

**2.5 Published Outputs**

<b>1. Energy Not Supplied (ENS)</b>								
	2014	2015	2016	2017	2018	2019	2020	2021
Volume of unsupplied energy	42.4	3.0	14.7	10.4	3.0	39.4	0.0	0.0
Volume of unsupplied energy from excluded incidents (other than exceptional events)*	0.1	0.2	0.8	0.1	0.0	0.4	0.0	0.0
Volume of unsupplied energy in incidents categorised as 'exceptional events'	0.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Volume of unsupplied energy in incidents due to Incentivised Loss of Supply Events	42.2	2.8	13.9	10.3	3.0	39.1	0.0	0.0
Target (in MWh)	225.0	225.0	225.0	225.0	225.0	225.0	225.0	225.0
Difference (in MWh)	-182.8	-222.2	-211.1	-214.7	-222.0	-185.9	-225.0	-225.0

\* Events of the type specified to be excluded from the definition of 'Incentivised Loss of Supply Event' under Special Condition 1C

<b>2. SF6</b>								
	2014	2015	2016	2017	2018	2019	2020	2021
Actual (kg)	729.5	494.6	441.0	388.1	460.0	695.8	0.0	0.0
Target (kg)	573.3	591.8	618.9	707.4	782.1	788.5	790.3	790.3
Difference (kg)	-156.2	97.2	177.9	319.3	322.1	92.7	790.3	790.3

<b>3. Stakeholder Satisfaction</b>								
	2014	2015	2016	2017	2018	2019	2020	2021
NGET Customer survey	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
NGET Stakeholder survey	n/a	n/a	n/a	0.0	0.0	0.0	0.0	0.0
SPT KPI	n/a	n/a	n/a	77.0	78.0	70.7	0.0	0.0
SHE Transmission KPI	n/a	n/a	n/a	0.0	0.0	0.0	0.0	0.0
SPT Stakeholder survey	n/a	n/a	n/a	7.9	8.3	8.5	0.0	0.0
SHE Transmission Stakeholder survey	n/a	n/a	n/a	0.0	0.0	0.0	0.0	0.0
SPT external assurance of its stakeholder engagement	0.5	0.5	0.5	1.0	1.0	1.0	0.0	0.0
SHE Transmission external assurance of its stakeholder engagement	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

<b>4 SHE Transmission and SPTL Timely connections</b>								
	2014	2015	2016	2017	2018	2019	2020	2021
Number of offers	52.0	88.0	116.0	63.0	60.0	104.0	0.0	0.0
Number of offers delivered on time	50.0	86.0	116.0	63.0	59.0	104.0	0.0	0.0
Number of offers not delivered on time	2.0	2.0	0.0	0.0	1.0	0.0	0.0	0.0
Number of offers delivered on time but where the offers were then altered	41.0	52.0	74.0	40.0	43.0	60.0	0.0	0.0