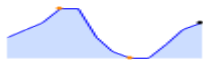


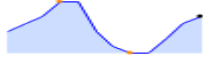


South East Energy Grid Our performance 2016-17

	How we did	How we ranked against other networks	Our performance bonus or penalty (per customer) ¹	Trend over time
Finance	We said we'd spend £xm and we actually spent £ym. We made a return of x% on our equity.	n/a	£16.8m (£4.68)	
Customer satisfaction	On the basis of complaints, surveys and engagement, we scored x/10.	2nd/6	£2.6m (71p)	
Reliability	x/100 of our customers experienced an interruption this year, resulting in customers being without power for a total of y minutes.	5th/6	-£0.2m (-5p)	
Connections	It took us an average of x to provide a quote for a connection and an average of y to complete the works. We were rated x/y for how we engaged with our connection customers.	2nd/6 for time to connect, 1st/6 for connections engagement.	£1.5m (43p)	 [separate graphs for TTC and ICE?]
Losses	Ofgem awarded us £x out of a possible £y this year for our work reducing losses on our network [leave out when no award made].	4th/6	£0.4m (12p)	n/a

Safety - 1-2 sentences

Environment - 1-2 sentences (link to environmental reporting)

Social - 1-2 sentences

Innovation - 1-2 sentences

Contact details

Link to Ofgem annual report

¹ All calculations of impact on household bill are for an average household in our area.