

Performance snapshot 2023/24

Our network



Number of customers **2.4m**



Overhead lines
12,914km



Underground cables
47,911km



Submarine cables
23km

Total network length **60,848km**



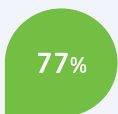
TOTEX



Total expenditure*



R110-ED2 (ED2) allowance*



of allowance (before adjustment for expenditure profile)

£90 Our part of a typical household bill*

*The price base for all £ values is 2020/21.

The typical household bill in current prices, and using a consumption value of 2,900kWh, is £115.

How we're performing

Reliability



Customer interruptions (Including exceptional events)



Customer minutes lost (Including exceptional events)

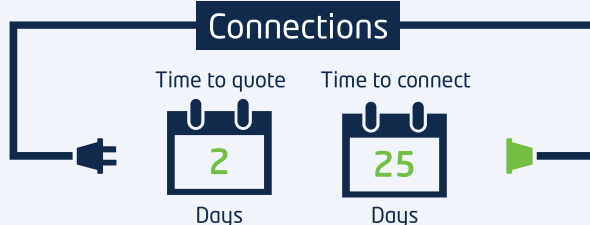


Customer interruptions (Excluding exceptional events)



Customer minutes lost (Excluding exceptional events)

Connections



No. of completed connections **10,260**

Our customer commitments

Customer satisfaction
92.0%

Customer Vulnerability score*
95.3%

Major Connections Customer Satisfaction*
86.0%

DSO Stakeholder Survey Score
7.94
Panel Assessment Score
6.19

*For full reports please use link below:

www.enwl.co.uk/about-us/engaging-with-our-stakeholders/stakeholder-engagement-publications/

Operating responsibilities

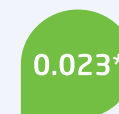
Safety

Licensee safety performance and compliance with Health and Safety Executive (HSE) legislation

Lost time injuries



Lost time injury frequency rate



*Number of lost time injuries per 100,000 hours worked

Community Outreach

£100k awarded to community energy projects
www.enwl.co.uk

Carbon emissions



Undergrounding for visual amenity



<https://www.enwl.co.uk/about-us/regulatory-information/environment-report/>