
Prepared by
ESB Networks

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1. Executive Summary

As part of an overall investment programme worth €4 billion, ESB Networks invested €510m in 2011 on national energy infrastructure. Our investment activities focused on renewing and extending the Distribution and Transmission systems to provide Ireland with an improved Electricity network. ESB Networks was again successful in 2011 in securing re-accreditation against PAS55, the internationally recognised standard of excellence in asset management.

The ESB Networks strategy 'Sustainable Networks Strategy towards 2020' defines the vision for ESB Networks of becoming a world class sustainable networks business. In 2011, ESB Networks continued to work towards achieving this objective while adapting to changing business needs. The SMART metering trials were completed in 2011 and analysis of the results showed a fall in residential electrical consumption by 2.5% on average and enabled load shifting to reduce peak loading by a maximum of 11%. The delivery of numerous innovative R&D projects continued with the completion of key phases of collaborative research projects.

Our customer service satisfaction surveys undertaken in 2011 returned an average satisfaction figure of 80% - the highest level yet recorded. Our continuity performance has also shown improvement due in part to the delivery of the Distribution Automation programme.

ESB Networks aims to achieve zero injuries across all business operations and activities based on the premise that all unsafe acts and incidents are preventable. In order to maintain the high level of safety standards across the business a number of new guidelines were developed and implemented during 2011. Plans are in place to extend OHSAS accreditation to all of ESB Networks in 2012. In addition, ESB Networks achieved EMS (Environment Management Systems) accreditation to ISO14001 in 2011.

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 2011 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 and the approved performance criteria 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:

- Customer Service
- Cost Performance
- Capital Programme
- Supply Quality & Reliability
- Safety
- Sustainability
- Service Level Agreements Performance
- 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. The percentage of calls answered within 20 seconds and the percentage of calls dropped are key performance criteria used to measure the quality of service provided to customers. Table 1 summarises the call answering performance of the Contact Centre. Graphs 1 and 2 show the trends in call handling response since 2007. 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 during this period.

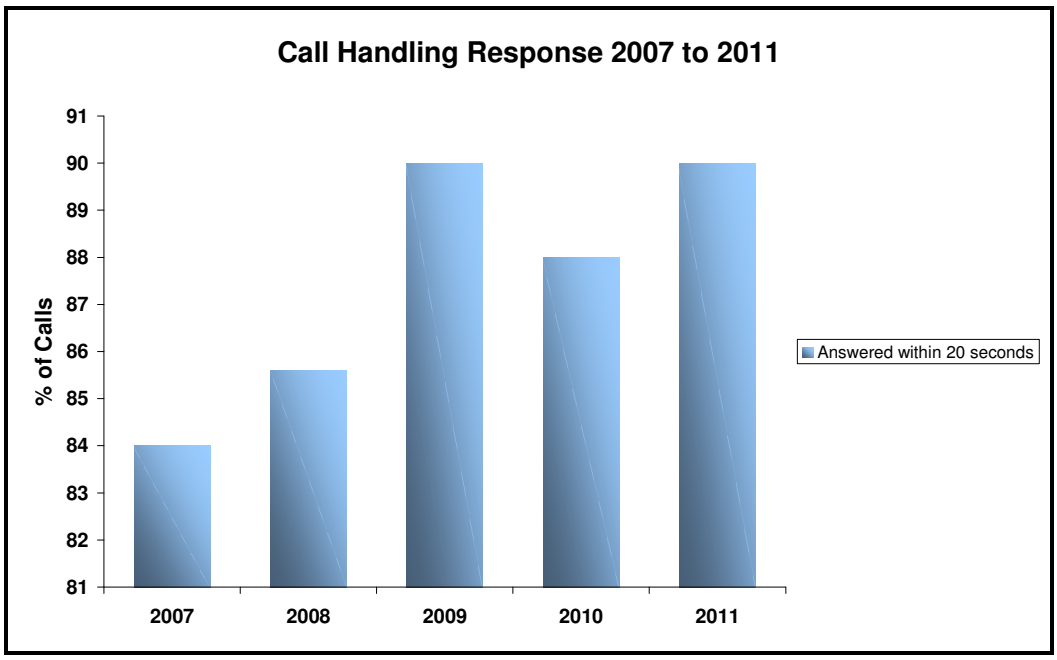
Table 1. Customer Service Key Indicators

Description of Criteria	Value
Call Handling Response[1]	
Percentage of calls answered within 20 seconds	90 %
Percentage of calls dropped[2]	2.2 %
Networks customer calls to the call centre	632,603 [3]

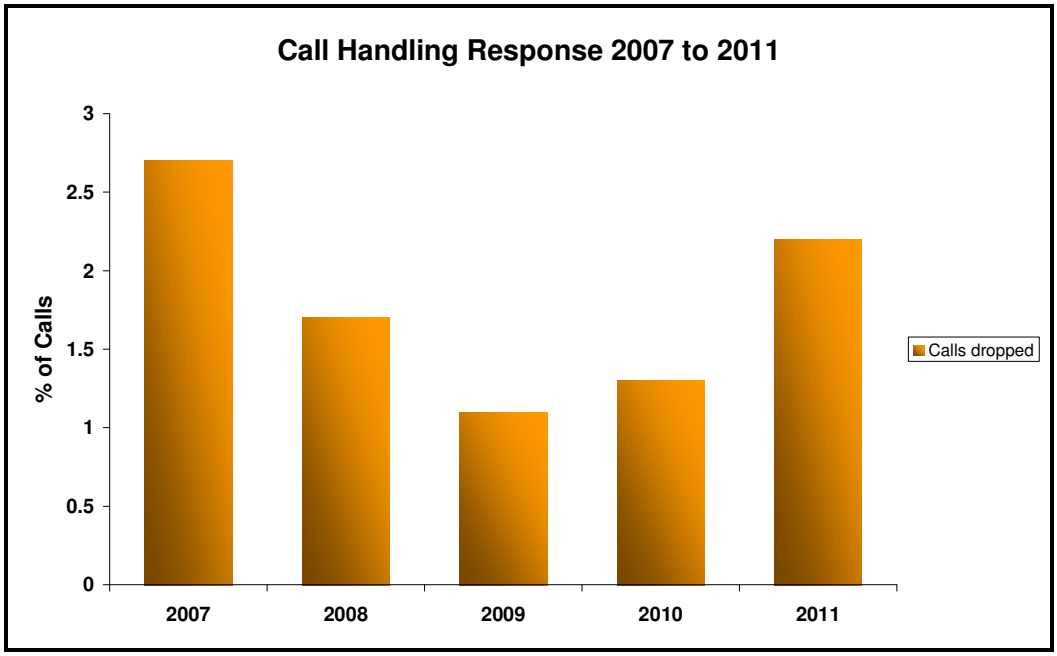
1 Note both sets of figures are inclusive of storms, which has the effect of reducing the percentage of calls handled and increasing the percentage of calls dropped.

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



Graph 2

3.1 Customer Service

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. The volume of Customer Charter payments in 2011 was 2,177. This is a reduction of 394 on the volume of payments in 2010.

Our commitment to protect the interests of vulnerable customers, in particular those on life support equipment, is ongoing and these customers have the facility to avail of priority telephone access to ESB Networks provided they register with 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

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 2011.

Table 2. Number of complaints[4] received

Description of Criteria	Number
Complaints received	**Number**
Concerning low voltage	78
For frequent outages	1,021
Time to connect customers	21
Operation Delays and Overruns	65
From Suppliers	0
On connection costs and budget quotations	28
On Meter reading and Estimated reads	494
Others	810
Total complaints received in 2011	**2,517**

Table 3. Number of Terminations and De-Energisations

Description of Criteria	Number
Connection points terminated[5]	18,069
Connection points de-energised[6]	17,571

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 includes connection points in vacant premises that have been terminated following previous de-energisation and de-registration, it also includes MPRN's associated with housing scheme quotations that have not progressed

6 De-energisation for non-payment

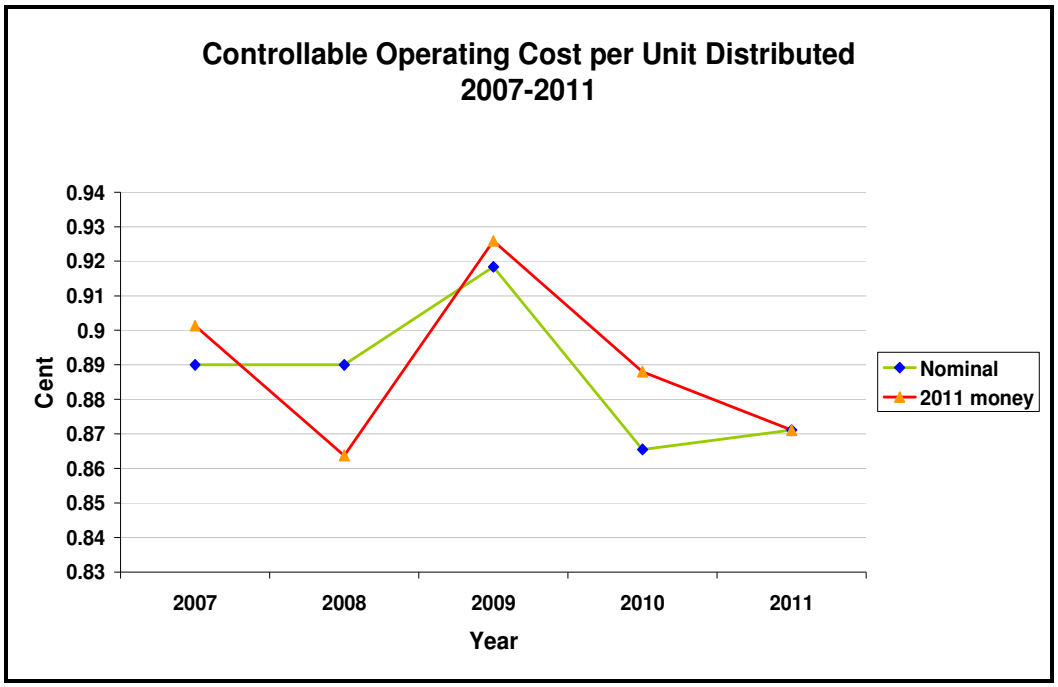
4. Cost Performance

CER have set targets for operating expenditure and the DSO will aim to achieve these and where possible improve on them. Table 4 summarises the DSO's performance in 2011 in relation to two key cost criteria.

Table 4. Cost Performance

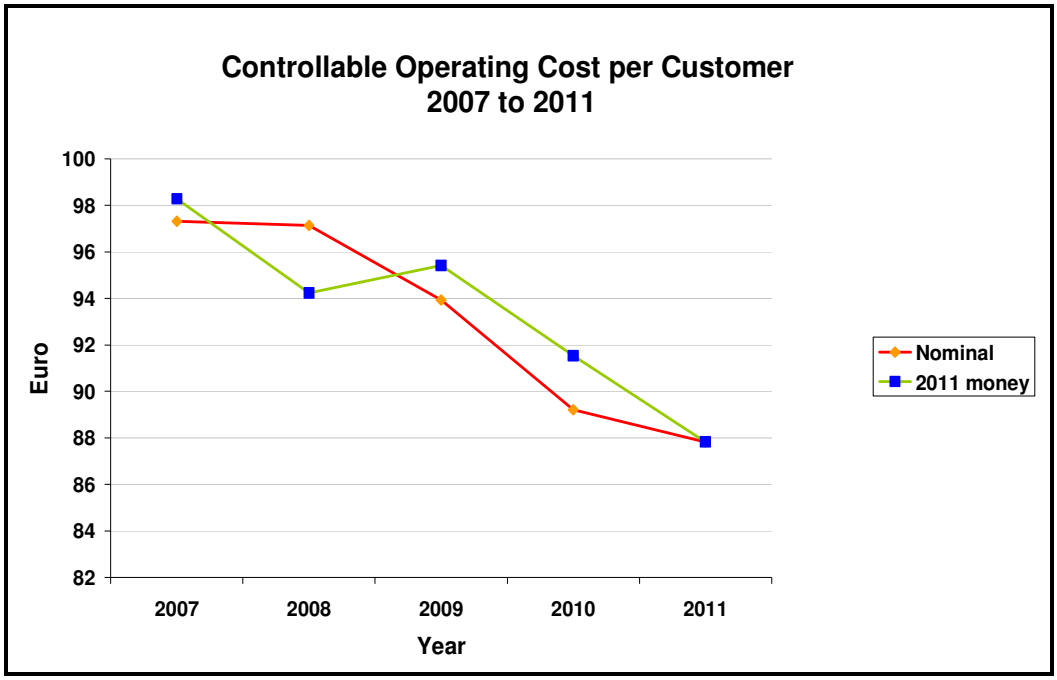
Description of criteria	Value
Controllable Costs	
Controllable Operating Cost per unit distributed	0.87c / kWh
Controllable Operating Cost per customer	€87.83 / Customer

The aim is to keep these controllable costs as low as possible whilst maintaining the operational integrity and efficiency of the networks. Graphs 3 and 4 below show the real and nominal values of Controllable Operating Costs per Unit Distributed and per Customer.



Graph 3

As can be seen from Graph 3, the Controllable Operating Cost per Unit Distributed reduced in real terms and increased in nominal terms in 2011 when compared to 2010. Although the total controllable operating costs reduced in both real and nominal terms in 2011 the total units of electricity distributed reduced by 2.1% and this had the effect of increasing the cost per unit distributed.



Graph 4

Graph 4 shows that in 2011 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 2011. The graph also shows that these costs have reduced considerably since 2007.

Transmission OPEX

Transmission Operating costs totalled €46.5m against an allowance of €47.5m in 2011. The underspend arose mainly in the area of maintenance.

5. Achievement of Capital Programme

DSO has agreed an extensive capital program with the CER for completion over the 5 year PR3 period 2011-2015. Our investment activities in 2011 focused on renewing and extending the Distribution and Transmission systems to provide Ireland with an improved Electricity network. The major programs of work undertaken over the past year include:

- The continuation of both the Urban & Rural Low Voltage Refurbishment Programs
- The development and initiation of a new nine-year refurbishment program of the medium voltage (MV) networks.
- Replacement of high voltage (HV) cables in Dublin City.
- MV Substation Replacement, this program focused on those subs which contained obsolete components during 2011.
- Extensive Load Reinforcement program to reinforce existing networks and improve the capacity of the distribution system.
- Conversion of 10kV networks to 20kV operation – almost 50% of the MV networks are now operating at 20kV.

In 2011, a total of 221MW[7] of generation was connected to the distribution system. This brings to 1090MW[8] the total embedded generation connected to the distribution system. 2011 also saw the successful energisation of the first two contestably built connections.

In addition to the above, the table below reports on ESB Networks' delivery of the Transmission capital program.

7 Wind generation accounted for 200MW of this total

8 Wind generation accounts for 903MW of this total

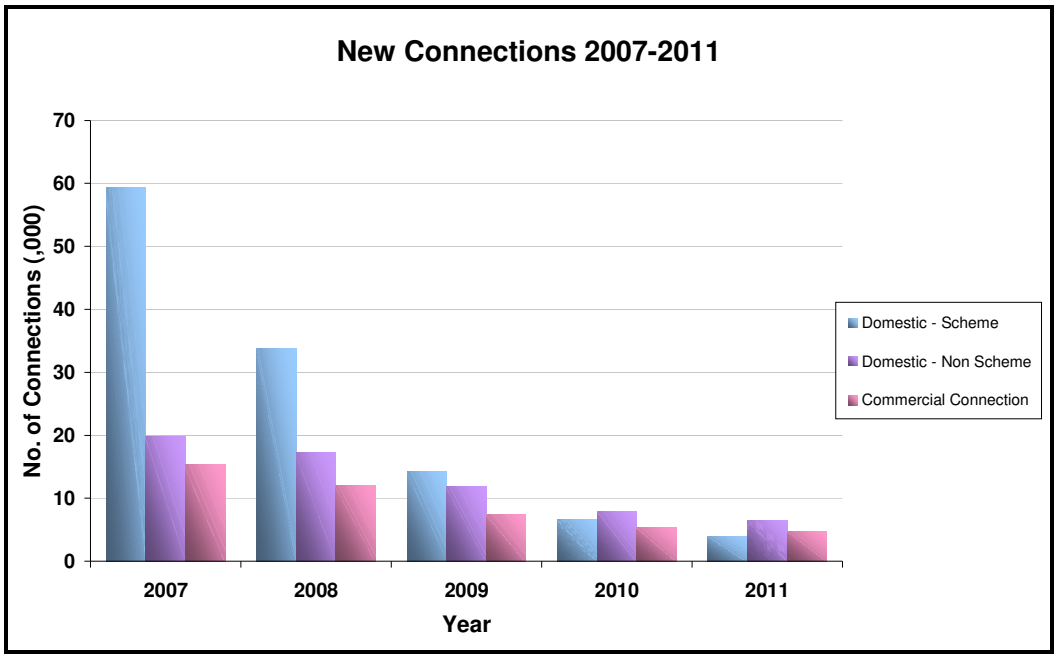
Table 5. Progress of Capital Programmes

Description of Criteria	Value	Progress Comment
Total Planned Capital Investment Programme		
Distribution Capital Investment Programme achieved to date (%) (i.e. percentage of allowed capital spent)	11.4%	Distribution CapEx completed in 2011 was 11.4%, the allowed target was 15.3%
Transmission Capital Investment Programme achieved to date (%)	11.7%	Transmission CapEx completed in 2011 was 11.7%, the allowed target was 14.2%
LV Rural Refurbishment Programme		
LV Groups completed (no.)	7,168	Delivery has exceeded annual target
LV Urban Refurbishment Programme		
Spans completed (no.)	7,343	Delivery has exceeded annual target
HV Cable Replacement Programme		
38kV Pre 1945 Paper insulated cable (km)	5	
Capacity added during 2011		
Increase in 110/38kV capacity	94.5 MVA	
Increase in 110kV/MV capacity	80 MVA	97% of target
Increase in 38kV/MV capacity	79.8 MVA	90% of target
38kV Overhead Line Refurbishment	409km	88% of target
MV Substations Asset Replacement in 2011		
1. Oil-filled Switchgear Subs (No.)	112	Replacement of oil-filled and open cubicle switchgear front loaded in 2011
2. Cast Resin Kiosks (RGB12 & Magnefix)	55	
3. Open Cubicle Switchgear	112	

Description of Criteria	Value	Progress Comment
20kV Conversion (km)	2,252	75% of target
Embedded Wind Generation connected to the Distribution System in 2011		
Windfarms Connected	22	The total capacity of all Windfarms that are connected to the Distribution System is 903MW.
Total MW Connected	200	

New Connections

In 2011, a total of 15,121 new connections to the Distribution System were completed by ESB Networks. This was a decrease of 4,830 on the number of new connections from 2010 and reflected the continuing economic downturn.



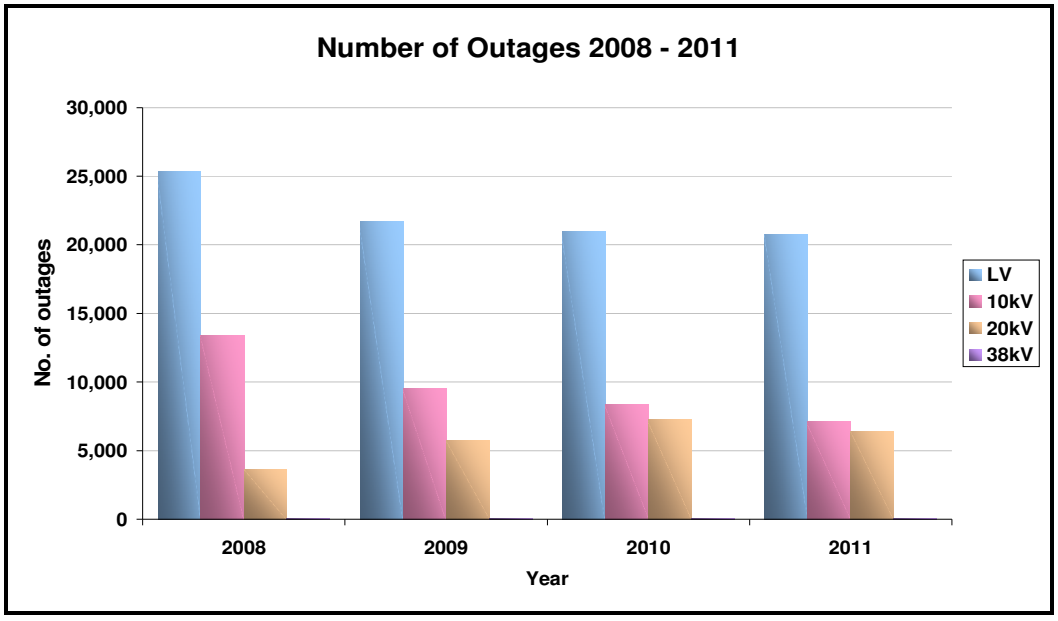
Graph 5

6. Supply Quality and Reliability

Supply reliability is an essential aspect of distribution system performance. The number of interruptions of supply is given in Table 6. Graph 6 shows the trend over the past 4 years.

Table 6. Number of outages[9] by connection voltage

Description of criteria			Value
Voltage	**Unplanned**	**Planned**	**Total**
LV	19,180	1,591	**20,771**
10kV	3,974	3,138	**7,112**
20kV	4,604	1,796	**6,400**
110kV/38kV	40	0	**40**
Unknown	135	195	**330**
Total exc Storm Days and MRPs	**27,933**	**6,720**	**34,653**



Graph 6

9 Short interruptions lasting less than three minutes 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.

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 2011-2015. 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.

Table 7. Customer Minutes Lost (CML) and Customer Interruptions (CI)

Description of criteria	Value		
Customer Minutes Lost			
	Unplanned	**Planned**	**Total**
Total **(including Major Renewal Programmes)**	**69.58**	**46.59**	**116.17**
Major Renewal Programmes		22.06	22.06
Total (excluding Major Renewal Programmes)	69.58	24.53	94.11
Customer Interruptions			
	Unplanned	**Planned**	**Total**
Total **(including Major Renewal Programmes)**	**0.946**	**0.181**	**1.127**
Major Renewal Programmes		0.076	0.076
Total (excluding Major Renewal Programmes)	0.946	0.105	1.051

Table 7 shows CML and CI for 2011 broken down between unplanned and planned. Major renewal programmes are programmes such as the LV overhead network refurbishment programme where planned outages are required to carry out the work. The planned CI and CML arising from these programmes in a given year depends on the nature and volumes of renewal works carried out in that year. While the CI and CML incurred on these programmes is reckonable in the incentive/penalty scheme, it is useful to show the performance excluding CI and CML as that reflects the underlying trend in continuity performance.

Table 8 shows the number of storm days in 2011 and details of the weather on those days.

Table 8. Storm Days

Description of criteria
Storms and exceptional events Number of storm days - 3
Description of storm days **23rd May 2011** Rain and wind with gusts exceeding 100 kmh. There were 91,731 customers affected on this day with the North-West of the country being the worst affected area. **12th September 2011** Rain and wind with gusts exceeding 120 kmh. 61,959 customers were affected. The North and the West of the country were the worst affected areas. **13th December 2011** Rain and wind with gusts exceeding 100 kmh. There were 36,567 customers affected with the West of the country being the worst affected. Total number of customers affected by storm days in 2011: 190,257

Table 9. Faults exceeding 4 Hours Duration and Voltage Quality Problems

Description of criteria	Value
Additional items	
Percentage of faults exceeding 4 hours restoration time	19.13%
Customer reports of problems relating to Voltage Quality	2,088
Verified problems relating to Voltage Quality	684

The percentage of faults exceeding 4 hours restoration time was 19.13% in 2011, up from 17.24% in 2010. The number of customers that reported problems relating to voltage quality was 2,088, these requests are not categorised as service complaints but are essentially requests for a technical investigation of possible voltage problems. The number of verified problems relating to supply quality was 684, these are situations where the voltage at the customer's location was verified to be outside the standard levels.

Operations

During 2011 SCADA (System Control and Data Acquisition) installation was completed in a further four 110kV stations and twelve 38kV stations. Also SCADA control was extended to a further 301 network switches and pole mounted automatic reclosers bringing the total number of downline devices controlled by SCADA to 1,575.

The medium voltage (MV) networks in 12 Areas are now being controlled from the Distribution Control Centres (DCCs). It is a key objective to extend centralised control to the remaining 22 Areas during 2012. Much progress was made during 2011 to be able to have all these areas under centralised control during 2012.

There were 17 maloperations while operating the MV and 38kV network. This is comparable to 2010 and is better than the average of 25 for the previous four years.

Continuing progress was made on the prototype testing of alternative methods of treating the neutral on the 20kV system. The Arc Suppressed System which has been installed in Baltinglass, Gurranbane and Birr stations is currently being installed in 2 more stations. These units will be made operational during 2012.

7. Safety

Fatalities and Serious Injuries

There was no electrical fatality due to contact with ESB Networks infrastructure during 2011. This is the first year since 2006 that there was no fatality due to contact with ESB Networks infrastructure. There were two fatalities from contact with electricity on the customers' side of the meter during 2011. The total number of electrical fatalities for the 10 year period from 2002 to 2011 is 29 (19 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 from 2002 to 2011 was two less than for the period 2001 to 2010. There was no change in the fatalities on the customer side of the meter over these periods.

One person was hospitalised overnight as a result of receiving indirect electric shocks from a fallen Low Voltage line that was in contact with a wire fence on a farm.

Public Safety Initiatives 2011

Advertising/Promotion 2011

- Advertising in the National and technical press promoting an awareness of the dangers from contact with ESB Networks electricity infrastructure.
- TV advertising in the national agricultural livestock marts focused at the farming community.
- Broadcasting of full range of public safety radio advertisements on local and national radio stations (Results from Ipsos MORI survey to benchmark performance on the public safety radio advertising campaign were very positive with a high awareness finding)
- Provision of stands in conjunction with the HSA at the National Ploughing Championships in September and at the National Livestock Show in Tullamore in August 2011.

Involvement with the HSA

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 2011, events were held in 6 locations throughout the country including Donegal, Cavan, Galway, Kildare, Clare and Waterford. Each event involved a number of primary schools.

Dangerous Occurrences

Table 10 reports on the number of dangerous occurrences associated with the networks infrastructure during 2011. These figures are broken down as third party damages[10] and non-third party notifiable fault incidents[11].

Table 10. Dangerous Occurrences

Description of criteria	Value
Number of safety incidents	
3rd Party plant damages (excluding underground cable dig-ins)	205
3rd Party plant damages caused by underground cable dig-ins[12]	627
Non 3rd party – MV and 38kV notifiable fault incidents (e.g. line drops)	134
Non 3rd party – LV notifiable fault incidents	560

The notifiable fault incidents data is based on records from the OMS (Outage Management System) fault recording system. The MV & 38kV data for 2011 shows a reduction of 20% over 2010 while the LV data for 2011 shows a slight increase of just 1% from 2010.

Theft and Break-Ins to Substations

The issue of metal theft including unauthorised break-ins to ESB Networks' substations poses a significant safety risk to the individuals involved. This mirrors the overall national trend of increased metal theft over the last two years. In addition to the public safety risks associated with this activity there are also significant additional negative impacts and costs arising from increased security measures, damage to equipment, environmental damage and clean-up costs due to oil spillages, disruption to work programmes etc. ESB Networks have been working closely with the Garda National Forum and other utilities in dealing with this issue.

10 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.

11 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.

12 Please note that the volume of these incidents included in last years report was 585. There was an error in that figure as it did not include the volume of these incidents recorded in one area, the total figure for 2010 was 682

8. 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.

In 2011 ESB Networks continued its effort to deliver the sustainable network of the future and some of the highlights are as follows:

Smart Metering

The Smart Meter Trials, which were completed during the year, resulted in a fall in residential electrical energy consumption by 2.5% on average and enabled load shifting to reduce peak loading by up to 11%. These results are encouraging and the CER is currently considering a full rollout of the scheme to every customer in the Republic of Ireland.

R&D Projects

The delivery of appropriate R&D Projects continued in 2011 with the completion of key phases of collaborative research projects. During the year ESB Networks won the "2011 International Project of the Year Award" in the Renewables Integration category. The projects were described by Powergrid as being "innovative, comprehensive and deeply relevant as wind penetration increases".

Carbon Reduction

Delivery on our internal carbon reduction targets, particularly on ESB Networks buildings and "Green Fleet" continued apace. This included installation of heat pumps and other forms of electric heating and energy efficient lighting and controls in five ESB Networks locations. To date, a 20% reduction in our carbon footprint has been achieved against the 2006 baseline.

Environment

ESB Networks have committed to operating to the highest environmental standards as part of its 2020 Sustainable Networks Strategy. In 2011 ESB Networks achieved EMS (Environment Management Systems) accreditation to ISO14001.

Renewable Generation

The Gate 3 Offer Program was completed in 2011, with 121 offers totaling 1,990MW issued by ESB Networks as Distribution System Operator. While the timeline for offer acceptance is unlikely to progress in 2012[13], a total of 13 offers for connection to the distribution system totaling 136MW were accepted by the end of 2011.

2011 also saw the successful energisation of the first two contestably built connections.

In 2011, the following consultations were also completed and CER directions were received on these:

- Connection Offer Process and Policy (with the Transmission System Operator (TSO))
- Financing of SO Preferred Connection Method in Contestable Builds (TAO and TSO)

Energised Projects

In 2011, a total of 221MW[14] of generation was connected to the distribution system. This brings to 1,090MW[15] the total embedded generation connected to the distribution system.

Offers Issued Update

In addition to completing the Gate 3 offer program, there were 9 modified offers issued during 2011. Under the 2009 CER direction CER/09/099, 25 offers were issued to generators outside the Group Processing Approach in 2011.

13 Outstanding consultation on dispatch principles SEM-12-028

14 Wind generation accounted for 200MW of this total

15 Wind generation accounts for 903MW of this total

9. 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 2011. 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 2011. 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 SLA's:

The performance levels against these SLA's were very good in most cases in 2011. There are a total of 44 SLA's in place and in 2011 the performance target to be achieved within the SLA timeline was met or exceeded in 39 of them. This represents a high level of performance and is an improvement on 2010 when the SLA timeline was met in 34 of them. Performance against SLA 14A (Carry out 4 scheduled meter reading visits per annum) and 14B (Meter installations will not have consecutive block estimates carried out) had dropped below the target levels in 2010 due to the adverse weather conditions in November and December but in 2011 the performance against both of these SLA's exceeded the targets. SLA 16 (Issue of completed set of aggregated data to Suppliers, Generators and SSA/TSO) had dropped below the target in 2010 due to an 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 the issue and in 100% of these transactions were completed within the target timeline during 2011.

Table 11. 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	99.83%	99.91%	
	1B	Using special read - Complete within 10 days	100%	100%	
	1B	Using scheduled read - Complete within 3 days	98.28%	98.83%	
Change of Supplier(QH)	**2A**	Validate within 5 days	99.87%	99.94%	
	2B	Complete within 3 days	99.83%	99.91%	
Change of Supplier Cancellation	**3A**	Validate cancellation within 5 days	99.98%	99.99%	
	3B	Complete cancellation within 5 days	100%	100%	

Table 12. 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	99%	100%	
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	100%	100%	
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	98%	99%	

Table 13. 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	87.63%	94.21%	A large increase has occurred in the number of these requests submitted by Suppliers. Also, calls to 'vacant premises' are 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	98%	100%	
Re-energisation of Meter Point	**10A**	Re-energise within 5 days	95.20%	96.75%	
	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	90.80%	94.26%	A new scheduling system introduced in April caused some difficulties over the following months. This issue was rectified towards the end of the year.
	11B	Process data within 10 days	99%	100%	
Meter Problems and Reports of damage	**12A**	Repair or replace faulty meter within 5 days	73.72%	84.07%	A shortage of time switches towards the end of the year caused backlogs. Majority of calls are 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	98%	99%	

Table 14. 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	99.6%	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	98.9%	N/A	Within SLA timeline target is 97%.
	14A	Actual reads for scheduled meter reading visits	86%	N/A	Within SLA timeline target is 80%
	14A	Actual reads for scheduled MD meter reads	99%	N/A	Within SLA timeline target is 98%
	14A	One actual read per annum	98.5%	N/A	Within SLA timeline target is 98%
	14B	No Consecutive Block Estimations	99%	N/A	Within SLA timeline target is 99%.
	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	97%	99%	
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**	99.5%	99.6%	**SEM Timeline
Request for Special Read	**18A**	Site visit by 7 days	73%	100%	Process has been reviewed and changes are required to this report as the data is incomplete. A Change Request has been raised with IT Services.
	18B	Issue of Meter details within 3 Days	84%	100%	See 18A comment

Table 15. 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	100%	N/A	
Change of SSAC	**20**	Complete process in 3 days	99.98%	99.98%	
De-registration	**21**	Auto Completion within 5 days	99.98%	99.99%	
		Manual Completion within 10 days	100%	100%	

Table 16. 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%	

10. Compliance with licence requirements

Annual Compliance Report

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 2011.

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 licences.

Table 17. DSO Licence Compliance Matrix

Clause in DSO Licence		Requirement	Performance Report Reference
Title	No.		Section
Relevant Assets	5.1	Submit a register of all relevant assets to CER annually	10
Performance of DSO's Business	13.4	Report annually on performance	Entire report
	13.5	Publication of criteria	2
Records and Reporting	17.1	Maintain a record of its general operation under Conditions 7, 8, 9, 13, 14 and 15: 7 Theft of Electricity 8 Meter Point Registration Service 9 Provision of Metering and Data Services 13 Performance Reporting 14 Access to Land or Premises 15 Customer Service Code and Complaints Handling Procedure	 10 10 10 Entire Report 10 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 18. TAO Licence Compliance Matrix

Clause in TAO Licence		Requirement	Performance Report Reference
Title	No.		Section
Performance of TAO's Business	11	Report annually on performance	Entire report

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:

Condition 7: Detection and Prevention of Theft of Electricity

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.

Condition 8: Meter Point Registration Service

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.

Condition 9: Provision of Metering and Data Services

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.

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.

Register of Assets

Table 19. Register of Distribution System Assets at end of 2011

Asset	Units	Volume
220kV		
220kV Substations	Sub	3
220/110kV Transformer Capacity	MVA	2,250
110kV		
110kV Overhead Lines	km	397
110kV Underground Cable	km	188
110/38kV Substations	Sub	82
110kV/MV Substations	Sub	25
110/38kV Transformer Capacity	MVA	6,072
110kV/MV Transformer Capacity	MVA	1,210
38kV		
38kV Overhead Lines	km	5,728
38kV Underground Cable	km	882
38kV Substations	Sub	432
38kV Transformer Capacity	MVA	4,871
MV		
20kV 3-ph Overhead Lines	km	13,000
20kV 1-ph Overhead Lines	km	26,200
10kV 3-ph Overhead Lines	km	14,300
10kV 1-ph Overhead Lines	km	28,900
20kV Underground Cable	km	600
10kV Underground Cable	km	8,631
3-ph Pole mounted Transformers	Trafo	19,442
1-ph Pole mounted Transformers	Trafo	211,251
MV Ground Mounted Substations	Sub	19,594
LV		
LV 3-ph Overhead Lines	km	4,100
LV 1-ph Overhead Lines	km	54,000
LV Underground Cable	km	12,400
Mini-Pillars	MP	156,700