

ECSG Update - Unmetered Connections

Roger Morgan, Senior Manager, Connections Policy

Overview of slides

- Ofgem's proposals document
- SLA performance stats – year two (first three quarters)
- Next Steps

Ofgem's Proposals document

- SLA:
 - Set out proposed minimum benchmarks for SLA
 - Ofgem expects all DNOs to exceed these benchmark levels in 2007/08
 - Best practice principles apply – regular liaison meetings

- Competition in Unmetered Connections:
 - DNOs should raise awareness of competitive options
 - Scope of contestability should be driven by contractor accreditation

SLA - 1st and 2nd Year Comparison

Fault	Average 05/06	Average to date 06/07	Change
Emergency	62.47%	59.26%	-3.21%
High Priority	64.29%	49.88%	-14.41%
Multiple	67.17%	65.59%	-1.58%
Single	60.63%	52.91%	-7.72%
New 1-10	54.98%	52.16%	-2.82%
New 11-50	54.94%	69.74%	14.80%
All	60.36%	62.46%	2.10%

Fault	Best Performer 05/06	Best Performer 06/07	Change
Emergency	97.09%	92.73%	-4.36%
High Priority	100.00%	100.00%	0.00%
Multiple	89.94%	88.22%	-1.72%
Single	89.10%	81.30%	-7.80%
New 1-10	88.99%	92.07%	3.08%
New 11-50	90.58%	98.28%	7.70%
All	100.00%	100.00%	0.00%

First Three Quarters Figures

Q5 Q6 Q7	Standard 1							
	Emergency Fault		High priority fault		Multiple unit fault		Single unit fault	
	< 2 hrs	> 2 hrs	< 1 day	> 1 day	< 10 day	> 10 day	< 10 day	> 10 day
CN West	856	111	58	128	234	61	1062	836
CN East	225	87	0	0	174	221	538	1808
United Utilities	48	801	162	55	30	17	458	1134
CE NEDL	187	86	72	0	152	64	571	483
CE YEDL	784	421	2	0	1133	267	3365	1620
WPD S Wales	135	42	6	16	1491	199	4631	1221
WPD S West	409	171	239	1687	2348	1227	3272	2329
EDFE LPN	35	92	0	0	0	0	72	45
EDFE SPN	240	78	0	3	97	24	391	432
EDFE EPN	35	113	180	226	0	0	261	80
SP Distribution	0	0	95	5	72	105	75	111
SP Manweb	370	29	11	12	35	20	489	677
SSE Hydro								
SSE Southern	187	142	21	106	311	307	939	1127
Industry Total	3511	2173	846	2238	6077	2512	16124	11903

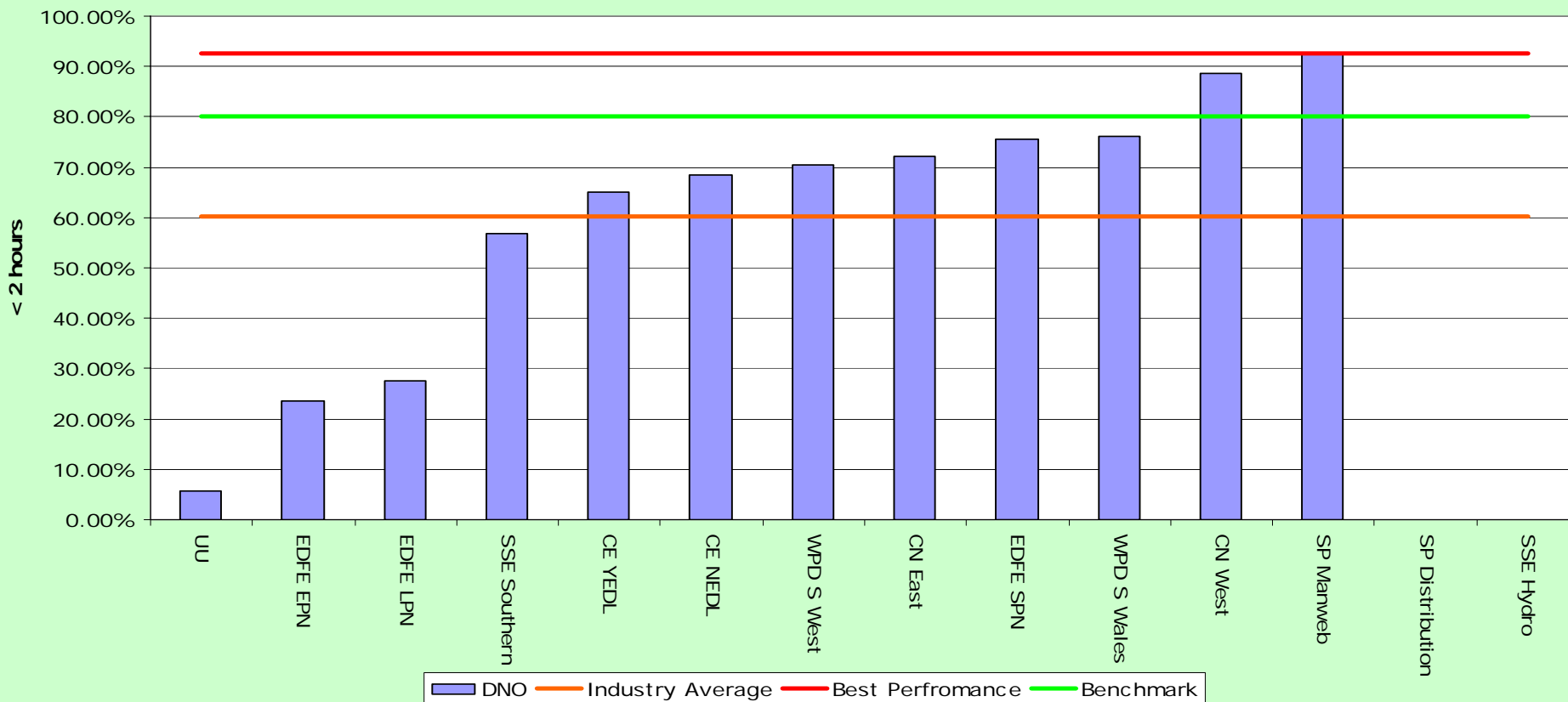
First Three Quarters Figures Continued

Q5 Q6 Q7	Standard 2			
	New works 1 -10		New works 11 -50	
	< 15 day	> 15 day	15-25 day	> 25 day
CN West	6904	595	7721	228
CN East	1063	1955	304	296
United Utilities	599	2401	16	42
CE NEDL	1444	2024		
CE YEDL	4720	7383		
WPD S Wales	3186	534	60	3
WPD S West	6369	2004	134	64
EDFE LPN	183	432	411	257
EDFE SPN	950	756	114	2
EDFE EPN	542	527	1256	132
SP Distribution	84	221	0	0
SP Manweb	1963	1219	546	235
SSE Hydro				
SSE Southern	3237	816	472	415
Industry Total	31244	20867	11034	1674

Total		
All	All	All
In	Out	Both
16835	1959	18794
2304	4367	6671
1313	4450	5763
2426	2657	5083
10004	9691	19695
9509	2015	11524
12771	7482	20253
701	826	1527
1792	1295	3087
2274	1078	3352
326	442	768
3414	2192	5606
5167	2913	8080
68836	41367	110203

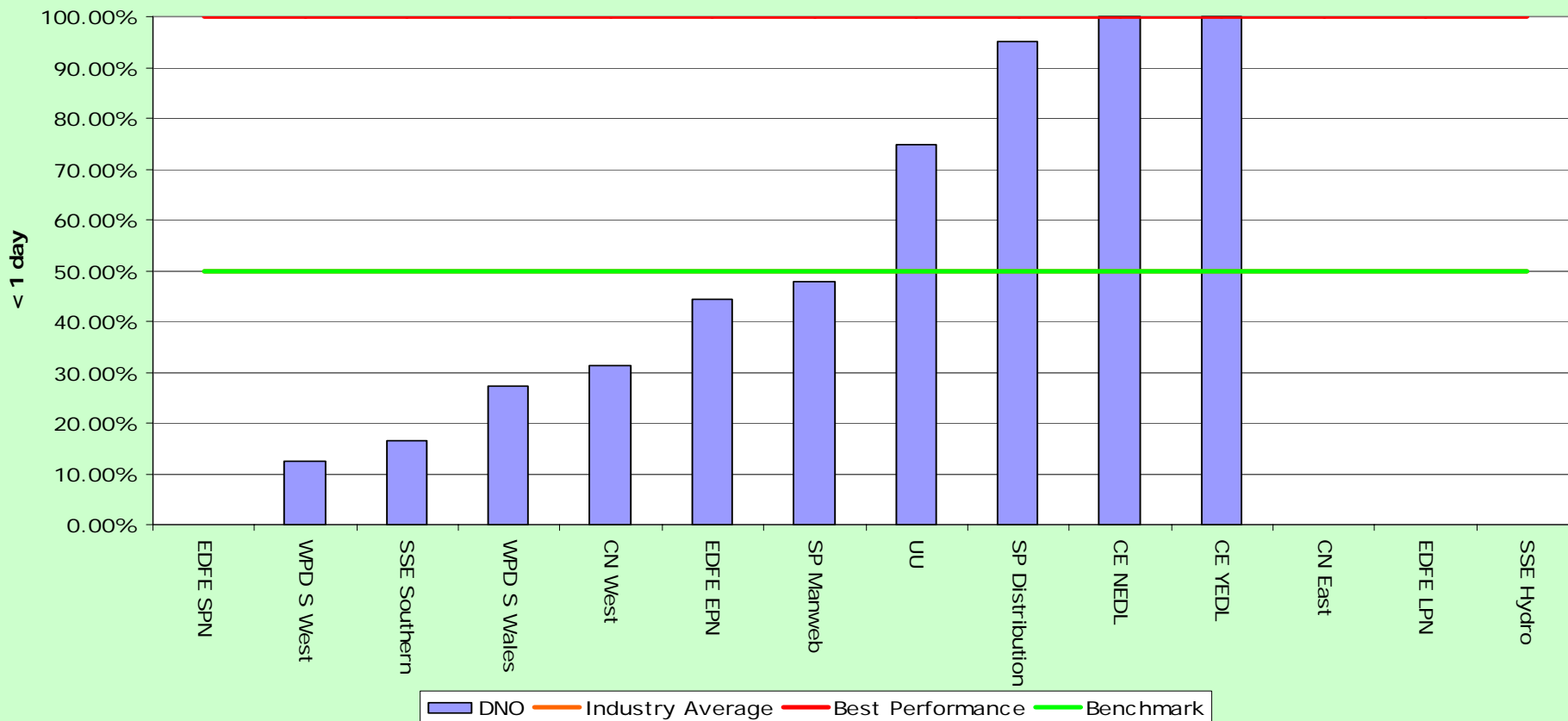
Emergency fault repair

Emergency: Average % repaired < 2 hours



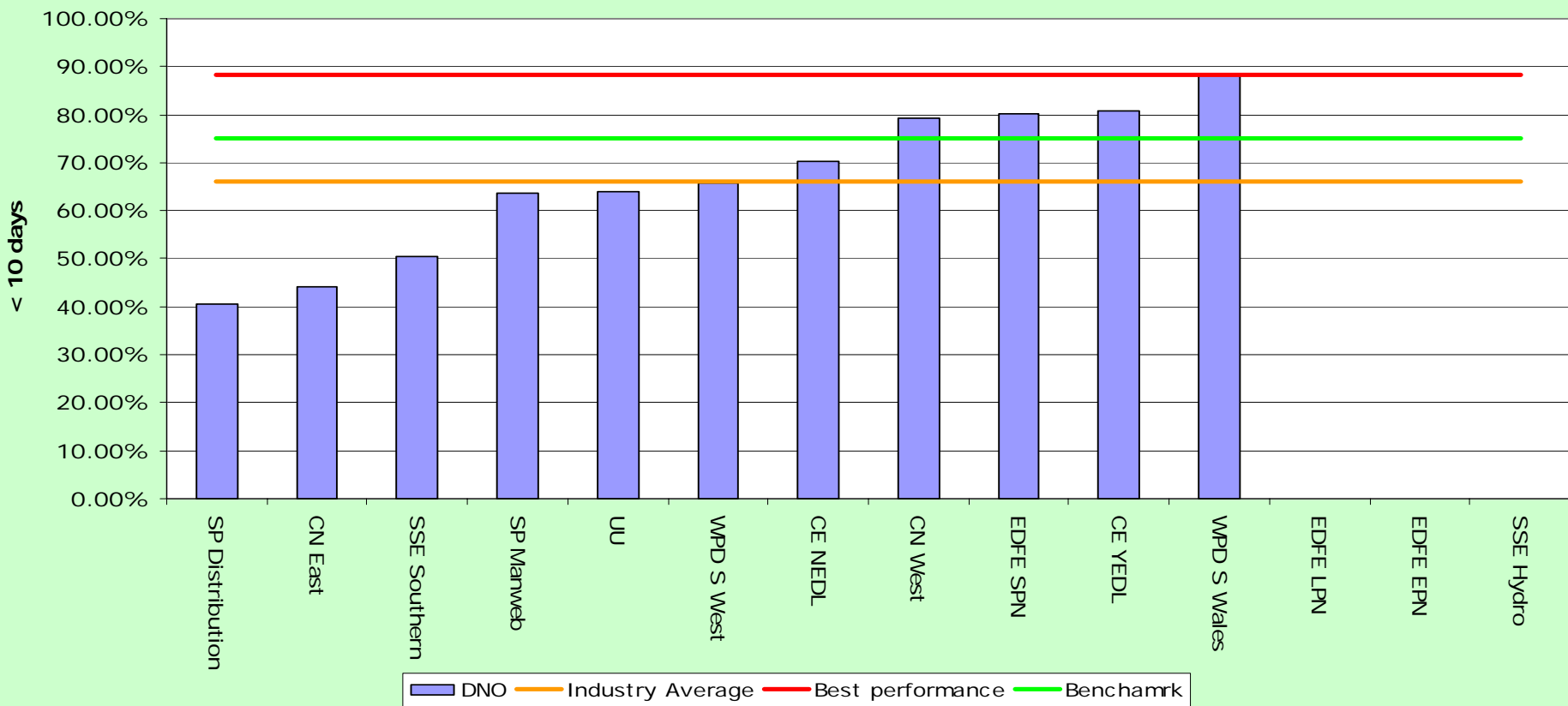
High Priority fault repair

High Priority: Average % repaired < 1 day



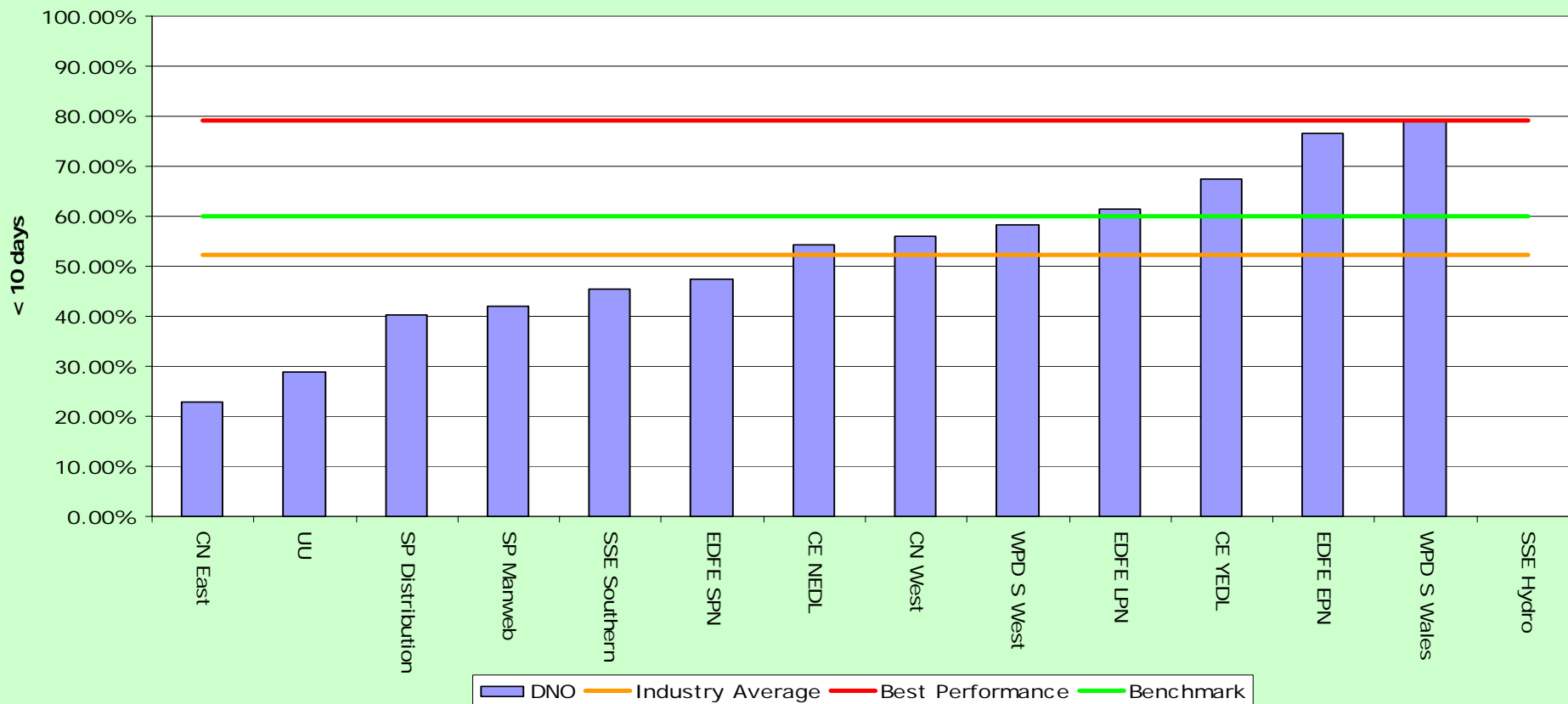
Multiple Unit fault repair

Multiple: Average % repaired < 10 days



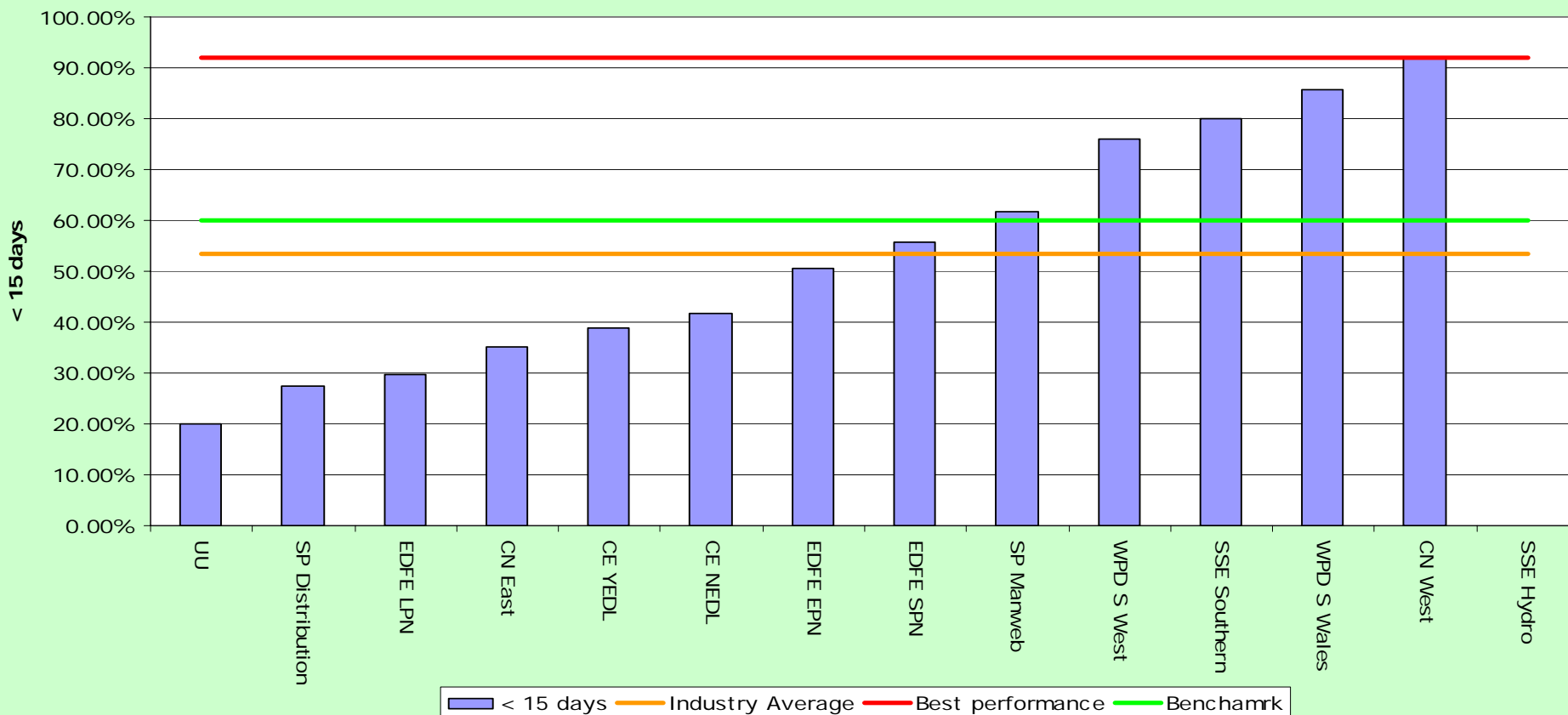
Single Unit fault repair

Single: Average % repaired < 10 days



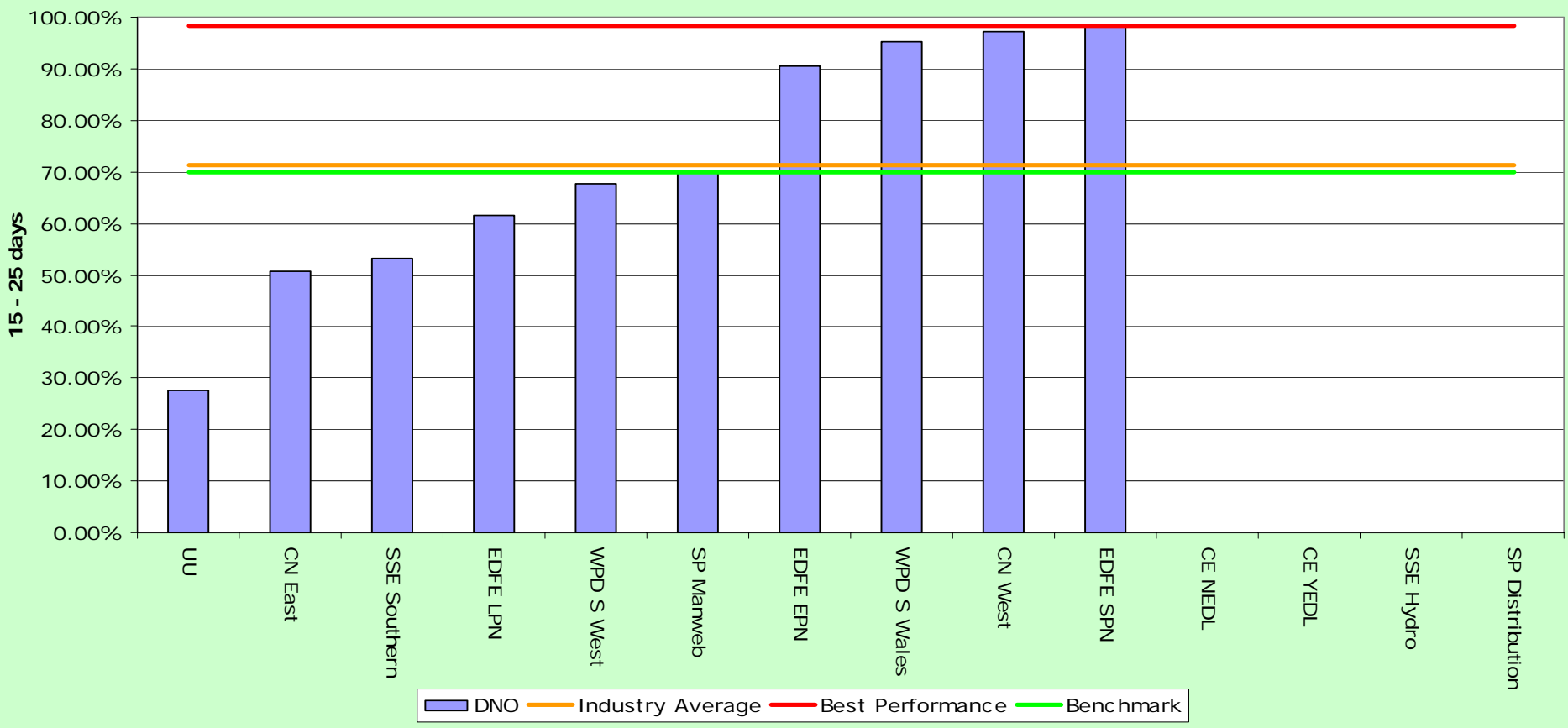
New Works 1-10 jobs

New Works (1-10) average % repaired < 15 days



New Works 11-50 jobs

New works (11-50): Average % repaired 15 - 25 days



Next steps

- Submit views on proposed SLA benchmarks (30 March 07)
- Ofgem decision – April / May 07
- LAs / DNOs to agree performance reporting before submission to Ofgem – regular liaison meetings
- Establish sub-group ? Proposed scope – SLA definitions, competition

A large, central version of the ofgem logo is positioned in the middle of the slide. It features the word "ofgem" in white lowercase letters on a red rounded rectangular background. The background of the slide is a light blue gradient with a faint image of a power plug and a person sitting at a desk.

Promoting choice and value for all
gas and electricity customers