Performance snapshot 2022/23

electricity north west
Bringing energy to your door

Our network

Number of customers 2.4m

Overhead lines
12,726km

Underground cables
47,273km

Submarine cables
23km

Total network length **60,023**

TOTEX

£217m Total expenditure*

£233m RIIO-ED1 (ED1) allowance*

93% of allowance (before adjustment for expenditure profile)
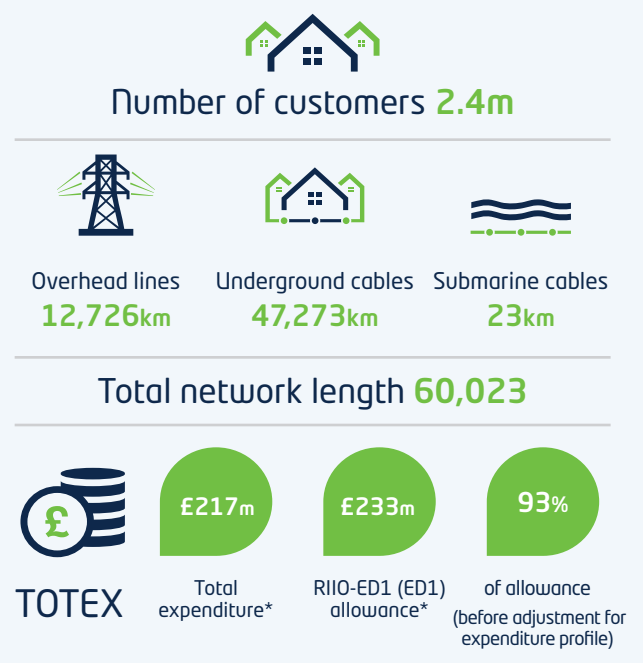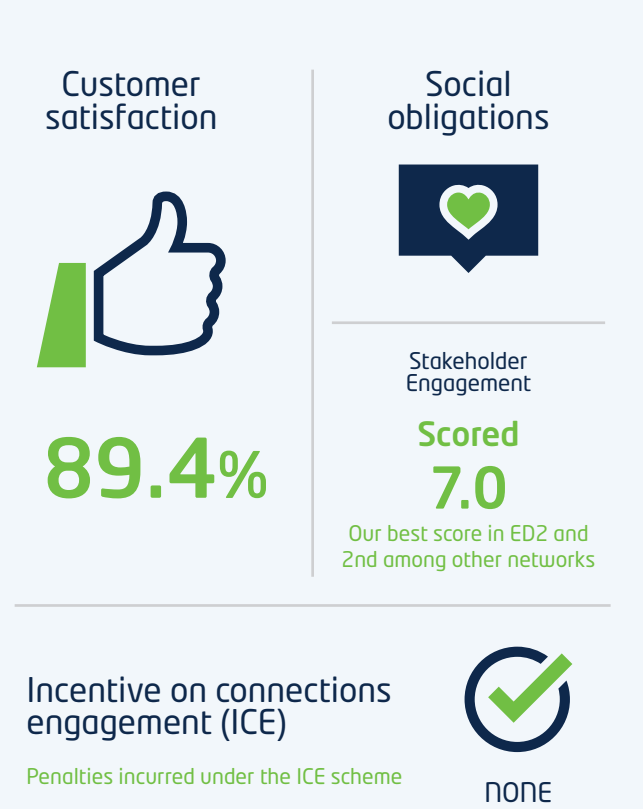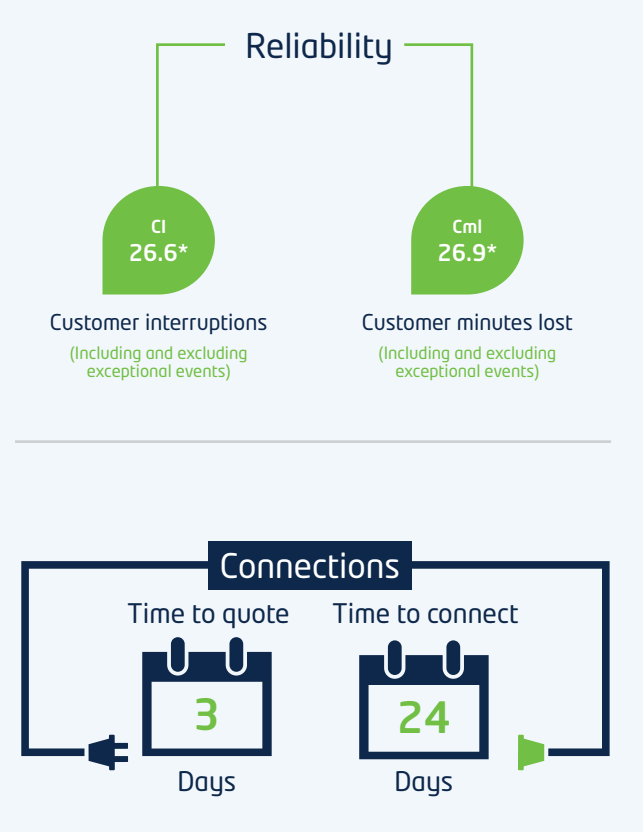
£64 Our part of a typical household bill*

*The price base for all values is 2012/13.
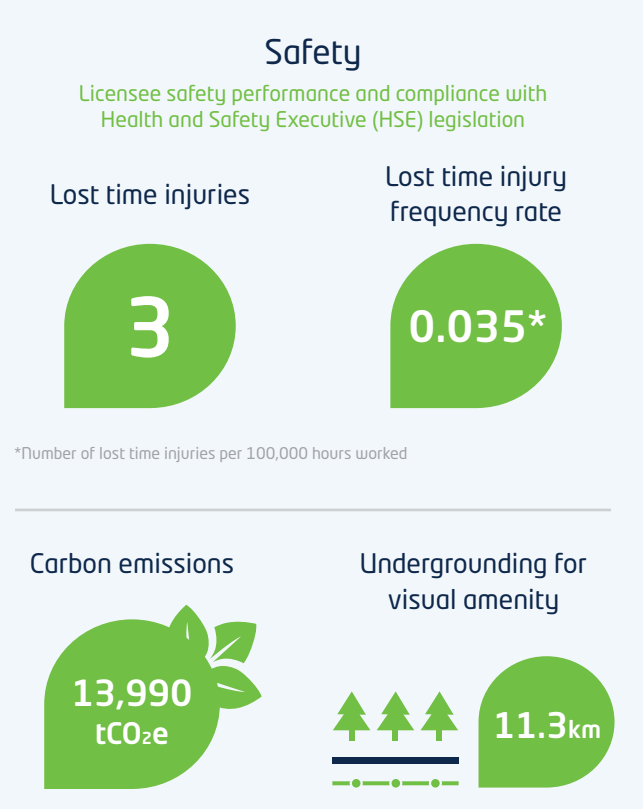The typical household bill in current prices and using Ofgems latest consumption value of 2900kWH is £123.

How we're performing

Reliability

CI **26.6***
Customer interruptions
(Including and excluding exceptional events)

Cml **26.9***
Customer minutes lost
(Including and excluding exceptional events)

Connections

Time to quote
3 Days

Time to connect
24 Days

Our customer commitments

Customer satisfaction

89.4%

Social obligations

Stakeholder Engagement
Scored 7.0
Our best score in ED2 and 2nd among other networks

Incentive on connections engagement (ICE)
Penalties incurred under the ICE scheme
NONE

Operating responsibilities

Safety
Licensee safety performance and compliance with Health and Safety Executive (HSE) legislation

Lost time injuries
3

Lost time injury frequency rate
0.035*

*Number of lost time injuries per 100,000 hours worked

Carbon emissions
13,990 tCO2e

Undergrounding for visual amenity
11.3km

Our performance in 2022/23

✔ Met target ● Delivery delayed

Safety

#			
#1	Site Security	✔	Completed (PY)
#2	Safe climbing	✔	P9
#3	Asbestos management	✔	P9
#41	Management of the risk of link box failures	✔	P10
#42	Rising and lateral mains	✔	P10

Social

#			
#4	Enhanced Priority Service Register service	✔	P11
#5	Improve services for vulnerable and Priority Service Register customers – services	✔	P11
#6	Improve services for vulnerable and Priority Service Register customers – staff training	✔	P12
#7	Improve services for vulnerable and Priority Service Register customers – support	✔	P12
#8	Responsible Organisation	✔	Completed (PY)
#9	Resilient supplies to vulnerable locations	✔	Completed (PY)
#10	Mitigate fuel poverty	✔	P13
#48	Support electricity users in vulnerable circumstances and deliver the commitments of our pilot partnership with Citizens Advice Manchester	✔	P13

Reliability

#			
#11	Improve overall reliability	✔	Completed (PY)
#12	Improve overall availability	✔	Completed (PY)
#13	Complete flood protection programme to all major sites	✔	P15
#14	Network health – overall risk index	✔	P15
#15	Network health – fault rate	✔	P16
#16	Strategic site security	✔	Completed (PY)
#17	Ensure all major substations have appropriate backup battery capacity	✔	P16
#18	Reconfigure the network where appropriate to ensure redundancy in event of major incident	✔	Completed (PY)
#19	Improve performance for worst-served customers (WSC)	●	P17
#20	Ensure that the loading risk of the network is appropriately managed – overloaded substations	✔	P17
#21	Ensure that the loading risk of the network is appropriately managed – larger transformers	✔	P18
#22	Ensure that network constraints to the connection of Distributed Generation are removed	✔	P18
#46	Improve overall reliability	✔	P19
#47	Improve overall availability	✔	P19

Customer

#			
#23	Customer survey – composite score	✔	P21
#24	Complaints – 1 day	✔	P22
#25	Complaints - average days to close	✔	P22
#26	Stakeholder engagement	✔	P23
#27	Guaranteed Standards	✔	P23
#28	Storms	✔	P24

Connections

#			
#29	Connection quotation – single domestic connections	✔	P25
#30	Connection quotation – up to four domestic connections	✔	P25
#31	Connection quotation – all other connections	✔	P26
#32	Connection completion – single domestic connections	✔	P26
#33	Connection completion – up to four domestic connections	✔	P27
#34	Connection completion – all other connections below Extra High Voltage	✔	P27
#35	Engagement – Incentive on connections engagement	✔	P28
#36	Guaranteed Standards of performance	✔	P28

Environment

#			
#37	Reduce carbon footprint	✔	Completed (PY)
#38	Reduce losses	✔	Completed (PY)
#39	Reduce oil lost from cables	✔	P29
#40	Undergrounding overhead lines	✔	P29

Low carbon

#			
#43	Driving transition to DSO	●	P30
#44	Facilitating expansion of electric vehicles	✔	P30
#45	Enabling our communities to take part in the low carbon energy transition	✔	Completed (PY)

The ten commitments that were completed in prior years have been excluded from the detailed sections that follow in this report, they are highlighted above as completed (PY).