

2 Network reliability

Keeping the lights on

Our customers expect us to keep the lights on. There will sometimes be interruptions to the power supply but we are reducing the number of times the power is cut, the number of people who are affected and the length of time power cuts last. We make sure that our IT systems and processes help us restore electricity supply quickly and safely. We want to be at the forefront of innovations that will provide even more secure power supplies in the future.

Nimax Theatres
Executive Director

“A reliable power supply is absolutely essential for the success of West End theatres. In the event of a power cut we need to be able to recover our operations as quickly as possible to avoid losing shows and audiences and protect London theatres’ first class reputation around the world.”

UK Power Networks has worked with Nimax to understand our business priorities, look at ways of improving resilience and ensure good communication links both on the ground and at management level so that in the event of a power cut we can respond as quickly and effectively as possible to avoid disruption.”



Best in class technology

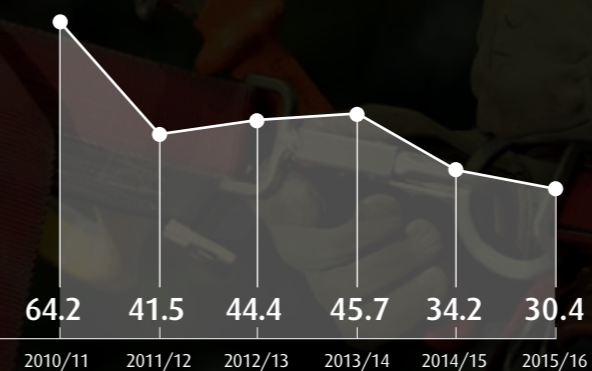
We are proud to be the first electricity distribution company to use the latest generation of self-healing power systems on our network. This technology, called Automatic Power Restoration System, is another way to reduce the impact of power cuts on our customers. When something goes wrong on the network, it automatically identifies and isolates the fault and reroutes the power. In many cases the power can be restored remotely, with no one needed to attend the site. This means that, even with major faults, the number of people affected is much lower and we can focus our attention on them and restore their power much quicker.

Customer minutes lost in 2015/16

30.4 CML

Customer minutes lost (CML) are the average length of time customers are without power, for power cuts lasting three minutes or longer.

On average, a customer connected to our network will be off supply for just over half an hour per year. This is a 53% improvement on 2010/11, when the average duration was 64 minutes.



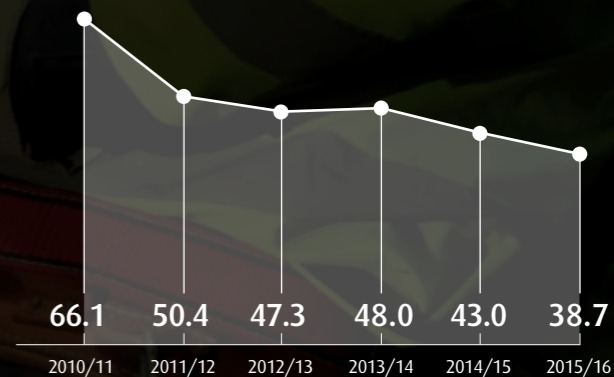
Figures are a weighted average of the three licence areas and exclude exceptional events

Customer interruptions in 2015/16

38.7 CI

Customer interruptions (CI) are the number of customers interrupted per 100 customers on our network.

This means that customers in 2010/11 were interrupted on average once every 18 months. Our performance improvement has resulted in customers now seeing an interruption on average less than once every two and a half years.



Figures are a weighted average of the three licence areas and exclude exceptional events

Network reliability

continued

The year from April 2015 to March 2016 was a period of tremendous achievement for UK Power Networks. Customer satisfaction reached an all-time high. Reliability, as measured by the frequency and duration of power cuts, was our best ever. Safety measures, too, showed that we are continuing to accelerate improvements in this vital area.

We have achieved this success by keeping a laser-like focus on the following areas: safety, customer service and costs. We pride ourselves on leading innovation in our sector, and all the technology and new ways of working that we develop are designed to make the experience of our customers better, cheaper, greener, faster or easier, or to help us take better care of the safety and well-being of our employees and the general public. And sometimes they do more than one of these.

We are diligent about our role as a respected corporate citizen. We are working hard to earn our place at the heart of the society and the business community that we serve. That commitment includes the individuals and businesses that we support, the environment where we live and work, and the people who work for us, and their families.

Summary of our performance

Improvement since 2010/11



Lost time incidents improved by **80%**



Customer minutes lost improved by **53%**

* Since 2011/12



Customer interruptions improved by **42%**

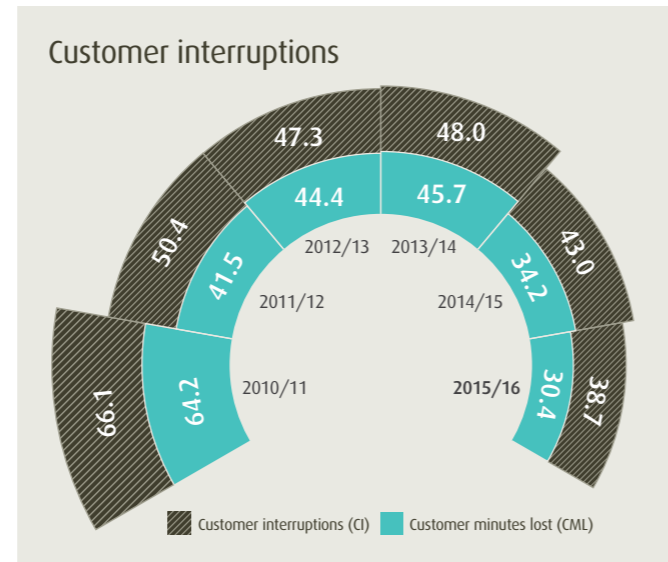


Customer satisfaction increased by **15%***

Network reliability

Our customers are, by and large, unaware of the service that UK Power Networks provides. That is how it should be. Most of our work takes place behind the scenes, keeping the lights on and the wheels turning. That is why our teams focus hard on keeping the number of power cuts to a minimum and, when they do happen, making sure they are as short as possible. We recognise the inconvenience of power cuts to our customers and the enormous reliance on electricity most people have these days. So both the number and the duration of power cuts are the main measures by which we track our reliability.

We have made these improvements on the one hand by investing in new technology and on the other hand by changing our internal culture. Thanks to a recent programme of training and communication, everyone in UK Power Networks understands the importance of great customer service. People know that they are accountable and take responsibility for putting things right. We have a range of measures and reports tracking reliability. That means our managers have a performance dashboard that keeps them up to date with problems and the progress we are making to resolve them. They can see what is happening in real time and problems are automatically escalated after a certain time. We set ourselves stretching targets to improve our reliability performance and the graph below shows that we are succeeding.



Customers in 2010/11 saw an interruption on average once every 18 months. Our performance improvement means that this year, customers saw an interruption on average less than once every two and a half years.

Most of our work takes place behind the scenes, keeping the lights on and the wheels turning. That's why our teams focus hard on keeping the number of power cuts to a minimum and, when they do happen, making sure they are as short as possible.

We are making substantial investments in technology that plays a large role in improving reliability. Our ground-breaking 'self-healing' power systems on our networks are a world first. Thanks to them, faults can be isolated and power rerouted and restored without a person having to attend the fault.

Case study Storm Katie

In the normal course of events, customers are unaware of the service we provide. It is when events take an unusual turn that we show our true mettle. During and in the aftermath of Storm Katie in March 2016 UK Power Networks pulled out all the stops for its customers. We showed that in a crisis, even more than usual, UK Power Networks employees worked together brilliantly as a team. Their commitment to providing the best service they could in incredibly difficult conditions showed how truly embedded great customer service is for us.

