

Business Plan Reporting Guidance

Draft Guidance

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1. Background and General Instructions

- 1.1 Standard Licence Condition 50: Business Plan Commitment Reporting (SLC50) of the Electricity Distribution Licence requires each licensee to publish an annual report (the Report) on how it has performed against commitments made in its RIIO-ED1 Business Plan.
- 1.2 Each licensee is required to publish the Report on or before the 31 October 2016 and by each subsequent 31 October, unless otherwise directed by the Authority.[‡] The Report should be published and be readily accessible to the public from each DNO's Website.
- 1.3 [The reporting requirement in SLC50 applies to each licensee. A group may publish a single Report, which applies to all of the licensees within the group, provided that sufficient information about each individual licensee is reported.](#)
- 1.4 The licensee is also required to send a copy of the Report to the Authority by the same date. The licensee should send this copy via email to RIIO.ED1@ofgem.gov.uk.
- 1.5 In accordance with SLC 50.4, the licensee must have regard to the Business Plan Reporting Guidance (the Guidance) in preparing its report.
- 1.6 This document constitutes the Business Plan Reporting Guidance referred to in SLC50.4. This document is issued by the Authority under Part B of SLC50. The Guidance may be revised and reissued in accordance with Part B of SLC50. The most recent [directed](#) version of the Guidance published on the Authority's website is the current version.

2. Purpose

- 2.1 The purpose of the reporting requirement is to oblige licensees to provide stakeholders with information on how they are performing against the commitments they made in their business plans.
- 2.2 The Guidance defines the compulsory summary information which must be published by the licensee as part of the Report. Licensees should engage actively with their stakeholders to determine the remaining content of the Report. This content should be focused on providing stakeholders with clear

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and well-structured information on how the licensee is performing against its RIIO-ED1 business plan commitments.

3. Scope of the Report

- 3.1 The licensee is required to provide high level summary information on its overall performance under RIIO-ED1 as part of the Report. The report should provide a summary of the licensee's performance in relation to the commitments the licensee made in its RIIO-ED1 Business Plan.
- 3.2 The report should include specified summary performance information that allows comparison across all DNOs. This is referred to as the 'Performance Snapshot'. The purpose of this summary is to ensure that stakeholders are provided with summary performance information on a comparable basis across all DNOs.

4. Structure and Content of the Report

- 4.1 The Report must include the content specified in this Guidance and, where a form is specified, that content must be provided in the form specified in this Guidance.
- 4.2 The licensee must publish the Report prominently on their website.
- 4.3 The licensee must include a one page summary of its performance under RIIO-ED1 entitled 'Performance Snapshot' in the Report. This one page summary must be prominent in the Report. The licensee may use an executive summary, introduction, and/or other introductory section to provide context on the information and data contained in the Performance Snapshot.
- 4.4 The content of the Performance Snapshot must include the following data and information:
 - Data contained in the Key Summary Information RIGs sheet SI+1 for the relevant Regulatory Year on the following general and financial indicators, namely:
 - Number of customers;
 - Total DNO network length;
 - Total Expenditure, including total expenditure as a percentage of allowed revenue; and,

- Unrestricted Domestic Tariff charge – [not including the domestic customer rebate². ~~not including the £5 rebate scheme.~~](#)
- Data contained in the summary RIGs sheet SI+1 for the relevant Regulatory Year on the following outputs:
 - Reliability and Safety: Customers Interrupted and Customer Minutes Lost ([absolute performance unweighted, including exceptional events](#)), [- in addition, the licensee may also choose to show figures excluding exceptional events](#);
 - Connections: Time to Quote, Time to Connect;
- Additional information on the following outputs:
 - Customer Satisfaction: [overall](#) Broad Measure of Customer Satisfaction score out of 10;
 - Social Obligations: [individual](#) Stakeholder Engagement and Consumer Vulnerability score out of 10; and,
 - Incentive on Connections Engagement (ICE): penalties incurred under the ICE scheme, if any;
- Additional qualitative [summary](#) information on the following outputs;
 - Reliability and Safety: licensee safety performance and compliance with Health and Safety Executive (HSE) legislation;
 - Environmental Impact; and
 - Additional qualitative [summary](#) information regarding the licensee's activities relating to innovation.

4.5 The price base for all values should be 2012/13.

4.6 The licensee may include references to other sections of the Report and/or to other reports that it is required to publish under the Electricity Distribution Licence for further detail on performance.

4.7 The data and information included in the Performance Snapshot must relate to the regulatory year covered by the Report only.

4.8 In order to ensure that the information published in the Performance Snapshot is meaningful to stakeholders, the licensee ~~must~~ [should](#) ensure that any technical terms or acronyms are clearly explained, [for example what the](#)

² [In the 2013 Autumn Statement, the government indicated that a £12 annual Government Electricity Rebate would be paid to domestic electricity customers in 2014 and 2015 by suppliers. Electricity distribution network operators \(DNOs\) decided to take voluntary action to reduce network costs, leading to a further one-off deferral of around £5 on electricity bills on average. As the rebate value varies marginally across DNOs, this has been excluded from the tariff charge to allow comparability.](#)

[Unrestricted Domestic Tariff charge includes](#). This could be in the form of a glossary.

5. Appendices

5.1 [The licensee must also publish an electronic copy \(in Microsoft® Excel\) of SI1 on its website alongside the annual report, covering all years to date, to enable stakeholders to access the data.](#)

5.2 [The high-level summary information should also be made available as a separate document, published prominently on the licensee's website. The licensee may include a cover note as part of this separate document.](#)
~~The licensee must provide an electronic copy of SI11 as an appendix to the Report. This appendix could be an electronic version and/or hard copy depending on the format of the report. The appendix will include information on previous regulatory years and will enable stakeholders to compare performance year on year.~~