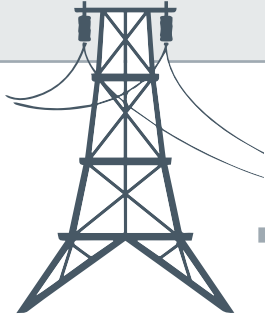


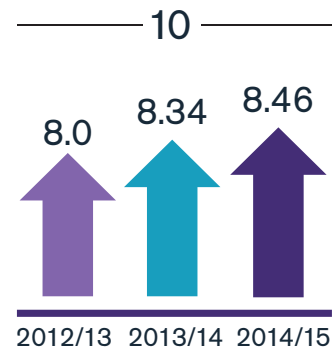
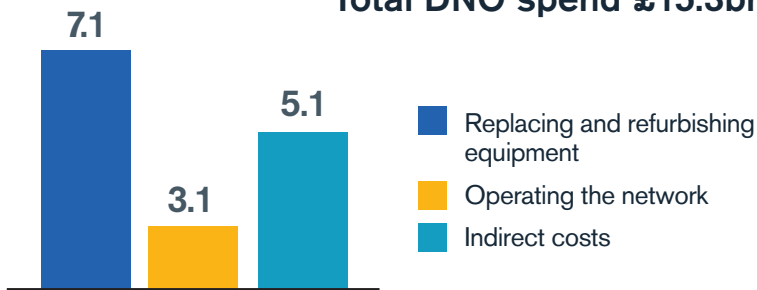
# Electricity Distribution Company Performance

2010 - 2015



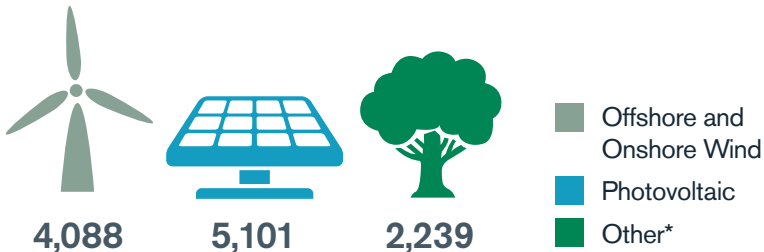
Typical household spend on distribution element in their electricity bill in 2015.

## Total DNO spend £15.3bn



Improved customer satisfaction  
average score out of 10

## More distributed generation connected (MW)



\*Other includes CHP, waste incineration, landfill gas, sewage gas, biogas, hydro, biomass & energy crops



Business carbon footprint



**£302m** on trials for  
**Innovative technology**



**↑22%**

## More competition in connections

More connections completed by Independent Connections Providers

## A more reliable network

**↓21%** reduction in customer interruptions

**↓36%** reduction in customer minutes lost

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