

Glossary

AA1000APS	AA1000 AccountAbility Principles Standard. An international standard to help organisations identify, prioritise, and respond to sustainability challenges	CO₂	Carbon Dioxide
Affordable	That can be afforded, inexpensive and reasonably priced	Competition Tests	Tests introduced by Ofgem into DNOs' licences at the start of DCPR5 to assess compliance with legal requirements in respect of the making of connections and to measure the development of competition in relevant market segments of the connections market. Passing these tests allows a DNO to charge an unregulated margin for contestable connections activities; not passing them could result in Ofgem referring a DNO to the Competition Commission
AGMA	Association of Greater Manchester Authorities		
AMI	Advanced Meter Infrastructure		
Asset management	A systematic and cost-effective process of operating, maintaining, upgrading and disposing of assets		
BCF	Business Carbon Footprint. The measure of the carbon emissions of our business	Competitive connections	Connections that can be completed by Third Party Providers, not just Distribution Network Operators
BITC	Business in the Community. Campaigns for and supports businesses to operate responsibly	CORD	Central Oil Reprocessing Depot
Black Start	A restart of the electricity distribution and/or transmission network after a complete loss of power	Cost of Debt	The effective rate that a company pays on its debt.
BMCS	Broad Measure of Customer Service	Cost of Equity	The effective rate that a company pays to its shareholders.
BSI	British Standards Institution	CPNI	Centre for the Protection of National Infrastructure
Capex	Capital expenditure	CRM	Customer Relationship Management
CAPM	Capital Asset Pricing Model. A mathematical model for determining a company's Cost of Equity	CSR	Corporate Social Responsibility
CBA	Cost Benefit Analysis. Systematic process for calculating and comparing benefits and costs of a project or investment decision	Customer	A stakeholder who pays for a service that we provide
CBRM	Condition-Based Risk Management. The creation of an effective link between information and knowledge of assets to strategic planning and processes	DCC	Data and Communications Company. The entity that will coordinate communications between smart metering equipment in domestic consumers' homes and authorised smart metering data users.
C₂C	Capacity to Customers (a Low Carbon Networks Fund project)	Decarbonisation	The reduction or removal of carbon dioxide from a process
CDC	Condition Data Capture. The collection of condition data on our assets	DECC	Department of Energy and Climate Change
CEPA	Cambridge Economic Policy Associates. Economic and financial policy advisory business	Defra	Department of Environment, Food and Rural Affairs
CEVA	Our contracted logistics provider	Delivery model	The resource mix and execution strategy selected to deliver the desired business outcomes
CGU	Cash Generating Unit	DG	Distributed Generation. Generation connected directly to Electricity North West's network rather than through National Grid
CI	Customer Interruption. The number of customers interrupted per 100 customers	DLO	Direct Labour Organisation
CLASS	Customer Load Active System Services (LCNF/ future networks project)	DNO	Distribution Network Operator
CNI	Critical National Infrastructure	Domestic Renewable Heat Incentive	Government-funded initiative. The world's first long-term financial support programme for renewable heat, launched in 2011

DPCR4	Distribution Price Control Review 4, 2005-2010	iBoxx	The iBoxx bond market indices are benchmarks for professional use and comprise liquid investment grade bond issues
DPCR5	Distribution Price Control Review 5, 2010-2015		
DUoS	Distribution Use of System	ICP	An independent connections provider not affiliated to a distribution network operator
EHV	Extra High Voltage (usually 33kV in our region)	ICS	Institute of Customer Service
ELT	Executive Leadership Team	IDNO	Independent Distribution Network Operators own and operate various small networks embedded within DNO networks. IDNO do not have a defined distribution service area
ENA	Energy Networks Association		
ENWL	Electricity North West Limited	IET	Institute of Engineering and Technology
ENWSL	Electricity North West Services Limited (formerly United Utilities Electricity Services)	IFI	Innovation Funding Incentive
ESG	Environment, Social and Governance	Investment Grade	A credit rating that indicates that the rated instrument has a low chance of default. Many investors will only buy bonds that have an Investment Grade credit rating and Ofgem requires us to maintain our credit rating at BBB- and Baa3 level
ESQCR	Electricity Safety, Quality and Continuity (Amendment) Regulations		
ETR138	Engineering Technical Report 138. Resilience to flooding of grid and primary substations	ISAE 3000	The ISAE 3000 (2003) is the International Standard on Assurance Engagements. This is a recognised international standard to ensure the quality of assurance work, including report verification, as well as, assurance on environmental performance, corporate governance, internal compliance, stakeholder engagement and other areas central to corporate responsibility
Fast pot / fast money	Costs which can be partially or wholly recovered in the current period rather than being added to the regulated asset value and recovered over a long period		
FIT	Feed-In Tariff. Price at which energy suppliers buy energy from Distributed Generation.	ISO 14001	International Standard for Environmental Management
FFO	Funds From Operations		
Framework contractor	A contractor with whom we have a long term agreement to carry out work at a pre-agreed price and under pre-agreed terms and conditions	ISO 31000	International Standard for Risk Management
Frontier Shift	Productivity improvements industry made possible by new technology and ways of working	kV	Kilovolts
Fuel poverty	A household which needs to spend more than 10% of its income to heat the home to an adequate standard of warmth is classified as fuel poor	kVh	Kilovolt hour
Fugitive emissions	Release of greenhouse gasses as a result of leakages or accidental releases. In the context of Electricity Northwest this mainly refers to SF ₆ emissions	LCNF	Low Carbon Networks Fund
		LI	Load Index
GIS	Geographic Information System	LCT	Low Carbon Technology. Technology which is developed to substantially reduce carbon dioxide emissions
GSoP	Guaranteed Standards of Performance. Standards set by Ofgem which must be adhered to by every Distribution Network Operator	LLP	Limited liability partnership
		LRRM	Losses Rolling Retention Mechanism
HI	Health Index	LV	Low Voltage, 6.6kV or 11kV in our area
HV	High Voltage, 6.6kV or 11kV in our area	MAG	Manchester Airport Group
HVCA	High Volume Call Answering	MWh	Megawatt hour
IAASB	International Auditing and Assurance Standards Board	NGET	National Grid Electricity Transmission
		NGO	Non-Governmental Organisation
		NEA	National Energy Action

NIA	Network Innovation Allowance	RIDDOR	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995
NIC	Network Innovation Competition	RIIO	Revenue using Incentives to deliver Innovation and Outputs
NMS	Network Management System	RIIO-ED1	Revenue using Incentives to deliver Innovation and Outputs – Electricity Distribution 1, 2015-16 to 2023-24
NTR	Non Trading Rechargeable	RIIO-ED2	Revenue using Incentives to deliver Innovation and Outputs – Electricity Distribution 2, 2023-24 to 2031-32
NuGen	A UK nuclear company owned by GDF SUEZ and IBERDROLA. NuGen's Moorside project is a new nuclear power station of up to 3.6 GW on land in West Cumbria, North West England	RIIO-GD1	Revenue using Incentives to deliver Innovation and Outputs – Gas Distribution 1
NWEN(J)	North West Electricity Networks (Jersey) Limited	RIIO-T1	Revenue using Incentives to deliver Innovation and Outputs – Transmission 1
Ofgem	Office of Gas and Electricity Markets	RPE	Real Price Effect. An increase in the real (adjusted for inflation) price of a particular good/service or basket of goods and services
Ofgem strategy decision for RIIO-ED1	Decision document which sets how DNOs will be regulated during RIIO-ED1	RPI	Retail Price Index. A measure of inflation
OHSAS 18001	Occupational Health and Safety Advisory Services 18001. A health and safety management system certification	SF₆	Sodium Hexafluoride – an insulating gas for switchgear that is also a potent 'greenhouse' gas
OLTC	On-Load Tap Changer. A device which allows us to adjust the secondary (output) voltage of a transformer while it is under load	Slow pot / slow money	Costs which are added to the regulated asset value and recovered over time
Opex	Operational expenditure	Smart grid	A distribution network capable of dynamically routing energy to balance supply and demand
PAS-55	Publicly Available Specification 55. An asset management certification. Provides guidance and certification for good practices in asset management. Electricity North West has been certified since 2007	Smart meter	A meter that records electricity demand and can communicate demand to consumers, network operators and suppliers
Pass-through costs	Costs outside our control, such as taxes, insurance and rates which we pass through directly to suppliers	Stakeholder	Anyone or any organisation that can affect or is affected by our network or our actions
PFI	Private Finance Initiative	Strategic wider works	This is a mechanism for considering and determining potential revenue adjustments during the price control period to enable the delivery of projects of larger strategic importance. It is usually applied to Transmission Network Operators such as National Grid but we will use it to deliver the network modifications required to support the new nuclear generating station in Moorside.
Photovoltaic cells	Cells that convert solar energy into electricity	Sustainable	1. Capable of being sustained long-term. 2. Capable of being maintained at a steady level without causing ecological damage.
Planned outages	Scheduled power cuts to ensure vital maintenance work can be carried out on the distribution network	Totex	Total expenditure
PMICR	Post-Maintenance Interest Coverage Ratio. A financial ratio which measures how much money we have available to pay our interest expenses after essential spending on our network	tCO₂e	Tonnes of carbon dioxide equivalent
PSR	Priority Services Register. A database of vulnerable customers who require extra assistance during power outages	WACC	Weighted Average Cost of Capital
QoS	Quality of Supply	WSC	Worst Served Customer
RAV	Regulatory Asset Value	WFR	Workforce renewal. To secure and develop the workforce of the future by setting workforce renewal targets for training and new apprentices
RCF	Revolving Credit Facility	10-year trailing average	The average of the preceding 10 years
Reliable	Able to be trusted; predictable or dependable		
Relevant market segment	Ofgem defined nine connections market segments that covered demand, distributed generation and unmetered connections where it was considered that competition in connections was likely to happen		

