



# Our RIIO-ED1 Business Plan

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Chief Executive Officer



# Key promises to customers

## Customer

Customers are at the heart of our business

We will expand our services for vulnerable customers, providing an even greater level of support than we do today

All customers will experience **1st class** service whenever they need us

We will invest £1.5 billion in our network to ensure its continued reliability, availability and resilience



## Affordability

We will bring forward the RNO-ED1 price reductions early

This means our prices in 2014 will be **5%** lower than planned

In 2015 they will reduce by a further **18%**

Our average prices in RNO-ED1 will be **11%** lower than they currently are

Keeping costs low

Our prices are coming down



## Reliability

There will be no customers in the 'Worst Served' category by 2023 in the North West

No customers will experience more than 12 interruptions over a three year period

**20%** reduction in the number and duration of power cuts

Keeping the lights on in the North West



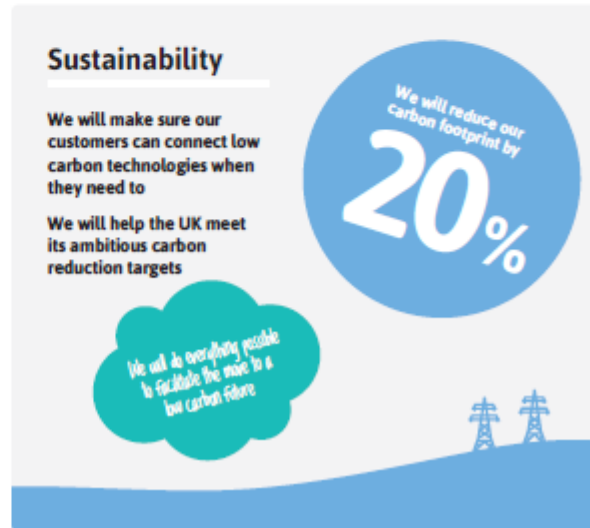
## Sustainability

We will make sure our customers can connect low carbon technologies when they need to

We will help the UK meet its ambitious carbon reduction targets

We will reduce our carbon footprint by **20%**

We will do everything possible to facilitate the move to a low carbon future



## Connections

- We will provide a quotation for single domestic connections within 5 days of receiving the customer's application. We will complete the work within 25 days of them telling us they are ready to proceed. Improved timescale commitments for all other connections.
- We will develop enhanced services for major connections customers and provide our services in a fully competitive connections market.

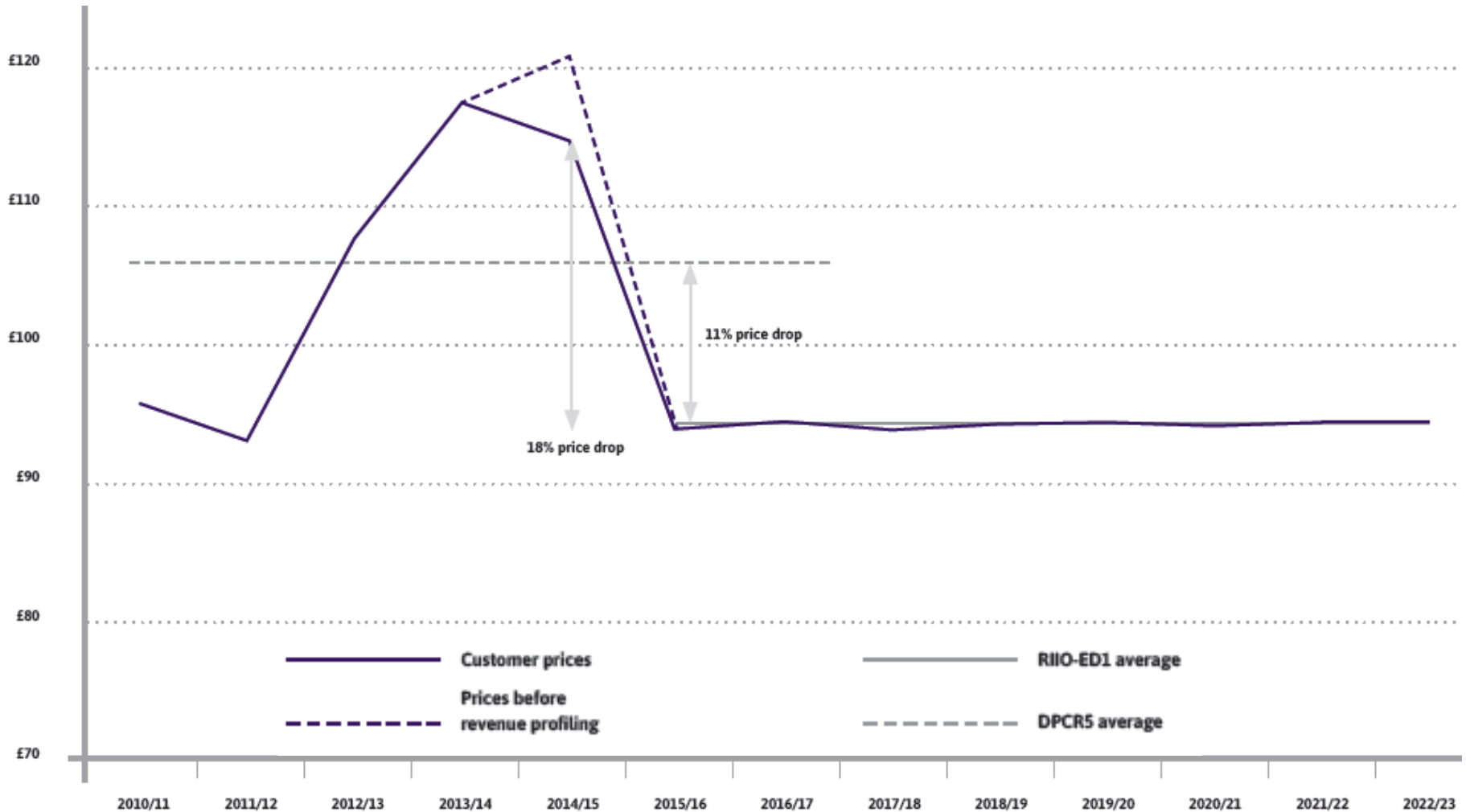
## Social

- We will help to mitigate fuel poverty by reducing our average RIIO-ED1 prices compared to our average DPCR5 prices – and with a reduction in the final DPCR5 price.
- We will expand our corporate social responsibility programme and target Gold status in the Business in the Community Corporate Responsibility Index.
- We will provide £1 million per year from our funds to deliver enhanced support and welfare provision for our vulnerable customers, and also provide additional resilience to the parts of our network where high concentrations of vulnerable customers are found.
- We will use our position in the community to further develop our partnerships and relationships with other organisations to help combat fuel poverty.

## Innovation and Environment

- We have included a substantial smart grid discount within our plans to ensure we facilitate the move to a low carbon economy.
- We will use smart meter data to improve the way we interact with our customers and manage our network
- We will reduce our Business Carbon Footprint by 20% from 2010 levels by improving our use of energy, vehicles, fuel and premises.
- We will improve the visual amenity of our landscapes by undergrounding an additional 80km of overhead power lines.

# 11% Reduction on DPCR5 Average Prices



## Key messages from our customers

- Customers expect and demand a first class service
- Reliability – ‘keeping the lights on’
- Affordability – delivering exceptional value for money
- Sustainability – managing and investing in our network to meet the challenges of the future

## Our package delivers for customers and stakeholders

- RIIO-ED1 average prices reduced by 11% on DPCR5
- Accelerated the benefits of RIIO – reduced bills in 2014/15
- We have challenged ourselves to reduce costs – our plan includes significant spend reductions
- We are improving network performance through a prudent, innovative and ambitious programme
- We are investing to support and enable the transition to a low carbon future
- We are committing to deliver customer service excellence

# Our Business Plan



Well Justified  
Business Plan  
2015-2023

Our promises  
to the people of  
the North West  
2015-2023

- **Customers are at the heart of our business**

All our customers will experience a first-class service whenever they need us

We will expand our services for vulnerable customers, providing an even greater level of support than we do today

- **Our prices are coming down**

Our average prices between 2015 and 2023 will be 11% lower than they currently are

Our prices in 2014 will be 5% lower than planned in 2015, they will reduce by a further 18%

- **Our network will be more reliable**

We will reduce the number and duration of power cuts by 20%

We will ensure none of our customers will be classed as 'Worst Served' by Ofgem

- **Our network will meet future challenges**

We will make sure customers can connect low carbon technologies when they need to

We will help the UK meet its ambitious carbon reduction targets



[www.enwl.co.uk/business-plan](http://www.enwl.co.uk/business-plan)