboration and innovation, we have been able to save our customers significant amounts of money, while connecting ever-more renewable and low-carbon technologies to our network.

**Value of Savings** (£m) (2019/20 prices)

- **2019/20 customer savings**
  - Expected RIIO-ED1 customer savings: £383.5

- **2019/20**
  - Customer savings: £32.7

Collaboration and whole systems

Last year we recognised the interaction between the distribution and transmission networks as an opportunity to improve coordination and efficiency. We looked beyond our standard network operation remit to collaborate with National Grid ESO to produce the first blueprint for a transmission-distribution coordination framework. This will enable £1 billion of savings in infrastructure spending along the south coast, and can be replicated across the entire UK. We also proactively led the industry by working further with National Grid to improve grid stability, making sure that distributed generators knew about upgrading protection settings, so they could stay connected for longer, which resulted in reduced system costs for all customers.
Towards a net zero world – How the future energy landscape will change

Distributed generation
Generation that connects to the distribution network, closer to electricity consumers than to the transmission network, is commonly referred to as distributed generation. Since 2011 the distribution network capacity has increased annually, mainly as a result of increased embedded renewable generation being installed. In 2019 the UK distribution network capacity totalled 33GW, the equivalent of ten Hinkley Point C power stations. Thirty two per cent of electricity generation is connected to the distribution network.

Access and visibility of data
We are building a modern, digitised energy system designed for a low-carbon world. To meet the challenge, we are making our operational data open, available and transparent. Together, we can use data to unlock benefits for all. We launched our Open Data portal in 2020 which brings together our available data for the first time, covering three themes: facilitating net zero, improving the network and informing strategy. Ultimately, this will ensure that the digitised, decentralised and decarbonised energy system of the future is delivered at the lowest cost for customers.

Creating flexibility at home
A decentralised, digitised energy system creates new solutions to deal with age-old challenges like adding new capacity to the network at the lowest cost to customers. In 2020 we agreed a high-profile deal with Social Energy that will enable domestic customers who have solar panels teamed with a domestic battery to make money by helping to provide extra network capacity at peak times. When multiplied across many participating households, this can reduce demand on the local electricity network at peak times and save money by deferring the need to invest in new infrastructure.

Whole-system strategy
Electricity network operators will play an increasingly important role in delivering value for customers in the wider energy system to achieve decarbonisation at lowest cost. This will see the development of whole-system incentives and mechanisms within the regulatory framework. These will encourage smart operations at the distribution level to support other electricity DSOs, National Grid and other energy networks to realise wider system benefits for all customers.

UK Power Networks RIIO-ED1 Business plan commitments report 2019/20

Welcome to our RIIO-ED1 Business plan commitments report 2019/20.
Use the contents below to navigate the document. You can return to the start of the report by clicking on the ‘Home’ button, at the bottom of the page.

Introduction
Our vision and values
Chief Executive’s introduction
Performance snapshot

Our commitments
Customer satisfaction
Reliability and availability
Environment
Connections
Safety
Social
Value for money

Future energy
Towards a net zero world
A day in the life of a future customer

Key contacts
Towards a net zero world – A decentralised model

We know that we need to evolve in order to provide the energy infrastructure that meets our customers’ changing and future needs. UK Power Networks is well underway with plans to create a Distribution System Operator (DSO) that means we will develop from being a company that simply manages the network, into one that is proactive and enables a smart, flexible system.
Towards a net zero world – How we are driving progress

Enabling net zero through new DSO capabilities

The journey towards an electricity supply that achieves net zero emissions requires a complete overhaul of everything we do and how we do it. UK Power Networks’ creation of a Distribution System Operator (DSO) provides us with the platform and infrastructure to achieve this target. By utilising whole systems, we will deliver smart grids that are interconnected and complex. Technological, data and organisational innovations will help us to provide an increasingly intelligent network that has the tools and functionality to deliver net zero emissions electricity at the lowest possible cost.

Facilitating electric vehicle uptake

Electric vehicles are the future of road transport in the UK; it is expected that there will be sixty times more EVs on our roads by 2030, so – naturally – the electricity infrastructure needs to scale up to meet this ever-growing demand. At UK Power Networks, building, operating and maintaining power networks is what we do, and we consider ourselves to be the most EV-ready network. We know we can’t do this in isolation, so we have developed constructive, collaborative relationships with other major players in this arena. Working with transport providers and manufacturers, we are enabling the electrification of transport across our operations and beyond.

Our heat readiness approach

Heating our homes, buildings and water, and cooking our food, accounts for around a third of all carbon emissions in the UK. That’s why we have a strategy in place to help facilitate the deployment of low-carbon heating systems. Most of us – nine out of ten – use natural gas to heat our homes, but this is not sustainable if we are to eliminate carbon emissions. Our strategy for decarbonising heat has three strands: to provide data and evidence to support government policy in this area, to provide excellent customer service to support customers installing low-carbon heating in their homes and, crucially, to make sure that our network is ready for the new world of electric heating.

Ensuring no one is left behind in the energy transition

We make great efforts to ensure that all our customers are able to take advantage of the benefits of a zero-emissions network. We want to make sure that no one is left behind on this journey, so we put considerable focus on customers who are in fuel poverty. In particular, we work with community energy groups to help them to support their members. This results in, for example, projects that enable communities to work together to develop renewable sources of energy that both support the net zero targets and cut costs for customers who need it most.
A day in the life of a future customer

Living in a net zero world will be far more de-centralised, democratic and digital than before. Your personal smart hub will control and link all the electrical devices in your home, they will all be monitored and controlled in real time using artificial intelligence that accurately predicts your energy consumption, including the power required to charge your electric vehicle. Generating your own electricity via rooftop solar panels will be commonplace, and your home energy management system will mean you can sell any surplus power back to your energy company.

Larger scale renewable generators, such as solar and wind, will provide the majority of electricity needs. Bespoke energy schemes designed for each area will ensure energy is stored and distributed in a way that precisely meets the needs of each community.

UK Power Networks is already planning for this future and is building the infrastructure to make it a reality.
Key contacts

General enquiries
0800 029 4285

Emergencies or power cuts (24 hours a day)
Free power cut helpline three-digit number:
105 or 0800 31 63 105
Please note this number is free to call from mobile phones

Text message updates during a power cut
To keep updated if you have a power cut in your area text ‘Power’ followed by your postcode, e.g. Power IP3 6QX to 80876

Text Relay
We offer a 24-hour Text Relay service for customers who are deaf, hard of hearing or have any other communication difficulties. For more information, visit: www.ukpowernetworks.co.uk

Media enquiries
0330 159 1712

A full list of our contact details can be found at: www.ukpowernetworks.co.uk