

Business Plan Commitment Reporting Guidance

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This document provides instructions and guidance to the electricity distribution network operators to enable them to prepare and publish information on how they perform against relevant commitments they made in their Business Plans.

This document constitutes the Business Plan Reporting Guidance referred to in SLC50.

This document is issued by the Authority under Part B of SLC50. We may revise and reissue this document in accordance with Part B of SLC50. The most recent version of the Business Plan Reporting Guidance is published on our website.

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1. Introduction

Context and related publications

- 1.1. This guidance sets out the purpose and structure of the report to be published annually by the electricity distribution network operators (“licensees”) on how they have performed against relevant commitments made in their RIIO Business Plan (known as “Business Plan Commitment Report”).

2. Business Plan Reporting Guidance

Section summary

This chapter sets out the purpose and structure of the report to be published annually by licensees on how they have performed against relevant commitments made in their RIIO Business Plan (the “Business Plan Commitment Report”).

Introduction

- 2.1. Each licensee is required to publish their Business Plan Commitment Report on 31 October of each year, unless we have directed otherwise.
- 2.2. The Business Plan Commitment Report should be readily accessible to the public, and on the licensee’s website.
- 2.3. A group of licensees may publish a single Business Plan Commitment Report which applies to all the licensees within the group, provided that sufficient information about each individual licensee is reported.
- 2.4. The licensee should send a copy of the Business Plan Commitment Report to us by 31 October in each Regulatory Year.. A copy should be sent via email to RIIOED2@ofgem.gov.uk.

Purpose

- 2.5. The Business Plan Commitment Report should provide a summary of the licensee’s performance in relation to the common outputs and relevant commitments made in the licensee’s RIIO Business Plan, subject to the RIIO-ED2 Final Determinations published on 30 November 2022.
- 2.6. The Business Plan Commitment Report should include specified summary performance information that allows comparison across the electricity distribution sectors. This is referred to as the “Performance Snapshot”.

Structure and content of the report

- 2.7. The Business Plan Commitment Report should include a brief summary of its performance against the common outputs and relevant commitments in its RIIO Business Plan, subject to the RIIO-ED2 Final Determinations published on 30 November 2022 (hereafter referred to as the “Performance Snapshot”). The Performance Snapshot should be prominent in the Business Plan Commitment Report. The Business Plan Commitment Report can include an executive summary, introduction, and/or other introductory section to provide context on the information and data contained in the Performance Snapshot.
- 2.8. The content of the Performance Snapshot should include the data and information described below, where it is relevant to do so. The licensee is not, for example, required to report on any new outputs or commitments being introduced in RIIO-ED2 in the Business Plan Commitment Report published on 31 October 2023, but is required to do so from 31 October 2024 onwards.
- Data contained in the key summary information sheet SI1 in the Relevant Regulatory Pack (“RRP”) for the relevant Regulatory Year on the following general and financial indicators, namely:
 - Number of customers;
 - Total network length (in kilometres);
 - Total Expenditure, including total expenditure as a percentage of allowed revenue; and,
 - Unrestricted Domestic Tariff charge, not including Domestic Customer rebate.
 - Data contained in the key summary information sheet SI1 in the RRP for the relevant Regulatory Year on the:
 - **Reliability:** Customers Interrupted and Customer Minutes Lost (unweighted, including exceptional events). In addition, the licensee may also choose to show figures excluding exceptional events;
 - **Connections:** Time to Quote, Time to Connect and number of completed connections per Regulatory Year.
 - Additional information on:
 - **Customer satisfaction:** overall Broad Measure of Customer Service score out of 10;
 - **Vulnerability:** reference to the licensee’s Annual Vulnerability Report and a qualitative summary of progress against any bespoke targets.;
 - **Major Connections:** reference to the licensee’s Major Connections Annual Report and aggregate customer satisfaction score out of 10; and,

- **Distribution System Operation (DSO):** DSO Performance Panel Score out of 10, Stakeholder Satisfaction Score out of 10, and progress against DSO Outturn Performance Metrics.
- Additional qualitative summary information (where applicable) on:
 - **Safety:** safety performance and compliance with Health and Safety Executive (HSE) legislation;
 - **Community outreach:** activities which support the development and delivery of community-based energy schemes to drive the UK’s achievement of net zero.
 - **Environmental impact:** reference to the licensee’s Annual Environmental Report (AER) and provide a qualitative summary of progress against any bespoke targets;
 - **Innovation:** additional qualitative summary information regarding innovation activities; and,

2.9. In addition to the above, the licensee should report on any commitments from Regulatory Year 8 in RIIO-ED1 in their Business Plan Commitment Report to be published on 31 October 2023 (Regulatory Year 1 of RIIO-ED2). The licensee should provide summary information on the following outputs:

- **Social obligations:** individual stakeholder engagement and consumer vulnerability score out of 10; and,
- **Incentive on Connections Engagement (ICE):** penalties incurred under ICE, if any.

2.10. The price base should be 2012/13 for all values related to RIIO-ED1. The price base should be 2020/21 for all values related to RIIO-ED2. This should be clearly indicated within the Business Plan Commitment Report.

2.11. The data and information included in the Performance Snapshot should only relate to the Regulatory Year covered by the Business Plan Commitment Report. For the Report to be published on 21 October 2023 (for Regulatory Year 8 of RIIO-ED1), this means that information on Vulnerability, Major Connections, DSO, Community outreach and AER are not required.

2.12. In order to ensure that the information published in the Performance Snapshot is meaningful to stakeholders, the licensee should avoid the use of any technical terms as

far as it practical to do so. Where acronyms are used, they should be clearly explained on their first use.