

Performance Snapshot for 2020/21

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
Number of Customers				
No. of Customers on DNOs network	2,505,140	2,674,911	1,147,345	1,636,981
Network Length				
Overhead lines (km)	23,168.5	20,755.7	17,893.7	27,559.4
Underground lines (km)	42,403.2	53,998.2	18,024.1	23,453.2
Other (Subsea cables) (km)	0.4	0.0	8.9	83.7
Total DNO Network Length (km)	65,572.1	74,753.9	35,926.8	51,096.3
Total Expenditure (TOTEX)*				
Total Expenditure (£m)*	263.1	254.3	139.5	196.4
RIIO-ED1 allowance (£m)*	263.8	257.3	124.1	210.0
% of Allowed	100%	99%	112%	94%
Quality of Service (unweighted)**				
Customers Interrupted (including exceptional events)	45.9	39.0	39.7	57.0
Customers Minutes Lost (including exceptional events)	26.2	22.0	22.4	34.5
Customers Interrupted (excluding exceptional events)	43.0	39.0	35.9	55.2
Customers Minutes Lost (excluding exceptional events)	24.3	22.0	19.6	34.5
Unrestricted Domestic Tariff (adjusted for typical consumption)				
Tariff Charge (£)*	66.5	63.9	87.6	86.6
Connections				
Time to quote (LVSSA) (Days)	1.1	1.6	1.1	2.8
Time to connect (LVSSA) (Days)	32.0	31.7	29.8	36.8
Customer Satisfaction				
Overall Broad Measure of Customer Satisfaction score (out of 10)	9.12	9.19	9.28	9.14
Social Obligations				
Individual stakeholder Engagement and Consumer Vulnerability score (out of 10)	To be confirmed by Ofgem			
Incentive on Connections Engagement (ICE) - penalties incurred under the ICE scheme (£)				
No penalties incurred.				
Safety - qualitative summary				
In 2020/21 the accident rate for WPD as a whole was 0.68 accidents per 100 staff. The accident rate has continued to improve below the 10% improvement rate set for RIIO-ED1. In 2020/21 there were no improvement notices or prosecutions from the HSE. We have appealed an HSE prohibition notice.				
Environmental impact - qualitative summary				
WPD's business carbon footprint has reduced by 34% in comparison to our benchmark year of 2012/13, we have beaten our in-year target for 2020-21.				
Innovation - qualitative summary				
WPD had 30 innovation projects active during 2020/21. We have seen a significant rollout of innovative flexibility initiatives, including procurement of flexibility service via the Flexible Power brand which has procured 441MW of flexible services during 2020/21, impacting over 1,777,498 customers and achieving £40m of deferred/avoided reinforcement (in 2020/21 prices). As part of our DSO forward plan we also conducted proactive bi-lateral engagement with local authorities, shared DFES data and gathered information on achieving decarbonisation to inform our planning processes.				

*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 2020/21 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 2021. 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 2021.