

SP Distribution & SP Manweb

# Annual Performance Report 2015/16

Appendices



SP ENERGY  
NETWORKS



SP ENERGY  
NETWORKS











**SP Distribution & SP Manweb**  
Annual Performance Report 2015/16

# Appendix A

Our business plan  
commitments in full

# Appendix A: Reliability & Availability

We are committed to improving the reliability of supply to our customers. Strong stewardship of our assets is achieved through knowing the health and criticality of our equipment in order to target our investment appropriately.

Commitment	SPD	SPM
 Reduce by 70% the number of customers experiencing a power cut of greater than 12 hrs by 2016.	92% actual reduction.	78% actual reduction.
 Reduce by 100% the number of customers experiencing a power cut greater than 12 hrs by 2023.	Year 1 performance consistent with meeting target.	Year 1 performance consistent with meeting target.
 Reduce the average number of times our customers lose their power supply by 7%. Reduce the length of time those customers are without power by 16%. By doing this reduce the average time our customers are off supply by 25%.	Interruptions down by 6%, and average duration of each interruption down by 19%. Well on track.	Interruptions down by 12%, and average duration of each interruption down by 12%. Well on track.
 Improve service to 40% of our poorly served customers.	Improved service to 31%. Well on track for 2023 target.	Improved service to 22%. On track for 2023 target.
 Mitigate pluvial flood risk at 28 high risk grid and primary substations.	Action completed – continue to monitor for new risks.	Action completed – continue to monitor for new risks.
 Ensure all rural customers benefit from resilient to severe weather events network by 2034.	Incorporated into investment planning.	Incorporated into investment planning.
 25% of rural high voltage network & a further 16% of low voltage resilient to severe weather by 2023.	Reduced volumes allowed by Ofgem incorporated into network planning.	Reduced volumes allowed by Ofgem incorporated into network planning.
 Deliver a guaranteed standard to reconnect our customers within 36 hrs after storm events.	No customers off supply for more than 24 hours.	No customers off supply for more than 24 hours.
 Accelerate Fluvial Flood protection plans to complete by March 2015.	Action completed.	Action completed.
 Increase substation resilience to 72 hrs.	Resilience plans under-going update to reflect changing requirements.	Resilience plans under-going update to reflect changing requirements.

# Appendix A:

## Safety












Health and Safety goes right to the heart of all our operations, it cannot be achieved successfully unless it is fully integrated with all other aspects of day-to-day business management.

Commitment	Jointly across SPD and SPM
● Lead the industry for public safety.	Zero Improvement Notices, Prohibition Notices or Prosecutions.
● Maintain a positive relationship with the Health & Safety Executive ("HSE") through positive engagement.	A range of discussions held with the HSE on a number of network related topics ranging from chemical use to asset strategy. Involvement in the Working Well Together initiative and recognition received.
● Lead an effective risk based public safety programme.	Wide range of initiatives - demonstrations and stalls at the Royal Highland Show, Anglesey Show and Cheshire Show, support of our Safety Education Centres, Crucial Crew events and Powerwise.
● Safeguard residents of flats and tenement buildings by continuing our major investment programme to modernise service positions and cables.	SPEN spent £5.7m modernising the electricity supply to residents of flats and tenement buildings in 2015/16. This represents 32.25% of our 8 year ED1 programme.
● Eradicate all low overhead line clearances across roads by April 2015 and will continue to enhance public safety by upgrading all of our overhead line clearances to the latest industry technical standards by 2020.	SPEN spent £11.8m on Overhead Clearances in 2015/16 which is 10.57% of ED1 programme; resolving 9464 sites.
● Increase the rate at which we modernise our substations by over 20%, improving safety and security of supplies at a lower overall cost.	The sub-station modernisation programme has replaced or refurbished more than 2100 items of High Voltage substation equipment.
● Meet or improve upon our accident rate performance metrics defined within our internal continuous improvement Health & Safety Operating Plans.	Staff Lost Time Accident Rate remained steady at 0.14.
● Conduct thorough incident investigations, learn lessons quickly and implement changes to make our business safer.	13 Panels of Inquiry were conducted in 2015/16 and 45 actions identified and implemented to avoid recurrence.
● Help our contracting teams to reduce their accident rate.	The Contractor Lost Time Accident Rate showed slight improvement from 0.72 to 0.71.
● Put the Health into Health & Safety — our employees will benefit from a risk based occupational health monitoring programme.	c1100 Employees require Health Surveillance monitoring on a biennial programme with c450 employees screened in 2015/16.
● We will safeguard our staff and members of the public and minimise disruption to supplies by implementing additional security measures to reduce the impact of interference & metal theft at our high risk substations.	Substation security is improving with the fitting of new encoded padlocks.

# Appendix A:

## Customer Satisfaction

We engage regularly with our customers to understand what they want from us and act on feedback to improve our service. We have made consistent sustained improvement which has made a significant impact on customers experience.

Commitment	SPD	SPM
 Answer calls in less than 10 seconds and never force disconnect.	6.4 second average across both licensees and 0 calls forced disconnected.	6.4 second average across both licensees and 0 calls forced disconnected.
 Ensure abandoned calls are less than 1%.	0.49% in Fault & Emergency's (0.54% overall across both licensees)	0.49% in Fault & Emergency's (0.54% overall across both licensees)
 Provide restoration time for every outage.	Embedded in standard business process	Embedded in standard business process
 Write to all customers in advance of planned interruptions & day before reminder by SMS (text).	Embedded in standard business process	Embedded in standard business process
 Respond & resolve all complaints quickly.	76.7% of all complaints resolved within 1 day	78.9% of all complaints resolved within 1 day
 Reduce number of complaints by understanding root causes.	Ongoing data analytics, e.g. observed impact of severe weather in 2015/16.	Ongoing data analytics, e.g. observed impact of severe weather in 2015/16.
 Achieve a 20% improvement in industry measure of customer satisfaction scores by 2023.	Actual score of 8.71 puts us well on track for 2023 target	Actual score of 8.79 puts us well on track for 2023 target
 Hot meals & accommodation provided after 48 hrs to all customers during exceptional events (after 12 hrs for vulnerable customers).	Embedded in standard business process	Embedded in standard business process
 Benchmark industry performance utilising Institute of Customer Service.	Active membership of ICS, used to compare and share best practice across sectors.	Active membership of ICS, used to compare and share best practice across sectors.
 Invest in people at every level.	Designed into management systems and reporting	Designed into management systems and reporting
 We will include info about our GSOP in our annual customer awareness campaign.	GSOP information is communicated to customers annually.	GSOP information is communicated to customers annually.
 We will contact customers impacted by an outage to keep them informed during the outage, through multi-channel options.	We communicate with customers through multi channels during power outages	We communicate with customers through multi channels during power outages
 We will use Smart Meter data to proactively help customers.	Smart Meter data not yet available	Smart Meter data not yet available

 Ahead of target     On target     Partially/marginally below target     Substantially below target

# Appendix A:

## Social Obligations

We now deliver a range of services available to all vulnerable customers which have been developed in our most vulnerable communities. We strive to exceed our business plan commitments to ensure that the customer receives the best service possible.

Commitment	Jointly across SPD and SPM
● Send a welcome letter & info pack to every new customer on the PSR.	Embedded in standard business process.
● Contact vulnerable customers every 4 hrs during an unplanned outage.	Embedded in standard business process – with flexibility for more frequent contact, if needed.
● Contact all vulnerable customers in advance of planned power interruptions.	Embedded in standard business process to contact by letter and phone – with flexibility for in-person visits if required.
● Hot meals, drinks and company offered to Vulnerable Customers after 12 hours during exceptional events.	Embedded in standard business process.
● Winter Packs issued to PSR customers.	Delivered to all of our PSR registered customers as a standard business process – with assistance from Red Cross partners during significant events.
● Automatic compensation payments following a fault to all PSR customers post 12 hr restoration during exceptional events.	Embedded in standard business process.
● Proactively contact all PSR customers at least every 2 years.	Embedded in standard business process.
● We will always ensure our people are trained to recognise and deal with vulnerable customers sensitively.	Training delivered to front line staff shaped by vulnerability experts.
● We will continue to establish mechanisms to share information on vulnerable customers with other agencies and authorities.	Data sharing through informed consent in place with over 100 agencies. Proactive data sharing through Data sharing protocols being developed.
● We will engage with our communities to make them aware of our Priority Services Register and work in local communities impacted by outages to ensure they have access to hot meals, drinks and company. We will continue to work with Emergency Planning Officers to provide support to our vulnerable customers during outages.	Targeted awareness carried out to promote PSR in our communities through a number of channels specifically aimed at reaching vulnerable customers.
● We will ensure our Network is ready for off gas grid customers to transition to new electric heating systems.	We have moved to a local District delivery model to make it easier for customers to talk to us locally about their requirements for connection to our Network.
● We will establish an additional fund within ScottishPower's existing Energy People Trust to target initiatives to help vulnerable Customers.	As part of our ongoing review of our social plan and in conjunction with our stakeholders we have removed this from our plan and have focused our initiatives in areas of greater need.
● We will deliver initiatives that will help the fuel poor by working with agencies such as Energy Action Scotland, National Energy Action, Scottish Government Fuel Poverty Group etc.	We now work with more than 100 agencies to deliver additional services (not all energy related) to our customers.
● We will continue to work with agencies to understand how we can collaborate to best support our customers and communities.	We have worked closely with a number of agencies to understand vulnerability, customer needs and how we can best offer support.

 Ahead of target
  On target
  Partially/marginally below target
  Substantially below target

# Appendix A: Connections

Our network is expanding to accommodate renewable generation more quickly than any other DNO. We are providing a better service for new connections by adhering to our business plan commitments.

Commitment	SPD	SPM
● Contact the customer within 1 working day of receiving their application to provide a single point of contact to manage their project through our quotation process.	We endeavour to contact the customer within 1 working day of receiving their application as a standard business process.	We endeavour to contact the customer within 1 working day of receiving their application as a standard business process.
● Reduce the average time taken to issue quotations year on year.	Average improvement of 5% delivered.	Average improvement of 5% delivered.
● Contact the customer within 2 working days of receiving their payment to provide a single point of contact to manage their project through our delivery process and where possible provide a date for connection.	96.1% contacted within 2 days.	96.0% contacted within 2 days.
● Engage and proactively work with our customers to meet their preferred completion and "power on" date.	99.7% of completion dates are as agreed with customer.	98.1% of completion dates are as agreed with customer.
● Reduce the average time to deliver connections year-on-year.	Metric currently being developed as no target in first year of reporting.	Metric currently being developed as no target in first year of reporting.
● A 'Process Explained' leaflet will be issued to all customers at initial enquiry stage and is available on the website.	Embedded in standard business process.	Embedded in standard business process.
● Ask our Customers when they want their quote and work with them to deliver a fast-track quotation and connection when they need it.	82% of quotes provided within timescales agreed with customer.	81% of quotes provided within timescales agreed with customer.
● Continually develop and improve our processes, based on our customer's expectations and customer feedback.	Ongoing activity – as per our ICE plan.	Ongoing activity – as per our ICE plan.
● Our processes and internet site will be continually developed and improved, based on our customer expectations and feedback.	Wide range of customer-facing improvements delivered.	Wide range of customer-facing improvements delivered.
● Incentive for Connections Engagement ICE.	Engagement drove 120 improvement actions – 95% if which already delivered.	Engagement drove 120 improvement actions – 95% if which already delivered.
● Ensure our average time to deliver connections is in the top group of DNOs.	Comparative data not available.	Comparative data not available.
● Reduce our general load investment trigger by 20%, enabling quicker connections in future.	Adopted a reduced trigger level for load related investment of 100% firm capacity in order to enable quicker connections and provide sufficient headroom for low carbon technologies.	Adopted a reduced trigger level for load related investment of 100% firm capacity in order to enable quicker connections and provide sufficient headroom for low carbon technologies.

 Ahead of target
  On target
  Partially/marginally below target
  Substantially below target

# Appendix A:

## Connections (*continued*)

Commitment	SPD	SPM
● Use innovative solutions to meet the uptake of low carbon technologies.	Accelerating Renewable Connections project accelerated 113MW of distributed generation projects.	We have deployed reactors as business as usual to allow lower cost DG connections.
● Ensure our customers are kept informed of the connection process throughout every stage.	Embedded in standard business process – monitoring and reporting in development	Embedded in standard business process – monitoring and reporting in development
● Be proactive in our approach, minimising the need for customers to have to contact us – we will contact them first.	Embedded in standard business process – monitoring and reporting in development	Embedded in standard business process – monitoring and reporting in development
● Communicate with our customers through their media channel of choice.	Embedded in standard business process – monitoring and reporting in development	Embedded in standard business process – monitoring and reporting in development
● Develop communication plans tailored to meet individual needs.	Embedded in standard business process – monitoring and reporting in development	Embedded in standard business process – monitoring and reporting in development
● Through our communication plans we will remove any uncertainty.	Ongoing activity – as per our ICE plan.	Ongoing activity – as per our ICE plan.
● Actively engage customers and stakeholders through events, monthly surgeries, surveys and one to one meetings to understand their ongoing needs.	Ongoing activity – as per our ICE plan.	Ongoing activity – as per our ICE plan.
● Continue to work with our major customers to further improve the service we offer.	Ongoing activity – as per our ICE plan.	Ongoing activity – as per our ICE plan.
● Build our business, operating and improvement plans around the needs of our customers and stakeholders.	Ongoing activity – as per our ICE plan.	Ongoing activity – as per our ICE plan.
● We will continue to work pro-actively with 3rd parties groups wishing to connect to our network.	Competition in Connection Code of Practice implemented Nov 2015	Competition in Connection Code of Practice implemented Nov 2015
● We will continue to promote competition in every way we can.	Covered in our adoption of Competition in Connection Code of practice (in full)- For example additional data on loadings and network maps provided.	Covered in our adoption of Competition in Connection Code of practice (in full)- For example additional data on loadings and network maps provided.
● We will continue to engage with OFGEM and ICPS to extend the boundaries of competition.	Ongoing engagement – including 2 dedicated workshops in SPD's area	Ongoing engagement – including 2 dedicated workshops in SPD's area



# Appendix A: Environment

We recognise the significance of our impact on the environment, both as a direct result of our operations and, indirectly, by helping stakeholders achieve their own environmental goals.

Commitment	Jointly across SPD and SPM
● Utilise Smart Meter technology to ensure all generation sources are supported quickly.	SPEN is currently working to implement the IT that will allow us to connect to the new SMART Data Communications Company (DCC). The DCC has experienced several delays and it will be early 2017 before SPEN will be able to access Smart Meter data.
● Reduce costs to customers by developing modern “Smart Grid” network solutions.	Factored into investment planning – and co-ordinated through SmartGrid Steering Group.
● Connect 4.5GW of Distributed Generation by 2018, with up to 5.5GW of generation connected to our network by 2023.	Across both Licenses to date we have connected 3.2GW of generation to the Existing Network across a variety of sources, and have in place contracts to connect 3.3GW of generation across a variety of sources in the ED-1 Period.
● Carry out “Smart” asset replacement — using future proofed assets where justified.	Implemented through investment planning systems and processes.
● Identify Low Carbon Technology hotspots using network monitoring, data from Smart Meters and stakeholder engagement.	Ongoing development of externally published “heat maps”.
● Underground 85km of overhead lines in Areas of Outstanding Natural Beauty	We removed 1.6km of overhead lines during 2016 (1.1 km in Snowdonia National Park and 0.5km within the Llyn Peninsula).
● Install lower loss transformers to reduce losses by 50% at more than 1300 of our secondary substations.	We plan to replace high loss transformers which were historically commissioned prior to 1962. In addition our equipment specification reflects the current EU edesign standard.
● Reduce our carbon footprint (excluding network losses) by 15% by 2023.	Reduction of 21% this year – although includes effect of move to more accurate method of measurement
● Use electronic vehicle management system to optimise our vehicle utilisation keeping vehicle numbers, broadly similar in ED1.	We have commenced introduction of an electronic vehicle management system to optimise our vehicle utilisation. Trials and feasibility testing ongoing.



Ahead of target



On target



Partially/marginally below target



Substantially below target

# Appendix A:

## Environment (*continued*)

Commitment	Jointly across SPD and SPM
<ul style="list-style-type: none"> <li>● Monitor and reduce the energy used within our substations, invest in lower carbon buildings and reduce energy use in existing buildings.</li> </ul>	In development.
<ul style="list-style-type: none"> <li>● Utilise low carbon alternatives to travel, through the use of technology and smarter ways of working.</li> </ul>	Rolled out video-conferencing capability on all laptops. Ongoing promotion of rail travel.
<ul style="list-style-type: none"> <li>● Increase the use of electric vehicles and charging points.</li> </ul>	We have charging points at our office locations and we have incentives in place for private electric vehicle use. We will continue to monitor electric vehicle development and benefits.
<ul style="list-style-type: none"> <li>● Install oil containment around all new and high risk plant containing high volumes of oil.</li> </ul>	New grid transformers and oil containment equipment at Southport, Speke, Aberstwyth and Newtown.
<ul style="list-style-type: none"> <li>● Exceed IEC international standards for SF6 switchgear by specifying a maximum leakage rate five times more stringent for 33kV and below and twice as stringent for higher voltages.</li> </ul>	In 2015, we embedded this in our processes and systems for procuring and specifying equipment.
<ul style="list-style-type: none"> <li>● Reduce oil leaks by 50% through the replacement of poorly performing 132kV cable in SPM.</li> </ul>	Scheduled for later in ED1 period as planned.
<ul style="list-style-type: none"> <li>● Engage on the environmental impacts of our developments from a very early stage.</li> </ul>	We have a dedicated Environment and planning team who engage with our engineers and legal teams in our developments early stages as a standard business process.



Ahead of target



On target




Partially/marginally below target



Substantially below target

# Appendix A: Stakeholder Engagement

Putting stakeholders at the heart of what we do is central to our organisation; it's part of our culture. In the past year we have reorganised our business to ensure that engaging with our stakeholders is not just part of a strategy or process, but is in fact the starting point for everything we do.

Commitment	Jointly across SPD and SPM
<ul style="list-style-type: none"> <li>We will continue our annual customer awareness campaign to raise awareness of who SP Energy Networks are and when and how to contact us.</li> </ul>	49% awareness of SP Energy Networks (up 12%), 73% logo recognition (up 20%), 121% increase in Facebook likes, 66% increase in Twitter followers.
<ul style="list-style-type: none"> <li>We will report our performance against plan and outputs at an annual stakeholder event.</li> </ul>	Performance reported to stakeholders at Strategic Stakeholder Panels and annual District Updates.
<ul style="list-style-type: none"> <li>We will provide an annual stakeholder communication on our engagement activities and actions.</li> </ul>	Annual stakeholder engagement report provided to Ofgem and key stakeholders and publicised on our website.
<ul style="list-style-type: none"> <li>We will further develop our online community to support our stakeholder, customer and Employee engagement programmes.</li> </ul>	Online community extended to include an area for strategic stakeholder panel members. Yammer networking site introduced to support employee engagement.
<ul style="list-style-type: none"> <li>We will introduce an annual programme so stakeholders know what engagement to expect.</li> </ul>	Embedded new business processes for engagement planning throughout organisation. New IT system implemented to provide a robust annual engagement programme.
<ul style="list-style-type: none"> <li> We will embrace stakeholder engagement as "business-as-usual" and will build on the approach of more focused and centralised engagement.</li> </ul>	Re-organised our business to bring our operations closer to customers and stakeholders, with clearly defined stakeholder engagement responsibilities at all levels. Our score of 6.78 in this year's Stakeholder Engagement Incentive demonstrates our ongoing improvement - 4% higher than last year's score.

**SP Distribution & SP Manweb**  
Annual Performance Report 2015/16

# Appendix B

Our business

# Appendix B: Significant events of 2015/16

As a Distribution Network Operator (DNO) operating across the UK, we experience severe weather events on an annual basis. Therefore it is our aim to be best prepared to ensure that interruption to our customers is minimised.

On the 17th & 18th November 2015, peak winds of 85+ mph travelled across the SPM area resulting in 121 High Voltage incidents.

As a result, at peak we had 8,669 customers off supply and received over 4,000 calls.

Due to our readiness plans and early mobilisation of staff in anticipation of weather, we were able to restore 99% of customers within a 12 hour period.



**99%**  
Customers restored in Storm  
Barney within 12 Hours



Our flood defence programme  
ensured customers not  
adversely impacted

In December 2015, the North West of England and North Wales saw record breaking rainfall for an extended period. Our Flood Defence Programme ensured our customers were not impacted and we were able to support our neighbouring network operator in restoration of supplies to their customers.



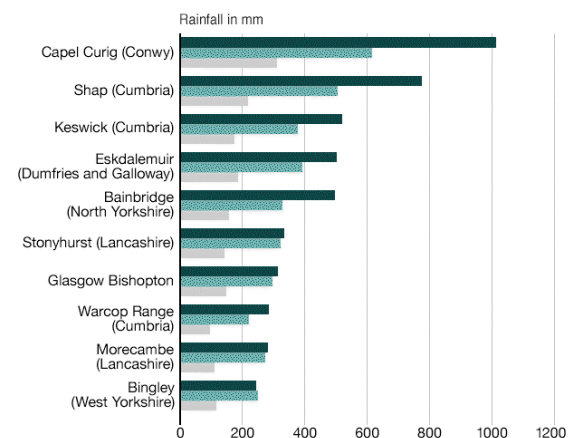
Saltney grid near Chester



Tulip Primary substation

### Record breaking rainfall

■ Total rainfall 1–28 Dec 2015    ■ 1981 – 2010 average  
■ Previous rainfall record



# Appendix B:

## Our biggest assets are our people

Develop and train our staff for a 'smarter' future and replenish our ageing workforce from the communities that we serve so that the investment that we make in recruitment and training continues to deliver in the long-term.

We have moved forward with our plans to develop our internal team members and new recruits to the business. We recruited our traditional programmes of Apprenticeships and Graduates complimented by our Adult Apprenticeship for candidates that have joined the business with enhanced skills and maturity. In addition, we have recruited the Power Engineering Apprenticeship to increase the Engineering capability across the business.

For our internal teams we have delivered a new wave of Engineering Trainees for our Industrial Staff Trainee programme which will upskill our Industrial Team Members to Operational Engineers within the business. The combination of these programmes has seen the business spend over 100,000 hours of Technical Training in our Technical Training Centres at Hoylake and Cumbernauld.

### Industrial Trainees

We delivered against our plans to continue to grow our own talent and develop our teams from grass roots. We have recruited 48 Apprentices and a further 15 Trainee Craftsperson's to compliment our talent pool. We are developing this team towards multi-skilled craftsperson's across all three trades types of Fitting, Jointing and Overhead lines.

In conjunction with this we also started the upskilling of 12 Technical Craftsperson's (TCP's) Trainees and the retraining process for a number of internal team members to deliver against our business targets.



75  
Industrial  
trainees  
recruited

70 Supported 70 events promoting engineering opportunities

### Engineering Skills

We provide a consistent level of support in this area. We have attended 28 High Schools, 11 Universities, 5 colleges, 14 careers fairs and 12 volunteering events both locally & regionally. By supporting these we are positively promoting our business, supporting the communities we serve and are providing opportunities for our trainees to develop their interpersonal skills, providing them with a more holistic training programme.

# Appendix B: Major Projects

## £35.2m

£35.2m invested in 2015/16 across SPD and SPM on 132kV programmes.

Power, whether from the national grid, traditional power stations or renewables sources (such as wind, solar or hydro) is required to be transported via our network. To ensure that our network is capable of doing so, we are required to invest in our network to support increasing electricity flows and to replace ageing assets.

In our Manweb area (SPM), a number of projects to modernise our large 132/33kV grid transformers have been completed at a number of locations including Southport, Speke and Newtown. One of the most challenging projects, from a planning perspective, was the new 132kV wood pole overhead line between Legacy and Oswestry, which was successfully commissioned on the 4th August 2015. This new circuit provides additional capacity across north Shropshire, south Wrexham and into the mid Wales area. We have also invested in the St. Asaph area of North Wales and increased the capacity available by installing a new grid transformer to reinforce the network in the area. The 33kV switchgear was also brought up to modern standards with the installation of new equipment.



Speke Grid replacement



Legacy Oswestry new line



St Asaph Grid new transformer

In our Scotland Distribution area (SPD), a number of projects to modernise our 33kV switchgear assets and make them better suited for the conditions they face, both from flooding risk and network risk, were completed. Locations include Kilmarnock, Port Dundas, Sighthill and Paisley. A challenging project we faced was the replacement of a 11kV switchboard located in Edinburgh City Centre in the Cowgate area, which required careful consideration due to location and network connections.



Port Dundas



Paisley

# Appendix B:

## Case Study: Seaforth Docks Project

In 2015/16, we provided a deep water river berth for “Post Panamax” vessels which will be able to pass through the newly widened Panama Canal.

These new vessels will be 19 containers wide (13500 Twenty Foot Equivalent Unit), too large to pass through the existing dock complex at Seaforth Container base, Liverpool. The Connection which is being delivered by teams from SP Energy Networks and our partner IEC consists of two 132kV/33kV 40MVA Transformers situated at Litherland Grid substation. Twin 33kV circuits run from there to “North Seaforth” which is a new primary site established inside the Freeport on Seaforth docks. The overall docks Project is valued at over £200m.

We have built a really close working relationship with Peel and their consultant by holding fortnightly meetings since 27th Feb 2013. The first milestone was energisation of 30MVA un-firm capacity on 27th Feb 2015 which was followed by a further permanent connection later in July. The customer was originally quoted £18m for this connection, however through aggressive and proactive partner management and successive design revisions and improvements by the SPEN team at Lister Drive, we have reduced this by over £5m.



### Future Layout...



#### Who was involved....

40 SPEN Engineering & Technical staff

16 IEC Engineering & Technical staff

32 Staff from Walsh Civil Construction on the 33kV cable lay and site

8 Fitting Technical staff from OTL Electrical Services working on Installation and commissioning of the 33kV panel boards

70 AMEY Construction team working to construct the new Litherland Grid B

26 O'Connor Utilities involved with the 132kV cable installation and Directional drilling platform

[Click here to find out more.](#)



**SP Distribution & SP Manweb**  
Annual Performance Report 2015/16

# Appendix C

Glossary

# Appendix C:

## **Areas of Outstanding Natural Beauty (AONB)**

Means protected landscapes in England, Wales and Northern Ireland as defined in the National Parks and Access to the Countryside Act 1949 (and includes National Scenic Areas in Scotland, as comparable to AONBs). Ofgem provide DNOs with an allowance for undergrounding overhead lines in these areas.

## **Customer Satisfaction**

(Broader Measure of Customer Satisfaction BMCS)

This is an industry wide survey of the views of our customers on our levels of service. It covers customer satisfaction, social obligations, complaint handling and how we engage with our stakeholders. It both rewards and penalises performance against the targets.

## **Customers Interrupted (CI)**

The number of customers in every 100, whose supplies have been interrupted per year over all incidents, where an interruption of supply lasts for three minutes or longer, excluding re-interruptions to the supply of customers previously interrupted during the same incident.

## **Customer Minutes Lost (CML)**

The duration of interruptions to supply per year – average customer minutes lost per customer per year, where an interruption of supply to customer(s) lasts for three minutes or longer.

## **Distributed Generation (DG)**

Generation connected to the distribution network, such as wind turbines, domestic solar panels, photovoltaic farms, hydroelectric power and biomass generators.

## **Distribution Network Operators (DNOs)**

DNOs are the organisations that look after the networks transporting electricity to end users such as homes and businesses. In England and Wales, DNOs manage the network from 132,000 down to 230 volts. In Scotland, DNOs manage the network from 33,000 volts to 230 volts. The UK distribution network is divided into 14 distribution areas and these are managed by 6 DNOs.

## **Distribution System Operator (DSO)**

The DSOs role will be to maintain system security and quality of service in distribution networks in order to serve network customers. The DSO will help with market facilitation, encourage transparent and nondiscriminatory access, and ensure security of system and quality of service.

## **ED1**

ED1 (Electricity Distribution) price control set the outputs that the 14 electricity Distribution Network Operators (DNOs) need to deliver for their consumers and the associated revenues they are allowed to collect for the eight-year period from 1 April 2015 to 31 March 2023.

# Appendix C:

## **Fluvial Flood**

Flooding that occurs as a result of flooding from rivers and watercourses.

## **Guaranteed Standards of Performance (GSOPs)**

These are the minimum levels of service to be met across a range of customer facing activities, including how we manage power cuts, connections and customer complaints. If we fail to provide the level of service required, we make a payment to the customer affected. There can be certain exemptions to these compensation payments, for example during extreme weather events.

## **Health and Safety Executive (HSE)**

The government body responsible for enforcing health and safety legislation.

## **Incentive for Connections Engagement (“ICE”)**

This is an incentive designed to encourage DNOs to improve the way they communicate with major connections customers.

## **Interruption Incentive Scheme (IIS)**

The Interruptions Incentive Scheme (IIS) sets targets for planned and unplanned electricity power cuts. Performance is measured by both number and duration of power cuts. The mechanism both rewards outperformance and penalises underperformance against the targets.

## **Low-carbon Technology (LCT)**

Technologies designed to reduce the amount of carbon we use, including electric vehicles, heat pumps, wind turbines and solar panels.

## **National Parks**

Means the areas that are designated as protected areas as defined in the National Parks and Access to the Countryside Act 1949.

## **National Scenic Areas**

Means the areas that are defined in the Town and Country Planning (Scotland) Act 1997 as being of outstanding scenic value in a national context.

## **Network Operating Costs**

Expenditure on operating and maintaining the network, e.g. fault repair, tree cutting, inspection and maintenance, engineering and business support costs.

# Appendix C:

## **Priority Service Register (PSR)**

Our register of vulnerable customers, enabling us to provide additional support when required.

## **Stakeholder Engagement and Consumer Vulnerability Incentive**

Drives network companies to engage with stakeholders and address consumer vulnerability issues. The SECV Incentive is designed to only reward network companies for high quality activities or outcomes that go beyond Business As Usual. Network company provide a submission to the regulator in relation to engagement activities carried out during the Regulatory Year in question. The regulator will assess this submission in three stages (internal assessments, panel assessment and an external consultant assessment for the consumer vulnerability).

## **Smart Meter**

Advanced gas and electricity metering technology that offers customers more information about, and control over, their energy use (such as providing information on total energy consumption in terms of value, not only volume), and/or allows automated and remote measurement.

## **Time to Connect and Time to Quote**

This new incentive will measure the time taken from initial application received to the issue of a quotation and the time taken from quotation acceptance to connection completion. The incentive will capture minor connections customers. No exemptions apply.

The Time to Quote targets are 8.21 working days for a single property and 11.73 working days for multiple properties.

The Time to Connect targets are 42.08 for a single property and 52.70 working days for multiple properties.

## **Unrestricted domestic tariff**

The estimated annual cost of distribution to the typical domestic customer under the Common Distribution Charging Methodology, assuming a certain level of consumption for the chosen customer category and the total allowed income that is being targeted (reflecting previous under/over recoveries and various incentives). This does not include the consented 2014/2015 £5 DNO rebate.



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