

RIO-2 – Consumer Voice & Business Plans

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About UK Power Networks

Three distribution networks:

- London;
- East of England; and
- South East of England.

Measure	Data	% of industry
End customers	8.2m	28%
Population served	c.20m	-
New metered connections*	46,000	32%
Distributed generation connected	8.5GW	31%
ED1 totex allowance (2012/13 prices)	£6,029m	25%
Energy distributed	84.8TWh	28%
Peak demand	16GW	N/A



* Average per annum 2010/11-2014/15

Purpose of the presentation

To provide an overview of UK Power Networks' perspective on:

- Consumer engagement in co-designing our RIIO-1 plan;
- How engagement helps to continually shape our services; and
- Opportunities to further improve in RIIO-2.

Our vision is informed by our employees, consumers and wider stakeholders



**The safest
The best employer**



**The most reliable
The best service
The most innovative
The most socially responsible**



The lowest cost

...and consistently best performing DNO 2015 – 2018/9

Consumer engagement in co-designing our RIIO-ED1 plan

Comprehensive and Broad Engagement

- Over a 3-year period
- Wide range of stakeholders
- Quantitative & qualitative assessment

Making it relevant for consumers

- Understanding what matters and willingness to pay
- Genuine two-way dialogue
- Being transparent

Making a difference to the plan

- 77 commitments
- Investment to support low carbon transition
- Strategic Network Investment

Influencing our culture and strategy

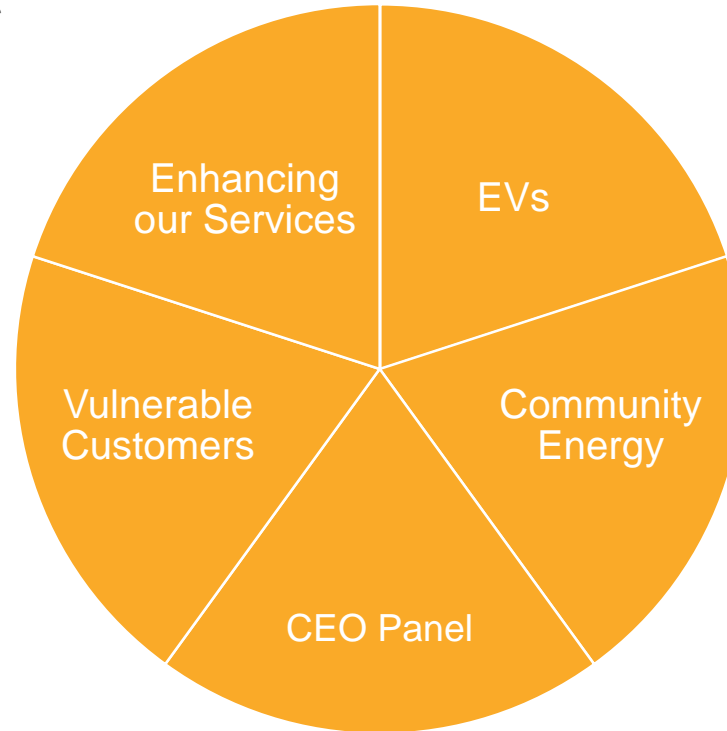
- Defining “good” performance
- Clear strategy for delivery
- Engagement at all levels and in different ways

Extensive engagement delivered a comprehensive business plan

Continual engagement is critical to shape our services and business

*e.g. Ask the expert Service / Surgeries
Developing digital offerings
Transforming our relationship with
Independent Connection Providers*

*e.g. Getting electric vehicles moving - A
guide for local authorities*



*e.g. Partnering with London
Sustainability Exchange to
engage hard to reach
communities (40k consumers)*

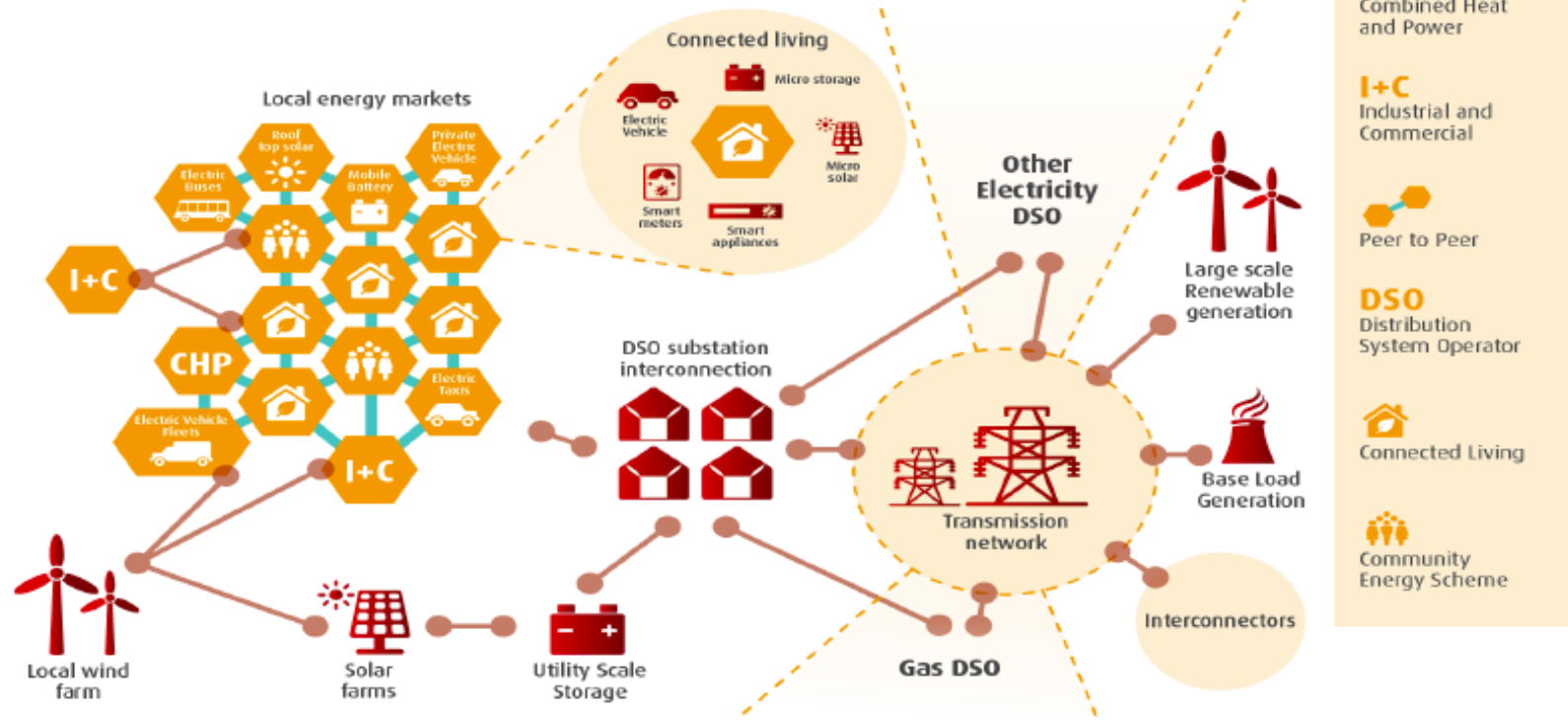
*e.g. Collaborating with Community
Energy South – energy efficiency advice
to 1400 fuel poor customers*

*e.g. Refining our vision
– social role*

Stakeholder engagement ensures that we are sustainable business

Our world is changing rapidly

UK Power Networks Distribution System Operator (DSO)



Unpredictability

Complexity

Innovation

Pace

Engagement framework and priorities must continue to evolve to meet new needs

Opportunities to further improve in RIIO-2



Companies should remain empowered to define their approach – one size does not fit all

Thank you

UtilityWeek
Awards
2016

WINNER
Utility of the Year



**INVESTORS
IN PEOPLE** | Gold

THE SUNDAY TIMES
30
BEST BIG COMPANIES
TO WORK FOR
2017

**UK
Power
Networks**
Delivering your electricity

The logo graphic for UK Power Networks, consisting of several concentric, curved lines in shades of orange and red, resembling a stylized sun or a network.