Our Performance – Electricity
RIIO 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 ✗

- 99.99998% ✔️ network reliability
- Over 20% ✔️ ahead of the output target for SF6 leakage
- 99.99998% ✔️ of health and safety legislation obligations met
- 280 ✔️ new or modified customer contracts for new generation and demand connections
- 70–80% ✔️ leadership range score for environmental discretionary reward, best of all transmission owners
- 4.5MWh ✔️ of energy not supplied against a target of 316MWh
- 4 schemes ✔️ in development to reduce impact of power lines in areas of outstanding natural beauty
- Over 20% ✔️ ahead of the output target for SF6 leakage
- 99.99998% ✔️ network reliability
- 99.99998% ✔️ of health and safety legislation obligations met
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- 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
- 100% ✔️ savings for customers through innovative ways of operating the system
- 7.54 ✔️ Customer satisfaction score, an improvement from 7.4 since the start of RIIO
- 6.25 ✔️ Stakeholder engagement incentive scheme score, improved from 5.75
- 7.53 ✔️ Stakeholder satisfaction score, slightly lower than last year against a target of 7.4
- 100% ✔️ of our demand customers were connected on time during 2015/16
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- 7.53 ✔️ Stakeholder satisfaction score, slightly lower than last year against a target of 7.4
- 100% ✔️ of our demand customers were connected on time during 2015/16
- Safety
- Keeping safe our critical sites from threats of physical and cyber attacks
- 100% ✔️ of health and safety legislation obligations met
- World class Injury frequency rates for staff, contractors and the public
- Reliability
- On time deliveries of all generation connections in 2015/16
- Environment
- Savings for customers through innovative ways of operating the system
- 4.5MWh ✔️ of energy not supplied against a target of 316MWh
- 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
- Upgrade network to transfer energy from new electricity generation locations to places with high energy use
- Key:
Target met ✔️ Target not met ✗