

Our performance scorecard for 2013/14 – We will...focus on the delivery of our outputs

Description of our output requirement.	Target	Performance
Safety		
Comply with HSE legislation	100%	100%
Reliability and Availability		
Minimise how much electricity is lost to our customers because of failures to the assets on our network The Energy Not Supplied Reliability Incentive encourages us to minimise how much energy is lost to our customers when our equipment fails. Breakeven point is at 316MWh lost. 1MWh lost equates to £16k before tax (20%) and sharing factor (47%).	<316MWh p.a.	135MWh
Keep the network reliable by carrying out effective maintenance and asset replacement programmes Deliver Network Output Measures for our lead assets (Transformers, Reactors, Circuit Breakers, OHL Conductors & Fittings and Underground Cables) by carrying out our asset replacement and refurbishment programmes to deliver the agreed level of network risk. This means monitoring our assets and taking the economic and efficient decision to replace or refurbish them when required.	Compliant with network risk level at end of T1 period (2021)	SGTs – 7 Reactors – 3 Circuit Breakers – 25 Conductor – 63km OHL-F – 104.7km Cables – 5.1km Performance shows number of new assets added to network in 13/14. The overall programme is on target to be compliant at the end of the RIIO-T1 period.

Our performance scorecard for 2013/14 – We will...focus on the delivery of our outputs

Description of our output requirement.	Target	Performance
<p>Protect our critical assets to minimise disruption</p> <p>Deliver requirements for Integrated Security Solutions (formerly called Critical National Infrastructure schemes) at an agreed number of sites. The specific details of site locations and level of strengthening is confidential due to the nature of the works.</p>	As agreed by DECC/Ofgem	On target
<p>Strengthen the network to be ready for new generation and demand connections</p> <p>Deliver Incremental Wider Works output of increased transmission boundary capability as required by our customers to transmit power generated to areas of greater demand. Target is the baseline position in NG licence. Allowances will be amended for over/under delivery compared to the agreed baseline.</p>	0MW	<p>2700MW</p> <p>Works have been completed ahead of time, thus releasing greater system capability.</p>
<p>Deliver complex programmes to strengthen the network for large connections</p> <p>Deliver Strategic Wider Works output of increased transmission boundary capability for large and complex schemes like Western HVDC subsea cable link.</p>	No Strategic Wider Works due for delivery in 2013/14	
<p>Forecast amount of wind generation produced</p> <p>Forecasting of renewable generation rewards accurate day ahead forecasting of how much wind energy will be generated. Target is accuracy tolerance of mean wind generation with cap at £3m p.a. when forecasts are 100% accurate.</p>	+/- 4.75% summer +/- 6% winter	2.55% summer 2.98% winter

Our performance scorecard for 2013/14 – We will...focus on the delivery of our outputs

Description of our output requirement.	Target	Performance
<p>Balance the supply and demand on the transmission system in an economic and efficient way</p> <p>Balancing Services Incentive Scheme incentivises us to minimise costs to consumer whilst maintaining a network balanced for generation and demand. The difference between target spend and actual then flows through the sharing factor (25% for National Grid, 75% for consumers) with a scheme cap and collar set at £25m p.a.</p>	Target spend £980m	Actual spend £830m
Environment		
<p>Comply with Environmental legislation</p>	100%	100%
<p>Minimise greenhouse gas emissions, especially SF₆</p> <p>Minimise leaks and related SF₆ top-ups on our assets. SF₆ is a highly efficient insulator that allows us to reduce the space the circuit breaker takes up and therefore the overall substation footprint that is required however it is a powerful greenhouse gas over 23000 times more damaging than CO₂. Replacing and refurbishing circuit breakers is a great way to reduce leakage, but must always be done in an economic way.</p>	12,216kg of SF ₆ top-ups	9, 343kg topped up
<p>Going above and beyond to deliver low carbon solutions</p> <p>Environmental Discretionary Reward – panel decision on submitted paper that describes additional low carbon and environmental activities carried out in 2013/14. All of the Transmission Owners have the opportunity to access this annual award and 50% of any unused funding from each year is rolled into the following year's funding pot.</p>	£4m p.a. share with all TOs	Decision in September 14

Our performance scorecard for 2013/14 – We will...focus on the delivery of our outputs

Description of our output requirement.	Target	Performance
<p>Reduce the visual impact of assets in Areas of Outstanding Natural Beauty</p> <p>Mitigating visual impact on existing routes – delivering recommendations from independent panel to reduce visual impact of our assets, especially in Areas of Outstanding Natural Beauty. Our stakeholders have been clear that they have a willingness to pay to reduce the visual impact of our overhead lines and we are taking the recommendations from our advisory panel to make decisions on which routes we will ask Ofgem for funding to improve their visual amenity.</p>	<p>£500m (in 09/10 prices) over T1 to share with all TOs</p>	<p>Possible options being decided by independent Stakeholder Group</p>
<p>Mitigate the visual impact of new overhead line connections</p> <p>Mitigating visual impact on new routes – aiming to deliver reduced visual amenity impact when we build new OHL routes to connect new generation.</p>	<p>10% of new routes</p>	<p>No undergrounding required in 13/14</p>
<p align="center">Customer Satisfaction</p>		
<p>Measure the way that we have satisfied our customers</p> <p>Customer Satisfaction survey – an average score from twice yearly survey of our customer base. Score counts for 90% of overall incentive. We use an external research company to carry out phone and written surveys twice a year with our customer base, i.e. the generation and demand organisations that pay to use our electricity network</p>	<p>6.9/10</p>	<p>7.4/10</p>
<p>Gather data on how satisfied our stakeholders are</p> <p>Stakeholder Satisfaction survey – an average score from annual survey of our stakeholders. Score counts for 10% of overall incentive. We use our external provider to complete this annual activity, via phone, email or letter.</p>	<p>5.0/10</p>	<p>7.5/10</p>

Our performance scorecard for 2013/14 – We will...focus on the delivery of our outputs

Description of our output requirement.	Target	Performance
<p>Going above and beyond in the way we engage with our stakeholders</p> <p>Stakeholder Engagement Incentive Scheme – a submitted paper followed by panel assessment about how we engaged with our stakeholders in 13/14 and what business change that led to.</p>		5.75/10
Customer Connections		
<p>Send customer offers within 90 days</p> <p>From the date of first contact to meeting the customer and agreeing their requirements, we aim to offer a customer a connections date within 90 days of this process starting. Sometimes these offers are modifications to the customer's original offer.</p>	100%	100% (139 new or modified offers)
<p>Connect new generation customers to our network</p> <p>Target is based on Baseline as it appears in the Licence. In 2013/14 the baseline is as per the target, however . Latest forecasts are lower than this and so this uncertainty mechanism will flex to reflect these changes.</p>	504MW 5.4 circuit km OHL	746MW 0 circuit km OHL
<p>Connect new demand customers onto the network</p> <p>Target is based on Baseline as it appears in the Licence. Over the RIIO-T1 period we forecast that we would connect 72 new Super Grid Transformers and 27km of overhead lines for these demand customers. Latest forecasts are lower than this and so this uncertainty mechanism will flex to reflect these changes.</p>	4 SGTs 7 circuit km OHL	2 SGTs 0 circuit km OHL