

**Following the publication of the 2009-10 Connections Industry Review (CIR) on 25 February 2011 we have been made aware of a number of errors within the report. As a result we issued a corrigenda on 2 March 2011 to amend these errors.**

**Since then DNOs have advised us that further adjustments were required to some of the underlying data; these changes have now been made. Therefore we are now republishing the CIR. This note sets out all of the changes that have been made since the initial publication.**

**Publication Reference: 20/11**

## Overview Report

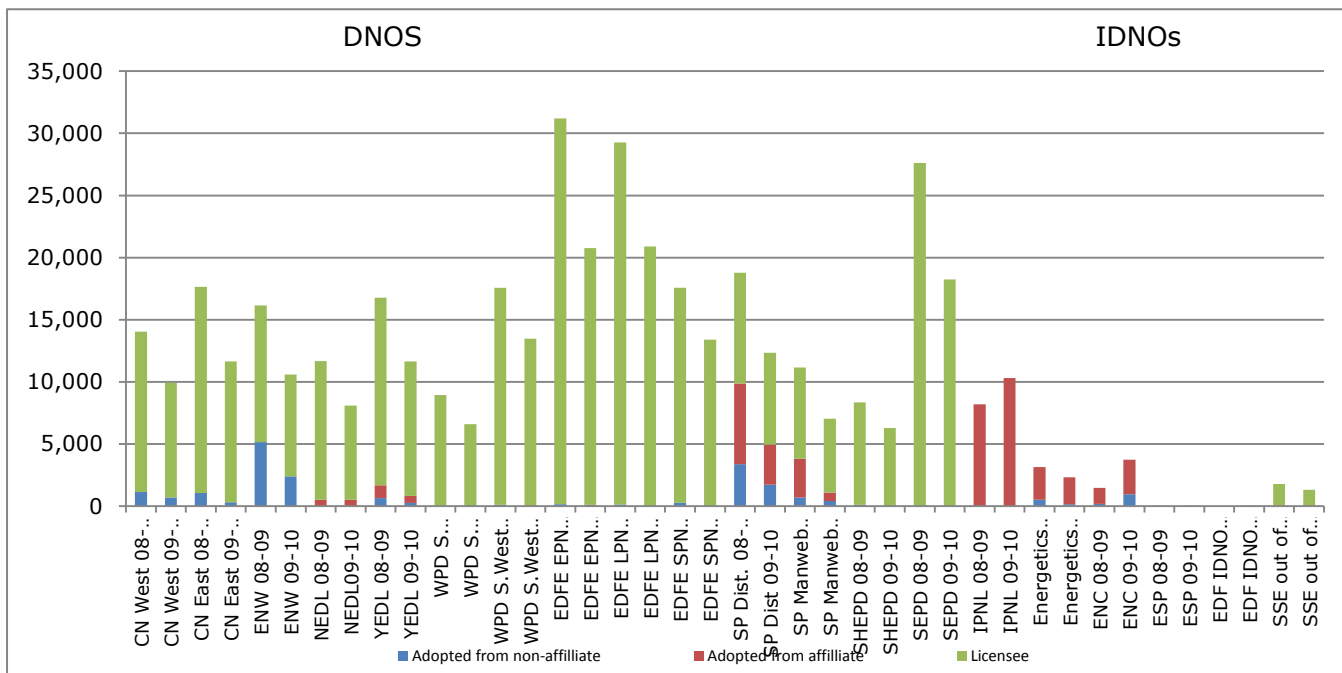
### Paragraph 2 in Regulation section of Summary

Since May 2005 the gas connections framework has included mandatory Gas Performance Standards. These set out the requirement on IGTs and GDNs to quote for work and to complete works within specified timeframes. There are financial penalties for failure to meet these standards. Performance by GDNs against the gas guaranteed standards continued to be good in 2009-10, with the standards being met on 99 per cent of occasions, a slight increase on the previous year. IGTs met the standards on 91.8 per cent of occasions, which represented a decrease on 2008-09. However, we are concerned with the accuracy of quotations issued by some companies, where a high proportion of quotations referred for review by customers were found to be inaccurate.

**Table 2.1 – Total number of connections made by third parties that were reported by DNOs has been updated as well as the total number of connections.**

Connections by:	DNO 2007-08	IDNO 2007-08	DNO 2008-09	IDNO 2008-09	DNO 2009- 10	IDNO 2009-10
Licensee	294,161	308	222,693	0	159,877	1,350
	87%	0%	85%	0%	85%	1%
Companies affiliated to the licensee	19,727	3,961	11,143	12,133	4,955	15,284
	6%	1%	4%	5%	3%	8%
Third Parties	14,108	5,979	12,911	678	<del>6,094</del> <u>6025</u>	1,117
	4%	2%	5%	0%	3%	1%
Total	327,996	11,585	246,747	14,585	<del>170926</del> <u>170857</u>	17,751
	97%	3%	94%	6%	91%	9%
Industry Total	339,581		261,332		<del>188677</del> <u>188608</u>	
	100.00%		100.00%		100.00%	

**Figure 2.4 – CN West changed to CN East on the fourth bar from the left. Affiliate and non-affiliate split for 09-10 has been updated. 2009-10 data for CN West and East also updated after a revised submission.**



**Paragraph 2.7 – Number of DG connections updated**

Significantly in 2009-10 there has been an increase in the number of Distributed Generation (DG) connections that have been completed. Table 2.2 below shows an increase of **246239** per cent (albeit from a low base) in the total number of DG connections compared to 2008-09. This is in line with a range of different measures that have been introduced nationally to support the development of DG, including the Feed-in Tariffs Scheme<sup>1</sup>.

**Table 2.2 – 2009-10 figures updated**

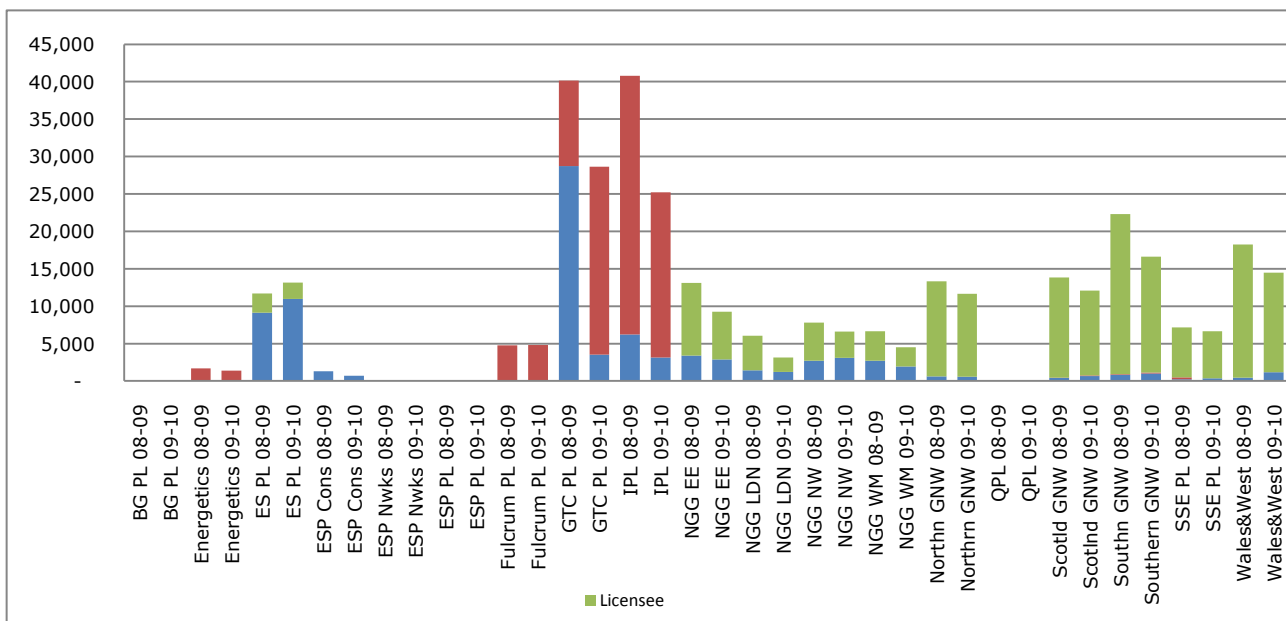
Connection by:	DG		
	07-08	08-09	09-10
Licensee	90	242	820
Companies affiliated to DNOs	0	0	0
Independent connections providers	4	2	<b>266</b>
<b>Total</b>	94	244	<b>846826</b>

<sup>1</sup> More information on FITs can be found on our website here; <http://www.ofgem.gov.uk/Sustainability/Environment/fits/Pages/fits.aspx>

**Paragraph 2.24 – Change to area where UIPs have the smallest market share**

Figure 2.5 (below) shows that the level of activity by UIPs varies significantly from Local Distribution Zone (LDZ) to LDZ. UIPs have the highest market share in the National Grid North West (47 per cent) and National Grid West Midlands (44 per cent) LDZs. UIPs have the smallest market share again ~~in the Wales and West area in the Northern Gas Networks area~~ (eight five per cent). There is no one reason for the significant difference in activity. It could be down to the behaviour of the incumbent in that area, or the development strategy of the UIP.

**Figure 2.5 – Data from Wales and West 07-08 replaced with data from Wales and West 09-10**



**Table 3.4 – Number of average number of days for a HV connection in WPD Wales updated**

	LV		HV		EHV		DG	
	Average number of days	Max number of days	Average number of days	Max number of days	Average number of days	Max number of days	Average number of days	Max number of days
CN West	16	100	41	104	0	0	27	86
CN East	15	108	46	127	78	78	31	109
ENW	14	135	32	90	54	85	44	90
NEDL	11	89	38	88	40	90	42	90
YEDL	8	87	25	87	47	90	33	87
WPD Wales	3	17	414	89	51	59	38	89
WPD West	4	18	53	90	35	35	73	94
EDFE EPN	11	90	23	89	35	91	64	91
EDFE LPN	12	91	24	91	45	90	45	73
EDFE SPN	17	90	32	89	51	91	47	91
SP Dist.	14	60	32	60	0	0	40	85
SP Manweb	11	15	50	90	89	91	89	92
SHEPD	4	391	32	160	0	0	78	152
SEPD	3	90	34	90	90	90	90	90
IPNL	15	15	0	0	0	0	0	0
Energetics	5	29	0	0	0	0	0	0
EDFE IDNO	38	46	28	54	0	0	0	0

**Paragraph 3.39 relating to Table 3.6**

Overall, GDN performance has been good, with GDNs meeting the standard on average 99 per cent of the time. IGT performance dropped slightly to 938 per cent in 2009-10. While Standard Special Condition D10 does not apply to IGTs, we would expect IGT performance to at least be at the same level as GDNs. We would also expect performance of both GDNs and IGTs to improve on a year on year basis.

### **Paragraph 3.46 – investigation into a breach of SLC 20 moved to SHEPD from CN**

Investigation into Central Networks East and West (“CN”) regarding compliance with its electricity distribution licence, specifically:

- ~~SLC 4D and SLC 12 (Requirement to offer terms for Use of System and connection)~~
- ~~SLC20 (Compliance with Core Industry Documents)~~
- SLC 30 (Availability of Resources)

Investigation into Scottish Hydro Electric Power Distribution

(“SHEPD”) regarding compliance with its electricity distribution licence, specifically:

- SLC 4D and SLC 12 (Requirement to offer terms for Use of System and connection).
- SLC 30 (Availability of Resources)
- SLC 20 (Compliance with Core Industry Documents)

**Table 3.6 – GS4 worst licensee percentage changed**

Guaranteed Standard	Description	GDN						IGT					
		Average percentage achieved			Worst licensee percentage			Average percentage achieved			Worst licensee percentage		
		2007-08	2008-09	2009-10	2007-08	2008-09	2009-10	2007-08	2008-09	2009-10	2007-08	2008-09	2009-10
GS4	Provision of standard connection quotations =<275kWh per hour within 6 working days	98.00	99.00	<del>97.86</del> <u>99.76</u>	97.00	98.00	<del>75.29</del> <del>99.29</del>	100.00	100.00	95.16	100.00	100.00	94.59
GS5	Provision of nonstandard connections quotations ≤ 275 kWh per hour within 11 working days	97.00	98.00	99.36	93.00	91.00	95.34	100.00	98.00	99.05	100.00	60.00	92.86
GS6	Provision of nonstandard connection quotations >275 kWh per hour within 21 working days	96.00	96.00	99.45	93.00	94.00	90.00	100.00	100.00	100.00	100.00	100.00	100.00
GS8	Response to land enquiries within 5 working days	99.00	100.00	99.62	99.00	99.00	99.20	-	-	100.00	-	-	100.00
GS9	Offering a date for commencement and substantial completion of connection work (≤ 275 kWh per hour) within 20 working days	99.00	100.00	99.36	96.00	100.00	97.51	100.00	100.00	97.63	100.00	100.00	63.64
GS10	Offering a date for commencement and substantial completion of connection work (> 275 kWh per hour) within 20 working days	96.00	98.00	99.40	93.00	97.00	80.00	100.00	100.00	100.00	100.00	100.00	100.00
GS 11	Completion of the work on the agreed date	97.00	97.00	95.41	96.00	93.00	92.21	100.00	94.00	90.86	100.00	100.00	85.37
Average over all relevant standards		97.4	98.3	<del>98.6</del> <u>98.9</u>	95.3	96.0	<del>89.993.4</del>	100.0	98.7	97.5	100.0	93.3	90.9

## **Appendices Document**

### **Paragraph 1.14 and 1.15 – metered electricity connections by voltage**

In 2009-10 a total of ~~186,462~~187,058 Low Voltage (LV) connections by DNOs and IDNOs were reported. This compares to 260,171 in 2008-09.

DNOs and IDNOs completed ~~1,327~~706 High Voltage (HV) connections in 2009-10, compared to 902 in 2008-09. ~~The increase in HV connections undertaken may be indicative of the fact that industrial and commercial developments requiring HV connections usually have more capital supporting them, and are therefore less vulnerable to economic conditions than LV connections to residential developments.~~

DNOs also reported ~~421~~8 Extra High Voltage (EHV) connections and ~~846~~826 distributed generation (DG) connections to their networks in the period. This compares to 15 EHV and 244 DG connections in 2008-09. The increase in the number of DG connections is in line with the growing importance of DG as part of the environmental agenda. IDNOs did not report any EHV or DG connections to their networks.

**Table A6.1 – Adjusted figures for CN East and West due to revised submission**

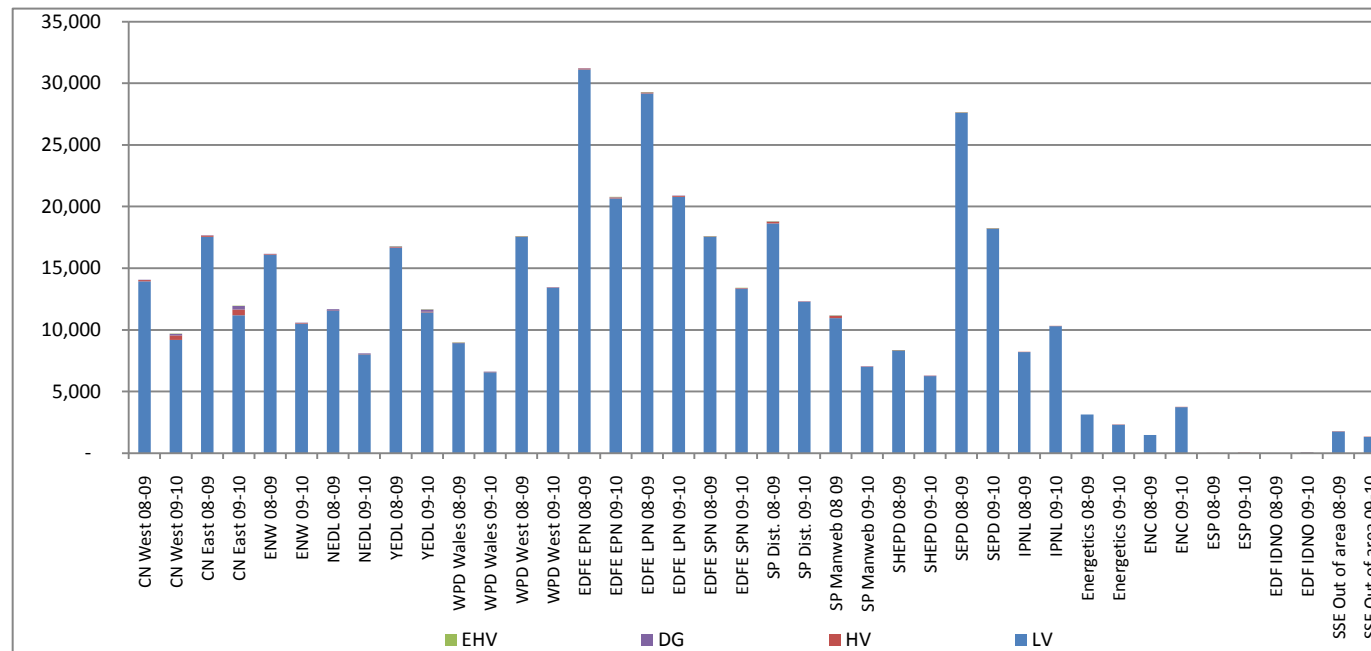
Connection by:		Non-Affiliate		Affiliate		Licensee		Total	
		2008-09	2009-10	2008-09	2009-10	2008-09	2009-10	2008-09	2009-10
	CN West	1,146	<del>462699</del>	0	0	12,904	9,215	14,050	<del>9,6779914</del>
	CN East	1,045	<del>620314</del>	0	0	16,606	11,324	17,651	<del>11,94411638</del>
	ENWL	5,164	2,403	0	0	10,981	8,182	16,145	<b>10,585</b>
	NEDL	0	15	509	511	11,173	7,555	11,682	<b>8,081</b>
	YEDL	640	267	1,040	545	15,082	10,837	16,762	<b>11,649</b>
	WPD S. Wales	35	1	0	0	8,904	6,590	8,939	<b>6,591</b>
	WPD S. West	95	3	0	0	17,474	13,465	17,569	<b>13,468</b>
	EDFE EPN	163	103	0	0	31,047	20,652	31,210	<b>20,755</b>
	EDFE LPN	137	32	0	0	29,131	20,873	29,268	<b>20,905</b>
	EDFE SPN	289	50	0	0	17,292	13,348	17,581	<b>13,398</b>
	SP Dist.	3,386	1,724	6,475	3,220	8,911	7,386	18,772	<b>12,330</b>
	SP Manweb	698	403	3,119	679	7,346	5,961	11,163	<b>7,043</b>
	SHEPD	110	1	0	0	8,227	6,272	8,337	<b>6,273</b>
	SEPD	3	10	0	0	27,615	18,217	27,618	<b>18,227</b>
	IPNL	0	0	8,197	10,314	0	0	8,197	<b>10,314</b>
	EDFE IDNO	-	0	-	27	-	29		<b>56</b>
	Energetics	509	152	2,623	2,165	0	0	3,132	<b>2,317</b>
	ENC	168	957	1,313	2,778	0	0	1,481	<b>3,735</b>
	ESP	1	8	0	0	0	0	1	<b>8</b>
	SSE out of area	-	-	-	-	-	1,321	1,774	<b>1,321</b>
	Total	13,589	<del>7,2117142</del>	23,276	<b>20,239</b>	222,693	<b>161,227</b>	261,332	<del>188,677188608</del>



**Table A6.2 – Number of independent connections adjusted in all four voltages as well as totals.**

Connection by:	LV			HV			EHV			DG			Total		
	07-08	08-09	09-10	07-08	08-09	09-10	07-08	08-09	09-10	07-08	08-09	09-10	07-08	08-09	09-10
<b>DNOs</b>	293,681	221,769	158,472	382	669	567	8	13	18	90	242	820	294,161	222,693	159,877
<b>Companies affiliated to DNOs</b>	19,700	11,041	4,942	27	100	13	0	2	0	0	0	0	19,727	11,143	4,955
<b>Independent connections providers</b>	13,927	12,793	<del>5,338</del> <del>59</del> <u>34</u>	176	116	<del>706</del> <del>85</del>	1	0	<del>240</del>	4	2	<del>266</del>	14,108	12,911	<del>6,094</del> <del>60</del> <u>25</u>
<b>Total</b>	<b>327,308</b>	<b>245,603</b>	<del>168,752</del> <del>169,348</del>	<b>585</b>	<b>885</b>	<del>1,286</del> <del>66</del> <u>5</u>	<b>9</b>	<b>15</b>	<del>421</del> <del>8</del>	<b>94</b>	<b>244</b>	<del>846</del> <del>826</del>	<b>327,996</b>	<b>246,747</b>	<del>170,926</del> <del>170,857</del>

**Figure A6.1 – Changed TEDL to YEDL on the 8<sup>th</sup> bar label from the left**



**Table A6.4 – Change in connections reported by CN East and CN West due to revision of submission**

Connection by:	LV		HV		EHV		DG		Total	
	08-09	09-10	08-09	09-10	08-09	09-10	08-09	09-10	08-09	09-10
<b>CN West</b>	13,944	<del>9,184</del> 9700	100	<del>37</del> 103	-	<del>30</del>	6	<del>119</del> 111	14,050	<del>9,677</del> 9914
<b>CN East</b>	17,553	<del>11,177</del> 11257	93	<del>462</del> 109	-	<del>21</del> 0	5	<del>284</del> 272	17,651	<del>11,944</del> 11638
<b>ENWL</b>	16,102	10,519	38	41	-	-	5	25	16,145	10,585
<b>NEDL</b>	11,568	8,004	14	42	-	-	100	35	11,682	8,081
<b>YEDL</b>	16,672	11,425	38	48	2	4	50	172	16,762	11,649
<b>WPD Wales</b>	8,911	6,550	18	26	3	-	7	15	8,939	6,591
<b>WPD West</b>	17,533	13,412	25	37	1	-	10	19	17,569	13,468
<b>EDFE EPN</b>	31,124	20,669	73	64	-	2	13	20	31,210	20,755
<b>EDFE LPN</b>	29,174	20,796	90	67	2	-	2	42	29,268	20,905
<b>EDFE SPN</b>	17,537	13,319	37	33	1	11	6	35	17,581	13,398
<b>SP Dist.</b>	18,621	12,269	138	32	1	-	12	29	18,772	12,330
<b>SP Manweb</b>	10,943	7,011	194	4	3	-	23	28	11,163	7,043
<b>SHEPD</b>	8,326	6,236	6	15	1	-	4	22	8,337	6,273
<b>SEPD</b>	27,595	18,181	21	44	1	1	1	1	27,618	18,227
<b>IPNL</b>	8,196	10,306	1	8	-	-	-	-	8,197	10,314
<b>Energetics</b>	3,132	2,311	-	6	-	-	-	-	3,132	2,317
<b>ENC</b>	1,481	3,734	-	1	-	-	-	-	1,481	3,735
<b>ESP</b>	-	6	1	2	-	-	-	-	1	8
<b>EDFE IDNO</b>	-	34	-	22	-	-	-	-	-	56
<b>SSE Out of area</b>	1,759	1,319	15	2	-	-	-	-	1,774	1,321
<b>Total</b>	<b>260,171</b>	<del>186,462</del> 187058	<b>902</b>	<del>1,327</del> 706	<b>15</b>	<del>42</del> 18	<b>244</b>	<del>826</del> 846	<b>261,332</b>	<del>188,677</del> 188608

**Paragraph 1.19 – Number of connection points changed**

In 2009-10 there were ~~714,245~~ new connection points between licensees' networks and embedded networks, compared to 205 in 2008-09. There were ~~713,244~~ new connections reported by DNOs and 1 new connection reported by an IDNO.

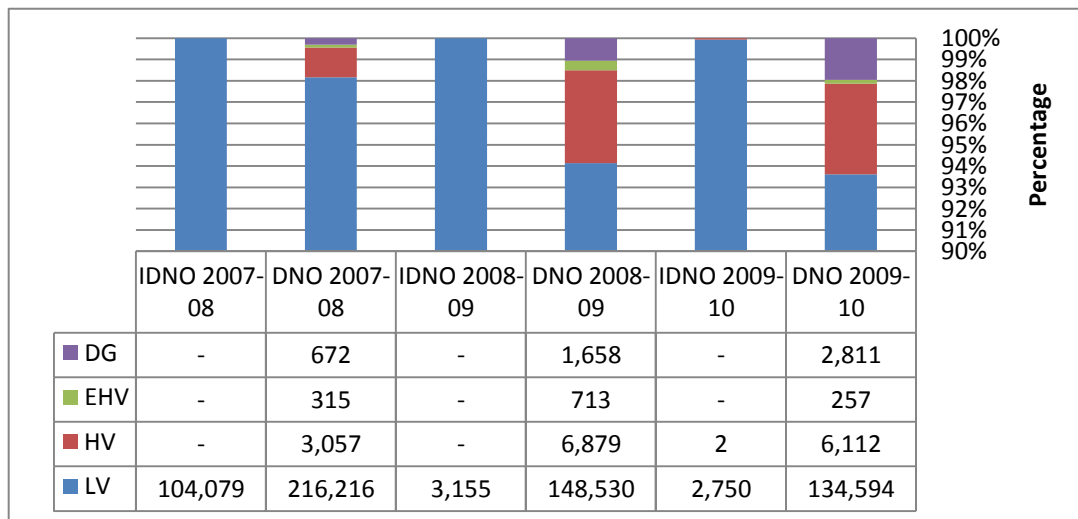
**Figure A6.4 – Footnote added to table - Does not include the 56 EDFE IDNO connections as these were not broken down by DSA.**

**Paragraph 1.24 – number of connection queries handled changed**

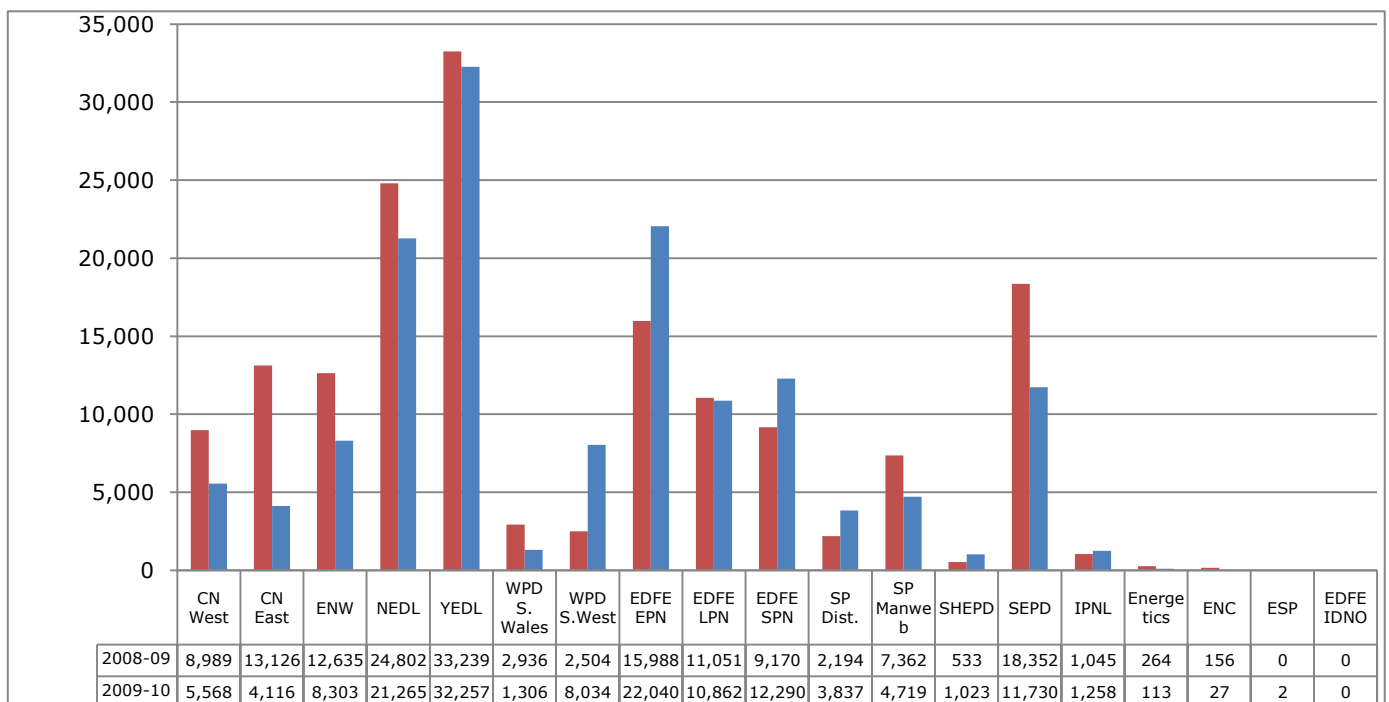
In 2009-10 ~~146,279~~ 146,526 connection queries were handled by DNOs and IDNOs. Of the ~~143,527~~ 143,774 connection queries handled by DNOs approximately 41 per cent resulted in an acceptance of an offer. Approximately 16 per cent of the 2,752 connection queries handled by IDNOs resulted in an acceptance of the offer. This could suggest that customers are testing the market and that the costs of electricity connections are very important for the development of projects.

**Figure A6.5 – Number of connection queries handled changed**

(DNO 2009-10: DG - ~~2,801~~ 2,811 EHV - ~~221~~ 257 HV - ~~6,020~~ 6,112 LV - ~~134,485~~ 134,594)



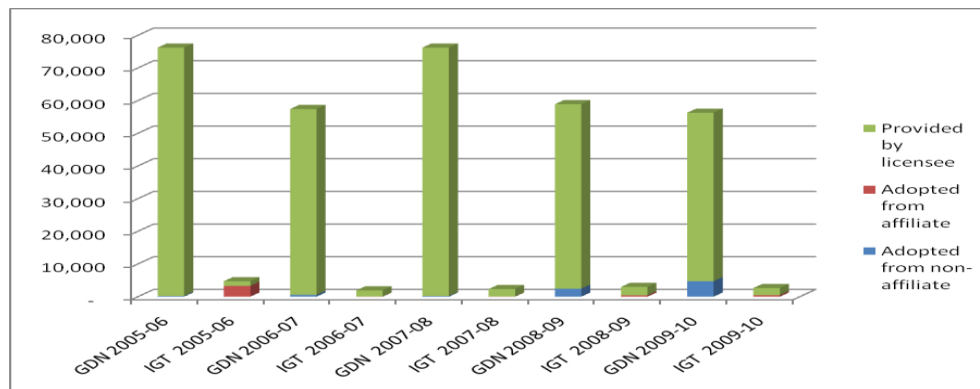
**Figure A7.2 – Change in 2008-09 figure for EDFE LPN**



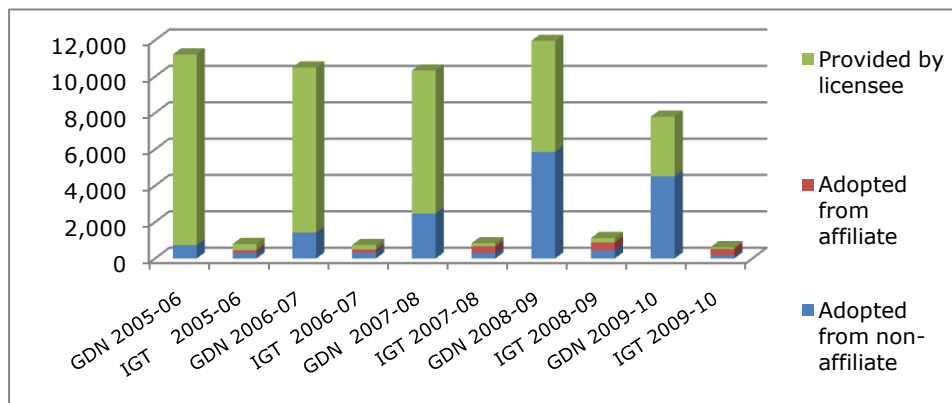
**Table A8.1 – Change in figures**

Connection by:		Adopted from non-affiliate			Adopted from affiliate			Licensee			Total		
		2007-08	2008-09	2009-10	2007-08	2008-09	2009-10	2007-08	2008-09	2009-10	2007-08	2008-09	2009-10
	NG NW	708	2,729	<del>2,881</del> 3,114	0	0	-	7,688	5,091	<del>6,380</del> 3,498	8,396	7,820	<del>9,261</del> 6,612
	NG EE	516	3,408	<del>1,240</del> 2,881	0	0	-	15,615	9,711	<del>1,890</del> 6,380	16,131	13,119	<del>3,130</del> 9,261
	NG L	153	1,423	1,240	0	0	-	6,412	4,635	<del>3,498</del> 1,890	6,565	6,058	<del>13,224</del> 3,130
	NG WM	302	2,702	1,960	0	0	-	5,909	3,940	2,534	6,211	6,642	4,494
	NGN	1,010	603	570	0	0	-	14,567	12,721	11,087	15,577	13,324	11,657
	SG N (scot)	115	398	680	61	55	64	13,946	13,402	11,328	14,122	13,855	12,072
	SG N (South)	2,359	816	1,025	78	92	95	23,481	21,398	15,492	25,918	22,306	16,612
	WWU	410	437	1,157	0	0	-	20,753	17,797	13,342	21,163	18,234	14,499
	BGPL	0	0	-	0	0	-	0	0	-	0	0	0
	Energetics	0	0	-	2,977	1,693	1,400	0	0	-	2,977	1,693	1,400
	ESPL	6,111	1,301	10,985	0	0	-	0	0	2,191	6,111	1,301	13,176
	ESPCL	8,846	9,125	688	0	0	-	2,269	2,589	-	11,115	11,714	688
	ESPNL	54	2	4	0	0	-	0	0	-	54	2	4
	ESPPL	1	0	-	0	0	-	0	0	-	1	0	0
	Fulcrum	0	0	-	1,191	4,769	4,792	0	0	-	1,191	4,769	4,792
	GTC	39,881	28,742	3,531	14,962	11,426	25,112	0	0	-	54,843	40,168	28,643
	IPL	14,134	6,238	3,157	46,767	34,572	22,048	0	0	-	60,901	40,810	25,205
	QPL	37	0	-	0	3	2	0	0	-	37	3	2
	SSE P	0	247	344	0	260	-	7,513	6,638	6,298	7,513	7,145	6,642
	<b>Total</b>	74,637	58,171	<del>37,948</del> 31,336	66,036	52,870	53,513	118,153	97,922	74,040	258,826	208,963	<del>165,501</del> 158,889

**Figure A8.3 – Change to bar label and way data is presented**



**Figure A8.4 – Change to the way the data is presented**



**Paragraph 1.40 – Deleted**

~~Six GDNs and all IGTs were unable to break down the charges they had levied for connections by pressure. As two GDNs were unable to provide this information they have not been included in the analysis in this section.~~

**Table A8.10 – New table used**

	Low	Medium	Intermediate	LTS	Total
<b>GDNs</b>	40,438,271	677,952	0	0	41,116,223
<b>IGTs</b>	3,447,620	669	0	0	3,448,289
<b>Total (£)</b>	43,885,891	678,621	0	0	44,564,512

**Paragraph 1.41 – Total charges for existing domestic premises edited**

Total charges for new domestic premises in 2009-10 were approximately £13 million, down from £24 million in 2008-09. Similarly, connection charges for existing domestic premises were £273 million, down from £28 million in 2008-09, while charges for non-domestic premises were around £10 million, down from £15 million.

**Paragraph 1.42 – Percentage changed**

Of the 102,224 connection queries handled by GDNs in 2009-10, approximately 548 per cent resulted in an acceptance of an offer. Approximately 27 per cent of the 6,639 connection queries handled by IGTs resulted in an acceptance of the offer. This is comparable to 2008-09, where 54 per cent of the 108,850 connection queries handled by GDNs and 23 per cent of the 10,082 connection queries handled by IGTs resulted in an acceptance of the offer.

**Tables A9.1 – A9.14** (SLC 15 tables- the changes highlighted below are the result of changes made by DNOs to their submissions. As a result the SLC15 summary table also has minor changes)

DNO	1a	1b	1c	1d	1e	1f	2a	2b	2c	3a	3b	3c	3d	3e
NEDL	-	-	<del>61/60/98.36</del> <del>78/77/98.72</del>	-	-	<del>272/271/100</del> <del>-/-/-</del>	-	-	-	-	-	-	-	-
YEDL	-	-	<del>118/118/100.00</del> <del>158/158/100.00</del>	-	-	<del>446/446/100</del> <del>-/-/-</del>	-	-	-	-	-	-	-	-
CN East	-	-	<del>354/349/98.59</del> <del>508/500/98.43</del>	-	-	<del>884/871/99</del> <del>11/11/100.00</del>	-	-	-	-	-	-	-	-
CN West	-	-	<del>246/246/100.00</del> <del>376/372/98.94</del>	-	-	<del>656/649/99</del> <del>13/13/100.00</del>	-	-	-	-	-	-	-	-
EDFE EPN	-	-	<del>156/155/99.36</del> <del>221/220/99.55</del>	-	-	<del>577/576/100</del> <del>6/6/100.00</del>	-	-	-	-	-	-	-	-
EDFE LPN	-	-	<del>117/116/99.15</del> <del>167/166/99.40</del>	-	-	<del>334/333/100</del> <del>1/1/100.00</del>	-	-	-	-	-	-	-	-
EDFE SPN	-	-	<del>80/80/100.00</del> <del>97/97/100</del>	-	-	<del>259/259/100</del> <del>3/3/100.00</del>	-	-	-	-	-	-	-	-
ENWL	<del>611/606/99.18</del> <del>613/608/99.18</del>	<del>0/0/0</del> <del>1/1/100</del>	<del>277/272/98.19</del> <del>376/370/98.40</del>	-	<del>4/4/100</del> <del>3/3/100</del>	<del>1110/1099/99</del> <del>120/120/100.00</del>	<del>52/50/96.15</del> <del>2/2/100.00</del>	<del>217/211/97.24</del> <del>228/222/97.37</del>	-	-	-	<del>1/1/100</del> <del>2/2/100</del>	-	-
SP Dist.	<del>1189/1171/98.49</del> <del>1190/1172/98.49</del>	-	<del>409/385/94.13</del> <del>540/508/94.07</del>	-	-	<del>1813/1760/97</del> <del>-/-/-</del>	<del>79/76/96.20</del> <del>79/77/97.47</del>	<del>804/789/98.13</del> <del>809/790/97.65</del>	<del>17/17/100</del> <del>12/12/100.</del>	-	-	-	-	-
SP Manweb	-	-	<del>271/270/99.63</del> <del>366/365/99.73</del>	-	-	<del>780/776/99</del> <del>3/3/100.00</del>	-	-	-	-	-	-	-	-
SHEPD	-	-	<del>48/48/100.00</del> <del>68/68/100</del>	-	-	<del>122/122/100</del> <del>-/-/-</del>	-	-	-	-	-	-	-	-
SEPD	-	-	<del>116/115/99.14</del> <del>173/171/98.84</del>	-	-	<del>278/273/98</del> <del>-/-/-</del>	-	<del>60/59/98.33</del> <del>62/61/98.39</del>	-	-	-	-	-	-
WPD S.Wales	-	-	<del>8/8/100.00</del> <del>11/11/100</del>	-	-	<del>22/22/100</del> <del>-/-/-</del>	<del>5/0/0</del> <del>-/-/-</del>	-	-	-	-	-	-	-
WPD S.West	-	-	<del>21/21/100.00</del> <del>29/29/100.00</del>	-	-	<del>48/47/98</del> <del>-/-/-</del>	-	-	-	-	<del>3/3/100</del> <del>4/4/100</del>	-	-	-

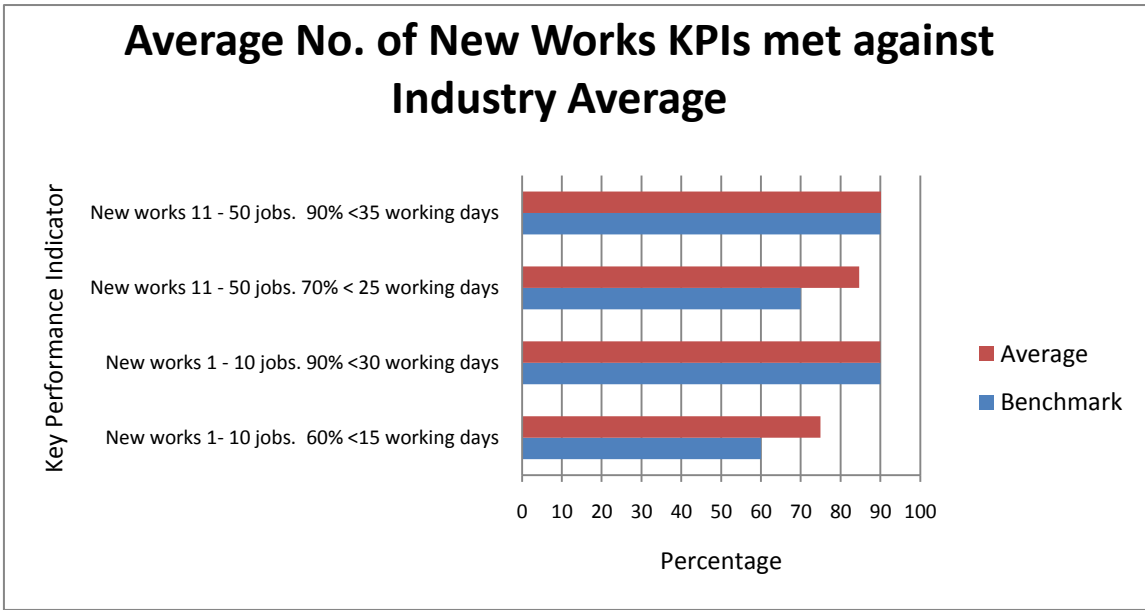
**Key:**

No. of works completed or quotes provided/ No. provided within timescale/Percentage Achieved

**Table A9.15 – Change in 1f – NEDL, YEDL, SHEPD, SEPD, WPD S Wales and WPD S West did not have any connections for inclusion in the standard**

<b>DNO</b>	<b>1a</b>	<b>1b</b>	<b>1c</b>	<b>1d</b>	<b>1e</b>	<b>1f</b>	<b>2a</b>	<b>2b</b>	<b>2c</b>	<b>3a</b>	<b>3b</b>	<b>3c</b>	<b>3d</b>	<b>3e</b>	<b>Total met by DNO</b>
<b>NEDL</b>	YES	YES	YES	YES	-	-	-	YES	-	YES	YES	-	-	-	7/7
<b>YEDL</b>	YES	YES	YES	YES	-	-	-	YES	-	YES	YES	-	-	-	7/7
<b>CN East</b>	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	-	YES	YES	13/13
<b>CN West</b>	YES	YES	YES	YES	YES	YES	YES	YES	-	YES	YES	-	YES	YES	12/12
<b>EDFE EPN</b>	YES	-	YES	YES	YES	YES	YES	YES	-	YES	YES	-	-	-	9/9
<b>EDFE LPN</b>	YES	-	YES	-	YES	YES	YES	YES	-	YES	YES	-	-	-	8/8
<b>EDFE SPN</b>	YES	-	YES	-	YES	YES	YES	YES	YES	YES	YES	-	-	-	9/9
<b>ENW</b>	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	14/14
<b>SP Dist.</b>	YES	-	YES	YES	YES	-	YES	YES	YES	YES	YES	-	-	-	9/9
<b>SP Manweb</b>	YES	-	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	13/13
<b>SHEPD</b>	YES	-	YES	-	YES	-	-	YES	-	-	YES	-	YES	-	6/6
<b>SEPD</b>	YES	-	YES	YES	YES	-	YES	YES	-	YES	YES	-	-	-	8/8
<b>WPD S. Wales</b>	YES	-	YES	-	-	-	-	-	-	-	YES	-	-	-	3/3
<b>WPD S. West</b>	YES	-	YES	-	-	-	-	-	-	YES	YES	-	-	-	4/4
<b>Total Standards Met</b>	14/14	5/5	14/14	9/9	10/10	7/7	9/9	12/12	5/5	12/12	14/14	2/2	5/5	4/4	

**Figure A9.16 – Average change for Networks 1-10 jobs: 90% <30 working days**





**Table A9.16 – Change in number of standards met by WPD S.Wales – Emergency response changed from YES to NO**

KPI	NEDL	YEDL	CN East	CN West	EDFE EPN	EDFE LPN	EDFE SPN	ENW	SP Dist.	SP Manweb	SHEPD	SEPD	WPD S. Wales	WPD S. West	Total DNOs to meet KPI
<b>Emergency response</b>	Yes	No	Yes	Yes	No	No	No	Yes	Yes	Yes	Yes	No	No	No	7/14
<b>High priority fault repair 50% &lt; 1 working day</b>	-	-	No	No	Yes	Yes	No	Yes	Yes	No	Yes	No	No	No	5/14
<b>High priority fault repair 90% &lt; 10 working day</b>	-	-	Yes	Yes	Yes	Yes	No	Yes	Yes	No	Yes	No	No	No	7/14
<b>Multiple unit fault repair 75% &lt;10 working days</b>	Yes	Yes	No	No	Yes	No	No	Yes	No	No	No	No	Yes	No	5/14
<b>Multiple unit fault repair 90% &lt;20 working days</b>	No	Yes	No	No	No	No	No	Yes	No	No	Yes	No	Yes	No	4/14
<b>Single unit fault repair 60% &lt;10 working days</b>	No	Yes	Yes	Yes	Yes	No	Yes	Yes	No	No	Yes	No	Yes	Yes	9/14
<b>Single unit fault repair 80% &lt;20 working days</b>	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	No	No	Yes	Yes	Yes	Yes	11/14
<b>New works 1- 10 jobs. 60% &lt;15 working days</b>	Yes	Yes	No	No	Yes	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	10/14
<b>New works 1 - 10 jobs. 90% &lt;30 working days</b>	Yes	Yes	No	No	Yes	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	10/14
<b>New works 11 - 50 jobs. 70% &lt; 25 working days</b>	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	-	No	11/14
<b>New works 11 - 50 jobs. 90% &lt;35 working days</b>	Yes	Yes	No	No	Yes	Yes	Yes	Yes	No	Yes	Yes	No	-	No	8/14
<b>Total Met KPIs</b>	7/9	8/9	5/11	4/11	9/11	6/11	6/11	11/11	4/11	3/11	10/11	4/11	6/9	4/11	

**Tables A9.17 – A9.27** (Changes to KPI data due to revised submissions submitted by DNOs. As a result the KPI summary table also has minor changes)

DNO	NEDL	YEDL	CN East	CN West	EDFE EPN	EDFE LPN	EDFE SPN	ENWL	SP Dist.	SP Manweb	SHEPD	SEPD	WPD S.Wales	WPD S.West
Emergency response	-	-	-	-	-	-	-	-	18/4/82/22 21/5/81/26	-	-	-	102/22/82/124 151/40/79/191	-
High priority fault repair 50% < 1 working day	-	-	-	-	-	-	-	-	215/40/84/255 273/40/87/313	-	-	-	1/3/25/4 2/6/25/8	-
High priority fault repair 90% < 10 working day	-	-	-	-	-	208/18/92/226 209/17/92/226	317/88/78/405 318/87/79/405	-	236/19/93/255 294/19/94/313	-	-	-	2/2/50/4 6/2/75/8	-
Multiple unit fault repair 75% < 10 working days	-	-	-	-	-	-	-	-	153/114/57/267 223/140/61/363	-	-	-	172/20/90/192 267/23/92/290	-
Multiple unit fault repair 90% < 20 working days	-	-	-	-	-	142/46/79/188 149/39/79/188	371/77/83/448 372/76/83/448	-	188/79/70/267 265/98/73/363	-	-	-	188/7/96/192 283/7/98/290	-
Single unit fault repair 60% < 10 working days	-	-	-	-	-	-	-	-	261/338/44/599 363/409/47/772	-	-	-	502/116/81/618 760/173/81/933	-
Single unit fault repair 90% < 20 working days	-	-	-	-	4106/588/87/4694 4107/587/87/4694	1273/794/62/2067 1382/685/67/2067	1668/334/83/2002 1675/327/84/2002	-	382/217/64/599 511/261/66/772	-	-	-	601/17/97/618 904/29/97/933	-
New works 1- 10 jobs. 60% < 15 working days	-	-	-	-	-	-	-	-	503/707/42/1210 740/855/46/1595	-	-	-	182/25/88/207 235/35/87/270	-
New works 1 - 10 jobs. 90% < 30 working days	-	-	-	-	-	-	-	-	939/271/78/1210 1286/309/81/1595	-	-	-	202/5/98/207 265/5/98/270	-
New works 11 - 50 jobs. 70% < 25 working days	-	-	-	-	-	-	-	-	49/18/73/67 73/19/79/92	-	-	-	-	-
New works 11 - 50 jobs. 90% < 35 working days	-	-	-	-	-	-	-	-	54/13/81/67 79/13/86/92	-	-	-	-	-

**Key:**

In Standard/ Out of Standard/ Percentage Achieved/ Total

**Table A9.28– Change in no. of quotations provided within timescale and percentage achieved for Northern Gas Networks in 2009-10**

GT	2007-08			2008-09			2009-10		
	Number of requests	Number of standard quotations provided within timescale	Percentage achieved	Number of requests	Number of standard quotations provided within timescale	Percentage achieved	Number of Requests	Number of standard quotations provided within timescale	Percentage Achieved
NG EOE	12,731	12,346	97.0	9207	9104	98.9	7387	7384	100.0
NG LDN	5,932	5,770	97.3	4354	4267	98.0	3423	3422	100.0
NG NW	7,309	7,122	97.4	4728	4674	98.9	3695	3692	99.9
NG WM	5,380	5,195	96.6	3279	3221	98.2	2638	2633	99.8
Northn GNW	4,196	4,155	99.0	2855	2831	99.2	2509	<del>1889</del> 2502	<del>75.3</del> 99.7
Scotld GNW	3,309	3,272	98.9	2200	2188	99.5	2190	2185	99.8
Southn GNW	4,767	4,747	99.6	3524	3520	99.9	4138	4129	99.8
W&W	8,811	8,708	98.8	5871	5810	99.0	6360	6315	99.3
GDN Total	52,435	51,315	97.9	36,018	35,615	98.9	32340	<del>31649</del> 32262	<del>97.9</del> 99.8