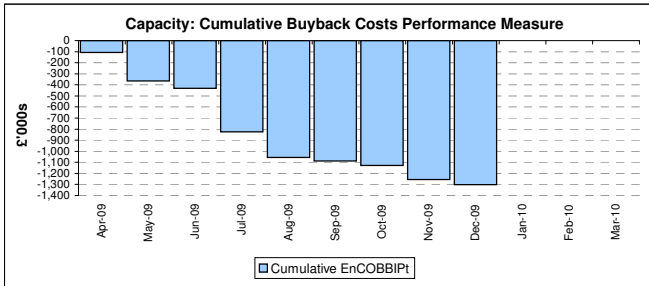
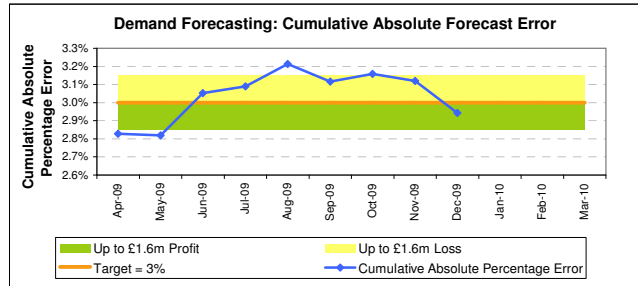


Capacity



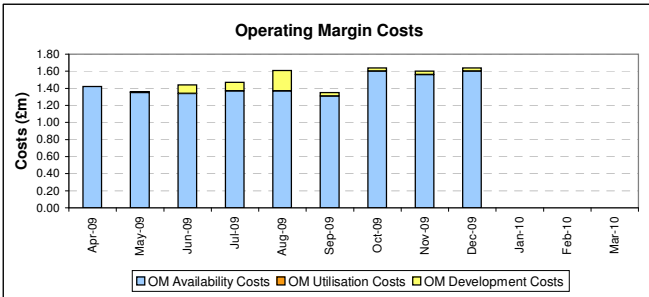
The chart shows the monthly cumulative buy-back cost performance measure. The annual target cost for this incentive is £22.7m. The current position is a net revenue of £1,302,231.

Demand Forecasting



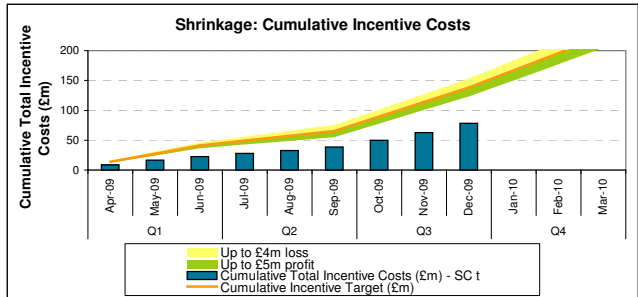
The chart compares the monthly cumulative absolute forecast error (the blue line) to the incentive target (the orange line), where the target is a cumulative absolute error of 3% for the full year. The current position is a cumulative absolute forecast error of 2.94%.

Operating Margins



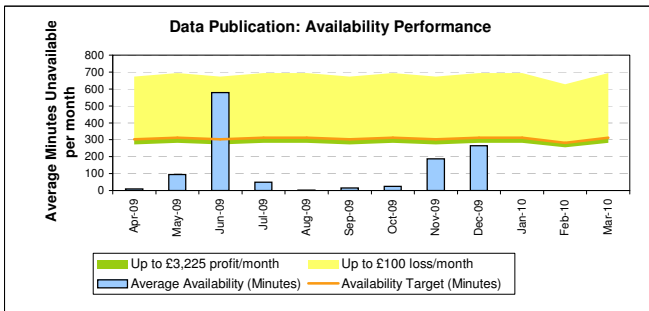
The chart shows the cumulative costs of Operating Margins availability, utilisation and development. Only utilisation costs are incentivised in 09/10, with a target of £0.27m, which would be represented by orange columns on the chart. The current position is zero spend.

Shrinkage

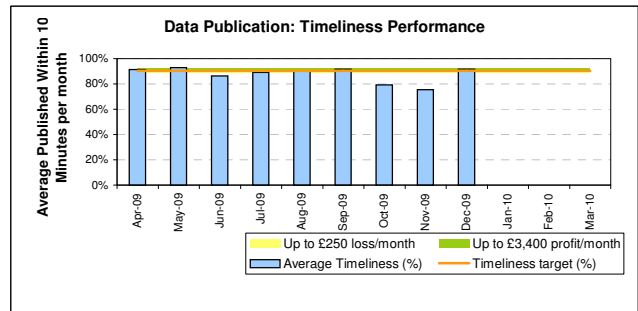


The chart compares cumulative total shrinkage costs (the blue bars) to an indicative cumulative target (the orange line). The current position is a cost of £78.42m

Data Publication

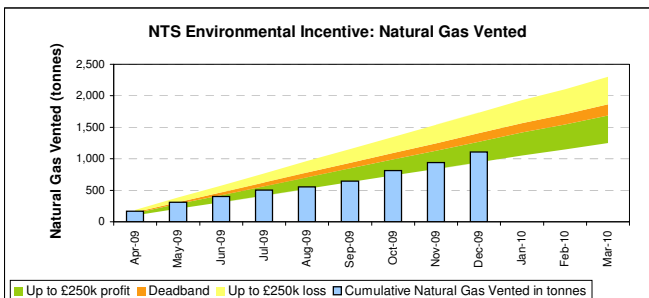


The chart compares the average number of minutes for which the incentivised web pages were unavailable in the month (the blue columns) to the incentive target (the orange line), where the target represents 99.3% availability.



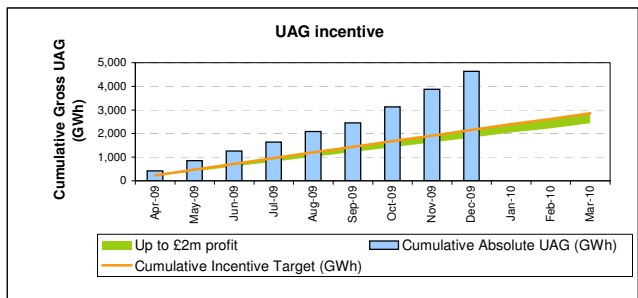
The chart compares the average timeliness of the incentivised reports for the month (the blue columns) to the incentive target (the orange line), where the target represents 90.5% published within 10 minutes.

NTS Environmental Incentive



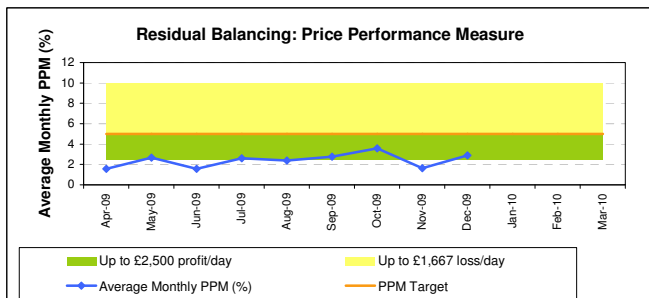
The chart compares the cumulative mass of natural gas vented (the blue columns) to a cumulative target (the orange band). The current position is a vented mass of 1,106 tonnes.

Unaccounted for Gas

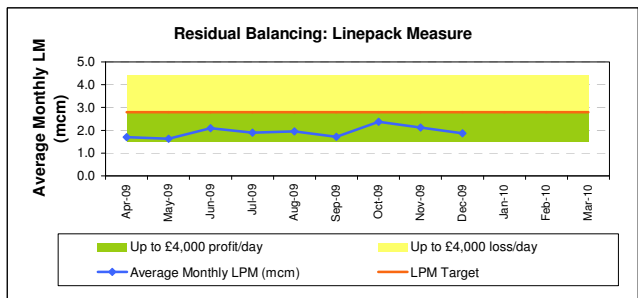


The chart compares cumulative absolute UAG (the blue columns) to a cumulative target (the orange line). The current position is cumulative absolute UAG of 4,637GWh.

Residual Balancing



The chart compares the average Price Performance Measure in the month (the blue line) to the incentive target (the orange line), where the target is a PPM of 5%.



The chart compares the average Linepack Measure in the month (the blue line) to the daily incentive target (the orange line), where the target is an LPM of 2.8mcm.