

SP Energy Networks

# Distribution Annual Report 2016/17 Appendices



**SP ENERGY  
NETWORKS**

**SP Distribution and SP Manweb**

Annual Performance Report 2016/17


# Appendix A

Our business plan  
commitments in full


# Appendix A: Reliability and 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 this year	SPM this year
 Reduce by 70% the number of customers experiencing a power cut of greater than 12 hours by 2016.	92% actual reduction during the period 2016/17.	78% actual reduction during the period 2016/17.
 Reduce by 100% the number of customers experiencing a power cut greater than 12 hours by 2023.	A reduction of 99% by March 2017 against our baseline. Still on track to achieve target by 2023.	A reduction of 25% against our baseline by March 2017. Still on track to achieve target by 2023.
 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.	Although interruptions increased by 12%, the average duration of each interruption reduced further by 22%.
 Improve service to 40% of our poorly served customers.	Improved service to 16%. Well on track for 2023.	Despite a 22% improvement last year, a series of complex faults resulted in performance slipping.
 Mitigate pluvial flood risk at 28 high risk grid and primary substations.	Action completed in 2015 – continuing to monitor and mitigate against new risks.	Action completed in 2015 – continuing to monitor and mitigate against new risks.
 Ensure all rural customers benefit from resilient to severe weather events network by 2034.	Incorporated into investment/modernisation plans, on track to deliver.	Incorporated into investment/modernisation plans, on track to deliver.
 25% of rural high voltage network and a further 16% of low voltage resilient to severe weather by 2023.	Incorporated into investment/modernisation plans, on track to deliver.	Incorporated into investment/modernisation plans, on track to deliver.
 Deliver a guaranteed standard to reconnect our customers within 36 hours after storm events.	No customers off supply for more than 24 hours.	346 customer were off supply greater than 36 hours due to Storm Doris.
 Accelerate Fluvial Flood protection plans to complete by March 2015.	Action completed in 2015 – continuing to monitor and mitigate against new risks.	Action completed in 2015 – continuing to monitor and mitigate against new risks.
 Increase substation resilience to 72 hours.	Action completed in 2015 – continuing to monitor and mitigate against new risks.	Action completed in 2015 – continuing to monitor and mitigate against new risks.

 Substantially ahead of 2016/17 target

 On 2016/17 target

 Partially or marginally below 2016/17 target

 Substantially below 2016/17 target

# 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 this year	SPM this year
● Answer calls in less than 10 seconds and never force disconnect.	8.1 seconds average across both licensees and 0 calls forced disconnected (Storm Doris took the average to 17 seconds).	8.1 seconds average across both licensees and 0 calls forced disconnected (Storm Doris took the average to 17 seconds).
● Ensure abandoned calls are less than 1%.	0.56% in Fault and emergencies.	0.65% in Fault and emergencies (Storm Doris increased this to 1.43%).
● 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 and day before reminder by SMS (text).	Embedded in standard business process.	Embedded in standard business process.
● Respond and resolve all complaints quickly.	81.1% of all complaints resolved within 1 day.	80.9% 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 2016/17.	Ongoing data analytics, e.g. observed impact of severe weather in 2016/17.
★ Achieve a 20% improvement in industry measure of customer satisfaction scores by 2023.	Actual score of 8.72 puts us well on track for 2023 target.	Actual score of 8.78 puts us well on track for 2023 target.
● Hot meals and accommodation provided after 48 hours to all customers during exceptional events (after 12 hours for vulnerable customers).	Embedded in standard business process.	Embedded in standard business process.
★ Benchmark industry performance utilising Institute of Customer Service.	ICS Benchmarked SP Energy Networks 22nd in UK and 1st against all utilities.	ICS Benchmarked SP Energy Networks 22nd in UK and 1st against all utilities.
● Invest in people at every level.	Designed in to management systems and reporting.	Designed in to management systems and reporting.
● We will include info about our Guaranteed Standards of Performance (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 via different channels.	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.

★ Substantially ahead of 2016/17 target

● On 2016/17 target

● Partially or marginally below 2016/17 target

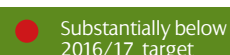
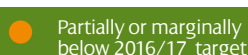
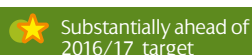
● Substantially below 2016/17 target

# 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 this year
● Send a welcome letter and info pack to every new customer on the Priority Services Register (PSR).	Embedded in standard business process.
● Contact vulnerable customers every 4 hours 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 who request a pack 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 hour 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 all 1,584 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 130 agencies. Proactive data sharing through Data sharing protocols in place with 2 GDNs and Home Energy Scotland.
● 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 Priority Services Register 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 130 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.





# Appendix A:

## Stakeholder engagement

We put stakeholders at the heart of what we do; it's part of our culture. Our comprehensive strategy has grown in maturity over the last four years, and is embedded in our organisation at all levels. We deliver it with passion, belief and strong executive leadership, placing robust, meaningful engagement at the core of all our activities.

Commitment	Jointly across SPD and SPM this year
<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 information of when and how to contact us.</li> </ul>	58% awareness of SP Energy Networks (up 9%) 15% awareness of the new national 105 number 63% increase in Facebook likes, 29% 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. Regular online newsletters to stakeholders.
<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 areas for stakeholders, enabling engagement channels to remain open in between formal engagements.
<ul style="list-style-type: none"> <li>We will introduce an annual programme so stakeholders know what engagement to expect.</li> </ul>	Embedded business processes for engagement planning supported by new IT system are providing a robust, multilayered 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>	Our score of 6.28 in this year's Stakeholder Engagement Incentive demonstrates our ongoing work to serve.

# 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 this year	SPM this year
● 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 10%.	Average improvement of 10%.
● 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.	97.7% contacted within 2 days.	98.2% contacted within 2 days.
● Engage and proactively work with our customers to meet their preferred completion and 'power on' date.	99.8% of completion dates are as agreed with customer.	99.8% of completion dates are as agreed with customer.
● Reduce the average time to deliver connections year-on-year. (The Time to Connect targets are 42.08 for a single property and 52.70 working days for multiple properties).	Our average time to connect was 51.11 working days for single premises, and 63.97 days for multiple premises.	Our average time to connect was 45.26 working days for single premises, and 59.76 days for multiple premises.
● 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.	77.6% 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 on Connections Engagement ICE.	Engagement drove 54 improvement actions – 96% of which already delivered.	Engagement drove 54 improvement actions – 96% of which already delivered.
● Ensure our average time to deliver connections is in the top group of DNOs.	8th of 14 on the DNO league table in Ofgem's 2015/16 Annual Report.	9th of 14 on the DNO league table in Ofgem's 2015/16 Annual Report.
● 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.

★ Substantially ahead of 2016/17 target

● On 2016/17 target

● Partially or marginally below 2016/17 target

● Substantially below 2016/17 target

# Appendix A:

## Connections (*continued*)

Commitment	SPD this year	SPM this year
● Use innovative solutions to meet the uptake of low carbon technologies.	We have deployed reactors as business as usual to allow lower cost DG connections.	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 proactively with 3rd party groups wishing to connect to our network.	Competition in Connection Code of Practice implemented November 2015.	Competition in Connection Code of Practice implemented November 2015.
● We will continue to promote competition in every way we can.	Covered in our adoption of Competition in Connection Code of Practice, for example additional data on loadings and network maps provided.	Covered in our adoption of Competition in Connection Code of Practice, 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 SPM's area.

★ Substantially ahead of 2016/17 target

● On 2016/17 target

● Partially or marginally below 2016/17 target

● Substantially below 2016/17 target



# 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 this year
● 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 late 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 Smart Grid 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 licensees 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.	We installed a total of 878 of Low Carbon Technologies in SPD (equivalent to 439MW) and 952 in SPM (equivalent to 149MW).
● Underground 85km of overhead lines in Areas of Outstanding Natural Beauty.	We have removed 2km of overhead lines, 0.1 km in Snowdonia, 0.9km in Llyn Peninsular and 1.0km in Ynys Mon/Anglesey.
● Install lower loss transformers to reduce losses by 50% at more than 1.300 of our secondary substations.	Program led to the replacement of 87 high loss transformers in 2016/17.
● Reduce our carbon footprint (excluding network losses) by 15% by 2023.	In 2016/17 we reduced our CO2 emissions on Buildings Energy use, operational vehicle use and business travel by 8%. We have continued to expand on the carbon data we receive from our contractors and have therefore seen an increase in this area.
● Use electronic vehicle management system to optimise our vehicle utilisation keeping vehicle numbers, broadly similar in ED1.	We have now fully introduced our electronic vehicle management system and are progressing towards purchase of new fleet vehicles.

# Appendix A:

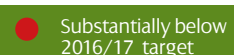
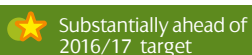
## Environment *(continued)*

Commitment	Jointly across SPD and SPM this year
<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>	We have installed LED lighting at 9 of our sites and PIR lighting motion sensors at 6 sites. Site surveys revealed 4 of our properties that would benefit from enhanced wall insulation, work to complete insulation at these sites was completed in early 2017.
<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>	In 2016 we implemented a contract with a new travel provider, and will work with them to encourage a reduction in business travel across SPEN.
<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 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>	In 2016/17 we completed 12 oil mitigation schemes in SPM and 15 in SPD licence areas.
<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>	We have 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.

# 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 this year
● Lead the industry for public safety.	Zero Improvement Notices, Prohibition Notices or Prosecutions.
● Maintain a positive relationship with the Health and Safety Executive (HSE) through positive engagement.	A range of discussions held with the HSE on a number of network related topics including managing public safety and metal theft.
● 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 £12.6m modernising the electricity supply to residents of flats and tenement buildings in 2016/17. This represents 11% of our ED1 allowance.
● Eradicate all low overhead line clearances across roads by April 2015 and continue to enhance public safety by upgrading all of our overhead line clearances to the latest industry technical standards by 2020.	SPEN spent £14.1m on Overhead Line Clearances in 2016/17 which is 12% of ED1 programme.
● Increase the rate at which we modernise our substations by over 20%, improving safety and security of supplies at a lower overall cost.	The substation modernisation programme has replaced or refurbished more than 2,197 items of High Voltage substation equipment.
● Meet or improve upon our accident rate performance metrics defined within our internal continuous improvement Health and Safety operating plans.	Staff Lost Time Accident Rate rose to 0.25 but remained on target.
● Conduct thorough incident investigations, learn lessons quickly and implement changes to make our business safer.	6 Panels of enquiry were conducted in 2016/17 and 86 actions identified and implemented to avoid recurrence.
● Help our contracting teams to reduce their accident rate.	The Contractor Lost Time Accident Rate showed a significant improvement from 0.71 to 0.49 and reflective of the effort to engage with our contractor base.
● Put the 'Health' into Health and Safety – our employees will benefit from a risk based occupational health monitoring programme.	1,000 Employees require health surveillance monitoring on a biennial programme with c700 employees screened in 2016/17.
● We will safeguard our staff, members of the public and minimise disruption to supplies by implementing additional security measures to reduce the impact of interference and metal theft at our high-risk substations.	Substation security is improving with the fitting of new encoded padlocks.



**SP Distribution and SP Manweb**

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# Appendix B

Our business

# 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 Power Engineering Apprentices 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. To achieve this we recruited 36 Apprentices to compliment our industrial trainee talent pool. We are developing this team to reach multi-skilled craftsperson level across all three trade types of Fitting, jointing and Overhead lines.

In conjunction with this we also started the upskilling of 6 Technical Craftsperson Trainees and the retraining process for a number of internal team members to deliver against our business targets.

### Engineering Skills

We provide a consistent level of support in this area. We have attended 37 High Schools, 17 Universities, 10 colleges, 12 community projects and 16 volunteering events both locally and 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.

36

Industrial trainees recruited

Supported

92

events promoting engineering opportunities



**SP Distribution and SP Manweb**

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# 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..

## 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.

## Exceptional Event (Often referred to as a Severe Weather Event or Significant Event)

An event where the number of incidents caused by the event at distribution higher voltage in that period is equal to or greater than the commencement threshold number. In SPD the threshold is 76 and in SPM the threshold is 68. 'Distribution Higher Voltage' means any nominal voltage of more than 1,000 volts up to and including 132 kilovolts (except in Scotland, where it means any nominal voltage of more than 1,000 volts but less than 132 kilovolts).

# 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 on 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 (SECV) 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).



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