

Sustainable Development Indicators (SDIs)

Facts and figures

The Sustainable Development Indicators (SDIs) assess the sustainability of the gas and electricity sector, covering environmental impact, social outcomes, bills and quality of service, reliability and safety.

Environmental impact

The UK needs to reduce its GHG* emissions and increase renewable energy to achieve climate change goals.



Power stations were responsible for
24% of UK
GHG emissions in 2014.



About 25%
of the UK's electricity came
from renewables in 2015.

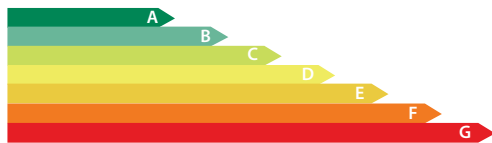
Social outcomes, bills, and quality of service

An affordable energy supply is an essential service required for health and wellbeing.

5%



of total household expenditure
in 2014 was spent on energy.



Improvements in energy efficiency help
lower energy bills, tackle fuel poverty
and reduce GHG emissions.

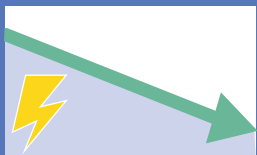
The % of eligible homes
benefitting from cavity wall
and loft insulation has
been growing steadily
since 2008.



In Q2 2016 the number of complaints made per 100,000 customer
accounts declined by 36% compared to Q2 2015.

Reliability and safety

Consumers need a reliable and safe energy supply, and one that is resilient to climate change.



Average minutes lost per
consumer in electricity
distribution continue to fall
and are below 2001/02.

Planned and unplanned
minutes lost per consumer
in gas distribution have been
fairly stable since 2006.



Disruption to network assets can come from flooding. GB-wide substation resilience to flooding is improving. The number of substations in the '1/100' (highest) flood risk category has been reducing steadily.

*Greenhouse gas