

Our Performance – Electricity

RIO delivers benefit to investors and savings to customers. Our allowance (revenue) in 2015/16 of £1.5bn against spend of £1.3bn delivering £100m savings to customers.

Network costs make up approximately 3% or £22 of the average energy bill.

Key:

- Target met ✓
- Target not met ✗

Over 20% ✓
ahead of the output target for SF6 leakage

70–80% ✓
leadership range score for environmental discretionary reward, best of all transmission owners

4 schemes
in development to reduce impact of power lines in areas of outstanding natural beauty

99.99998% ✓
network reliability

4.5MWh ✓
of energy not supplied against a target of 316MWh

Required level ✓
of network risk in asset replacement programme

Savings
for customers through innovative ways of operating the system

100% ✓
of health and safety legislation obligations met

World class
injury frequency rates for staff, contractors and the public

Keeping safe
our critical sites from threats of physical and cyber attacks



Reliability



Safety

Environment



Customer connections



Stakeholder satisfaction

280 ✓
new or modified customer contracts for new generation and demand connections

100% ✓
of our demand customers were connected on time during 2015/16

7.54 ✓
Customer satisfaction score, an improvement from 7.4 since the start of RIO

6.25 ✓
Stakeholder engagement incentive scheme score, improved from 5.75

Upgraded ✓
network to transfer energy from new electricity generation locations to places with high energy use

On time ✓
deliveries of all generation connections in 2015/16

7.53 ✓
Stakeholder satisfaction score, slightly lower than last year against a target of 7.4