

Performance Snapshot

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 separate Glossary document.

	West Midlands	East Midlands	South Wales	South West
Number of Customers				
No. of Customers on DNOs network	2,463,217	2,622,449	1,122,920	1,590,050
Network Length				
Overhead lines (km)	23,590.0	21,356.5	17,964.8	27,893.9
Underground lines (km)	40,678.7	51,619.9	17,637.4	22,267.4
Other (Subsea cables) (km)	0.2	0.0	10.1	86.5
Total DNO Network Length (km)	64,269.0	72,976.4	35,612.3	50,247.8
Total Expenditure (TOTEX)				
Total Expenditure (£m)	294.1	290.4	134.2	210.4
RIIO-ED1 allowance (£m)	260.3	285.1	147.1	215.1
% of Allowed Totex	113%	102%	91%	98%
Quality of Service (unweighted)				
Customers Interrupted per 100 customers (including exceptional events)	66.0	43.6	50.0	56.9
Customer Minutes Lost (including exceptional events)	32.4	21.1	22.1	37.5
Customers Interrupted per 100 customers (excluding exceptional events)	63.3	41.7	43.8	47.9
Customer Minutes Lost (excluding exceptional events)	28.4	19.9	20.7	29.0
Unrestricted Domestic Tariff (adjusted for typical consumption)				
Tariff Charge (£)	79.5	75.6	95.8	106.9
Connections				
Time to Quote (LVSSA) (Days)	4.8	3.5	8.4	6.6
Time to Connect (LVSSA) (Days)	34.3	31.9	30.2	32.0
Customer Satisfaction				
Overall Broad Measure of Customer Satisfaction score (out of 10)	8.84	8.96	8.98	8.86
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 2015/16 the accident rate for WPD as a whole was 1.22 accidents per 100 staff. This is better than DPCR5 average and RIIO-ED1 target, but is a slight increase on the 2014/15 performance (1.16). This general good performance was overshadowed by the fatality of a colleague. In 2015/16 there were no HSE improvement notices and no HSE prohibition notices,			
Environmental impact				
Qualitative summary	The business carbon footprint has increased from the benchmark year of 2012/13. However, there has been a 3% reduction since 2014/15.			
Innovation				
Qualitative summary	18 innovation projects in progress during the year.			