

## SHE Transmission Stakeholder Satisfaction KPIs - 2015/16

| 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       | 0.3   | 100%      | 5%     | 3 |
| 1.2                                                                                                                                    | Average duration of interruption per customer                                                                                          | Minutes                 | Y      | 8.4        | 1.27  |           |        |   |
| 1.3                                                                                                                                    | Transmission network outages planned in current year                                                                                   | Number                  | N      | 923        | 668   | 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%        | 82%   |           |        |   |
| 2.2                                                                                                                                    | Average working days to acknowledge written correspondence regarding general enquiries                                                 | Days                    | N      | 7          | 2.11  | 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       | £577  |           |        |   |
| 3.2                                                                                                                                    | Major transmission projects delivered within the year                                                                                  | Number                  | N      | 1          | 5     | 100%      | 10%    | 3 |
| 3.3                                                                                                                                    | Other transmission projects delivered within the year                                                                                  | Number                  | N      | 18         | 5     | 28%       | 10%    | 0 |
| 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        | 233   | 100%      | 5%     | 3 |
| 4.2                                                                                                                                    | Reportable environmental incidents                                                                                                     | Number                  | N      | 0          | 3     | 0%        | 10%    | 0 |
| 4.3                                                                                                                                    | Number of new trainee posts created                                                                                                    | Number                  | N      | 24         | 4     | 17%       | 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%        | 31%   | 100%      | 5%     | 3 |
| 5.3                                                                                                                                    | Volunteering days donated to the community                                                                                             | Days                    | N      | 161        | 212   | 100%      | 5%     | 3 |
| 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%        | 80%   | 100%      | 5%     | 3 |
| 6.2                                                                                                                                    | Learning from Network Innovation funded projects established as Business As Usual                                                      | Number                  | N      | 2          | 2     | 100%      | 5%     | 3 |
| 6.3                                                                                                                                    | Business improvement measures and innovation put in place                                                                              | Number                  | N      | 18         | 26    | 100%      | 10%    | 3 |
| 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 |
| <b>Total Overall Score</b>                                                                                                             |                                                                                                                                        |                         |        | <b>33</b>  |       |           |        |   |
| <b>No. of KPIs not incentivised elsewhere</b>                                                                                          |                                                                                                                                        |                         |        | <b>15</b>  |       |           |        |   |
| <b>Aggregate score % for KPIs</b>                                                                                                      |                                                                                                                                        |                         |        | <b>73%</b> |       |           |        |   |
| <b>Aggregate Performance Score (Total Overall Weighted Percentage)</b>                                                                 |                                                                                                                                        |                         |        | <b>76%</b> |       |           |        |   |