

Performance Snapshot for 2017/18

1.1 This performance snapshot is based upon the requirements specified by Ofgem in the Business Plan Commitments Report guidance document, replicating the data submitted in table S11 of the annual regulatory reporting pack. An explanation of terms can be found in the Glossary.

	West Midlands	East Midlands	South Wales	South West
Number of Customers				
No. of Customers on DNOs network	2,481,944	2,647,059	1,133,101	1,613,218
Network length				
Overhead lines (km)	23,399.5	21,073.0	17,970.2	27,758.7
Underground lines (km)	41,478.9	52,672.4	17,699.6	22,767.6
Other (Subsea cables) (km)	0.4	-	8.9	83.7
Total DNO Network Length (km)	64,878.8	73,745.5	35,678.7	50,610.0
Total expenditure (TOTEX)				
Total Expenditure (£m)*	251.2	255.6	122.8	208.6
RIIO-ED1 allowance (£m)*	253.2	248.1	140.0	210.5
% of Allowed Totex	99%	103%	88%	99%
Quality of service (unweighted)				
Customers Interrupted per 100 customers (including exceptional events)	62.0	46.3	48.0	64.0
Customer Minutes Lost (including exceptional events)	35.1	22.6	25.4	41.2
Customers Interrupted per 100 customers (excluding exceptional events)**	53.8	45.6	44.9	58.2
Customer Minutes Lost (excluding exceptional events)**	26.6	22.1	22.8	34.1
Unrestricted domestic tariff (adjusted for typical consumption)				
Tariff Charge (£)*	74.1	67.2	91.1	100.6
Connections				
Time to Quote (LVSSA) (Days)	4.1	3.5	3.3	4.9
Time to Connect (LVSSA) (Days)	28.1	28.2	28.4	25.7
Customer satisfaction				
Overall Broad Measure of Customer Satisfaction score (out of 10)	8.91	8.90	9.03	8.90
Social obligations - Individual Stakeholder Engagement and Consumer Vulnerability score (out of 10)				
8.75				
Incentive on connections engagement (ICE) – penalties incurred under the ICE scheme (£)				
No penalties incurred.				
Safety - qualitative summary				
In 2017/18 the accident rate for WPD as a whole was 0.87 accidents per 100 staff, this is better than our overall target for RIIO-ED1. In 2017/18 there were no improvement notices or prohibition notices issued by the HSE. In 2017 legal proceedings concluded for an incident where a member of staff died after a pole failed that he was working on in January 2013. WPD admitted to failings and the fine and costs have been paid.				
Environmental impact - qualitative summary				
WPD's business carbon footprint has decreased by 13% in comparison to our benchmark year of 2012/13, we have beaten our in year target for RIIO-ED1.				
Innovation - qualitative summary				
WPD had 26 innovation projects active during 2017/18 including one new project (EFFS - Electricity, Flexibility and Forecasting System) which successfully gained funding via the Network Innovation Competition. We have undertaken a range of actions to start the process of implementing our DSO transition strategy.				

*Values are quoted in 2012/13 prices, as this is the price base used for setting allowances, within licence conditions and within Ofgem financial models. Costs incurred in 2017/18 have been deflated to be comparable to the allowances.

**The values shown are based upon data submitted to Ofgem in table S11 as part of annual reporting on 31 July 2018. The values in S11 vary to those stated in other sections of this report. S11 states the total unweighted impact, whereas in this report we compare performance to targets (which includes application of weighting factors defined by Ofgem). Other differences may arise due to the values used for exceptional event exclusions which are not finalised by Ofgem until after 31 July 2018.