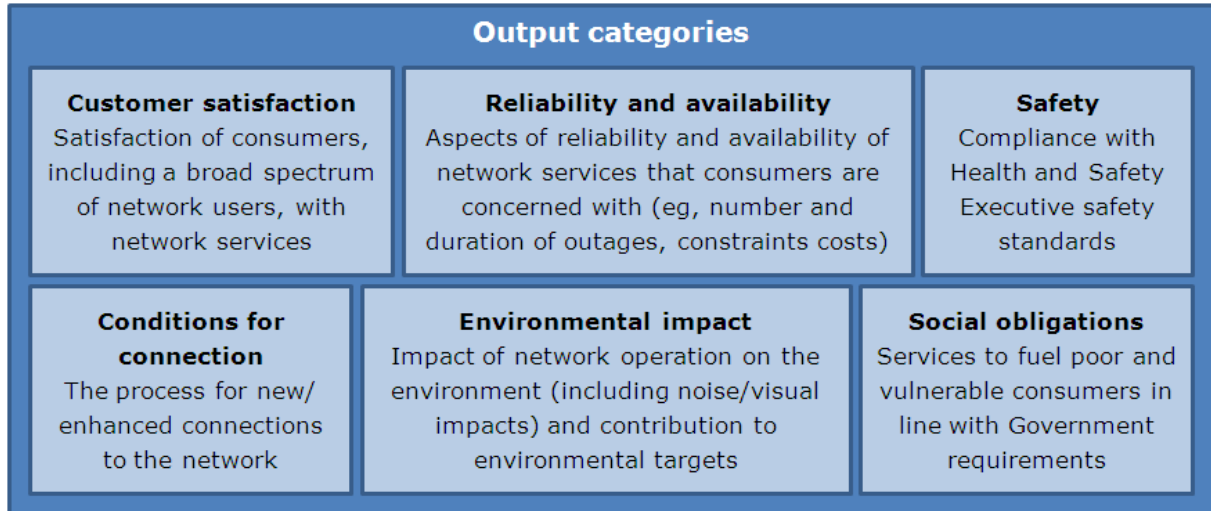


RIIO WPD OUTPUTS

This paper outlines the currently proposed WPD outputs under the RIIO framework.

This framework outlines six output categories as follows (extracted from the RIIO handbook):



As far as possible, primary outputs need to be:

- Material
- Controllable
- Measurable
- Comparable
- Applicable
- Compatible with the promotion of competition
- Legally compliant

Under each of the output categories, primary output measures are shown along with secondary network deliverables which are monitored to ensure that the primary outputs are delivered over time to give long term value for money.

Our currently proposed primary outputs and secondary network deliverables are (further development is expected);

Output Category	Primary output measure	Information output
Reliability and availability	CI	Performance against IIS target
	CML	Performance against IIS target
	18 hour standard	Interruptions over 18 hours

	Guaranteed standards (not connection)	Performance against each standard
	Target 60	% of customers restored within 1 hour of an HV fault occurring
Secondary network deliverables	Health Indices	HI compared to forecast
	Fault rates	Faults per km
	Customers per fault	Customers per fault
	Load Indices	LI compared to forecast
	Tree cutting	% of forecast spans cut
	Network Investment	Volumes of assets replaced Unit cost of replacement Expenditure against forecast (all via RRP)
	Network Operating Costs	Expenditure against forecast (via RRP)
	Closely Associated Indirects	Expenditure against forecast (via RRP)
	Business Support Indirects	Expenditure against forecast (via RRP)
	Non op capex	Expenditure against forecast (via RRP)
	Workforce renewal	Expenditure against forecast
	Network criticality	Criticality score derived from Reliability, Safety and Environmental consequences

Output Category	Primary output measure	Information output
Safety	Compliance with ESQCR	
	Flood defence	% of forecast number of schemes completed
	Compliance with HSE requirements	

	No. of lost time accidents	Split staff/contractors
	No. of non lost time accidents	Split staff/contractors
	No. of accidents involving general public	
Secondary network deliverables	No. of flood related faults	

Output Category	Primary output measure	Information output
Connections	Quotations	Average and maximum timescales to provide connection offers Quotation acceptance rate
	Connections	Average and maximum timescales to provide connections
	Connections guaranteed standards	Performance against metered unmetered and DG standards
	Provision of information	Commentary of what is available website and actions taken as a result of Stakeholder feedback
	Broad measure survey	Connections performance
	Broad measure - complaints	Connections complaints per 100,000 customers
Secondary network deliverables	Competition tests	Pass/fail against different market segments
	Determinations	Number of connection determinations

Output Category	Primary output measure	Information output
Environment	BCF	Reduction in CO2 equivalent emissions
	Oil losses	Volume leaked/volume installed
	SF6 losses	Volume leaked/volume installed
	LCNF/IFI (NIA/NIC)	Qualitative information

Secondary network deliverables	Environment Agency enforcement action	Qualitative information
	Length of oil filled cable	
	Volume of SF6	

Output Category	Primary output measure	Information output
Social responsibility	UG in National Parks/AONB	Expenditure against DNO plan and work completed
	Worst served customers	Expenditure against DNO plan and work completed
	Customers on PSR	?

Output Category	Primary output measure	Information output
Customer satisfaction	Telephony	Abandoned calls
		Speed of response
	Broad measure complaints	% resolved day 1
		% resolved day 31
		% repeat complaints
		% ombudsman findings against the company
	Broad measure stakeholder engagement	Commentary
Broad measure survey	Performance score for interruptions, connections, general enquiries and overall	
Secondary network deliverables	No. of calls received	