

Performance Snapshot 2017/18

Output	Metric		East of England	London	North West	West Midlands
Number of customers directly connected to network	No.	Comparator	4,011,239	2,273,731	2,687,832	1,961,381
Total GDN network length all pressure tiers	km	Comparator	51,780	20,931	34,190	24,210

Network reliability

Overall network reliability	% of full delivery 24/7/365	Comparator	99.998%	99.989%	99.998%	99.998%
Maintaining Operational performance		8 year	√	√	√	√
Unplanned customer interruptions – exc. major incidents	No. of customers affected	Comparator	11,763	10,421	11,286	6,089
	% per number of total customers	Comparator	0.3%	0.5%	0.4%	0.3%
	Average duration in minutes	Comparator	1055	11190	648	1378
Interruptions - unplanned (vol)		8 year	√	√	√	√
Interruptions - unplanned (duration)		8 year	√		√	√
Interruptions - planned (vol)		8 year	√	√	√	√
Interruptions - planned (duration)		8 year	√	√	√	√
Number of major incidents	Number : Customers affected	Comparator	1 : 548	0 : 0	0 : 0	0 : 0

Customer satisfaction

Customer satisfaction – Emergency response & repair	score out of 10	Ofgem target (8.01)	9.44	9.05	9.38	9.29
Customer satisfaction – Planned works	score out of 10	Ofgem target (8.04)	8.46	8.25	8.11	7.75
Customer satisfaction – Connections	score out of 10	Ofgem target (8.09)	8.44	7.17	8.69	7.85
Complaints metric	scoring of complaints resolution	Ofgem target (below 11.57)	5.71	7.52	7.79	7.62
Stakeholder Engagement			6.0	6.0	6.0	6.0

Connections

% of all quotes issued within timescales set	%	Ofgem target	99.74%	99.65%	99.83%	99.80%
% of jobs substantially completed on date agreed with the customer	%	Ofgem target	93.66%	92.15%	96.32%	92.44%
Introduce distributed gas entry standards - cumulative 17/18		8 year	√	√	√	√

Social obligations

Fuel poor connections made in year	No.	Ofgem target	1,921	527	1,929	1,053
% of fuel poor connections RIIO to date vs period to date target	% better than target	Comparator	29%	-6%	2%	2%
Carbon Monoxide awareness		Annual	√	√	√	√

Safety

Attend uncontrolled escape in 1 hr	% achieved	Ofgem target is 97%	97.1%	97.4%	98.0%	97.3%
Attend controlled escape in 2 hrs	% achieved	Ofgem target is 97%	97.7%	97.8%	98.9%	98.2%
Annual repair risk performance vs target	% better than target	Ofgem target	91.7%	97.5%	94.2%	92.0%
Call Centre response	% better than target	Ofgem target	92.03%	92.03%	92.03%	92.03%
Iron mains risk removed	% better than target	Ofgem target	86.5%	64.3%	89.7%	73.6%
Major accident prevention		Compliance	√	√	√	√
Sub deducts		Ofgem target	√	√	√	√

Environmental impact

Reduction in shrinkage in year (gas emissions)	Volume (GWh)	Comparator	-4	-14	-10	-2
Shrinkage actuals compared to target volume	Improved shrinkage %	Ofgem target	8%	7%	8%	6%
Renewable gas connections	Number : Volume (scmh)	Comparator	0 : 1230	1 : 100	0 : 0	0 : 1400
Provide biomethane connections info.		Annual	√	√	√	√

Financials

Totex operating costs	£m	Ofgem target	319	267	214	164
% lower Totex than allowance	%	Comparator	9%	14%	17%	18%
Other pass through costs	£m	Comparator	123	92	110	76