

RIIO-ED1: March 2014 Update



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Agenda

- Value for money for our customers
- Looking after our customers
- Connecting to our network
- Looking after our environment



- **What's changed from our July 2013 submission**
- **What's stayed the same**

Value for money for our customers



What's changed in March 2014

- **Further reduction to customer bills from 10% to 16%**
 - Customers in the north of Scotland now see savings of £25
 - Customers in the south of England now see savings of £16
- **The balance of risk transferred away from customers**
- **A reduction in overall costs of £204m over the 8 year period**
- **A reduction in the cost of equity to 6.4% from 6.7% in July 2013**

What's not changed in March 2014

- **Our continued commitment that our part of customer bills will significantly drop in 2015 and remain flat thereafter**

Looking after our customers



What's changed in March 2014

- **We propose to double the Guaranteed Standards payments to customers who are off supply for more than 18 hours as a result of an unplanned interruption**
- **We have published our new Consumer Vulnerability Strategy**
 - Our strategy is underpinned by our vision that, by 2023, our fair, accessible and responsive service will champion the needs and welfare of every customer whilst providing a safe, reliable supply of electricity.
- **We have developed a more targeted approach to providing a reliable service to our “Worst Served Customers”**

What's not changed in March 2014

- **Our continued commitment to engage with our customers through the communication channels that suit them, in order to put their needs first.**

Connecting to our network



What's not changed in March 2014

- Our continued commitment to reduce the average time to receive a connection quote and then get connected to our network by 10%.
- If a customer applies for a new connection and we have not been in touch within 3 working days, we will pay them £20.
- We will provide a named Key Account Manager for every Major Connection and will provide enhanced information, including publishing heat maps on our website, to improve service to these customers.

Looking after our environment



What's not changed in March 2014

- Our commitment to underground up to 90km of overhead line in Areas of Outstanding Natural Beauty, National Scenic Areas and National Parks.
- We continue to reduce our impact on the environment by reducing the energy consumption of our buildings by 15% and reduce the miles travelled by our fleet cars by 10%.

In summary

We will reduce our part of the customer bill by 16% in 2015 and it will remain flat thereafter.

We have put our customers' needs at the forefront of our plans, ensuring a fair and accessible service to all.

Value for money
for our customers

We have reduced the overall cost of our business by £204m across the 8 year period.

We will continue to deliver more for less.

View our updated plan

www.yourfutureenergynetwork.co.uk

