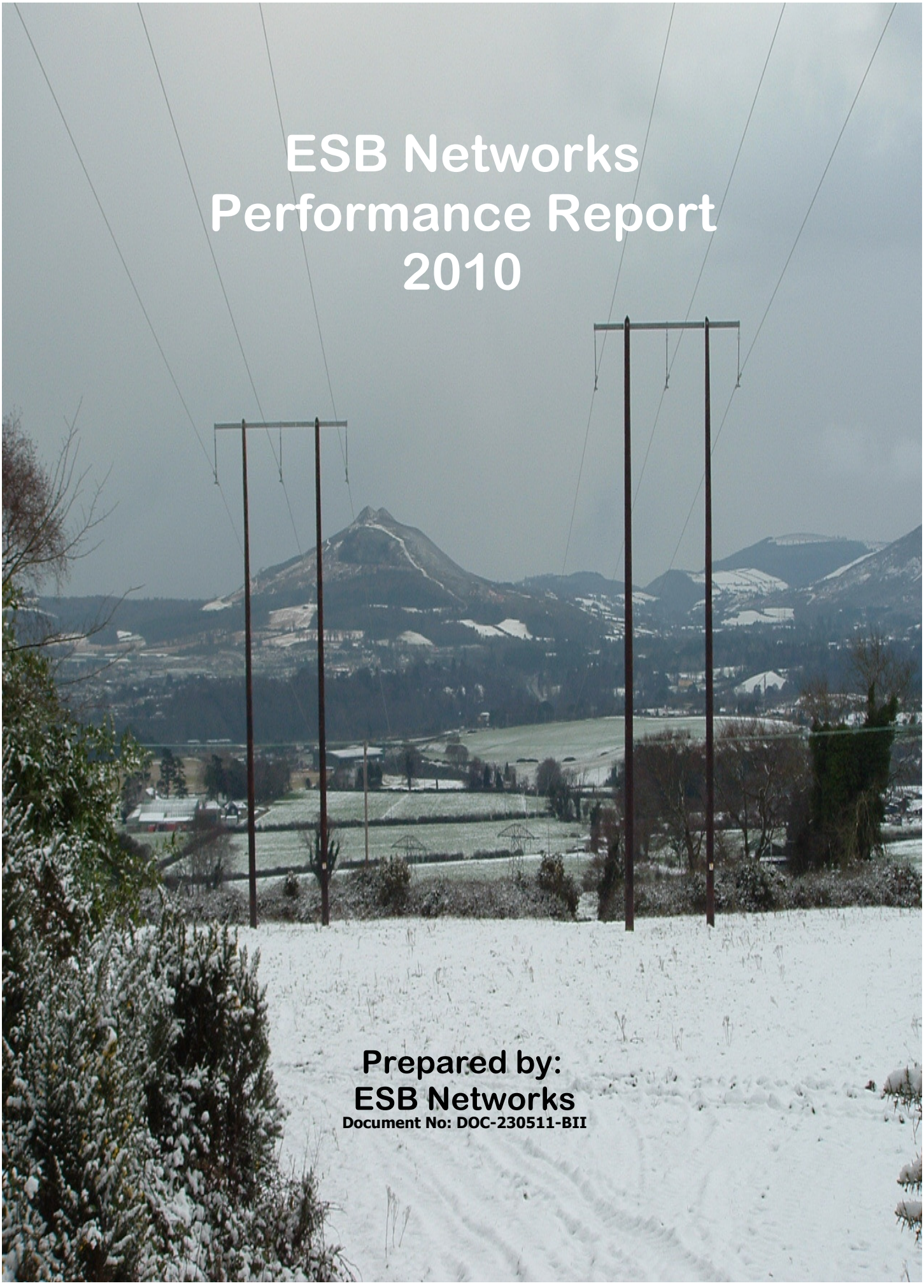


ESB Networks Performance Report 2010

Prepared by:
ESB Networks
Document No: DOC-230511-BII

CONTENTS

1. Executive Summary

2010 was a challenging year for ESB Networks. The severe weather conditions at the beginning and end of the year disrupted the normal operations of the business and tested the robustness of the distribution and transmission networks. The fact that weather related customer disruption was kept to a minimum is testament to the quality of the asset investments made in recent years.

There was a significant CapEx Programme completed during PR2 with almost €3bn invested. 316,299 customers were connected in this period and 1,400MW of wind generation capacity was connected by the end of the Price Control Period. Continued load growth in the period required significant ongoing reinforcement and uprating of the existing assets.

In terms of operating activities, the number of new customer connections continued to decline, which required the business to refocus its planned work programmes across the entire country. This successful change process demonstrated the flexibility of the business and its responsiveness to changes in the environment.

2010 was also the last year of the Price Control Review (PR2) period covering 2006 to 2010 and the year in which the programmes for the next Price Control Review (PR3) period for 2011 to 2015 were agreed with the Commission. This process was concluded by the autumn of last year.

Customer Service

The high quality of service provided by the Customer Contact Centre was maintained during 2010 and customer service, as perceived by our customers across a wide range of benchmarks is at a very high standard. The volume of customer complaints reduced for the fifth successive year. Complaints relating to meter reading and estimated reads reduced by 37% over the year, this is a continuation of the downward trend in this category which has seen a major reduction in volume since 2007 which is due to a number of initiatives undertaken in this area in recent years.

Cost Performance

Two key cost criteria which can be used to measure ESB Networks' performance are the Controllable Operating Cost per unit distributed and the Controllable Operating Cost per customer.

In 2010 the Controllable Operating Cost per unit distributed was 0.87c per kWh distributed and the Controllable Operating Cost per customer was €89.21 per customer connected to the system. These values represent a reduction on the 2009 values for both criteria in both nominal and real terms.

Transmission operating costs totalled €46.5M against an allowance of €49.3M in 2010. The under spend arose mainly in planned maintenance activities.

The number of break-ins and theft from ESB Networks' substations has risen noticeably in 2009 & 2010 in line with the sharp increases in the price of metal commodities. There were 236 break-ins reported in 2010 with a resultant total cost to the business upwards to €1m.

Achievement of capital programme

2010 was the last year of PR2 a period which saw an unprecedented number of new connections delivered. While overall figures were in line with the PR2 Determination, the profile was radically different with a sharp drop off in figures in 2009 and 2010. Significant progress was made by the business in connecting wind generators, with approximately 1,400MW connected by the end of the price control period. This was achieved through the introduction of Group Processing and extensive consultation with the wind industry and farming bodies.

Continued load growth in the period required significant ongoing reinforcement and uprating of existing assets nationally, given a legacy of under-investment in the network. A comprehensive programme of asset replacement was also carried out based on asset condition, performance and system risk. This programme covered a wide range of network assets including; overhead lines, underground cables, MV & LV substations. While land access and planning issues caused significant project delays throughout the review period, ESB Networks delivered the majority of the planned transmission capital programme.

Supply Quality & Reliability

The total number of interruptions of supply on the distribution system saw a slight reduction on the 2009 outcome. Similar to 2009 the volume of LV outages have reduced, these reductions are due to more benign weather conditions during the spring of 2009 and 2010 and further progress on the LV Rural and LV Urban refurbishment programs. At MV, the number of 10kV outages has reduced while the number of 20kV outages has increased. One of the factors behind this shift has been the conversion of networks to 20kV operation.

The average number of customer minutes lost (CML) have been improving year on year up to 2009 and this improvement was sustained in 2010. During the year there were 6 days that were categorised as storm days and the total number of customers which were affected by these storm days was 360,955.

Safety

There were two electrical fatalities due to contact with ESB Networks infrastructure during 2010. The first occurred when a man gained unauthorised access to an indoor substation and cut into an energized 10kV cable with a hack-saw. The second occurred when a man was electrocuted after timber cutting equipment which he was handling made contact with a 20kV overhead line.

The following Public Safety Initiatives were undertaken:

- Codes of Practice and involvement with the HSA
    - Input to the development of "HSA Guidelines on Safe Working near Overhead Electricity Lines in Agriculture".
    - Code of Practice for Avoiding Danger from Overhead Lines.
    - KEEP SAFE multi agency safety awareness promotional events for 5th and 6th class primary school children

- Development and Distribution of Primary Schools Safety Promotional Pack with Agri Aware and FBD Insurance.

- An Independent Public Safety Audit was carried out.

- Advertising/Promotion 2010
    - Advertising in the national and technical press
    - TV advertising in the national agricultural livestock marts
    - Broadcasting of full range of public safety radio advertisements on local and national radio stations(Note results from Ipsos MORI Survey to benchmark performance on the public safety radio advertising campaign were very positive with a 67% awareness finding)
    - Provision of stands in conjunction with the Health and Safety Authority at the 3 day National Ploughing Championships at Athy, Co. Kildare in September and at the National Livestock Show in Tullamore in August 2010.

Market Services

Condition 17 of the DSO licence requires the licensee to keep a record of its general operation of the arrangements regarding the Market Services mentioned in Conditions 7, 8 & 9. For 2010, records have been maintained on the provision of Metering and Data Services, Meter Point Registration Services and the detection and prevention of theft of electricity.

Improvements in 2010

2010 brought a significant change in renewable generation connections with the introduction of distribution contestability. This means generators connecting to the distribution system now have the option of utilising a company other than ESB Networks to construct all or part of their connection.

System Control and Data Acquisition (SCADA) installation was completed in four 110kV stations and eleven 38kV stations during the year. This brings the overall SCADA coverage to 98% for 110kV stations and 92% for 38kV stations. The Distribution Automation project continued with a further 189 automatic network switches and reclosers being installed, this brings the total number of devices installed and remotely controlled from SCADA to 1,274.

In 2010 a total of 19,951 new connections to the Distribution system were completed by ESB Networks. This was a decrease of 13,768 on the number of new connections in 2009 and reflected the on-going economic downturn.

Lloyd's Register conducted two PAS55 surveillance audits in 2010. These visits inspected ESB Networks' asset management systems for on-going conformance with the PAS55 standard in addition to a number of site visits to regional depots.

As set out in the strategy document "Sustainable Networks Strategy Towards 2020", the vision for ESB Networks is to become a world class sustainable networks business. ESB Networks is at the forefront in defining the Smart Networks of the future and this is being achieved through research initiatives and participation in national and international collaborative alignments. ESB Networks won the POWERGRID International magazine's Smart Grid Project of the Year Award in early 2011.

10,000 customers have now received smart meters on a trial basis, 1,000 customers were also provided with specially designed in-home energy monitors linked to the smart meters by ESB Networks. Through-out 2010, ESB Networks continued the package of supports to promote micro-generation and over 400 micro generators were connected to the network in 2010.

Approximately 50% of ESB's internal carbon footprint can be attributed to electricity usage in buildings. A 20% reduction in carbon footprint within our buildings had been achieved by the end of 2010 which is in line with our targeted reduction of 35% in ESB Networks' buildings by 2012.

Service Level Agreements

Service Level Agreements (SLA) set out the target service levels that ESB Networks will operate to in providing market roles to all market participants. Significant progress against these SLAs has again been maintained in 2010. There are a total of 44 SLAs in place and in 2010 the performance target to be achieved within the SLA timeline was met or exceeded for 34 of them. The key target of achieving one actual meter reading per year was achieved in 98% of cases again this year.

Compliance with licence requirements

The Compliance Officer for ESB Networks submits a report on compliance to the CER each year. A Compliance Report was submitted to CER in March 2010.

2. Introduction

ESB Networks Ltd. complies with the requirements contained in the Distribution System Operator (DSO) licence and the Transmission System Owner (TAO) licence. Condition 13 of the DSO licence requires the DSO to report annually on its performance and Condition 11 of the TAO licence requires the TAO to report annually on its performance. This report has been prepared by ESB Networks Ltd. on behalf of the DSO and TAO for the year ending December 2010 in order to fulfil these licence obligations.

The criteria reported upon in this report have been approved by the CER in accordance with Condition 13 of the DSO licence and Condition 11 of the TAO licence. A copy of each of these licences can be found at the following link:
http://www.esb.ie/esbnetworks/en/download_documents/reports_codes.jsp

Performance is reported under the following headings:

- Publication, review and proposed revisions
- Customer Service
- Cost Performance
- Achievement of capital programme
- Supply Quality & Reliability
- Safety
- Market Services
- Improvements in 2010
- Access to Land and/or Premises
- Service Level Agreements
- Records and Reporting
- Compliance with licence requirements

2.1 Publication of report on ESB Networks website:

In compliance with conditions 13 & 17 of the DSO licence and condition 11 of the TAO licence, this performance report will be published on the ESB Networks website at the following link:
http://www.esb.ie/esbnetworks/en/download_documents/reports_codes.jsp

3. Customer Service

Key indicators of customer service performance include service delivery by the Customer Contact Centre and the treatment of complaints by ESB Networks staff. Table 1 summarises the performance in this area.

Table 1. Customer Service Key Indicators

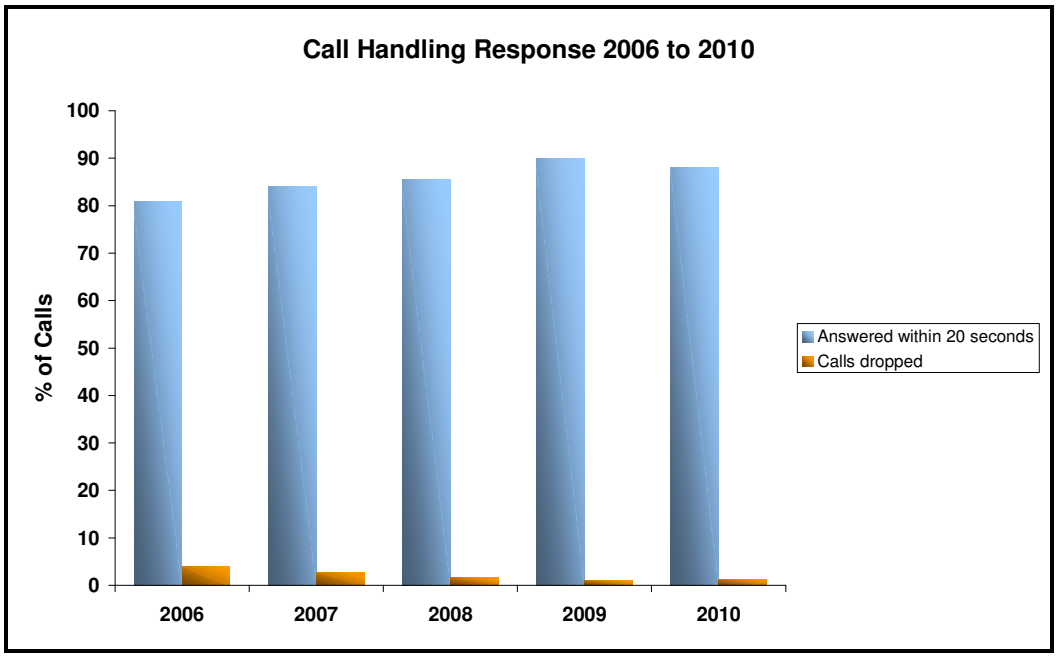
Description of Criteria	Value
Call Handling Response[1]	
Percentage of calls answered within 20 seconds	88 %
Percentage of calls dropped[2]	1.3 %
Networks customer calls to the call centre	708,046 [3]

Graph 1 shows the trends in call handling response since 2006. These service levels exceed the target figures, reflecting strong call agent performance and the benefits achieved by the investments in Intelligent Voice Recognition (IVR) technology.

1 Note both sets of figures are inclusive of storms, which has the effect of reducing the percentage of calls handled and increasing the percentage of calls dropped.

2 Where the customer has terminated the call without waiting for a response.

3 The exact number of calls relating to ESB Networks issues are identified.



Graph 1

3.1 Customer Performance Report 2010

The Distribution System Customer Service Code, Complaints Handling Procedure and Disconnection Code of Practice have been submitted to and approved by the CER. These procedures are published by ESB Networks on our website as follows:

- Distribution System Customer Service Code
  http://www.esb.ie/esbnetworks/en/about-us/customer_charter/customer_charter.jsp
- Complaints Handling Procedure
  http://www.esb.ie/esbnetworks/en/about-us/complaints.jsp
- Disconnection Code of Practice
  http://www.esb.ie/esbnetworks/en/commercial-downloads/Denergisation-Code-of-Practice.pdf

3.2 Customer Service Code

ESB Networks strives to provide services to a high level of quality and in a timely fashion to meet customer requirements and is committed to making service excellence a priority in all customer dealings, in particular in the areas of telephone response, restoration of supply outages and meeting the 12 service performance guarantees in our Customer Charter.

ESB Networks work management systems are designed to capture the time of initiation of all customer service requests and the time of completion of same. The response times to complete each activity are measured and management reports issue monthly to line managers to monitor service delivery. ESB Network's work management systems will automatically compare the actual response time for every service against the Customer Charter service levels and will automatically generate a charter default if the response time exceeds the target service delivery. All charter defaults are screened to filter any cases where ESB Networks is not responsible for the failure to meet the Customer Charter. Charter payments will automatically issue to our customers in respect of all remaining charter defaults.

Our commitment to protect the interests of vulnerable customers, in particular those on life support equipment, is ongoing and these customers can now avail of priority telephone access to ESB Networks by registering via their Suppliers.

3.3 Complaints Handling Procedure

ESB Networks employs a simple and effective complaints handling procedure to support quick and efficient resolution of problems.

The complaints procedure encourages initial complaints to be submitted via three channels:
a) A dedicated phone line in our Customer Contact Centre
b) By email to a dedicated email address
c) In writing through the local ESB Networks office

Full details of ESB Network's complaints procedure and the relevant contact points are published on our web site at the following link:
http://www.esb.ie/esbnetworks/en/about-us/complaints.jsp

Staff in our Customer Contact Centre and local management are empowered to resolve complaints promptly and our target is to respond to 92% of all complaints received through these channels within 5 working days. The ESB Networks complaints facilitator produces a monthly management report to monitor both the volume of complaints received and our response performance in relation to these complaints.

Table 2 gives a breakdown of the complaints received during 2010 with Graph 2 giving a graphical representation of the figures.

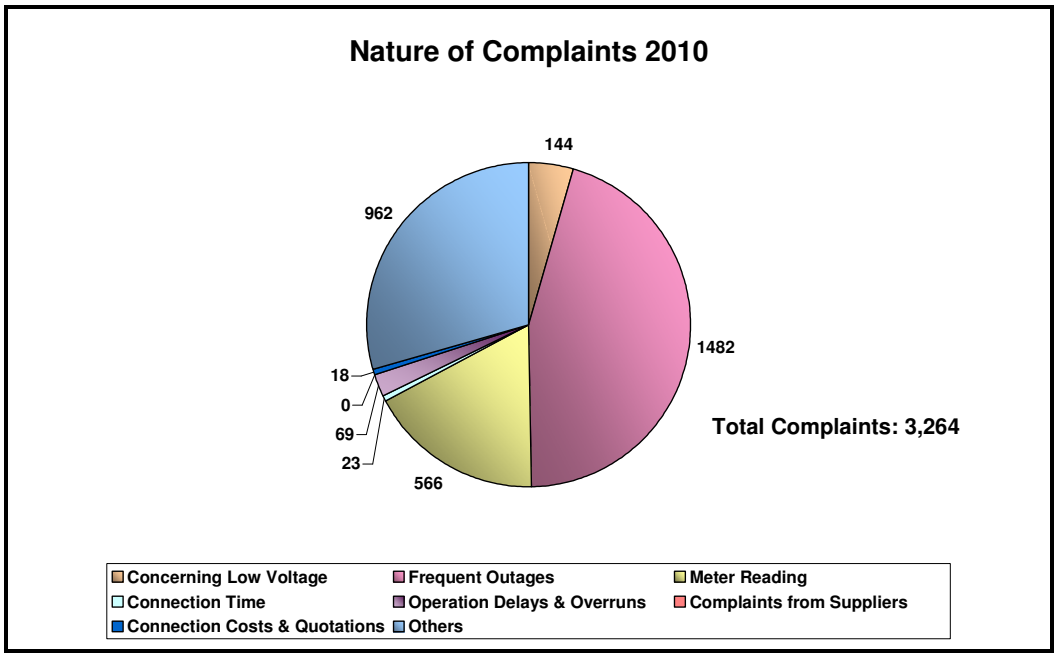
Table 2. Complaints[4] and number of Terminations and De-Energisations

Description of Criteria	Number
Complaints received	**Number**
Concerning low voltage	144
For frequent outages	1482
Time to connect customers	23
Operation Delays and Overruns	69
From Suppliers	0
On connection costs and budget quotations	18
On Meter reading and Estimated reads	566
Others	962
Total complaints received in 2010	**3,264**
Connection points terminated[5]	20,716
Connection points de-energised[6]	16,946

4 Please note, complaints specifically relate to queries which cannot be resolved in the area in which they have arisen, but instead have to be referred to another party – either within ESB Networks, or an outside party

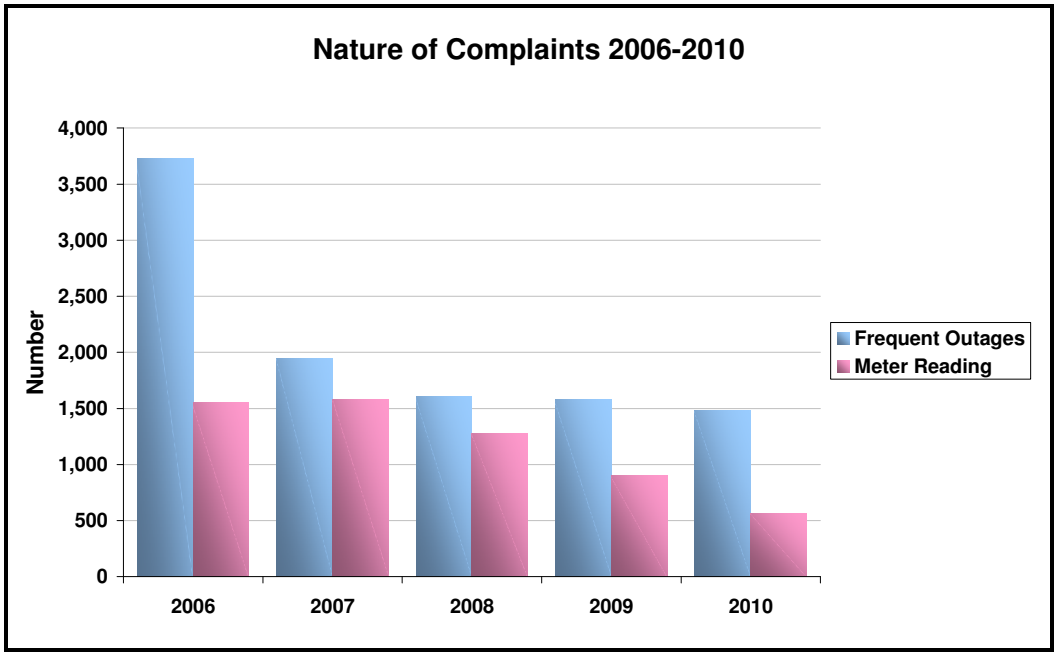
5 This figure includes connection points in vacant premises that have been terminated following previous de-energisation and de-registration, it also includes MPRNs associated with housing scheme quotations that have not progressed

6 De-energisation for non-payment

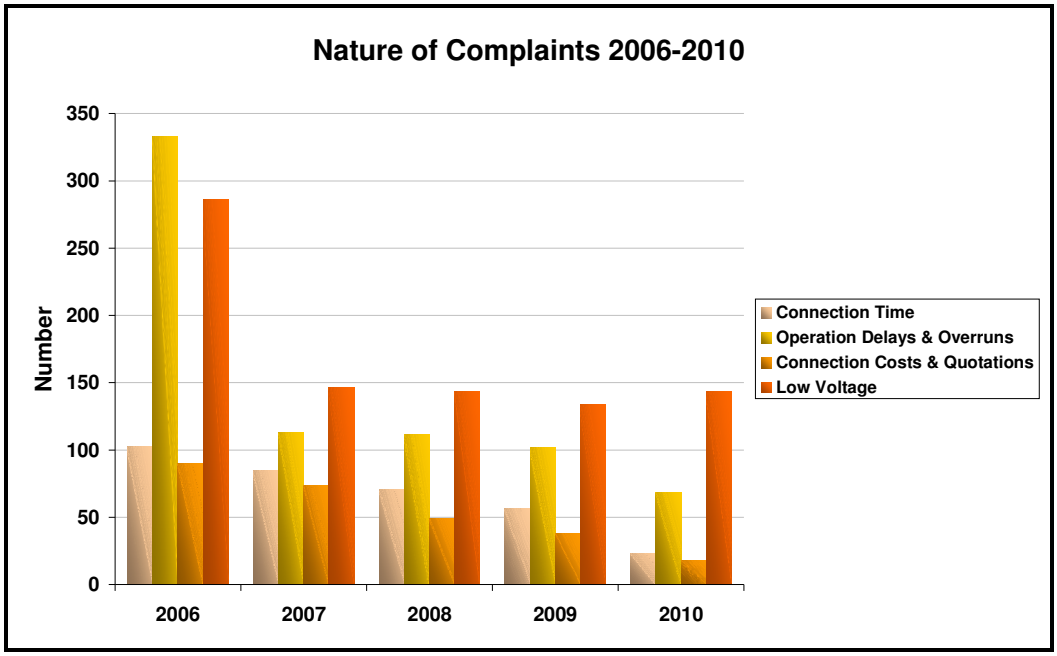


Graph 2

Graphs 3 & 4 indicate the trends in numbers in the main categories of service complaints received over the 5 year period 2006 to 2010.



Graph 3



Graph 4

As can be seen in graphs 3 & 4 the downward trend in the number of complaints has generally continued during 2010, with notably fewer complaints received in relation to new connections and operational delays. A contributory factor is the continued downturn in economic activity and consequent reduction in work backlogs. As a result of a number of initiatives which have been undertaken in recent years, the volume of complaints relating to meter reading and estimated reads reduced by 37% in 2010,

In the context of our major network refurbishment programmes, the focus on Live-Line working, pro-active outage management and the use of portable generators has helped to contain and minimize the amount of network disconnected, thereby keeping the numbers of outages and customers affected to a minimum.

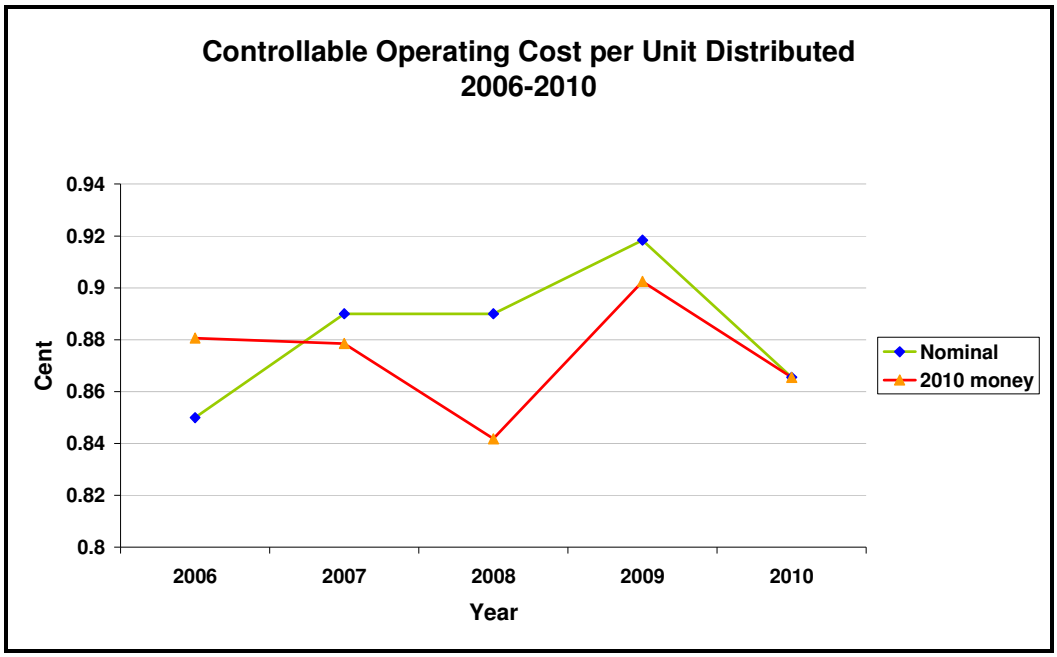
4. Cost Performance

CER have set targets for operating expenditure and the DSO will aim to achieve these and where possible improve on them. Table 3 summarises the DSO's performance in 2010 in relation to two key cost criteria.

Table 3. Cost Performance

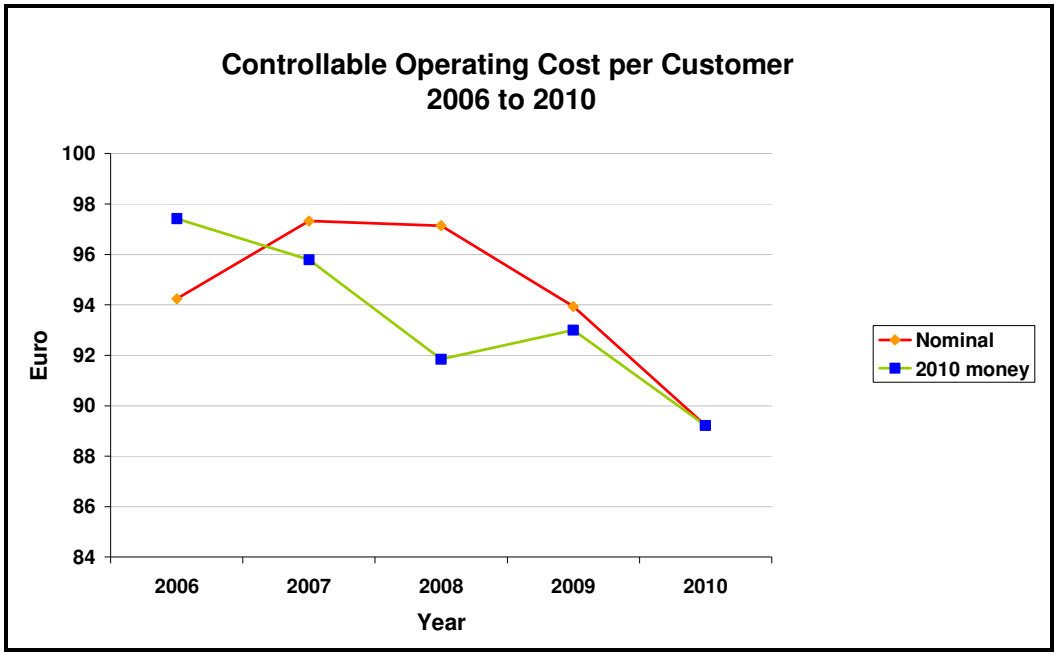
Description of criteria	2010 Value
Controllable Costs	
Controllable Operating Cost per unit distributed	0.87c / kWh
Controllable Operating Cost per customer	€89.21 / Customer

The aim is to keep these controllable costs as low as possible whilst maintaining the operational integrity and efficiency of the networks. Graphs 5 & 6 below show the real and nominal values of Controllable Operating Costs per Unit Distributed and per Customer.



Graph 5

The Controllable Operating Cost per Unit Distributed reduced in both nominal and real terms in 2010 as can be seen from Graph 5. The total controllable operating costs reduced by 3.6% in real terms in 2010 and the total units distributed increased by 0.5%. The graph also shows that in real terms these costs were lower in 2010 than they were in 2006.



Graph 6

Graph 6 shows that in 2010 the controllable operating Cost per Customer reduced in both nominal and real terms. This reduction is mainly due to the lower total controllable operating cost in 2010. The graph also shows that these costs were lower in 2010 than they were in 2006.

Transmission OPEX

Transmission Operating costs totalled €46.5m against an allowance of €49.3m in 2010. The underspend arose mainly in the area of planned maintenance.

5. Achievement of Capital Programme

The DSO agreed an extensive capital program with the CER for completion over the period 2006-2010. This program included:

- Urban & Rural Low Voltage Refurbishment Programs
- Replacement of High Voltage (HV) cables in Dublin City
- Extensive Load Reinforcement Program
- Completion of the MV Network Renewal Program
- Rebuild and refurbishment of 50's copper 38kV lines
- MV Substation Replacement

Some key indicators of the DSO's performance in 2010 in relation to its overall capital program are summarised in Table 4.

In addition the table below reports on ESB Networks delivery of the Transmission capital program.

Table 4. Progress of Capital Programmes

Description of criteria	Value	Progress Comment (In relation to 2006-2010 Targets)
Total Planned Capital Investment Programme[7]		
Distribution Capital Investment Programme (2006-2010) achieved to date (%) (i.e. percentage of allowed capital spent)	87%	Distribution CapEx delivery was at 87% at the end of 2010. The make up of this was as follows: • NRP was fully delivered • More reinforcement than was originally allowed for was efficiently delivered • 64% of LVR • 66% of Asset Replacement
Transmission Capital Investment Programme (2006-2010) achieved to date (%)	96%	Transmission CapEx There has been a continual ramp up in investment in Transmission projects over PR2.
LV Refurbishment Programme in 2010		
LVR Fabric Groups completed (no.)	11,430	99% of target
LV Urban Programme in 2010		
Spans completed (no.)	9,057	57% of target (See comment below)

7 This figure excludes New Business, Generation Connections and Non Network Capex

Description of criteria	Value	Progress Comment (In relation to 2006-2010 Targets)
HV Cable Replacement Programme in 2010		
110kV Oil filled cable completed (km)	4.5	100% of target
110kV Gas filled cable completed (km)	2.5	100% of target
38kV Pre 1945 Paper Insulated cable (km)	8.8	95% of target
38kV Fluid filled cable completed (km)	9	82% of target
Capacity added during 2010		
Increase in 110kV/38kV capacity	126 MVA	
Increase in 110kV/MV capacity	111.5 MVA	100% of target
Increase in 38kV/MV capacity	133 MVA	100% of target
Rebuild & Refurbishment of 50's copper 38kV line in 2010	374km	82% of target
MV Substations Asset Replacement in 2010		
1. Oil-filled Switchgear Subs (No.)	5	100% of target
2. Cast Resin Kiosks (No.)	606	100% of target
3. Metrovicker Units (No.)	6	100% of target
4. Stator Boards (No.)	3	100% of target
5. LV Panel Shrouds (No.)	326	100% of target
20kV Conversion in 2010 (km)	3,658	96% of target
Embedded Wind Generation connected to the Distribution System in 2010		
No. of Windfarms Connected	9[8]	The total capacity of all

8 This figure includes 3 Windfarms which were reported as connected in the 2009 Performance Report. Windfarms are deemed to be connected when they have passed the G10 Dynamic tests. The 3 wind farms reported as connected in 2009 had had passed their G10 Static tests in 2009 but the G10 Dynamic tests were not carried out until 2010.

Description of criteria	Value	Progress Comment (In relation to 2006-2010 Targets)
Total MW Connected	65.6	Windfarms that are connected to the Distribution System is 639MW.

LV Urban Refurbishment Programme:

The delivery of the LVU programme in the early years of PR2 was delayed by the need to resolve the ownership issues associated with the public lighting network. Following the resolution in 2009 between ESB Networks, CER and CCMA (City & County Managers Association) on the treatment of public lighting lanterns, ESB Networks endeavoured to complete as much of the programme in the latter part of 2009 and ramped up delivery through 2010. In total, 15,696 spans were completed in PR2 and this programme will be continued in PR3 as per the CER determination.

6. Supply Quality and Reliability

Supply reliability is an essential aspect of distribution system performance. The total number of interruptions of supply is given in Table 5 and the trend over the past 5 years is shown in graph 7.

Table 5. Number of outages by connection voltage

Description of criterion					Value
Number of Outages[9]					
Voltage	*Urban customers*[10]		*Rural customers*		Total
	Fault[11]	Planned	Fault	Planned	
LV	6535	45	12760	1663	21003
10kV	1055	524	4014	2787	8380
20kV	614	195	4770	1683	7262
38kV	10	0	27	0	37
UNKNOWN	37	74	68	240	419
Total exc Storm Days and MRPs	**8251**	**838**	**21639**	**6373**	**37101**

9 Short interruptions lasting less than one minute are not included. In some fault situations, there can be a number of temporary supply restorations followed by an interruption before supply is permanently restored. One interruption per customer affected is recorded in these situations. The figures do not include customer outages which resulted from problems on the Transmission System, e.g. operation of under-frequency relays.

10 For continuity monitoring purposes, ESB Networks defines the networks in and around the cities of Dublin, Cork, Limerick, Galway and Waterford as urban areas. Provincial towns are classified as rural for continuity purposes.

11 Fault data does not include outages on major storm days

In an overall context, the number of LV outages increased in the period 2006-2008 but have reduced in subsequent years. The increase in LV outages between 2006 and 2008 is believed to be due in part to the following factors:

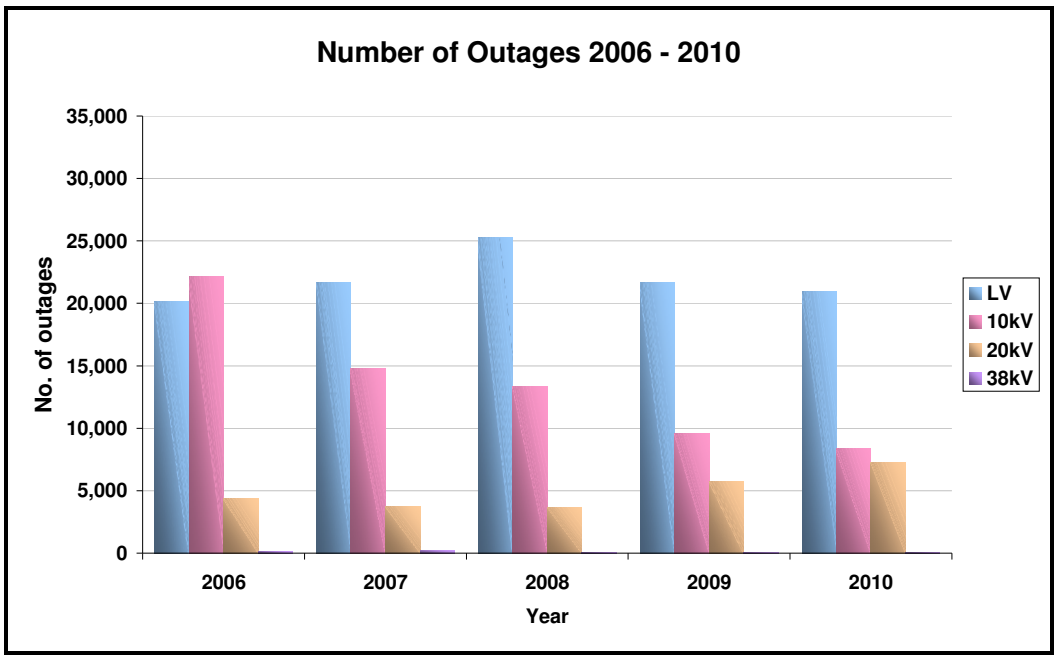
- Improved Reporting: It is believed that customers are making greater use of the ESB Networks Customer Contact Centre to report faults. In previous years some faults affecting small numbers of customers may not have been recorded in all cases and customers instead made direct contact with locally based ESB Networks staff. This is believed to have applied in rural locations particularly.
- Prioritisation of Timber Cutting: A further reason for the increase in the number of LV faults is that since 2006 a greater proportion of the budget for timber cutting on the LV and MV Networks has been allocated to the MV Networks.

The reduction in LV outages in 2009 and 2010 are due to the following factors:

- More benign weather conditions during the spring of 2009 and 2010 compared to 2008.
- Further progress on the LV Rural and LV Urban refurbishment programs.

The number of MV faults has increased but the number of planned outages has reduced substantially since 2006. Since 2007 the number of planned outages has continued to fall due to the increased use of live working techniques at MV, improved outage management and the reduction in new business volumes.

The reason for the increase in the number of MV fault outages is the conversion of rural feeders to 20kV. Since 2006, 46% of the MV overhead line network has been changed over to 20kV operation. 20kV networks are more sensitive to transient faults arising from lightning, timber and bird interference. The increase in the number of 20kV faults and reduction in the number of 10kV faults is shown in Graph 7.



Graph 7

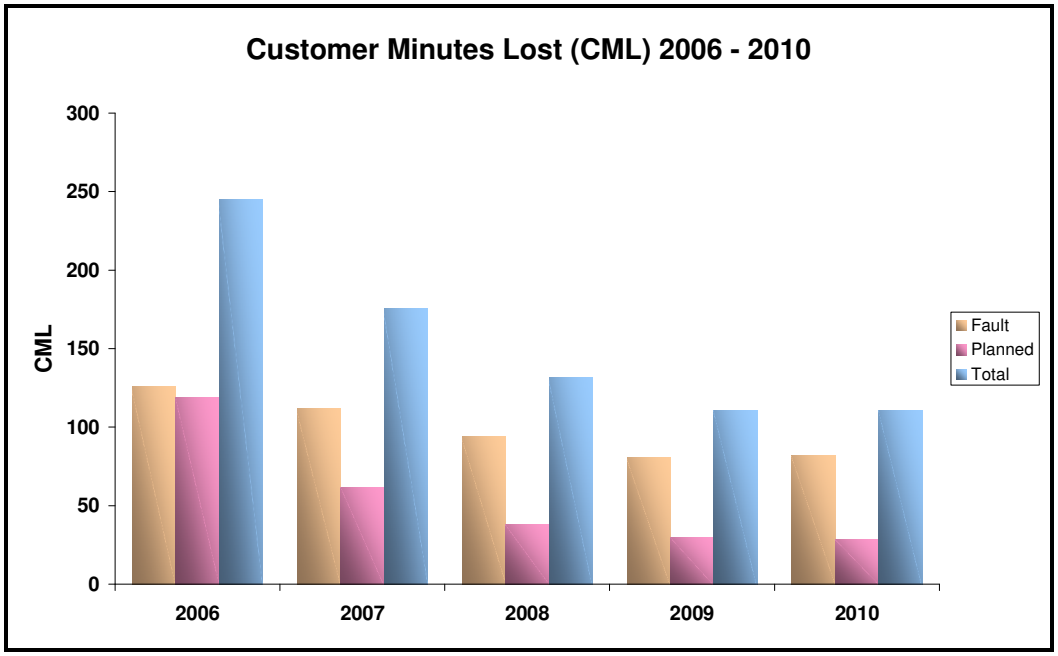
The impact of outages on customers across the entire distribution system is measured by two parameters; average number of interruptions per customer connected in the year (CI) and the average number of minutes without supply per customer connected in the year (CML). CER has set targets for Customer Interruptions (CI) and Customer Minutes Lost (CML) for the period 2006-2010. CER has incorporated an incentive/penalty scheme in the DSO's revenue control formula whereby ESB Networks is allowed to recover more or less additional use of system revenues depending on performance against those targets. As the effects of severe weather can cause wide variations in these measures and are outside ESB Network's control, there is an adjustment for storms days.[12]

12 Storm days are days where the reported customer hours lost due to faults is greater than 61,570. 61,570 was the average of two standard deviations from the mean of the daily fault data for the 3 years 1999,2000, and 2001. Fault data for storm days is excluded and fault statistics are then annualised to 365 days, e.g. if 12 days are excluded because CML exceeded 61,570, the remaining data is annualised by applying the factor 365/ (365-12) =1.034

Table 6. Continuity – Customer Minutes Lost (CML) weighted average

Description of criteria	Value		
Customer Minutes Lost			
	Fault	**Planned**	**Total**
Total **(including Major Renewal Programmes)**	**82.05**	**64.07**	**146.11**
Major Renewal Programmes		35.01	35.01
Total (excluding Major Renewal Programmes)	82.05	29.06	111.11

Table 6 shows Customer Minutes lost (CML) for 2010 broken down between fault and planned. Major renewal programmes are programmes carried out under the price determination such as the MV overhead network renewal programme and LV Refurbishment programmes which have a significant effect on improving reliability. CML arising from these work programmes are included in the reported figures and are reckonable in the incentive/penalty scheme. In order to show the long term underlying trend the graph below excludes the effect of these major renewal programmes.



Graph 8

The CMLs have been reducing year on year up to 2010. The reduction in fault CML since 2006 has been mainly due to the deployment of downline automatic reclosers and switches on rural MV feeders. These devices can be operated remotely from the two SCADA Control Centres, examples of these can be seen in figures 1 & 2 below. They have the effect of reducing the number of customers affected by faults and permit faster restoration of supply. Another contributory factor is that since 2006 a greater proportion of the budget for timber cutting on the LV and MV Networks has been allocated to the MV Networks. This has contributed to the overall improvement in continuity in rural areas as a fault on MV Networks will generally affect a much greater number of customers than a fault on LV Networks.

Planned outage performance was improved through limiting outage duration for certain types of work to four hours, carrying out live-line working where possible and effective work management/scheduling for planned outages. The reduction in the volume of new business was also a significant contributing factor to the reduction in planned CML.

Figure 1. MV Pole Mounted Recloser

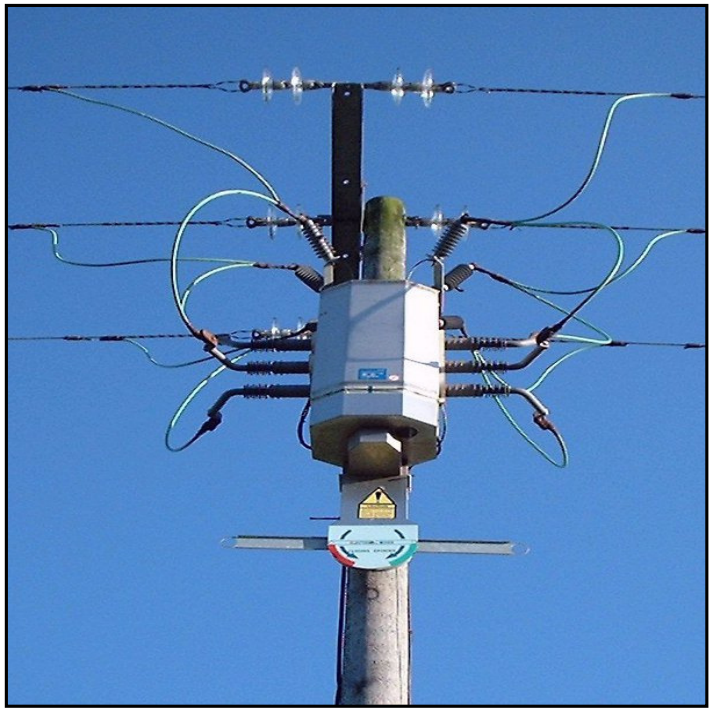


Figure 2. MV Soule Switch

Table 7 shows the number of storm days in 2010 and details of the weather on those days.

Table 7. Storm Days

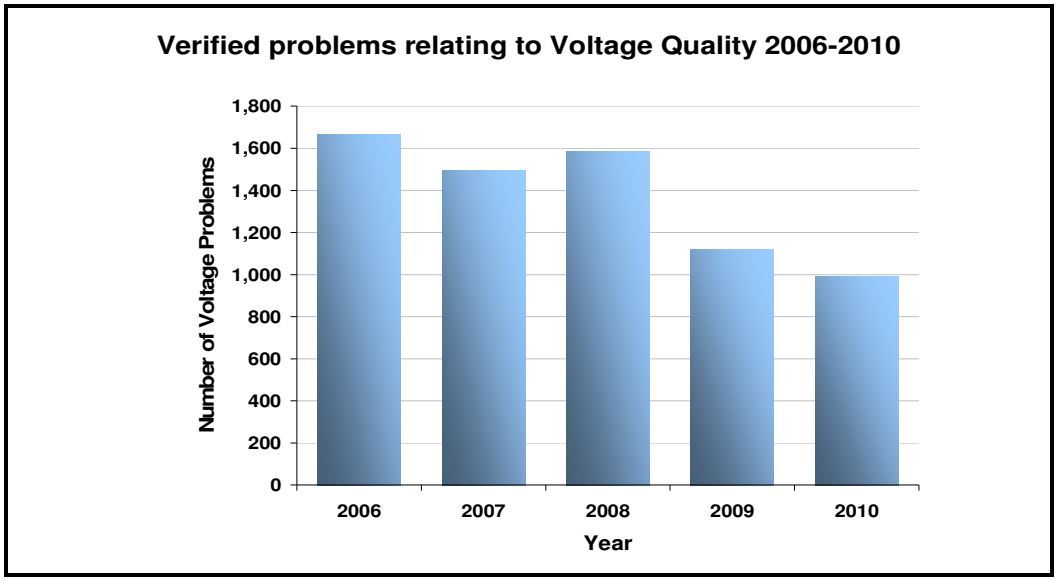
Description of criteria
Storms and exceptional events Number of storm days - 6
Description of storm days[13] **12th January 2010** Rain and snow. Gusts exceeding 100kmh 59,083 customers affected **13th January 2010** Rain and snow. Gusts exceeding 100kmh 29,749 customers affected **30th March 2010** Rain and wind. Gusts exceeding 120kmh 79,937 customers affected **31st March 2010** Rain and wind. Gusts exceeding 120kmh 81,167 customers affected **11th November 2010** Rain and wind. Gusts exceeding 120kmh 57,501 customers affected **17th November 2010** Rain and wind. Gusts exceeding 100kmh 53,518customers affected Total number of customers affected by storm days in 2010 360,955

[13] As per previous footnote 10 a storm day is defined as a day in which the reported customer hours lost due to fault exceeds 61,570.

Table 8. Faults exceeding 4 Hours Duration and Voltage Quality Problems

Description of criteria	Value
Additional items	
Percentage of faults exceeding 4 hours restoration time[14]	17.24%
Customer reports of problems relating to Voltage Quality	2,756
Verified problems relating to Voltage Quality	990[15]

The percentage of faults exceeding 4 hours restoration time was 17.24% in 2010, down from 17.5% in 2009. The number of voltage quality requests are not categorised as service complaints but are essentially requests for a technical investigation of possible voltage problems. The number of customers that reported problems relating to voltage quality was 2,756, which is a reduction of 10% on last year's figure of 3,060. This improvement is due to continued investment in the LV refurbishment programme. The number of verified problems relating to supply quality was 990, these are situations where the voltage at the customers location was verified to be outside the standard levels.



Graph 9

14 As with previous outage statistics, this figure does not include outages due to major storms.

15 Verified problems relating to Supply Quality are where the local area has determined that – following a customer complaint – the voltage at the customer location is outside standard. The voltage will be measured on load as part of a visit to the premises, and the Network Technician will examine the general group design. In the event that these checks are inconclusive, a voltage recorder will be installed.

7. Safety

Fatalities and Serious Injuries

There were two electrical fatalities due to contact with ESB Networks infrastructure during 2010. The first occurred on the 1st February 2010 when a 34 year old man gained unauthorised access to an indoor 10kV substation and was electrocuted when he cut into the insulation on an energised 10kV cable with a hack saw. The second occurred on the 19th May 2010 when a 27 year old man was electrocuted after timber cutting equipment (pole saw) that he was handling made contact with a 20kV overhead line. There were also two fatalities from contact with electricity on the customers' side of the meter during 2010.

The total number of electrical fatalities for the 10 year period from 2001 to 2010 is 31 (21 of these were on the networks side of the meter and 10 were on the customers side). The 10 year rolling total for electrical fatalities on the networks side of the meter remained the same as for the 2000 to 2009 period while there was a reduction of 5 on the customer side of the meter.

Two people received electrical injuries from contact with ESB Networks infrastructure in 2010. In one incident a man in his early twenties gained unauthorised entry to a 110kV station compound and made contact with energised 10kV equipment. In the second incident a man received electrical burns when equipment he was using made contact with a 10kV overhead line.

Public Safety Initiatives 2010

Codes of Practice and involvement with the HSA

Input to the development of "HSA Guidelines on Safe Working near Overhead Electricity Lines in Agriculture". These Guidelines were finalised and formally launched at the National Ploughing Championships in September 2010. ESB Networks sponsored the printing and distribution of a large quantity of hard copies of these guidelines.

Input to the development of the 'Code of Practice for Avoiding Danger from Overhead Lines' Paper presented on this COP at a seminar hosted jointly by Engineers Ireland and the Institution of Civil Engineers in Belfast in April 2010.

KEEP SAFE multi agency safety awareness promotional events for 5th and 6th Class primary school children – ESB Networks have continued to input and participate with the HSA on this programme. During 2010, events were held in 8 locations throughout the country including Waterford, Galway, Cork and Dublin. Each event involved a number of primary schools.

Development and Distribution of Primary Schools Safety Promotional Pack with Agri Aware and FBD Insurance

Development work which commenced in 2009 was brought to fruition in 2010 and involved the distribution of primary teacher's Resource Packs to over 3,300 primary schools through out the country. This work which was carried out in association with Agri Aware and FBD Insurance is aimed at raising safety awareness across a range of farm and countryside hazards including the potential dangers that can arise from electricity.

Independent Public Safety Audit

Condition 31 of the DSO license and condition 23 of the TAO license requires a public safety audit to be carried out. During 2010 an independent public safety audit was undertaken by an external consultant to review ESB Networks performance on public safety. The audit was extensive with a total of 8 depots and 48 sites audited. The overall audit findings were extremely positive and reflect the focus on safety which is maintained at all levels of the company.

Advertising/Promotion 2010

- Advertising in the National and technical press
- TV advertising in the national agricultural livestock marts
- Broadcasting of full range of public safety radio advertisements on local and national radio stations(Note results from Ipsos MORI survey to benchmark performance on the public safety radio advertising campaign were very positive with a 67% awareness finding)
- Provision of stands in conjunction with the HSA at the National Ploughing Championships at Athy in September and at the National Livestock Show in Tullamore in August 2010.

Safe Driving Programme

ESB Safe Driving Bureau continued the implementation of the ESB Safe Driving Programme 2009-2011. Of particular note was the significant success in relation to Road Traffic Collisions. The total number of collisions reported was 200. Of these, none resulted in loss of life or Lost Time Injuries to staff or contracting partners. ESB was recognised for its contribution to the National Road Safety effort during 2010 with a 'Leading Lights' award presented by the Road Safety Authority.

Dangerous Occurrences

Table 9 reports on the number of dangerous occurrences associated with the networks infrastructure during 2010. These figures are broken down as third party damages[16] and non-third party notifiable fault incidents[17].

16 Third party damages are incidents where third parties cause damage to the networks infrastructure. These are broken down into incidents that involve damage to underground electricity cables termed 'Dig-Ins' and incidents that cause damage to other plant such as overhead lines, minipillars and substations. There is a public safety risk of injury arising from third party damages principally to the persons involved in the activity that causes the damage. The direct costs associated with the repairs of third party damages are invoiced to the party responsible for causing the damage. A large unrecoverable consequential cost of third party damages is the disruption caused to consumers due to the supply interruption and loss of electricity supply.

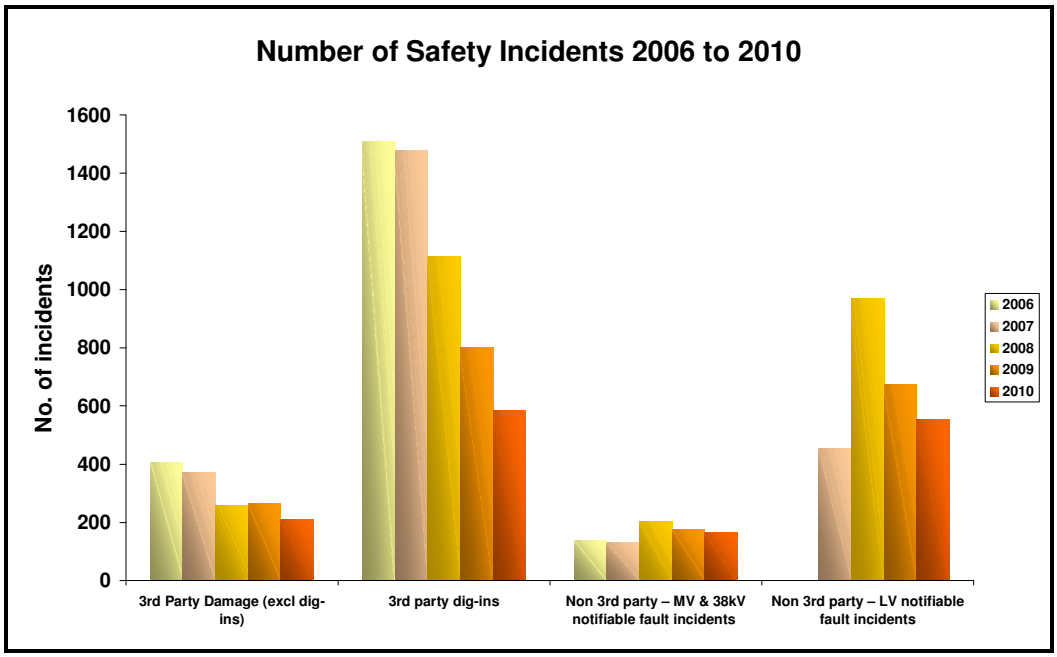
17 Non-third party notifiable fault incidents are principally incidents on the overhead lines networks where an overhead line conductor / wire falls e.g. in stormy conditions or due to corrosion or other plant item failure. Such incidents carry a public safety risk and ESB Networks are required under Health and Safety legislation to notify the HSA of these incidents.

Table 9. Dangerous Occurrences

Description of criteria	2010
Number of safety incidents	
3rd Party plant damages (excluding underground cable dig-ins)	211
3rd Party plant damages caused by underground cable dig-ins	585
Non 3rd party – MV and 38kV notifiable fault incidents (e.g.line drops)	167
Non 3rd party – LV notifiable fault incidents	552

The notifiable fault incidents data is based on records from the OMS[18] (Outage Management System) fault recording system. The MV & 38kV data for 2010 shows a reduction of 6% over 2009 while the LV data for 2010 shows a reduction of 18% over 2009. For a more detailed explanation on LV faults refer to Section 6 Supply Quality and Reliability.

The volume of 3rd party plant damages includes incidents which occurred on the Transmission Networks during 2010 as well as those which occurred on the Distribution networks. The number of safety incidents which occur on the transmission assets is relatively rare.
Non-3rd Party-LV notifiable fault incidents have only been separately reported since 2007, see Graph 10 below.



Graph 10

Theft and Break-Ins to Substations

The issue of unauthorised break-ins to ESB Networks' substations poses a significant safety risk to the individuals involved. The number of break-ins has increased measurably in recent times and ESB Networks has implemented a number of initiatives to counteract this problem which include a new security policy and reporting system in conjunction with the commencement of various programmes to improve the physical security of the stations.

8. Market Services

Condition 17 of the DSO Licence states that the Licensee shall keep a record of its general operation of the arrangements mentioned in Conditions 7, 8, 9, 13, 14 and 15 and, if the CER so directs in writing, of its operation of any particular cases specified, or of classes specified, by the CER. Condition 7, 8 and 9 relate to Market Services and the records of their general operation that are kept by ESB Networks are as follows:

8.1 Provision of Metering and Data Services

8.1.1 Salient business and transaction data were maintained on the services provided under Condition 9 of DSO licence Provision of Metering and Data Services. These services include, provision of metering equipment, installation, commissioning, testing, repair and maintenance of metering equipment and data collection.

8.2 Meter Point Registration Service

8.2.1 In compliance with licence condition 8 records were kept in respect of the Meter Point Registration Service i.e. of MPRN, identity of the supplier, meter class, premises address and other information required for change of supplier.

8.3 Detection and Prevention of Theft of Electricity

8.3.1 In compliance with licence condition 7 records were kept in respect of incidents where theft of electricity was suspected or where there was interference with metering equipment and that these incidents were reported to the supplier.

9. Improvements in 2010

Customer Service

ESB Networks delivered significant improvements in Customer Service performance over the entire duration of its 2006-2010 Customer Service Improvement Plan. By devoting the required resources to ensure consolidation of the higher performance levels achieved between 2006 and 2009, a further improvement in service was delivered in 2010 and is reflected through a number of achievements:

- Building on the improvements in previous years, a reduction of a further 15% was achieved for the number of charter payments made to customers in 2010 compared to 2009.
- In 2010 the overall continuity performance achieved was again very satisfactory. The final outcome for Customer Minutes Lost (CMLs) was 146.
- In order to assist business customers who may be adversely affected by the present economic downturn, a scheme was introduced early in 2010 which facilitates customers who may wish to request a reduction in their levels of contracted connection capacity, thereby reducing their ongoing charges.
- Performance of the National Customer Contact Centre remained at a very high level in both call answering and call abandonment rates, with results of 88.4% and 1.3% respectively being achieved in 2010. Overall customer satisfaction with the Contact Centre handling of ESB Networks' enquiries remained very high.
- There was an overall average reduction of over 15% in the volume of customer complaints over the twelve months of 2010.
- 3,258 jobs were undertaken using live working techniques delivering a saving of approximately 6.4 million Customer Hours Lost.
- The volume of problems relating to voltage quality that were reported by customers in 2010 reduced by 10% to 2,756.

Renewable Generation

2010 has again been a significant year for renewable generation. The most significant change to take place for distribution connected generation in 2010 was the introduction of distribution contestability whereby generators connecting to the distribution system are entitled to construct all or part of their connection to the distribution system. In addition, distribution connected generators are now eligible to construct transmission works associated with their connection. For more detail on the rules and principles associated with distribution contestability please see ESB Networks. Contestable offers were issued to five Gate 2 customers in Q3 of 2010.

The introduction of contestability has also had a significant impact on the Gate 3 offer issue program. ESB Networks has undertaken, prior to offer issuance, to provide cost information – both relating to a contestable build and a non-contestable build – to all customers who are eligible to contest any part of their Gate 3 connection works. While this change has driven the offer issuance program to be extended, the additional information has been positively received by customers.

In addition to the finalising of the Distribution contestability consultation, the following consultations were also completed and CER directions received on same:

- Joint Charging Policy for Generators (with the Transmission System Operator (TSO))
- Fixed Date and Payment for Distribution connected generation
- Rules around Capacity Relocation
- Revised Distribution contracts reflecting the introduction of contestability

Offers Issued Update

In 2010 DSO completed customer connection meetings for Gate 3 customers. DSO also completed shallow connection method studies for provision to TSO. As approximately 50% of the renewable generation capacity issued in Gate 3 is to be connected via the Distribution System, these studies form a significant input to the Transmission studies undertaken for Gate 3. DSO issued 34 offers to generators being processed in Gate 3 and 48 customers were advised pre-offer issuance of their option to contest and the cost implications thereof.

There were 19 modified offers issued during 2010. Under the 2009 CER direction CER/09/099, 28 offers have been issued to generators outside the Group Processing Approach in 2010.

Sustainability

ESB Networks Strategy and Responding to Change

As set out in the strategy document "Sustainable Networks Strategy Towards 2020", the vision for ESB Networks is to become a world class sustainable networks business. This will be achieved by the delivery of infrastructure and services that support national economic growth and sustainability targets and business and value growth underpinned by excellence in safety, service, asset management and people development.

ESB Networks, working with all stakeholders, has developed an integrated Smart Networks strategy to enable European and National targets and to facilitate these new demands and possibilities.

Renewables and Clean Generation

In 2010 a number of important research projects were put in place. These projects are innovative, comprehensive and will define the electricity networks of the future in Ireland. Ireland remains on course to deliver on the target of 40% of energy from renewables by 2020.

Smart Networks

ESB Networks is at the forefront in defining the Smart Networks of the future. This has been achieved through research initiatives and participation in national and international collaborative alignments, as outlined below:

- The Smart Grid project was recommended by the Electrical Power Research Institute (EPRI) for the POWERGRID International magazine's Smart Grid Project of the Year Award.

- ESB Networks worked closely with the Electricity Research Centre (ERC) in UCD, as well as other academic and international business entities to define a focused research project on Sustainable Electrical Energy Systems and secured funding from Science Foundation Ireland for this world-leading undertaking.

Smart Metering

Smart meters are the next generation of meters. They offer a range of benefits for both the electricity customers and the electricity system. The Commission for Energy Regulation established phase 1 of the Smart Metering Project in late 2007 with the objective of setting up and running Smart Metering Trials to assess commercially available smart metering technologies. The trial has clarified some of the risks and issues associated with managing smart metering roll outs. Customer behaviour trials were also conducted by the industry as part of the national smart metering plan.

10,000 customers have received smart meters on a trial basis. These meters were based on a range of different communication technologies, 1,000 customers were also provided with specially designed in-home energy monitors linked to the smart meters by ESB Networks. These trials were successfully concluded in 2010.

Micro-Generation and Electric Vehicles

In order to examine the potential impact of various levels of eCar penetration and customer charging behaviour on existing distribution networks, a trial is to be conducted on a section of network in South Dublin, the trial will go live in January 2011.

Through 2010 ESB Networks continued the package of supports to promote micro-generation and over 400 micro generators were connected to the network in 2010.

Sustainability

Two-thirds of the ESB Group's internal CO2 reduction target will be delivered by ESBN and significant steps to deliver on this commitment continued in 2010 which included:

- **Buildings**

  Approximately 50% of ESB's internal carbon footprint can be attributed to electricity usage in buildings. A 20% reduction in carbon footprint within our buildings had been achieved by the end of 2010 which is in line with our targeted reduction of 35% by 2012.

- **Fleet**

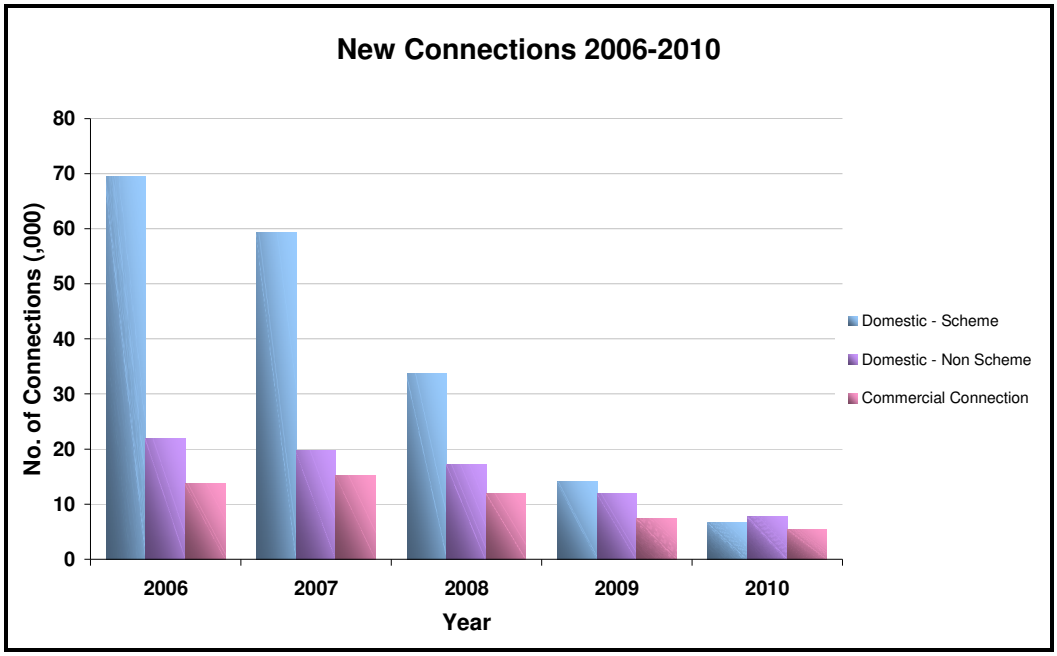
  Approximately 40% of ESB's internal carbon footprint can be attributed to our fleet. By the end of 2010, carbon emissions of the Networks fleet had been reduced by 5.4% against 2006 baseline.

- **Environment**

  ESB Networks have committed to operating to the highest environmental standards as part of it's 2020 Sustainable Networks Strategy, including an integrated focus on waste management and environmental issues.

New Connections

In 2010 a total of 19,951 new connections to the Distribution System were completed by ESB Networks. This was a decrease of 13,768[19] on the number of new connections in 2009 and reflected the on-going economic downturn.



Graph 11

19 The volume of New Connections in 2009 was 33,719. The figure that was included in last years report was 34,851, this included 1,132 connection capacity increases to existing connections.

Operations

- During 2010 SCADA (System Control and Data Acquisition) installation was completed in a further four 110kV stations and eleven 38kV stations. SCADA coverage is now at 98% for 110kV stations and 92% for 38kV stations. SCADA provides powerful centralised facilities for remote monitoring and operation of substations. Its benefits include significantly improved operating performance, supply reliability, safety and customer service.
- Further rollout of the Distribution Automation Project continued with a further 189 automatic network switches and reclosers installed bringing the total number installed and remotely controlled from SCADA to 1,274.
- The rollout of centralised control of the medium voltage (MV) distribution system into the two Distribution Control Centres (DCCs) continued during 2010. The programme for the remaining areas will commence in Q1 2011 with a target of having all areas being controlled from the DCCs by the end of 2012.
- 38kV LBFM (Load Break Fault Make) Switches, sourced to replace the 38kV ABS (air break switch) on the 38kV overhead network, have been installed in a total of 22 locations, with 10 of these being installed during 2010. These devices are also being fitted with a remote control facility to allow them to be fully controllable from the DCCs.
- There were 22 operational incidents reported in 2010 at MV and HV where supply was lost to customers either inadvertently as a result of a 3rd party coming in contact with the network, failure of plant or through operational error when operating plant. This is a major improvement on the 2009 outcome of 50 incidents.
- Continuing progress was made on the prototype testing of alternative methods of treating the neutral on the 20kV system. The Arc Suppressed System is in service in Baltinglass and continuing to return very good results on fault performance and supply continuity to our customers supplied from Baltinglass station. Three more stations have been identified for installation of the ASC system in 2011.
- The first self healing network also called ‘Loop Automation’ trial system came into operation in May 2010. The system has operated in 2 instances and on both occasions it operated successfully. It continues to be very well received and further roll outs of the system are planned for 2011.

IWM (Integrated Work Management)

The Integrated Work Management (IWM) IT system which went live in July 2009 continued to bed in and deliver business benefits. This system is used to manage all of the capital work programmes from large projects down to individual customer connections. The solution is SAP based and uses a new module in SAP called Compatible Units; this allows work to be specified and issued based on standard units of construction work. It will also draw on other SAP modules such as PS (project systems) and xRPM (resource and portfolio management). This latter feature will allow the definition and tracking of capital work from a portfolio viewpoint. The introduction of IWM has allowed the retirement of a number of legacy systems such as DWMS, TA database, and PMI workbooks.

OSS (Optimised Scheduling System)

The Optimised Scheduling System (OSS) is a new work scheduling system which is being designed to replace the legacy AREAS system which has been in use for close to twenty years. The project has progressed well through-out 2010 and the new system is due to go live in April 2011.

10. Access to Land and/or Premises

Pursuant to Condition 14 of the DSO Licence and as required in Condition 17, the following are the general principles and procedures that ESB Networks will follow in respect of any person acting on its behalf who requires access to land and/or premises for the purposes set out in this licence.

- All such employees or representatives acting on behalf of ESB Networks will possess the skills necessary to perform the duties for which access is required and will be appropriate persons to visit and enter the land and/or premises.
- Both employees and representatives of ESB Networks will be in possession of identity cards that clearly identify them as such. These identifications will be available to the persons occupying the land and/or premises. All vehicles arriving on these sites will either carry the full ESB Networks livery or be clearly identified as working on behalf of ESB Networks.
- ESB Networks will ensure that any person visiting land and/or premises on its behalf will be able to inform final customers connected to the Electricity System, on request, of a contact point for help and advice they may require in relation to the distribution of electricity.

Records are maintained of individual training, levels of approval to carry out work and the issue of ID cards. The contact number of the customer contact centre is available via briefing material to all team members and is printed on ESB Networks vehicles.

11. Service Level Agreements

There are three market roles that ESB Networks performs that are central to supporting a fully open market; these roles are the Meter Registration System Operator (MRSO), Data Collector and Meter Operator. These functions involve daily processes to support the market. The processes are detailed in a suite of documents referred to as the Market Process Documents (MPDs).

Service Level Agreements (SLA) set out the target service levels that ESB Networks will operate to in providing market roles to all market participants. The format of the SLA's, in general terms, outline the time frames within which suppliers can expect the required transactions to have been completed in response to the supplier message. These market messages and related SLA's are based on the agreed processes approved by CER. They set out performance standards which ESB Networks must strive to achieve and report on, as laid down in condition 13 of the DSO licence. As provided in that condition, the standards and/or targets of performance may be determined by the CER from time to time.

SLA Report

The Service Level Agreement (SLA) Report in the following tables contain the complete set of results for 2010. The report provides a description of each SLA and the measure against which its level of performance is reported. It is inevitable that a small number of exceptional transactions will require special manual handling for a number of reasons, to accommodate such cases the performance targets are set below 100%, in most cases it is 95%. The target timeline for those transactions that do exceed the SLA timeline is set at twice the SLA timeline.

The actual performance is measured as the percentage of transactions that were completed within the agreed SLA timeline and the percentage completed within twice the SLA timeline during 2010. The target for the number of transactions to be completed within the SLA timeline for all SLA's with the exception of 14A and 14B (these SLA's relate to NQH Meter Reading) is set at 95%. The target levels for 14A and 14B are stated in the comments column of Table 13. The comments column is used to provide an explanation of the reason why the actual performance has not reached the set performance target within the SLA timeline.

Performance against SLAs:

The performance levels against these SLAs were very good in most cases in 2010. Significant progress against these SLAs was made in 2008 and these levels have generally been maintained since then. There are a total of 44 SLAs in place and in 2010 the performance target to be achieved within the SLA timeline was met or exceeded in 34 of them. The key target of achieving one actual meter reading per year was achieved in 98% of cases again this year, this represents a very high level of performance in this area.

This year the performance target was exceeded for SLA 12B, this SLA requires the Meter Data associated with a faulty meter being repaired or replaced to be processed within 5 days (Please refer to Table 12). This is an improvement on last year when the target was not met and shows a significant improvement since 2008 when the performance was 77% of meter data being processed within 5 days. The performance against SLA 6C which requires the details associated with new connections to be issued to Suppliers within 10 Days (Please refer to Table 11) dropped below the target this year. The reason for this drop was that details relating to 2 out of a total of 24 service orders in this category were not issued within the 10 day timeline.

Terminology used within SLA Report

Scheduled Read – A scheduled read is the meter read taken by the meter reader (working on behalf of ESB Networks) on a 2 monthly cycle.
Special Read – In some cases a supplier may request ESB Networks to take a special read additional to the normal scheduled read cycle. Typically this will be taken where a Change of Supplier is required.
Customer Read – In the event that a meter reader cannot gain access to read a meter, a card will be left at the customer site, suggesting that the customer read the meter themselves, in which case a bill will be based on the customer read. An **Out of cycle customer read** is where a customer can take a meter read at any time, and a bill will be issued based on this read.
Block Estimates – As per SLA, each customer will be visited 4 times per annum and bills should be based on actual meter reads on these occasions. The remaining two bills will be based on estimates. These are termed planned or block estimates.
De-Registration – where an account is no longer registered to a supplier. Typically this will be where an account is de-energised.
Energisation – is the action taken to allow the flow of electricity to a premises.

Table 10. Change of Supplier

Market Processes		Standard Approval timelines (SLA)	Actual Performance		Comments
Description	No.		Within SLA timeline	Within twice timeline	
Change of Supplier(NQH)	**1A**	Validate within 5 days	100%	100%	
	1B	Using customer read - Complete within 3 days	99.63%	99.79%	
	1B	Using special read - Complete within 10 days	84.38%	87.51%	Special Reads - A total of 3 (out of 20) were outside the SLA target
	1B	Using scheduled read - Complete within 3 days	97.25%	97.79%	
Change of Supplier(QH)	**2A**	Validate within 5 days	99.73%	99.84%	
	2B	Complete within 3 days	99.52%	99.52%	
Change of Supplier Cancellation	**3A**	Validate cancellation within 5 days	99.98%	99.98%	
	3B	Complete cancellation within 5 days	99.91%	99.91%	

Table 11. New Connections and Connection Agreements

Market Processes		Standard Approval timelines (SLA)	Actual Performance		Comments
Description	No.		Within SLA timeline	Within twice timeline	
New Connection and registration with supplier (NQH)	**5A**	Prepare Quote- Within 7 working days where no site visit required. Within 15 working days where site visit required	99%	100%	Calculations for this SLA were based on records for quotations issued within customer charter guidelines
	5B	Complete connection- Within 10 working days of receipt of ETCI certificate.	98%	100%	
	5C	Data Processing – Issue details to Supplier within 10 Days	97%	99%	
New Connection and registration with supplier (QH)	**6A**	Prepare Quote- Within 7 working days where no site visit required. Within 15 working days where site visit required	99%	100%	Calculations for this SLA were based on records for quotations issued within customer charter guidelines
	6B	Complete Connection- Within 10 working days of receipt of ETCI certificate.	98%	100%	
	6C	Data Processing – Issue details to Supplier within 10 Days	92%	96%	There was a total of 24 Service Orders in this category - 2 were outside the SLA timeline - 1 was outside twice the SLA timeline
Change to meter point characteristics	**8A**	Prepare quote- Within 7 working days where no site visit required. Within 15 working days where site visit required	99%	100%	Calculations for this SLA were based on records for quotations issued within customer charter guidelines
	8B	Complete change- Within 10 working days of receipt of ETCI certificate.	98%	100%	
	8C	Process Change- Issue details to Supplier within 10 Days	97%	99%	

Table 12. Meter Works

Market Processes		Standard Approval timelines (SLA)	Actual Performance		Comments
Description	No.		Within SLA timeline	Within twice timeline	
De-energisation of Meter Point	**9A**	De-energise within 5 days	88.23%	92.15%	A large number of vacant premises is a contributory factor as 2 visits are carried out where "No Access" occurs on the first visit.
	9B	Issue Meter details to Supplier within 10 Days	97%	99%	
Re-energisation of Meter Point	**10A**	Re-energise within 5 days	97.44%	99.28%	
	10B	Issue Meter details to Supplier within 10 Days	99%	100%	
Change of Meter Configuration	**11A**	Reconfigure within 5 days after the receipt and validation of Supplier request	91.81%	95.88%	The volume of calls in one area created resourcing issues, This issue was rectified during the year.
	11B	Process data within 10 days	98%	99%	
Meter Problems and Reports of damage	**12A**	Repair or replace faulty meter within 5 days	72.07%	82.7%	Large number of Duplicate entries. Majority of calls generated by meter readers and are not strictly customer service requests.
	12B	When a faulty meter is Repaired or Replaced-Process Meter Data within 5 days	96%	98%	

Table 13. Meter Data

Market Processes		Standard Approval timelines (SLA)	Actual Performance		Comments
Description	No.		Within SLA timeline	Within twice timeline	
NQH Meter Reading	**14A**	Scheduled Read-Distribution of Reads to Suppliers within 7 days	99%	100%	
	14A	2 Scheduled reading visits per annum	99.9%	N/A	Within SLA timeline target is 100%
	14A	4 Scheduled reading visits per annum	94.6%	N/A	Within SLA timeline target is 97%. Adverse weather conditions in Nov and Dec were a contributory factor in this SLA result. The Market was notified of the situation through RMDS.
	14A	Actual reads for scheduled meter reading visits	85%	N/A	Within SLA timeline target is 80%
	14A	Actual reads for scheduled MD meter reads	98%	N/A	Within SLA timeline target is 98%
	14A	One actual read per annum	98%	N/A	Within SLA timeline target is 98%
	14B	No Consecutive Block Estimations	97%	N/A	Within SLA timeline target is 99%. Adverse weather conditions in November and December resulted in unplanned estimation of more than 24,000 accounts.
	14B	No Consecutive MD Block Estimations	100%	N/A	Within SLA timeline target is 100%
	14C	Out of Cycle Customer Read- Readings processed within 3 days	95%	96%	There was a 29% increase in the volume of customer readings sent to Networks by Suppliers in 2010
QH Data Collection	**15A**	D+4 QH data-Send to SEM-O / Suppliers in 1 workday	100%	100%	
	15B	QH Actual Data	On D+4		Within 10 days
		Send to suppliers within 4 and 10 days**	99.47%	99.66%	**SEM Timeline
Request for Special Read	**18A**	Site visit by 7 days	78%	100%	This process was reviewed in 2010. The outcome was that changes are required to this report. A change request has been submitted and is currently prioritised with IT Services.
	18B	Issue of Meter details within 3 Days	75%	100%	See 18A comment

Table 14. Miscellaneous MRSO Processes

Market Processes		Standard Approval timelines (SLA)	Actual Performance		Comments
Description	No.		Within SLA timeline	Within twice timeline	
Data Aggregation	**16**	Issue of aggregated data to SEM-O/TSO/Suppliers and Generators within 5 days	94%	N/A	On 15 days (out of 261 days) the target timeline was exceeded. This was due to the increase in the number of sites which caused an increase in the data aggregation run time on SAP. Scheduled archivals of data were introduced to resolve this issue.
Change of SSAC	**20**	Complete process in 3 days	100%	100%	
De-registration	**21**	Auto Completion within 5 days	100%	100%	
		Manual Completion within 10 days	100%	100%	

Table 15. Change of Customer

Market Processes		Standard Approval timelines (SLA)	Actual Performance		Comments
Description	No.		Within SLA timeline	Within twice timeline	
Change Customer Details	**24**	Complete within 5 days	100%	100%	
Change of Legal Entity	**25**	Complete within 5 days	100%	100%	

12. Records and Reporting

The following tables serve to illustrate the sections of this report that meet the reporting requirements contained in the DSO and TAO licenses.

Table 16. DSO Licence Compliance Matrix

Clause in DSO Licence		Requirement	Performance Report Reference
No.	Title		Ref.
13.4	Performance of the Distribution Business	Report annually on performance	Entire report
13.5		Publication of criteria	2.1
17.1	Records and Reporting	Maintain a record of its general operation under Conditions 7, 8, 9, 13, 14 and 15:	
		7 Theft of Electricity	8.3
		8 Meter Point Registration Service	8.2
		9 Provision of Metering and Data Services	8.1
		13 Performance Reporting	Entire Report
		14 Access to Land or Premises	10
		15 Customer Service Code and Complaints Handling Procedure	3.2 3.3
17.3		Report annually on performance	Entire report
17.4		Publication of Report	2.1
17.5		Presented in a standard form to be approved by the CER	Entire Report

Table 17. TAO Licence Compliance Matrix

Clause in TAO Licence		Requirement	Performance Report Reference
No.	Title		Ref.
11	Performance of the Transmission System Owner's Business	Report annually on performance	Entire report

13. Compliance with licence requirements

The Compliance Officer for ESB Networks submits a report on Compliance to the CER each year and the Compliance Report was submitted to CER in March 2010.