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Scottish and Southern  
Electricity Networks  
**Distribution**  
**Performance Snapshot**

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2015/16



**Scottish & Southern**  
Electricity Networks

# A message from our Managing Director

I am pleased to bring you Scottish and Southern Electricity Networks' (SSEN) Distribution Performance Snapshot for the 2015/16 regulatory year.

The start of this new regulatory framework for Distribution Network Operators (DNOs) brought many new opportunities and challenges. For us it heralded the beginning of an unprecedented period of change as we reshaped and reorganised ourselves to put our customers first. Our strategy is a clear one: it is shaped around the safety of both our customers and our people.

During this first year under the incentives-based RII0-ED1 price control, we made significant steps in driving change in all areas of our operations, processes and standards. The introduction of a change programme continues to ensure that we set ourselves up to meet the demands of the price control. Our focus is on the delivery of efficient operations and the best possible experience for customers, and we have prioritised our efforts to make improvements in customer service.

The most significant of these are the two measures relating to our supply interruption performance: Customer Interruptions and Customer Minutes Lost (CIs and CMLs). In the first year of the new price control our adoption of a 'restore first, repair second' method was a driver in bringing down our CIs and CMLs. The continued investment in automation, network reinforcement and tree cutting are also delivering improvements in this area.

We are committed to improving upon and providing a fast and efficient connections service for domestic and commercial customers by reducing the Distribution element of our customers' energy bills, lessening our Business Carbon Footprint and delivering a highly reliable supply (c.99.99% availability).

We also renewed our identity following feedback from our customers, stakeholders and our people. As SSEN, we simplified our brand, providing a greater understanding of who we are, what we do and how we can be contacted. Our new name and identity sums up what we do and defines our core purpose as 'Powering our community', putting the customer at the heart of all we do.

Although the look and feel of our company may have changed, our focus continues to be on providing first class customer service whilst operating a safe, reliable and sustainable network for our 3.7 million customers.

Overall, I believe we have made good progress against our business plan commitments in the first year of this eight-year price control. However we recognise areas where we still have work to do if we are to meet and exceed our customers' expectations, and I am determined to put that right in the years ahead.

To request a copy of our more detailed Business Plan Commitment Report 2015/16, please email [Ross.Williams@sse.com](mailto:Ross.Williams@sse.com) or visit our website [www.ssen.co.uk](http://www.ssen.co.uk).



**Colin Nicol**  
Managing Director, Scottish and Southern Electricity Networks

# Performance Snapshot 2015/16

## Our network

Number of customers served

SHEPD  
**762,398**

SEPD  
**3,016,250**

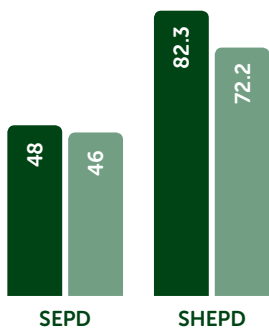
The combined length of overhead and underground (including submarine) cables and lines on our network

SHEPD  
**48,332km**

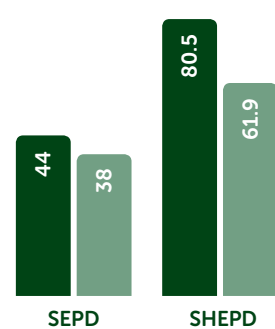
SEPD  
**78,012km**

## Reliability

**Customer Interruptions (CI)**  
The average number of interruptions per 100 customers per year



**Customer Minutes Lost (CML)**  
The average number of minutes a customer is off supply



Including Exceptional Events e.g. extreme weather

Excluding Exceptional Events

## Customer satisfaction

Overall Broad Measure of Customer Satisfaction score out of 10



**£0**

Penalties incurred under the Incentive on Connections Engagement (ICE) scheme

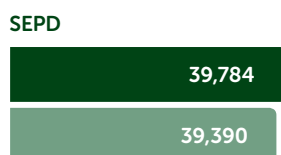
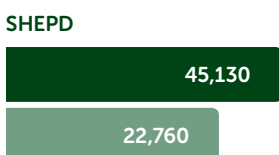
**5.73**<sup>/10</sup>

Our Stakeholder Engagement and Consumer Vulnerability score out of 10

## Environmental Impact

Total Business Carbon Footprint (BCF)

2014/15 2015/16



\* All financial figures quoted in this report are in 2012/13 prices

## Finance

**£402.4m**

Unrestricted Domestic Tariff Charge (not including the domestic customer rebate)

SHEPD **£115.3**

SEPD **£75.6**

Total Expenditure in 2015/16

SHEPD **£142.2m**  
(89% of our allowance)

SEPD **£260.2m**  
(85% of our allowance)

## Connections

**Time to Quote**

The average number of working days taken to provide a connection offer

SEPD SHEPD

Single connection 2-4 connections

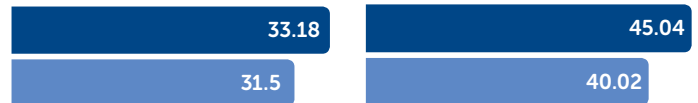


**Time to Connect**

The average number of working days taken to provide a connection following acceptance of a connection offer

Single connection

2-4 connections



## Reliability and Safety

In 2015/16 we successfully complied with Health and Safety Executive (HSE) legislation.

Under the banner of "if it's not safe, we don't do it" we encourage all employees and contractors to stop work if necessary to ensure they did not put themselves, others or the environment at risk.

## Innovation

### Constraint Managed Zones (CMZ)

Our CMZs will look to ensure that security of supply is met for sections of the network through the use of load variation techniques, such as Demand Side Response, Energy Storage and stand-by generators rather than simply resorting to traditional reinforcement.

### My Electric Avenue

My Electric Avenue has been monitoring what impact Electric Vehicle (EV) charging could have on the electricity network and has tested real solutions to allow more EVs to connect with minimal disruption.

The project was recently awarded the Successful Delivery Reward (SDR) for efficient project delivery.

### Active Network Management (ANM)

Our ANM methodology, which actively manages the network to facilitate generation connections without expensive network reinforcement, has been successfully deployed in Orkney, Shetland and the Isle of Wight.

It has now been consolidated as a template that is replicable and suitable for wider roll out.



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