

## Performance Snapshot for 2018/19

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 SI1 of the annual regulatory reporting pack. An explanation of terms can be found in the Glossary.

	West Midlands	East Midlands	South Wales	South West
<b>Number of Customers</b>				
No. of Customers on DNOs network	2,491,212	2,658,397	1,137,812	1,624,131
<b>Network length</b>				
Overhead lines (km)	23,320.6	20,961.8	17,951.6	27,688.5
Underground lines (km)	41,832.5	53,149.5	17,798.2	23,026.8
Other (Subsea cables) (km)	0.4	-	8.9	83.7
Total DNO Network Length (km)	65,153.4	74,111.3	35,758.7	50,799.0
<b>Total expenditure (TOTEX)</b>				
Total Expenditure (£m)*	226.3	229.8	127.7	191.8
RIIO-ED1 allowance (£m)*	257.6	252.3	149.0	214.4
% of Allowed Totex	99%	103%	88%	99%
<b>Quality of service (unweighted)</b>				
Customers Interrupted per 100 customers (including exceptional events)	54.4	38.9	39.7	49.1
Customer Minutes Lost (including exceptional events)	27.4	21.3	20.9	33.3
Customers Interrupted per 100 customers (excluding exceptional events)**	54.4	38.9	38.0	48.0
Customer Minutes Lost (excluding exceptional events)**	27.4	21.3	19.4	32.4
<b>Unrestricted domestic tariff (adjusted for typical consumption)</b>				
Tariff Charge (£)*	70.7	62.6	87.5	88.5
<b>Connections</b>				
Time to Quote (LVSSA) (Days)	4.9	3.6	3.6	5.4
Time to Connect (LVSSA) (Days)	29.9	30.4	27.1	27.4
<b>Customer satisfaction</b>				
Overall Broad Measure of Customer Satisfaction score (out of 10)	9.03	8.99	9.13	8.98
<b>Social obligations - Individual Stakeholder Engagement and Consumer Vulnerability score (out of 10)</b>				
8.35				
<b>Incentive on connections engagement (ICE) – penalties incurred under the ICE scheme (£)</b>				
No penalties incurred.				
<b>Safety - qualitative summary</b>				
In 2018/19 the accident rate for WPD as a whole was 0.86 accidents per 100 staff, this is better than our overall target for RIIO-ED1. In 2018/19 there were no improvement notices, prohibition notices or prosecutions from the HSE.				
<b>Environmental impact - qualitative summary</b>				
WPD's business carbon footprint has decreased by 17% in comparison to our benchmark year of 2012/13, we have beaten our in year target for RIIO-ED1.				
<b>Innovation - qualitative summary</b>				
WPD had 31 innovation projects receiving innovation stimulus funding during 2018/19. We have undertaken a range of actions to implement our DSO transition strategy, we are well on the way to moving to an active system to manage the 9GW of generation and energy storage connected to WPD's distribution network and a further 7.5GW of capacity offered. We have published a DSO forward plan, together with an Electric Vehicle 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 2018/19 have been deflated to be comparable to the allowances.

\*\*The values shown are based upon data submitted to Ofgem in table SI1 as part of annual reporting on 31 July 2019. The values in SI1 vary to those stated in other sections of this report. SI1 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 2019.