

## SHE Transmission Stakeholder Satisfaction KPIs - 2016/17

1 We will develop, maintain and operate our networks safely at all times.								
KPIs	Measure	Incentivised elsewhere?	Target	Actual	Score	Weighting	Rating	
1.1	Reportable safety incidents for our staff and contractors and the general public	TRIR	N	0.55	0.54	100%	5%	3
1.2	Average duration of interruption per customer	Minutes	Y	8.4	1.81			
1.3	Transmission network outages planned in current year	Number	N	923	856	100%	10%	3
2 We will seek to provide our customers and stakeholders with the best possible service.								
KPIs	Measure	Incentivised elsewhere?	Target	Actual	Score	Weighting	Rating	
2.1	Stakeholder satisfaction survey score (overall)	%	Y	70%	87%			
2.2	Average working days to acknowledge written correspondence regarding general enquiries	Days	N	7	1	100%	5%	3
2.3	Number of complaints received and percentage resolved within 30 days	Number	N	24	63	38%	5%	0
3 We will maintain our commitment to delivering Value for Money across our activities.								
KPIs	Measure	Incentivised elsewhere?	Target	Actual	Score	Weighting	Rating	
3.1	SHE Transmission overall expenditure (actual vs allowed, on a rolling basis)	£m	Y	£304	£500			
3.2	Major transmission projects delivered within the year	Number	N	1	3	100%	10%	3
3.3	Other transmission projects delivered within the year	Number	N	18	14	78%	10%	2
4 We will operate in a sustainable manner, with consideration to the long-term impact of our activities.								
KPIs	Measure	Incentivised elsewhere?	Target	Actual	Score	Weighting	Rating	
4.1	Site environmental audits carried out	Number	N	135	250	100%	5%	3
4.2	Reportable environmental incidents	Number	N	0	4	0%	10%	0
4.3	Number of new trainee posts created	Number	N	24	3	13%	5%	0
5 We will build and maintain lasting, mutually beneficial relationships with those affected by our activities.								
KPIs	Measure	Incentivised elsewhere?	Target	Actual	Score	Weighting	Rating	
5.1	Timely submission of Connection Offers to System Operator	%	Y	100%	100%			
5.2	Approved suppliers located within license area	%	N	25%	30%	100%	5%	3
5.3	Volunteering days donated to the community	Days	N	161	100	62%	5%	1
6 We will work smarter, deploying innovative solutions where these can assist us in developing, maintaining and operating our networks								
KPIs	Measure	Incentivised elsewhere?	Target	Actual	Score	Weighting	Rating	
6.1	Network Innovation funded projects with two or more external collaborators and/or research providers	%	N	80%	76%	95%	5%	3
6.2	Learning from Network Innovation funded projects established as Business As Usual	Number	N	2	0	0%	5%	0
6.3	Business improvement measures and innovation put in place	Number	N	18	11	61%	10%	1
7 We will report regularly on our performance so you can assess how we are delivering on these commitments and our wider obligations.								
KPIs	Measure	Incentivised elsewhere?	Target	Actual	Score	Weighting	Rating	
7.1	Annual performance against Our Commitments is reported on time, in an understandable format and covers our key outputs and obligations	RAG	N	GREEN	GREEN	100%	5%	3

Total Overall Score	28
No. of KPIs not incentivised elsewhere	15
Aggregate score % for KPIs	62%
<b>Aggregate Performance Score (Total Overall Weighted Percentage)</b>	<b>69%</b>