

Welcome

I am delighted to share with you our RIIO-ED1 Well Justified Business Plan for 2015 to 2023.

We all depend on electricity – it is the invisible force that powers our daily lives. We rely on it for the basics such as heat and light, essential services such as hospitals, schools, airports and our regional businesses and to power the little luxuries we all enjoy.

The future of our electricity network and how we operate it matters to us all. That is why we have talked to you extensively about the complexities of our business and industry and the major challenges we face in the future. Only by involving you in our decision-making can we ensure we have a network that meets the needs of us all. Our plan for the future is a plan for you, a plan for all of us in the North West to ensure our region has a world class network that can meet the challenges of our changing world safely and efficiently.

We asked you, our customers and stakeholders, for your opinions and views. You responded in your thousands, providing us with a detailed understanding of what you expect from us. You expressed many different views, but a number of common themes appeared time and time again. And it is these key themes which have shaped our plan for the future.

You said you want our network to be **reliable**. You expect us to keep the lights on 24 hours a day and seven days a week and this is what we simply must do. We have therefore committed to making our network 20% more reliable than it is today.

You said you want our network to be **affordable**. We understand that increasing energy bills are a worry for us all. We have challenged every aspect of our business and as a result we are committing to average prices which will be 16% cheaper than they are today.

You said you want our network to be **sustainable**. We are investing sensibly to make sure our network meets your needs today whilst recognising the challenges of the future. Our plans are flexible and responsive so we can meet the challenges of connecting Low Carbon Technologies.

Alongside all this, you quite rightly expect excellent **customer service** when you do need to speak to us. This is exactly what we will provide and are putting our customers at the heart of everything we do.

Since we published our initial well justified business plan in July 2013, we have made a number of changes to our plan to respond to feedback from customers, stakeholders and Ofgem. The changes to our plan result in a £76 million reduction in our revenue. Overall, the impact on prices that will be paid by domestic customers as a result of our new plan is a reduction of £19.72 (or 18%) from 2014-15 to 2015-16 and further small falls thereafter.

I want to take this opportunity to thank you all for your input. This is a plan for all of us and for the future of our network. The years to 2023 will be an exciting and challenging time for the industry as we adapt to a changing world – but I want to personally assure you that you can depend on us to deliver an even safer, more reliable and efficient service in the years ahead.

Steve Johnson

CEO

Electricity North West



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Our plan - section-by-section

Section 2 sets out an overview of our company and the key challenges we face.

Section 3 describes the process we have used to engage with our stakeholders, decide what we will deliver and how we will deliver it.

Section 4 covers all of the Outputs we are committing to deliver.

Section 5 explains what delivering these Outputs will cost and how we have ensured that costs and volumes are efficient.

Section 6 details how the plan will be financed.

Section 7 describes how we have addressed risks and uncertainty.

Section 8 explains the innovation programme we are using to support the plan.