



Making a positive difference  
for energy consumers

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Dear Stakeholder

### **How we report on electricity distribution company performance – next steps**

On 28 August 2015, we published an open letter consultation on how we report on electricity distribution company performance. The consultation closed on 9 October and all responses are published on our website.<sup>1</sup>

We asked for feedback on the content, format and timing of future publications, as well as the appropriate split between information published by DNOs and that published by Ofgem. Overall, stakeholders were supportive of our proposals to make available more information on DNO performance and agreed with the need to ensure that publications are appropriately targeted in terms of content and level of detail. Respondents showed a particular interest in:

- information on trends, including historical data and forecasts where appropriate; and
- bill impact and rewards and penalties.

We have also sought views from consumers on how we can best present key information through Ofgem's Consumer First research programme.<sup>2</sup> We held focus groups with consumers in four different locations across the UK in November and results will be published early next year.

The responses to the consultation and the findings of our Consumer First Panel will feed into how we report on DNO performance for the first year of RIIO-ED1 (April 2015 to March 2016). In doing so, we are keen to ensure that there are no unnecessary duplications and that we make the best possible use of information already collected and reported under the regulatory framework. We therefore propose to amend the existing reporting arrangements:

- introduce a new summary spreadsheet in the Regulatory Instructions and Guidance (RIGs), which pulls together key indicators of performance from across the RIGs; and,
- introduce a requirement on DNOs to publish the content of this summary spreadsheet as part of their Business Plan Commitment Reporting requirement under standard licence condition 50 (SLC50).

<sup>1</sup> <https://www.ofgem.gov.uk/publications-and-updates/how-we-report-electricity-distribution-company-performance>

<sup>2</sup> <https://www.ofgem.gov.uk/about-us/how-we-work/working-consumers/our-consumer-research-and-publications>

These changes will ensure that key information is available on a comparable basis while enabling individual DNOs to tailor their SLC50 report to meet the specific needs of their stakeholders. We will be looking to amend the RIGs and issue a short SLC50 Guidance document to this effect early next year and stakeholders will have the opportunity to provide additional feedback as part of the consultations that we will carry out during this process. In the future, we may consider bringing all DNO reporting requirements together into one single publication.

We plan to publish an annual report on DNO performance by the end of each calendar year. The focus of the report will be on providing mid-level comparative information on price control performance across all companies in a customer-friendly format. We also recognise that some stakeholders would like to see more detailed data made publically available and we may consider publishing additional data in the future on the Network Performance under RIIO page of our website.<sup>3</sup>

We will be publishing a report on DNO performance during DPCR5 (2010-2015) and welcome feedback on the format and level of detail of the report. We will review how we report on DNO performance during RIIO-ED1 on a regular basis to ensure that the information and data published remain relevant and continue to meet the needs of a wide range of stakeholders.

Yours faithfully,

**Anna Rossington**  
**Associate Partner - RIIO Implementation**

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<sup>3</sup> <https://www.ofgem.gov.uk/network-regulation-riio-model/network-performance-under-riio>